Healthcare IT Professional

LEARNING OBJECTIVES

Healthcare information technology certification can lead to a virtual mountain of vertical moves. From here, you could conceivably become a data architect, a software developer, or even a CTO!

This program includes unparalleled training, career support, and coaching. It's a faster, cheaper alternative to traditional schooling designed to help you build a foundation for a long, exciting, and prosperous HIT career.

Program Orientation: Healthcare IT Professional:

- Learn how online training works with CareerStep
- How to be successful in your online training program

Computer Fundamentals:

- Learn foundational computer skills that can be used in any career
- Begin building your digital and technical knowledge

Introduction to Healthcare Information Technology:

- Identify the general scope of concern for HIT professionals.
- Describe the legal and regulatory atmosphere in which HIT professionals operate.
- Summarize the codes of conduct various types of healthcare organizations use to manage protected health information.
- Outline the typical desktop operations used in HIT.
- Outline the typical network operations used in HIT.
- Summarize the conceptual, functional, and clinical foundations of medical business operations.
- Summarize best practices for document imaging and problem solving for HIT professionals.
- Outline the goals and basic components of a healthcare information security plan.
- Outline the effective use of cryptography, wireless security, and secure disposal in a healthcare information security plan.

Health Information Management:

- Explain the role of health information management in patient care documentation and medical coding and billing.
- Identify types of health records and the documentation requirements, data sources, collection tools, and potential issues associated with each type.
- Discuss the evolution of the electronic health record (EHR) and its administrative and clinical applications.
- Describe records storage and retrieval processes, including numbering and filing systems and record storage and circulation methods.
- Explain health record maintenance through the use of the master patient index and data collection, indexes, and registers.
- Identify the principles, professional practice standards, and regulations related to the use of the health record as a legal business record.
- Describe the processes and legal requirements for the release of personal health information.

Coding Basics:

- Apply correct spelling and definition of words related to all chapters.
- Describe the three types of coding systems used in the healthcare setting (ICD-10, CPT, and HCPCS) and compare these systems.
- Describe how to use the most current procedural coding system.
- Identify symbols in the CPT manual.
- Apply key components of evaluation and management (E/M) services.
- Demonstrate how and when modifiers are used in CPT coding.
- Describe how to use the HCPCS Level II coding system and the most current diagnostic coding classification system.
- Explain the ICD-10-CM conventions and their use.
- Understand ICD-10-CM Official Guidelines for Coding and Reporting.
- Apply the rules for sequencing procedures and diagnoses in coding.
- Define medical necessity and its importance.
- Explain the consequences of the four types of insurance fraud, upcoding and downcoding.
- Describe the revenue cycle in practice management.
- List the components of an encounter form.
- Describe the kinds of information found

within the patient billing record.

- Describe the day sheet and the patient ledger.
- Explain the differences between debit and credit.
- Describe the information that should be captured on a cash control sheet.
- Explain patient financial obligations for services rendered and a professional discount.
- Describe how to complete an insurance claim form and the steps for processing an insurance claim.
- List five common errors made when filing claims.
- Differentiate between fraud and abuse as related to medical insurance.
- Describe the differences between filing electronic claims and filing paper claims and explain the role of a clearinghouse.
- Describe the differences between manual and electronic claims tracking.
- Explain how to follow up on delinquent claims.
- Identify the components of an explanation of benefits (EOB) form and a remittance advice.
- Describe the process of billing a secondary insurance company.
- List the items the account statement contains.
- Differentiate between monthly billing and cycle billing.
- List the required information when posting payments on a patient account.
- List the general steps in posting a nonsufficient funds (NSF) check.
- Explain the aging account process.
- Summarize the Truth in Lending Act (TILA), Fair Debt Collection Practices Act (FDCPA), and statue of limitations laws related to collections.
- Explain the steps in making a collection call.
- List the words to avoid and the words to use when preparing a collection letter.
- Describe the role of the collection agency, and identify common special circumstances related to collections.
- Identify two common exceptions to the payer/ responsible party in the usual billing and collections procedures.
- Describe types of adjustments made to patient accounts including: nonsufficient funds

(NSF) check, collection agency transaction, credit balance, and third party. .
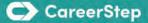
Telehealth for Clinical Support:

- Explain what telehealth is and when it is best used.
- Recall and define the various types of telehealth.
- Indicate the basics of the Public Health Emergency (PHE) Policy Update.
- Understand how telehealth visits are implemented and conducted
- Distinguish between telehealth visits from a patient's perspective and a healthcare provider's perspective.
- Outline telehealth consent best practices.
- Recall how telehealth visits can be utilized by various populations.
- Differentiate between synchronous and asynchronous visits.

Microsoft Office 2019: Foundations Course:

- This course Introduces learners to the important new features that the latest version of Microsoft® Word and Excel has to offer at a foundational level. It provides innovation with an enhanced learning approach designed to engage students, improve retention and prepare learners for success with Microsoft® Word and Excel.

A+ Core 1:

- Disassemble and reassemble a desktop computer safely.
- Disassemble and reassemble a laptop computer safely.
- Describe and contrast various types and features of motherboards.
- Configure a motherboard using BIOS/UEFI firmware.
- Maintain a motherboard by updating drivers and firmware, using jumpers to clear BIOS/UEFI settings, and replacing the CMOS battery.
- Select, install, and support a hard drive.
- Explain the TCP/IP protocols and standards Windows uses for networking.
- Identify, compare, and contrast hardware used to build local networks.

- Troubleshoot network connectivity problems caused by firmware, operating systems, and applications.
- Identify and use significant features of Android, iOS, Windows Mobile, and Chrome OS mobile operating systems.
- Support cloud computing services on a network.
- Install and share printers and manage printer features, add-on devices, and the printer queue.

A+ Core 2:

- Plan a Windows installation.
- Configure Windows settings after the installation.
- Describe special concerns when installing Windows in a large enterprise.
- Use Windows tools, including Disk Management, to manage hard drives.
- Explain how to secure resources on a network via physical and logical access control, user authentication, and user education.
- Recognize malicious software and remove it to protect personal computers.
- Use and support macOS for Apple computers.
- Use and support Linux distributions with graphical and command-line interfaces.

Principles of Information Security:

- Summarize the need for information security in today's global business environment.
- Outline best practices for information security management.
- Outline best practices for risk management in an information security context.
- Outline best practices for incident response and contingency planning in an information security context.
- Summarize the legal, ethical and professional environments for the information security profession.
- Outline best practices for the organization human resources for information security.
- Describe leading technology solutions for information security.
- Explain the benefits of cryptography for information security.
- Outline best practices for implementing information security projects.
- Outline best practices for information

security maintenance.

Service Desk Professional:

- Explain the service desk's role in achieving high customer satisfaction.
- Summarize best practices for active listening and effective communication as a service desk professional.
- Summarize best practices for using the telephone in a service desk context.
- Summarize best practices for technical writing in a professional support context.
- Identify strategies for handling difficult customer situations as a support professional.
- Identify strategies for solving and preventing incidents and problems and a support desk context.
- Describe the business skills necessary to thrive as a service desk professional.
- Summarize best practices for working in teams as a support professional.
- Identify strategies for managing stress and avoiding burnout as a service desk professional.

Computer User Support:

- Identify the customer service skills that most benefit computer user support agents.
- Summarize best practices for technical writing.
- Outline strategies for troubleshooting computer problems
- Describe common support problems and strategies for solving them.
- Summarize best practices for help desk operation.
- Outline effective strategies for managing user support groups.
- Summarize effective principles for product evaluation and support standards.
- Outline the purposes and tasks of a typical end-user needs assessment.
- Explain the typical challenges and responsibilities associated with installing and managing end-user technology.
- Summarize best practices for conducting technology training for users.
- Identify common useful tools and utilities for user support agents.

Program Completion: Healthcare IT Professional:

- Prepare to complete your program.
- Learn about next steps for industry certification.

Total Hours: 525

Didactic and Simulations