



# Student Handbook

*The Medical Management Institute is authorized under the Nonpublic Postsecondary Educational Institutions Act of 1990.*



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# Student Handbook

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## The Medical Management Institute

The Medical Management Institute (MMI) is authorized under the Nonpublic Postsecondary Educational Institutions Act of 1990.

### *Mission Statement*

*The Institute's mission is to foster a community dedicated to advancing their knowledge of important socioeconomic issues through continuing education, exchange of ideas between students, and certification programs that recognize personal educational achievements.*

Institute students must uphold their oath to foster personal growth through continuing education, contribute positively to the medical community and their fellow students, and perform their jobs with the highest of ethical standards. We encourage individuals to take a big step towards enhancing their knowledge, skills, and value to the medical practice. There is everything to gain by being a student!

## Code of Ethics

Students and alumni alike must conduct themselves professionally and maintain the highest level of excellence in the medical profession. Students shall respect the rights of their employers, patients and co-workers at all times. Students shall adhere to a stringent code of ethics when dealing with instructors, faculty, colleagues, clients, employers and patients. Institute students and alumni shall perform legally and fairly in the professional arena. Students and alumni shall respect the laws and integrity of the Institute and adhere to the school's mission.

## Conduct Policy:

- Alumni and Students shall not engage in unlawful acts, and shall not condone unlawful acts by others in whole or in part. Above all, students shall uphold a strong sense of moral and ethical standards to best represent the school.
- Students and staff will conduct themselves in a courteous and respectful manner at all times.
- Report to class as scheduled and seek approval from the instructor in advance for any changes to the established class schedule, including tardies or the need for early departures.
- Perform assigned course work with the highest degree of public trust.
- Devote full effort during class hours.
- Demonstrate respect for the Institute and toward faculty, staff, other students, and patients.
- Support efforts that ensure a safe and healthy environment.
- Report circumstances or concerns that may affect satisfactory performance to the instructor, including any inappropriate (fraudulent, illegal, unethical) activities of other students.
- Conduct themselves at all times in a manner that supports the mission of the Institute.

## Discrimination

Title VII of the Civil Rights Act prohibits discrimination because of race, color, religion, sex, or national origin in all employment practices including conditions of employment.

The Institute will not tolerate acts of discrimination, including sexual and racial harassment by students, staff or faculty. Such conduct will result in disciplinary action, including possibility of discharge. The Institute fully intends to abide by the law and will, when required, take disciplinary action in accordance with school policy and/or applicable agreements to assure that staff meets its responsibilities to students.

If you believe at any time you have been discriminated against, it is your responsibility to file a written complaint with the counselors' office. Failure to file a written complaint will make further legal action null and void.

## Benefits of enrollment

Enrollment opens the door to continuing education and certification. Students of the Institute are eligible and encouraged to take certification examinations that allow them to prominently display their advanced knowledge of coding, practice management, collections, and third-party compliance skills.

Student participation will not only expand the amount of resources available for the medical business, but will also afford many benefits from educational courses and workshops to discounts on reference material. The benefits listed below are only the beginning of the educational advantages the Institute provides.

- Access to core coding materials at a 10% discount.
- Access to educational events held at a local and national level

- Access to free online discussion groups on topics such as reimbursement, management and compliance.
- Invitations to student/alumni-only educational events.
- One year subscription to the Medical Business Journals, a monthly e-newsletter intended to keep student/alumni up-to-date on industry news as well as pertinent information regarding the Institute community.

## Business Hours

The member services coordinator's office operates between 9:00 AM and 5:00 PM EST, Monday through Friday, and is closed on holidays (see Holiday Hours) and weekends. On weekends, a representative can be reached at [info@mmiclassess.com](mailto:info@mmiclassess.com). Course instructors are available via email ([instructor@mmiclassess.com](mailto:instructor@mmiclassess.com)), or phone via appointment (866-892-2765).

## Educational Calendar

Registration for programs are accepted throughout the year, as courses are self-study and available online. Any persons desiring enrollment into one of the certification programs should contact the school for further assistance.

Phone: 866-892-2765

Email: [info@mmiclassess.com](mailto:info@mmiclassess.com)

Web: [www.mmiclassess.com](http://www.mmiclassess.com)

## Holiday Hours:

In order to allow everyone time to celebrate holidays for his/her personal enjoyment, the school will be closed on each of the following national holidays:

***A holiday will be celebrated on the day it falls with the following exceptions:***

<b>Holiday</b>	<b>Falls On</b>	<b>Closed On</b>
New Years Day	Monday	Monday
	Tuesday	Monday, Tuesday
	Wednesday	Tuesday, Wednesday
	Thursday	Wednesday, Thursday
	Friday	Thursday, Friday
	Saturday	Friday
	Sunday	Monday
MLK Day	Monday	Monday
Presidents Day	Monday	Monday
Memorial Day	Monday	Monday
Independence Day	Mon-Fri	That Day
	Sat or Sun	Fri or Mon
Labor Day	Monday	Monday
Columbus Day	Monday	Monday
Veterans Day	Monday	Monday
Thanksgiving	Thursday	Thursday & Friday
Christmas	Monday	Monday
	Tuesday	Monday, Tuesday
	Wednesday	Tuesday, Wednesday
	Thursday	Wednesday, Thursday
	Friday	Thursday, Friday

Any proposed changes in holiday schedules will be posted far in advance of their effective date, for your convenience.

### **Transfer Credits**

The Institute does not guarantee credits earned by completing the school's programs are transferable. Similarly, the school does not

always accept credits for the program from any other educational institution. This policy has been put into place to ensure each student meets the standards the Institute has deemed necessary to grant certification.

### **Admissions Policy**

All persons are eligible for classes through Medical Management Institute, if ANY of the following requirements have been met:

High School Graduation:

- A student holds a high school diploma or an equivalent diploma
- A student who holds a GED certificate issued by the appropriate state education agency

Students participating in physical classes at the Alpharetta Campus must maintain acceptable attendance. After three (3) absences, the student will be issued a warning. After five (5), probationary period will commence and after nine (9), the student will be counseled and withdrawal will be considered.

### **Termination**

The Institute reserves the right to terminate a student's enrollment in the program for the following reasons:

- Failure to make financial aid payments as agreed.
- Violation of individual integrity by cheating, which would include allowing anyone other than the enrolled members themselves to view course material and exams.
- The exams are to be completed by the student that enrolled in the program, and no one other than that student. In addition, students/alumni are not permitted to assist other students while they take any exams. Violations will result in automatic failure of the exam, the inability to test again, and the

expulsion and/or revocation of all certifications and memberships for the members involved.

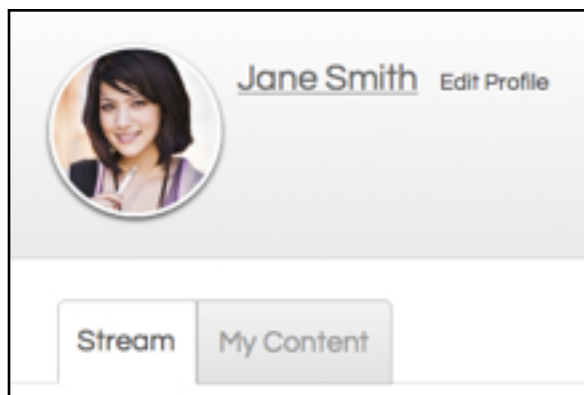
- Violation of the Institute's integrity by plagiarism, falsifying documents, the copying of the school's materials or misrepresentation on any public message boards.
- Discussing exam questions and disputes with a colleague, supervisor, fellow student, or other unauthorized individual.

## Online Portal - LearnerNation

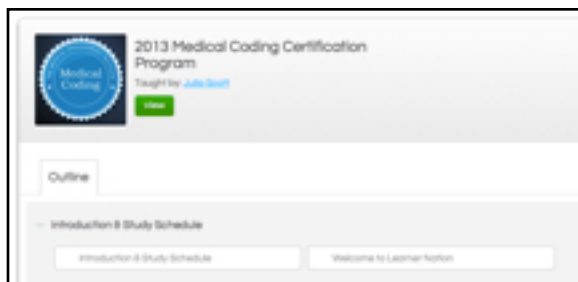
LearnerNation is the Medical Management Institute's online learning system consisting of concepts, reading materials and interactive learning tools. Upon enrollment, you will be sent a welcome email from the Medical Management Institute ([hello@learnernation.com](mailto:hello@learnernation.com)). Upon creating your account, you will log back in by visiting:

<http://mmiclassess.learnernation.com/login>

To navigate through a course, you will be going through chapters and concepts. Upon logging in, you will see two tabs: Stream and My Content (image below). The 'Stream' is where you will see any course updates or student/instructor comments. Click on the 'My Content' tab to show the courses you are enrolled in.



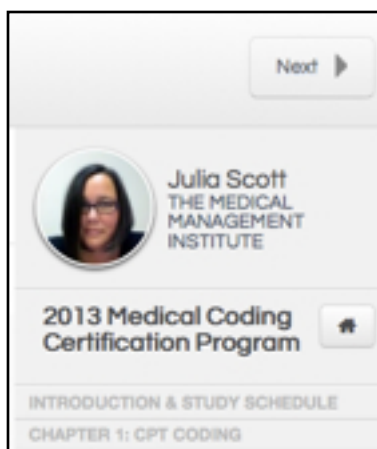
Once logged in to a course, you will be brought to your the "Details" & "Outline" page, where you are able to look over the course description, chapters, and concepts. Click on the green "view" button to begin, or choose a chapter or concept to study where you had previously left off.



While going through the concepts you will notice the following interactive learning tools: Flashcards, Multiple Choice and Supporting Material.



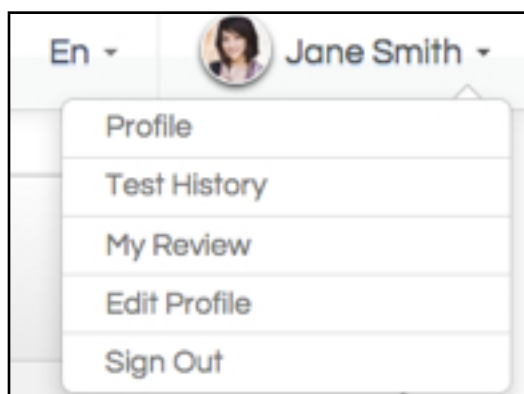
In the right hand side of the course you will see the navigation column, which will take you through the Chapters and Concepts. If you click on each chapter, the supporting concepts will show up below. To navigate through the course, you will select the "Next" button (image following), or you can click on each concept individually in the right column.



While navigating through the Chapters and Concepts, you will notice related learning tools at the top of each page, intended to help you retain the information.

### Student Profile

To update your password, personal information and/or profile picture, you will select “Profile” from the drop-down menu after clicking on your name at the top right of the screen (you must be logged in). This is also where you can access your Test History (image following).



### MBJ - Medical Business Journals

Under the “My Content” tab you will notice that you have been enrolled in the Medical Business Journals (MBJ), a monthly newsletter brought to you by MMI. You are given a one year subscription to this newsletter for enrolling in any course or certification program.



### Program Descriptions

All programs are on-line and available immediately for students to begin their studies. Online interactive learning tools and practice exams are available to promote comprehension and broaden student learning.

### Program Name: RMC-A- Anatomy, Terminology and Coding Introduction

This non-certificate program worth 12 AAPC/ ARHCP/PAHCOM CEUs is designed to introduce new students to Anatomy & Terminology as well as the world of medical coding. The Human Anatomy section will take students on a trip through the human body, which will allow them to quickly start their coding education. Students will learn the function of each organ, and body system of the human body.

The next section will teach basic medical terminology, including definitions of the most common word parts such as root words, compound words, prefixes, and suffixes. Chapter exercises will assist students in recognizing the basic meanings of words by learning to break them apart into basic components.

Students will also learn the basics of health insurance and how medical coding is used in conjunction with the insurance industry. In addition, students will gain a background of medical documentation and record keeping. The coding section will also provide an overview of the most common and widely used medical coding reference manuals, such as the CPT®, ICD-9-CM, and HCPCS II manuals. This insight will assist students in the future, as they will need to know how to navigate through these materials in their day-to-day operations in the medical coding industry.

### Program Name: Medical Coding Certification Training Prep for RMC & CPC

**Program Description:** The Medical Management Institute recommends individuals pursuing a career in medical coding and billing become certified. The first step in obtaining a certification is to successfully complete the course approved by the The Medical Management Institute. Upon

completion of the intensive program, students may sit for a comprehensive Exam.

**Hours:** 120 hours

**Course Description:** The RMC certification is one of the newest coding certifications in the industry. The testing model takes a complete departure from the traditional paper based test. The certification is authorized under the Nonpublic Postsecondary Educational Institutions Act of 1990. Many view this more appropriately addresses the medical coding situation... no one today is going to code medical claims with paper books exclusively. Those applying to take the RMC exam are allowed to use the full resources of the Internet to arrive at answers during the online certification exam.

This course is specifically designed to prepare students to sit for the Registered Medical Coder (RMC) Exam and/or the Certified Professional Coder (CPC®) Exam through the AAPC. It extensively covers the basic and intermediate concepts of the American Medical Association's CPT® coding guidelines, where each section within the CPT® manual is described in detail.

The program covers basic and intermediate concepts of HCPCS, ICD-9-CM, and Medicare coding guidelines. The course includes practice questions so that a student can test progress when moving through the materials.

**Information covered in this course is as follows:**

Area of Study – Registered Medical Coder (RMC)	Credit Hours	Classroom Clock Hours
Resource Intro	1	1
Evaluation & Management	24	24
Exam Prep	4	4

Anesthesia Coding	1	1
General Surgery	1	1
Dermatology	2	2
Orthopedics	3	3
ENT	1	1
Cardiology	3	3
Gastroenterology	2	2
Urinary	1	1
OB/GYN	6	5
Neurology	3	3
Ophthalmology	1	1
Exam Prep	8	8
Radiology	2	2
Radiation Oncology	6	6
Path/Lab	2	2
Exam Prep	2	2
HCPCS	4	4
ICD-9/ICD-10	8	8
Exam Prep	8	8
Insurance Carriers	4	4
Medicare	8	8
Compliance	5	5
Audits	4	4
Laws & Sentencing	2	2

Risk Reduction	2	2
Exam Prep	4	4
Total Hours	120	120

## Program Name: Registered Medical Manager

**Program Description:** The Medical Management Institute recommends individuals pursuing a career in medical management become certified. The first step in obtaining a certification is to successfully complete the course approved by the The Medical Management Institute. Upon completion of the intensive program, students may sit for a comprehensive exam.

**Hours:** 100 hours

**Course Description:** This Registered Medical Manager (RMM) medical management certification program is designed to increase and test the knowledge of individuals who hold or will hold management/leadership positions in a medical practice. Managers, administrators, and other leaders are faced with an increasing array of financial, marketing, personnel management, and third-party compliance concerns that require effective management of resources. It is no wonder that so many practices want their managers, administrators, and even physician-managers to learn the latest practice management techniques and obtain certification, the likelihood of their business depends on it.

This course includes information tailored towards Medical Office Managers, such as ideas for strategic planning and goal setting, tips for organization and management, and information on how to properly manage personnel and policies. Students will learn valuable tips on time management, financial methods, billing systems, and controls. Also discussed in this volume are important compliance issues including the Health

Insurance Portability and Accountability Act (HIPAA) and corporate compliance issues. Also included are ways to properly code evaluation and management (E/M) visits and effective ways to market a practice. This manual provides a great resource for the busy practice manager to learn many keys to running a successful medical practice.

Registered Medical Manager (RMM)	Hours	Clock Hours
Goal Setting & Strategic Planning	10	10
Marketing & Medicine	10	10
Organization and Income Distribution	10	10
Benefits & Wages	5	5
Leadership & Management	10	10
Exam Prep	8	8
Insurance Plans	4	4
Financial Outcomes & Controls	10	10
Compliance Overview	6	6
Compliance - Billing, Coding & Education	8	8
HIPAA Compliance	6	6

OSHA & CLIA Compliance	5	5
Final Exam Prep	8	8
Total Hours	100	100

### **Program Name: Registered Medical Auditor**

**Program Description:** The Medical Management Institute recommends individuals pursuing a career in medical auditing become certified. The first step in obtaining a certification is to successfully complete the course approved by the The Medical Management Institute. Upon completion of the intensive program, students may sit for a comprehensive exam.

**Hours:** 100 hours

**Course Description:** The Registered Medical Auditor (RMA) Online Certification Training Program is incredibly popular amongst medical coding and billing professionals, physicians, physician extenders, and compliance officers. Unlike other medical auditor certification exams, students take the final RMA certification exam online and are able to use the current year's medical coding and billing manuals and the resources of the internet to assist in finding the most correct answers. The RMA medical auditor training course covers human anatomy, medical and clinical terminology, coding and documentation principals, medical records 101, medical record audit environment and resources, healthcare payors 101, compliance plans and leadership management, audits (internal and external), along with audit examples and sample forms and templates. It is an online, six month, self-paced program with full-instructor support. It is recommended that students take the RMA medical auditor certification exam within two weeks of their course completion date. You are allowed to set the amount of interaction you wish to have with your assigned instructor, and if a

question or issue were to arise, you would have the option of contacting either the Medical Management Institute, or your instructor for additional assistance and support.

### **Program Name: ICD-10 Certification Training - Coder, Manager, Biller, Provider, Clinical Staff**

The Medical Management Institute's instruction team is offering a comprehensive online, self-paced, ICD-10 certification training program with instructor support. With the ICD-10 transition scheduled for October 2014, we recommend this program to all medical coders, managers, billers, providers, and clinical staff.

### **Self Study Courses (CEU)**

We offer a wide range of coding, management, and auditing courses for students to earn 2-6 CEU credits from \$129-\$449 per course. The following is a list of the these courses:

- Integumentary (Dermatology)
- Radiology
- ICD-10 Overview & Implementation Planning
- Security Risk Assessment
- Patient Protection & Affordable Care Act
- PQRS is here to stay
- Understanding the OIG Requirements
- Anatomy & Terminology
- Advanced Evaluation and Management
- Inpatient Coding and Reimbursement
- Managing the Revenue Cycle
- ICD-10 PCS
- HIPAA Privacy & Security

### **Necessary Resources**

Aside from the materials included with each courses, the following is a list of resources needed

in order to complete the coding certificate programs:

- CPT® (AMA professional edition highly recommended)
- ICD-9-CM Vol. I & II
- HCPCS II

Students may order their core coding manuals from the school. The Institute is more than happy to assist students and alumni alike with locating additional publications and software that may be desired for any of the school's courses.

Please visit: [www.mmiclassess.com](http://www.mmiclassess.com) or call 866-892-2765.

## Course Details

### Have Questions?

The Medical Management Institute professionals are available when a student has any questions, concerns or needs clarification during their studies. This guide will help determine whom should be contacted in order to get requests fulfilled in a timely manner.

### Member Services Coordinators

Member Services Coordinators are ready to assist with any questions regarding enrollment, financial aid, tuition, and any other general admission topics. The Member Services Coordinators will be the first point of contact.

### Course Instructor

The Course Instructor is available to guide and assist students by elaborating on any subject. If referred to this individual, the request requires a very detailed explanation. The Course Instructor is the point of contact when questions arise regarding performance on exams, and guidance in completing the course. After logging into your student account at [mmiclassess.learnersnation.com](http://mmiclassess.learnersnation.com)

you will see a link to your instructor's contact information (name and e-mail address) within the course.

### Staff and Faculty:

Kathy Dyson	Director of Education
Jennifer Donovan, RMC, CPC, RMM	Senior Instructor
Dorothy Steed, CPC, CHCC, RMC	Senior Instructor
Cheryl Cherico	Senior Instructor
Janet Salyer	Senior Instructor
John Burns, RMC, CPC-I, CEMC	Senior Instructor
Mary Kustermann, RMC, CPC	Senior Instructor
LeighAnne Blades	Instructor
Julia Scott, RMC, CMP	Education Operations
Carleigh Thomson	Student Coordinator
Robert Keene	Advisor
Phillip Miles	CPA
Jamilla Dadabhoy	Asst. CPA
Chuck Heeren	Analyst
Tracy Johnson	Analyst
Joe Affatotto	Analyst

## **Eligibility and Prerequisites**

All students are given the opportunity to participate in any Institute program. If the student does not have previous knowledge of the subject matter, the school strongly recommends enrolling in a prerequisite course (e.g. the anatomy, terminology and coding intro course), which includes the essential information for beginners in the Medical Coding field. This recommendation is made on a student's behalf through the use of internal aptitude tests to ensure successful completion of Institute's programs.

Please read the course descriptions carefully before enrolling to make sure that the requirements necessary to complete the course are met.

If a prerequisite is not necessary, choose to bypass a prerequisite course. However, if the course is not passed after a retest in one certification program, the school reserves the right to mandate the student to take a prerequisite course before continuing the program. In this case, the student may be responsible for additional tuition fees. The Institute will not be held liable for students who choose to bypass prerequisite courses with proof of experience or prior education.

## **Length of Courses**

Each student will be given six weeks to complete non-certificate programs, and six months to complete each certification training program (excluding the ICD-10 training, where you will have up until the implementation date).

Specialty self-study courses and CEU courses have a one year expiration deadline. This is to ensure the CEUs earned can be used towards certification renewal which may be due at anytime within this one year course time limit.

After the time limit expires any student who has not successfully completed the exam will have to re-enroll in the program and pay all fees associated with re-enrollment. No late exams will be accepted for any reason, unless approved by the Director of Education. (See pg. 13)

## **Student Services**

### **Instructor Support**

Upon enrollment in an Institute program, each student will have access to a course instructor. Each student is recommended to contact a member services coordinator if there are questions or concerns regarding the assignment of a course instructor. Course instructors are available to answer questions regarding information contained in a student's course, as well as offer coding assistance via phone, e-mail, or voice-mail ([instructor@mmiclassess.com](mailto:instructor@mmiclassess.com)).

### **Online Student Accounts**

Each student will have access to his/her account online. The student may keep track of his/her individual progress, and keep in touch with their peers through discussion groups.

## **Credit for Previous Education and Training**

Although the school may grant credit for any previous training, knowledge, certification or experience to a student who has completed related training prior to attending this institution, all students are required to fulfill the requirements of the program.

It is the policy of the The Medical Management Institute to recognize nontraditional learning experiences and to award credit in cases where such credit is appropriate. All students, including military and former military personnel, are eligible for credit consideration based upon

documentation of their previous learning experiences.

## **Examination Policies**

### **Grading System**

Examinations are administered online. Each student will be required to complete the certification test satisfactorily by the due date that is provided upon enrollment. The minimum passing score for all of the pre-certification and certification exams is 76%. The minimum passing score for all renewal and CEU programs is 70%. If a student does not have access to the internet, students may gain access through public libraries. Many local public libraries offer free access to the internet, available to all.

### **Grading Policy**

While grades are provided immediately upon completion, the results are also e-displayed in the students profile. This information can be found by logging in to the learning site, going to clicking on your name at the top right of the screen, and selecting "Test History". Students should verify that all questions on an exam have been answered completely and satisfactorily before submitting the exam for grading. Failure to do so could result in inaccurate scoring.

### **Exam Policy**

Certification exams must be completed within 24 consecutive hours once the test has begun. Rest assured, for maximum flexibility the student may log off of the exam(s) at any point as long as the entire exam is submitted in 24 hours.

If an exam is not submitted within the 24 hour period after it is started, the exam will count as a failure regardless of the number of questions completed. Please note that a failure for any reason is considered an exam attempt.

## **Weekend Support**

Weekend support is limited but faculty can be reached via e-mail at [info@mmiclassess.com](mailto:info@mmiclassess.com). Faculty will provide assistance with usernames and passwords, the resetting of tests, or other needs. The instructor will not, however, be able to discuss specific test questions.

## **Taking an Online Examination**

When students are prepared to take an exam(s), they will log onto :

<http://mmiclassess.learnernation.com/login>

after registration for testing is complete. If students have any questions on how to take an exam, s(he) should contact the school at 866-892-2765. The following step-by-step guide will help the student navigate through the test procedure (once their account has been created):

1. Open a web browser- it is recommended to use Googlechrome, Firefox, or version 9 or 10 of Internet Explorer.
2. In the address line type:  
<http://mmiclassess.learnernation.com/login>
3. Enter username and password. If you forgot the password, click the forgot password button and it will be emailed to you (be sure to check the spam/junk folder). If you still have trouble logging on, e-mail [info@mmiclassess.com](mailto:info@mmiclassess.com).
4. Click on the "My Content" tab once logged in, and select the course/program. Note that you have been enrolled in the monthly newsletter 'The Medical Business Journals (MBJ)', a MMI member perk.
5. When you are ready to take a final certification exam, you will need to contact a member services coordinator for access. You can email [info@mmiclassess.com](mailto:info@mmiclassess.com), or call 866-892-2765.

The score will be displayed in your "Test History" area.

## Repeating an Examination

If a student does not successfully complete the requirements on a particular examination, one repeat final examination is available at no cost. It is recommended that a student discuss possible areas of improvement with their instructor before taking a retest. If any questions remain, course instructors are available to answer questions at 866-892-2765 or by e-mailing the instructor at [instructor@mmiclassess.com](mailto:instructor@mmiclassess.com). Any retest must be completed within the original deadline assigned upon enrollment in a program.

## Student's/Buyer's Right to Cancel

The student/buyer has a right to cancel enrollment in the certification program and obtain a refund for purchased materials within three (3) business days after enrollment, the Institute ensures that deposits or down payments are credited as tuition payments unless clearly identified on receipt as application or other fees (e.g. printed course manual).

Any course materials must be returned using traceable means where a signature can be obtained (ex. FedEx, UPS, Certified US Mail, courier, etc) in case the package is lost or damaged. The school will not accept responsibility for lost or damaged packages. Upon enrollment, students acknowledge that all cost expectations, cancellations, and refund policies have been explained in detail and are clear. In order to cancel an enrollment agreement and receive a refund, return all visibly undamaged program materials with a written request via traceable means within 90 days to:

*The Medical Management Institute  
ATTN: Withdrawals  
3330 Preston Ridge Road Suite 300  
Alpharetta, GA 30005*

No refund will be processed until all materials are received, including but not limited to study

guides, cd's, exams, and other materials included in the program, and a letter of intent to withdraw from the course of study. Once materials are received or once request for withdrawal has been made, the students online account will be de-activated immediately.

*\*Please note that we do not accept refund/ exchanges on hardware. All hardware sales are final.*

## Refund/Withdrawal Policy

Refunds will be given if all materials are returned to the school and the following time limits are met:

- (3) business days after enrollment or the student completing no more than (5) percent of instructional time (approx. 3 weeks into the program) is refunded no less than ninety-five (95) percent of tuition;
- the student completing more than five (5) percent of instructional time (3 weeks) but no more than ten (10) percent of instructional time (6 weeks) is refunded no less than ninety 90% of tuition;
- the student completing more than ten 10% (6 weeks) but no more than 25% percent of instructional time (8 weeks) is refunded no less than 75% of tuition;
- the student completing more than 25% (8 weeks) but no more than fifty 50% of instructional time (12 weeks) is refunded no less than 50% of tuition;
- the student completing more than 50% of the instructional time (12 weeks) is informed that the institution is not required to issue a refund.

If an exam has been attempted, no refund will be granted. Programs being returned after 3 days will not be eligible for a full refund. Any program that is returned after the allotted 3 days may be

eligible for a partial refund (total tuitions) until 90 days post enrollment has been reached. After 90 days past enrollment for membership or enrollment in a program, no refund will be given.

*\*Please note that we do not accept refund/ exchanges on hardware. All hardware sales are final.*

### **Extenuating Circumstances**

In the event of a student injury, prolonged illness or death, or other circumstances deemed by the Board which prohibit completion of the course or program of study, a settlement which is reasonable and fair to the student and the institution will be reached.

In the event the school cancels or changes a program of study or course (time or location) in such way that a student who has started the program or course is unable to continue after arrangements have been made in a timely manner to accommodate the needs of each student enrolled in the program, the student has the right to cancel and request a refund.

### **Compliment/Complaint Procedure**

All of our customers and students are very important to us. So that we can resolve any problems that arise in a rapid and effective manner, we have developed the following grievance procedure:

1. When you have a concern, you can speak with any phone representative at 866-892-2765
2. If you do not want to speak to the representative or if the issue you have involves the particular representative, you can speak to your instructor directly or call our office and ask to speak to a manager
3. If your issue cannot be solved through these means, you may contact Kathy

Dyson, Learning Director, at 866-892-2765 or via email at [info@mmiclass.com](mailto:info@mmiclass.com)

Should the problem still persist, you may contact the Better Business Bureau servicing Georgia (where the Association resides):

503 Oak Place, Suite 590  
Atlanta, GA 30349

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

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In the event you are not fully satisfied with the decision of the institution, you may contact the Non-Public Postsecondary Education Commission:

2082 East Exchange Place  
Suite 220  
Tucker, GA 30084-5305  
(770) 414-3300

### **Student Information**

#### **Non-Discrimination Disclosure**

The school accords members of any race, color, sex, disability or national ethnic origin to all the rights, privileges and programs made available to members of the Institute. Similarly, the school does not discriminate on the basis of race, color, sex, national ethnic origin or disability in the administration of its educational policies, admission policies, payment plan, or loan programs or any other educational program.

The school will make individual arrangements for those members who are covered by the American with Disabilities Act in order to provide access to its course materials and testing. Contact the school for more information.

## Disclosure of Student Information

All student information obtained is kept strictly confidential, and is used only for the purposes of verification and as a point reference for member records. Students should be aware that the school may request that the students/members verify information before any information is given over the phone. The Institute is not responsible for personal information left by students in the discussion groups. Please be aware that any posts left by any students in the discussion groups is visible to anyone who wishes to view it. Use discretion when posting information on the discussion groups/forums.

## Information Given To Employers

If an employer or potential employer wishes to verify information about student's credentials, (s)he will be provided with information about learning objectives, course curriculum and certification status (if applicable). The school will not disclose scores on any exam to anyone other than the student without prior written consent from the student.

## Miscellaneous Fees

### Duplicate Certificate

Course certificates are included in the entire program cost. However, in the instance where a student requests another copy of a certificate for any reason (e.g. to include a recent name change, an updated version of the certificate) a \$25.00 processing charge is assessed.

### Tuition Payment

Tuition can be paid through check, credit card (Visa, Master Card, American Express, and Discover), Paypal or money order. Interest-Free payment plans are available; however, in order to take advantage of this, students must contact the Institute for more information.

## Course Material Maintenance

The Medical Management Institute retains the right to update and revise course materials as deemed necessary. Students enrolled in a program that has been discontinued or updated will still receive credit for the course, assuming that they are current with the academic participation guidelines outlined under Examination policies.

## Frequently Asked Questions

- Q. How do I enroll in the different programs? How long does it take to get started?
- A. To enroll, simply sign up online or download an application from the website at [www.mmiclassess.com](http://www.mmiclassess.com) or contact the Medical Management Institute at 1-866-892-2765. Fax or mail the completed enrollment form, along with tuition to the Institute. Fax to 678-669-2483 or email to [info@mmiclassess.com](mailto:info@mmiclassess.com). Once received, a student account will be created for you and the registration will be processed. After processing, all student course materials are available within 24 hours on-line.
- Q. Do I have support while I am enrolled in a course?
- A. Students are assigned a course instructor upon enrollment of a certification program. The instructors are available to guide them through the program and to provide expert advice. Once enrolled, students are encouraged to contact their instructor via e-mail at any time. Member Services Coordinators are available to assist members with certification advice and to provide administrative support. The Member Services Coordinator can answer any questions that members have regarding their status, grades, testing protocols, standards, certification programs etc.
- Q. How do I receive my grade report?

- A. Student grades will be visible under the "Test History" tab of the Learning Site after logging in.
- Q. What will I receive online access to?
- A. Upon enrollment of any certification training program or CEU course, students will receive a log-in account for the learning system as well as access to the Medical Business Journals, an online monthly newsletter full of medical coding, management, and auditing resources.
- Q. Is there any additional material I need that is not included with my full certification program purchase?
- A. Students enrolled in either the pre-certification program or the management program will not need any additional material. However, students enrolled in the medical coding program will need to have access to a current calendar year ICD-9-CM Vol I & II, CPT®, and HCPCS. The required study books, the ICD-10 codebook and Student Workbook, is included in the cost of any ICD-10 certification training program. If a student needs to purchase books, please call the Medical Management Institute at 866-892-2765 or visit [www.mmiclassess.com](http://www.mmiclassess.com).



*The Medical Management Institute is authorized under the  
Nonpublic Postsecondary Educational Institutions Act of 1990.*

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