



Patient Access Specialist Certification (PAS)

This certification is the next level of training for patient access representatives, following the Patient Access (PA) certification. The Patient Access Specialist plays a key role in the Patient Access Department and works as a strong team member in a dynamic, fast-paced, patient-focused environment. The Patient Access Specialist willingly accepts additional responsibilities, as requested, and demonstrates the ability to work and make decisions without supervision.

LEARNING OUTCOMES: Upon completion of this course, student will be able to:

Next Generation of Patient Access

- Outline some of the main challenges to financial clearance.
- Recognize how technology can aid the financial clearance process.
- List technologies that have been developed to assist patient access with the financial clearance process.

Addressing Patient Centered Care in your Business Office

- Define what Patient Centered Care means in health care today.
- Summarize the relevance of patient centered care in the patient access role.
- List the benefits of patient centered care.
- List ways to meet the challenge of integrating patient centered care.

Registration Quality

- Describe General Registration Functions.
- Recognize the value of Accuracy Rate Monitoring.
- Restate primary items to audit during Account Audits.
- Express how peer review is useful in healthcare.

Advanced Customer Service

- Define Internal vs. External Customers.
- Recognize where Customer Service begins.
- Restate the difference between burn out and stress.
- Discuss ideas for relieving employee burnout.

MSP - Medicare Secondary Payer

- Define MSP provisions.
- Recognize types of insurances where Medicare would be a secondary payer.
- Identify insurances and situations where Medicare would be a secondary payer.
- Discuss the MSP questionnaire.

Improving Performance in Healthcare

- List common Key Performance Indicators for healthcare in general and patient access specifically.
- Describe how benchmarking can be applied to patient access.
- Outline tools that can be used to measure and improve performance such as Balanced Scorecards, benchmarking etc.

Standards of Compliance: Promoting a Culture of Patient Security and Privacy

- Outline the oversight agencies responsible for HIPAA compliance.
- Explain the implications of non-compliance of HIPAA.
- Give examples of ways of developing a culture of patient privacy and security in hospitals.

Code of Conduct in Healthcare

- State reasons why hospitals have a code of conduct.
- List elements that should be included in a code of conduct.
- Outline initiatives to ensure a code of conduct is a document that is actively used and respected.

ABN - Advanced Beneficiary Notice

- Define ABN.
- Recognize when and how to obtain an ABN.
- List what services may require an ABN.
- Restate the components of an ABN.
- Discuss the specific billing requirements when an ABN is issued.

Medical Terminology

- Understand the 3 main elements of medical terms.
- Define common words.
- Identify medical abbreviations.

Patient Access Specialist Certification (FINAL)

In order to receive your Patient Access Specialist Certification, along with 1.1 CEU/11 credit hours, you must complete all of the required courses listed here and all assignments within each course.



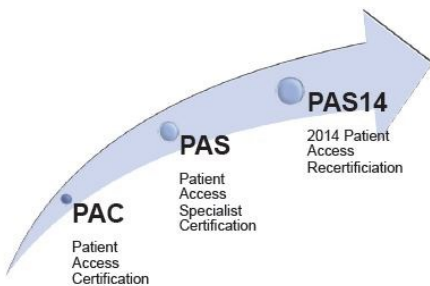
HTHU Business Office Certifications

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Certification Pathways

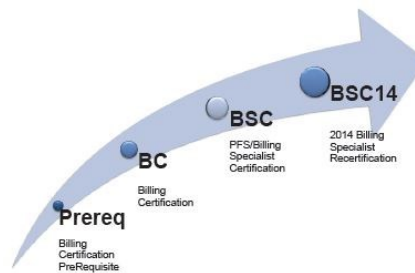
Patient Access Certification Path

PAC: Patient Access Certification
PAS: Patient Access Specialist Cert
Annual Patient Access Recertification



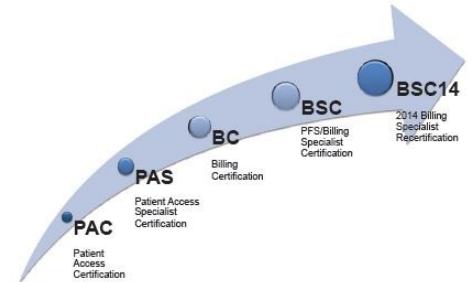
Billing Certification Path

Billing Prerequisite
BC: Billing Certification
BSC: PFS/Billing Specialist Certification
Annual Billing Specialist Recertification



Patient Access to Billing Specialist Path

PAC: Patient Access Certification
PAS: Patient Access Specialist Certification
BC: Billing Certification
BSC: PFS/Billing Specialist Certification
Annual Billing Specialist Recertification



Additional Business Office Certifications

Financial Counselor Certification (FCC)

Certified Healthcare Hospitality Specialist (CHHS)

Ten Essential Management Skills Certification

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We look forward to working with you to customize the programs available to meet your organization's needs. If you have any questions, please contact a member of our HTHU team.

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