

# UEMB Academy

## *A Unique Electronic Medical Billing Company* School Policy and Guidelines

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UEMB Academy

Staff

Administration:

Hope Jones-Packwood  
Director/ Administrator

Instructors:

Hope Jones-Packwood

Lectures:

Tanshay S.

Stephanie W.

Carol R.

Breanna S.

Cyber Security:

Cybesion

## SCHOOL CALENDER

The following holidays will be observed by the school and classes will not be held.

New Year's Eve	½ Day -December 31
New Year's Day	January 1 <sup>st</sup>
Dr. Martin Luther King Day	3 <sup>rd</sup> Monday in January
Good Friday	3 <sup>rd</sup> Friday in April
Memorial Day	4 <sup>th</sup> Monday in May
Independence Day	July 4 <sup>th</sup>
Labor Day	1 <sup>st</sup> Monday in September
Thanksgiving Day	4 <sup>th</sup> Thursday in November
Day after Thanksgiving	4 <sup>th</sup> Friday in November
Christmas Eve	½ Day- December 24 <sup>th</sup>
Christmas Day	December 25 <sup>th</sup>

### Program Starting Dates and Daily Class Schedule

The course is 90 days in length. Observed holidays may cause program completion dates to vary. Each school day is four instructional hours in length.

### UEMB Academy

Hours of Operation:

Office Hours:

8:00 a.m. to 5:00 p.m.

Monday through Thursday staff can be reached at (570) 242-1104

Course Hours:

Morning Session -11:00 a.m. to 12:00 p.m.- Saturday

Lunch- 1:00 p.m. to 2:00 p.m.

Evening Session -3:00 p.m. to 4:00 p.m.- Saturday

\* Holidays are not counted as part of the contracted time schedule

## Program Start Dates

January 2, 2023	Winter Term
April 5, 2023	Spring Term
July 10, 2023	Summer Term
October 6, 2022	Fall Term

## Registration for Course

To apply you must register online and attend our Virtual Open House. This gives applicants and their families an opportunity to see the school and ask questions. Students should apply for admission as soon as possible in order to be officially accepted for the program starting date. Students requesting payment plans will need to register one month (or 20 business days) prior to the start of classes. The school follows an open enrollment system. Therefore, individuals may apply up to one year in advance of a scheduled start date.

The following items must be completed at the time of registration:

- Identification (driver's license, birth certificate or passport)
- High School diploma or G.E.D. certificate
- Enrollment Agreement
- Initial payment for Registration and Enrollment fees (we accept CashApp, Zelle, certified checks, money orders, and all major credit cards).
- Students receiving financial aid or who have a student loan should bring documentation evidencing such when registering.

## UEMB Academy

- does not award grants or scholarships currently. We also do not honor financial aid, grants and scholarships that our students have been awarded from outside organizations at this time.

## School Policies

### Entrance Requirements

The school reserves the right to reject students if the terms listed below are not successfully completed:

All students must be at least 17 years of age on or before the first day of class. (If applicant is under 18 years of age, Enrollment Agreement must be signed by parent or guardian).

Students must possess a High School Diploma or G.E.D and are required to furnish proof by providing the diploma or G.E.D. certificate. A copy of the document will be placed in the student file. The minimum educational requirement for enrollment is the Ability to Benefit, which is defined as 9<sup>th</sup> grade reading and math levels measured by the TABE. Then an interview with the Director will be conducted to discuss additional prerequisites needed, if any, for enrollment.

### Leave of Absence

Students will be granted a leave of absence upon request. However, the following guidelines must be adhered to:

1. A request for a leave of absence must be submitted to the school director in writing; and
2. The request must have the date that the student will begin the leave and expected date to return to classes.

\*Leave of absences will be honored within that year (January 2022 to January 2023). Should a request take the student beyond the contracted year; the student may be subjected to reentry under a new contract. If the student does not reenter within the contracted year and has not notified the school, the student's contract will be

terminated, and he/she will be granted a refund according to the *Refund Policy*.

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### Absences

#### UEMB Academy

records the daily attendance of each student. Mandatory attendance and punctuality are essential for course completion and will also help the students develop good habits necessary for successful careers. Attendance deemed satisfactory for course completion is established when students are present in class for the required amount of scheduled contact time. Records of student's attendance will be kept on file and are available for student's review upon written request.

UEMB Academy does not permit students to make up absences on their attendance record. Students are encouraged to schedule outside appointments after school hours and should notify the school if they plan to be absent from class.

Unexcused absences are absences where the student has neglected to notify the school and/or extend beyond the 20% allowance without arranging for an official leave of absence. Unexcused absenteeism for more than 20% of the total course time constitutes cause for dismissal. Excused absences are permitted for illness or any unavoidable circumstances.

### Class Cuts

Each Instructional day is 4 hours in length. Hours lost due to departing from class before the scheduled completion time will receive an unexcused absence. Students who accumulate a total of four tardiness will accrue one day of absence on their attendance record. Time and lessons missed must be made up in order to meet the minimal attendance and graduation requirements.

\*Graduation requirements stipulate that the student must be in attendance at least 80% of the instructional time. Since the course offered at UEMB Academy are 12 weeks in length, students are required to be present for a minimum of 9.6 weeks in order to graduate.

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### Make-Up Work

Students are required to make up all work assignments within one week if work is missed due to excused absences or leave of absences. The instructor may also offer the student Private Instruction. Private Instruction, if given outside of the normal instruction day, will incur additional fees at the rate of \$35 per hour. Arraignments to take missed test because of an absence must be taken on a Saturday morning and approved by the Director.

### Tardiness

Student arriving late for class are interrupting the instructor and other students. Students who arrive for class after the scheduled start time will receive a tardy on their attendance record. Students who accumulate a total of four tardies will accrue one day of absence on their attendance records. UEMB Academy encourages students to plan to arrive online at least 15 minutes before the start of the class.

## Code of Conduct

Students are required to follow standards of conduct that are typically expected in the workplace. Students may be placed on probation or terminated for violation of the school's personal conduct standards.

Violations include:

1. Dishonesty
2. Unprofessional Conduct
3. Use of Profanity
4. Insubordination
5. Noncompliance with rules
6. Use of Alcohol or Drugs online when class in in session
7. Sexual Harassment
8. All forms of bias including race ethnicity, gender, disability, national origin, and creed as demonstrated through verbal and written communication acts.

Students will be removed from probation if, in the opinion of the school Director, they demonstrated adherence to the personal conduct rules. If terminated, students may reenter the following term with permission of the school Director.



## Conditions for Dismissal

Students may be terminated from the school for the following reasons:

Examples include, but are not limited to, the following:

1. Violation of the school's attendance policy.
2. Failure to maintain satisfactory academic progress.
3. Violation of personal conduct standards.
4. Inability to meet financial obligations to the school.

Students to be terminated are notified in writing and may appeal to the School Director.

## Re-entry Policy

Students requesting reentry must put the request in writing to the school director. Depending on the reason for dismissal the student may be able to reapply to the school for readmission. Students who have been terminated for failing to maintain satisfactory academic progress may be reinstated at the start of the next grading period through the appeal process. If the student was dismissed for unexcused absences or financial concerns it may be possible to reenter within the same school term. If the student is dismissed due to unacceptable conduct the student will have to meet with a review panel before reentering the school. The decision of the review panel is final, and the student will receive a letter from the school director stating the decision of the review panel.

## Credit for Previous Training

The school director will evaluate previous education and training that may be applicable to the medical billing and coding program. If the education or training meets the standards for transfer of credit, the program may be shortened, and tuition reduced accordingly. Students who request credit for previous education and training are required to provide the school with an official transcript from the educational institution.

\*Please note that the word "credit" does not apply to college credits, but in recognition for previous training.

### Student Complaints/Appeal Process/Resolution Policy

Students whose training programs are terminated by the school will be informed of the right to appeal that decision. Student must initiate the process by submitting a written request for re-admittance to the school director. The request must include the student's full name, social security number, current address, state the concern including dates, times, instructors or other students involved, and the letter must be dated and signed by the student. The student should also include the dates they will be available to meet with the school director and/or appeal panel. Students will be informed of the decision and their record noted. Students will be required to adhere to any provisions stipulated as a condition of reinstatement.

## Grading System

The progress and quality of the student's work is measured by a system of letter grade and grade percentage points. The meaning of each grade and equivalent percentages and point value is as follows:

### **Grade - Meaning - Percentages - Point Value**

<b>A</b>	<b>Excellent</b>	<b>100-85</b>	<b>4.0</b>
<b>B</b>	<b>Very Good</b>	<b>84-78</b>	<b>3.0</b>
<b>C</b>	<b>Good</b>	<b>77-69</b>	<b>2.0</b>
<b>D</b>	<b>Poor</b>	<b>68-60</b>	<b>1.0</b>
<b>F</b>	<b>Failing</b>	<b>59-0</b>	<b>0.0</b>

### Incomplete (Inc)

An 'Incomplete' -cannot be given as a final grade. However, at the end of the term students may, with the Director's approval, be granted a maximum extension of 14 calendar days to complete the required class work, assignments and test within the extension period. Otherwise, they will receive a failing grade of "F" or "zero" will be averaged in with the student's other grades to determine the cumulative GPA.

### Withdrawals (W)

When students' withdrawal from a module during the first 5 days of the course, their names will appear on the grade report and the grade that will be given is "Withdrawal". (W) is recorded but will not impact on the module grade or cumulative GPA. If student request a withdrawal after the first week, the students will receive "Withdrawal Passing (WP) or a "Withdrawal Failing" (WF). Students who wish to withdraw from the module during this time must receive approval from the training school director.

## Probation for Below Average Grades

Students that have fallen below the minimum grade point average during the module period will need to enter a 10 day or 12-hour probationary period. If they achieve a cumulative GPA of at least 2.0 by the end of the probationary period, they will be informed that they have been removed from probation. If the student has not reached the required cumulative GPA, then a review panel will determine the appropriate action:

1. They may need to enter in Private Tutoring to reach the cumulative average.
2. Consider dropping out before 50% of the program is completed (Please refer to *Refund Policy*).

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### Student Records

Student records are maintained for 5 years by the training school director and are available for review by the student upon written request. Students are encouraged to submit updates to their records, such as address changes as soon as possible. Upon graduation students will be given a copy of their records. The records that the school will maintain are as follows:

1. Attendance Records
2. Academic Progress and Grades
3. Financial Records
4. Placement Data
5. Enrollment Agreement
6. The Ability to Benefit (where applicable)
7. Records of meetings, appeals, disciplinary actions and dismissals
8. Records of credit given for previous training
9. A copy of the graduation certificate
10. A copy of the CBCS National Certification Exam

## Tuition and Fees

The training school provides a voluntary prepayment plan to students and their families to help reduce the balance due upon entry level. Since the course is 12 weeks in length, there will be three payments of \$1,000 each. Payment arrangements may be made to pay the tuition twice a month, with payment due on the first and third Thursday of each month, or tuition payments can be made 4 times a month with payment due once a week on Thursday. Should the tuition due date happen to fall on a holiday, the tuition payment will be due the first day after the holiday as class resumes.

There is a \$30 Non-refundable registration/application fee. Upon submission of the non-refundable application fee, an interview will be conducted with the school's Director to discuss the student's goals and the school's objectives. The Enrollment Agreement obligates the student and the school for the entire medical billing program, and at that time a \$300 Enrollment Fee must be paid.

Although the course is 12 weeks in length, the equipment, licensing rights for various software, instructional materials may vary in cost. Students who withdraw from the program may be able to sell the textbook back to the school if it is in excellent condition. The student workbook is non-refundable.

- The expenses are reflected in the tuition for this course:
- Course: Learn to Be the Boss Medical Biller/Coder Course
- Pre-Requisites for Admission: HSD/G.E.D.
- Interview
- Enrollment Agreement- Enrollment Fee:\$300.00
- Read UEMB Academy- School Catalog 2022"  
Laptop or PC
- Access to Internet and Various Support Systems
- \$30 Non-refundable Registration Fee
- Books/Tuition: \$3,000.00

- The expenses are reflected in the tuition for this course:
- Course: Medical Office Specialist
- Pre-Requisites for Admission: HSD/G.E.D.
- Interview
- Enrollment Agreement- Enrollment Fee:\$300.00
- Read UEMB Academy- School Catalog 2022”
- Laptop or PC
- Access to Internet and Various Support Systems
- \$30 Non-refundable Registration Fee
- Books/Tuition: \$1,500.00

Incidentals supplies, such as paper and pencils are to be furnished by the student.

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### Refund Policy

A refund is the difference of the amount the student paid to the school and the amount the school can retain as prescribed by the appropriate refund policy. Any monies due to the applicant or student will be refunded within 30 days of cancellation. Failure to appear on or before the first day of class, withdrawal, or termination may also result in a refund. If the student has financed all or part of the program with a third-party or government fund, refunds will be paid or credited to the student’s account. The student is responsible for notifying the loan institution of their withdrawal. The loan is the same as any other loan and the student has full responsibility for managing the loan and its repayment. Refund computation will be based on the last date of attendance. UEMB Academy can remind the student of their date of withdrawal from the written request made by the student. In case of prolonged illness or accident, death in family, or other circumstances that make it impractical to complete the program, the school will make settlement that is reasonable and fair to both parties.

Refunds for the students by the school will be computed as follows except for the application and registration fees:

<u>Time of Withdrawal</u>	<u>Amount Student Pays</u>
During the first week of program	- 100% of application /registration fee
After the 1 <sup>st</sup> week but before the 1 <sup>st</sup> - Three weeks of program are completed	20% of the total tuition price, plus 100% of application /registration fee
After 1 <sup>st</sup> Three weeks but before 25% - of the program is completed	45% of the total tuition price, plus 100% application /registration fee
After 25% but before 50% of program - is completed	75% of total tuition price, plus 100% application /registration fee
After 50% of the program is completed -	100% of total tuition price, plus 100% application /registration fee

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### Grants Student Loans and Scholarships

#### UEMB Academy

does not award grants or scholarships currently. We also do not honor grants and scholarships that our students have been awarded from outside organizations at this time.

#### Courses offered at UEMB Academy

##### [Learn To Be the Boss in Medical Billing -Online Day/ Night Class Curriculum](#)

- Health Insurance 101
- Medical Laws and Ethics
- Medical Office Skills
- Insurance Claims Processing
- ICD- CM, CPT and HCPCS Coding
- Medical Documentation
- Filing Commercial Claims
- Managed Care Claims
- BC & BS Claims
- Medicare, Medicaid, Tricare and Worker Compensation Claims
- EOBs
- Hands-on Computerized Billing- Support Platforms/ Practice Management Software

- Job Shadow with a Medical Billing/Coding Expert-
- Preparation for the National Certification Exam

### Medical Office Specialist Curriculum

- Medical Office Procedures
- Communications
- Health Insurance Processing
- ICD- CM, CPT and HCPCS Coding
- Insurance Terminology
- Computerized Medical Billing
- Job Readiness (Resume, Cover Letter)

### Medical Billing Topics for NEW Clinician Webinars

- Eligibility and Benefits Verifications
- Electronic & Paper Claims Submission
- Provider Credentialing
- EOBs
- Insurance Carriers
- Modifiers
- Charting
- Practice Management Software and Clearinghouses

### Book List

Title
<b>FORDNEY'S MEDICAL INSURANCE, 15TH EDITION</b>
<b>WORKBOOK FOR FORDNEY'S MEDICAL INSURANCE, 15TH EDITION</b>
<b>(BUNDLE) FORDNEY'S MEDICAL INSURANCE - TEXT AND WORKBOOK PACKAGE, 15TH EDITION</b>
<b>SIMCHART FOR THE MEDICAL OFFICE</b>
<b>SIMCHART FOR THE MEDICAL OFFICE: LEARNING THE MEDICAL OFFICE WORKFLOW - 2021 EDITION</b>
<b>CPT</b>
<b>ICD</b>
<b>HCPCS</b>



## Evaluation Techniques

The medical billing and coding program will simulate the experience of actual employment. In the simulation playground, students can practice aspects of clinical documentation, office workflow, and the utilization of a real-time Practice Management Software to assist with learning as if they were contracted by the physician himself to do their medical billing. A test will be administered after each module to determine the amount of learning that has taken place.

## Credit Disclaimer

UEMB Academy does not offer college credits for courses.

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## Facilities

The Online training platform can be asynchronous, or instructor led learning that happens in real-time (live) on our Microsoft Teams and Thinkific Platform.