

UNIT 11



Pay the Bills

- ▶ Look at the picture. What is the woman doing?
- ▶ Look at the title. What is a bill?

- 1 Bao works in Dr. Perry's office. She is a medical **biller**. She sends **bills** to insurance companies. The bills are for hundreds of dollars. Bao wants her bills to be **accurate**.
- 2 This is how billing works. First a patient sees Dr. Perry about a medical problem. The doctor writes **notes** in the patient's **medical chart**. The doctor decides how to **treat** the patient.
- 3 Next Bao reads the patient's chart. She uses medical **billing codes** to prepare a bill. A medical billing code is a number that **represents** a medical problem. For example, the medical code for a shoulder injury is S40. The medical code for a broken ankle is S82.

4 Bao works at a computer. She sends the insurance bills online. Bao types the patient's medical problem and the medical billing code onto the bill. Then she emails the bill to the insurance company.

5 Bao waits 45 days to get an answer from the insurance company. Sometimes she has to call the company. Sometimes she has to **revise** a billing code. Then she sends a **corrected** bill.

6 Where did Bao learn medical billing? First she got a high school diploma. Next she went to community college. In school, she learned about billing codes. She studied **medical terminology**. She studied different kinds of health insurance. After two years, Bao became a Certified Professional Biller.



Check Your Understanding

Answer the questions. Talk with a partner.

1. Where does Bao work? _____
2. Look at paragraph 1. What is Bao's job? _____
3. What does Bao read to get billing information? _____
4. Bao changes a patient's medical problems into medical billing _____.
5. Look at paragraph 3. What is a medical billing code? _____
6. According to the story, how does Bao send medical bills to the insurance company?

7. How long does Bao wait before she calls the insurance company? _____
8. Look at paragraph 6. Where did Bao learn medical billing? _____
9. Name three things Bao studied in school. _____
10. What certification does Bao have? _____

Vocabulary Building

Circle the word or phrase that means the same as the vocabulary word(s). Talk about your answers with a partner.

1. Bao is a medical *biller*.
a. person who fixes plumbing b. person who sends bills
2. She wants to be *accurate*.
a. correct b. funny
3. The doctor writes notes in the patient's *medical chart*.
a. record of medical problems b. medical equipment
4. The doctor decides how to *treat* the patient.
a. listen to b. take care of
5. A billing code *represents* a medical problem.
a. stands for b. changes
6. She emails the *bill* to the patient's insurance company.
a. list of vegetables and fruit b. list of medical codes and prices
7. Sometimes she has to *revise* a billing code.
a. change b. write
8. In school, she studied *medical terminology*.
a. sports words b. health words

Story Retell

Talk with a partner. Answer the questions. Retell the story.

- a. Who is the story about?
- b. What is her job?
- c. What does she do every day?
- d. What did she study in college?
- e. How long did she study to be a Certified Professional Biller?

Read About Work: Medical Billing

Read about what a medical billing clerk checks for *accuracy*. Answer the question.

A medical billing clerk has to make sure the doctor gets paid. The billing clerk checks the medical bill for accuracy. The biller checks:

1. **Patient Information:**
Are the sex, name, date of birth, and insurance ID number correct?
2. **Doctor Information:**
Are the name, address, and contact information correct?
3. **Insurance Information:**
Are the policy number and company address correct?
4. **Medical Codes:**
Do the code numbers match the patient's medical problems?

Team Talk

Talk with your teammates.

Why is accuracy so important on a medical billing job?

Critical Thinking: Problem Solving

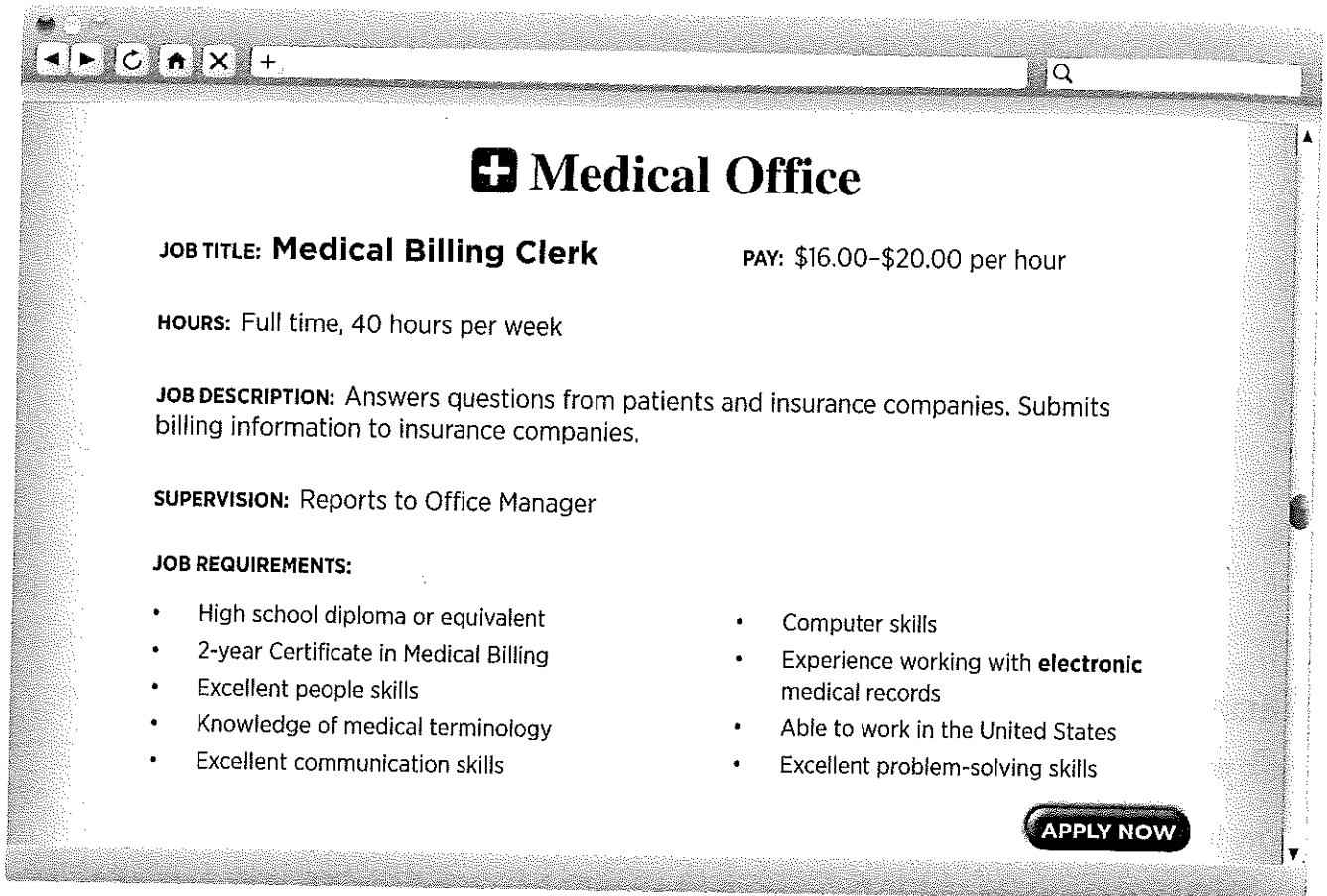
Read the problem. Check the good ideas. Write another good idea on the line. Discuss your ideas with your teammates.

Andy is a new medical billing clerk. One month ago, he sent a bill online to the International Insurance Company. The bill was not paid. Andy calls the insurance representative to find out why the bill was not paid. The representative says the bill is not accurate. What can Andy do?

- Andy can hide the bill from his boss. He can act like there is no problem.
- Andy can ask the insurance representative questions. He can find out what to correct on the bill.
- Andy can talk to his office manager and ask for help.
- Andy can quit and look for another job.
- Andy can _____

Read About Work: Medical Billing Clerk Job Description

Read the online job description. Review the job requirements. Answer the questions.



The screenshot shows a web browser window with a search bar and navigation icons. The main content is a job listing for a Medical Office. The job title is Medical Billing Clerk, with a pay range of \$16.00-\$20.00 per hour. The hours are full time, 40 hours per week. The job description states that the clerk answers questions from patients and insurance companies and submits billing information. The supervisor is the Office Manager. The job requirements include a high school diploma or equivalent, a 2-year Certificate in Medical Billing, excellent people skills, knowledge of medical terminology, excellent communication skills, computer skills, experience working with electronic medical records, the ability to work in the United States, and excellent problem-solving skills. An 'APPLY NOW' button is located at the bottom right of the job listing.

Medical Office

JOB TITLE: Medical Billing Clerk **PAY:** \$16.00-\$20.00 per hour

HOURS: Full time, 40 hours per week

JOB DESCRIPTION: Answers questions from patients and insurance companies. Submits billing information to insurance companies.

SUPERVISION: Reports to Office Manager

JOB REQUIREMENTS:

- High school diploma or equivalent
- 2-year Certificate in Medical Billing
- Excellent people skills
- Knowledge of medical terminology
- Excellent communication skills
- Computer skills
- Experience working with **electronic** medical records
- Able to work in the United States
- Excellent problem-solving skills

APPLY NOW

1. What is the job title? _____
2. Is the job full time or part time? _____
3. How much is the pay? _____
4. Look at the job description. Name two things that a medical billing clerk does.

5. Look at the job requirements. What education is required?

6. Look at the job requirements. Name three job skills that are required.



Talk About Work: Training to be a Medical Biller

Practice the dialog with a partner.

Office manager: I want you to practice filling out a medical bill on the computer. First open the patient chart. What do you see?

Diana: I see the patient's name, medical record number, and medical problem.

Office manager: What's the patient's name and medical problem?

Diana: Mr. Azad. He has a cold.

Office manager: Now look at the medical code list. What's the code number for a cold?

Diana: It's J23.

Office manager: Now look at the medical bill. On the top line, type the patient's name and address. On the next line, type the illness and the billing code.

Diana: Like this?

Office manager: Yes. Good work, Diana.



Team Talk

Talk with your teammates.

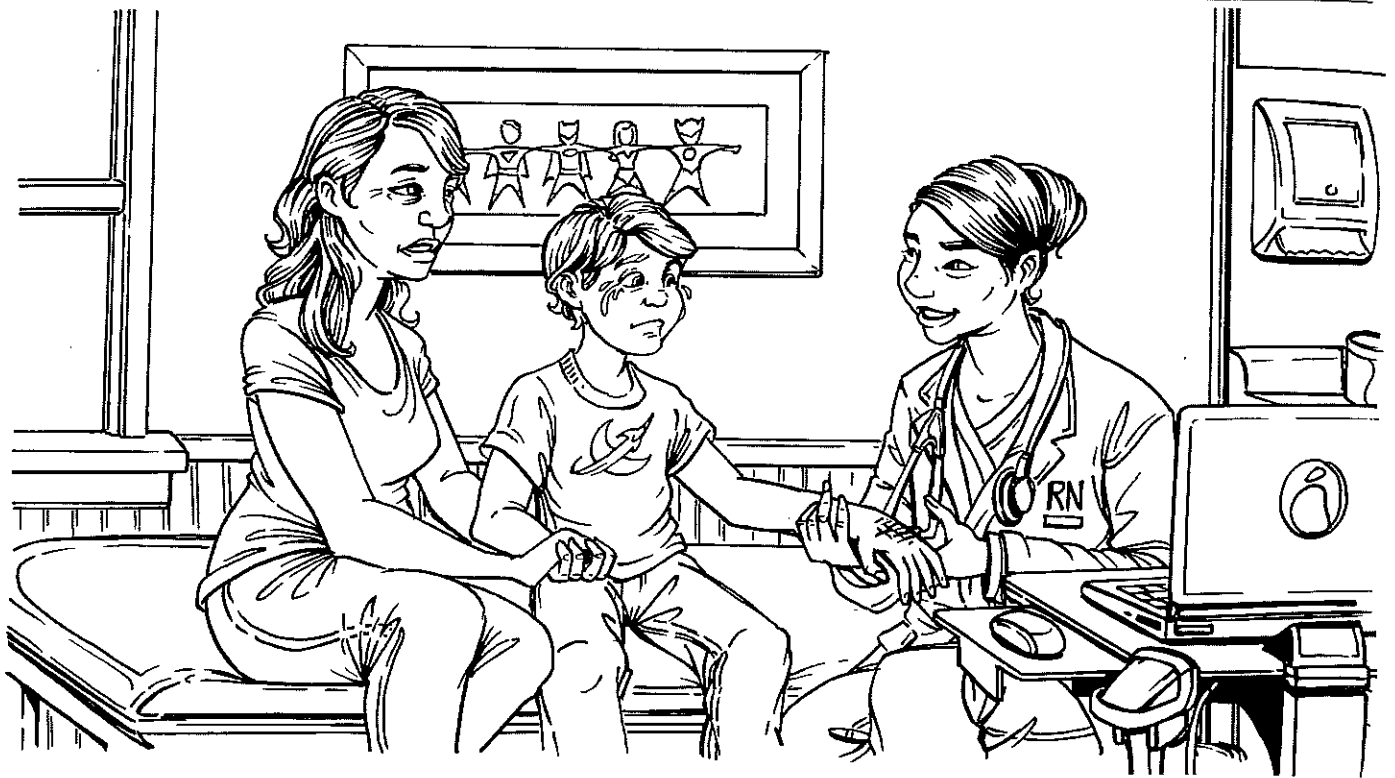
Medical billing clerks work on computers. They work with insurance forms and electronic medical records. Do you like working on computers all the time? Why or why not?

Talk and Write

Talk with a partner. Write about medical billing.

Medical billers work with money and health. Medical billers need to be accurate. They make sure doctors get paid. Would you like to work in medical billing? Why or why not?

UNIT 12



To Your Health!

- ▶ Look at the picture. What is the nurse doing?
- ▶ Look at the title. What is good health?

- 1 Jada is a **registered nurse** (RN). She works in a **community health clinic**. A doctor supervises her work.
- 2 Jada treats mothers, fathers, and children. Some patients are old. Some are **poor**. Some are homeless. Some patients have no medical insurance.
- 3 People come to the clinic with all kinds of medical problems. Some have an illness like a cold or the **flu**. Some have high **blood pressure** or **diabetes**. Jada listens to her patients. She helps them.
- 4 First Jada checks a patient's **vital signs**. She checks the patient's temperature, blood pressure, and **pulse rate**. Then Jada talks with each patient. She types notes in the patient's chart. Then the doctor **diagnoses** the illness and **prescribes** medicine.

5 Jada answers patients' questions about medicine. She also talks about healthy eating and exercise. She teaches patients how to stay healthy.

6 Why does Jada work in a community clinic? She likes working with different kinds of people. She likes to be flexible. Jada also likes helping people in her community.

7 "Health problems are everyone's problem," Jada says. "Good health is a **team effort**. At this clinic, we don't just take care of patients. We work with families. We help the community. When everyone works together, we are all healthier."



Check Your Understanding

Answer the questions. Talk with a partner

1. What is Jada's job? _____
2. Where does she work? _____
3. Who is Jada's supervisor? _____
4. According to paragraph 2, name three types of patients Jada sees.

5. Look at paragraph 2. What is another word for a person who has little money?

6. Look at paragraph 2. What is another word for a person with no home? _____
7. Who diagnoses the patient's illness? _____
8. Look at paragraph 5. What does Jada answer questions about?

9. What does Jada talk about with patients? _____
10. Look at paragraph 8. Why does Jada say, "Good health is a team effort?"

Vocabulary Building

Circle the word or phrase that means the same as the vocabulary word(s). Talk about your answers with a partner.

1. Jada is a *registered nurse*.
 - a. doctor
 - b. nurse who treats patients with medical problems
2. She works in a *community health clinic*.
 - a. neighborhood health center
 - b. office
3. Some people are *poor*.
 - a. They are busy.
 - b. They have no money.
4. Some have an illness like a cold or the *flu*.
 - a. diabetes
 - b. illness with fever and body aches
5. Some patients have *diabetes*.
 - a. back problems
 - b. illness from too much sugar in the blood
6. Jada checks a patient's *vital signs*.
 - a. temperature, blood pressure, and pulse rate
 - b. doctor
7. She checks the patient's *pulse rate*.
 - a. number of heartbeats in one minute
 - b. temperature
8. The doctor *diagnoses* medical problems.
 - a. identifies
 - b. bills
9. The doctor *prescribes* medicine.
 - a. sells
 - b. tells a patient to take
10. Good health is a *team effort*.
 - a. group of people working together
 - b. one person working alone

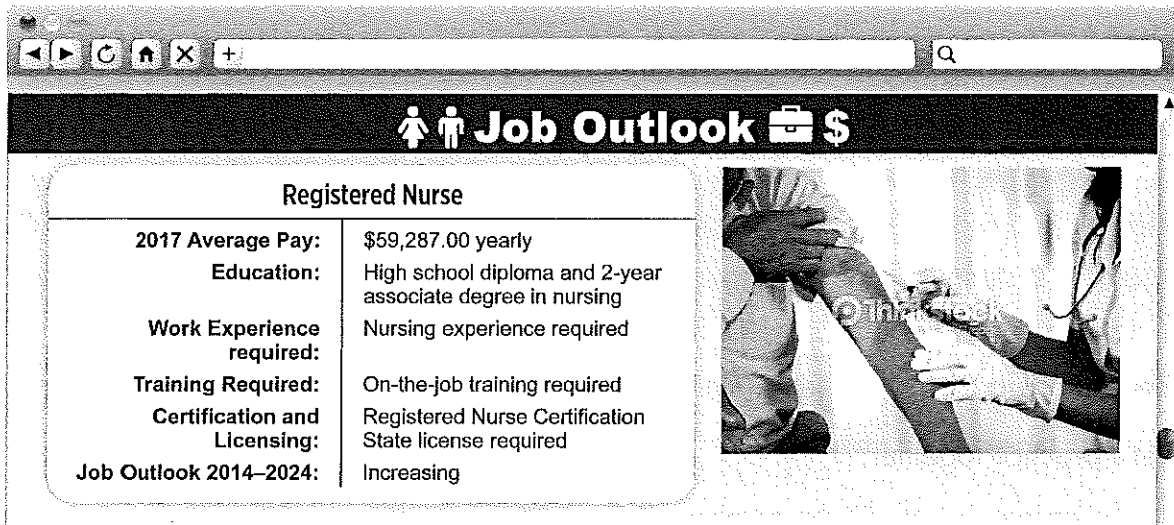
Story Retell

Talk with a partner. Answer the questions. Retell the story.

- Who is the story about?
- What is her job?
- What does she do at work?
- Does she work by herself, or under supervision?
- What does she like about her job?
- What does she mean when she says, "Health problems are everyone's problems"?

Read About Work: Job Outlook for Registered Nurse

A job *outlook* tells you about the demand for that job in the future. Will more people be hired for the job in the next few years? Read the information about registered nurse jobs below. Answer the questions.



The screenshot shows a web browser window with a search bar and navigation icons. The main content area has a dark header with the text "Job Outlook" and a dollar sign icon. Below the header, there is a table with the following information:

Registered Nurse	
2017 Average Pay:	\$59,287.00 yearly
Education:	High school diploma and 2-year associate degree in nursing
Work Experience required:	Nursing experience required
Training Required:	On-the-job training required
Certification and Licensing:	Registered Nurse Certification State license required
Job Outlook 2014–2024:	Increasing

To the right of the table is a photograph of a nurse in a white uniform and stethoscope, wearing gloves and holding a patient's arm.

- What is the average pay of a registered nurse? _____
- What education is required to be a registered nurse?

- Is a license required? _____
- Look at the Job Outlook for 2014–2024. Will there be more jobs for registered nurses in the future? _____



Talk About Work: Adapting to Change

Practice the dialog with a partner.

Jose: Can you help me? My company got a new computer system. I don't understand it. I'm afraid I'll lose my job!

Liz: Can you take a computer training class?

Jose: Yes. I asked my supervisor. A new class begins next week.

Liz: Take the class. It will help you feel more comfortable with the new computer system.

Jose: You're right. I'm sure I can learn the system. I just need some training. Thanks!



Role Play: Changing Technology

Practice the dialog with a partner.

Student A: You have been a medical receptionist for 10 years. The phone system on your job is changing. You don't like learning new things.

Student B: You're the technology expert at work. You are training the receptionist on the new phone system. You make suggestions. You use the language below.

- Read the information in the new phone guide. Circle anything you don't understand.
- Let's practice together:
 - ◇ To answer a call, lift the receiver.
 - ◇ To **disconnect** a call, put down the receiver.
 - ◇ To make a call outside the medical office, press 9.
 - ◇ To transfer a call to the nurse, press 7.
 - ◇ If you need to talk with the doctor directly, press 215.
 - ◇ To transfer a call to the doctor, press 4.

Read About Work: Be Flexible!

Read about workplace flexibility.

In the 21st century, employers are looking for workers who are flexible.

Here are some examples of workers who are flexible:

- An employee who can work late
- A mechanic who can repair different types of cars
- A customer service representative who is patient with older customers
- A teacher who can work with students from different countries

A flexible worker says: "I'll do what you need me to do."

Team Talk

Talk with your teammates. Why is being flexible at work important?

Critical Thinking: Flexibility Inventory

Check (✓) the ways you can be flexible.

Question	Yes	No
1. Can you work late?		
2. Can you work overtime?		
3. Can you work on weekends?		
4. Do you want to learn new work skills?		
5. Do you want to learn computer skills?		

Talk and Write About Being Flexible

Talk with a partner. Write about what it means to be flexible.

Being flexible can mean different things on different jobs. Think about a job you would like to have. What would it mean to be flexible on that job? Write about being flexible on the job.

8. Fruits and vegetables are produce.
9. Their sign says: "We sell what we grow. We grow healthy food."
10. Customers like to buy fresh organic fruits and vegetables from Tamas and Kati.

Vocabulary Building, p. 70

- | | | |
|------|------|-------|
| 1. a | 5. a | 9. b |
| 2. a | 6. b | 10. b |
| 3. a | 7. a | |
| 4. b | 8. a | |

Story Retell, p. 71

- | | | |
|------|------|------|
| 1. c | 3. b | 5. a |
| 2. e | 4. d | |

Critical Thinking: Comparing, p. 73

	Farm Work	Office Work
1. Use a computer to research information.	✓	✓
2. Send an email.	✓	✓
3. Work outside.	✓	
4. Work inside.		✓
5. Plant seeds in the ground.	✓	
6. Drive a tractor.	✓	
7. Read a report.	✓	✓
8. Work in a team.	✓	✓
9. Raise animals.	✓	
10. Read a memo.		✓
11. Learn something new about the job.	✓	✓

Unit 11: Pay the Bills

Check Your Understanding, p. 75

1. Bao works in Dr. Perry's office.
2. According to paragraph 1, Bao is a medical biller.
3. She reads a patient's medical chart to get billing information.
4. Bao changes a patient's medical problems into medical billing codes.
5. According to paragraph 3, a medical billing code is a number that represents a medical problem.

6. According to the story, Bao emails the bills to the insurance company.
7. Bao waits 45 days before calling the insurance company.
8. Bao learned medical billing at a community college.
9. She studied billing codes, medical terminology, and health insurance in school.
10. Bao is a Certified Professional Biller.

Vocabulary Building, p. 76

- | | | |
|------|------|------|
| 1. b | 4. b | 7. a |
| 2. a | 5. a | 8. b |
| 3. a | 6. b | |

Story Retell, p. 76

- a. Bao
- b. medical biller
- c. reads patient charts, changes the medical problems into medical billing codes, bills insurance companies, calls insurance companies
- d. She studied billing codes, medical terminology, and health insurance in college.
- e. She studied for two years to be a Certified Professional Biller.

Read About Work: Medical Billing Clerk Job Description, p. 78

1. Medical Billing Clerk
2. Full time
3. \$16.00–20.00 per hour
4. Answers questions from patients and insurance companies, submits bills to insurance companies
5. High school diploma and 2-year Certificate in Medical Billing
6. excellent people skills, knowledge of medical terminology, excellent communication skills, computer skills, experience working with electronic medical records, excellent problem-solving skills

Unit 12: To Your Health

Check Your Understanding, p. 81

1. Jada is a registered nurse.
2. She works in a community health clinic.

dangerous chemicals – chemicals not safe to eat, drink, or breathe

drip – falling in drops, like water

farm – land for growing fruits and vegetables

farmers – people who grow food

farmers market – place where farmers sell the food they grow

hobbies – things people do for fun

immigrants – people who moved from another country

lifelong learning – learning new things as you get older

organic – grown with no dangerous chemicals

organic farmers – people who grow food without dangerous chemicals

prepare – make

produce – fruits and vegetables

proud – happy about something you have done

real estate – selling houses and land

Unit 11: Pay the Bills

pp. 74–79

accurate – correct

accuracy – having no mistakes

biller – person who sends bills

billing codes – numbers that represent medical problems

bills – lists of medical codes and prices

corrected – fixed

electronic – on the computer

medical chart – record of medical problems

medical terminology – health words

notes – short pieces of writing

represents – stands for

revise – change

treat – take care of

Unit 12: To Your Health!

pp. 80–85

blood pressure – pressure of blood in the body

community health clinic – neighborhood health center

diabetes – illness from too much sugar in the blood

diagnoses – identifies

disconnect – hang up

flu – illness with fever and body aches

outlook – the way things will be in the future

poor – having no money

prescribes – tells a patient to take

pulse rate – number of heartbeats in one minute

registered nurse (RN) – nurse who treats patients with medical problems

team effort – group of people working together

vital signs – temperature, blood pressure, and pulse rate