

# School Catalog

July 1, 2018–December 31, 2019



# At-Home Professions School Catalog 2018-2019

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## GENERAL INFORMATION

The school conducts its educational activities as a privately owned and operated institution from its site of operations at 2001 Lowe Street, Fort Collins, Colorado, 80525. The school is owned by Weston Enterprises, Inc., a private corporation which is wholly owned by Earl J. Weston, President of the Board of Directors. The Corporate Secretary is Pamela Weston. The school operates as a distance education institution and does not offer resident classes.

### ACCREDITATION

At-Home Professions is accredited by the Distance Education Accrediting Commission (DEAC), 1601 18th Street, NW, Suite 2, Washington, DC; phone: (202) 234-5100; www.deac.org. The DEAC is listed by the U.S. Department of Education as a nationally recognized accrediting agency.

### AUTHORITY TO OPERATE

At-Home Professions is approved and regulated in its home state by the Colorado Department of Higher Education, Private Occupational School Board, and its sales representatives are licensed in their respective states. For other state authority or refund information, please refer to Appendix B at the back of this catalog.\*

### MISSION STATEMENT

At-Home Professions' mission is to be the leader in distance education. Our administration, faculty and staff are committed to training people to work in well-paying professions. AHP offers distance-learning courses of the highest quality and best value, and our employees provide exceptional service by focusing on student satisfaction and success.

## ACADEMIC INFORMATION AND POLICIES

### ACADEMIC CODE OF CONDUCT FOR THE DISTANCE EDUCATION STUDENT\*\*

As a student of a DEAC-accredited distance education institution, I recognize that in the pursuit of my educational goals and aspirations, I have certain responsibilities toward my fellow distance learners, my institution and myself. To fulfill these responsibilities, I pledge adherence to this Code of Conduct. I will observe fully the standards, rules, policies and guidelines established by my institution, the Distance Education Accrediting Commission, the State Education Agency and other appropriate organizations serving an oversight role for my institution.

I will adhere to high ethical standards in the pursuit of my education, and to the best of my ability will:

1. Present my qualifications and background truthfully and accurately for admission to the institution.
2. Observe the institutional policies and rules on submitting work, taking examinations, participating in online discussions and conducting research (where applicable).

*\*Per Tennessee 1540-01-02-.11(o), At-Home Professions is required to list the following within the first four pages of this catalog: At-Home Professions is authorized by the Tennessee Higher Education Commission. This authorization must be renewed each year and is based on an evaluation by minimum standards concerning quality of education, ethical business practices, health and safety, and fiscal responsibility. For all other state authorization or refund information, please see Appendix B in the back of this catalog.*



3. Never turn in work that is not my own, or present another person's ideas or scholarship as my own.
4. Never ask for, receive or give unauthorized help on graded assignments, quizzes and examinations.
5. Never use outside books or papers that are unauthorized by my instructor's assignments or examinations.
6. Never divulge the content of or answers to quizzes or examinations to fellow students.
7. Never improperly use, destroy, forge or alter my institution's documents, transcripts or other records.
8. Never divulge my online username or password (where applicable).

**\*\*Washington Residents:** Nothing in this policy prevents the student from contacting the Workforce Board at 360-709-4600 at any time with a concern or complaint. In addition, please review the school grievance policy if you have a concern or complaint.

### **ACADEMIC PROGRESS**

Student progress is monitored by the instructional staff. Students who do not make passing grades are subject to academic review. During the review, the school reviews the student's performance to evaluate if the student appears to have the ability to benefit from the program. If the student is deemed to not have the ability to benefit from the program, the school will cancel the enrollment and notify the student. If the student is found to have the ability to benefit, the school will determine what probationary steps need to occur for the student to continue with their studies. For example, a student may be asked to repeat assignments and/or take extra time to review particular lessons. If the student is allowed to continue with their studies, the Dean of Faculty will monitor student progress to ensure the student is meeting the probationary terms. Students who fail to meet probationary terms will be dismissed from the school.

### **ADMISSIONS**

At-Home Professions is an equal opportunity institution and admits applicants without regard to race, creed, color, religion, gender, national or ethnic origin, sexual orientation, veteran or military status, age, physical/sensory/mental disability, place of residence, the use of trained guide dog or service animal by a person with a disability, or to anyone who meets the admission standards and can benefit from the training. AHP's employment policies will be enforced in situations where instructional staff or school personnel have been found to engage in discriminatory behavior. Enrollments are accepted at advertised seminars, online at [www.at-homeprofessions.edu](http://www.at-homeprofessions.edu) or by calling Admissions toll-free at 855-614-9088.

To qualify for admission to the school, an applicant must:

1. Be a high school graduate, hold a state-approved Graduate Equivalency Diploma (GED) or its equivalent, have completed college-level course work, or otherwise demonstrate ability to perform postsecondary course work (including test evidence).
2. Complete and submit an enrollment application for admission to the school together with the required payment.

The school accepts admissions on any regular business day. Students under 18 years of age must have signature of parent or guardian. Students under 16 years of age will not be accepted. The applicant will receive prompt notification of acceptance or rejection of admission. If an applicant is not accepted in the program, all tuition and fees will be refunded. The enrollment period begins when the Enrollment Application is accepted by the school.

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:  
 a) Whether the postponement is for the convenience of the school or the student, and; b) A deadline for the new start date, beyond which the start date will not be postponed. If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school’s refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

**DEAN'S LIST**

If you obtain a grade point average of 93 or higher in the program, you will be awarded a seat on the At-Home Professions Dean’s List. Your name will appear on our Dean’s List if you previously granted approval in writing.

**ENROLLMENT PERIOD LIMITS AND LEAVES OF ABSENCE**

Students may begin their enrollment period on any business day, and may progress at their own pace, but must complete the course work contained in the period of enrollment within 36 months. Enrollment may be extended for an additional enrollment period without additional charges.

Students who are temporarily unable to continue their programs due to personal circumstances or emergencies may be granted a leave of absence of up to six months. During a leave of absence, a student’s enrollment period is placed “on hold.” At the end of the designated period, students are expected to resume course work.

To receive a leave of absence, a request letter must be written to the Director of Student Affairs, stating the reasons for the request and the time period of leave requested (not to exceed six months). Should circumstances change at any time during the leave period, students may notify the school that they wish to end their leave of absence, and they may resume course work at that time.

**GRADING SYSTEM**

The school uses a number-letter system of grading, with number grades being assigned to quizzes and letter grades to completed courses. The course Grade Point Average is determined by obtaining a weighted average of quizzes. Repeat quizzes are not available. Grades are reported to students via the student website and/or graded assignments returned by mail.

Numerical Grade	Letter Grade	Rating
92-100	A	Excellent
85-91	B	Good
75-84	C	Average
70-74	D	Passing
Below 70	F	Fail (no credit)
	I	Incomplete





## GRADUATE SUPPORT

As a leading distance education institution specializing in preparing students for vocational careers, At-Home Professions has a strong commitment to the success of its graduates. In addition to the *Career Starter Guide* provided in Course 5, At-Home Professions employs graduate counselors to assist graduates with their job search skills. Our staff is well-trained and ready to assist graduates with advice, training in job-search techniques, résumé review, interviewing skills, marketing skills, presentation skills and networking. The graduate counseling service is available to all At-Home Professions graduates. A graduate is defined as an At-Home Professions student who: 1) has successfully completed all coursework, and 2) successfully maintains their tuition payment obligation.

While graduate support and career counseling is provided, it is understood that the school does not provide placement services and cannot promise or guarantee employment to any student or graduate. Prospective students, students and graduates are expected to investigate licensing, certification or other professional designations.

## GRADUATION REQUIREMENTS

In order to graduate and receive a diploma\*\*, students must:

- 1) complete the full Healthcare Documentation Program,
- 2) submit all quizzes and achieve a weighted numerical average of at least 70%, and
- 3) have paid at least 50% of tuition and be current in payments.

\*\*South Carolina Graduates receive a certificate of completion.

## HOW THE PROGRAM IS ORGANIZED AND DELIVERED

Each program is designed for guided independent study through distance education. Study is conducted via blended distance learning. Textbooks are provided electronically. Students may contact the school at 1.800.359.3455 to purchase physical copies of textbooks for a nominal charge of \$30 per course. Programs are organized into easy-to-follow lessons with step-by-step directions. Each lesson teaches specific skills and contains a variety of learning activities such as practice exercises and quizzes. Answers to practice exercises are in the back of the book. Quizzes are submitted to the school for evaluation and grading. Graded quizzes are returned to the students along with constructive feedback. This feedback helps students develop their skills. Quizzes are returned to the student in the same manner (i.e. online, email, mail) the student submitted the quiz. Quiz grades are recorded by the school and become part of the student's transcript.

Shipment of each course is automatic upon receipt of the third to last assignment in the student's current course of study. For example, once a student submits the third to last assignment in the first course, the second course will automatically be made available to the student.

Tuition for each course is charged when a new course is made available using the payment method the student selected on the enrollment agreement. If the student wishes to change the payment method, he or she will contact the school before the first quiz is submitted. Students are urged to carefully read the terms outlined in their enrollment agreement for complete details.



## LEARNING RESOURCES

Students are provided with all course and instructional materials necessary to complete the course work. This may not include computers, transcribing equipment, or other business machines; shipping; internet access; or specialized reference publications normally available at medical or public libraries. Students are encouraged to make use of resources available to them in their communities. These include public, private and professional libraries and research facilities. For course-related problems, students should request help from school staff members in locating specific sources. At-Home Professions reserves the right to change and revise course materials as needed.

## MILITARY SATISFACTORY PROGRESS

Students are allowed to proceed through their course at their own pace. Satisfactory progress is considered to be submission of a minimum of four assignments per quarter.

## SCHOOL CONTACT INFORMATION

We enjoy assisting our students with any questions they may have about the program or the school. Students may email, call, write or fax the school. Office hours are 7:00 am to 6:00 pm, MST.

24-hour Automated Information: Call 1.800.373.0100

24-hour Online Student Record Information: Log on to student account at [www.at-homeprofessions.edu](http://www.at-homeprofessions.edu).

Financial Aid: Call 1.800.359.3455, ext. 6330.

### Instruction:

- Email: [instructors@at-homeprofessions.edu](mailto:instructors@at-homeprofessions.edu)
- Phone: 1.800.359.3455 (weekdays). Instructors are available by phone Monday through Thursday from 8:00 am to 5:00 pm MST, and on Fridays from 11:00 am to 1:00 pm MST.

Military Education Benefits: At-Home Professions is an approved provider of military education benefits. For assistance, please call 1.800.359.3455, ext. 6330.

### Payments:

- Online: Access balance information or make payments on student account at [www.at-homeprofessions.edu](http://www.at-homeprofessions.edu).
- Phone: 1.800.359.3455

Student Services: Call 1.800.359.3455.

### Submitting Quizzes:

- Email: [assignments@at-homeprofessions.edu](mailto:assignments@at-homeprofessions.edu)
- Fax: 1.877.599.5863
- Phone: 1.877.599.5857 (multiple choice exams)
- Mail: At-Home Professions  
ATTN: Instruction  
2001 Lowe Street  
Fort Collins, CO 80525



## **STUDENT CONTACT INFORMATION**

You may update your address, phone number, email or physical address on the student website or by calling, emailing or writing Student Services.

## **STUDY TIPS**

Studying at home is convenient and flexible. It can also be challenging. Following are tips to help students successfully study from home:

### **1. Follow Directions**

The most important point for you to remember is to follow the directions given in the program. Complete the reading, studying, Practice Exercises and Quizzes as directed. Always remember to check the results of Practice Exercises, review any errors and be sure to understand those errors.

### **2. Establish a Comfortable, Well-lit Learning Place**

Find a place in your home that is comfortable and well-lit. This may be your kitchen, living room or bedroom—or a special study area that you create. Doing this will help remove stress and tension and allow you to concentrate on your lessons.

Your chair should be comfortable and provide good back and body support. Lighting should be bright but non-glaring and focused on your materials without casting shadows.

When studying, keep study materials close at hand. This will prevent interruptive trips across the room—and loss of concentration.

### **3. Eliminate All Distractions**

To keep your mind clear for learning, you will need to schedule study sessions in time periods when you will not be distracted. Remove yourself from your family's traffic and noise patterns, and inform family members that you are not to be disturbed during your study session. Also, schedule this time period when you are alert and likely to be at your best.

Scheduling will probably be the biggest challenge that you have to face. Most everyone can, however, find a couple of one-hour periods during the day to concentrate on learning that will lead to a new and satisfying career.

Your study sessions do not have to be long, blurry-eyed marathons. In fact, we all learn better and can focus our concentration when study sessions are kept short, not exceeding one hour each.

Your learning sessions should, however, be regular, everyday activities. Regular studying will help you remember yesterday's lesson and tie it to the new activity. Also, when you do this, you will constantly be reinforcing your learning and solidifying your skills to make them a permanent part of your abilities.

### **4. Plan and Scan Each Lesson before Detailed Study**

Learning experts claim that planning and scanning a lesson will increase your learning effectiveness by 25 percent or more.

When you begin a lesson, read the first page, and find out what you will be learning in the lesson. Once you have identified your learning objectives for the lesson, you will be striving to meet specific goals.



When you have done this, scan the entire lesson. Take from five to 15 minutes to read headings, bold and boxed print, the first sentences of paragraphs and any symbols or illustrations. This will give you a firm idea of what you will be learning—and what you will have to do to achieve your goals for the lesson.

Then, when you do your detailed study, write notes in the margins of your lesson or on your own paper. Highlight important information in the lesson. Making notes will put the knowledge in your own words and make it a permanent part of your pattern of skills.

### **5. Frequent Review Is Necessary and Reinforcing**

Once you have completed a lesson, review the instruction within 24 hours. This will help you verify your understanding of the instruction and further reinforce your learning. You can do this by reading the notes you have made and scanning the important parts of the lessons.

### **6. Ask Questions When You Have Them, and Use Your New Knowledge Whenever You Can**

Your lessons are clear and easy to understand. It is likely, however, that you will have questions from time to time. When you have a question, please ask so we can help you get the right answer. We have several specialists and resource persons on our staff who will be happy to answer your questions through email, in writing when you use a Student Assistance Form or on the telephone if your question is urgent.

Then, to really nail down your learning, use it. Tell your family members about what you have studied, or mention some of your new concepts to friends. Also, read healthcare articles and any other literature that relates to what you've learned. Each day or two, see if you can recall and summarize the last lesson studied (without referring to the pages). Following this practice will provide the overlearning that makes correct responses automatic.

## **TRANSFER OF CREDIT**

Due to the unique nature of At-Home Professions' programs, and the fact that At-Home Professions' instructors must verify that the school's standards have been met, students are not permitted to transfer credit in for any of the instruction. To earn a diploma, each student must complete all of the quizzes. Note: Military members may be eligible for transfer credit and should contact Financial Aid upon enrollment for details.

The acceptance of transfer academic credits to another institution is determined by the receiving institution. Institutions individually establish criteria for transfer credit acceptance based on many factors, including but not limited to course content, degree or non-degree course, final grade, credits per course, type of accreditation, age of credits, etc. Courses in At-Home Professions' certificate programs may or may not transfer to other institutions and depends solely on the receiving institution's criteria and determination. At-Home Professions does not imply or guarantee the transferability of its credits to any other institution unless there is a written agreement with another institution.



## HEALTHCARE DOCUMENTATION PROGRAM 1163 CLOCK HOURS

### OBJECTIVES OF THE PROGRAM

The Healthcare Documentation Program provides practical instruction to train students to process medical claims, research and assign diagnostic and procedural codes to medical records, and transcribe and edit dictation. To bill effectively, students explore the insurance world, including both private and government programs. They learn how insurance companies interact with medical-service providers through forms, follow-up letters, and claims processing. Students complete claims, both by hand and using medical billing software, and they study secondary claims, reimbursement, and how to solve insurance problems. They also examine how to work with doctors, hospitals and other healthcare providers to ensure these providers receive fair and accurate compensation for their services. Students gain competency in ICD-10-CM and CPT coding. The program provides students with a solid foundation of ethics and problem-solving, medical terminology, human anatomy and physiology, and common disease processes. Students apply their knowledge using real-world, coding scenarios and medical records. In the final section of the program, students examine specific medical report formats, punctuation and medical terminology used in the field of transcription. Then, they prepare and edit actual medical reports that meet professional standards.

The Healthcare Documentation Program is specifically designed for guided independent study through distance learning.

Upon completion of this program, graduates will be trained to:

- Integrate medical terminology, human anatomy, physiology and disease processes with medical transcription, coding and billing systems.
- Implement the essential skills of medical billing, electronic claims submission and insurance form completion for medical service providers.
- Apply theory and practical skills to assign diagnostic and procedural codes to medical records.
- Transcribe and edit medical reports in proper formats for a variety of medical specialties.
- Work within the healthcare document specialist's scope of practice based on ethical and legal guidelines.



# HEALTHCARE DOCUMENTATION PROGRAM OUTLINE

## COURSE ONE: INTRODUCTION TO HEALTHCARE DOCUMENTATION 84 CLOCK HOURS

### LESSONS

### SUBMITTED QUIZZES

#### **Lesson 1: The World of Health Care**

In your first lesson, you'll examine the average day of various healthcare professionals, and discover the responsibilities of each. You'll learn about the team of professionals that provide quality health care. Finally, you'll explore the personal qualities and desirable character traits of a successful healthcare professional.

#### **Lesson 2: Medical Insurance 101**

#### **Quiz 1**

Study terms relevant to health insurance today and learn about the tools you'll use in your future career.

#### **Lesson 3: Medical Records**

This lesson outlines the role medical records play in healthcare documentation. What is the importance of documentation in medical records? What are the various types of dictation formats? How do healthcare professionals manage medical records? Find out all of this and more in this lesson!

#### **Lesson 4: Electronic Records**

#### **Quiz 2**

The world of health care changes every day thanks to new technology. How will these changes affect you in your future career? In this lesson, you'll gain a basic understanding of electronic records.

#### **Lesson 5: Introduction to Medical Terminology**

#### **Quiz 3**

Just listen to doctors and nurses talk; medicine has its own language. Now, discover the building blocks of all medical terms—root words, prefixes and suffixes. These building blocks will let you understand complex medical words.

#### **Lesson 6: Dividing and Combining Medical Terms**

This lesson continues your study of the language of medicine. Learn to divide medical words into word parts to determine meanings, as well as combine those parts to form medical terms.



**COURSE ONE  
(CONTINUED)**

**LESSONS**

**SUBMITTED QUIZZES**

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**Lesson 7: Medical Abbreviations, Symbols and Special Terms**

**Quiz 4**

Explore the abbreviations, acronyms and symbols that medical professionals use. You'll also examine medical eponyms, sound-alikes, opposites and the special rules regarding medical plurals.

**Lesson 8: Body Systems**

**Quiz 5**

Learn the basics of organs and organ systems while expanding and applying your knowledge of medical terms and abbreviations.

**Lesson 9: Ethics and Legal Issues**

Healthcare document specialists must adhere to some important legal and ethical guidelines. This lesson explains the concepts of ethics, compliance, fraud and abuse. Determine how these concepts apply to your future career. You'll also study HIPAA and the importance of confidentiality when dealing with medical records.

**Lesson 10: Resources for the Healthcare Professional**

**Quiz 6**

It's important to stay abreast of health-related changes and research! This lesson explains the resources available to you throughout your career. We'll discuss associations, websites and certification options.

**Course One Electronic Files (Printed Set of Materials Available for Optional Purchase)**

Lesson Book

Assignment Pack

Medical Terminology Flashcards and Audio

**Course One Shipped Materials**

Bantum Medical Dictionary

Padfolio



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**COURSE TWO: MEDICAL BILLING****224 CLOCK HOURS****LESSONS****SUBMITTED QUIZZES**

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**Lesson 11: Reimbursement****Quiz 7**

In this lesson, you'll learn the history of healthcare reimbursement, as well as the development of government and private insurance companies. You'll discover the programs developed to deal with the rising healthcare insurance costs. Finally, you'll learn how the Affordable Care Act has affected insurance reimbursement.

**Lesson 12: Coding for the Medical Biller**

Learn the history and development of the various coding systems. You will also learn to identify the code types.

**Lesson 13: Private Insurance and Managed Care****Quiz 8**

Gain an overview of the characteristics of private and group healthcare insurance programs. This lesson also explains managed care programs and how they work, including discussions of HMOs, PPOs, POS plans and PPGs.

**Lesson 14: Medicaid, PACE, CHIP and Medicare**

In this lesson, discover the government programs of Medicaid and Medicare. You will also learn about Medigap and Medi-Medi insurance, as well as gain an overview of the Children's Health Insurance Program and the Program of All-Inclusive Care for the Elderly.

**Lesson 15: Military Insurance, Workers' Compensation and COBRA****Quiz 9**

Hone your knowledge as you study TRICARE, CHAMPVA, workers' compensation and COBRA.

**Lesson 16: Introducing the CMS 1500 Claim Form****Quiz 10**

Perform the work of a medical billing specialist! Detailed explanations help you complete the fields of the CMS-1500 insurance claim form and determine special considerations for Medicare and Medicaid.

**Lesson 17: Explanation of Benefits****Quiz 11**

With the help of this lesson, you will soon be able to read and interpret the explanations of benefits that you receive from various insurance carriers. This lesson also contains extensive, hands-on practice with the CMS-1500 for various carriers.





**COURSE TWO  
(CONTINUED)**

**LESSONS**

**SUBMITTED QUIZZES**

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**Lesson 18: Secondary Claims**

**Quiz 12**

Determine how to prepare secondary claims and handle insurance logs. You will also complete claims for secondary carriers.

**Lesson 19: Insurance Follow-up**

In this lesson, you will learn about timely filing and how to process a workers' compensation claim. You will also learn about insurance follow-up.

**Lesson 20: Denials and Aging**

**Quiz 13**

Discover effective ways to deal with delayed and denied claims, as well as the process of submitting a clean claim. In this lesson, you'll learn about various reports used in collecting outstanding reimbursement.

**Lesson 21: Medical Billing Technology**

**Quiz 14**

Explore the evolving technology of the claims field, such as medical billing software, and use a cloud-based medical billing software to submit claims and process payments.

**Course Two Electronic Files** (Printed Set of Materials Available for Optional Purchase)

Lesson Book

Assignment Pack

Claims Forms for Practice Exercises



## COURSE THREE: MEDICAL CODING I

252 CLOCK HOURS

### LESSONS

### SUBMITTED QUIZZES

#### **Lesson 22: Introduction to Anatomy**

**Quiz 15**

Anatomy and physiology knowledge is crucial to anyone who works in medicine. This lesson explains the relationships among anatomy, physiology and pathology. It also teaches how the human body is put together and how it works.

#### **Lesson 23: Anatomy: Landmarks and Divisions**

Now that you know the basics, delve deeper into anatomy! This lesson discusses landmarks and divisions, as well as the basic body cavities and how the body is organized physiologically.

#### **Lesson 24: Cell and Tissue Anatomy and Pathology**

**Quiz 16**

This lesson reviews the components of the cell and the primary functions of each component. Differentiate among the categories of etiologies, and study how cells and the human body respond and react to injury.

#### **Lesson 25: Introduction to ICD-10-CM and Chapter 1**

This lesson discusses the structure of the ICD-10-CM and the purpose of the guidelines and rules of the diagnostic coding process. You'll also determine how to handle abbreviations, cross-references and punctuation. In addition, you'll start the coding process by learning about infections, as well as how to code them.

#### **Lesson 26: ICD-10-CM Chapters 2 through 5**

**Quiz 17**

In this lesson you'll study terminology related to neoplasms, as well as diseases of the blood and blood-forming organs and certain disorders of the immune mechanism. You'll look at endocrine, nutritional and metabolic diseases. You'll also practice coding the diseases and disorders found in Chapters 2 through 5 of your ICD-10-CM.

#### **Lesson 27: ICD-10-CM Chapters 6 through 10**

**Quiz 18**

You'll get more practice with diagnostic coding as you explore mental, behavioral and neurodevelopmental disorder. Then, you'll look at the anatomy and related diseases of the eye and adnexa, as well as those of the ear and mastoid process. You'll also study the circulatory and respiratory systems.



**COURSE THREE  
(CONTINUED)**

**LESSONS**

**SUBMITTED QUIZZES**

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**Lesson 28: ICD-10-CM Chapters 11, 12 and 13**

**Quiz 19**

In this lesson you'll explore diseases of the digestive system, and review the anatomy of the skin and subcutaneous tissue, while you learn how to apply accurate diagnostic codes. Examine the musculoskeletal system, as well as how to code related diagnoses.

**Lesson 29: ICD-10-CM Chapters 14 through 17**

**Quiz 20**

This lesson outlines the diagnosis coding of the genitourinary system. Explore the process of assigning codes to conditions found in pregnancy, childbirth and the puerperium, as well as those conditions originating in the perinatal period, while learning about the terminology related to these conditions. In addition, you'll assess congenital malformations, deformations and chromosomal abnormalities while learning how to determine the correct diagnosis code.

**Lesson 30: ICD-10-CM Chapters 18 and 19**

**Quiz 21**

In this lesson, you'll study the terminology related to symptoms, signs and abnormal clinical and laboratory findings. Then, you'll learn to assess laboratory findings for accurate coding and code for injuries, poisonings and certain other consequences of external causes.

**Lesson 31: ICD-10-CM Chapters 20 and 21**

**Quiz 22**

First, you'll learn the terminology related to external causes of morbidity and the process of coding these circumstances. After learning about factors influencing health status and contact with health services, you'll reinforce what you've learned in this program. This lesson allows you to apply your diagnosis coding knowledge to real-world scenarios.

**Course Three Electronic Files (Printed Set of Materials Available for Optional Purchase)**

Lesson Book  
Assignment Pack

**Course Three Shipped Materials**

*ICD-10-CM Coding Manual*  
Human Anatomy Flashcards



## COURSE FOUR: MEDICAL CODING II

203 CLOCK HOURS

### LESSONS

### SUBMITTED QUIZZES

#### Lesson 32: Procedural Coding 101

With diagnostic coding under your belt, we'll move on to the history of procedural coding. This lesson also explains the structure and format of the CPT coding manual, as well as the basic steps of CPT coding. Gain an introduction to HCPCS coding. This lesson outlines the formats and coding rules and explains how to determine when to use HCPCS coding.

#### Lesson 33: Surgical Coding, Part 1

Quiz 23

In this lesson, discover how to code procedures related to the integumentary, musculoskeletal, digestive and urinary systems. Coding for the respiratory, cardiovascular, hemic and lymphatic systems, as well as the mediastinum and diaphragm, is also included.

#### Lesson 34: Surgical Coding, Part 2

Quiz 24

The male and female reproductive systems are outlined in this lesson. You'll code maternity and childbirth procedures, as well as procedures related to the endocrine, nervous, visual and auditory systems.

#### Lesson 35: Radiology, Pathology, Anesthesia and Medicine

Quiz 25

This lesson teaches radiology terms, subsections and guidelines, as well as coding for radiology procedures. Guidelines and coding information for pathology and anesthesia are included, too. Finally, you'll cover the medicine section of the CPT.

#### Lesson 36: Integrating Diagnostic and Procedural Codes

Quiz 26

You have a chance to apply all of the medical coding knowledge that you've gained so far! You'll code diagnoses and procedures together to work through real-world healthcare situations.

#### Lesson 37: Components of Evaluation and Management

Quiz 27

This lesson introduces evaluation and management codes, an important area for outpatient coders. Additionally, you'll explore guidelines and evaluation and management level sections.

#### Lesson 38: Evaluation and Management Services

Quiz 28

Take a closer look at the Evaluation and Management sections. You'll get plenty of practice with coding E/M services!



**COURSE FOUR  
(CONTINUED)**

**LESSONS**

**SUBMITTED QUIZZES**

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**Lesson 39: Final Coding Quiz**

**Quiz 29**

You will use this Final Coding Quiz as an opportunity to apply your new coding skills.

**Course Four Electronic Files (Printed Set of Materials Available for Optional Purchase)**

Lesson Book

*Anatomy and Physiology* Textbook

E/M Audit for Practice Exercises

Assignment Pack

**Course Four Shipped Materials**

*CPT* Manual



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**COURSE FIVE: MEDICAL TRANSCRIPTION AND EDITING****400 CLOCK HOURS****LESSONS****SUBMITTED QUIZZES**

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**Lesson 40: Introduction to Medical Transcription and Editing**

In this lesson, you'll discover the tools that will increase your productivity when creating medical reports. You'll examine the various types of medical reports used by transcriptionists, including the Basic Four. Practice formatting a History and Physical Examination (H&P) report—from headings to report contents. Finally, examine the current trend in medical transcription—medical editing. Uncover how speech recognition technology has contributed to this aspect of medical transcription.

**Lesson 41: Terminology for Medical Transcription****Quiz 30**

Get ready to study terminology for the medical transcriptionist. First, you'll discover how to research terms that have silent letters, as well as classic and modern spellings. Terminology that relates to the anatomical position will be explored, and then you'll learn to spell what you hear as you apply simple rules to forming medical plurals. In addition, you'll see how proper names and acronyms are written and used in the medical field. Practice writing the medical abbreviations and numbers that you'll use in your transcription work as you become skilled at medical punctuation.

**Lesson 42: Transcribing Skills and Tools****Quiz 31**

First, you'll examine the language of the pharmacy, systems of measurement and information on the clinical laboratory. Next, you'll practice deciphering dictation errors, correct transcription errors and explore artifacts (artificial sounds on dictation) and tricks for understanding unfamiliar accents. Finally, you'll learn the fine art of proofreading.

**Lesson 43: Integumentary System****Quiz 32**

In this lesson, you'll explore the integumentary system from the medical transcriptionist's perspective—anatomy and physiology terms, medications, tests and procedures used to treat skin disorders. Then you'll transcribe chart notes, H&P reports and consultation reports for skin diseases.

**Lesson 44: Neurological System****Quiz 33**

Here, you'll examine the neurological system from the transcriptionist's perspective—learn anatomy and physiology terms for the nervous system, as well as medications, tests and procedures used to treat nervous system disorders. You'll transcribe chart notes, H&P reports and consultation reports for nervous system diseases.



**COURSE FIVE  
(CONTINUED)**

**LESSONS**

**SUBMITTED QUIZZES**

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**Lesson 45: Musculoskeletal System**

**Quiz 34**

Study the musculoskeletal system from the transcriptionist's perspective—anatomy and physiology terms, medications, tests and procedures used to treat musculoskeletal problems. You'll transcribe chart notes, H&P reports and consultation reports for diseases of the muscles and bones.

**Lesson 46: Cardiovascular, Immune and Respiratory Systems**

**Quiz 35**

You'll begin by discovering the anatomical and physiological terms related to the cardiovascular system from the transcriptionist's perspective, as well as medications, tests and procedures used to treat cardiovascular disorders. Then, you'll take a deep look into the immune and respiratory systems as you study the anatomical and physiological terms, medications and the tests and procedures used to treat disorders of these systems. Finally, you'll transcribe chart notes and Big Four reports for cardiovascular, immune and respiratory diseases.

**Lesson 47: Gastrointestinal and Genitourinary Systems**

**Quiz 36**

Explore the gastrointestinal and genitourinary systems from the transcriptionist's perspective—from anatomical and physiological terms to medications, tests and procedures used to treat digestive problems. From the transcriptionist's perspective, you'll explore the medical terms for the female reproductive system—from anatomical terms to medications, tests and procedures used to treat female reproductive issues. You'll also transcribe chart notes and Big Four reports for gastrointestinal and genitourinary disorders.

**Lesson 48: Endocrine System**

**Quiz 37**

Examine the anatomical and physiological terms, medications, tests and procedures used to treat the endocrine system from the medical transcriptionist's perspective. Transcribe chart notes and medical reports for this system.

**Lesson 49: Operative Reports**

**Quiz 38**

Work with actual surgeons' dictation to transcribe operative reports. Operative reports state findings, actions taken, technical data and the results of surgical operations.



**COURSE FIVE  
(CONTINUED)**

**LESSONS**

**SUBMITTED QUIZZES**

**Lesson 50: Final Quiz**

**Quiz 39**

In this final lesson, you will polish your SRT editing skills with a few more reports before wrapping up the program with the Final Quiz.

**Course Five Electronic Files (Printed Set of Materials Available for Optional Purchase)**

Lesson Book

*Transcription Reference Guide*

*Healthcare Documentation Career Starter Guide*

Assignment Pack

**Course Five Shipped Materials**

Foot Pedal





## MEDICAL TRANSCRIPTION & EDITING PROGRAM 1395 CLOCK HOURS

### OBJECTIVES OF THE PROGRAM

The Medical Transcription & Editing Program contains instruction which prepares students to complete medical reports. From that solid base of knowledge and skills gained, students then prepare or edit actual medical reports which meet professional standards, under the direction of qualified instructors. In producing documents and reports which do meet high standards as a part of the regular course work, students have solid evidence to show prospective employers which clearly demonstrates competency to perform medical transcription and editing assignments at the entry level.

The transcription program is specifically designed for guided independent study through distance learning.

Students must be able to type by touch in order to begin the Medical Transcription & Editing Program, and it is recommended that they attain a typing speed of at least 45 wpm by the time they complete the training as this is the speed required by some employers.

The course work in the learning programs will enable students to gain:

- Complete skills required for entry-level competency in the medical transcription and editing field.
- Operating knowledge of procedures and principles for setting up a home-based transcription business, and/or apply the skills and knowledge gained in the doctor's office or hospital setting.
- The ability to deal effectively with professionals in the fields served and the ability to carry out the transactions necessary to conduct the business.



## MEDICAL TRANSCRIPTION & EDITING PROGRAM OUTLINE

**COURSE ONE**  
**131 CLOCK HOURS**

<b>LESSONS</b>	<b>SUBMITTED QUIZZES</b>
<p><b>Lesson 1: Welcome to the Exciting World of Medical Transcription</b> Discover the important role that medical transcriptionists play in the healthcare industry.</p>	
<p><b>Lesson 2: Word Parts and Root Words</b> Medical terms are built from word parts. Begin to master medical terminology with a simple, word-building system that will teach you to pronounce and spell common medical root words.</p>	<b>Quiz 1</b>
<p><b>Lesson 3: Prefixes and Suffixes</b> Explore common prefixes and suffixes used with medical terms and how they can change the meaning of the medical term. Practice pronouncing and writing medical terms using prefixes and suffixes.</p>	<b>Quiz 2</b>
<p><b>Lesson 4: Divide Medical Terms</b> Discover simple ways to define medical terms by easily dividing them into word parts.</p>	
<p><b>Lesson 5: Combine Medical Terms</b> Discover the ease of creating a medical term from smaller, everyday word parts.</p>	<b>Quiz 3</b>
<p><b>Lesson 6: Listening Skills</b> Learn to spell what you hear—the easy way to master words with silent letters and letters that sound alike in dictation.</p>	
<p><b>Lesson 7: Forming Plurals</b> Form plurals of English words, and apply simple rules for forming plurals of medical terms.</p>	<b>Quiz 4</b>
<p><b>Lesson 8: Proper Names and Acronyms</b> Explore real medical transcription to see how proper names and acronyms are written. Learn commonly used proper names and acronyms used in the medical industry.</p>	



**COURSE ONE  
(CONTINUED)**

<b>LESSONS</b>	<b>SUBMITTED QUIZZES</b>
<b>Lesson 9: Abbreviations and Numbers</b> Practice writing common medical abbreviations and numbers that you'll use in your transcription work.	<b>Quiz 5</b>
<b>Lesson 10: Medical Capitalization and Medical Punctuation</b> Learn when to capitalize words as a medical transcriptionist. Become skilled at medical punctuation—even when the doctor does not dictate punctuation. Discover easy punctuation guidelines.	<b>Quiz 6</b>

**Course One Supplements**

- Course 1 Medical Transcription Flashcards
- Medical Terminology CD
- CD Organizer
- Tote Bag



**COURSE TWO  
218 CLOCK HOURS**

<b>LESSONS</b>	<b>SUBMITTED QUIZZES</b>
<p><b>Lesson 11: Grammar Basics</b></p> <p>This lesson reviews the basics of grammar and guidelines to ensure your transcription is grammatically correct.</p>	
<p><b>Lesson 12: Listening Skills: Opposites and Sound Alikes</b></p> <p>Discover frequently used and misspelled antonyms and sound-alike words found in the medical field. Learn how to identify the correct sound-alike word.</p>	<b>Quiz 7</b>
<p><b>Lesson 13: Overview of Human Biology</b></p> <p>Review biology basics that will provide a solid foundation for understanding the terms used in medical records.</p>	
<p><b>Lesson 14: Anatomy: Locate Parts of the Body</b></p> <p>Become skilled at the terms doctors use to describe the location of body parts.</p>	<b>Quiz 8</b>
<p><b>Lesson 15: Anatomy: Landmarks, Divisions and Body Cavities</b></p> <p>Practice locating anatomical landmarks and use these terms to describe locations on the body surface. Identify the body cavities that protect organs and keep them in a constant location.</p>	<b>Quiz 9</b>
<p><b>Lesson 16: Anatomy and Function of a Cell</b></p> <p>Explore the fascinating parts of cells and the critical role each part plays. Learn how cells gain nourishment and excrete wastes, reproduce and adapt to varying conditions.</p>	<b>Quiz 10</b>
<p><b>Lesson 17: Tissues and Organ Systems</b></p> <p>Find out how cells form tissues, as well as the anatomy and functions of the various kinds of tissues. Study the organs of the body, their anatomy and their functions.</p>	
<p><b>Lesson 18: Specialists</b></p> <p>Advance your pronunciation skills, and learn how to write medical specialist titles. Study how to properly write medical credentials and degrees.</p>	<b>Quiz 11</b>
<p><b>Lesson 19: Disease Processes</b></p> <p>Learn to pronounce and write pathological terms (terms about disease) and etiology (the causes of disease). Discover how the body responds to injuries and abnormalities.</p>	<b>Quiz 12</b>



**COURSE TWO  
(CONTINUED)**

<b>LESSONS</b>	<b>SUBMITTED QUIZZES</b>
<b>Lesson 20: The Pharmacy and Clinical Laboratory</b> Explore the language of the pharmacy, systems of measurement and information on the clinical laboratory.	
<b>Lesson 21: Medical Reports</b> All in this lesson—learn about the various types of medical reports you’ll use as a transcriptionist, including the Basic Four. Practice formatting a History and Physical Examination (H&P) report—from headings to report contents.	
<b>Lesson 22: Healthcare Records</b> Explore the core record of the medical industry—the healthcare record. From paper records to electronic healthcare records, study regulations on how to store, amend, archive and destroy them. Learn the security-related issues concerning healthcare records.	<b>Quiz 13</b>

**Course Two Supplements**

- Course 2 Flashcards
- Medical Terminology CDs
- HIPAA Supplement*
- JCAHO Regulations Supplement*
- Computer Basics Supplement*

**COURSE THREE**  
**354 CLOCK HOURS**

<b>LESSONS</b>	<b>SUBMITTED QUIZZES</b>
<p><b>Lesson 23: Transcribing Skills</b></p> <p>Practice deciphering dictation errors, correct transcription errors, explore artifacts (artificial sounds on dictation) and tricks for understanding unfamiliar accents. Learn to detect format errors, spelling and context errors and numerical errors in test results.</p>	
<p><b>Lesson 24: The Medical Transcriptionist’s Tool Box</b></p> <p>Begin equipping your medical transcriptionist’s tool box with research skills. Develop your listening skills, and stock up on easy-to-use resources.</p>	<b>Quiz 14</b>
<p><b>Lesson 25: Electronic Health Records</b></p> <p>Become familiar with electronic health records and how medical records are transitioning to an all-electronic computer-based system.</p>	
<p><b>Lesson 26: Integumentary System</b></p> <p>Explore the integumentary (skin) system—anatomy and physiology terms, medications, tests and procedures used to treat skin disorders. Transcribe chart notes, H&amp;P reports and consultation reports for skin diseases.</p>	<b>Quiz 15— Reports</b>
<p><b>Lesson 27: Musculoskeletal System</b></p> <p>Study the musculoskeletal system—anatomy and physiology terms, medications, tests and procedures used to treat musculoskeletal problems. Transcribe chart notes, H&amp;P reports and consultation reports for diseases of the muscles and bones.</p>	<b>Quiz 16— Reports</b>
<p><b>Lesson 28: Neurological System</b></p> <p>Learn about the neurological system—study anatomy and physiology terms for the nervous system, as well as medications, tests and procedures used to treat nervous system disorders. Transcribe chart notes, H&amp;P reports and consultation reports for nervous system diseases.</p>	<b>Quiz 17— Reports</b>
<p><b>Lesson 29: Cardiovascular System</b></p> <p>Discover the anatomical and physiological terms related to the cardiovascular system, as well as medications, tests and procedures used to treat cardiovascular disorders. Transcribe chart notes and Big Four reports for cardiovascular diseases.</p>	<b>Quiz 18— Reports</b>



**COURSE THREE  
(CONTINUED)**

<b>LESSONS</b>	<b>SUBMITTED QUIZZES</b>
<p><b>Lesson 30: Immune System and Respiratory System</b></p> <p>Take a deep look into the immune and respiratory systems as you study the anatomical and physiological terms, medications and the tests and procedures used to treat disorders of these systems. Transcribe chart notes and Big Four reports for diseases of the immune and respiratory systems.</p>	<p><b>Quiz 19— Reports</b></p>
<p><b>Lesson 31: Gastrointestinal System</b></p> <p>Explore the gastrointestinal system—from anatomical and physiological terms to medications, tests and procedures used to treat digestive problems. Transcribe chart notes and Big Four reports for gastrointestinal disorders.</p>	
<p><b>Lesson 32: Genitourinary System</b></p> <p>Study anatomy and physiology terms for the genitourinary system, along with medications, tests and procedures used to treat urinary diseases and male reproductive problems. Transcribe chart notes and Big Four reports related to these systems.</p>	<p><b>Quiz 20— Reports</b></p>

**Course Three Supplements**

- Computers—A Buyer’s and User’s Guide*
- Course 3 Flashcards
- Anatomy and Physiology Textbook*
- Medical Transcription Alphabetical Flashcards
- Medical Dictation CDs
- Professional Development Series: Part I*
- CD Organizer



**COURSE FOUR**  
**332 CLOCK HOURS**

<b>LESSONS</b>	<b>SUBMITTED QUIZZES</b>
<p><b>Lesson 33: Transcription Technology</b></p> <p>Discover the latest trends in medical transcription. Learn to use transcription technology to make you a more effective and efficient transcriptionist. Discover keyboarding shortcuts, productivity software, online tool and more!</p>	<b>Quiz 21</b>
<p><b>Lesson 34: Reproductive System</b></p> <p>Explore the medical terms used for female reproductive system—from anatomical terms to medications, tests and procedures used to treat female reproductive issues. Transcribe chart notes and Big Four reports for female reproductive disorders and procedures.</p>	<b>Quiz 22— Reports</b>
<p><b>Lesson 35: Endocrine System</b></p> <p>Learn the anatomical and physiological terms, medications, tests and procedures used to treat the endocrine system. Transcribe chart notes and medical reports for this system.</p>	<b>Quiz 23— Reports</b>
<p><b>Lesson 36: Pediatrics</b></p> <p>Study medical terminology for pediatrics, as well as medications, tests and procedures used for childhood procedures and to treat diseases. Transcribe pediatric medical reports from real-world doctor dictation.</p>	<b>Quiz 24— Reports</b>
<p><b>Lesson 37: Neuropsychiatry</b></p> <p>Learn the terms used to discuss the world of psychiatry; study psychiatric medications, tests and procedures as well. Practice transcribing medical dictation for neuropsychiatry.</p>	<b>Quiz 25— Reports</b>
<p><b>Lesson 38: Professional Medical Ethics and Procedures</b></p> <p>Examine ethical behavior and work habits expected in the medical profession.</p>	<b>Quiz 26</b>
<p><b>Lesson 39: E-mail and Security</b></p> <p>In this lesson, discover effective virtual correspondence strategies, including composing, sending, receiving and opening emails, as well as important email etiquette rules. Reduce risk from computer viruses and other security breaches.</p>	<b>Quiz 27</b>





**COURSE FOUR  
(CONTINUED)**

**LESSONS**

**SUBMITTED  
QUIZZES**

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**Lesson 40: Operative Reports**

Work with actual surgeons' dictation to transcribe operative reports. Operative reports state findings, actions taken, technical data and the results of surgical operations.

**Quiz 28—  
Reports**

**Lesson 41: Pathology Transcription**

Discover the strategies for transcribing the nature and origin of disease. Explore autopsy transcription and learn about common causes of death for various organ systems.

**Quiz 29—  
Reports**

**Course Four Supplements**

Course 4 Flashcards

*Ergonomics: Creating a Healthy Working Environment*

Medical Dictation CDs

*Professional Development Series: Part II*

Foot Pedal

Headset

**COURSE FIVE  
360 CLOCK HOURS**

<b>LESSONS</b>	<b>SUBMITTED QUIZZES</b>
<p><b>Lesson 42: Formats—Part 1</b> Practice formatting various medical report formats used in hospital settings.</p>	<p><b>Quiz 30— Reports</b></p>
<p><b>Lesson 43: Practicum 1</b> Apply your formatting skills and knowledge of medical transcription in this instructor-guided practicum.</p>	<p><b>Quiz 31— Reports</b></p>
<p><b>Lesson 44: Formats—Part 2</b> Discover expanded types of medical report formats used in hospital settings.</p>	<p><b>Quiz 32— Reports</b></p>
<p><b>Lesson 45: Practicum 2</b> Apply your formatting skills and knowledge of medical transcription in this instructor-guided practicum.</p>	<p><b>Quiz 33— Reports</b></p>
<p><b>Lesson 46: Diagnostic Imaging</b> Produce transcription from dictated radiological examination results. Radiological medical transcription includes x-rays and other types of sophisticated imaging techniques.</p>	<p><b>Quiz 34— Reports</b></p>
<p><b>Lesson 47: Medical Letters</b> Learn the ins and outs of medical correspondence as you compose and format various types of medical correspondence for doctors.</p>	<p><b>Quiz 35— Reports</b></p>
<p><b>Lesson 48: Practicum 3</b> Apply your formatting skills and knowledge of reports in this instructor-guided practicum.</p>	<p><b>Quiz 36— Reports</b></p>
<p><b>Lesson 49: Introduction to Speech Recognition Editing</b> Examine a hot, new trend in medical transcription—medical editing. Uncover how speech recognition technology has contributed to this aspect of medical transcription. Get plenty of practice editing medical reports.</p>	<p><b>Quiz 37— Reports</b></p>
<p><b>Lesson 50: Advanced Speech Recognition Editing</b> Learn how to use speech recognition software and become familiar with basic and advanced editing skills. Gain experience editing authentic dictation from a variety of specialties.</p>	<p><b>Quiz 38— Reports</b></p>



**COURSE FIVE  
(CONTINUED)**

<b>LESSONS</b>	<b>SUBMITTED QUIZZES</b>
<b>Lesson 51: Putting It All Together— Medical Transcription Final</b>	<b>Quiz 39— Final Exam</b>
<p>Congratulations! You are almost to the finish line! Complete your final quiz for this course, as well as explore professional organizations and continuing education and certification opportunities in medical transcription.</p>	

**Course Five Supplements**

- Medical Dictation CDs
- Home Business Guide*
- Career Starter Guide*
- Resources for Medical Transcription*
- Professional Development Series: Part III*



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## ADMINISTRATIVE PERSONNEL AND FACULTY

### ADMINISTRATION

Janet Perry, Administrative Director  
Holly Cook, Vice President of Marketing  
Leslie Ballentine, Dean of Curriculum

### PRIMARY FACULTY

Brenda Blomberg, B.A., CPC  
Certified Professional Coder  
20 years experience in the medical field

Joyce Jeckewicz, B.A.  
13 years experience in the medical field

Kelly Shafer  
16 years experience as medical transcriptionist

## ADMINISTRATIVE AND SUPPORT SERVICES

### CONFIDENTIALITY OF STUDENT RECORDS

From time to time, At-Home Professions will report information to various need-to-know agencies, such as an accrediting agency, state education department or collections company. For your protection, prior to releasing your information to any other third party, At-Home Professions requires your written permission before it will release your enrollment, academic or administrative records to a third party. If you want the school to disclose any of this information to someone other than you, please complete the Student Information Release Form located at the back of this catalog and return it to the school. Additional privacy policy information may be found on our website: [www.at-homeprofessions.edu](http://www.at-homeprofessions.edu).

### CONFLICT OF INTEREST POLICY

To avoid conflict of interest, faculty/instructors do not have access to student account or tuition information. If you have a question about your account or tuition, please contact Student Services for assistance. In addition, faculty members and instructors must notify school administrators in the event a student with whom the faculty member or instructor has had a previous work or personal relationship with is placed in their course. Administrators will determine how to address any potential conflict of interest concerns. Students who feel this conflict of interest policy has not been followed should follow the grievance procedure published in this catalog.



## PROFESSIONAL MEMBERSHIP AND CERTIFICATION

Graduates may want to consider membership in or certification by one or more of the following professional groups:

### **American Academy of Professional Coders (AAPC)**

[www.aapc.com](http://www.aapc.com)

- Graduates of the Healthcare Documentation Program will be prepared for the Certified Professional Coder-Apprentice (CPC-A) certification exam.

### **American Health Information Management Association (AHIMA)**

[www.ahima.org](http://www.ahima.org)

- Graduates of the Healthcare Documentation Program will be prepared for the Certified Coding Associate (CCA) certification after approximately six months of coding experience.

### **Association for Healthcare Documentation Integrity (AHDI)**

[www.ahdionline.org](http://www.ahdionline.org)

- Graduates of the Healthcare Documentation Program and the Medical Transcription and Editing program will be eligible for the Registered Healthcare Documentation Specialist (RHDS) exam; however, the school strongly recommends having one to two years of work experience before taking the exam.

### **National Center for Competency Testing (NCCT)**

[www.ncctinc.com](http://www.ncctinc.com)

- Graduates of the Healthcare Documentation Program will be prepared for the National Certified Insurance and Coding Specialist (NCICS) exam.

### **National Healthcareer Association (NHA)**

[www.nhanow.com](http://www.nhanow.com)

- Graduates of the Healthcare Documentation Program will be prepared for the Certified Billing and Coding Specialist (CBCS) exam.

## SCHOOL GRIEVANCE/COMPLAINT POLICY

At-Home Professions focuses on the needs and satisfaction of you, our student, in order to provide exceptional, applicable instruction and service. If you have a problem, you are expected to talk to the appropriate school department in an effort to resolve the problem. If you are unable to resolve a problem, you can file a complaint with the Vice President of Student Affairs and Admissions.

A valid complaint is defined as written notification to the school by a student that one of the following have occurred:

- An error or poor quality affecting student enrollment, academic services, administrative services or payment record;
- Inappropriate conduct or performance issues concerning any school employee or third party representative;
- School's failure to follow school policy unless it is to the benefit of the student and within accreditation/state acceptable guidelines;
- School's failure to follow DEAC or state policies, standards or requirements;
- Any other issue that has a clear negative impact on student's ability to complete their coursework in a reasonable fashion or affects the academic transcript without appropriate cause.



Students accept there may be some decisions they do not agree with, but these decisions are inherent to the school's right to operate. Examples include grading, quiz requirements, tuition payment and collection policies, any item covered in the Code of Conduct or other policies outlined in the school catalog and/or enrollment agreement. Student conflict with one of these items is not a basis for valid complaint.

Please send your complaint to:

At-Home Professions

ATTN: Vice President of Student Affairs and Admissions

2001 Lowe Street, Fort Collins, CO 80525

Your complaint should include your:

1) name, 2) student ID number (if enrolled), 3) current address, 4) current phone number (if available), 5) current email address (if available), 6) a description of the complaint including pertinent details (dates, who you spoke to, etc) of any previous conversations with the school, 7) copy of any documents necessary for full understanding of complaint, 8) expectation for how the complaint should be resolved.

The Vice President of Student Affairs and Admissions will conduct an investigation into your complaint and will respond in writing to your complaint within 30 days of its receipt.

If you have a complaint that is not satisfactorily handled by the school, you may contact the appropriate Department of Education as follows: for Alabama, write to the Alabama State Department of Education, Gordon Persons Building, Room 5216, Montgomery, AL, 36130-3901; for Arkansas, write to the Arkansas State Board of Private Career Education, 501 Woodlane, Suite 312 South, Little Rock, AR 72201 or call (501) 683-8000; for Colorado, contact the Colorado Division of Private Occupational Schools online at [highered.colorado.gov/dpos](http://highered.colorado.gov/dpos) or call (303) 862-3001. There is a two-year limitation on the Division taking action on student complaints; for Delaware, write to the Delaware Department of Education, 35 Commerce Way, Ste. 1, Dover, DE, 19904; for Georgia, students must file a complaint with the school within 90 calendar days of the triggering incident. If the complaint is not satisfactorily handled, students may file a complaint online at [www.gnpec.georgia.gov](http://www.gnpec.georgia.gov) within 90 calendar days of the final resolution from the institution; for Kansas, write to Kansas Board of Regents, Attn: Postsecondary Private and Out-of-State Education, 1000 SW Jackson St., Ste. 520, Topeka, KS, 66612; for Kentucky, submit a completed "Form to File a Complaint" (PE-24) to the Kentucky Commission on Proprietary Education by mail to 300 Sower Boulevard, Frankfort, KY, 40601. This form can be found on the website at [www.kcpe.ky.gov](http://www.kcpe.ky.gov); for Louisiana, write to the Louisiana Board of Regents, Proprietary Schools Section, PO Box 3677, Baton Rouge, LA 70821 or call (225) 342-7084; for Minnesota, write to the Minnesota Office of Higher Education, 1450 Energy Park Dr., Ste. 350, St Paul, MN, 55108-5227; for Missouri, write to MDHE, PO Box 1469, Jefferson City, MO, 65102 or call (573) 751-2361; for Nebraska, write to Private Postsecondary Career Schools, Nebraska Department of Education, 301 Centennial Mall So., PO Box 94987, Lincoln, NE 68509 or call (402) 471-4825; for North Dakota, write to the NDCTE, Private Postsecondary Institutions, Dept. 270, 600 E. Boulevard Ave., Bismarck, ND 58505-0610 or call (701) 328-2678; for Ohio, write to the OH Board of Career Colleges and Schools, 30 E. Broad Street, Suite 2481, Columbus, OH 43215, (877) 275-4219; for Oklahoma, write to the Oklahoma Board of Private Vocational Schools, 3700 N. Classen Blvd., Ste. 250, Oklahoma City, OK 73118 or call (405) 528-3370; for Oregon, write to the Oregon Higher Education Coordinating Commission, 255 Capitol St., NE, Salem, OR 97301 or call (503) 947-5751. Any person unlawfully discriminated against, as described in ORS 345.240, may file a complaint under ORS 659A.820 with the Commissioner of the Bureau of Labor and Industries; for Pennsylvania, write to the State Board of Private Licensed Schools, Pennsylvania Department of Education, 333 Market Street, Harrisburg, PA, 17126-0333; for South Carolina, write to the South Carolina Commission on Higher Education, 1122 Lady Street, Suite 300, Columbia, SC, 29201 or call (803) 737-2260; for Tennessee, write to the Tennessee Higher Education Commission, 404 James Robertson Pkwy, Nashville, TN 37243-0830. Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file



a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization; for Washington, write to the Washington Workforce Training and Education Coordinating Board, 128 10th Ave., SW, Box 43105, Olympia, WA 98504 or call (360) 709-4600. You may also contact the DEAC at <https://www.deac.org/Student-Center/Complaint-Process.aspx>.

### SCHOOL HOLIDAY SCHEDULE

At-Home Professions will be closed the following dates:

<u>2018</u>	<u>2019</u>
January 1, 2018	January 1, 2019
February 19, 2018	February 18, 2019
May 28, 2018	May 27, 2019
July 4, 2018	July 4, 2019
September 3, 2018	September 2, 2019
November 22, 2018	November 28, 2019
November 23, 2018	November 29, 2019
December 24, 2018	December 24, 2019
December 25, 2018	December 25, 2019
December 31, 2018	December 31, 2019

### SERVICES AVAILABLE TO STUDENTS WITH DISABILITIES

#### Access Policy for Students with Disabilities

It is the policy of At-Home Professions to provide reasonable accommodation to qualified applicants and students with disabilities in accordance with applicable law, the College’s admissions and academic standards, and sound ethical practice in disability services. This policy, in conjunction with the At-Home Professions' equal opportunity policy, enables At-Home Professions to comply with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act, which require that no person be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination in any program or activity offered by At-Home Professions. A *disability* is a documented physical or mental impairment that substantially limits one or more major life activities. An applicant or student is *qualified* if he or she meets the academic and technical standards for a program or activity offered by At-Home Professions with or without reasonable accommodation.

An applicant or student with a disability who seeks accommodation should notify the Director of Compliance/ Disabilities Services Coordinator by submitting documentation and a request for accommodation, as specified in this policy, so that the request can be evaluated and reasonable accommodation(s) provided. The Director of Compliance/Disabilities Services can be contacted at [janetp@at-homeprofessions.edu](mailto:janetp@at-homeprofessions.edu) or 800.359.3455, ext. 6323.

Applicants/Students with disabilities have the following rights and responsibilities:

- Right to equal access to all programs.
- Disability records will be maintained separately from academic records. Disability records will be used solely to determine appropriate services.
- Disability records will remain confidential and will only be shared on a need-to-know basis with individual faculty or administrators responsible for administering the granted reasonable accommodations.



- Responsibility to give advance notification of accommodations needed prior to the beginning of an academic program (unless reasonable accommodations are needed for entrance examination procedures or other pre-enrollment activity. In such cases, the student should notify the Director of Compliance/Disability Services Coordinator during the enrollment process.)
- Responsibility to initiate the request for services or reasonable accommodations. Requests should be addressed to the Director of Compliance/Disability Services Coordinator. Students must communicate to the Director of Compliance/Disability Services Coordinator the nature of their disability and their request for reasonable accommodations to allow them full participation in programs.
- Responsibility to submit documentation of their disability and a request for services to the extent At-Home Professions requires it to understand the student's needs. The required documentation includes the following: a diagnosis of your current disability, as well as supporting information, such as the date of the diagnosis, how that diagnosis was reached, and the credentials of the diagnosing professional; information on how your disability affects a major life activity; and information on how the disability affects your academic performance. The documentation should provide enough information for you and the College to determine appropriate academic adjustments or reasonable accommodations. Expenses incurred in obtaining such documentation are the responsibility of the student.

The following documentation should be forwarded to the Director of Compliance upon admission or at any time concurrent with a request for accommodations:

#### **For physical disabilities:**

- A statement of the physical impairment from a licensed healthcare professional, qualified and currently or recently associated with the student.
- A statement as to how the student is limited in functionality in a major life activity.
- Recommendation for reasonable online accommodations.
- In the case of hearing impairment, the student should also submit a report from an audiologist that includes the results of an audiogram and the degree of the hearing loss.

#### **For mental disabilities:**

A statement or report from a licensed psychologist or psychiatrist that includes the following items:

- Statement of DSM-IV condition or impairment.
- Summary of assessment procedures used to make the diagnosis.
- Description of present symptoms and fluctuating condition symptoms in relation to the impairment.
- Current medications and side effects as they may impair the student's academic performance or ability to function in an online classroom.
- A description of functional limitations in a major life activity.
- Recommendations for reasonable accommodations for the online classroom.

#### **For learning disabilities:**

- A diagnostic interview by a qualified evaluator that includes historical information of learning difficulties in elementary, secondary and post-secondary education.





- A comprehensive diagnostic interview that addresses relevant background information supporting the impairment, including developmental history, academic history and psychosocial history.
- A record of comprehensive testing that is current (within past two years and after age of 18).
- A description of functional limitations in a major life activity.
- Recommendations as to reasonable accommodations for the online classroom.

After an applicant or student has compiled relevant documentation and submitted a request for accommodation to the Director of Compliance / Disabilities Services Coordinator, the Director of Compliance / Disabilities Services Coordinator will consider the information and documentation provided by the applicant or student, consult with appropriate instructors and/or school officials as needed, and determine what constitutes reasonable accommodation(s) for the applicant or student's disability. A list of approved accommodation(s) will be provided to the applicant or student and shared with any instructors and/or school officials who will be responsible for providing or making arrangements for such accommodation(s).

If a student wishes to file a complaint regarding any disability discrimination, the student should first report the concern to the Director of Compliance/Disability Services Coordinator. If the situation cannot be resolved through that process, the student should follow the At-Home Professions grievance procedure provided in the Catalog. Students also have the right to file an ADA or Section 504 complaint with the Office for Civil Rights (OCR) of the U.S. Department of Education.

### **STUDENT IDENTITY VERIFICATION POLICY**

The student identity verification policy enables At-Home Professions to verify that the student who registers in a course or program is the same student who participates in and completes the course or program. The *Student Identity Verification Policy* follows:

- A. All students are assigned a secure, individual Student Identification Number (ID) and password at the time of enrollment. Students have the option of creating their own unique password, or receiving a system generated password. These assigned identifiers are used to access the student records.
- B. Students enrolled in an online course or program, must enter their password a second time to access AHP's Learning Management System.

Students who have forgotten their password or request to change their password must contact Student Services. The Student Services representative will ask the student to confirm identifying information before updating the password.

Appropriate use of technology is the student's responsibility. Students should take precautionary measures to keep login credentials secure and make arrangements to change password credentials periodically or in the event a breach is suspected.

### **STUDENT SERVICES**

Educational Surveys: At-Home Professions conducts student and graduate surveys to help evaluate student satisfaction and effectiveness of the educational programs. The results of these surveys help the school in determining how well student goals and educational goals of the school are being achieved.



**Records:** Permanent academic records, which include transcripts, are maintained for all school students. Individual records will be maintained for a minimum of six years following the end of the last enrollment period, graduation or withdrawal. The contents of these records are confidential and will not be divulged except upon written request of the student or as required by state or regulatory agencies.

**Transcripts:** Transcripts of academic records are available to the student, or can be sent to an institution or person designated by the student, when the student makes the request in writing. A request for a transcript should be accompanied by a \$15.00 fee for each transcript requested. Transcripts are maintained for 50 years.

## **WITHDRAWAL AND TERMINATION**

Requests to withdraw from enrollment will be honored on the date received. Students may communicate withdrawal requests in any manner; however, AHP suggests withdrawal requests be in writing. Upon withdrawal or termination, any refund due will be made in accordance with the Tuition Refund Policy printed on the enrollment application/agreement and in this catalog. Any balance due will continue to be payable per the terms of the enrollment agreement.

Students who withdraw may request reenrollment at a later date by contacting At-Home Professions at 1.800.359.3455. The school will advise the student whether the program is available, has been revised and whether the student will incur a reinstatement charge to receive the revised curriculum and/or resubmit assignments from the program. The reinstatement charge will not exceed \$150.

### **Involuntary Termination**

At-Home Professions may terminate a student from any program for the following reasons:

- Failure to demonstrate reasonable and successful progress.
- Failure to submit quizzes in accordance with specified standards.
- Plagiarism or falsification of records, transcripts, or course work documents submitted for enrollment, review or credit.
- Failure to maintain a tuition payment agreement.
- Failure to conduct self with professionalism, courtesy and respect for others in all dealings with institution staff, faculty and other students.
- Failure to maintain Academic Code of Conduct for the Distance Education Student.

Students whose enrollments were involuntarily terminated will not be reinstated.



### TUITION AND FEES—HEALTHCARE DOCUMENTATION PROGRAM

The tuition and materials cost for each course in the Healthcare Documentation Program is \$599.00 (\$607.99 including delivery charge). This includes the registration fee (which is part of the tuition), tuition, electronic textbooks and supplements, and all other instructional materials listed on the Course Outline. This does not include computers, transcribing equipment or other business machines; shipping; postage for students to submit quizzes, hard copy instructional materials; or specialized reference publications normally available at medical or public libraries.

Tuition and Registration or Application Charge/Fee*:	\$2,415.00
Included in Tuition:	\$580.00

#### Course 1/Introduction to Healthcare Documentation

- *Bantum Medical Dictionary*
- Padfolio
- Lesson Book
- Assignment Pack
- Medical Terminology Flashcards and Audio

#### Course 2/Medical Billing

- Lesson Book
- Assignment Pack
- Claim Forms for Practice Exercises

#### Course 3/Medical Coding I

- Human Anatomy Flashcards
- *Diagnostic Coding Manual*
- Lesson Book
- Assignment Pack

#### Course 4/Medical Coding II

- *Procedural Coding Manual*
- Lesson Book
- Assignment Pack
- *Anatomy Physiology* Textbook
- E/M Audit for Practice Exercises

#### Course 5/Medical Transcription and Editing

- Foot Pedal
- Lesson Book
- Assignment Pack
- *Transcription Reference Guide*
- *Career Starter Guide*

**\*\*\$8.99 Delivery charge is assessed for each course delivered (includes online and physical delivery of content) to the student.**

Total Tuition and Registration or Application	<b>\$2,995.00</b>
Plus Delivery Charge of \$8.99 per course**	\$44.95
Total Tuition and Fees	<b>\$3,039.95</b>

Students who wish to purchase physical copies of electronic books may do so for a non-refundable charge of \$30 per course. This charge includes cost of delivery. To purchase, call 1.800.359.3455.

\*See Appendix B for individual state refund policies.

**TUITION AND FEES—MEDICAL TRANSCRIPTION & EDITING PROGRAM**

The tuition and materials cost for each course in the Medical Transcription & Editing Program is \$599.00 (\$607.99 including delivery charge). This includes the registration fee (which is part of the tuition), tuition, lesson texts, CDs, flashcards and all other instructional materials listed on the Course Outline. This does not include computers, transcribing equipment or other business machines; shipping; postage for students to submit quizzes; or specialized reference publications normally available at medical or public libraries.

Tuition and Registration or Application Charge/Fee\*: \$2,595.00

Included in Tuition: \$400.00

- Courses 1-5 textbooks
- Anatomy and Physiology textbook
- Transcription Reference Guide
- Career Starter Guide
- Paperback Medical Dictionary
- HIPAA Basics—Understanding the Federal Regulations
- The Joint Commission and Medicare Supplement
- Quick-learn Guide for Punctuation and Formatting
- CD Organizer
- Alphabetized Flashterm List
- Introduction to Express Scribe
- Medical Terminology CDs
- Medical Transcription CDs
- Medical Terminology Flashcards
- Human Anatomy and Physiology Flashcards
- Flashcard Storage Box
- Transcription Foot Pedal

Total Tuition and Registration or Application **\$2,995.00**

Plus Delivery charge of \$8.99 per course \$44.95

Total Tuition and Fees **\$3,039.95**

\*See Appendix B for individual state refund policies.



## APPENDIX A

### TECHNICAL REQUIREMENTS FOR THE HEALTHCARE DOCUMENTATION PROGRAM

To complete your coursework electronically, you will need access to a computer with the following:

1. Hardware
  - RAM: At least 1 GB
  - Speakers or headphones
  - Hard Drive: 2 GB free space
  - Monitor Display Settings: 1024 x 768 resolution
2. Software – (Please note, Adobe® and Mozilla® free product download information is provided in your course)
  - Operating System: Windows® 7 or newer
  - Adobe® Acrobat Reader
  - Adobe® Flash Player
  - Internet Browser: Mozilla® Firefox, Google Chrome or Microsoft® Internet Explorer 11.0 or higher
  - Microsoft Word (or word processor that can save files in format compatible with MS Word 2003)
3. Services
  - Internet Service Provider: Cable or a DSL line (high speed Internet)
  - A valid email address

#### TECHNICAL SUPPORT

Our Online Technical Support team is ready to assist any student with a question or technical problem concerning your online program. Students may contact the Online Technical Support team by email or phone.



## APPENDIX B

### REFUND POLICIES

All students have a seven-day cancellation period. All fees paid by a student will be refunded if the student chooses to withdraw from the school within seven calendar days after having signed the enrollment agreement. Following the cancellation period, students may withdraw from At-Home Professions at any time by submitting a request for cancellation. The institution uses the **Total Course Price** in preparing enrollment agreements, calculating refund amounts and collecting student accounts. Total Course Price includes charges for tuition, registration, educational services and instruction. Total Course Price also includes earned financial charges, and any fees that are charged to all students for required services, such as proctoring, technology access, and library services. Costs expended for normal course delivery (online and physical delivery of content) are not subject to refund (after the expiration of the 7 calendar day cooling-off period). The amount students owe upon withdrawing is determined by how much of the program (or study area/s) they have completed, deducting all payments made. Upon cancellation, the amount due to the school or the amount refunded to the student is calculated according to the schedule specified by the state of the student's residence. Applicants who are denied admission will be refunded all tuition and fees paid. The refund schedules of each state are listed below. Unless otherwise noted, all refunds will be issued within 30 calendar days of cancellation. For states not listed or students using military education benefits, see the end of this appendix.

#### ALABAMA

After the seven-day cancellation period, the following refund policy will apply:

1. The \$150 registration fee will be kept by the school.
2. If no quizzes have been submitted, all remaining fees will be refunded.
3. If any quizzes have been submitted, the school will calculate the cancellation tuition based on a pro-rata portion of the original tuition. This is determined by dividing the total number of quizzes completed by the total number of quizzes in each course in the student's program.
4. Delivery charges are not refundable after the seven-day cancellation period.
5. All refunds shall be issued 30 days after notice of cancellation or withdrawal.

#### ARKANSAS

After the seven-day cancellation period, the following refund policy will apply:

1. The \$100 registration fee will be kept by the school.
2. If any quizzes have been submitted, the following refund policy will apply:
  - a. If the student withdraws before completing up to 25% of the quizzes in a course in the program, the cancellation tuition will be based on the pro-rata portion of the tuition and other charges that the number of quizzes completed and serviced by the school bears to the total number of quizzes in the course.
  - b. If the student withdraws after completing 25% of the quizzes in a course in the program, and up to but not including 50% of the quizzes in the course, the cancellation tuition is 50% of their original tuition.



- c. If the student withdraws after completing 50% of the quizzes in a course in the program, and up to but not including 75% of the quizzes in the course, the cancellation tuition is 25% of their original tuition.
  - d. If the student withdraws after completing 75% or more of the quizzes in a course in the program, the student owes the full tuition.
3. Delivery charges are not refundable after the seven-day cancellation period.

## COLORADO

1. If the student cancels seven (7) calendar days or more after enrollment in the program, he/she is entitled to a reduction in tuition and fees. The adjusted tuition charge is \$0. The one-time registration charge is \$150 per program, not to exceed 20% of the total program cost. If the student has paid more than the registration charge due, he/she is entitled to a refund for the total paid in excess of the charge. If the student has paid less than the registration charge due, he/she will owe AHP the difference in registration charge due and the amount paid.
2. If the student cancels seven (7) calendar days or more after enrollment in the program and has submitted at least one quiz, tuition will be adjusted. If the student paid more than the adjusted tuition, he/she is entitled to a refund for the total paid in excess of the adjusted tuition. If the student has paid less than the adjusted tuition, he/she will owe AHP the difference in adjusted tuition in excess of total paid. Adjusted course tuition is based on the percent of each course he/she has completed. The adjusted tuition charge is based on the following schedule:
  - a) If the student completes up to 10 percent of the assignments/exams in the program, he/she is entitled to a 90% reduction in tuition and refund of any excess tuition paid.
  - b) If the student completes after 10 but within the first 25 percent of the assignments/exams in the program, he/she is entitled to a 75% reduction in tuition and refund of any excess tuition paid.
  - c) If the student completes after 25 but within the first 50 percent of the assignments/exams in the program, he/she is entitled to a 50% reduction in tuition and refund of any excess tuition paid.
  - d) If the student completes after 50 but within the first 75 percent of the assignments/exams in the program, he/she is entitled to a 25% reduction in tuition and refund of any excess tuition paid.
  - e) If the student completes over 75 percent or more of the assignments/exams in the program, he/she is not entitled to a reduction of the course's tuition and will owe all tuition and fees/charges.
3. Delivery charges are not refundable after the 7-day review period.
4. If the student has not completed the full program within 12 months of enrollment, he/she is not entitled to a refund and AHP is entitled to the full tuition for the courses the student began. All other student rights remain in place.
5. Refunds are issued within thirty (30) days of receiving student notice of cancellation.
6. Credit granted for previous training or coursework will not impact the refund policy.
7. Except as outlined in #1 of this student protection/refund policy, delivery charges are not refundable. Charges for NSF, late payment, expedited shipping and books ordered by the student are not refundable.



8. If a student's program is discontinued by the school prior to the end of the three years allowed to complete the program as outlined in the enrollment agreement, the student is entitled to a full refund (except in the event the school ceases operation).
9. A \$20 NSF charge will be assessed on payments returned for insufficient funds. A \$5 late charge is assessed for payments not received by the due date.
10. The official date of termination is the date the school receives the student's notice of cancellation.

## DELAWARE

After the seven-day cancellation period, the following refund policy will apply:

The \$50 registration fee will be kept by the school. The cancellation tuition is the pro rata portion of the original tuition and other charges that the number of quizzes completed and serviced by the school bears to the total number of quizzes in each course in the program. Delivery charges are not refundable after the seven-day cancellation period. Students may withdraw from At-Home Professions at any time by contacting the school to request cancellation.

## INDIANA

Please note: The following policy is required by the Indiana Office for Career and Technical Schools. The policy specifically mentions resident postsecondary proprietary educational institutions. While AHP is not a resident school, it is required to follow the same refund policy as resident schools. In addition, while the policy states that students who are due a refund will be issued the refund within 31 days, AHP will refund the money within 30 days in accordance with its accrediting body standards. The policy discusses Title IV refund policies as well. AHP is not a Title IV school and this paragraph is not applicable to its students.

The postsecondary proprietary educational institution shall pay a refund to the student in the amount calculated under the refund policy specified below or as otherwise approved by the Office for Career and Technical Schools (OCTS). The institution must make the proper refund no later than thirty-one (31) days of the student's request for cancellation or withdrawal.

If a postsecondary proprietary educational institution utilizes a refund policy of their recognized national accrediting agency or the United States Department of Education (USDOE) Title IV refund policy, the postsecondary proprietary educational institution must provide written verification in the form of a final refund calculation, upon the request of OCTS, that its refund policy is more favorable to the student than that of OCTS.

The following refund policy applies to each resident postsecondary proprietary educational institution as follows:

1. A student is entitled to a full refund if one (1) or more of the following criteria are met:
  - a. The student cancels the enrollment agreement or enrollment application within six (6) business days after signing.
  - b. The student does not meet the postsecondary proprietary educational institution's minimum admission requirements.
  - c. The student's enrollment was procured as a result of a misrepresentation in the written materials utilized by the postsecondary proprietary educational institution.
  - d. If the student has not visited the postsecondary educational institution prior to enrollment, and, upon touring the institution or attending the regularly scheduled orientation/classes, the student withdrew from the program within three (3) days.





2. A student withdrawing from an instructional program, after starting the instructional program at a postsecondary proprietary institution and attending one (1) week or less, is entitled to a refund of ninety percent (90%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
3. A student withdrawing from an instructional program, after attending more than one (1) week but equal to or less than twenty-five percent (25%) of the duration of the instructional program, is entitled to a refund of seventy-five percent (75%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
4. A student withdrawing from an instructional program, after attending more than twenty-five percent (25%) but equal to or less than fifty percent (50%) of the duration of the instructional program, is entitled to a refund of fifty percent (50%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
5. A student withdrawing from an instructional program, after attending more than fifty percent (50%) but equal to or less than sixty percent (60%) of the duration of the instructional program, is entitled to a refund of forty percent (40%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
6. A student withdrawing from an institutional program, after attending more than sixty percent (60%) of the duration of the instructional program, is not entitled to a refund.

Student Protection Fund IC 22-4.1-21-15 and IC 22-4.1-21-18 requires each educational institution accredited by the Office for Career and Technical Schools to submit an institutional surety bond and contribute to the Career College Student Assurance Fund which will be used to pay off debt incurred due to the closing of a school, discontinuance of a program, or loss of accreditation by an institution. To file a claim, each student must submit a completed "Student Complaint Form." This form can be found on OCTS's website at <http://www.in.gov/dwd/2731.htm>.

In addition, this institution is regulated by: Office for Career and Technical Schools 10 N Senate Avenue, Suite SE 308 Indianapolis, IN 46204, [OCTS@dwd.in.gov](mailto:OCTS@dwd.in.gov), 317-234-8338 or 317-232-1732, <http://www.in.gov/dwd/2731.htm>.

## IOWA

After the seven-day cancellation period, the following refund policy will apply:

1. No registration fee will be kept by the school.
2. If any quizzes have been submitted, the cancellation balance will be calculated as follows:
  - a. If the student withdraws before completing up to 60% of the quizzes in a course, the cancellation tuition is a 90% pro-rata portion of original course tuition. This pro-rata percent is determined by dividing the total number of quizzes in the course for which the institution has charged into the total number of such quizzes not submitted by the student.
  - b. If a student withdraws after completing 60% or more of the quizzes in a course, the student owes the original tuition.
3. Delivery charges are not refundable after the seven-day cancellation period.



4. All refunds shall be issued within 30 days after the effective date of termination or withdrawal.

**For Iowa students with a physician-documented physical incapacity, the following refund policy will apply:**

After the seven-day cancellation period, the following refund policy will apply:

1. No registration fee will be kept by the school.
2. If any quizzes have been submitted, the cancellation tuition is a pro-rata portion of the original course tuition. The pro-rata cancellation tuition is calculated by dividing the number of quizzes submitted by the student for grading purposes by the total number of quizzes in each course in the program.
3. Delivery charges are not refundable after the seven-day cancellation period.
4. All refunds shall be issued within 30 days after the effective date of termination or withdrawal.

## KANSAS

At-Home Professions holds a certificate of approval issued by the Kansas Board of Regents, Private Postsecondary Education Department, 1000 SW Jackson Street, Suite 520, Topeka, KS 66612. See "All Other States" for refund policy.

## KENTUCKY

After the seven-day cancellation period, the following refund policy will apply:

1. The \$100 registration fee will be kept by the school.
2. All other fees will be refunded according to the following schedule. A quiz is considered completed when the school receives it from the student for grading purposes.
  - a. If a student withdraws before completing 11% of the quizzes in a course in the program, the cancellation tuition is 90% of the course's original tuition.
  - b. If a student withdraws after completing 11% or more of the quizzes in a course in the program, but before completing 26% of the quizzes, the cancellation tuition is 75% of the course's original tuition.
  - c. If a student withdraws after completing 26% or more of the quizzes in a course in the program, but before completing 51% of the quizzes, the cancellation tuition is 50% of the course's original tuition.
  - d. If a student withdraws after completing 51% or more of the quizzes in a course in the program, but before completing 76% of the quizzes, the cancellation tuition is 25% of the course's original tuition.
  - e. If a student withdraws after completing 76% or more of the quizzes in a course in the program, the student owes the original tuition.
3. Delivery charges are not refundable after the seven-day cancellation period.

KRS 165A.450 requires each school licensed by the Kentucky Commission on Proprietary to contribute to a Student Protection Fund which will be used to pay off debt incurred due to the closing of a school, discontinuance of a program, loss of license, or loss of accreditation by a school or program. To file a claim against the Student Protection Fund, each person filing must submit a completed "Form for Claims Against the Student Protection Fund." This form can be found on the website at [www.kcpe.ky.gov](http://www.kcpe.ky.gov).



## LOUISIANA

After the seven-day cancellation period, the following refund policy will apply:

1. The \$150 registration fee will be kept by the school.
2. The cancellation tuition is the pro-rata portion of the original tuition. Any excess tuition paid over the amount due for pro-rata tuition and quizzes by the student will be refunded, or any shortage is due from the student. The pro-rata cancellation tuition is calculated by dividing the number of quizzes submitted by the student for grading purposes by the total number of quizzes in each course in the program.
3. Delivery charges are not refundable after the seven-day cancellation period.
4. Applicable refunds will be issued to the student within 30 days.
5. Licensed by the Louisiana State Board of Regents.

## MINNESOTA

### Refund Policy/Buyer's Right to Cancel

If your application is rejected, you will receive a full refund of all tuition, fees, and other charges. You will be entitled to a full refund of tuition, fees, and other charges if you give written notice that you are cancelling your contract within five business days after the contract or enrollment agreement is considered effective. A contract or enrollment agreement will be presumed to effective on the date that the institution notifies you that you have been accepted into the institution and you have signed the contract or enrollment agreement. If the notification of acceptance into the institution is sent by mail, then the effective day of being accepted is the postmark on the acceptance letter.

This five-day refund policy applies regardless of when the program starts. If you give written notice more than five days after you signed the contract, but before the start of the program (or first lesson for an online distance education program), you will receive a refund of all tuition, fees, and other charges minus 15%, up to \$50, of the total cost of the program. You will be provided a prorated tuition, fees, and other charges refund minus a 25%, up to \$100 administrative if you provide written notice of your withdrawal after your program has begun, but before 75% program has completed. If you withdraw from your program after 75% of the program has completed, you are not entitled to a refund of tuition, fees, and other charges.

You will receive written notice acknowledging your withdraw request within 10 business days after receipt of the notice and you will receive a refund of any tuition, fees, and other charges within 30 calendar days of receipt of your withdrawal. Written notice is effective of the date of the postmark if sent by mail or the day it has been hand-delivered to the institution. If you do not withdraw in writing or contact the institution about your absence, and you have not attended your program for 21 consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance.

Delivery charges are not refundable after the five business day cancellation period.

Please note: While the Minnesota Buyer's Right to Cancel refers to cancellation in writing, please note that At-Home Professions accepts cancellations that are clearly communicated in any manner, such as over the phone.

At-Home Professions is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.



## NEBRASKA

After the seven-day cancellation period, the following policy will apply:

1. The \$150 registration fee will be kept by the school.
2. All other tuition and fees paid will be refunded according to the following schedule. A quiz is considered completed when the school receives it from the student for grading purposes.
  - a. If a student withdraws before completing up to 10% of the quizzes in a course, the school will refund the student 90% of the course's tuition.
  - b. If a student withdraws after completing 11% or more of the quizzes in a course, but before completing up to 25% of the quizzes in a course within the program, the school will refund 75% of the course's tuition.
  - c. If a student withdraws after completing 26% or more of the quizzes in a course, but before completing up to 50% of the quizzes in a course within the program, the school will refund 50% of the course's tuition.
  - d. If a student withdraws after completing 50% or more of the quizzes in a course, course tuition will not be refunded.
3. Delivery charges are not refundable after the seven-day cancellation period.

## OHIO

Registration Number: 97-05-1470H

After the seven-day cancellation period, the following refund policy will apply:

1. The \$100 registration fee will be kept by the school.
2. All other fees will be adjusted according to the following schedule. A quiz is considered completed when the school receives it from the student for grading purposes.
  - a. If a student withdraws before completing 11% of the quizzes in a course, the cancellation tuition is 90% of the course's original tuition.
  - b. If a student withdraws after completing 11% or more of the quizzes in a course, but before completing 26% of the quizzes, the cancellation tuition is 75% of the course's original tuition.
  - c. If a student withdraws after completing 26% or more of the quizzes in a course, but before completing 51% of the quizzes, the cancellation tuition is 50% of the course's original tuition.
  - d. If a student withdraws after completing 51% or more of the quizzes in a course, the student owes the original tuition.
3. Delivery charges are not refundable after the seven-day cancellation period.

## OKLAHOMA

The holder in due course rule: Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds hereof, recovery hereunder by the debtor shall not exceed amounts paid by the debtor hereunder. See "All Other States" for remaining policy.

**Start Date:** Day that the Applicant receives the complete Course and Materials.



**Other Cancellation:** If a student cancels the course after the Seven-Day Full Money Back refund and before the student receives the Course and Materials, which is the Start Date, all monies paid will be refunded, minus a \$150 registration fee.

**Cancellation by the school or the student in which no refund is due the student:** Upon completion of more than Fifty Percent (50%) of a course.

**Discontinued Program:** If the school cancels a program within 12 months of course delivery to the student, the student is entitled to a full refund, except if the school ceases operation.

**SEE "ALL OTHER STATES" FOR THE BALANCE OF THE OKLAHOMA CANCELLATION/REFUND POLICY**

## OREGON

At-Home Professions is licensed by the Oregon Higher Education Coordinating Commission, 255 Capitol St., NE, Salem, OR 97301.

After the seven-day cancellation period, the following refund policy will apply:

1. The \$150 registration fee will be kept by the school.
2. If any quizzes have been submitted, the cancellation tuition will be calculated as follows:
  - a. If the student withdraws after completing up to 50% of the quizzes in a course, the school will be entitled to keep a pro-rata portion of the course tuition. The pro-rata cancellation tuition is calculated by dividing the total number of quizzes in the program for which the institution has charged into the total number of quizzes submitted by the student.
  - b. If the student withdraws after completing 51% or more of the quizzes in a course, the student owes the original tuition.
3. Delivery charges are not refundable after the seven-day cancellation period.

## PENNSYLVANIA

After the seven-day cancellation period, the following refund policy will apply:

1. The \$150 registration fee will be kept by the school.
2. Fees for tuition will be refunded according to the following schedule. A quiz is considered completed when the school receives it from the student for grading purposes.
  - a. If a student withdraws at any time up to and including completion of the first 10% of the quizzes in a course in the program, the school will refund the student 90% of the course's tuition.
  - b. If a student withdraws after completing 11% or more of the quizzes in a course in the program, and up to and including completion of 25% of the quizzes, the school will refund the student 75% of the course's tuition.
  - c. If a student withdraws after completing 26% or more of the quizzes in a course in the program, and up to and including completion of 50% of the quizzes, the school will refund the student 50% of the course's tuition.
  - d. If a student withdraws after completing 51% or more of the quizzes in a course in the program, course tuition will not be refunded.
3. Delivery charges are not refundable after the seven-day cancellation period.



## SOUTH CAROLINA

After the seven-day cancellation period, the following refund policy will apply:

1. The \$100 registration fee will be kept by the school.
2. If no quizzes have been submitted, all remaining fees will be refunded.
3. If any quizzes have been submitted, the cancellation tuition will be calculated as follows:
  - a. If the student withdraws after completing up to 60% of the quizzes in a course, the cancellation tuition is based on a pro-rata portion of original tuition. This is determined by dividing the total number of quizzes in a course for which the institution has charges into the total number of such quizzes not submitted by the student, rounded downward to the nearest ten percent.
  - b. If a student withdraws after completing 61% or more of the quizzes in a course, the student owes the original tuition.
4. Delivery charges are not refundable after the seven-day cancellation period.
5. The effective date of cancellation will be the earliest of the following:
  - a. The date of notification to the student if the student is terminated by the school;
  - b. The date of receipt of written notice from the student; or
  - c. The end of the sixth calendar month following the month in which the student's last quiz was received unless notification has been received from the student that the student wishes to remain enrolled.
6. All refunds shall be consummated within 30 days after the effective date of termination.
7. Licensed by the South Carolina Commission on Higher Education, 1122 Lady St., Suite 300, Columbia, SC 29201, Telephone (803) 737-2260, [www.che.sc.gov](http://www.che.sc.gov). Licensure indicates only that the minimum standards have been met; it is not an endorsement or guarantee of quality. Licensure is not equivalent to or synonymous with accreditation by an accrediting agency recognized by the U.S. Department of Education.

## TENNESSEE

After the seven-day cancellation period, the following refund policy will apply:

1. The \$100 registration fee will be kept by the school.
2. If no quizzes have been submitted, all remaining fees will be refunded.
3. All other fees will be adjusted according to the following schedule. A quiz is considered completed when the school receives it from the student for grading purposes.
  - a. If a student withdraws before completing 11% of the quizzes in a course, the cancellation tuition is 90% of the course's original tuition.
  - b. If a student withdraws after completing 11% or more of the quizzes in a course, but before completing 26% of the quizzes, the cancellation tuition is 75% of the course's original tuition.
  - c. If a student withdraws after completing 26% or more of the quizzes in a course, but before completing 51% of the quizzes, the cancellation tuition is 50% of the course's original tuition.
  - d. If a student withdraws after completing 51% or more of the quizzes in a course, the student owes the original tuition.
4. Delivery charges are not refundable after the seven-day cancellation period.
5. All refunds shall be consummated within 30 days after the effective date of termination.



## WASHINGTON

1. The \$150 registration fee will be kept by the school.
2. All other tuition and fees paid will be adjusted according to the following schedule. A quiz is considered completed when the school receives it from the student for grading purposes.
  - a. If a student withdraws before completing up to 10% of the quizzes in a course, the cancellation tuition is 90% of the course's original tuition.
  - b. If a student withdraws after completing 11% or more of the quizzes in a course, but before completing up to 25% of the quizzes in the course, the cancellation tuition is 75% of the course's original tuition.
  - c. If a student withdraws after completing 26% or more of the quizzes in a course, but before completing up to 50% of the quizzes in the course, the cancellation tuition is 50% of the course's original tuition.
  - d. If a student withdraws after completing 50% or more of the quizzes in a course, the student owes the original tuition.
3. Delivery charges are not refundable after the seven-day cancellation period.

THIS SCHOOL IS LICENSED UNDER CHAPTER 28C.10.RCW; INQUIRIES OR COMPLAINTS REGARDING THIS OR ANY OTHER PRIVATE VOCATIONAL SCHOOL MAY BE MADE TO THE WASHINGTON WORKFORCE TRAINING AND EDUCATION COORDINATING BOARD, 128 10TH AVE. SW, BOX 43105, OLYMPIA, WA 98504, PHONE (360) 709-4600. Website: [wtb.wa.gov](http://wtb.wa.gov) and Email: [wtecb@wtb.wa.gov](mailto:wtecb@wtb.wa.gov).

## WEST VIRGINIA

After the seven-day cancellation period, the following refund policy will apply:

1. The \$50 registration fee will be kept by the school.
2. All other fees will be adjusted according to the following schedule. A quiz is considered completed when the school receives it from the student for grading purposes.
  - a. If a student withdraws before completing 11% of the quizzes in a course, the cancellation tuition is 90% of the course's original tuition.
  - b. If a student withdraws after completing 11% or more of the quizzes in a course, but before completing 26% of the quizzes, the cancellation tuition is 75% of the course's original tuition.
  - c. If a student withdraws after completing 26% or more of the quizzes in a course, but before completing 51% of the quizzes, the cancellation tuition is 50% of the course's original tuition.
  - d. If a student withdraws after completing 51% or more of the quizzes in a course, the student owes the original tuition.
3. Delivery charges are not refundable after the seven-day cancellation period.

## WISCONSIN

After the seven-day cancellation period, the following refund policy will apply:

1. The \$100 registration fee will be kept by the school.
2. If any quizzes have been submitted, the cancellation tuition will be calculated as follows:



- a. If the student withdraws after completing up to 60% of the quizzes in a course, the school will be entitled to keep a pro-rata portion of the original course tuition. This pro-rata percent is determined by dividing the total number of quizzes in the course for which the institution has charged into the total number of such quizzes not submitted by the student, rounded down to the nearest ten percent.
- b. If a student withdraws after completing 60% or more of the quizzes in a course, the student owes the original tuition.
3. Delivery charges are not refundable after the seven-day cancellation period.
4. All refunds shall be issued within 30 days after the effective date of termination or withdrawal.

### **ALL OTHER STATES**

After the seven-day cancellation period, the following policy will apply:

1. The \$200 registration fee will be kept by the school.
2. All other tuition and fees paid will be adjusted according to the following schedule. A quiz is considered completed when the school receives it from the student for grading purposes.
  - a. If a student withdraws before completing up to 10% of the quizzes in a course, the cancellation tuition is 90% of the course's original tuition.
  - b. If a student withdraws after completing 11% or more of the quizzes in a course, but before completing up to 25% of the quizzes in a course within the course, the cancellation tuition is 75% of the course's original tuition.
  - c. If a student withdraws after completing 26% or more of the quizzes in a course, but before completing up to 50% of the quizzes in a course within the course, the cancellation tuition is 50% of the course's original tuition.
  - d. If a student withdraws after completing 50% or more of the quizzes in a course, the student owes the original tuition.
3. Delivery charges are not refundable after the seven-day cancellation period.

### **MILITARY**

After the seven-day cancellation period, the following policy will apply:

1. The \$50 registration fee will be kept by the school.
2. All other tuition and fees paid will be refunded according to the following schedule. A quiz is considered completed when the school receives it from the student for grading purposes.
  - a. If a student withdraws before completing up to 10% of the quizzes in a course, the school will refund the student 90% of the course's tuition.
  - b. If a student withdraws after completing 11% or more of the quizzes in a course, but before completing up to 25% of the quizzes in a course within the course, the school will refund 75% of the course's tuition.
  - c. If a student withdraws after completing 26% or more of the quizzes in a course, but before completing up to 50% of the quizzes in a course within the course, the school will refund 50% of the course's tuition.
  - d. If a student withdraws after completing 50% or more of the quizzes in a course, course tuition will not be refunded.
3. Delivery charges are not refundable after the seven-day cancellation period.



## APPENDIX C



2001 Lowe Street  
Fort Collins, CO 80525  
1-800-359-3455

### Student Information Release

For your protection, AHP requires your written permission before it will release your enrollment, academic or administrative records to a third party. If you want the school to disclose any of this information to someone other than you, please complete this form and return to the school.

If you have any further questions, please contact the Student Services Department at 1-800-359-3455 or at [stuserv@at-homeprofessions.edu](mailto:stuserv@at-homeprofessions.edu).

Thank you,  
Student Services

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### Completely fill out this form.

I hereby authorize AHP to release any and all\* of my enrollment, academic and administrative records and information to:

\_\_\_\_\_ (*Print first and last name of individual or name of company*)

Address: \_\_\_\_\_  
(Street) (City) (State) (Zip)

\*If only certain information is authorized for release, clearly indicate which information:

\_\_\_\_\_

### Student Information

Student ID: \_\_\_\_\_

Student Name: \_\_\_\_\_  
(First) (Last)

Address: \_\_\_\_\_  
(Street) (City) (State) (Zip)

Today's Date: \_\_\_\_\_

Student Signature: \_\_\_\_\_

*If student is a minor, parent or guardian signature is also required.*

Parent/Guardian Signature: \_\_\_\_\_

