



# Program Plan

## Knox Technical Center Health Information Technician

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Knox Technical Center  
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Coordinator Office Hours: 8:00am – 4:00pm  
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School Phone: 740.393.2933  
School Fax: 740.397.1659  
Web Site: [www.knoxtechnicalcenter.com](http://www.knoxtechnicalcenter.com)  
School Office Hours: Mon-Thurs 7:30am – 7:00pm  
Fri 7:30am – 4:00pm

### I. GENERAL INFORMATION

- A. Mission Statement: Our mission is to provide cutting edge programs that prepare adults with career and life-long learning skills.
- B. Vision Statement: Prepare students for success.
- C. Adult Education Director:  
Jane Marlow  
740.393.2933, ext. 1106  
[jmarlow@knoxcc.org](mailto:jmarlow@knoxcc.org)
- D. Disability Accommodations. Any learner needing special accommodation on the basis of any disability must advise the instructor at the beginning of class. All necessary accommodations will be made upon presentation of relevant certification, presented in a timely manner. Learners are also responsible for contacting the Program Coordinator prior to the start of class. For detailed KCCC Bylaws & Policies pertaining to Reasonable Accommodation, see Section 2260.01-Section 504 – *ADA Prohibition Against Discrimination Based on Disability* located on the website at [www.knoxtechnicalcenter.com](http://www.knoxtechnicalcenter.com).
- E. Equal Opportunity. It is the policy of the Knox County Career Center School District that employment, educational programs, and activities are provided without regard to race, color, national origin, sex or disability. Any learner with a disability should contact the program coordinator. The Board designates the Director as the Title VI, Title IX and Section 504 Coordinator.
- F. Title IV Eligibility. This program has been approved for Title IV funding. Adult learners requesting information about financial assistance should contact Financial Aid Coordinator, Amy Leeper.

# Program Plan

## II. PROGRAM DESCRIPTION

A health information technician uses the universal coding systems required by the medical insurance industry and federal health care agencies to profitably manage the medical practice or facility. The health information technician must compile, process, and maintain medical records of hospital, clinic, or private practice patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. The health Information technician, with Insurance and Coding Specialist curriculum emphasis, can find a rewarding position as a health insurance claims processor or coder in a medical office practice, among other rewarding positions in the healthcare field.

The Health Information Technician program at Knox Technical Center will prepare learners for entry-level careers as Nationally Certified Insurance & Coding Specialists (NCICS) in a number of settings including offices of physicians, specialty practices, hospitals, clinics, and insurance companies. The 900-hour program is conducted in a traditional classroom setting. Learners receive instruction in the areas of:

- anatomy and physiology
- auditing for coders
- communication
- administrative functions
- basic practice finances
- managed care and insurance
- legal implications
- ethical considerations
- medical billing and insurance
- CPT coding
- ICD-10 coding
- medical terminology

## III. PROGRAM GOALS

- Provide fundamental entry-level skills and knowledge required to pass the Insurance & Coding Specialist certification examination.
- Provide 140 hours of hands-on practicum experience
- Provide the student with instruction and practice of the necessary skills to acquire entry-level employment or advance career opportunities in the medical field.
- Provide a bridge for career pathways.
- Offer quality career-oriented instruction utilizing modern teaching techniques and applications.
- Graduate prepared competent health information technicians, insurance billers and coders.

# Program Plan

## IV. PROGRAM OUTCOMES

After the completion of the Health Information Technician Program, a learner will be able to:

- Demonstrate knowledge of the fundamental structure and function of the human body and body systems.
- Demonstrate knowledge of the traits, causes and effects of abnormal conditions of the body.
- Demonstrate competence upon performance of the skills and behaviors associated with effective communication.
- Demonstrate competence upon performance of the skills and behaviors associated with administrative functions.
- Demonstrate competence upon performance of the skills and behaviors necessary to effectively implement basic medical practice finance procedures.
- Demonstrate competence and effective communications in the application of managed care and insurance policies and procedures.
- Demonstrate competence upon the performance of diagnostic and procedural coding to ensure maximum reimbursement.
- Demonstrate an awareness of the importance of state, local, and federal legislation as it relates to the practice setting.
- Demonstrate an awareness of patient's rights, working within one's scope of practice, confidentiality, and consequences associated with not working within the legal scope of practice.
- Apply ethical behaviors including honesty and integrity in performance of medical billing practice.
- Demonstrate empathy and sensitivity during the communication process.
- Demonstrate respect for individual diversity.
- Demonstrate competence upon performance of telephone techniques, filing, scheduling, and documentation in the patient record.
- Demonstrate verbal and nonverbal communication skills necessary to instruct patients and advocate on their behalf.
- Demonstrate ability to compose professional written communications.
- Demonstrate knowledge of medical terminology.

## V. CREDENTIALS

Certification(s) is available through the National Center for Competency Testing (NCCT). The Nationally Certified Insurance & Coding Specialist (NCICS) credential represents an Insurance & Coding Specialist who has been certified by NCCT. Certification in the field shows pride and competence in one's profession.

Requirements include high school graduation (or equivalent); and Route 1; graduation from an NCCT-approved Insurance & Coding program within the last 10 years; or Route 2; one year of

qualifying full-time employment (2080 hours) or equivalent part-time employment as a medical coder within the last ten years.

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The Examination content areas include medical billing procedures, insurance claims processing, medical terminology, CPT coding, ICD-10-CM Coding, and HCPCS Level II coding.

- National Center for Competency Testing  
[www.ncctinc.com](http://www.ncctinc.com)

## VI. RATIONALE FOR PROGRAM

- According to the United States Department of Labor's Occupational Outlook Handbook (<https://www.bls.gov/OOH/healthcare/medical-records-and-health-information-technicians.htm>):
  - Employment growth for the health information technician is projected to grow 13% from 2016 to 2026, faster than the average for all occupations
  - Job prospects should be very good, especially for technicians with strong computer software skills
  - This is one of the few health-related occupations in which there is no direct hands-on patient care
- As of October 22, 2020, forty-two (42) jobs relating to health information technician, medical records, medical insurance billing and coding within 60 miles of Mount Vernon were posted on the Ohio Means Jobs website ([www.ohiomeansjobs.com](http://www.ohiomeansjobs.com)).
- NCCT Examination Passage Rates by cohort:
  - 100% passage rate in 2015; 100% passage rate in 2016 and 100% passage rate in 2017, no cohort in 2018, 100% passage rate in 2019, and the 2020 cohort had 100% passage rate.
- Positive Placement Rates by cohort (those working in related field or in school):
  - 90% working in 2015; 50% working in 2016, 60% working in the 2017, no 2018 cohort, 100% working in 2019, 2020 cohort pending.

## VII. TARGET POPULATION

- Any person 18 years of age and older with a high school diploma or GED
- Any person interested in a Health Information Technician; with an emphasis on coding and billing career or in entering a medical career pathway such as health information management

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## VIII. PROGRAM MODEL

- A. 900 hours of instruction
  - 760 in classroom Mondays through Fridays, from 9:00am – 2:00pm
  - 140 hours of externship field experience
  - Professional Enhancement activities throughout the course

## IX. ASSESSMENT STRATEGIES

- A. Pre-Assessment Skills Review
  - WorkKeys
  - ABLERemediation referral when applicable
- B. Throughout Program
  - Topic quizzes
  - Topic exams
  - Competency check offs
  - Homework
  - Projects
  - Group work
- C. Graduation Requirements
  - Maintain a 75% or higher per quarter
  - Maintain 90% attendance per quarter and overall
  - Successfully complete all course work
  - Successfully complete all Competency check-offs
  - Participate in all Professional Enhancement activities
  - Successfully complete 140 hours of practicum experience

## X. EVALUATION PLAN TO DETERMINE PROGRAM EFFECTIVENESS

- Survey of graduates entering into the medical field within six months of graduation to determine employment rate
- Survey of employers to determine employment success of graduate
- Close contact maintained with medical community to assess needs and determine any problem areas
- Learner evaluation of instructors halfway through program and at end of program
- Learner evaluation of course halfway through program and at end of program
- Meetings with Advisory Committee at least twice a year
- Meetings with Faculty on a monthly basis

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## XI. TRAINING PATHWAYS

- A. A career pathway system is a series of connected educational and training programs and support services that prepare and enable individuals, often while they are working, to secure a job and advance over time to successively higher levels of education and employment in a specific industry/field. Pathway goals are to increase access, awareness, affordability, resources, and alignment for high school students, adult learners, and the current workforce.

Knox Technical Center's Health Information Technician program is an entry-level program designed for learners with little to novice experience in the medical field, those who already work in the field and wish to enhance their skills, or those who simply wish to enter a medical career pathway.

Prior to admission potential learners must have the following:

- Completed Application/\$50 fee
- High School Diploma or GED (Official Transcript)
- Skill Assessment (WorkKeys)
- Interview with program coordinator
- BCI (State)background check and FBI (Federal) background check if student has lived outside of Ohio in the last five years
- Current Healthcare Immunizations (as described in the *Student Handbook*)
- Physician Release

Following admission to the program, the learner must:

- Attend JumpStart orientation
- Have an initial drug screen (included in tuition), and be prepared for subsequent monthly random drug-screening (\$50 and not included in tuition)

# Program Plan



## Curriculum Map

Knox Technical Center  
Health Information Technician

Term	Course Sequence		Total Theory Hours	Total Laboratory Hours	Total Clinical Hours	Total Course Hours
	Course #	Course Name				
I - IV	AMO 01-04	Administrative Medical Office	305	(Combined)		305 Hours
I - IV	AP I-IV	Anatomy & Physiology	150			150 Hours
I - IV	IBC 01-04	Insurance Billing & Coding	305	(Combined)		305 Hours
IV	PRAC400	Practicum			140	140 Hours

Hours in session = 900 total hours

Calendar August 2021 through June 2022

Curriculum approved by the National Center for Competency Testing (NCCT), 7007 College Boulevard, Suite 705, Overland Park, KS, 66211.