



PAS Certification Completion Requirements

Only those participants that successfully complete the Patient Access Specialist Certification will receive 1.1 CEU credit/ 11 credit hours.

Successful completion requirements for this certification are as follows:

Certification Criteria (to be checked off by Student & Manager)	
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>PREREQUISITE: Patient Access Certification</p> <p>You are required to complete the <i>Patient Access Certification</i> before starting this certification program.</p>
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>Introduction: Patient Access Specialist</p> <p>This introductory course describes the Patient Access Specialist along with the requirements and outcomes of this certification program.</p>
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>Next Generation of Patient Access</p> <p>When taking into account the increase in patient consumerism, if access professionals are not given the tools and resources they need, a recipe for disaster is lurking for the enterprise or practice. Fortunately, technology is here to help.' This quote is taken from the white paper 'Next Generation Patient Access' (HIMSS). The paper is the basis for this course that will take trainees through the challenges for patient access concerning the revenue cycle, and the new technological initiatives available. This is a lecture and task based course.</p> <p><u>LEARNING OUTCOMES:</u> Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - 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.
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>Addressing Patient Centered Care in your Business Office</p> <p>As patients are now seen more as consumers who pay for a service, it has become imperative that hospitals and healthcare facilities move with the times. Gone are the days of focusing only on the illness, today's patient demands a high quality of service for their dollars. This course examines this change in healthcare along with ways to ensure that patient centered care becomes the norm. Student will learn ways to incorporate patient centered care into patient access and how to create good peer review practices.</p> <p><u>LEARNING OUTCOMES:</u> Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - 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. - Express how peer review is useful in healthcare.

<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>Advanced Customer Service</p> <p>Is your facility providing "OK" customer service; or, would you be ranked as a GREAT provider? Providing GREAT customer service is not an easy task. Thousands of dollars are expended every year on retaining customers while, many times, little attention is being paid to the effect that poor "internal customer service" is having on your external customers. Serving customers is not limited to serving your patients. Donna Meeks, Director of Training for HTHU and Customer Service Specialist, reviews the key elements in stepping up your customer service, beginning in-house with your employees and team.</p> <p><u>LEARNING OUTCOMES:</u> Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - Define Internal vs. External Customers. - Recognize where Customer Service begins. - Restate the difference between burn out and stress. - Discuss ideas for relieving employee burnout.
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>Registration Quality</p> <p>Registration is a process that impacts all areas of your medical facility. It is the beginning of the patient's medical and billing records with your facility. Therefore, it is critical that you have a professional, well-trained staff performing this duty. And, it is vital to the financial stability of your medical facility that you have an effective Quality Assurance System to maintain and audit this process. This course covers the general functions performed during the Registration process and the importance of the monitoring of Accuracy Rates and Auditing of Accounts.</p> <p><u>LEARNING OUTCOMES:</u> Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - Describe General Registration Functions - Recognize the value of Accuracy Rate Monitoring - Restate primary items to audit during Account Audits
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>MSP – Medicare Secondary Payer</p> <p>This course outlines the Medicare Secondary Payer provisions and assist the student in determining primary payers other than Medicare. It further assists students with examples and a detailed description of the MSP questionnaire, in how to determine if Medicare is going to be a primary or secondary payer.</p> <p><u>LEARNING OUTCOMES:</u> Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - 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
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>Improving Performance in Healthcare</p> <p>Choice for patients is growing, and they are now being encouraged to be proactive in their healthcare. In addition to this, the patient is expected to contribute more and more to the payment of their healthcare. As a consequence, measuring and improving performance is the only way a hospital or health care organization is going to succeed in this era of the patient as consumer. This course will cover possible performance indicators for patient access and explore methods of improving patient access performance.</p> <p><u>LEARNING OUTCOMES:</u> Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - 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.

<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>Standards of Compliance: Promoting a Culture of Patient Security and Privacy</p> <p>The Health Insurance Portability and Accountability Act (HIPAA) is intended to protect the privacy and security of patients' health records. With hospitals transitioning to electronic health records, HIPAA is vitally important. However, how do hospitals ensure that they are adhering to HIPAA? What is considered a breach? This course will guide trainees through the law of HIPAA, how to recognize when there has been non-compliance and what entities are responsible for ensuring compliance. Lessons are a mixture of lecture, videos, articles and tasks.</p> <p><u>LEARNING OUTCOMES:</u> Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - 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.
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>Code of Conduct in Healthcare</p> <p>A modern hospital is multifaceted and as such, has employees covering a vast range of responsibilities. In such a complex working environment, how can we be sure that everyone is behaving in an ethical manner? This where the code of conduct is a valuable tool, giving guidance to all hospital staff on how best to serve patients with quality healthcare that is ethical, consistent and mindful of relevant laws. This course will show how to develop a code of conduct that is relevant and effective.</p> <p><u>LEARNING OUTCOMES:</u> Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - 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.
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>ABN – Advanced Beneficiary Notice</p> <p>This course is designed to help you understand how, when and why to obtain an ABN (Advanced Beneficiary Notice). Medicare and your Fiscal Intermediaries have coverage determinations for specific tests and services that were created to give us guidelines on what is considered medically necessary. You will learn how to interpret these coverage determinations. CMS has created a new format for the ABN, and you will receive step by step instructions on how to complete and issue these forms.</p> <p><u>LEARNING OUTCOMES:</u> Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - Define an 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.
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>Medical Terminology (4 lessons, 4 quizzes, 0 bulletin board posts, 0 activities)</p> <p>Medical terminology, used every day in the hospital setting, can seem like a foreign language. This course will teach you the basics of medical terminology. You will learn the 3 basics of medical word structure and how to determine meanings by breaking down the words. You will be able to understand the language of the medical community and participate in the communication between medical staff in a new way. You will also learn medical abbreviations. Your knowledge of medical terminology will not only increase your understanding but will allow you to help your patients understand what to expect with the care they are receiving.</p> <p><u>LEARNING OUTCOMES:</u> Upon completion of this course, student will be able to::</p> <ul style="list-style-type: none"> - Understand the 3 main elements of medical terms - Define common words - Identify medical abbreviations

<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	Final Exam, Score:_____
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	Patient Access Specialist Certification (FINAL) In order to receive your completion certificate, you must complete this course and meet with your manager to discuss your progress.
	Complete all assignments including final activity
	Pass ALL quizzes with score of 80% or better
	Complete Certification Evaluation
	Perform all stated outcomes, described above, on-the-job (verified by Manager sign-off below)

By signing below, I understand that I must complete the above requirements before receiving CEU credit* .

Participant Signature

Date

Manager Signature

Date

(By this signature, I certify that the above named has mastered the stated requirements.)

Return this signed and completed form via attachment to email to jody.chesney.hth@gmail.com or fax to 817-549-7408. HomeTown Health will add the form to your student record.

****To claim CEU credits, you must submit this completed form along with the Completion Certificate to the appropriate licensure.***