

Young: Kinn's The Administrative Medical Assistant, 7th Edition

Chapter 12: Professional Fees, Billing, and Collecting

TEACH Study Guide Answer Key

Vocabulary Review

1. Jesse has an **account balance** of \$464, which represents the total amount she owes after her insurance paid a portion of her bill.
2. Mrs. Ramona has a **credit** on her account for an overpayment, so the office manager sent her a check for that amount.
3. Robert's mother is the **guarantor** of his bill, because she promised to pay the full amount for her son.
4. Julia had to **investigate** collections proceedings on several accounts last month because the patients had not made payments as promised.
5. One of the tasks Pamela enjoys is **posting** payments that arrive in the mail to patients' accounts.
6. **Debit cards** are used more and more often for payments in the physician's office.
7. An organization under contract to the government to handle insurance claims from providers is called a **fiscal agent**.
8. Mrs. Richmond called the office to get the balance on her **account**.
9. The office staff has been debating whether they should continue to offer **professional courtesy** to other healthcare providers and their staff members.
10. A **business transaction**, which is any exchange or transfer of goods, services, or funds, must always be recorded.
11. Anna made several **disbursements** for various bills that were due last week.
12. Dr. Taylor's **fee profile** is a compilation of the fees he has charged over the past fiscal year.
13. The Poole family was considered **medically indigent**, because they could not afford medical care even though they were able to pay basic living expenses.
14. Deb sometimes confuses a credit with a **debit**, which is a deduction from a revenue, net worth, or liability account.
15. Jessica totaled the **receipts** for the day, which came from patient and insurance payments.
16. State Farm is considered a **third-party payer**, because Anthony's injuries were sustained in a car accident and State Farm will pay her medical bills.
17. Dr. Martin reviewed his **fee schedule**, which is a compilation of pre-established fee allowances for given services or procedures.
18. The balances due to a creditor on an account are called **payables**.
19. The Blackburn Clinic uses a computer to determine patient account balances, but Jane remembers when they used a **manual pegboard system**.
20. When Madelyn received the denial from Mr. Paul's insurance company, she wondered if he had paid his **premium**.

Kinns Medical Terminology Guide

Brigitte Niedzwiecki, Julie Pepper



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coworkers Patient education and legal and ethical issues are described in relation to the Medical Assistant's job Applied approach to learning helps you use what you've learned in the clinical setting Learning objectives and vocabulary with definitions highlight what's important in each chapter Critical thinking applications test your understanding of the content Step by step procedures explain complex conditions and abstract concepts Rationales for each procedure clarify the need for each step and explains why it's being performed Portfolio builder helps you demonstrate your mastery of the material to potential employers NEW Chapter on The Health Record reviews how you'll be working with a patient's medical record NEW Chapter on Technology in the Medical Office introduces you to the role EHR technology plays in the medical office NEW Chapter on Competency Based Education helps you understand how your mastery of the material will affect your ability to get a job NEW Clinical procedure videos helps you visualize and review key procedures

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