

Solution and Answer Guide

UNDERSTANDING HEALTH INSURANCE A GUIDE TO BILLING AND REIMBURSEMENT 19TH EDITION
2025 BY MICHELLE A. GREEN

CHAPTER 1-17

CHAPTER 1: HEALTH INSURANCE SPECIALIST CAREER

TABLE OF CONTENTS

Assignments.....	2
Assignment 1.1: Interview a Professional	2
Assignment 1.2: Ready, Set, Get a Job!	2
Assignment 1.3: Journal Abstract	Error! Bookmark not defined.
Assignment 1.4: Professional Discussion Forums (Listservs)	2
Assignment 1.5: Learning About Professional Credentials.....	3
Assignment 1.6: Professionalism.....	4
Assignment 1.7: Telephone Messages	5
Assignment 1.8: Multiple Choice Review	7

ASSIGNMENTS

ASSIGNMENT 1.1: INTERVIEW A PROFESSIONAL

The student will submit a three-page, double-spaced, word-processed report on an interview of a professional; the paper should be in paragraph form (not written in a question/answer format). Each paragraph should include a minimum of three complete sentences, containing no typographical or grammatical errors. The last paragraph of the paper should summarize the student's reaction to the interview and whether the student would be interested in having this professional's position (along with why or why not). Also, the student should think about the future (in terms of family, employment, and so on).

ASSIGNMENT 1.2: READY, SET, GET A JOB!

The student will submit a résumé and cover letter, using Figures 1-2 and 1-3 in the Workbook for guidance.

ASSIGNMENT 1.4: PROFESSIONAL DISCUSSION FORUMS (LISTSERVS)

The student will go to the list.nih.gov website, and click on "About NIH LISTSERV" to learn about online discussion forums (listservs). The student will also select a professional discussion forum from Table 1-2 in the Workbook and follow its membership instructions. If this assignment is completed by a student outside of class, the instructor can require students to submit a summary of the experience.

ASSIGNMENT 1.3: JOURNAL ABSTRACT

The student will submit a one-page, word-processed journal abstract, which should be evaluated to make sure that it contains the following information:

- Name of article
- Name of author
- Name of journal

- Date of journal
- Journal article summary, in double spaced paragraph format, that summarizes the article's content (and does not include the student's opinion about the content of the article)

ASSIGNMENT 1.5: LEARNING ABOUT PROFESSIONAL CREDENTIALS

American Academy of Professional Coders (AAPC) www.aapc.org					
Credential Abbreviation	Meaning of Credential	Education	Experience	Exam Fee	CEU Requirements
CPC	Certified Professional Coder	High-level knowledge of anatomy, medical terminology, pathophysiology, and medical coding	Not applicable	\$399 for one attempt \$499 for two attempts	36 CEUs every two years
COC	Certified Outpatient Coder	Associate degree in medical coding or health information management recommended	Two years of coding experience	\$399 for one attempt \$499 for two attempts	36 CEUs every two years
CPB	Certified Professional Biller	Associate degree in medical coding and reimbursement or health information management	Not applicable	\$399 for one attempt \$499 for two attempts	36 CEUs every two years

American Health Information Management Association www.ahima.org					
Credential Abbreviation	Meaning of Credential	Education	Experience	Exam Fee	CEU Requirements

CCS	Certified Coding Specialist	Medical coding certificate or Associate degree	Minimum two years coding experience	\$299 (member) \$399 (nonmember)	20 CEUs every two years, plus annual coding self reviews
CCS-P	Certified Coding Specialist – Physician-based	Medical coding certificate	Minimum two years coding experience	\$299 (member) \$399 (nonmember)	20 CEUs every two years, plus annual coding self reviews

ASSIGNMENT 1.6: PROFESSIONALISM

1. c
2. a
3. i
4. d
5. e
6. g
7. j
8. f
9. b
10. h