CPPM® Practice Management Course Syllabus

Recommended: Two years of experience in the health care field.

Clock Hours: 20 (*Note:* 20 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 3-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 course at their own time schedule, no specific login times.

Certificate of Completion Issued: Yes

CEUs: 20 CEUs upon completion (AAPC certified prior to enrollment; some certifications excluded – see AAPC website for more details.)

Course Description:

This course is designed to prepare the student who has a strong background in the health care industry, or in the medical coding and billing field to take the next step in advancing their career in practice management. This course will also prepare the student for AAPC's CPPM certification examination. This course will discuss the requirements of managing the revenue cycle, compliance regulations, human resources, health information, and general business processes that make practice management a challenging yet rewarding profession.

Course Objectives:

- Recognize the various levels of providers, places of service, and the patient-care flow process
- Develop techniques for effective communication with physicians and staff
- Become familiar with major concepts of quality in health care
- Basic understanding of corporate governance structures
- Gain a basic understand basic principles of structuring an effective chart of accounts for accounting accuracy
- Become familiar with essential billing and coding concepts including insurance payment models
- Understand basic financial reports all businesses must use
- Become familiar with and understand how to effectively manage the revenue cycle to collect billed charges
- Gain a working knowledge of human resource management in the medical practice setting
- Become familiar with physician and mid-level provider recruiting and the credentialing process
- Learn about basic tools to evaluate and effectively lead employees toward success
- Understand how to effectively work with outside vendors and value these relationships
- Understand the basic principles of marketing in physician practices
- Have familiarity with business continuity, disaster planning, and change management
- Understand principals in health care reform
- Have knowledge of the ambulatory use of the electronic medical record (EMR)
- Understand Health Information Exchange including current problems with HIE
- Gain a general knowledge of industry compliance requirements
- Become familiar and comfortable with HIPAA privacy and security rules
- Understand more about fraud and abuse laws
- Best prepare for the Certified Physician Practice Manager (CPPM) exam

Course Content:

- Introduction to health care business processes and workflow
- Principles of physician reimbursement
- Health care revenue cycle management
- Basic principles in medical office accounting
- Quality Payment Program
- Quality in health care
- Electronic medical records (EMRs)
- Modern health IT and interoperability
- HIPAA and patient data security
- Fraud and abuse and corporate compliance
- Marketing and business relationships
- Space planning and operational flows
- Business continuity

Methods of Evaluation:

The instructional methods used include reading assignments, practical activities and other assignments, audio/video lectures, module review tests, and a final exam. To receive a certificate of completion, students must successfully complete the course within the allotted time frame of 3 months or less (additional monthly extensions may be purchased).

Successful course completion includes:

- A passing score of 70% or higher on all module review tests (worth 60% of final course grade)
- A passing score of 70% or higher on the final exam (worth 40% of final course grade)

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

Included Reading Material:

1. Practice Management Training: CPPM® - eBook; AAPC; AAPC publisher

Computer Requirements: High-speed internet connection with Blackboard supported Operating System & Web browser (see Course Requirements tab: https://www.aapc.com/training/practice-management-course.aspx; Adobe Acrobat Reader. For best experience, use of a mobile device and Blackboard app is ***not*** recommended.

Course Enrollment Fee: Payment is due in full at time of enrollment. Fees do not include any 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/cppm-complete-training-package.aspx.