

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

Chapter 22: Professional Fees, Billing, and Collecting

TEACH Study Guide Answer Key

Vocabulary Review

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

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Yijin Wang



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