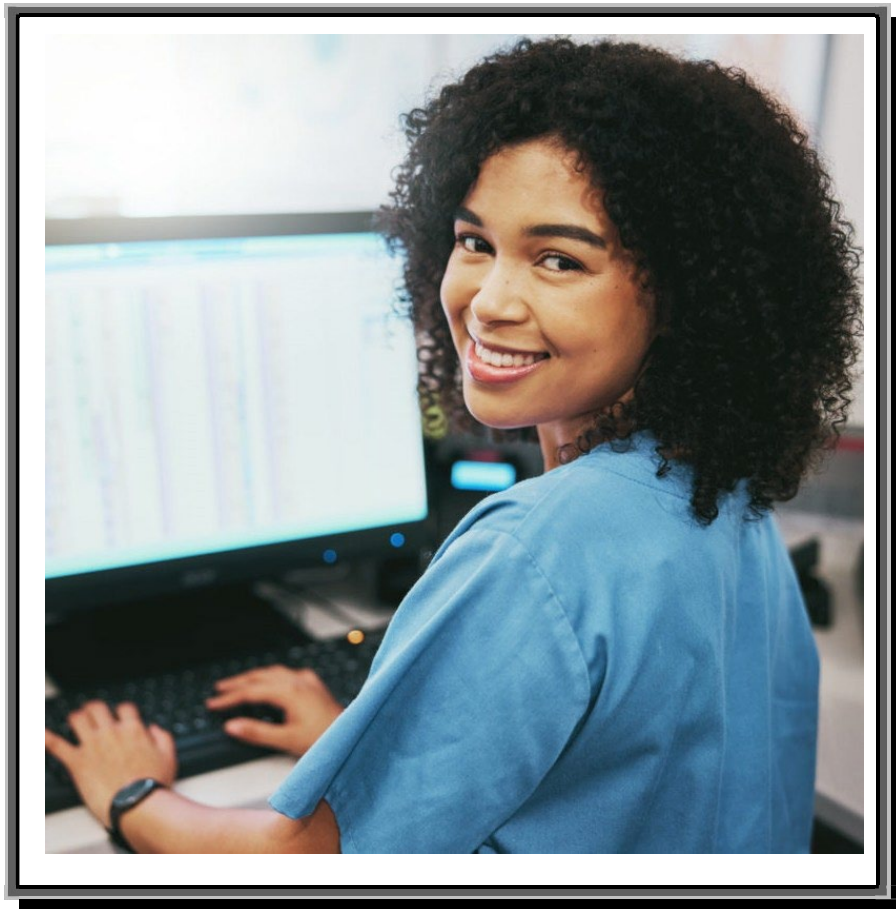


# Medical Billing and Coding Student Resource Guide



**Mohave Community College**  
Medical Billing and Coding Program  
Introduction

Mohave Community College welcomes you to the Medical Billing and Coding program. We hope the coming months will be meaningful and look forward to assisting you in attaining your educational goals. This guide serves as a guide for students, contains meaningful information, and should be readily available as a reference for you as you progress through the program.

All students accepted into the program are expected to know the information contained in this resource guide when beginning the program. Failure to read the regulations will not be considered an excuse for non-compliance. Students will be expected to sign the documents indicating an understanding of the resource guide and specific policies/procedures.

The Medical Billing and Coding Program Director, in cooperation with the program faculty and administrative personnel, reserves the right to revise policy guidelines as needed if a change is felt necessary to improve the program. Students will be notified of any change that affects them.

Currently, the educational program takes place online with required Zoom lectures.

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## MEDICAL BILLING AND CODING PROGRAM CONTACT INFORMATION

*Frequently Visited Links:*

[Medical Billing and Coding Webpage](#)  
[Medical Billing and](#)  
[Coding Certificate](#)  
[Program Requirements](#)

Please contact one of the following individuals or the program website if you have additional questions about the Medical Billing and Coding program:

Erin Dodge  
Practicum Coordinator Phone: 928-565-9060  
Email: [edodge@mohave.edu](mailto:edodge@mohave.edu)

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Director, Medical Assisting Phone: 928-692-3039  
Email: [hberebitsky@mohave.edu](mailto:hberebitsky@mohave.edu)

## MCC POLICY AND PROCEDURE

Students must be well informed about their college and academic program rules and regulations and their rights and responsibilities. To accomplish this task, students are expected to be aware and maintain a running knowledge of the following items upon the first day of class start:

[STUDENT CODE OF CONDUCT](#)

[STUDENT RESOURCE GUIDE](#)

[CAMPUS SAFETY and TITLE IX](#)

[DISABILITY SERVICES \(ADA\)](#)

## Medical Billing and Coding

Medical billing and coding are essential elements of the healthcare system, responsible for ensuring accurate and efficient claims processing. Professionals in this field translate complex medical procedures, diagnoses, and treatments into standardized codes, which are critical for billing, insurance claims, and patient records. This process facilitates timely reimbursement for healthcare providers and supports the integrity of health information while ensuring compliance with regulatory standards.

Medical billers and coders collaborate closely with healthcare providers, insurance companies, and patients, requiring a comprehensive understanding of medical terminology, coding systems (such as ICD-10, CPT, and HCPCS), and healthcare laws. Their expertise is vital in minimizing billing errors, which can result in financial losses and patient dissatisfaction. Furthermore, they play a crucial role in safeguarding patient confidentiality and ensuring that sensitive information is managed ethically and securely.

Given the increasing complexity of healthcare regulations and the growing emphasis on electronic health records, the demand for skilled medical billers and coders continues to rise. Professionals in this field must engage in ongoing education to remain updated with industry changes and advancements, making it a dynamic and fulfilling career choice for those who are detail-oriented and committed to supporting the healthcare industry.

Upon completing the Medical Billing and Coding educational experience at MCC, you will be awarded a Certificate of Proficiency in Medical Billing and Coding from Mohave Community College. You may be eligible to sit for a national certification exam of your choice. Faculty and staff hope your time in the Medical Billing and Coding education is successful and enjoyable.

## PROGRAM PHILOSOPHY

The Medical Billing and Coding program is our commitment to excellence, integrity, and innovation in healthcare administration. We believe that medical billers and coders play a vital role in the healthcare system, acting as the bridge between patient care and the business of medicine. Our philosophy emphasizes the importance of accuracy, ethical standards, and continuous learning in ensuring that healthcare providers receive fair compensation for their services while safeguarding patient information.

We strive to empower our students with the skills necessary for coding and billing and the critical thinking and problem-solving abilities needed to navigate the complexities of healthcare regulations and insurance practices. We encourage our students to develop a strong sense of professionalism and responsibility by fostering a collaborative and supportive learning environment.

Through a blend of theoretical knowledge and practical application, we prepare our graduates to meet the evolving challenges of the healthcare landscape. Our goal is to cultivate skilled professionals who are dedicated to improving the efficiency and effectiveness of healthcare delivery, ultimately contributing to better patient outcomes and the sustainability of the healthcare system.

## COLLEGE MISSION STATEMENT

Mohave Community College serves our communities, empowering students to succeed through innovative pathways and quality education.

## MEDICAL BILLING AND CODING PROGRAM GOAL STATEMENT

Upon completing the program, students will possess the knowledge, skills, and professional demeanor necessary to enter the medical coding profession. They will be equipped to collect health data, implement coding and reimbursement systems, demonstrate professional behaviors and ethics, and utilize electronic applications for coding and data collection support.

## EXPECTED STUDENT OUTCOMES

### STUDENTS WILL HAVE ACADEMIC EDUCATION TO:

1. Sit for a nationally recognized Medical Billing and Coding certification
2. Learn the necessary tools to seek employment
3. Transition from an academic setting to an employment setting

## MEDICAL BILLING AND CODING STUDENT RESPONSIBILITIES

It is important that you be well-informed about your academic program. To accomplish this task, students are expected to maintain a running knowledge of the following items:

- ✓ MCC's current [Catalog](#) and [Student Handbook](#)
- ✓ MCC's course schedule for each semester you are enrolled
- ✓ The Medical Billing and Coding Programmatic Resource guide

We are committed to helping you reach your educational and life goals. All students at MCC are subject to the college policies as found in the MCC Catalog, MCC Student Handbook, and Medical Billing and Coding Programmatic Resource guide. The Medical Billing and Coding program documents have been developed as additional information resources for you.

Individuals may have unique and varying needs, capabilities, and experiences. The key to success lies in each student's recognition to determine learning areas that may need improvement, and in assuming responsibility for strengthening any deficiency. MCC has numerous resources to assist students, including help with study habits, test-taking skills, reading skills, and time management. These are only a few of the resources available. Please reach out to your instructors or your Academic Advisor for more information. When necessary, they may have the student reach out to the Director of Medical Billing and Coding.

## ACADEMIC INTEGRITY AND PROFESSIONAL BEHAVIOR

In addition to fully supporting MCC's Honor Code, the Medical Billing and Coding program believes academic integrity and professional accountability are inextricably linked. These qualities are essential to practice as a Medical Biller/Coder in a safe and ethical manner.

[Student Honor Code](#)

## Professional Conduct

Integrity is crucial in the medical field and the practice of Medical Billing and Coding. Therefore, the behavior of all Medical Billing and Coding students must demonstrate acceptable moral, ethical, and legal values. Medical Billing and Coding students must adhere to the Mohave Community College conduct code, which is found in the student handbook.

**Any incident involving a breach of integrity** will be reviewed by the Medical Billing and Coding Director and the program faculty and **may be grounds for dismissal** from the program. Please note the Academic Integrity and Conduct Policy in the College Student Handbook.

## Email Etiquette

- Proper salutation (Dear Dr./Mr. /Mrs. \_\_\_\_\_;
- Good Morning, Dr./Mr./Mrs. \_\_\_\_\_, etc.)
- No texting abbreviations
- Complete information on the subject line

Response time from faculty will be within 24 hours, Monday through Friday



## OPEN DOOR PHILOSOPHY

The Program Director, Faculty, and Academic Advisors are committed to the success of each Medical Billing and Coding student. Faculty are available to discuss professional and educational issues with all the students. The program encourages students to immediately speak with any faculty member regarding comprehension of the material to ensure success with the course material. Students are encouraged to arrange a meeting whenever needed, such as supplemental instruction or to address learning difficulties. Each faculty has office and supplemental instruction hours posted within their course syllabi.

## PROGRAM ACCEPTANCE

Applicants who have completed an application and meet the educational requirements are eligible for acceptance and will be placed on the Eligible for Acceptance list. Applicants are offered acceptance based on the date their applicant file was completed. Students who share the same file completion date will be ranked according to their prerequisite cumulative GPA.

Prerequisites			
Course Number	Course Title	Credits	Grade
HES 113	Medical Terminology	3	C
HES 129	Human Anatomy & Physiology	4	C

Term 1 Courses			
Course Number	Course Title	Credits	Grade
MEA 120	Introduction to Medical Insurance	3	C
MEA 130	Medical Coding I-ICD-10-CM	3	C
MEA 100	Medical Law and Ethics	3	C

Term 2 Courses			
Course Number	Course Title	Credits	Grade
MEA 131	Medical Coding II-CPT/HCPCS	3	C
MEA 141	Medical Billing	3	C
MEA 116	Electronic Medical Records	3	C

**Prerequisites cannot exceed 10 years of age.**

**\*\*Students must achieve a minimum “C” 70% for their final grade in ALL Medical Billing and Coding Core courses. This must include these two criteria**

1. Students must have an average exam score of 70% or higher in each Core course,
2. Every Student competency must be passed at 75% or higher.

If these two criteria are not met for each course, the Final grade for that course will be a maximum of 60 % D

\*Graduates may be eligible to take a national certification exam, which is required by most employers.

## Methods of Evaluation in Courses

Each course syllabus in the Medical Billing and Coding Program provides an overview of the assigned activities and exams designed to evaluate student learning. The methods used for this evaluation may vary from course to course.

## Certification

The Medical Billing and Coding program is designed to equip students with the essential knowledge and skills required to achieve industry-recognized certifications. Upon successful completion of the program, graduates are prepared to pursue certifications. During the program, different certification opinions will be discussed.

These certifications validate a professional’s expertise in medical coding, billing practices, and compliance with healthcare regulations. Earning a certification enhances employability and demonstrates a commitment to excellence in the field. Our program discusses the importance of certification as a pathway to career advancement and professional development, encouraging students to seek certification opportunities upon graduation as an option.

## Progression/Retention Policy

As the Medical Billing and Coding profession develops increased responsibility and accountability, Medical Billing and Coding students must be prepared for the role they will

assume in the healthcare field. To facilitate this process the Medical Billing and Coding student must comply with the following:

**\*\*Students must achieve a minimum “C” 70% for their final grade in ALL Medical Billing and Coding Core courses. This must include these two criteria**

1. Students must have an average exam score of **70%** or higher in each Core course,
2. Every Student competency must be passed at **75%** or higher.

If these two criteria are not met for each course, the Final grade for that course will be a **60% “D”**

- Students must meet **both** exam and course averages of the above requirements to progress in the program
- Any Core Course in the program of study may be attempted only twice. An “attempt” is defined as:
  - Completing the course with a failing grade
  - Late withdrawal from a course (withdrawal after 50% course completion)
  - Second occurrence of an early withdrawal from a course (see below)
- A withdrawal before completing 50% of the course (early withdrawal) does not count as an attempt but is limited to one occurrence per course. If done a second time for the same course, the early withdrawal will count as an attempt.
- After three Core Medical Billing and Coding class attempts that result in a failure, the student will be dismissed from the program of study. This is for a total of three failures within the entire medical assisting program.
- Any student who fails a Medical Billing and Coding course must meet with the Medical Billing and Coding Director prior to registering for the failed course.
- If a student misses more than 2 weeks of a required zoom lecture they will be asked to withdraw from the course. If due to a documented medical situation, this will be waived.
- Students must complete the Medical Billing and Coding program within three (3) years. The timing begins when the student begins any of the Medical Billing and Coding Core Courses (not prerequisites).
- Prerequisites cannot exceed 10 years. They must be retaken.
- Failure to comply with any of the above criteria will result in dismissal from the Medical Billing and Coding program without the possibility of reapplication, readmission, or progression.

## Statement of Academic Integrity

All members of the academic community are responsible for the academic and professional integrity of the program. Students must demonstrate such integrity in completing classroom assignments, testing purposes, and classroom professionalism. The integrity of the academic program rests on the principle that the grades awarded to students reflect only their **own** individual efforts and achievements. Students are required to perform the work specified by the instructor and are responsible for the content of the work submitted, such as papers, reports, and examinations.

A breach in the rule of Academic Integrity and Conduct will occur if a student:

- Knowingly represents the work of another as their own (plagiarism)
- Uses or obtains unauthorized assistance in any academic work (cheating)
- Gives fraudulent assistance to another student (facilitating academic dishonesty)
- Intentionally uses unauthorized falsification or invention of any information or citation in an academic exercise (fabrication)

The Medical Billing and Coding Program Director, faculty, and the Dean of Health Professions, Human Services, and Public Safety will address the violation of any of the regulations for academic misconduct. The individual instructor may reduce the student's grade, including the assignment of an "F" in the course. Depending on the severity of the case, the Medical Billing and Coding Director or the Dean of Health Professions, Human Services, and Public Safety may impose suspension from the college or recommend dismissal. If the student feels that the penalty imposed by the Program Director or the Dean of Health Professions, Human Services, and Public Safety is unjust, the student may request a review by the Review Board. Please refer to the Mohave Community College student handbook for further clarification.

## Cheating and consequences

**Definition of cheating:** Giving or receiving any dishonest work; **witnessing** another giving or receiving dishonest work and not reporting it.

### **Consequences**

Consequences for student(s) caught cheating or violating testing policies will not be tolerated at any time. If you are suspected or are caught in the act of cheating on an assignment, exam, or any form of evaluation, you will be immediately dismissed from the classroom. You will be sent to visit with the Medical Billing and

Coding Director, if available, or the Dean of Health Professions, Human Services, and Public Safety.

The student, classroom instructor, and the Program Director will discuss the lack of academic integrity. Failure to meet the academic integrity expectations set forth by Mohave Community College's Medical Billing and Coding program may result in obtaining a zero for that assignment or dismissal from the entire program. Each situation will be examined individually, with the final determination made by the Medical Billing and Coding Director and the Dean of Health Professions, Human Services, and Public Safety.

## Student Complaint Grievance Policy

1. This procedure is used when regular communication channels and approaches have failed. You can contact the Dean of Students office for the form to file a complaint.

2. Student Complaint Policy may be found at:

<https://www.mohave.edu/resources/complaint-procedure/>

MCC provides an internal complaint process outlined in the Student Handbook. Students and prospective students may also file complaints with MCC's accrediting body, the Higher Learning Commission. A new regulation requires independent, third-party review of complaints. Additional information can be found on the [Accreditation and State Regulatory Authorization](#) webpage.

## Class Attendance

Class Attendance is defined as being physically present in the classroom/present at online Zoom lectures

Tardiness and absenteeism are defined as arriving after the time class starts (or leaving before class ends), or no attendance for a scheduled course

The MCC Medical Billing and Coding program faculty are responsible for ensuring that all Medical Billing and Coding students have an adequate background, including

competence in technical skills. The faculty must ensure that each student can utilize these skills and knowledge in a safe, competent, and professional manner. Learning experiences in the Medical Billing and Coding program are arranged sequentially to ensure that new information, knowledge, and skills are integrated with previously introduced material. In addition, the curriculum includes opportunities for collaborative learning where interaction between and among students and faculty are critical components of the students learning. Therefore, these learning experiences cannot be repeated, and your attendance is a professional responsibility.

Students must be in class on time and attend each course component. In the event of an absence or scenario where the student will be late or need to leave early, the student must contact the instructor as soon as possible. Students are responsible for contacting the instructor directly to request any available make-up opportunities. Messages other parties send are unacceptable, as the student is responsible for notifications.

Leaving class early (15 minutes or more) will result in the assignment of an unexcused absence.

Students will be automatically withdrawn from their course (WR1) at two (2) consecutive weeks of non-participation in an online course and/or two (2) consecutive absences in an on-ground course. A student will be automatically withdrawn (WR1) for non-participation if they are absent on three (3) occasions in a full 16-week semester, as missing more than 12% of the course means they cannot meet enough of its objectives to pass it successfully.

## Homework/ Assignment Policy

**First and last week.** All assigned work in Week 1 and Week 15/16 must be in on time and may be due on a different day of the week, depending on when the Drop period ends (Week 1) and the semester ends (Week 15/16). However, the first and last weeks' assigned work cannot be submitted late, as Z grades must be assigned in the beginning.

**Discussion Forums.** Students must submit these on time because other students rely on the participation and timeliness of their classmates' posts to complete their work successfully for this assignment. DFs cannot be submitted late or made up under any circumstances and should be open/available one (1) week before their due dates.

**Exams.** Midterms and Finals must be submitted before their assigned deadline(s).

**LATE WORK.** Your instructor for each course will outline and detail the policies concerning late submissions in the course syllabus.

## "Z" GRADES & NON-PARTICIPATION

Students will be assigned a "Z" grade and dropped from classes that they do not attend on the first meeting day of an on-ground course OR, for non-participation during the first week of an online course. Both of the following must be met to avoid being dropped from an online course.

By 11:59 pm Sunday, the student will have completed the syllabus quiz

By 11:59 pm Sunday, the student will have completed and submitted a substantial assignment (the Medical Billing and Coding Program states all Week 1 assignments combined are equivalent to one "substantial assignment").

A student may request reinstatement into the course. However, approval from an instructor is rare, as the reinstatement process is typically lengthy and causes students to miss additional valuable class time. Students must ensure they request reinstatement via visiting Student Services as soon as possible to increase their chances of approval.

## ONLINE AND/OR SYNCHRONOUS COURSES

### Online Courses

- ✓ Students are responsible for having a reliable internet connection.
- ✓ All times for online courses are Arizona time zone. Please determine your time zone and adjust accordingly.
- ✓ Students must complete the Syllabus Quiz and ALL of the first week's assignments no later than the deadline provided by the specific course's instructor or will be dropped from the course for non-participation.
- ✓ Instructors have the right to accept or deny late assignments.
- ✓ It is the student's responsibility to make sure all assignments are submitted through the LMS (Canvas) platform. Students should not be emailing assignments to instructors outside of Canvas.
- ✓ Instructors will respond to all student communication within 24 hours of receiving the student email, Monday through Friday, and within 48 hours, Saturday through Sunday.
- ✓ Assignment due dates and times will vary between classes and instructors.

### Synchronous Courses

"S" Course = Synchronous Course - where the faculty and students are teaching and learning simultaneously in a face-to-face traditional classroom setting or via a live stream setting. All students taking an "S" course must be logged into the virtual class during the scheduled class time(s) and day(s).

- ✓ The "Z" Grade policy for "S" courses is the same as with ON-GROUND classes, and the time zone is AZ (MST).
- ✓ Students must log in and participate in class and during the scheduled classtime(s). Absences for "S" courses follow the Professionalism Rubric (see below).
- ✓ Students are responsible for submitting all class assignments by the due dates and times posted per the course syllabus.
- ✓ Non-registered students will not participate in or during scheduled class times. (Students not registered in the course. i.e., family, friends, etc.).
- ✓ Students taking a Synchronous course should plan for child care and eliminate distractions during the scheduled class times, such as phone calls, deliveries, noise from televisions, etc., as it is not



permissible to have children or other distractions present during class time.

- ✓ Some instructors will allow students to attend class in the classroom where they are conducting the class. Please check with your instructor should you wish to attend the “S” course on campus

## PROFESSIONALISM

Professionalism is a personal characteristic that is highly valued and required by employers, as well as an expectation of all MCC’s Medical Billing and Coding Program students. The following is a list of attitudes and perceptions to which students are expected:

### POSITIVE ATTITUDE

Each Medical Biller and Coder represents the entire profession to the client/patient served. The Medical Biller and Coder's expressed or demonstrated attitudes toward others, as well as other health professions and services, are very apt to be reflected in the subsequent attitude of the patient toward other Medical Billers and Coders and towards health care in general. Attitudes may be reflected in outward behavior such as facial expressions, actions, body language, and conversation. Students must exhibit behaviors that reflect an attitude of openness to learning and motivation to help others. Instructors will work with students throughout their program to discuss learning and applying other expected attitudes.

### CELL PHONE USAGE

Cell phones are to remain off during all lectures. Students using or checking cell phones during lectures will be excused from class for the day, and a zero will be awarded for all missed assignments. Repeated offenses are grounds for dismissal from the program. See course instructors for additional information.

## DISMISSAL PROCEDURES

Progressive discipline will be utilized to assist the student in correcting issues that may negatively impact program progression or graduation. It will be expected that the student will resolve identified issues at the lowest disciplinary level: verbal warning. Failure to resolve previously identified concerns or sufficient seriousness of an initial concern will result in action at the next disciplinary level: student conference and write-up for probation. A third offense of any manner will likely result in failure of the course (at minimum) and may include dismissal from the Medical Billing and Coding program.

A student may be put on warning or probation in the Medical Billing and Coding Program for several reasons. Examples include, but are not limited to:

- ☐ Failure to adhere to established program and college policies and procedures.
- ☐ Inability to maintain physical or mental health necessary to function in the program.

Actions that may result in dismissal from the Medical Billing and Coding Program (list may not be conclusive):

- ☐ Violation(s) while on probation; inability to resolve issues at the probationary level.
- ☐ Academic dishonesty.
- ☐ Failure to demonstrate success once remediation plans are exhausted.

## READMISSION POLICY

Students requesting re-entry into the Medical Billing and Coding program will be required to take a re-entry assessment to determine the student's level of competency. Students will be given 1 attempt for the re-entrance exam. Depending on the outcome of the assessment, the student may be required to re-apply to the Medical Billing and Coding program as a new student.

If a student wishes to re-enter the program and re-matriculate into another cohort will be required to submit a written request to the Medical Billing and Coding Office within 12 months of their departure/dismissal. Readmission is NOT guaranteed and will be limited to a single occurrence.

- Only students who left the program within the past twelve months will be given consideration for readmission. All others must reapply

for the program and commence training from the beginning

- Students seeking re-matriculation into the program must submit a signed letter outlining what caused their departure, what has changed since then, and what specific measures will be taken to ensure their success the next time around (examples of contingency plans)
- Students exiting the program in good behavioral and academic standing will be given preference
- Readmission is not guaranteed

## STUDENT RESOURCE GUIDE SIGNATURE PAGE

The following statement confirms that the student understands and agrees to Mohave Community College (MCC) and the Medical Billing and Coding Program's requirements and policies as written in this resource guide.

I \_\_\_\_\_ hereby acknowledge that I have received this Medical Billing and Coding Student Resource Guide and will be accountable for its contents. I have read the statements, policies, and procedures of the Medical Billing and Coding Program and understand them. I agree to abide by the policies and procedures in the Resource Guide while enrolled in the Medical Billing and Coding Program.

I also understand that any of these policies may be updated or replaced and that I will abide by the updates or changes after being notified of them. Failure to comply with the program's policies and procedures will be grounds for dismissal from the Mohave Community College Medical Billing and Coding Program.

Finally, I understand that a minimum grade of "C" is required to pass each course. A "C" is considered 70% or greater in this program. I acknowledge that I cannot move forward in the program without successfully completing each component of the curriculum.

Students not pursuing the completion of a Medical Billing and Coding program but are taking MEA or HES courses will abide by all policies and procedures of the Medical Billing and Coding program course requirements they are registered in.

This statement of agreement will become part of my file in the Medical Billing and Coding office.

STUDENT'S NAME (PRINT)

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STUDENT'S SIGNATURE

DATE

INSTRUCTOR \_\_\_\_\_

NOTES