Training Plan
General Office, Medical Office, Billing and Coding
9 Months

Program Information:

The order and duration of each topic can be adjusted to meet the needs of each individual student. The program is designed to work at the student's pace, allowing them to reach a functional level of usage at a speed that is comfortable for them. However, students must maintain progress and participate to the best of their abilities. The one-on-one instruction during the student's scheduled class time provides an individualized approach to learning, allowing for tailored support and attention. This approach helps to ensure that students can effectively develop the skills and abilities they need

MS Office:
The Microsoft Office Suite training program focuses on the essential tools used in the business world. Students will learn Word, Excel, PowerPoint, Access, and Outlook, starting with the basics and advancing to more complex concepts. The objective of the course is to equip students with the necessary skills and knowledge to effectively use these programs and increase their job prospects in the market.

Keyboarding/Ten Key:
The training program involves daily keyboarding practice and occasional 10-key practice. The typing goals for the course are 35 words per minute and 130 characters per minute.

Customer Service:
The course teaches students how to assist customers with inquiries and problems in call centers, help desks, tele service centers, and online. It covers topics such as user interfaces and behavior, hardware and software systems, customer interaction skills, telephone and email communication, data entry, and database and internet search and retrieval. The aim is to provide students with the skills to effectively assist customers in a frontline customer service role.

Job Search:
The Job Preparation Service includes creating resumes and cover letters, finding job leads, applying, and interviewing for work, using the skills and resources obtained during the training program.

Medical Office, Billing and Coding:
The Medical clerical course covers basic medical terminology with daily quizzes, medical billing by completing HCVA-1500 forms on the computer. Upon completion, the student should have a good understanding of basic medical terminology, proficiency in using coding books and online resources to look up codes, and the ability to accurately fill out HCVA-1500 billing forms.

Cost:

$13,050.00	Tuition - Excluding other fees listed, tuition is all-inclusive for $1,400 per month plus $50 to ensure internet access is available and not disrupted during plan. Tuition includes a specially configured laptop and devices described at the end of the training plan.
$150.00	$150 Medical Insurance, Billing and Coding Books.
250.00	Equipment setup, shipping and securing the start date.

$13,300.00   Total

Week 1

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Word: Opening documents, editing, saving

Week 2

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Roots

MS Office: MS Word: creating business letters, creating reports

MS Office: MS Word: Opening documents, editing, saving

Week 3

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Roots

Medical Office, Billing and Coding: Medical Suffixes

MS Office: MS Word: creating business letters, creating reports

Week 4

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Prefixes

Medical Office, Billing and Coding: Medical Suffixes

MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar schedulin

MS Office: MS Word: creating business letters, creating reports

Week 5

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Prefixes

MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar schedulin

Week 6

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Prefixes

Medical Office, Billing and Coding: Medical Terminology

MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar schedulin

Week 7

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Terminology

MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar schedulin

Week 8

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Abbreviations

MS Office: MS Excel: Opening documents, editing, saving

Week 9

 Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

 Medical Office, Billing and Coding: Health Insurance Introduction

 Medical Office, Billing and Coding: Medical Abbreviations

 MS Office: MS Excel: Opening documents, editing, saving

Week 10

 Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

 Medical Office, Billing and Coding: Medical Forms, Set 1

 Medical Office, Billing and Coding: Medical Office Careers

 MS Office: Computer: MS Windows basics, security

 MS Office: MS Excel: Opening documents, editing, saving

Week 11

 Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

 Medical Office, Billing and Coding: Medical Forms, Set 1

 Medical Office, Billing and Coding: Medical Laws & Ethics

 MS Office: Computer: MS Windows basics, security

Week 12

 Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

 Medical Office, Billing and Coding: Medical Filing

 Medical Office, Billing and Coding: Medical Laws & Ethics

 MS Office: Computer: MS Windows basics, security

 MS Office: MS Access: Data entry into multiple tables

Week 13

 Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

 Medical Office, Billing and Coding: Medical Filing

 MS Office: MS Access: Data entry into multiple tables

Week 14

 Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

 Medical Office, Billing and Coding: Medical Forms, Set 2

 Medical Office, Billing and Coding: Types of Health Insurance

 MS Office: MS Access: Data entry into multiple tables

 MS Office: MS Access: Filing: Alphabetic Rules.

Week 15

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Forms, Set 3

Medical Office, Billing and Coding: Types of Health Insurance

MS Office: MS Access: Filing: Alphabetic Rules.

MS Office: MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.

Week 16

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Intro to Medical Coding

Medical Office, Billing and Coding: The Patient Experience

MS Office: MS Access: Filing: Final exam

MS Office: MS Word: creating business letters, creating reports

Week 17

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Intro to Medical Coding

Medical Office, Billing and Coding: Textbook Chapter Reviews

MS Office: MS Word: creating business letters, creating reports

Week 18

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: CMS 1500 Form Intro

Medical Office, Billing and Coding: Textbook Chapter Reviews

MS Office: MS Word: creating business letters, creating reports

Week 19

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Claim Submission Methods

MS Office: MS Word: Tabs, Margins, Indents

Week 20

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: ICD-10-CM Overview

Medical Office, Billing and Coding: Reimbursement & Compliance

MS Office: MS Word: creating business letters, creating reports

MS Office: MS Word: Tabs, Margins, Indents

Week 21

    Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

    Medical Office, Billing and Coding: ICD-10-CM Coding

    Medical Office, Billing and Coding: ICD-10-CM Overview

    MS Office: MS Excel: Formulas, Formatting

    MS Office: MS Word: creating business letters, creating reports

Week 22

    Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

    Medical Office, Billing and Coding: ICD-10-CM Coding

    MS Office: MS Excel: Formulas, formatting

Week 23

    Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

    Medical Office, Billing and Coding: ICD-10-CM Coding

    MS Office: MS Excel: Formulas, formatting

Week 24

    Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

    Medical Office, Billing and Coding: ICD-10-CM Coding

    MS Office: MS Excel: Formulas, formatting

    MS Office: MS Word: creating business letters, creating reports

Week 25

    Customer Service: Customer Service: phone etiquette, answering calls, dealing with custom

    Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

    Medical Office, Billing and Coding: ICD-10-CM Coding

    MS Office: MS Access: Forms and Reports

Week 26

    Customer Service: Customer Service: phone etiquette, answering calls, dealing with custom

    Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

    Medical Office, Billing and Coding: CPT & HIPAA Introduction

    Medical Office, Billing and Coding: CPT Modifiers

    MS Office: MS Access: Forms and Reports

Week 27

    Customer Service: Customer Service: phone etiquette continued, hands on telephone practi

    Customer Service: Customer Service: phone etiquette, answering calls, dealing with custom

    Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

    Medical Office, Billing and Coding: CPT Evaluation Management

    Medical Office, Billing and Coding: CPT Modifiers

    MS Office: MS Access: Forms and Reports

    MS Office: MS Access: Queries, entering and correcting data in tables

Week 28

Customer Service: Customer Service: phone etiquette continued, hands on telephone practi

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: CPT Coding

MS Office: MS Access: Queries, entering and correcting data in tables

Week 29

Customer Service: Customer Service: phone etiquette continued, hands on telephone practi

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: CPT Coding

MS Office: MS PowerPoint: Basic presentations

Week 30

Customer Service: Customer Service: Entering data from phone calls

Customer Service: Customer Service: phone etiquette continued, hands on telephone practi

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: CPT Coding

MS Office: MS PowerPoint: Basic presentations

Week 31

Customer Service: Customer Service: Entering data from phone calls

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: CPT Coding

MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files

MS Office: MS PowerPoint: Basic presentations

Week 32

Customer Service: Customer Service: Entering data from phone calls

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Coding Chapter Reviews

Medical Office, Billing and Coding: CPT Coding

MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files

Week 33

Customer Service: Customer Service: Entering data from phone calls

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Coding Chapter Reviews

MS Office: Using Word, Excel and Access together

Week 34

   Customer Service: Customer Service: Entering data from phone calls

   Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

   Medical Office, Billing and Coding: NCCT Practice Test

   Medical Office, Billing and Coding: NCCT Registration

   MS Office: Using Word, Excel and Access together

Week 35

   Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

   Medical Office, Billing and Coding: NCCT Online Practice Test

   Medical Office, Billing and Coding: NCCT Registration

   MS Office: Review of MS Office including testing over programs

Week 36

   Job Search: Job Search activities using the Internet

   Job Search: Resume and Cover letter development

   Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

   Medical Office, Billing and Coding: NCCT Online Practice Test

   MS Office: Review of MS Office including testing over programs

Week 37

   Job Search: Job Search activities using the Internet

   Job Search: Resume and Cover letter development

   Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

   MS Office: Review of MS Office including testing over programs

Week 38

   Job Search: Job Search activities using the Internet

   Job Search: Resume and Cover letter development

   Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

   MS Office: Review of MS Office including testing over programs

Week 39

   Job Search: Job Search activities using the Internet

   Job Search: Resume and Cover letter development

   Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Equipment Provided by Office Careers:

The cost of training plans includes the essential equipment needed for remote or onsite classes. Laptops provided by Office Careers are pre-configured for online communication and remote access. To minimize the loss of class days due to technical issues, Office Careers will provide backups and safety features. A secondary monitor, wireless keyboard, and mouse are provided. Office Careers will arrange for internet service, including covering the cost for service in the student's home. The equipment is the property of Office Careers until a student completes their training plan.