

CiMO

preface

CiMO™: THE STEP-BY-STEP, HANDS-ON APPROACH

Welcome to the eighth edition of *Computers in the Medical Office (CiMO)*! This product introduces your students to the concepts and skills they will need for a successful career in medical office billing. Medical billers are in high demand, and theirs remains one of the ten fastest-growing allied health/health profession occupations. *CiMO* provides instruction on key tasks that students throughout the health professions curriculum, such as those studying medical assisting, health information management, and health information technology, will need to be competent and to move forward. Teaching this material to your students may be challenging because of the diverse student population that takes this course—some students may be very technology-savvy and move through the book quickly, while others may be computer novices and need more help. No matter what your students' skill levels are, *CiMO* gives not only the step-by-step instructions they need to learn, but also the “why” behind those steps.

Here's what you and your students can expect from *CiMO*:

- Coverage of Medisoft® Advanced Version 17 patient billing software, a full-featured software program, including screen captures showing how the concepts described in the book actually look in the medical billing software.
- Both a tutorial and a simulation of Medisoft®, using a medical office setting, Family Care Center, and related patient data.
- Detailed, easy-to-understand explanations of concepts balanced by step-by-step, hands-on exercises.
- The necessary building blocks for students to establish a strong skill set and gain confidence to attain the jobs they want.
- Realistic exercises, completed using Medisoft®, that cover what students will see working in actual medical practices, no matter what software those practices might use.
- An understanding of the medical billing cycle and how completing the related tasks will positively affect the financial well-being of a medical practice.

ORGANIZATION OF *CiMO*, 8E

CiMO is divided into four parts:

Part	Coverage
1: Introduction to Computers in the Medical Office	Covers the medical documentation and billing cycle and the role that computers play in that cycle. Also covers the use of health information technology, electronic health records, HIPAA, the HITECH Act, and the Patient Protection and Affordable Care Act.
2: Medisoft Advanced Training	Teaches the student how to start Medisoft®; schedule appointments, enter patient information; work with cases; enter charges, payments, and adjustments; create claims; post insurance payments; create patient statements; create reports; and create collection letters. The sequence takes the student through Medisoft® in a clear, concise manner. Each chapter includes a number of exercises that are to be done at the computer.
3: Applying Your Skills	Completes the learning process by requiring the student to perform a series of tasks using Medisoft®. Each task is an application of knowledge required in the medical office.
4: Source Documents	Gives the student the data needed to complete the exercises. The patient information form, encounter form, and other forms are similar to those used in medical offices.

NEW TO THE EIGHTH EDITION!

The eighth edition of *CiMO* reflects a major change that is coming in the healthcare field—the change from ICD-9-CM diagnosis codes to ICD-10-CM codes. While students will gain a thorough understanding of the new coding system in separate courses, it is important that they begin using the codes in practice. *CiMO*, 8e provides this practice. Users familiar with earlier editions will also notice that we have moved from Medisoft® Version 16 to Medisoft® Version 17 this time, rather than our usual practice of moving up two versions of Medisoft®. We did this because Medisoft® 17 was already on the market and was ICD-10-CM and HIPAA 5010 ready, while Medisoft® Version 18 is not expected to be released until the fourth quarter of 2012, or later. We wanted our students to start preparing for this major transition as soon as possible.

Key content changes include:

- Software
 - Medisoft® Version 17 is used for all databases and illustrations (screen captures).
 - ICD-10-CM codes are included in the diagnosis code database.
- HIPAA/Federal Legislation-Related
 - Content and database enhanced to accommodate new HIPAA 5010 transactions (the new version of the X12 standards for HIPAA transactions).
 - Coverage of the HITECH Act and meaningful use.
 - Coverage of the Patient Protection and Affordable Care Act.
- Pedagogy
 - New “Looking Ahead to Your Career” feature.
- Chapter-by-Chapter
 - Chapter 1: New key terms: accountable care organization (ACO), Affordable Care Act (ACA), HCPCS, meaningful use, medical documentation and billing cycle, National Health Information Network (NHIN), patient-centered medical home (PCMH), revenue cycle management; Chapters 1 and 2 of *CiMO, 7e* have been combined into a single chapter; some key terms and content from the previous Chapters 1 and 2 have been moved into relevant chapters throughout the book; medical billing cycle has been expanded to medical documentation and billing cycle, to reflect the interplay between clinical and billing tasks in the medical practice; new section on the impact of the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009; explanation of meaningful use incentives to encourage the adoption and implementation of electronic health records (EHRs), the role of regional extension centers, and health information exchanges; explanation of the Patient Protection and Affordable Care Act (PPACA) and its effects on the physician practice, including new methods of delivering and paying for healthcare, such as the formation of accountable care organizations and patient-centered medical homes.
 - Chapter 2: Contains content from Chapter 3 of *CiMO, 7e*; updated for Medisoft® Version 17.
 - Chapter 3: New key term: recall list; contains content from Chapter 11 of *CiMO, 7e*; scheduling was moved to the front of the book to more realistically reflect office workflow; new content on appointment status, checking in a patient, and patient eligibility; new exercises for checking in a patient and checking insurance eligibility.

- Chapter 4: Coverage of the Race, Ethnicity, and Language fields in the Patient/Guarantor dialog box, new fields required under the Patient Protection and Affordable Care Act.
- Chapter 5: New key terms: crossover claim, progress notes; coverage of changes to the Case folder including Policy tabs (Group Name), Diagnosis tab (Diag 1–12, Allergies, and EDI Notes moved out), Condition tab (new condition codes), and Comment tab (Allergies, EDI Notes, Contract Information); new exercise for copying a case.
- Chapter 6: New key term: walkout receipt.
- Chapter 7: New key terms: high-deductible health plan with savings option (HDHP/SO), indemnity plan, point-of-service (POS) plan; new exercise using a clickable CMS-1500 form that shows where the information in each box on the claim form is stored in Medisoft®; new exercise for performing an electronic claim edit check.
- Chapter 8: New exercise: Enter and apply a patient payment received by mail.
- Chapter 9: New section on the importance of accounts receivable reports; new information on how to save a report as a PDF.
- Chapter 10: New key term: timely filing; new content on the importance of following up on insurance claims.
- Chapters 11–14: Exercises have been reordered to better reflect the flow of tasks in the medical office; exercises in Chapters 11–13 contain fewer step-by-step instructions and are designed to provide students with an opportunity to determine how well they have learned the skills in earlier chapters before moving on to Chapter 14.

For a detailed transition guide between the seventh and eighth editions of *CiMO*, visit www.mhhe.com/cimo8e.

TO THE INSTRUCTOR

McGraw-Hill knows how much effort it takes to prepare for a new course. Through focus groups, symposia, reviews, and conversations with instructors like you, we have gathered information about what materials you need in order to facilitate successful courses. We are committed to providing you with high-quality, accurate instructor support.

USING MEDISOFT® ADVANCED VERSION 17 WITH *CiMO*

CiMO features Medisoft® Advanced Version 17 patient accounting software. Students who complete *CiMO* find that the concepts and activities in the textbook are general enough to cover most

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administrative software used by healthcare providers. McGraw-Hill has partnered with Medisoft® from the very beginning, going back fifteen years to when the software was DOS-based! The support you receive when you are using a McGraw-Hill text with Medisoft® is second to none.

With this eighth edition of *CiMO*, there are multiple options to complete the Medisoft® exercises.

1. Students complete the exercises in live Medisoft®. In this option, the Medisoft® software is installed from a CD onto the computer and the Student Data File is downloaded from the book's website and installed onto the computer.
2. Students complete simulated versions of the exercises in Connect Plus, McGraw-Hill's online assignment and assessment solution. No installations or downloads are needed with this option, and the Student Data File is built into the exercises.

For the CD option, your students will need the following:

- Minimum System Requirements
 - Pentium 4
 - 1.0 GHz (minimum) or higher processor
 - 500 MB available hard disk space
 - 1 GB RAM
 - 32-bit color display (minimum screen display of 1024 × 768)
 - Windows XP Professional SP3 or higher 32-bit
 - Windows Vista Business SP1 or higher 32-bit
 - Windows 7 Professional or Ultimate 32- or 64-bit
- External storage device, such as a USB flash drive, for storing backup copies of the working database
- Medisoft® Advanced Version 17 patient billing software
- Student patient data, available for download from the book's Online Learning Center, www.mhhe.com/cimo8e (More details on how to download the software can be found on the STOP pages between Chapters 1 and 2.)

Instructor's Software: Medisoft® Advanced Version 17 CD-ROM

Instructors who use McGraw-Hill Medisoft®-compatible titles in their courses receive a fully working version of Medisoft® Advanced Version 17 software, which allows a school to place the live software on laboratory or classroom computers. Only one copy is needed per campus location. Your McGraw-Hill sales representative will help you obtain Medisoft® for your campus.

Another option is the *Student At-Home Medisoft® Advanced Version 17 CD* (0077445252, 9780077445256), a great option for online courses



or students who wish to practice at home. Available individually or packaged with the textbook—it's up to you!

Connect Plus uses the latest technology and learning techniques to better connect professors to their students, and students to the information and customized resources they need to master a subject. It includes a variety of digital learning tools that enable instructors to easily customize courses and allow students to master content and succeed in the course.

For the Connect Plus option, your students will complete all of the Medisoft® exercises from Chapters 2–14 in the online solution. Each exercise has the following modes for you to assign as desired:

- *Demo Mode*—watch a demonstration of the exercise.
- *Practice Mode*—try the exercise yourself with guidance.
- *Test Mode*—complete the exercise on your own.
- *Assessment Mode*—answer three to four conceptual questions about the exercise you just completed.

For each Medisoft® exercise, the same data are used for all of the modes in order to reinforce the skill being taught in that exercise. This is a proven learning methodology.

The Connect Plus course for *CiMO*, 8e also contains all of the end-of-chapter exercises, as well as some simple interactives for each chapter. All of these exercises are tagged with the following in Connect Plus:

- *Learning Outcome*
- *Level of difficulty*
- *Level of Bloom's Taxonomy*
- *Correct response feedback*
- *Estimated length of time to complete exercise*

The tagging for the Medisoft® Assessments is provided in the Instructor's Manual at the book's website. The tags are the same as the ones listed above. In addition, all of the Learning Outcomes are correlated to the key accrediting bodies—CAHIIM, ABHES, and CAAHEP—for instructors at www.mhhe.com/cimo8e.

Much more information on how to work with each of the Medisoft® options, including detailed screenshots, can be found in the *McGraw-Hill Guide to Success for CiMO*, 8e at www.mhhe.com/cimo8e. The guide covers the following topics: software installation procedures for both the Instructor Edition and Student At-Home Edition of Medisoft®; Student Data File installation procedures; use of flash drives; backup and restore processes; Connect Plus functionality; details on Demo, Practice, Test, and Assessment Modes; tips and frequently asked questions; instructor resources; and technical support.

INSTRUCTORS' RESOURCES

You can rely on the following materials to help you and your students work through the material in the book, all of which are available on the book's website, www.mhhe.com/cimo8e (instructors can request a password through their sales representative):

Supplement	Features
Instructor's Manual (organized by Learning Outcomes)	<ul style="list-style-type: none"> – Sample syllabi and lesson plans – Answer keys for all exercises with tagging for Learning Outcomes, level of difficulty, and level of Bloom's Taxonomy – Documentation of steps and screenshots for Medisoft® exercises
PowerPoint Presentations (organized by Learning Outcomes)	<ul style="list-style-type: none"> – Key terms – Key concepts – Teaching notes
Electronic Testbank	<ul style="list-style-type: none"> – EZ Test Online (computerized) – Word version – Questions have tagging for Learning Outcomes, level of difficulty, level of Bloom's Taxonomy, and feedback
Tools to Plan Course	<ul style="list-style-type: none"> – Correlations of the Learning Outcomes to accrediting bodies such as CAHIIM, ABHES, and CAAHEP – Sample syllabi and lesson plans – Conversion guide for <i>CiMO</i>, 7e to <i>CiMO</i>, 8e – Asset map—clickable PDF with links to all key supplements, broken down by Learning Outcomes, as well as information on the content available through Connect Plus
Medisoft® Advanced Version 17 Tools	<ul style="list-style-type: none"> – <i>McGraw-Hill Guide to Success for CiMO</i>, 8e – Technical support information – First day of class PowerPoint presentation – Installation videos and directions – Student Data File – Backup and restore videos, directions, and files for live Medisoft® use. (The Medisoft® backup files are an important resource if students make mistakes with their data and you want them to have the correct data to start the next chapter.) – Certificate of completion
CMS-1500 and UB-04 Forms	<ul style="list-style-type: none"> – Electronic versions of both forms
<i>Case Studies for use with Computers in the Medical Office</i> , 8e	<p>This book provides a capstone simulation using Medisoft® Advanced Version 17. It offers students enhanced training that is meant to improve their qualifications for a variety of medical office jobs. Extensive hands-on practice with realistic source documents teaches students to input information, schedule appointments, and handle billing, reports, and other essential tasks. The book provides additional activities, including more complex activities for advanced students. On the website you will find:</p> <ul style="list-style-type: none"> – Instructor's Manual with sample syllabi and answer keys – PowerPoint presentations – Conversion guides – Correlations to accrediting bodies – Asset Map – Information on how to load Student Data File for this book and <i>CiMO</i> at the same time

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