GRANTHAM UNIVERSITY

Medical Administrative Assistant (Certificate Program) Student Handbook

4/3/19

A COMMITMENT TO OUR STUDENTS

Grantham University considers support for students' degree attainment to be our responsibility. For Grantham University, student-centric success is a core value. Our unwavering 65-year tradition has been to serve the adult learner. That past, our present, and the future all articulate the identical creed: *It is our pledge to purposefully, continuously, and passionately work alongside you to help you graduate. Students' timely progress is our objective and graduation is our goal. As such, and without equivocation, we declare in this Constitution that we absolutely expect you to graduate.* (excerpt from the Grantham University Constitution)

1951

Founded by World War II Veteran Donald Grantham.

Welcome from the Dean!

Great journeys should never be taken alone. Grantham University is a leader in distance education, which is the great equalizer. Every student now has access to the very best education. A University that has excelled since 1951, maintained DEAC accreditation continuously since 1961, and holds programmatic accreditation for certain programs in Business, Engineering, and Nursing will make a difference in your success. Offering flexible, frequent course starts, Master and Doctoral prepared faculty, student advisors, and financial aid specialists, Grantham will support and mentor you every step of the way.

What is your next step? Read the Handbook from cover to cover. Reach out and contact us for any questions you might have. We will walk with you every step of the way. We have been at this for over half a century, and we specialize in student success . . . your success!

Warmly,

Cheryl Rules, PhD, RN, CCRN-K, CNE

(913) 309-4628/ crules@grantham.edu

4/3/19

Philosophy of the MAAC Program

Our Philosophy is based upon the model of John Moore who did not let homelessness define him and went on to great success.

"Two weeks ago I posted a job for my corporate executive assistant role (pays $90,000-$115,000). Well, while I was out visiting stores yesterday, they received a 473 box truck and had 3 people call out. Immediately, I help them unload the truck and I was on the floor putting up merchandise. When I visit stores, I don't wear a suit. I dress like my team. My pants and shirt were dirty from lifting boxes and stocking but I was getting the job done. All of a sudden, my first candidate for my EA role walks in and asked for me. She heard me talking and started laughing. The cashier asked her what was funny? She said 'OMG that guy (pointing at me) talks so country/funny!' The candidate started small talking and then said 'hey, are you having fun stocking those shelfs?' I said YEP! My cashier IMMEDIATELY put her face in her palm. 😆😆😆 The candidate asked me what do I do? I looked at her smiling and said---I'm a cashier. She said yea, you would NEVER SEE ME ON THE FLOOR doing that. My REAL cashier spoke up quickly, trying to SAVE HER, and said Lauren, meet John Moore, the President of Store Operations. Her face turned so red 😱😱😱😱 and she apologized. Needless to say, she literally just talked herself out of a $100,000 job 💸💸💸💸. My point? Leaders, we are called to serve our people and teams regardless of our titles. Guess what? There will be times we get really dirty doing it as well! Also, don't you ever think you are too HIGH to get LOW when necessary! Lastly, when going on an interview, KEEP YOUR MOUTH SHUT! You NEVER know who you are talking to! If you want to know why I think everyone is important (regardless of who they are), it's because 15 years ago, I was homeless, sleeping in shelters, on a park bench, and nobody thought I was important."

Photo courtesy of John Moore

The Medical Administrative Assistant Certificate (MAAC) program philosophy begins with the belief that YOU ARE IMPORTANT. Every single person is deserving of an education. Every single person is important. Every single person is deserving of respect; and every single person has to start somewhere. The MAAC program provides entry into the field of health care. It is designed to assist students in obtaining entry level positions. With this Certificate program, each of the six courses assist students toward the goal of certification. We welcome students regardless of their educational background. If you have a high school diploma or equivalent you will be welcomed into MAAC. If you have failed before you will be welcome to try again. Faculty come from diverse backgrounds just as students do. We celebrate the diversity of our students and faculty. Courses are highly structured, yet personalized, so each individual student moves at their own pace within the eight-week time-frame. No one is more important in MAAC than you. Our goal is to grow you, your career, and your education.

MAAC Program Description

The six course, eighteen credit Certificate program leads to becoming a Medical Administrative Assistant. The program is designed for students entering the field of medical assistant administration, primarily in a medical office. The certificate allows students to master a set of skills pertaining to the performance of various office administration in a healthcare environment. This program focuses on practical learning of medical office functions, medical coding, insurance procedures, electronic records management, and financial practices. This program provides students with access to the National Healthcareer Association (NHA) portal used to practice, prepare, and sit for the Medical Administrative Assistant Certification Exam.

Medical Adminstrative Assistant (MAAC) Outcomes

The curriculum supports specific outcomes based upon the National Healthcareer Association (NHA) Medical Administrative Assistant (MAAC) certification exam blueprint. Students are expected to accomplish these outcomes during completion of the curriculum. In other words, this is what you are expected to learn as you complete the courses in this program. Grantham abbreviates this title into "Student Learning Outcomes" (SLOs), the designation that you will see in the Grantham University Catalog.

There are five Student Learning Outcomes:

4/3/19

After successfully completing the Medical Administrative Assistant Certificate Program, the student will be able to:

- ➢ Illustrate the role and function of different types of healthcare facilities and environments
- ➢ Utilize medical terms and abbreviations that are commonly used in health information management systems
- ➢ Articulate understanding of local, state and federal regulations, including OSHA standards,HIPAA's rules for protected health information and ethical practices
- ➢ Apply diagnosis coding skills for records management
- ➢ Complete the CMAA Certification through National Healthcareer Association (NHA)

Grantham University Catalog

To avoid redundancy, the MAAC Student Handbook will not repeat content found in the Grantham University Catalog. The catalog is revised yearly with addenda providing updates throughout the year. Allied Health students are held accountable for the information, policies, and procedures found in the catalog. Below is a listing of the major categories in the catalog with a notation if there are any differences for MAAC students.

Admission, Transfer Credit, and Requirements

There are 11 sections that clarify specific policies in this area. Courses are not accepted for transfer credits for the MAAC program. MAAC does not accept Prior Learning Experience (PLA). Each of the six courses contains work toward completing the MAAC Certification Exam. The courses are updated frequently due to the rapidly changing health care environment and all must be completed in this program.

Academic Information and Policies

The School of Allied Health has a vested interest in your success. We want you to succeed. We provide you with the best education possible so you can begin your career in health care. Policies are put in place to assist you in graduating.

In addition to the policies found above, the following are specific to the MAAC program:

➢ Courses must be taken in the order listed (each term builds upon the prior). The curriculum flows from simple to complex, thus, courses build upon one another. An assignment in a subsequent course may continue from an assignment in a previous course. Earlier courses provide the base for the increased rigor in the succeeding courses, culminating in sitting for the MAA Certification Exam.

➢ Any course that is failed or withdrawn from must be immediately repeated. No other course may be taken until this course is passed.

4/3/19

- A student who has begun another class prior to having a failing grade being posted in a previous course, will be removed from the current class and re-enrolled in the class that has been failed.

- The first and last term courses must be take alone: no exceptions

- The second term and the third term <u>may</u> allow two courses to be taken together if a "C" or better has been earned in the prior term. A "D" requires the student to remain part-time, one course at a time. Students should work with their funding source regarding the consequences of this rule. This rule exists in the MAAC program because students must earn a 2.0 to graduate with their Certificate.

- If students were to complete all six courses and not earn a 2.0 GPA, courses in which a "D" was earned would need to be repeated until one of two outcomes is achieved: a 2.0 GPA is earned and the student would graduate, or funding runs out and the student would either have to pay out of pocket or be terminated from the program. It is vital students earn a minimum of "C" in each of the six courses, and a 2.0 GPA.

- Students are allowed two attempts to pass a course. A third attempt appeal is outlined in the catalog (section 2.1).

- Students who remain continuously enrolled have the highest potential for graduating. However, we understand that life circumstances sometimes necessitate a brief time out of the program. Students who have been out of class 90 days (pending courses do not count in this 90-day ruling) will be subject to a program review. The entirety of the academic record will be reviewed: age of completed courses, grades, time between courses, policies in the current catalog, programmatic and curricular changes. The student may be approved to return to the curriculum plan without change, may be required to repeat pivotal courses that have been substantially revised, or may have courses added or subtracted from the curriculum plan.

- ➢ Students in MAAC are required to have a computer that either meets the specification outlined in the GU catalog or a Chromebook with the specification outlined in the admissions form. Phones and most tablets are not adequate for college level work. Not having a proper computer/Chromebook is a major cause of student failure and students may be asked to provide verification of such.

Student Financing

There are 16 sections that clarify specific policies in this section. The University and the School of Allied Health are aligned for these sections.

Student Services

There are 10 sections that clarify policies in this area. The University and the School of Allied Health are aligned for these sections. There are areas that are of special importance to students. Student who develop strong relationships with their student advisor do much better in class and graduate at higher rates. It is an expectation of the School of Allied Health that students maintain regular, close contact with their SA. The student <u>must </u>have a working phone number, and must use their Grantham email. This is part of the college environment; we are here to help you be successful and to do that, we need you to be in contact with us.

Student Advising Services

The role of the student advisor at Grantham University is to enhance the student experience and support student success through Swaddled Support Services (SSS™) and VIP^2™ student advisement.

We remain Visible, Immediate, Personal, and Proactive™ with you to promote a shared responsibility in your educational decisions. Choosing the right courses, in the best combination,

on a life-balanced course start date for the individual student is paramount to your success. We understand that many responsibilities compete for your time. We will work to find the best fit for education in your life as an individual.

Advising begins in the Admissions Department and continues through the Student Advising and Academics Departments. Along that developmental continuum, you may be contacted by deans, chairpersons, faculty, and other involved parties in order to support your progress and offer assistance.

Your advisor can assist you with:

- Course planning

- Resource identification to promote academic progression

- Registration - Registration begins Week 3 of the second session every semester.

    Students must register for the first and second session in a semester at the same time.
    Students with a hold will be unable to register until their hold has been cleared. Students wishing to drop, add, or withdraw from a course should contact their student advisor.

- Financial aid questions

- Attendance questions

- Academic questions

- Issues that may negatively impact academic success

In conclusion, the student advisor plays an integral part in your success at Grantham University. You are expected to maintain close contact with your student advisor.

Teaching and Learning Center (TLC)

The TLC is more than the typical library at GU. In addition to a librarian who may assist students in finding articles for assignments, the TLC offers videos, writing services, and a variety of other

support services. Learning to properly search the extensive databases that GU maintains free of charge is vital to support the evidence-based research students will complete throughout their allied health program.

Student Grievances

The School of Allied Health follows the grievance policy outlined in the catalog. The first step for any grievance is contact with the course instructor to discuss any course related issue. The first step for any grievance that is not related to a course is the Allied Health administrative team. The Student Advisor (SA) should also be a part of the non-course related grievance process. The faculty and administrative team have the most thorough understanding of the grievance process and justification for policies, and are best able to assist students with grievances.

Students Rights and Responsibilities

There are 10 sections that clarify policies in this section. The University and the School of Allied Health are aligned for these sections.

5.2 ACCOMMODATIONS UNDER THE AMERICANS WITH DISABILITIES ACT

For Accomodations please follow the information in the catalog.

5.8 STATEMENT OF NON-DISCRIMINATION

Grantham University prohibits all forms of discrimination, including harassment. Harassment consists of unwelcome contact, whether verbal, physical or visual that is related to race, color, religion, political convictions, national origin, gender, disability, sexual orientation, gender identification or age, ancestry, physical handicap, medical condition, marital status, veteran status, citizenship status or other protected group status by students, contractors, faculty or agents of the University. Title IX states, "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance". If you feel like you are a victim of discrimination based on sex and want to report an allegation or

4/3/19

have questions involving Title IX, please email our Title IX Coordinator at the following: Title IX

Coordinator, 16025 W. 113th Street, Lenexa, KS 66219 TitleIX@grantham.edu.

 Grantham University will not retaliate against anyone who makes a claim of harassment or

discrimination.

5.10 <u>CODE OF CONDUCT</u>

The catalog has a thorough description of the Code of Conduct (CoC) policy. Health Care

professionals are some of the most trusted workers in the country and are tasked with caring for

vulnerable populations. The SoAH maintains a critical vested interest in the integrity of its

programs. Students are expected to uphold not only the GU CoC standards but also those of

the allied health professions in all interactions, both within class and outside of class in clinical

environments.

Graduation, Honors, and Distinctions

There are 8 sections that clarify policies in this section. The University and the School of Allied

Health are aligned for these sections.

CMAA Course Processes

Chromebooks

Grantham students attend class in a 100% online environment. Students are expected to have

basic familiarity with the computer and its use. If the student is not familiar with basic computer

use, it is strongly suggested that a course be completed through the local library, Adult

Education Center, or Community College – many of these courses are free. Students are

required to have and maintain a computer with the proper specs as well as reliable internet.

"Borrowing" a computer is not acceptable. The School of Allied Health has chosen a

Chromebook that will be adequate for the six courses in the curriculum and that may be covered

by a funding source. Our Admission representatives can assist students in finding funding

sources, such as Pell grants, for many students. If you identity at any point that you do not have an adequate computer, notify your advisor immediately. You may not be able to remain in class until the situation is resolved.

Virtual Experience (VE)

Virtual experience may be included in courses. This is also called "simulation" as real-life experiences are simulated through various online or technological strategies.

Career Corner

Career Corner is a part of the MAAC courses. It utilizes Grantham's Career Services Center which is accessed from Glife, the sudent portal:

From the Career Services Center, you can access Career Launch, schedule an appointment (which is an assignment within the courses), make Career Connections, and watch a Webinar on employment. You will be given the knowledge, support, and encouragement you need to believe in yourself, promote yourself, and convince a prospective employer that you are indeed deserving of the job.

The Health Care Highway Community Room

Blackboard has established course shells known as Community Rooms that are open to all students who self-enroll. The Health Care Highway (the Highway) was established to create a resource center for students to share and learn about each other and the program. Students are required to enroll during the first MAAC course. Throughout the program, there are assignments

in the courses that require the student to visit the Highway. Directions on how to self-enroll are found in the first course.

The Highway has a Discussion area that allows students to communicate with each other. It has an Ask a Question section, Request a Mentor section, bios from Faculty, and multiple tabs for a variety of information of importance to students. The name "Health Care Highway" was chosen to signify the career path in Health Care. Health Care is a uniquely mobile career. Many students begin in entry level programs such as the MAAC, and progress during their careers through a graduate degree. Here, the Health Care team will show you the important intersections to the next level.

Ask A Question

The Highway allows students to submit questions on any topic to alliedhealth@grantham.edu. This mailbox is monitored closely.

Request a Mentor

Students may have questions, concerns, or problems for which they would like an Allied Health instructor to provide guidance. The Highway tab for Request a Mentor allows students to do so at any time, for any reason. Requests for mentors will be evaluated and carefully matched for the best fit. Upon occasion, that might be a Student Advisor if the need is non-academic. This is an entirely voluntary process with the student reaching out to the mentor when needed.

Zooming

The School of Allied Health (SoAH) team believes that there are times students need live synchronous meetings with faculty and/or AH administration. This can be provided in a variety of ways; Blackboard has Collaborate Ultra; Google Hangouts and Skype can also be used. However, the SoAH maintains a Zoom Room, a simple, effective way for faculty and students to have face-to-face meetings and that has the capability for participants to work on documents

together. Students may request meetings for tutoring, clarification, or support. Faculty may request meetings for work on assignments that are not progressing well, discuss academic issues, or to provide step-by-step directions.

ePortfolios

For more on ePortfolios see: https://www.aacu.org/publications-research/periodicals/benefits-e-portfolios-students-and-faculty-their-own-words . The developent of an ePortfolio for use as a Professional Career Management tool is an important free benefit of the MAAC program. Students will create an ePortfolio in the second course. During the program, certain courses will contain a Career Corner during which you will work with the Career Development staff to develop a professional resume and learn how to apply and interview for a position. The Career Development staff will work with you to determine what you should add to the ePortfolio to showcase your learning, talents, and skills. In the final course, you will add your Certification with the credentials earned when the Medical Administrative Assistant NHA Certification Exam is passed. The ePortfolio belongs to the student and is fully portable upon graduation. The primary goal of the MAAC program is to assist you in obtaining entry level health care employment – the ePortfolio is part of that assistance.

MAAC Pathway through the Curriculum

MEDICAL ADMINISTRATIVE ASSISTANT CERTIFICATE		CREDIT HOURS
REQUIRED COURSES		
CS205	Computer Software Application in Healthcare	3
AH111c	Healthcare Delivery Systems	3
AH114	Medical Terminology	3
AH212c	Basic Diagnosis Coding Systems	3
AH215c	Medical Assisting	3
AH235c	Medical Administrative Assistant Certification Prep (Completion of Certificate Requirements)	3
TOTAL REQUIRED HOURS		18

*All courses must be taken in the prescribed sequence. Failed (F) or Withdrawn (W) courses must be immediately repeated. All courses must be passed with a "D" or better in order to progress in the program. If any course is not passed with a "C" or better, the student will be required to enroll in Part-Time status. CS205 and AH235c are taken alone in their respective terms.

** The six courses in the MAA Certification Program are designed to transfer to the AAS in Medical Coding and Billing.

***All courses must be completed at Grantham. No transfer credit is allowed.

Term 1

CS205 COMPUTER SOFTWARE APPLICATIONS IN HEALTHCARE   3 CREDITS

PREREQUISITES: NONE

This course provides an overview of commonly available software tools used in healthcare, including an introduction to encoding tools and computer-assisted coding software used in healthcare data processing. Focus is placed specifically on healthcare software and its many uses, functions and applications in the medical office. Other processes such as medical office billing and information technology are also discussed.

Faculty: Stella Harris

4/3/19

Welcome Video: https://youtu.be/e0xB5wQG8RI

As you can see from her Welcome Video Professor Harris is a special instructor. She has devoted her career to assisting new to college students in being successful. Professor Harris holds numerous degrees and is working on her doctoral degree. She has 25 years of experience in billing and coding as well.

CS205 must be taken alone. It may be your first ever online course, perhaps you have a new Chromebook to learn how to use, or perhaps you have no college level experience. We want you to have plenty of time to devote to being successful in this course. This course will seem very real to you, very health care related, and that is because when you access MOSS, you enter a virtual world of the Electronic Health Record based on what is actually used in hospitals, nursing homes, rehabilitation centers; a host of health care organizations. Although there are 70 assignments, most take 3-5 minutes to complete. But each one must be completed to move to the next. You will enter patients into the medical record, order laboratory tests, schedule appointments; all the skills you need to actually do this position in the "real" world.

Every single person on the health care team can help you through any sticking points, you only have to let us know you need help.This first course is where you create "habits" that lead to educational success.You should try to log into the class daily, complete even one small task, watch a video, read a lecture. Print out the schedule in the course to ensure you get all three discussion posts completed for each discussion question. Often, there are two discussion questions, so that means six posts total per week. Look ahead at the assignments so you have time to ask Professor Harris for help if you are uncertain about what to do. Never leave an assignment incomplete. Zeros do not average well. Avoid distractions. Your family must get used to you being a college student, understanding you need time alone to concentrate and study. Multi-tasking is a fallicy. The human brain cannot multitask. We fool ourselves into

thinking we are, when what is really happening is that your brain is shifting from one thing to the next, doing it all rather poorly. Keep your mind on the prize. There is little else you can do in the next 8 months that would equal the satisfaction you will feel in graduating with a job-ready skill.

Term 2

AH111C HEALTHCARE DELIVERY SYSTEMS   3 CREDITS
PREREQUISITES: NONE
This course introduces students to different types of healthcare delivery systems as well as how to analyze the organization, financing, regulatory issues and delivery of a variety of healthcare services. Topics include the continuum of care; methods and theories in healthcare delivery systems; and computer applications in healthcare. Focus is placed on evolution and trends in managed healthcare, including research, statistics, quality management and integrating information technologies into medical office practices. Other processes such as staffing, productivity and improving quality are also explored. This course provides students with access to the National Healthcareer Association (NHA) portal used to practice, prepare and sit for the Medical Administrative Assistant Certification Exam.

Faculty: Pam Monroe

Welcome Video: https://youtu.be/-xBqrzuKeXs

If you have earned a "D" or better you will progress into term 2 and begin AH111c with Professor Pam Monroe. Professor Monroe is a full time instructor for Grantham. She is a student herself, in the final phase of earning her doctoral degree. She understands the challenges of being a student, having a family, and a full time job. She also is a mentor and the only instructor who teaches two courses in MAAC.

This course covers the past, present, and future of health care. It explores the challenging questions on how health care has gotten to this point, why politicians are so divided over how to improve health care, and what some of those terms we hear all the time (PPO, HMO) mean.

4/3/19

In this course you be introduced to the National Healthcareer Association (NHA). NHA is an accredited providor of entry level health care certification exams, 8 different ones. To prepare for the Certified Medical Administrative Assistant (CMAA) exam the NHA has practice materials, practice exams, and the actual Certification Exam. By placing this exam within the final course the SoAH is able to include the entire cost as part of your courses, a great benefit to students.

This course will contain detailed instructions on how to sign into the NHA portal, how to access and complete the practice sections, and how to begin to prepare for the Certification (which takes place in the final course) by completing practice tests. You will have had so much preparation by the time you take the actual certification exam, you can be certain you are ready for success!

AH114 MEDICAL TERMINOLOGY   **3 CREDITS**

PREREQUISITES: NONE

This course teaches the foundation of the language of healthcare. Students will learn how to pronounce medical terms and communicate medical information to both health professionals and patients. Students will also learn the principles of word-building needed for the extensive medical vocabulary used in healthcare. Students will utilize interactive technology to assist with learning, pronunciation and application in Anatomy and Physiology.

Faculty: Alexis Colaizzi

Welcome Video: https://youtu.be/Mr7GTUDWS9Q

Professor Colaizzi is well prepared to teach you Medical Terminology. As a Doctor of

Pharmacology with a post-doctoral fellowship, she assists with writing and defining medical

terms. She asked for this course so she could be a part of showing you that you can be successful in your future roles and she cares deeply about your learning.

Every day, as a health care worker, you will use the language of health care. This vital course prepares you for doing so. The course contains a virtual technology program to assist you with learning. Students are able to move through the activities at their own pace and repeat as often as needed. State of art technology provides the proper pronunciation of medical terms and scores student's pronunciation in return. This course also contains anatomy and physiology as well as pathophysiology work needed for the CMAA exam.

These two courses may be taken together for a total of 6 credits if a "C" or better was earned in the first course (CS205). If a "D" was earned, AH111c will be taken, then AH114. Remember, while a "D" does not require students to repeat a course, it does not provide the 2.0 GPA needed to graduate. Students are welcome to continue at a part-time schedule, one course per term if they feel that is best for them as well. Prior to begining each course, students should evaluate their situation and determine if, given their circumstances, school is appropriate at this time. If a class is started and it becomes clear this is not the right time to be in class, it may be dropped in the first seven days without counting as an attempt. After seven days, it counts. After seven days it is almost always best to stay in the class, submit every assignment, and do your best to finish the course.

Term 3

AH212C   Basic Diagnosis Coding Systems   3 CREDITS

This course offers an introduction to medical billing and coding in the medical practice. This course covers the basis of billing and coding issues including diagnosis, ICD-10-CM, current procedure coding, and coding compliance. This course introduces student to ethics, legal aspects, and anatomy and physiology. This course also explains The ICD-10 Procedure Coding

4/3/19

Systems (PCS). Basic Diagnostic Coding Systems will be using an interactive learning platform throughout the course. This course provides students with access to the National Healthcareer Association (NHA) portal used to practice, prepare, and sit for the Medical Administrative Assistant Certification Exam.

Faculty: Angie Hodges

Welcome Video: https://www.youtube.com/watch?v=P2FwehkJ2Mw&feature=youtu.be

As a certifed coding expert, Professor Hodges is part time faculty at Grantham. She also works in the field, is an expert in coding, and created this course. She is a member of the American Academy of Professional Coders (AAPC) and holds the Certified Professional Coder (CPC) credential. The CPC certification exam would likely be the exam you would pursue after several years of working in the billing and coding field. Any question you can think of to ask her, she can answer. She is your resource for this most important billing and coding course. She knows how challenging learning the language of coding can be, and is here because it is her passion, and she wants to help it become yours.

The requirements for moving forward to term 3 are the same. Any failure/withdrawal from term 2 must be repeated and passed to move forward. If a "D" was earned in term 2 this course will be taken alone. If a "C" or better was earned for both term 2 courses, students may take 2 courses in term 3.

This will be your first coding and billing course. If you choose to continue your schooling after graduation and earn an Associate Degree in Medical Coding and Billing, you will complete three more billing and coding courses in that program. For the MAAC, this is the only coding course you need to complete to be eligible to sit for the CMAA exam. While you will begin to learn to use the ICD10 coding manuals and practice case studies with actual coding in the Mindtap Technology platform, the coding manuals are not required for the entry level CMAA exam. Billing and coding questions are of a theoretical nature only, for this exam. For those of you who want to earn a coding degree, this course will be your first taste of what the word of coding is all about.

AH212c also contains NHA portal work as described under Term 2.

AH215C   Medical Assisting   3 CREDITS

This course introduces students to the overall role of medical administrative assisting as a career. Students analyze job responsibilities of a medical administrative assistant including patient interaction and communication, scheduling, and maintaining accurate patient records. Students learn how to process insurance claims and examine various bookkeeping systems. This course focuses on the importance of inventory management as well as the process of purchasing decision making. Students also explore specialized options for an administrative medical assistant. Medical Assisting will be using an interactive learning platform throughout the course. This course provides students with access to the National Healthcareer Association (NHA) portal used to practice, prepare, and sit for the Medical Administrative Assistant Certification Exam.

This is the second course that Professor Monroe teaches. Do not miss the opprotunity to meet with her, she has a wealth of knowledge to share and is always there for students.

The course contains what you were probably expecting to learn to be a medical administrative assistant. For a good description of needed skills and potential jobs see: https://www.grantham.edu/online-degrees/medical-admin-assistant-certificate/

Again, this course uses a technology platform that allows simulation of, and practice for, those skills potential employers will expect you to have. The CMAA exam requires the knowledge obtained from this course to pass. This course contains NHA portal work as well. This is a very busy term so even if eligible (the same grade requirements as before), consider if you have the time to devote to two courses. It is nice to graduate in 8 months of course, but even more important is to assure you DO graduate. You need that all important 2.0 GPA. Your advisor wil review your grades and your course completion rate (CCR) regularly.

Term 4

AH235C   Medical Adminstrative Certification Prep 3 CREDITS

This course prepares students to successfully complete the Certified Medical Administrative Assistant (CMAA) national certification exam offered by the National Healthcare Association. By

completing this course, you will validate your ability to perform routine administrative tasks in a physician's office or clinic in order to keep it running smoothly; meaning effectively and efficiently. As a healthcare professional, you will increase in knowledge, skills and competency of patient care.

Faculty: Tina Gibson

Welcome Video: https://youtu.be/hne3m6knUYQ

Professor Gibson is the Director of the MAAC program. She holds a Master degree and the same certification as you will. She has worked through the NHA portal, practice materials, and practice exam, and sat for the same Certification Exam that you will. She understands the process, the worries, and is placed here, in this final course for a reason. She wants to assist you and assure your success. As the Director of the MAAC program she is a contact for you in all courses, even between courses, if you are not enrolled. She will call you, work with you, counsel you on academic issues, and anything else you need help with. Remember, the beginning of this handbook, our model John Moore, who went from homeless to success? Professor Gibson's family walked that very same path. She understands what that feels like. No student is ever treated differently because of their past. She knows how far your future can go!

This course is not as hectic as some of the prior terms. It must be taken alone as this is the course in which you must search for a testing site, sign up for your test date, go to the testing site (and perhaps arrange for sitters, time off work, transportation, etc.), and complete the exam. The cost of the exam ($117) is included in the fees for the course. Completing the exam is a requirement to pass the course. If you do not schedule and complete the exam, you will not graduate. Passing the exam is NOT a requirement of the course. Clearly, if you complete all the required courses and practice, we expect you to pass, but if you do not, that is OK. Sometimes failure is the best learning experience. You will have been through the experience once. After

graduation, the portal will remain open to you. Keep practicing and take the exam again. While the cost will not be covered by the program, odds are good you will pass.

There is more content in this course about medical assisting, and there are more practice exams. Each of the three practice exams may be completed twice. The first attempts are threaded throughout the earlier terms. In this final course, the second attempt at all three practice exams is completed. Each exam mimics the "real" exam as it has 110 questions to be completed in one sitting. That is a lot of exams, a lot of questions, and likely you will find it very tiring. You actually need to practice being able to complete long tests. It is a skill needing development like every other skill. Assure, as best you can, that you get enough sleep, a healthy diet, and a quiet place to complete the three long, practice exams. If you live in a very small, rural area, be prepared to experience a drive to the nearest testing center. If, when you enter your zip code, no testing centers show, or they are a prohibitive distance, please contact us immediately so that we can attempt to find a solution. The School of Allied Health cannot, however, guarantee that NHA will provide a testing site within a reasonable distance for every student in the country.

SURVEYS

The SoAH is required to gather data on program processes and outcomes. The evaluation of this data provides the means by which program improvements can be initiated and satisfies the requirements of accreditation. Students play a vital role in the improvement of each aspect of the SoAH by providing this data.

Toward this end, students will complete the following surveys:

- End-of-course surveys (EOCs-each course)
- End-of-program survey (at completion of AH235c)

- Graduate Survey (emailed to graduate students)

Feedback obtained from these surveys are evaluated and action plans made for improvement.

WHAT COMES NEXT?

Well, that is up to you. The SoAH hopes that you feel you learned from the MAAC program and are pleased with this, your first part of an educational journey. We hope you choose to continue, and if you do, we hope you do so with Grantham. If not, continue it somewhere.

If you stay here, with us, at Grantham, you have many options. If you feel health care may not be a good fit for you we have Associate Degree programs in Business, Technology, General Education, and Criminal Justice. Your student advisor can work with you so be sure to ask.

If what you have learned supports your interest in a health care profession, consider the Medical Coding and Billing (MCB) Associate Degree program. Every single course you just completed counts toward a degree in MCB. The MCB program requires 60 credits to earn an Associate Degree. The 18 credits from MAAC transfer, leaving only 42 credits left! The MCB program provides a second Certification in entry level coding through the NHA portal, all costs included in the program, just as MAAC was. It is the next road on your health care career highway.