



Denial Resolution Training

Prerequisites: Completion of a professional coding course, or 1 year of ProFee coding experience recommended.

Clock Hours: 10 hours (*Note: 10 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 1-year 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: 10 CEUs upon successful completion (AAPC certified prior to enrollment; one-time use only; some certifications excluded – see AAPC website for more details.)

Training Description:

This online course is designed for billing professionals working denials from insurance carriers. Students will learn the process to review the revenue cycle for the medical office and how mistakes throughout the revenue cycle create denials. Proper completion of the CMS-1500 claim form and the 837p electronic equivalent are discussed along with a review of clearinghouse reports and explanation of benefits (EOBs). Common denials are discussed in detail outlining the steps taken for resolution of the denial.

Training Objectives:

1. Review the revenue cycle for the medical office from appointment scheduling to resolution of claims.
2. Identify proper claims completion for the CMS-1500 claim form.
3. Review clearinghouse reports and explanation of benefits (EOBs).
4. Identify common denials and the steps to resolve the denials.

Training Content:

1. Reading Assignment covering:
 - a. Revenue Cycle for the Medical Office
 - b. CMS 1500 & EOBs
 - c. Denial Resolution
2. Case Studies for practical application of denial resolution
3. Interactive Lecture: Healthcare Revenue Cycle Overview
4. Interactive Lecture: CMS-1500 Claim Form
5. Interactive Lecture: Denial Resolution
6. Denial Resolution Final Assessment

Methods of Evaluation:

The instructional methods used include online PDF reading material, online audio/video lectures, online module review tests. To receive a certificate of completion & CEU certificate of credit, AAPC certified members must successfully complete the training within the allotted time frame of one year or less with a score of 70% or higher on the Final Assessment.

Included Reading Material:

1. AAPC's Denial Resolution, 2018, AAPC publisher; (available online only in PDF format, no textbook will be issued with this course)

Required Code Books (Not Included):

1. CPT® Professional Edition (current year), AMA publisher
2. ICD-10-CM (current year), any publisher

Required code books may be purchased through AAPC (<http://www.aapc.com/medical-coding-books/index.aspx>), or through any major bookseller.

Computer Requirements: High-speed Internet connection with Adobe Flash Player and Adobe Acrobat Reader. For best experience, use of a mobile device is not recommended.

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/denial-resolution.aspx>