



Patient Access Specialist Certification (PAS)

This certification is the next level of training for patient access representatives, following the Patient Access Certification (PAC). 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.

HIPAA Privacy

- Apply privacy standards brought about by the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule
- Identify the medical record as protected and confidential information
- Apply the hospital's policy on patient confidentiality
- Recognize examples and repercussions of patient-confidentiality breaches
- Identify what information can be released without prior approval from the patient

HIPAA Security

- Recognize what the HIPAA Security Rule requires at our facility
- Identify where to go for questions and answers
- Define the basic security concepts at your facility
- Apply security "best practices" to safeguard electronic protected health information (ePHI)
- Apply security policies related to your job
- Recognize that all staff play a role in protecting ePHI

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



Patient Access to Billing Specialist Path



Billing Certification Path



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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