

2017 Training Center Product Catalog

Industry Leader in Healthcare Education





About

The Healthicity Training Center

The Healthicity Training Center will assist your staff to excel, which in turn supports the improvement of business outcomes. Our trainings are used to meet a broad range of training needs, including coding, compliance, competency assessment, and development needs. For volume discounts and training customizations contact us below.

Have a Question for Us?

Sales Inquiries

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Healthicity offers an integrated, online Learning Management System (LMS) platform that allows for training anywhere, on any type of device.





Auditing Education

Medical Auditing requires knowledge of a variety of different aspects throughout the healthcare field. Our Auditing Courses and Learning Paths include medical record standards and documentation guidelines, coding and documentation compliance, coding and reimbursement concepts, audit scope and statistical sampling methods, medical record audit abstraction, category risk analysis and communication.

1

POST AUDIT TRAINING -LEARN 1176

This training is designed to target key training needed in a post audit setting. Created by expert auditors for Providers to ensure understanding of key areas of evaluation and management coding, billing and documentation.

- 95 Evaluation and Management Guidelines
- 97 Evaluation and Management Guidelines
- Common Office Procedures
- Consultations
- The History Component
- Incident-to Services
- The Medical Decision Making Component
Inpatient Coding
- Modifiers
- Nursing Facility Services
- Preventive Medicine Services
- Primary Care Services
- ROS and PFSH Components
- Teaching Physician Guidelines
- Top Ten Common E/M Errors

2

2015 AUDITING WEBINAR SERIES -LEARN 1248

Our auditing webinar series bring you the education you need from experts you know and trust--all at a great price. The best way to stay current in compliance, scratch the cost and inconvenience of the travel--get the best value education now!

- Understanding the Impact of ICD-10 on Medicare LCDs
- Audit Scope, Sampling and Process
- You've Been Asked to Do an Audit...Now What?
- Surviving a Medicare Audit

3

2016 AUDITING WEBINAR SERIES -LEARN 1249

Our auditing webinar series bring you the education you need from experts you know and trust--all at a great price. The best way to stay current in compliance, scratch the cost and inconvenience of the travel--get the best value education now!

- Auditing for PATH Guidelines
- Risk Analysis vs. Forensic Auditing
- How to Build a Good Audit Tool





Business Education

Business Skills online education program helps you and your staff overcome a wide variety of technical, interpersonal and leadership challenges. Choose among four course libraries: Microsoft Office Skills, Customer Communications, Workplace Communication Skills, and Leadership and Management Skills. Achieve success in today's fast-paced and challenging business environment.

1

LEADERSHIP AND MANAGEMENT LEARNING PLAN -LEARN 1197

Leadership Skills is a self-paced 5-6 hour educational program to help new managers and current management accelerate their leadership skills. Leading organizations invest in continuing education for their managers. These courses help to optimize management productivity and prepare top achievers for leadership. They cover 12 of the most common leadership issues today, such as delivering feedback and managing employee performance.

- Getting Generations to Work Together
- A Question of Evidence - The Behavior-based Interview
- Cost Containment
- Coaching - The Power of Questions
- Delivering Feedback - Fixing Performance Problems
- Becoming a Presenter with Purpose
- Introduction to the Leadership Pipeline
- How to Delegate Effectively
- Managing Employee Performance
- Interviewing and Hiring while Protecting Yourself and Your Organization

2

COACHING LEARNING PLAN -LEARN 1199

Coaching is a large and complex subject. At its heart lies effective questioning skills. This learning plan provides leaders with practical illustrations of how to use questions to help people think through a problem or a task for themselves. If you are coaching another individual, the type of questions you use must be different from those questions designed simply to elicit information.

The purpose of this learning plan is to teach management how to guide employees through making independent decisions about a task or project, by simply asking the right questions.

- Coaching Skills: Introduction (Part 1 of 5)
- Coaching Skills: Leadership Styles (Part 2 of 5)
- Coaching Skills: Adapting Your Style (Part 3 of 5)
- Coaching Skills: The Coaching Process (Part 4 of 5)
- Coaching Skills: Giving Feedback (Part 5 of 5)
- Coaching Your Team to Higher Performance - Introduction
- Coaching Your Team to Higher Performance - Stage 1: Forming
- Coaching Your Team to Higher Performance - Stage 2 : Storming
- Coaching Your Team to Higher Performance - Stage 3: Norming
- Coaching Your Team to Higher Performance - Stage 4: Performing
- Coaching Your Team to Higher Performance - Assessment
- Coaching Others to a Higher Performance
- The Readiness Stairs Model
- Coaching Novices to Experts
- Using the Right Style
- Coaching Others Step-byStep
- Closing the Loop with Feedback
- Coaching Tips

Business Education Continued

3

DIVERSITY LEARNING PLAN

-LEARN 1200

Employee diversity training is a great asset for businesses competing in today's global economy. Different cultures at work bring new ideas, increased creativity, and fresh perspectives. Sometimes managing cultural differences can be challenging. Diverse backgrounds among employees can bring unintended misunderstandings and, unfortunately, workplace bullying. This learning plan is designed to develop multicultural sensitivity, communication, and problem solving skills in your employees.

- Working Well with Others: What is Diversity?
- Working Well with Others: The Diversity Continuum
- Working Well with Others: The Mistake of Stereotyping
- Working Well with Others: The Power of Inclusion
- Working Well with Others: Diversity Equals Greatness
- Looking Outside Yourself
- Opening Lines: Facing Diversity
- As Simple As Respect: Diversity, Respect and Inclusion In the Workplace
- Diversity: Face to Face
- Opening Lines: Understanding Respect
- Open Mind, Open World Improving Inter-cultural Interactions
- Diversity Is...
- Do Respect

4

THE M.E.E.T. ON COMMON GROUND™ MODEL / DIVERSITY TRAINING

-LEARN 1207

Employee diversity training is a great asset for businesses competing in today's global economy. Different cultures at work bring new ideas, increased creativity, and fresh perspectives. Sometimes managing cultural differences can be challenging. Diverse backgrounds among employees can bring unintended misunderstandings and, unfortunately, workplace bullying. This learning plan is designed to develop multicultural sensitivity, communication, and problem-solving skills in your employees.

- M.E.E.T. Zero Tolerance: Enforcing Zero Tolerance with Fairness and Respect
- M.E.E.T. on Common Ground - Speaking Up for Respect in the Workplace
- M.E.E.T.: Breaking New Ground Respect & Inclusion in the Workplace
- M.E.E.T.: Breaking New Ground Respect & Inclusion - Inappropriate Workplace Comments
- ME.E.T.: Breaking New Ground Respect & Inclusion - Inappropriate Workplace Thoughts
- Generations: M.E.E.T. for Respect in the Workplace
- We Need to M.E.E.T.: Managing for Respect in the Workplace

5

CUSTOMER COMMUNICATION LEARNING PLAN

-LEARN 1210

For both entry level and intermediate skilled staff, this online learning plan is for team members who work with patients and customers face-to-face, and via the phone, emails, and instant messaging tools. This entry-level training is designed for new staff members or beginners in communications and customer service. Courses empower staff to resolve negativity, vague requests, and even customer swearing.

- The Service Mentality
- Six Cardinal Rules of Customer Service
- From Curt to Courteous: Mastering the Seven Points of Communication
- Essential Telephone Skills
- Listening Skills
- Five Forbidden Phrases
- Business Friendly Customer Service
- How to Handle the Irate Customer
- Questioning Techniques

Business Education Continued

6

PATIENT FRIENDLY COMMUNICATION SKILLS LEARNING PLAN **-LEARN 1243**

For both entry level and intermediate skilled staff, this online learning plan is for team members who work with patients and customers face-to-face, and via the phone, emails and instant messaging tools. This intermediate-level training is designed for existing staff members well versed in communications. This course teaches new techniques on handling burnouts, foreign accents, and rude customers.

- The Exceptional Patient Experience: 10 Rules to Live By
- Essentials of Telephone Communication Skills
- 10 Principles of Positive Collaboration and Teamwork in Healthcare
- Keys to Professional Email Communication
- The Seven Keys to a Positive Mental Attitude
- Influencing the Interaction
- Six Steps to Service Recovery
- That's Just Rude
- Essential Elements of Internal Customer Service
- Killer Words of Customer Service
- Maintaining Customer Relations

7

WORKPLACE COMMUNICATION LEARNING PLAN PART I **-LEARN 1202**

Problems with workplace communication can lead to low productivity and increased stress between co-workers and management. Workplace Communication Skills this online learning plan includes targeted training to empower employees with proven methods to navigate a wide variety of interpersonal challenges, such as ethics and personality conflicts. This program is ideal for regular staff development, team-building sessions, conflict resolution training, and any performance improvement initiative centered on office etiquette. These “just-in-time” courses include actionable tips that employees can use to manage and resolve challenges in the workplace.

- What if You're Asked to Compromise Your Ethics
- What if a Co-Worker is Negative
- What if You Have a Personality Clash With a Co-Worker
- What if Someone Resists Change
- What if Someone Disagrees With You
- What if Your Boss Doesn't Notice Your Contributions
- What if it's Someone Else's Fault
- What if You Want to Offer Praise
- What if You See an Opportunity to Do Things Better
- What if Someone Criticizes You
- What if a Team Member is Uncooperative
- What if You Need Help With Work
- What if You Need to Break a Commitment
- What if Someone Breaks a Commitment
- What if You Need to Persuade a Colleague
- What if You're Asked to Host a Meeting
- What if a Co-Worker is too Social
- What if There's a New Team Member
- What if the Boss Keeps Changing Priorities
- What if a Co-Worker has an Embarrassing Problem
- What if You're New on the Job
- What if You're Haunted by the Ghost of your Predecessor
- What if There's Conflict Between Team Members
- What if People are Wasting Time Online
- What if You're Criticizing a Team Member's Work
- What if You're Setting Objectives
- What if You're Conducting Interview and Appraisal
- What if a Team Member is Late
- What if Someone's Not Doing What you Need
- What if Generations Clash

Business Education Continued

8

WORKPLACE COMMUNICATIONS SKILLS II LEARNING PLAN

-LEARN 1203

This learning plan is a continuation of the Workplace Communication Skills I learning plan delving deeper into the content covered in part 1 of this topic.

- Ethics in the Workplace - Houndville Business Animation
- Reducing Careless Errors - Houndville Business Animation
- What to Say When: You're Asked to Compromise Your Ethics
- What to Say When: Someone Disagrees With You
- What to Say When: You Need to Break A Commitment
- What to Say When: Someone Breaks A Commitment
- Everybody Wins: How to Turn Conflict into Collaboration
- Training Bytes Achieving Communication Excellence
- Working Without a Script
- How to Ask Positive Questions
- Dealing With Manipulative People
- Privacy Issues
- Active Listening
- How to be a Great Conversationist

9

PRESENTATION SKILLS LEARNING PLAN

-LEARN 1244

Welcome to the Powerful Presentation series. In this video series, we will provide the tools you need to make your presentation dynamic, informative and memorable. From saying a few words before a meeting to making a formal presentation to the board or the company at large, you need a winning speaking style.

- Presentation Skills: Basic Questions
- Presentation Skills: Organizing
- Presentation Skills: Opening
- Presentation Skills: Closing
- Presentation Skills: How to Make a Point
- Presentation Skills: Punching Up Your Presentation
- Presentation Skills: Creating Slides
- Presentation Skills: Handouts
- Presentation Skills: Using Audio Visuals
- Presentation Skills: Right Before the Presentation
- Presentation Skills: Psyching Up, Not Out
- Presentation Skills: Handling Questions
- Presentation Skills: Handling Distractions
- Presentation Skills: After the Presentation
- Powerful Presentation: Introduction
- Powerful Presentation Skills: Module 1 Begin and End with a Bang!
- Powerful Presentation Skills: Module 2 Constructing Your Content the EASY WAY
- Powerful Presentation Skills: Module 3 Confidence-It Will Make or Break You
- Powerful Presentation Skills: Module 4 Your Body Language Speaks Loudly
- Powerful Presentation Skills: Module 5 Connect with Your Audience
- Powerful Presentation Skills: Module 6 Handling Unexpected Situations with Immediate Resolve
- Powerful Presentation Skills: Module 7 Digital Age Dilemmas

Microsoft Office Education

Microsoft Office Skills learning plans are great for new staff members or for those brushing up on skills. These Learning Plans covers everything from beginner to advanced techniques. Ideal for anyone who utilizes a computer and Microsoft Office applications on a regular basis. Choose from courses on Microsoft Word, Excel, PowerPoint, Outlook, and Access.

1

MICROSOFT OFFICE 2013: THE BASICS - WORD **-LEARN 1206**

- Word 2013 Part 1: Working with the Ribbon
- Word 2013 Part 1: Help
- Word 2013 Part 1: Create a Word Document
- Word 2013 Part 1: Add a Watermark
- Word 2013 Part 1: Add Headers and Footers
- Word 2013 Part 1: Add Images to a Document
- Word 2013 Part 1: Additional Save Options
- Word 2013 Part 1: Align Text Using Tabs
- Word 2013 Part 1: Apply a Page Border and Color
- Word 2013 Part 1: Apply Borders and Shading
- Word 2013 Part 1: Apply Character Formatting
- Word 2013 Part 1: Apply Styles
- Word 2013 Part 1: Auto-correction
- Word 2013 Part 1: Check Accessibility
- Word 2013 Part 1: Check Spelling and Grammar
- Word 2013 Part 1: Control Page Layout
- Word 2013 Part 1: Control Paragraph Layout
- Word 2013 Part 1: Convert Text to a Table
- Word 2013 Part 1: Customize a List
- Word 2013 Part 1: Customize the Word Interface
- Word 2013 Part 1: Customize the Word Options
- Word 2013 Part 1: Display a Document
- Word 2013 Part 1: Display Text as List Items
- Word 2013 Part 1: Find and Replace Text
- Word 2013 Part 1: Insert a Table
- Word 2013 Part 1: Format a Table
- Word 2013 Part 1: Modify a Table
- Word 2013 Part 1: Insert Symbols and Special Characters
- Word 2013 Part 1: Manage Formatting
- Word 2013 Part 1: Modify Text
- Word 2013 Part 1: Navigate and Select Text
- Word 2013 Part 1: Other Proofing Tools
- Word 2013 Part 1: Printing
- Word 2013 Part 1: Renumber a List
- Word 2013 Part 1: Saving
- Word 2013 Part 1: Sort a List

2

MICROSOFT OFFICE 2013: THE BASICS - ACCESS **-LEARN 1206**

- Access 2013 Part 1: Add Controls to a Report
- Access 2013 Part 1: Configuring Form Lookup Field
- Access 2013 Part 1: Create a Form
- Access 2013 Part 1: Create a Query with Multiple Parameters
- Access 2013 Part 1: Create a Report
- Access 2013 Part 1: Create a Simple Access Database
- Access 2013 Part 1: Create Action Queries
- Access 2013 Part 1: Create Parameter Queries
- Access 2013 Part 1: Create Unmatched and Duplicate Queries
- Access 2013 Part 1: Edit Tables and Rows
- Access 2013 Part 1: Enhance the Appearance of a Report
- Access 2013 Part 1: Explore Access Ribbon Commands
- Access 2013 Part 1: Get Help in Access
- Access 2013 Part 1: Join Data from Different Tables in a Query
- Access 2013 Part 1: Modify Table Data
- Access 2013 Part 1: Orientation to Access
- Access 2013 Part 1: Perform Calculations in a Query
- Access 2013 Part 1: Prepare a Report for Print
- Access 2013 Part 1: Purpose of Primary Key
- Access 2013 Part 1: Sort and Filter Data in a Query
- Access 2013 Part 1: Sort and Filter Records
- Access 2013 Part 1: Summarize Data
- Access 2013 Part 1: The Access Options Dialog Box
- Access 2013 Part 1: The Records Bar
- Access 2013 Part 1: Use Forms for Data Entry
- Access 2013 Part 1: Use Queries
- Access 2013 Part 1: Use Reports
- Access 2013 Part 1: Use the Report Wizard
- Access 2013 Part 1: Use Wildcards in a Parameter Query

Microsoft Office Education Continued

3

MICROSOFT OFFICE 2013: THE BASICS - EXCEL

-LEARN 1213

- Excel 2013 Part 1: Absolute Cell References
- Excel 2013 Part 1: Add Borders and Color to Cells
- Excel 2013 Part 1: Align Cell Contents
- Excel 2013 Part 1: Apply Cell Styles
- Excel 2013 Part 1: Apply Number Formats
- Excel 2013 Part 1: Cell Names and Range Names
- Excel 2013 Part 1: Column Width and Row Height Alteration Methods
- Excel 2013 Part 1: Create a Basic Worksheet
- Excel 2013 Part 1: Create Formulas in a Worksheet
- Excel 2013 Part 1: Customize Advanced Options
- Excel 2013 Part 1: Customize Formula Options
- Excel 2013 Part 1: Customize General and Language Options
- Excel 2013 Part 1: Customize Proofing and Save Options
- Excel 2013 Part 1: Customize the Functionality of Excel by Enabling Add-Ins
- Excel 2013 Part 1: Customize the Quick Access Toolbar
- Excel 2013 Part 1: Customize the Ribbon
- Excel 2013 Part 1: Customize Trust Center Options
- Excel 2013 Part 1: Cut and Paste Commands
- Excel 2013 Part 1: Define the Basic Page Layout for a Workbook
- Excel 2013 Part 1: Format Worksheet Tabs
- Excel 2013 Part 1: Identify the Elements of the Application Window
- Excel 2013 Part 1: Identify the Elements of the Workbook Window
- Excel 2013 Part 1: Insert MIN and MAX Functions in a Worksheet
- Excel 2013 Part 1: Insert SUM and AVERAGE Functions in a Worksheet
- Excel 2013 Part 1: Manage the View of Worksheets and Workbooks
- Excel 2013 Part 1: Manage Worksheets
- Excel 2013 Part 1: Modify Fonts
- Excel 2013 Part 1: Renew the Page Layout and Apply Print Options
- Excel 2013 Part 1: Spell Check a Worksheet
- Excel 2013 Part 1: The Auto Fill Feature
- Excel 2013 Part 1: The Find and Replace Commands
- Excel 2013 Part 1: The Hide and Unhide Options
- Excel 2013 Part 1: The Insert and Delete Options
- Excel 2013 Part 1: The Undo and Redo Commands
- Excel 2013 Part 1: Use the Help System

4

MICROSOFT OFFICE 2013: THE BASICS - POWERPOINT

-LEARN 1212

- PowerPoint 2013 Part 1: Navigate the PowerPoint Environment
- PowerPoint 2013 Part 1: Use PowerPoint Help
- PowerPoint 2013 Part 1: Create and Save a PowerPoint Presentation
- PowerPoint 2013 Part 1: Create a Presentation from a Template
- PowerPoint 2013 Part 1: View and Navigate a Presentation
- PowerPoint 2013 Part 1: Add, Delete and Modify Slides
- PowerPoint 2013 Part 1: Work with Themes
- PowerPoint 2013 Part 1: Format Text Boxes
- PowerPoint 2013 Part 1: Edit Text
- PowerPoint 2013 Part 1: Use Bullets and Number Lists
- PowerPoint 2013 Part 1: Format Paragraphs
- PowerPoint 2013 Part 1: Format Objects
- PowerPoint 2013 Part 1: Arrange Objects
- PowerPoint 2013 Part 1: Edit Objects
- PowerPoint 2013 Part 1: Group Objects
- PowerPoint 2013 Part 1: Animate Objects
- PowerPoint 2013 Part 1: Create a Chart
- PowerPoint 2013 Part 1: Format a Chart
- PowerPoint 2013 Part 1: Insert a Chart from Excel
- PowerPoint 2013 Part 1: Create a Table
- PowerPoint 2013 Part 1: Format a Table
- PowerPoint 2013 Part 1: Insert a Table from Other Office Applications
- PowerPoint 2013 Part 1: Format Characters
- PowerPoint 2013 Part 1: Insert Clip Art and Images
- PowerPoint 2013 Part 1: Insert Shapes
- PowerPoint 2013 Part 1: Arrange Slides
- PowerPoint 2013 Part 1: Apply Transitions
- PowerPoint 2013 Part 1: Review Your Presentation
- PowerPoint 2013 Part 1: Print Your Presentation
- PowerPoint 2013 Part 1: Save a Presentation as a PDF
- PowerPoint 2013 Part 1: Deliver Your Presentation

Microsoft Office Education Continued

5

MICROSOFT OFFICE 2013: THE BASICS - OUTLOOK **-LEARN 1205**

- Outlook 2013 Part 1: Attach Files and Items
- Outlook 2013 Part 1: Check Spelling and Grammar
- Outlook 2013 Part 1: Create a Recurring Meeting Request
- Outlook 2013 Part 1: Create an Email Message
- Outlook 2013 Part 1: Create and Apply an Email Signature
- Outlook 2013 Part 1: Create and Manage Quick Steps
- Outlook 2013 Part 1: Create and Send an Email
- Outlook 2013 Part 1: Create and Update Contacts
- Outlook 2013 Part 1: Customize Reading Options
- Outlook 2013 Part 1: Customize the Background and Theme of the Outlook Interface
- Outlook 2013 Part 1: Customize the Quick Access Toolbar
- Outlook 2013 Part 1: Customize the Ribbon
- Outlook 2013 Part 1: Delete Email Messages
- Outlook 2013 Part 1: Enhance an Email Message with an Image
- Outlook 2013 Part 1: Enhance an Email Message with SmartArt and Themes
- Outlook 2013 Part 1: Format Message Content
- Outlook 2013 Part 1: Identify the Elements of the Application Window
- Outlook 2013 Part 1: Identify the Workspaces
- Outlook 2013 Part 1: Manage Appointments
- Outlook 2013 Part 1: Manage Notes
- Outlook 2013 Part 1: Manage Tasks
- Outlook 2013 Part 1: Organize Messages Using Folders
- Outlook 2013 Part 1: Paste in an Email Message
- Outlook 2013 Part 1: Print an Email Message
- Outlook 2013 Part 1: Print Your Calendar
- Outlook 2013 Part 1: Print Your Contacts
- Outlook 2013 Part 1: Propose a New Time for a Meeting
- Outlook 2013 Part 1: Read and Respond to Emails
- Outlook 2013 Part 1: Recall a Sent Message
- Outlook 2013 Part 1: Respond to a Meeting Request
- Outlook 2013 Part 1: Specify Font Options
- Outlook 2013 Part 1: Use Commands to Manage Messages
- Outlook 2013 Part 1: Use Flags to Manage Messages
- Outlook 2013 Part 1: Use Outlook Help
- Outlook 2013 Part 1: Use Tags to Manage Messages
- Outlook 2013 Part 1: Use Tracking Options
- Outlook 2013 Part 1: View and Organize Your Contacts
- Outlook 2013 Part 1: View the Calendar
- Outlook 2013 Part 1: Work with Attachments

Microsoft Office Skills Learning Plans

You may already know the basics of Microsoft Office, but considering yourself an expert could be another story. With this all-new online learning series, you can choose to build your knowledge of any or all parts of these valuable tools at your own pace. Package description: Creating a strong foundation in Microsoft Office helps to improve your productivity and reduce errors. In this series of learning plans, you'll learn the essential functions of Microsoft Office.

1

MICROSOFT OFFICE SKILLS - WORD -LEARN 1193

- Word: Essentials, Formatting and Lists
- Word: Page Setup Techniques, Proofing & Printing
- Word: Tables, Tabs & Styles
- Word: Inserting & Controlling Graphic & Drawing Objects
- Word: Forms & Tracking Changes, Document References
- Word: Macros & Customizing Toolbars, Linking

2

MICROSOFT OFFICE SKILLS - OUTLOOK -LEARN 1192

- Outlook: Introduction & Using Email, Contacts & Tasks
- Outlook: Calendar, Managing & Organizing Information
- Outlook: Advanced Features & Settings, Advanced Data Management Techniques
- Outlook: Configuring Accounts & Views, other Applications

3

MICROSOFT OFFICE SKILLS - EXCEL -LEARN 1244

- Excel: Essentials & Introduction to Formulas & Functions
- Excel: Formatting, Spreadsheet Design, Page Setup & Printing
- Excel: List & Table Essentials & Charting
- Excel: Importing Data, Pivot Tables, Protecting & Linking Data
- Excel: Creating Forms
- Excel: Creating Reports

4

MICROSOFT OFFICE SKILLS - POWERPOINT -LEARN 1204

- PowerPoint: Essentials, Working with ClipArt & WordArt
- PowerPoint: Shapes & Pictures, Transitions, Animations & Printing
- PowerPoint: Templates, Master Slides, Charts, Graphs & Other Objects
- PowerPoint: Additional Options, Creating Interactive Presentations

5

MICROSOFT OFFICE SKILLS - ACCESS -LEARN 1209

- Access: Introduction to Access & Creating Tables
- Access: Working with Relationships & Tables
- Access; Queries
- Access: Additional Queries, & Importing/Exporting Objects & Data
- Access: Creating Forms
- Access: Creating Reports
- Access: Automating Access Databases
- Access: Database Maintenance & Deployment

Success at Work Series

Often the transition from a campus lifestyle to the working world can be a difficult one. As these “new starters” pepper the ranks of your organization in this day of high turnover where over 90 of Millennials expect to stay at a job for less than three years, it’s up, to today’s forward thinking companies to start them on the right foot. The Cutting Edge crew is back in the Success at Work Series with 10 fresh videos to demonstrate essential employability skills Millennials can use to achieve success at your organization and wherever their future endeavors may take them.

1

CUTTING EDGE COMMUNICATION: SUCCESS AT WORK SERIES -LEARN 1191

- Cutting Edge Success at Work: Make a Great Impression
- Cutting Edge Success at Work: Impress at Job Interviews
- Cutting Edge Success at Work: Build Employability Skills
- Cutting Edge Success at Work: Set and Achieve Goals
- Cutting Edge Success at Work: Appreciate Feedback
- Cutting Edge Success at Work: Be Confident and Assertive
- Cutting Edge Success at Work: Communicate Effectively
- Cutting Edge Success at Work: Prioritize and Organize
- Cutting Edge Success at Work: Demonstrate Strengths
- Cutting Edge Success at Work: Contribute to the Team

Career Center

There are five steps to consider in a job search. Don’t frustrate yourself by applying for jobs before you have laid the groundwork to be successful. Identify your job targets: Most people approach the job search by looking for jobs online and applying to them haphazardly. This can be a big waste of time. It’s important to actually try to manage the job search as if it were a job. You want the relevant opportunities coming to you. Organizing and focusing your search will help make this happen.

1

JOB SEARCH & CAREER BUILDING -LEARN 1203

Before someone lands their first job, they should be putting serious thought into the development of their career path and the job search ahead. A career portfolio is a collection of documents that provide evidence of a job seeker’s interests and skills both specific to a particular job and generic to employment in general. This program covers a range of aspects relating to the compilation of a career portfolio, creating a professional powerful resume, what it means to be resilient in your career, and finally the ways to enhance your career for the future.

- Developing a Career Portfolio
- Creating a Powerful Resume
- Employee Awareness Series: Interviewing for a Job, Career or Promotion
- Employee Awareness Series: Acclimating to a Successful Organization
- Career Resilience
- 4 Ways to Enhance Your Career

Career Center Continued

2

BUSINESS ETIQUETTE

-LEARN 1203

In this E-Learning series, learn why etiquette and manners are essential to building better relationships in the workplace. We cover the most common business manners mistakes and how to avoid them. Bring the confidence, authority, and credibility of Emily Post's etiquette to your personal business skill set and to your career search.

- Business Etiquette: Why Etiquette?
- Business Etiquette: What Is Etiquette?
- Business Etiquette: Written Communications
- Business Etiquette: Verbal Communications: The Office Telephone
- Business Etiquette: Verbal Communications: Cell and Smart Phones
- Business Etiquette: The Workplace
- Business Etiquette: Meetings
- Business Etiquette: Enhancing Your Image
- Business Etiquette: Business Social
- Business Etiquette: Top Ten Business Dining Tips
- Business Etiquette: The 24/7 Professional
- Business Etiquette: Proper Introductions

3

SUCCESS AT WORK

-LEARN 1203

Often the transition from one lifestyle to another can be a difficult one. The Success at Work series will provide you with 10 videos to demonstrate essential employability skills you can use to achieve success at your organization and wherever your future endeavors may take you.

- Cutting Edge Success at Work: Make a Great Impression
- Cutting Edge Success at Work: Impress at job Interviews
- Cutting Edge Success at Work: Build Employability Skills
- Cutting Edge Success at Work: Set and Achieve Goals
- Cutting Edge Success at Work: Appreciate Feedback
- Cutting Edge Success at Work: Be Confident and Assertive
- Cutting Edge Success at Work: Communicate Effectively
- Cutting Edge Success at Work: Prioritize and Organize
- Cutting Edge Success at Work: Demonstrate Strengths
- Cutting Edge Success at Work: Contribute to the Team

4

BASIC COMPUTER INTELLIGENCE

-LEARN 1203

You need to know how to use a computer. Computer skills are completely imperative in the professional environment. We don't just mean opening up whatever word processing application that comes with your computer and banging out a letter. I mean basic familiarity with Microsoft Word, navigating e-mail and the Internet, preferably some knowledge of Excel and PowerPoint as well, and all of the resulting etiquette and formatting rules. Things are competitive out there, and computer skills should be considered as much a part of an employee's toolkit as another skill.

- MS Office 2013 Outlook: Module 1 - What's New in 2013?
- MS Office 2013 Word: Module 1 - What's New in 2013?
- MS Office 2013 Excel: Module 1 - Starting with Excel 2013
- MS Office 2013 PowerPoint: Module 1 - What's New in 2013?

5

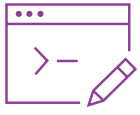
FUTURE CAREER DEVELOPMENT

-LEARN 1203

Learn what it really takes to succeed in a career. This thought-provoking, powerful short course uses impactful imagery, video, music, and knowledge to inspire and stimulate discussion about what it takes to get your career on track and rolling a common sense approach to understanding the important things in the workplace.

- Taking Care of Your Future
- Negotiating for Success
- Secrets of Successful Coders
- Medical Coding Jobs - Health Care
- Employment





Coding Education

Medical coding is the lifeblood of all successful practices and facilities. Certified medical coders must have a good understanding of anatomy, physiology, disease process, and clinical procedures in order to apply the correct coding to health records and claims for the business side of medicine.

1

COMPLETE 2015 WEBINAR SERIES

-LEARN 1175

Get the CEU's you need for as little as \$2.50 per webinar. Our webinar events bring you the education you need from experts you know and trust--all at a great price. Stay current in medical coding, billing, auditing, compliance, practice management, and more. Scratch the cost and inconvenience of the travel-- get the best value education now!

- Wound Care 201
- CPT Updates
- An Introduction to MS-DRGs
- Anatomy and Pathophysiology of the Heart
- Orthopedic Trauma
- When Personalities Prevent Productivity
- Understanding the Impact of ICD-10 on Medicare LCDs
- Teaching Physician Rules vs. Split/Shared Compliance - Back to the Basics
- Anatomy and Pathophysiology of Chronic Disease
- Audit Scope, Sampling and Process
- Maintaining Focus Through Tides of Change
- OIG Workplan and Regulatory Update
- ICD-10 and Your Skin
- Federal False Claims Act
- What About HCPCS - The Other Codes?
- Anatomy and Pathophysiology of the Nervous System
- Current Orthopedic Coding Issues
- DME Facts and Fraud Issues
- Just Because the Patient's in ICU Doesn't Mean it's Critical
- Anatomy and Pathophysiology of the Nervous System
- White Coats in Wonderland - Defogging the Business of Healthcare
- Optimizing Patient Flow
- Making Sense of Sepsis Coding
- Ethics as a Key Component of Professionalism
- You've Been Asked to Do an Audit...Now What?
- Alternate Coding and Reimbursement Methods
- Compliance Made Easy: A Medical Practice Case Study
- The Importance of Guidelines - Back to the Basics
- Surviving a Medicare Audit
- Transitional Care Management - Get Paid for Work You are Already Doing
- Anatomy and Pathophysiology of the Digestive System
- Radiation Oncology Updates
- Effective Management and Leadership Skills
- Improving Orthopaedic Surgery Documentation for ICD-10-CM
- Mastering Physician Queries in the Hospital Setting
- Take the Risk Out of Risk Adjustment Coding
- Two Midnight Rule
- Love Your Lesions
- Get Psyched!
- 2015 OIG Workplan
- ICD-9-CM Documentation for Physicians: Learn Today for Tomorrow's Changes
- Dare to Disagree - the Path to Better Coding Compliance

Coding Education Continued

2

COMPLETE 2016 WEBINAR SERIES

-LEARN 1245

Get the CEUs you need for as little as \$2.50 per webinar. Our webinar events bring you the education you need from experts you know and trust--all at a great price. Stay current in medical coding, billing, auditing, compliance, practice management, and more. Scratch the cost and inconvenience of the travel-- get the best value education now!

- Effective Communication Skills
- 2017 Updates for ICD-10-CM
- DME: Do You Have the Right Documentation to Support Necessity?
- Special Presentation and Coding Tool: Crash Course in Medical Necessity for E/ M Coders
- The Cost of Coding Mistakes
- Empathy and Boundaries, Challenges in Healthcare
- Administering the Proper Coding of Infusions and Injections
- Risk Analysis vs. Forensic Auditing
- Coding for Psychology
- A&P Series; Respiratory System
- Two-Midnight Rule: Where Are We Now?
- So, You've Received a Subpoena from the OIG...
- Coding and Billing for Foot Care
- Physician Code Selection in Office EHRs - Ensure Compliant, Concise and Correct Coding of Services
- Inpatient E/M Coding: Initial vs. Subsequent, Consults, and Shared Visits
- Incident-To, Locum Tenans, Reciprocal Billing
- Secrets of Successful Coders
- Radiation Oncology: Coding From Both Sides of Treatment
- Documentation 101 - Signatures, Signature Logs, Cloning
- Risk Adjustment Coding in the Provider Office
- Provider Communication
- Creating an Effective Process to Handle Denials
- Medicare Preventive/Screening Services: Lost Opportunities
- Provider-Based Billing and the New Place of Service
- Managing Challenging Patients
- CDI - What's Missing and How to Communicate that With Your Provider(s)
- Co-Surgery Guidelines for Spine Surgery
- The Move from Fee-for-Service to Paying for Quality and Value
- Your Skin in Ten
- Auditing for PATH Guidelines
- IPF PPS - How Do We Get Reimbursed Anyway?
- Telemedicine: Here's the Number, So Code it Maybe
- Review of 2016 OIG Workplan

Specialty Learning Plans

These learning plans combine both the diagnostic and the procedural coding training into a complete specialty training. These trainings are designed to instruct the learner in the use of the ICD-10-CM coding system as it pertains to specialty translation of common diseases into numeric codes for particular specialty they are interested in. This training also contains the procedural training that provides the learner with training regarding the correct application of ICD-10-CM, CPT®, HCPCS Level II, and modifier coding assignments based on specialty-specific coding and regulations for the specialty selected.

1

GASTROENTEROLOGY SPECIALTY LEARNING PLAN

-LEARN 1239

- Commonly Coded in Gastroenterology
- Specificity in Gastroenterology
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for Gastroenterology
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

2

ORTHOPEDICS SPECIALTY LEARNING PLAN

-LEARN 1240

- Commonly Coded in Ortho
- Injuries in Orthopedics
- Non-Traumatic Fractures
- External Cause Codes for Injuries
- Documentation Issues for Ortho
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for Orthopedics
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

3

PEDIATRICS SPECIALTY LEARNING PLAN

-LEARN 1241

- Commonly Coded for Pediatrics
- Congenital Conditions
- Mental and Behavioral Conditions in Pediatrics
- Pediatric Coding for Neoplasms
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for Pediatrics
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

4

INTERNAL MEDICINE SPECIALTY LEARNING PLAN

-LEARN 1228

- Commonly Coded for Internal Medicine
- Documentation Issues for Internal Medicine
- Injury and Fracture Coding for Internal Medicine
- Mental and Behavioral Coding in Internal Medicine
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for Internal Medicine
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

5

DERMATOLOGY SPECIALTY LEARNING PLAN

-LEARN 1229

- Commonly Coded for Dermatology
- Neoplasms and Burns in Dermatology
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for Dermatology
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

Specialty Learning Plans Continued

6

HEMATOLOGY AND ONCOLOGY SPECIALTY LEARNING PLAN

-LEARN 1230

- Commonly Coded in Hematology and Oncology
- Documentation Issues for Hematology and Oncology
- Coding of Neoplasms for Hematology and Oncology
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for Hematology and Oncology
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

7

OTOLARYNGOLOGY (ENT) SPECIALTY LEARNING PLAN

-LEARN 1231

- Acute vs. Chronic vs. Recurrent Coding
- Commonly Coded in ENT
- Documentation Issues in ENT
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for ENT
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

8

ANESTHESIA SPECIALTY LEARNING PLAN

-LEARN 1232

- Commonly Coded for Anesthesia
- Anesthesia Documentation Issues
- Anesthesia Injury Coding
- Anesthesia Neoplasm Coding
- Pain Coding
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for Anesthesia
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

9

BEHAVIORAL HEALTH SPECIALTY LEARNING PLAN

-LEARN 1233

- Neurodevelopmental Disorders
- Mood Effective Disorders
- Mental and Behavioral Disorders Due to Psychoactive Substance
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for Behavioral Health
- Procedural Hands-on Coding Cases

10

CARDIOLOGY SPECIALTY LEARNING PLAN

-LEARN 1226

- Commonly Coded for Cardiology
- Documentation Issues for Cardiology
- Coding for MIs
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for Cardiology
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

11

EVALUATION AND MANAGEMENT SPECIALTY LEARNING PLAN

-LEARN 1224

- Commonly Coded for Multi-specialty Practices
- Documentation Issues for Multi-specialty Practices
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for E/M
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

Specialty Learning Plans Continued

12

UROLOGY SPECIALTY LEARNING PLAN

-LEARN 1221

- Neoplasmas and Other Conditions in urology
- Commonly Coded for Urology
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for Urology
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

13

AMBULATORY SURGERY CENTER SPECIALTY LEARNING PLAN

-LEARN 1222

- Commonly Coded for Multi-specialty Practices
- Documentation Issues for Multi-specialty Practices
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for ASC
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

14

EMERGENCY DEPARTMENT SPECIALTY LEARNING PLAN

-LEARN 1217

- Commonly Coded for Multi-specialty Practices
- Documentation Issues for Multi-specialty Practices
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for ED
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

15

FAMILY PRACTICE SPECIALTY LEARNING PLAN

-LEARN 1218

- Commonly Coded for Family Practice
- Documentation Issues for Family Practice
- Injury and Fracture Coding for Family Practice
- Mental and Behavioral Coding in Family Practice
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for Family Practice
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

16

OB/GYN SPECIALTY LEARNING PLAN

-LEARN 1219

- Gynecology Conditions
- Obstetric Conditions
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for OB/GYN
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

17

GENERAL SURGERY SPECIALTY LEARNING PLAN

-LEARN 1184

- Commonly Coded for General Surgery
- Documentation Issues for Genreal Surgery
- Coding of Neoplasms for General Surgery
- Cardiovascular Coding for General Surgery
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for General Surgery
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

Additional Coding Training

1

EVALUATION AND MANAGEMENT TRAINING -COURSE 1107

E/M training covers how to break down E/M leveling into manageable steps, Examples of E/M services in multiple locations, evaluate the difference and the impact of the 1995 and 1997 guidelines, shows specialty-specific documentation for E/M in multiple specialties including Family Practice, Internal Medicine, Pediatrics, OB/Gyn, Emergency Department, Cardiovascular and Orthopedics.

2

WOUNDCARE 101 -COURSE 1083

This four module course will teach you the basics in Wound Care. In this course you will learn the following:

- Module 1: General/ Foundational/Basics
- Module 2: Acute Wounds
- Module 3: Chronic Wounds
- Module 4: Ulcers

3

DIAGNOSTIC CODING BASICS -LEARN 1009.1

This beginner-learning path provides the learner with basic instruction about the use of ICD-10-CM. This learning path will provide an overview of each chapter in the ICD-10-CM codebook.

- Introduction to ICD-10- CM
- ICD-10-CM Coding Chapters 1-11
- ICD-10-CM Coding Chapters 12-21

4

PROCEDURAL (CPT) CODING BASICS -LEARN 1026.1

This learning path provides the learner with basic instruction about the use of the CPT coding system. This beginner-learning path will provide an overview of each chapter in the CPT code book.

- PowerPoint: Essentials, Working with ClipArt & WordArt
- PowerPoint: Shapes & Pictures, Transitions, Animations & Printing
- PowerPoint: Templates, Master Slides, Charts, Graphs & Other Objects
- PowerPoint: Additional Options, Creating Interactive Presentations

5

ICD-10 COMPLETE ANATOMY & PATHOPHYSIOLOGY COURSE -COURSE 1065

Due to the clinical nature of ICD-10-CM, a strong understanding or experience in anatomy and physiology is required. This training will cover all body systems and will blend online multimedia presentations and evaluation quizzes to ensure comprehension of the material.

Additional Coding Training Continued

6

ADVANCED A & P FOR ICD-10 -COURSE 1128

This course will discuss specific common chronic conditions that will be encountered most often in a practice that also drives quality measures. As payment models shift it is important for coders to have a greater knowledge of clinical conditions.

7

ADVANCED CODING FOR ICD-10-CM -COURSE 1078

This advance training will take your ICD-10-CM skills to a higher level; great way to raise productivity and to refresh coding skills. Course includes clinical concepts for comprehensive coding of conditions, insight on chronic and acute conditions and practical coding exercises.

8

ICD-10-PCS GENERAL CODE SET TRAINING COURSE -COURSE 1046

This advance training will take your ICD-10-CM skills to a higher level; great way to raise productivity and to refresh coding skills. Course includes clinical concepts for comprehensive coding of conditions, insight on chronic and acute conditions and practical coding exercises.

9

ICD-10-CM FOR HCC -AAPC 1631

This online interactive course goes through the reasons for changes to quantity based payments and how chronic conditions can drive up healthcare costs in today's environment. In this 8 hour training we go over chronic conditions covered in the HCC program and the ICD-10-CM codes that apply.

10

E/M AUDITING FOR ICD-10-CM -LEARN 1218

- Commonly Coded for Family Practice
- Documentation Issues for Family Practice
- Injury and Fracture Coding for Family Practice
- Mental and Behavioral Coding in Family Practice
- Diagnostic Hands-on Cases
- E/M Specialty Production Coding
- CPT Coding for Family Practice
- Top Ten Missed Concepts for Specialty
- Procedural Hands-on Coding Cases

ICD-10-CM Condition Case Series Learning Plans

These learning plans will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available.

1

ICD-10 CONDITION CASES SERIES - SKIN CONDITIONS #1 -LEARN 1149

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Acne
- Basal Cell Carcinoma
- Burns
- Dermatitis

2

ICD-10 CONDITION CASES SERIES - SKIN CONDITIONS #2 -LEARN 1150

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Eczema
- Erythema Multiforme
- Keratosis
- Lesions

3

ICD-10 CONDITION CASES - SKIN CONDITIONS #3 -LEARN 1151

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Introduction to ICD-10- CM
- ICD-10-CM Coding Chapters 1-11
- ICD-10-CM Coding Chapters 12-21

4

ICD-10 CONDITION CASES - SKIN CONDITIONS #4 -LEARN 1152

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Polyps
- Pressure Ulcers
- Psoriasis
- Non-Pressure Chronic Ulcers

5

ICD-10 CONDITION CASES - CARDIOVASCULAR CONDITIONS #1 -LEARN 1153

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Myocardial Infarction
- Tachycardia
- Thrombosis of Atrium
- Transposition of Great Vessels

ICD-10-CM Condition Case Series Learning Plans Continued

6

ICD-10 CONDITION CASES SERIES - CARDIOVASCULAR CONDITIONS #2 **-LEARN 1154**

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Cardiac Arrhythmias
- Cardiomyopathy
- Congestive Heart Failure
- CV Stenosis

7

ICD-10 CONDITION SERIES - CARDIOVASCULAR CONDITIONS #3 **-LEARN 1155**

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Atrial Fibrillation
- Atrial Flutter
- Atrial Septal Defects,
- Atrioventricular Block

8

ICD-10 CONDITION CASES - CARDIOVASCULAR CONDITIONS #4 **-LEARN 1156**

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Angina Pectoris
- Aortic Valve Stenosis
- Bundle Branch Block
- Conduct Disorders

9

ICD-10 CONDITION CASES - MUSCULOSKELETAL CONDITIONS #1 **-LEARN 1157**

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Dislocations
- Foreign Bodies
- Fracture Locations
- Fractures

10

ICD-10 CONDITION CASES - MUSCULOSKELETAL/NEUROLOGIC CONDITIONS #1 **-LEARN 1158**

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Encephalopathy
- NTD
- Open Wounds
- Osteomyelitis

ICD-10-CM Condition Case Series Learning Plans Continued

11

ICD-10 CONDITION CASES - ENT CONDITIONS #1 -LEARN 1159

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Adenoiditis
- Allergic Rhinitis
- Asthma
- Bronchitis

12

ICD-10 CONDITION CASES - ENT CONDITIONS #2 -LEARN 1160

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Cholesteatoma
- Hearing Loss
- Sialoadenitis
- Tonsillitis

13

ICD-10 CONDITION CASES - ENT CONDITIONS #3 -LEARN 1161

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Otitis Externa
- Otitis Media
- Perforation of Tympanic Membrane
- Sinusitis

14

ICD-10 CONDITION CASES - GASTROINTESTINAL CONDITIONS #1 -LEARN 1162

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Constipation
- Crohn's Disease
- Diverticulitis
- Diverticulosis

15

ICD-10 CONDITION CASES - GASTROINTESTINAL CONDITIONS #2 -LEARN 1163

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Hemorrhoids
- Hernia
- IBS
- Inflammatory Bowel

ICD-10-CM Condition Case Series Learning Plans Continued

16

ICD-10 CONDITION CASES - GASTROINTESTINAL CONDITIONS #3

-LEARN 1164

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Undescended Testicle
- Appendicitis
- Gallbladder
- Ventricular Septal Defect

17

ICD-10 CONDITION CASES - MENTAL & BEHAVIORAL CONDITIONS #1

-LEARN 1165

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- ADHD
- Alcohol use Abuse
- Bipolar
- Bipolar II Disorder

18

ICD-10 CONDITION CASES - MENTAL & BEHAVIORAL CONDITIONS #2

-LEARN 1166

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Anxiety
- Depression
- Eating Disorders
- OCD

19

ICD-10 CONDITION CASES - MENTAL & BEHAVIORAL CONDITIONS #3

-LEARN 1167

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Opioid Related Disorders
- Phobic Anxiety
- Schizophrenia
- Tic Disorders

20

ICD-10 CONDITION CASES - CONGENITAL & DEVELOPMENTAL CONDITIONS #1

-LEARN 1168

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Cleft Lip Palate
- Developmental Disorders of Speech
- Downs Syndrome
- Intellectual Disabilities

ICD-10-CM Condition Case Series Learning Plans Continued

21

ICD-10 CONDITION CASES - NEOPLASTIC CONDITIONS

-LEARN 1169

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Leukemia
- Melanoma
- Merkel Cell Carinoma
- Squamous Cell Carinoma

22

ICD-10 CONDITION CASES - GENERAL CONDITIONS #1

-LEARN 1170

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- COPD
- Headaches
- Hypertension
- Pneumonia

23

ICD-10 CONDITION CASES - GENERAL CONDITIONS #2

-LEARN 1171

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Tumors
- Valve Disease
- Pulmonary Valve
- Signs and Symptoms

24

ICD-10 CONDITION CASES - GENERAL CONDITIONS #3

-LEARN 1171

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Diabetes Mellitus
- Meningitis
- Obesity
- Osteoarthritis

25

ICD-10 CONDITION CASES - GENERAL CONDITIONS #4

-LEARN 1173

This learning path will provide the learner with detailed anatomy and pathophysiology, ICD-10-CM documentation concepts, along with the corresponding code for each condition available. This learning plan contains the following conditions:

- Diabetes
- Obesity
- Hypertension
- Signs and Symptoms





Compliance Education

Our courses provide training for the multifaceted components of compliance. They cover key requirements needed to develop, implement, and monitor an effective compliance program

1

COMPLIANCE BASICS

-LEARN 1059

This learning path will provide learners with an understanding of compliance relating to government laws, regulations, rules, and guidelines.

- History of Healthcare Compliance
- OIG Compliance Program Guidance for Individual Physician and Small Practice Groups
- OIG Compliance Program Guidance
- Key Enforcement Laws
- Health Insurance Portability and Accountability Act (HIPAA)
- Emergency Medical Treatment and Active Labor Act (EMTALA) and Clinical Laboratory Improvement Amendments (CLIA)
- Occupational Safety and Health Administration (OSHA)
- Resource Law
- Human Investigations and Legal Process
- Medical Necessity and Key Risk Areas
- RACs, ZPICs, MICs, MFCUs
- References and Resources

2

2015 COMPLIANCE WEBINAR SERIES

-LEARN 1246

Our compliance webinar series bring you the education you need from experts you know and trust--all at a great price. The best way to stay current in compliance, scratch the cost and inconvenience of the travel-- get the best value education now!

- Dare to Disagree - the Path to Better Coding Compliance
- Compliance - Back to the Basics
- DME Facts and Fraud Issues
- You've Been Asked to Do an Audit...Now What?
- Compliance Made Easy: A Medical Practice Case Study
- Mastering Physician Queries in the Hospital Setting
- 2015 OIG Workplan
- Teaching Physician Rules vs. Split/Shared

3

2016 COMPLIANCE WEBINAR SERIES

-LEARN 1247

Our compliance webinar series bring you the education you need from experts you know and trust--all at a great price. The best way to stay current in compliance, scratch the cost and inconvenience of the travel-- get the best value education now!

- Review of 2016 OIG Workplan
- Physician Code Selection in Office EHRs - Ensure Compliant, Concise and Correct Coding of Services
- So, You've Received a Subpoena from the OIG...
- In the Shark Tank: When Coding Compliance Goes on Attack
- Is Your Practice Healthy?
- Two-Midnight Rule: Where Are We Now?
- Documentation 101 - Signatures, Signature Logs, Cloning
- CDI - What's Missing and How to Communicate that With Your Provider(s)

Compliance Continued

4

HIPAA LEARNING PLAN

-LEARN 1188

Remove the burden and doubt of accuracy in your HIPAA training by enrolling your employees in this HIPAA learning plan. With this training, you will know all staff members are up to date on the latest in the regulation.

- Security Awareness 101
- How to be a Human Firewall
- Mobile Security
- Social Engineering
- Personally Identifiable Information (PII)
- Security for Remote Workers and Business Travelers

5

OSHA LEARNING PLAN

-LEARN 1195

Finally, a quick and easy way to meet OSHA training requirements, this learning plan focuses solely on OSHA online education. These bite-sized online courses can be taken as-is or modified to fit your unique organization, with just a click of a button. These online courses address 37 topics covering all required safety regulations and standards, like bloodborne pathogens, ergonomics, and disaster preparedness. Enroll your employees in the four 30- minute sessions, and watch their progress from the comfort of your office.

- Bloodborne Pathogens and Your Exposure Control Plan
- Why Emergency Action Plans Matter
- Patient & Workplace Safety Measures
- Steps to Minimize Workplace-Related Injuries

6

MEANINGFUL USE LEARNING PLAN

-LEARN 1194

This learning plan online course guides you to demonstrate 'Meaningful Use' of your EMR system for federal incentives. In cooperation with Oregon Health Sciences University (OHSU), these online courses detail exactly what is required to meet the measures; taking the guesswork out of the process. Each course takes 10-15 minutes to complete and can be completed on your PC, laptop, tablet or even your smart-phone.

- Use Computerized Provider Order Entry (CPOE) for Medication Orders
- Implement Drug-Drug and Drug-Allergy Interaction Checks
- Maintain Active Medication List
- Maintain an Up-to-Date Problem List of Current and Active Diagnoses
- Generate and Transmit Permissible Prescriptions Electronically
- Record All Patient Demographics
- Record Smoking Status
- Implement One Clinical Decision Support Rule
- Record and Chart Changes in Vital Signs
- Report Ambulatory Clinical Quality Measures
- Protecting Electronic Health Information
- Record Active Medication Allergy List
- Provide Clinical Summaries for Patients for Each Office Visit
- Electronic Access to Health Information
- Exchange of Clinical Information Electronically
- Submit Electronic Data for Public Health Measures
- Generate Patient Lists and Send Patient
- Identify Patient Specific Education Resources
- Transition of Care Summary
- Perform Medication Reconciliation
- Clinical Lab Test Results
- Implementing Drug Formulary Checks

Compliance Continued

7

HIPAA TRAINING VIDEO SERIES

-LEARN 1188

HIPAA is a twelve part series on the Health Insurance Portability and Accountability Act (HIPAA). Before we get started, we need to make clear that we are not lawyers and this should not be considered a source of legal advice. It's important to watch these modules in order. Approximate Length: 76 mins

- **HIPAA Introduction:** In this course, we'll be discussing the history of HIPAA and general information regarding the act.
- **HIPAA Background:** In this course, we'll be discussing background information and some general information regarding the act.
- **HIPAA PHI:** In this course, we'll be discussing protected health information, or PHI.
- **HIPAA Disclosing PHI:** In this course, we'll be discussing PHI and when covered entities must disclose it.
- **HIPAA Minimum Necessary:** In this course, we'll be discussing the methods a covered entity should use when correctly disclosing authorized PHI.
- **HIPAA Protecting PHI:** In this course, we'll be discussing the methods a covered entity should use when correctly disclosing authorized PHI.
- **HIPAA Patient Rights Notification:** In this course, we'll be discussing patient rights notification.
- **HIPAA HHS Requirements:** In this course, we'll discuss Health and Human Service requirements.
- **HIPAA Penalties:** In this course, we'll discuss civil and criminal penalties.
- **HIPAA Security Rule:** In this course, we'll be discussing the Security Rule.
- **HIPAA Risk Analysis and Administrative Safeguards:** In this course, we'll be discussing risk analysis and the administrative safeguards you should be using.
- **HIPAA Summary:** In this course, we'll discuss and review the entire series.

8

COMPLIANCE & REGULATORY LEARNING PLAN

-LEARN 1196

There are rules and regulations associated with billing healthcare services. Rules can be defined in agreements the provider may have with a third party payer, such as a health insurance plan or HMO. This learning plan is designed to help meet the expanding need for regulatory affairs professionals who are able to understand and interpret regulations across the full spectrum of the healthcare industry. These online courses address 37 topics covering all required safety regulations and standards, like bloodborne pathogens, ergonomics, and disaster preparedness. Enroll your employees in the four 30- minute sessions, and watch their progress from the comfort of your office.

- Controlling Violence in Healthcare
- Healthcare Fraud, Waste & Abuse Awareness
- Healthcare Fraud, Waste & Abuse for Health Plans
- Compliance Plan Overview for Health Plans in Medicare Advantage
- Introduction to Medicare Advantage Plans for Health Plans
- Medicare Advantage Marketing Guidelines
- Sexual Harassment Prevention for Employees
- Sexual Harassment Prevention for Managers
- Preventing Workplace Discrimination & Harassment for Employees
- Preventing Workplace Discrimination & Harassment for Managers
- Sexual Harassment Prevention for Employees (Extended)
- Sexual Harassment Prevention for Managers (Extended)
- Complying with the Red Flag Rules
- Ethics in the Workplace for Employees
- Ethics in the Workplace for Managers
- Understanding Safe Practices of Social Media at Work
- Building a Culture of Anti-Bullying for Employees
- Building a Culture of Anti-Bullying for Managers
- Understanding PCI-DSS Compliance
- Age-Specific Competencies and Patient Rights
- Culturally Competent Care: An Overview
- Reducing Violence and Suicide Risks in Mental Health
- Strategies to Meet Joint Commission Patient Safety Goals
- Patient Safety for Ambulatory Care Centers
- Multidrug-resistant Pathogens and Preventing Infection
- Obstetrical Safety Issues and Preventing Infant Abduction
- Essentials of HIV/AIDS for Healthcare Employees
- Recognizing Abuse and Violence
- Preventing Falls in Healthcare Settings





Credential Prep

Medical coding and other revenue cycle certifications from AAPC are the gold standard in the healthcare industry. Certifications are nationally recognized by employers, physician societies, and government organizations. AAPC medical coding and other revenue cycle certifications are a must for anyone interested in pursuing a career in medical coding and billing. Compare the core coding certifications.

1

MEDICAL TERMINOLOGY 8TH EDITION -COURSE 1119

Medical terminology course is ideal for students who have never studied medical terminology or for those who want to improve knowledge in this area. Course teaches medical terminology from a coder's perspective and valuable for anyone preparing for a career in any non-clinical medical profession.

2

ANATOMY: STRUCTURE AND FUNCTION 15TH EDITION -COURSE 1127

Anatomy course is ideal for students who have never studied anatomy and physiology for those who want to improve knowledge in this area. The course will provide an understanding how the human body operates on a daily basis and valuable for anyone preparing for a career in any non-clinical medical profession.

3

MEDICAL TERMINOLOGY & ANATOMY BUNDLE -COURSE 1183

AAPC's online medical terminology course is ideal for students who have never studied medical terminology or for those who want to improve their knowledge in this area. This course introduces the student to the medical terminology used in the medical coding and reimbursement profession and covers medical terminology from a coder's perspective. This course would be valuable for anyone preparing for a career in any non-clinical medical profession and is strongly recommended for anyone who is taking the CPC® or COC™ (formerly CPC-H®) preparation courses or preparing for any AAPC certification examination.

AAPC's online anatomy course is ideal for students who have never studied anatomy and physiology or for those who want to improve their knowledge in this area. The course will guide the student along a journey of understanding how the human body operates on a daily basis. This course would be valuable for anyone preparing for a career in any non-clinical medical profession and is strongly recommended for anyone who is taking the CPC® or COC™ (formerly CPC-H®) preparation courses or preparing for any AAPC certification examination.

4

CERTIFIED PROFESSIONAL CODER (CPC™) -COURSE 1126

The Certified Professional Coder (CPC™) credential course teaches fundamental medical coding skills for professional services (physicians, mid-level providers, etc.). Course includes CPT, HCPCS and ICD-10-CM coding to assure a broad knowledge in reviewing and assigning the correct procedure and diagnosis coders for professional (physician) services. This course will prepare individuals for CPC certification exam.

Credential Preparation Continued

5

CERTIFIED PROFESSIONAL BILLER (CPB™) **-COURSE 1115**

The Certified Professional Biller (CPB™) credential course teaches most up-to-date information related to the health insurance industry and different reimbursement methodologies for correct claim submission. This course will prepare individuals for CPB certification exam.

6

CERTIFIED INPATIENT CODER (CIC) **-COURSE 1114**

The Certified Inpatient Coder (CIC) credential course teaches fundamental medical coding skills for an inpatient facility setting. Course includes ICD-10-CM and ICD-10-PCS coding and assures a broad knowledge in reviewing and assigning the correct procedure and diagnosis codes for inpatient facility services. This course will prepare individuals for CIC certification exam.

7

CERTIFIED RISK ADJUSTMENT CODER (CRC) **-COURSE 1116**

The Certified Risk Adjustment Coder course teaches fundamentals for risk adjustment coding. Course includes ICD-10-CM coding for all risk adjustment models (HCC, HHS-ACA, and CDPS) and assures a broad knowledge in reviewing and assigning correct diagnosis codes for all risk adjustment models. This course will prepare an individual for CRC certification exam.

8

CERTIFIED PROFESSIONAL MEDICAL AUDITOR (CPMA) **-COURSE 1117**

The Certified Professional Medical Auditor (CPMA) course teaches the multifaceted components of medical auditing. Course includes training on medical record standards and documentation guidelines, coding and documentation compliance, coding and reimbursement concepts, audit scope and statistical sampling methods, medical record audit abstraction and category risk analysis and communication. This course will prepare an individual for CPMA certification Exam. It is highly recommended, an individual has a minimum of two years of coding experience prior to sitting for this exam.

9

CERTIFIED PROFESSIONAL COMPLIANCE OFFICER (CPCO) **-COURSE 1071**

The Certified Professional Compliance Officer course teaches key requirements needed to effectively develop, implement and monitor a healthcare compliance program for your practice based on governmental regulatory guidelines – including internal compliance reviews, audits, risk assessments, staff education and training. This course will prepare an individual for CPCO certification exam. It is highly recommended an individual has a minimum of two years of experience in a healthcare related position.

Credential Preparation Continued

10

CERTIFIED OUTPATIENT CODER (COC™) (FORMERLY CPC-H®) **-COURSE 1113**

The Certified Outpatient Coder (COC™) (formerly CPC-H®) courses teaches fundamental medical coding skills for an outpatient hospital/facility and ASC setting. Course includes CPT, HCPCS, ICD-10-CM coding and assures a broad knowledge in reviewing and assigning the correct codes used for coding and billing outpatient facility and ASC services to insurance companies. This course does not cover inpatient hospital coding. This course will prepare individuals for the COC certification exam.

11

CERTIFIED PROFESSIONAL PRACTICE MANAGER (CPPM) **-COURSE 1112**

The Certified Professional Practice Manager (CPPM) teaches fundamental skills for managing a physician's practice. This course will prepare an individual for CPPM certification exam. It is highly recommended an individual has a background in billing, coding, or management experience in a medical clinic and ready to advance career in practice management.





Provider Education

This series of learning paths have been specially created to suit the coding, documentation, and reimbursement educational needs of the various levels of providers in the healthcare system.

1

PROVIDER CODING AND CLINICAL DOCUMENTATION BASICS -LEARN 1215

This learning plan is designed for those providers who need to know about coding but do not require in-depth coding training.

- Diagnosis Coding for Providers (ICD 9 & ICD 10)
- Introduction to CPT
- Ancillary Services
- 95 Evaluation and Management Guidelines
- 97 Evaluation and Management Guidelines
- Common Office Procedures
- Consultations
- The History Component
- The Medical Decision Making Component
- Modifiers
- ROS and PFSH Components
- Top Ten Common E/M Errors

2

EVALUATION AND MANAGEMENT TRAINING FOR PROVIDERS -LEARN 1220

This learning plan is designed for providers covering Evaluation and Management Services.

- E/M Services
- '95 and '97 Guidelines
- The History Component
- The Medical Decision Making Component
- ROS and PFSH Components
- Consultations
- Top Ten Common E/M Errors
- Modifiers

-ADDITIONAL E/M MODULES (OPTIONAL)

- '97 Single Exam Guidelines - Skin
- '97 Single Exam Guidelines - Respiratory
- '97 Single Exam Guidelines - Psychiatric
- '97 Single Exam Guidelines - Neurological
- '97 Single Exam Guidelines - Musculoskeletal
- '97 Single Exam Guidelines - Hematologic/ Lymphatic/ Immunologic
- '97 Single Exam Guidelines - Genitourinary
- '97 Single Exam Guidelines - Eye
- '97 Single Exam Guidelines - Ears, nose, throat
- '97 Single Exam Guidelines - Cardiovascular

-ADDITIONAL MODULES (OPTIONAL)

- Inpatient Coding
- Nursing Facility Services
- Preventive Medicine Services
- Primary Care Exception
- Teaching Physician Guidelines
- Incident-to Services

Provider Education Continued

3

POST AUDIT TRAINING -LEARN 1247

This training is designed to target key training needed in a post audit setting. Created by expert auditors for Providers to ensure understanding of key areas of evaluation and management coding, billing and documentation.

- 95 Evaluation and Management Guidelines
- 97 Evaluation and Management Guidelines
- Common Office Procedures
- Consultations
- The History Component
- Incident-to Services
- The Medical Decision Making Component
- Inpatient Coding
- Modifiers
- Nursing Facility Services
- Preventative Medicine Services
- Primary Care Services
- ROS and PFSH Components
- Teaching Physician Guidelines
- Top Ten Common E/M Errors

ICD-10 Documentation Training for Physicians

These 3-hour courses are offered by medical specialty and teach ICD-10-CM documentation requirements at the physician level. Developed by physicians and for physicians, each calls out the critical documentation practices required to maintain reimbursement following ICD-10 implementation. In addition, the top clinical conditions for each specialty are addressed with specific emphasis on their associated documentation and coding requirements.

1

ICD-10 DOCUMENTATION FOR PHYSICIAN - ANESTHESIA (NON-CME) -COURSE 1001

- Back Pain
- Bursitis
- Chest Pain
- Chronic Pain Syndrome
- Intervertebral Disc Disorders
- Myalgia
- Osteoarthritis
- Reflex Sympathetic Dystrophy
- Sciatica
- Spinal Stenosis
- Spondylopathy

2

ICD-10 DOCUMENTATION FOR PHYSICIAN - MULTI-SPECIALTY (NON-CME) -COURSE 1002

- Abdominal Pain
- Alzheimer's
- Back Pain
- Dependence (Alcohol)
- Diabetes Mellitus
- Dysthymic Disorder
- Headache
- Joint Pain - Knee
- Neoplasm
- Pregnancy
- Overweight & Obesity
- Urinary Incontinence
- Wrist Fracture

ICD-10 Documentation Training for Physicians Continued

3

ICD-10 DOCUMENTATION FOR PHYSICIAN - CARDIOLOGY (NON-CME) -COURSE 1003

- Angina Pectoris
- Aortic Valve Disorders
- Atrial Fibrillation & Flutter
- Atrioventricular Block
- Bundle Branch Block
- Chest pain
- Congestive Heart Failure
- Coronary Artery Disease
- Hyperlipidemia
- Hypertension
- Mitral Valve Disorders
- Myocardial Infarction
- Premature Beats
- Tachycardia

4

ICD-10 DOCUMENTATION FOR PHYSICIAN - GASTROENTEROLOGY (NON-CME) -COURSE 1007

- Abdominal pain
- Abscess
- Anal fissure
- Appendicitis
- Cholecystitis
- Cholelithiasis
- Constipation
- Diverticulosis
- Dysphagia
- Gastroesophageal reflux
- Hemorrhoids
- Hernia
- Neoplasm
- Regional enteritis
- Ulcerative colitis

5

ICD-10 DOCUMENTATION FOR PHYSICIAN - GENERAL SURGERY (NON-CME) -COURSE 1008

- Abdominal pain
- Anal fissure
- Appendicitis
- Cholecystitis
- Cholelithiasis
- Constipation
- Diabetes Mellitus
- Diverticulosis
- Gastroesophageal reflux
- Hemorrhoids
- Hernia
- Neoplasm
- Overweight &
- Obesity
- Regional enteritis
- Ulcerative colitis

6

ICD-10 DOCUMENTATION FOR PHYSICIAN - HEMATOLOGY/ONCOLOGY (NON-CME) -COURSE 1009

- Anemia
- Antineoplastic Therapy
- Blood Cancers
- Factor Deficiency
- Hemochromatosis
- Hemophilia
- Hodgkin Lymphoma
- Neoplasm of the Brain
- Neoplasm of the Breast
- Neoplasm of the Digestive Tract
- Neoplasm of the Skin
- Osteosarcoma
- Pituitary Adenoma
- Sickle-Cell Disease
- Thrombocytopenia

ICD-10 Documentation Training for Physicians Continued

7

ICD-10 DOCUMENTATION FOR PHYSICIAN - DERMATOLOGY (NON-CME) -COURSE 1004

- Acne
- Alopecia
- Atopic Dermatitis
- Keratosis
- Lichen Planus
- Neoplasm of Skin
- Pemphigoid
- PsoriasisRash
- Skin Ulcer
- Varicose Veins
- Viral Wart

8

ICD-10 DOCUMENTATION FOR PHYSICIAN - ED (NON-CME) -COURSE 1005

- Abdominal Pain
- Back Pain
- Bronchitis
- Chest Pain
- Contusion
- Cystitis (Urinary Tract Infection)
- Gunshot Wounds
- Headache
- Laceration
- Mood Affective Disorders
- Otitis Media
- Overdose
- Pain in the Limbs
- Pneumonia
- Tooth Loss

9

ICD-10 DOCUMENTATION FOR PHYSICIAN - FAMILY PRACTICE (NON-CME) -COURSE 1006

- Attention Deficit Disorder
- Rhinitis
- Abdominal Pain
- Atrial Fibrillation & Flutter
- Bronchitis
- Congestive Heart Failure
- Dermatitis
- Hypertension
- Hyperthyroidism/ Hypothyroidism
- Mood affective disorders
- Osteoarthritis
- Headache
- Hyperlipidemia
- Overweight & Obesity
- Otitis Media
- Sinusitis
- Diabetes Mellitus

10

ICD-10 DOCUMENTATION FOR PHYSICIAN - INTERNAL MEDICINE (NON-CME) -COURSE 1010

- Abdominal Pain
- Atrial Fibrillation & Flutter
- Cystitis
- Dermatitis
- Diabetes Mellitus
- Headache
- Hyperlipidemia
- Hypertension/Hyperthyroidism
- Hypothyroidism
- Pain in the Limbs
- Mood affective disorders
- Otitis Media
- Osteoarthritis
- Overweight and obesity
- Sinusitis
- Urinary Incontinence

ICD-10 Documentation Training for Physicians Continued

11

ICD-10 DOCUMENTATION FOR PHYSICIAN - NEUROLOGY (NON-CME) -COURSE 1011

- Alzheimer's Disease
- Cerebral Palsy
- Cerebrovascular Accident
- Epilepsy Headache
- Hemiplegia
- Hydrocephalus
- Meningitis
- Mononeuropathy
- Muscular Dystrophy
- Parkinson's Disease
- Radiculitis
- Sleep Apnea
- Tremor

12

ICD-10 DOCUMENTATION FOR PHYSICIAN - OB/GYN (NON-CME) -COURSE 1012

- Abnormal Pain
- Delivery
- Ectopic Pregnancy
- Fibroids/Fibrosis
- Incontinence
- Lichen
- Menorrhagia
- Ovarian Cysts
- Pregnancy
- Routine GYN Exam
- Threatened Preterm Labor
- Vaginitis

13

ICD-10 DOCUMENTATION FOR PHYSICIAN - OPHTHALMOLOGY (NON-CME) -COURSE 1013

- Blepharitis
- Cataract
- Conjunctival Disorders
- Corneal Ulcer
- Diabetic Retinopathy
- Disorders of the lens
- Disorders of the Vitreous
- Glaucoma
- Keratitis
- Keratopathy
- Ocular hypertension
- Pterygium
- Ptosis
- Retinal Detachment
- Retinal Occlusion
- Strabismus

14

ICD-10 DOCUMENTATION FOR PHYSICIAN - ORTHOPEDICS (NON-CME) -COURSE 1014

- Colles' Fracture
- Femur Fracture
- Hallus Valgus
- Humerus Fracture
- Joint Pain – Knee
- Joint Pain – Shoulder
- Mononeuropathy
- Osteoarthritis
- Radius Fracture
- Spine Fracture
- Tibia Fracture
- Wrist Fracture

ICD-10 Documentation Training for Physicians Continued

15

ICD-10 DOCUMENTATION FOR PHYSICIAN - PATHOLOGY (NON-CME) -COURSE 1015

- Abnormal Pain
- Appendicitis
- Atherosclerotic Heart Disease
- Cholelithiasis
- Diabetes mellitus
- Gastritis
- Hematuria
- Hereditary Neuropathy
- Hypertrophy of Prostate
- Intervertebral Disc Disorders
- Neoplasm
- Osteoarthritis
- Skin Ulcer
- Ulcerative Colitis
- Vaginitis

16

ICD-10 DOCUMENTATION FOR PHYSICIAN - PEDIATRICS (NON-CME) -COURSE 1016

- Abdominal Pain
- Bronchitis
- Colic
- Dermatitis
- Dysthymic Disorder
- Impacted Cerumen
- Influenza
- Insect Bite
- Overweight and obesity
- Rhinitis
- Sinusitis
- Urinary Urgency

17

ICD-10 DOCUMENTATION FOR PHYSICIAN - PULMONOLOGY (NON-CME) -COURSE 1017

- Abnormal Breathing
- Asthma
- Bronchiectasis
- COPD
- Cough
- Hemoptysis
- Hypoxemia
- Pleural Effusion
- Pulmonary Collapse
- Pulmonary Hypertension
- Sleep Apnea
- Tobacco Use

18

ICD-10 DOCUMENTATION FOR PHYSICIAN - RADIOLOGY (NON-CME) -COURSE 1018

- Appendicitis
- Arthralgia
- Chest pain
- Complications with Urinary Stent
- Complications with Vascular Stent
- Compression Fracture of the Spine
- Fracture of Metacarpal Bone
- Goiter
- Osteochondrosis
- Pre-Operative Clearance
- Pulmonary Insufficiency
- Pulmonary Nodule
- Scoliosis
- Spine Fracture
- Transient Cerebral Ischemia Attack
- Vocal Cord Paralysis

ICD-10 Documentation Training for Physicians Continued

19

ICD-10 DOCUMENTATION FOR PHYSICIAN - OTOLARYNGOLOGY (ENT) (NON-CME) -COURSE 1019

- Angina Pectoris
- Aortic Valve Disorders
- Atrial Fibrillation & Flutter
- Atrioventricular Block
- Bundle Branch Block
- Chest pain
- Congestive Heart Failure
- Coronary Artery Disease
- Hyperlipidemia
- Hypertension
- Mitral Valve Disorders
- Myocardial Infarction
- Premature Beats
- Tachycardia

20

ICD-10 DOCUMENTATION FOR PHYSICIAN - UROLOGY (NON-CME) -COURSE 1020

- Alzheimer's Disease
- Cerebral Palsy
- Cerebrovascular Accident
- Epilepsy
- Headache
- Hemiplegia
- Hydrocephalus
- Meningitis
- Mononeuropathy
- Muscular Dystrophy
- Parkinson's Disease
- Radiculitis
- Sleep Apnea
- Tremor

21

ICD-10 DOCUMENTATION FOR PHYSICIAN - HOME HEALTH (NON-CME) -COURSE 1021

- Alzheimer's
- Anemia
- Anxiety
- Asthma
- Atrial Fibrillation and Flutter
- Back Pain
- Congestive Heart Failure
- Diabetes
- Hypertension
- Mood Affective Disorders
- Neoplasm
- Osteoarthritis
- Pain in Limbs
- Pressure Ulcers
- Retention of Urine
- Urinary Incontinence

22

ICD-10 DOCUMENTATION FOR PHYSICIAN - MENTAL AND BEHAVIORAL HEALTH (NON-CME) -COURSE 1022

- Attention Deficit Disorder
- Adjustment Reaction
- Alzheimer's Disease
- Anorexia Nervosa
- Anxiety
- Bipolar Disorder
- Dependence (Alcohol)
- Gender Identity Disorder
- OCD
- Panic Disorder
- Personality Disorder
- Psychosis
- PTSD
- Schizoaffective Disorder



\$ Revenue Cycle

Do your employees have a thorough understanding of the patient payment process, regulations, collections and more? We provide 50+ courses and 2 Learning Plans that cover the foundational concepts of the revenue cycle. This is designed for all employees involved in all administrative and clinical functions that contribute to the capture, management, and collection of patient service revenue. In other words, all those involved in the entire life of a patient account from creation to payment. We also offer a full complement of mastery skills courses, which will take your students deeper into understanding concepts within the revenue cycle.

1

REVENUE CYCLE 101 FOUNDATION LEARNING PLAN -LEARN 1216

The Revenue Cycle 101: Foundational Concepts program provides new employees with an introduction to the basics of the revenue cycle, cutting on-boarding time in half. The content focuses on the skills your employees need to contribute to your financial performance quickly and without taking up the time of senior members for new hire training. Some of the topics include Terminology, How Healthcare is Paid, Payer Verification, and Gathering Visit Information. It will take approximately 14 hours to complete. Recommended roles include Patient Access, Patient Billing, Physician Office Staff, HIM, Financial Counselors, and Customer Service.

- Introduction to the Revenue Cycle
- Revenue Cycle Terminology
- Critical Steps in Payer Identification
- Computer Software and Generating Bills
- Introduction to Healthcare Coding Systems
- Customers and Communication Getting to Know Your Customers
- Patient Intake Points Within Healthcare
- Patient Intake Methods
- Medical Terminology I: Word Building
- Medical Terminology II: Body Systems
- Medical Terminology III: Procedures,
- Gathering Essential Visit Information
- Why Patient Encounter Data Matters
- Reading an Insurance Card
- Health Insurance Plans & Participation Basics
- Introduction to Coordination of Benefits
- Determining Coordination of Benefits
- Why Coordination of Benefits Matters
- Introduction to Medicare Secondary Payer
- Medicare Secondary Payer Practice Scenarios
- Introduction to the MSPQ
- Interpretation of Medicare Secondary Payer MSPQ Practice Scenarios
- Symptoms & Acronyms
- Master Patient Index Search & Assignment
- Identifying the Patient & Other Key Individuals
- Patient Interviewing Techniques
- Getting Correct Information from Patients & Guarantors
- Why Patient Demographic Data Matters

Revenue Cycle Management Continued

2

REVENUE CYCLE 201 FOUNDATION LEARNING PLAN **-LEARN 1187**

The Revenue Cycle 201: Developing Skills program helps existing revenue cycle and patient access staff mature into even more productive contributors. These courses are a great way to validate and document their knowledge, as well. Some key topics addressed are Medicare, Patient Registration, Insurance Verification, Coordination of Benefits, and Medicare Secondary Payer (MSP). It will take approximately 19 hours to complete. Recommended roles include Patient Access, Patient Billing, Physician Office Staff, HIM, Financial Counselors, and Customer Service.

- Understanding How Hospitals Are Paid
- Components of a Complete Physician Order
- Components of a Complete Physician Order
- Your Office in the World of Medicare
- Introduction to Medicaid
- Introduction to TRICARE & CHAMPVA
- Why Accurate Health Insurance Data Matters
- Introduction to Medicare Advantage Plans
- Insurance Verification Terminology
- Insurance Verification Process Step by Step
- Why Insurance Verification Matters
- Medical Necessity Concepts & the ABN
- Explaining the ABN to Medicare Beneficiaries
- Introduction to Medicare Secondary Payer & Medicaid COB
- MSP Determination Process
- MSP Requirements Documentation
- Workers' Compensation Assignment
- Auto Insurance Assignment
- Residential Accident Assignment
- Public Location Accident Assignment
- Entity Request Determination Process
- Multiple Plan COB Determination Process
- How Bills are Processed Through the Revenue Cycle
- Payer Follow-Up Part I
- Payer Follow-Up Part II

3

REVENUE CYCLE (301) MASTERY LEARNING PLAN **-LEARN 1189**

Revenue Cycle 301: Mastery Skills focuses on making sure your organization is capturing the most accurate reimbursement possible. The content focuses on key concepts in Collections, the UB Form, Bill Validation, and Payer Follow-Up. This program consists of 34 courses and will take approximately 19 hours to complete.

- Patient Intake & the UB-04 Claim Form
- Introduction to Denial Management
- Understanding Patient Balances
- The Collection Flow
- Payment Options & Solutions
- Four Steps of Requesting Payments from Patients
- Managing Patient Balances
- Why Collecting Patient Balances Matters
- Identifying UB Data Elements & Form Locators
- Identifying UB Elements at Patient Intake
- What a Patient's UB Data Elements Tell You
- The Relationship of UB Data Elements & Costs
- Patients/Payer-Specific UB Data Elements
- UB Data Elements Relationships
- Introduction to Validating a Bill
- Validating a Basic Inpatient Bill
- Validating an Acute Inpatient Bill
- Validating a Combined Admit Inpatient Bill
- Validating a Mental Health Inpatient Bill
- Validating a Rehabilitation Inpatient Bill
- Validating Mom & Baby Inpatient Bills
- Validating a Basic Outpatient Bill
- Validating an Emergency Outpatient Bill
- Validating an Observation Outpatient Bill
- Validating a Surgery/Procedure Outpatient Bill
- Validating Other Outpatient Bills
- Validating a Therapy Outpatient Bill
- Understanding the Elements of Payments
- Following Up on a Medicare Payment
- The Appeals Process on Medicare Denials
- Reading the Medicare Remittance Advice
- General Follow-Up on Blue Cross
- Following Up with Commercial & Other Payers
- Anatomy of a 1500 Claim

Revenue Cycle Management Continued

4

REVENUE CYCLE ANNUAL COMPLIANCE LEARNING PLAN -LEARN 1190

Revenue Cycle Annual Compliance provides a review of key regulations for your entire revenue cycle team. It is designed to be taken each year as part of your annual compliance training. This program consists of 8 courses and will take approximately 4 hours to complete.

- Red Flag Compliance
- EMTALA and Patient Intake
- Annual Revenue Cycle Compliance
- Understanding Recovery Audit Contractors (RAC)
- Revenue Cycle Regulations, Compliance & the OIG
- Revenue Cycle Regulations & Compliance Review
- The Future of Revenue Cycle Compliance
- Informed Consent: Demystifying This Important Document

5

2016 REVENUE CYCLE WEBINAR SERIES -LEARN 1210

Our revenue cycle management webinar series bring you the education you need from experts you know and trust-- all at a great price. The best way to stay current and scratch the cost and inconvenience of the travel-- get the best value education now!

- IPF PPS - How Do We Get Reimbursed Anyway?
- The Move from Fee-for-Service to Paying for Quality and Value
- Provider-Based Billing and the New Place of Service
- Medicare Preventive/Screening Services: Lost Opportunities
- Creating an Effective Process to Handle Denials
- Incident-To, Locum Tenans, Reciprocal Billing
- Coding and Billing for Foot Care

Medical Collection Skills

Successful medical collections requires a staff with the skills to handle difficult situations and negotiations with patients. This training is designed to teach the learner to recognize and overcome common patient payment objections and excuses. Learn best practices in how to collect co-pays, deductibles, and co-insurances at the time of- service. Empower your staff with the skills to successfully collect payments during each face-to- face and phone-based patient interaction.

1

MEDICAL COLLECTION SKILLS LEARNING PLAN -LEARN 1211

Successful medical collections requires a staff with the skills to handle difficult situations and negotiations with patients. This training is designed to teach the learner to recognize and overcome common patient payment objections and excuses. Learn best practices in how to collect co-pays, deductibles, and co-insurances at the time of-service. Empower your staff with the skills to successfully collect payments during each face-to-face and phone-based patient interaction.

- Assumptions, Presumptions and Misconceptions in Collections
- Triaging for Better Collections
- Breaking Down Communication Barriers During Collection Process
- Three Keys to Effective Collection Communication
- Matching Communication Styles for Improved Collections
- Strategies for Handling Objections to Payment
- Quality Assurance Methods in the Collection Process

2

MEDICAL COLLECTION SKILLS LEARNING PLAN (PRACTICER OFFICES & ACOS) -LEARN 1203

This learning plan is a continuation of the Workplace Communication Skills I learning plan delving deeper into the content covered in part 1 of this topic.

- Ethics in the Workplace - Houndville Business Animation
- Reducing Careless Errors - Houndville Business Animation
- What to Say When: You're Asked to Compromise Your Ethics
- What to Say When: You Need to Break A Commitment
- What to Say When: Someone Breaks A Commitment
- Everybody Wins: How to Turn Conflict into Collaboration
- Training Bytes Achieving Communication Excellence
- Working Without a Script
- How to Ask Positive Questions
- Dealing With Manipulative People
- Privacy Issues
- Active Listening
- How to be a Great Conversationist

2

OPTIMIZING REVENUE FOR PRACTICER OFFICES & ACO'S -LEARN 1198

Does your staff understand basic coding, medical necessity and the Advanced Beneficiary Notice, as well as the importance of collecting payment from patients upon every visit? The complexities of teaching patient intake and billing processes is now incredibly easy. This learning plan will benefit all administrative staff.

Approximate Completion Time: 5 Hours

- Introduction to the Revenue Cycle for Practitioner Offices
- Critical Steps in Payer Identification for Practitioner Offices
- Determining COB and MSP for Practitioner Offices
- Introduction to Healthcare Coding Systems for Practitioner Offices
- Medical Necessity Concepts and the ABN for Practitioner Offices
- Overview of Collecting Patient Balances
- Anatomy of a 1500 Claim for Practitioner Offices
- Understanding the Revenue Cycle at Hospital-Owned Practitioner Offices





Virtual Options

1

VIRTUAL TRAINING

- Receive training from AAPC approved instructors at anytime from anywhere in the world
- Using our Learning Center you can video conference, white-board, quiz, & track performance
- Can be done as part of a credential prep course, standard training, or we can develop customized training to meet the customers specific needs
- Includes 10 dial in customers with additional VOIP access (requires headset with microphone)

2

VIRTUAL CONSULTATION

- Platform which allows "Just-in-time" consultation with AAPC approved trainers
- Consultants can answer your questions related to the business side of healthcare
- Allows you to connect personally with AAPC's expert to answer your questions, view your documents, see your computer screen and give you real-time input
- Targeted assistance, unique to each environment



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