

# Medical Billing and Administration Apprentice Programme

## Agreed Programme of Study

### Programme Overview

Each apprentice will receive hands on training throughout the 2-year programme, designed to ensure they are a highly competent and qualified Medical Billing & Coding professional, as well as effective healthcare administrator. They will be fully supervised at all times until signed off as competent in individual practical procedure. These procedures include but are not limited to:

- Working in a confidential environment
- Handling of confidential information
- Filing and organising clinical documents
- Handling appointments via telephone and email with proper etiquette
- Checking patients in and out utilising Charm Electronic Medical Record System
- Learning various coding systems, including CPT and ICD10
- Generating invoices and claims for submission
- Handling cash and credit card transactions
- Understanding precertification requirements for procedures
- Debt collection process
- Understanding Explanation Of Benefits (EOB) sent by insurers.
- Maintaining office supplies and stock

### Certified Professional Biller

Apprentices will be expected to complete the Certified Professional Biller (CPB™), an online programme run by the US and Internationally recognised AAPC, to prepare for the official exam. Apprentices will be supported throughout this process and time given for personal study. All apprentices will meet weekly with their supervisor whilst undertaking the course to ensure progress. Once the CPB certificate is completed apprentices will meet fortnightly with their supervisor to further develop their skills and capabilities.

#### The CPB course includes the below:

- Introduction to Healthcare
- Health Insurance Models
- Patient Registration Process/Data Capture
- Introduction to ICD-10-CM Coding
- Introduction to CPT® Coding
- Introduction to HCPCS Level II Coding
- Medical Necessity
- Claim Forms (CMS-1500 and UB-04)
- Billing
- A/R and Collection Concepts
- Government Carriers (Medicare, Medicaid, and TRICARE)
- Blue Cross/Blue Shield
- Commercial Insurance Carriers
- Workers' Compensation

The apprentices will be expected to undertake additional courses and learning as necessary to ensure a high degree of knowledge and competence in this field.