

# Frequently Asked Questions (FAQs) Medical Billing and Coding Program



ALAMO COLLEGES DISTRICT  
Northwest Vista College

## New Application Process for Medical Billing and Coding program!

Effective April 2020, individuals interested in enrolling in the Medical Billing and Coding (MBC) program must apply to the program through the new CE Program Application process. Applications that are successfully submitted will be time and date stamped.

A minimum of 15 students is required for a cohort to make, and a maximum of 24 students will be enrolled in a cohort. A Cohort is a group of students who are enrolled in the ongoing 11-month, 240-hour program.

## What is required to get into the program?

A High School Diploma or GED equivalent is a prerequisite for enrolling in the program; however, the Continuing Education office will not gather the documentation from the student. It is the student's responsibility to insure they meet this requirement for future employment purposes. Employers will require future hires to have that level of education, at a minimum. In addition, to be successful, students need basic computer skills and knowledge/familiarity with Microsoft Office Word, Excel and PowerPoint.

To apply, access the CE Program Application link on the MBC web page located at <https://www.alamo.edu/nvc/academics/community-education/>.

For technical issues with the application, email [pamparo@alamo.edu](mailto:pamparo@alamo.edu).

- In order to submit an application to the program, students will be required to enter their Alamo student email address and Banner ID (9 digit student ID #: 9xxxxxxx).
- First-time or Returning Alamo Colleges CE students, go to: [https://www.alamo.edu/academics/wtn/Getting\\_Started/](https://www.alamo.edu/academics/wtn/Getting_Started/) to complete the CE Student Admissions Profile. Call 210-21ALAMO (210-212-5266) for questions or assistance with the profile. See screen shot below – note: links in the screen shot are not live.

A screenshot of a web page with two blue header boxes and two grey content boxes. The first blue header box contains the text "Do you need to complete a CE student admissions profile?" followed by a minus sign. The first grey content box contains the text "Has it been more than a year since you've been enrolled in a CE class?" followed by "If yes, click here to complete CE student admissions profile." and "For any questions regarding your CE student profile call us at 210-21-Alamo (210-212-5266) Option 4". The second blue header box contains the text "You've taken a CE course within a year and need to obtain your ACES username." followed by a minus sign. The second grey content box contains the text "For assistance with your ACES username and password contact, the Alamo Colleges help desk at 210-485-0555 Option 1".

**Do you need to complete a CE student admissions profile?** —

Has it been more than a year since you've been enrolled in a CE class?

If yes, [click here to complete CE student admissions profile.](#)

For any questions regarding your CE student profile call us at 210-21-Alamo (210-212-5266) Option 4

**You've taken a CE course within a year and need to obtain your ACES username.** —

For assistance with your ACES username and password contact, the Alamo Colleges help desk at 210-485-0555 Option 1

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## How do I resolve a Hold that prevents me from being registered in a class?

Students who have a Bursar's Hold on their Student Account cannot be registered into the program/class. The student must resolve the Hold within 24 hours in order to be registered in the MBC program. If the Hold is not resolved within that time, the student's application will be removed from consideration for the program.

## What courses are in the program, how many hours is each course, and what is the cost of each course?

Course Title	Hours	Cost*
Medical Terminology	36 Hours	\$ 155.00
Pathophysiology	36 Hours	\$ 155.00
Medical Insurance and Billing	48 Hours	\$ 205.00
ICD-10-CM	48 Hours	\$ 205.00
Medical Coding & Classification System (CPT & HCPCS)	48 Hours	\$ 205.00
Coding Certification Exam Review	24 Hours	\$ 105.00
<b>Total</b>	<b>240 Hours</b>	<b>\$1,030.00</b>
*Tuition does not include the cost of textbooks		

## Does the program include an Internship or job placement assistance?

There is no internship included in this program nor is formal job placement assistance provided; however, the CE office and the instructor will provide notice of job openings they are made aware of.

## What is the format of the courses in the program (face-to-face, Online, Hybrid, etc.)?

Online Course Format: The Medical Billing and Coding program has transitioned to a fully distance learning format. The Cohort scheduled to begin on June 1, 2020 will be taught Online via Canvas and Zoom. Students who apply and are then enrolled in the program will be strongly encouraged to take the one-hour training called Remote Ready Boot Camp which will be available in Canvas. The Instructor will provide guidance to the students throughout the program.

Technology Requirements: If you plan to apply for the program, make sure you have the minimal hardware and software requirements. Click on the following link for more information:

<https://www.alamo.edu/nvc/academics/distance-learning/technical-requirements-and-support/>

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## **Are textbooks required for each class?**

One or more textbooks is required for each class. The cost of textbooks is not included in the tuition. Textbook editions and versions are constantly being updated. A list of the required textbooks will be provided to students upon registration in the first class. A medical dictionary is also required. Instructors may recommend other supplies as needed. At the current time, textbooks may be purchased from any online vendor. The student is responsible for insuring they purchase the correct edition/ISBN of required textbooks. The Instructor will provide more information throughout the program.

## **Will I receive confirmation of acceptance and registration into the MBC program?**

Students who are able to successfully submit an application to the MBC program as one of the first 24 applications received, can check the status of their application by logging back in and checking the Overview page for the status.

Applications will be reviewed as they are submitted and the initial status will be changed to Under Review. Students whose application is Under Review will receive an email to their Alamo student email address stating that they must complete and return the registration form which will be attached to the email. As soon as CE staff receive the completed registration form, the student will be enrolled in the first class, Medical Terminology. The registration form must be completed and immediately returned to the CE staff member.

## **When is the payment deadline for the first class?**

- Payment must be made for the first class by the deadline of May 25, 2020 regardless of payment method. Payment can be made online in the student's ACES account and through the Virtual Business Office.
  - Failure to pay by the deadline for each class will result in being dropped from the program. Emails will go to the Alamo student email address and phone calls to the number on the student's application. Students must keep their contact information updated in their ACES student account in order to receive important and timely information.

## **All communication with students will be through their Alamo student email address.**

- If the student will be receiving financial aid (TPEG), it is the student's responsibility to check for notification of the TPEG award in their Alamo email via their ACES account and follow any instructions provided by the Financial Aid Office.

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## **Which certification exam does this program prepare students to take?**

The program offered at Northwest Vista College is a basic level, non-credit Continuing Education program and is recommended for anyone who is preparing for a career in medical billing and coding for a physician's office, clinic, or similar positions. The program does not certify student but prepares students to take a certification exam through one of the testing organizations. The Instructor will provide information on the testing options available to students throughout the program. Students will receive a Certificate of Completion upon successfully completing the entire program at Northwest Vista College.

## **Is Financial Aid available for CE Students?**

Financial Aid is available for continuing education students who qualify; however, the process is very time sensitive and can take 4-6 weeks. If you are interested in applying for Continuing Education (CE) financial aid, go to this link on the website for information and instructions: <https://www.alamo.edu/admission--aid/paying-for-college/financial-aid/types-of-aid/grants/>. On the web page, scroll down to **Texas Public Education Grant – Continuing Education (TPEG-CE)**. Students who apply for financial aid but do not receive notification of an award by the payment deadline for a class must pay out of pocket for their class. Note: Pell grants do not cover CE classes.

## **If I have enrolled in the program and paid for my class but decide to drop my class, what do I need to do in order to receive a refund?**

Notify one of the CE staff via email as soon as possible. Per District CE policy, any registration cancelled prior to the first day of a will receive a full refund. Cancellation after the first day of class does not qualify for any refund. Refunds require 7-10 days to process.

## **If I am not able to enroll in the June 2020 cohort, when will the next program be offered?**

Please continue to check this web page <https://www.alamo.edu/nvc/academics/community-education/> for information on future class offerings.