Patient Access Representative Course Syllabus

Clock Hours: 6 *(Note:* 6 clock hours accounts only for time spent in the online course and does not include time spent outside the course or study time. Study time will vary widely per individual.)

Course Length: To be completed at student's own pace within a 4-month period or less. Enrollment date begins at date of purchase. Monthly course extensions may be purchased.

Class Hours: Days/Times Per Week: Online course, independent self-study, no classroom meetings; student may login to the course at their own time schedule, no specific login times. Students may email course content questions to coaching staff.

Certificate of Completion Issued: Yes

CEUs: 6 CEUs upon completion (AAPC certified prior to enrollment, some certifications excluded – see AAPC website for more details.)

Course Description: This course provides a thorough introduction to the essential functions and responsibilities of patient access professionals within the healthcare revenue cycle. Participants will explore the foundational principles of patient registration, insurance verification, and financial clearance while understanding the impact of patient access on care delivery and the patient experience. The course also addresses key healthcare regulations such as HIPAA and EMTALA, along with fraud prevention and ethical considerations. Through interactive modules, students will gain practical skills in customer service, data accuracy, and technology use. Real-world case studies and best practices offer hands-on problem-solving opportunities that support high-quality patient access services and continuous performance improvement.

Course Objectives:

- Describe the role and responsibilities of patient access professionals and explain their significance in healthcare operations and the revenue cycle.
- Understand key healthcare regulations and compliance standards, including HIPAA, EMTALA, and fraud prevention, and apply ethical principles in daily operations.
- Accurately perform patient access workflows, including registration, insurance verification, prior authorization, and financial counseling.
- Demonstrate effective communication and customer service skills to enhance the patient experience, manage conflict, and support diversity and inclusion.
- Apply best practices and technology tools in patient access through the analysis of real-world challenges, digital systems, and quality improvement strategies.

Course Content:

- Patient Access Fundamentals & Healthcare Regulations
- Patient Access Operations & Financial Responsibilities
- Technology, Case Studies, & Best Practices

Methods of Evaluation:

The instructional methods used include:

- Reading assignments - These readings are carefully designed at equipping students with the foundational knowledge necessary for understanding the basics of patient navigation.
- Check your understanding quizzes - These are concise assessments designed to gauge your comprehension and retention of the material covered in the readings. They serve as an effective tool to reinforce learning, identify areas for improvement, and ensure you are on track with your understanding of the subject matter.
- Interactive lectures - These are dynamic and engaging educational lectures focused on discussing specific topics and applying coding skills in a practical context. They are designed to foster active learning through participation, thereby enhancing their understanding and proficiency in patient navigation.

- Review Exam - This is a comprehensive evaluation designed to gauge your summative understanding of the chapter's topics. It also serves as a practical exercise in managing time during an assessment. It's an opportunity to reflect on your learning journey, identify areas of strength, and pinpoint topics that may require further study.

Grade Calculations:

Successful course completion includes:

- An attempt of all required assignments
- A passing score of 70% or higher on all chapter exams
- A passing score of 70% or higher on the final exam
- An overall final course score of 70% or higher

No reduced hours in the course or tuition discount for previous education or training will be granted.

Your final score is based on the following calculations:
Total average of Check Your Understanding quizzes - 30%
Total average of Chapter Review Exams - 35%
Final Exam - 35%

To receive the certificate of completion, it is required to complete all Chapter Quizzes and achieve a passing score of at least 70% on all Chapter Review Exams, on the Final Exam, and in the course overall. To receive a certificate of completion, students must successfully complete the course within the allotted time frame of 4 months or less (monthly extensions may be purchased).

Included Textbook:

1. Patient Access Representative - Training Manual; AAPC; AAPC publisher

Course Enrollment Fee: Payment is due in full at time of enrollment. Fees listed do not include any required or recommended textbooks/supplies or computer requirements, which are to be purchased separately by the student. Prices are variable and subject to change, see AAPC website for most current enrollment fees: https://www.aapc.com/training/cpc-complete-training-package.aspx