



## **OS2U Training & Development Center**

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## HISTORY

Melissa Freeman has been a change agent in healthcare revenue cycle management industry for over a decade. Since the year 2000, Ms. Freeman has enabled healthcare organizations to reclaim millions of loss revenue through her expert guidance and direction. Ms. Freeman's consulting and training has also played a vital role in helping her clients to implement industry best practices, while also mitigating compliance risk.

While seeking an avenue to maximize her presence in the medical coding industry by leveraging her experience and passion, Ms. Freeman founded OS2 Healthcare Solutions LLC in 2011. OS2 HCS' mission is to provide effective solutions to the growing demand of coding quality, compliance and efficiency in healthcare organizations.

Since the company was founded, Melissa's technical expertise and marketing skills has contributed to the firm's rapid growth since the company's inception. OS2 HCS' diverse client base consists of clinics, hospitals, private practices, and federal agencies throughout the nation. OS2 HCS' extensive list of satisfied customers is continuing to rapidly expand as the company is steadily becoming recognized as a leading provider in the medical coding industry. As a small, woman, and veteran owned company, OS2 HCS is uniquely positioned to pursue contracts with federal, state, and local agencies seeking to obtain quality services from small business firms.

Seeking to give back to the community of medical coders, Ms. Freeman established OS2U Training and Development Center in 2014, a non-profit organization that is designed to provide mentorship, coaching and hands on training to help coders successfully pass both AHIMA and AAPC certifications. In addition to obtaining these applicable industry credentials, this non- profit organization assists coding professionals with obtaining employment with hospitals, clinics and other healthcare entities.

Through its paid internship program in partnership with local colleges and private entities, OS2U is well positioned to supply technically proficient coders to healthcare organizations throughout the nation with the implementation of ICD- 10 fast approaching.

## ACCREDITATION AND APPROVALS

OS2U Training and Development Center has been accredited by AAPC – American Academy of Professional Coders – Since 2008. OS2U Training and Development Center: Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas – Since 2015.

## FACILITIES AND EQUIPMENT

OS2U Training and Development Center's office is located at 4524 S. WS Young Drive Ste. 102, Killeen, Texas 76542. There are several computer stations available to sign up and use if you need to complete your assignments. All times must be strictly adhered to. There are two handicapped accessible bathrooms available. The school is equipped with Wi-Fi for every user. Please see an office employee for the password to gain access to the computers and Wi-Fi.

OS2U has coding reference materials available for use while in the building. All materials must be signed out for use with the office employees.

## BOARD OF TRUSTEES

Melissa A.  
Freeman  
Charles Flowers  
Aaron Sams

## Staff

Melissa Freeman, Owner

Melissa Freeman, RHIT, CDIP, CCS, CCS-P, CPC-I, COC, CPC, CR. Director/Instructor  
 Scot Smith, CRC..... Instructor  
 Monica Walker, CCS, CPC, CRC..... Instructor  
 Sharon Andersen, CPC, CRC... Instructor  
 Renea Abbey, CPC, CRC..... Instructor  
 Vanessa Haynes, CCS, CPC-A, CRC..... Instructor  
 Alexandra Dibrell, CPC, CRC..... Instructor  
 Taryn Reyes..... Education Coordinator

## HOURS OF OPERATION

OS2U Training and Development Center is open Monday through Thursday from 8 am until 5 pm and closed Friday, Saturday and Sunday. Online programs do not meet at a particular time or place, but they are structured with in the academic time frame and require class participation several times each week.

## HOLIDAY CALENDAR

New Year's Day	Veteran's Day
Martin Luther King, Jr. Day	Thanksgiving Day
President's Day	Friday After Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	

## 2020/2021 SCHOOL CALENDAR

January 6 <sup>th</sup> , 13 <sup>th</sup> , 22 <sup>nd</sup> , 27 <sup>th</sup>	CRC Bootcamp
January 8 <sup>th</sup> , 15 <sup>th</sup> , 22 <sup>nd</sup> , 29 <sup>th</sup>	CPC Bootcamp
February 4 <sup>th</sup> – April 9 <sup>th</sup>	Risk Adjustment Practicum Pre-Season Training II
February 4 <sup>th</sup> – April 9 <sup>th</sup>	Risk Adjustment Practicum Pre-Season Training III
April 6 <sup>th</sup> , 13 <sup>th</sup> , 20 <sup>th</sup> , 27 <sup>th</sup>	CRC Bootcamp
May 5 <sup>th</sup> – July 9 <sup>th</sup>	Risk Adjustment Practicum Pre-Season Training II
May 5 <sup>th</sup> – July 9 <sup>th</sup>	Risk Adjustment Practicum Pre-Season Training III
July 6 <sup>th</sup> , 13 <sup>th</sup> , 20 <sup>th</sup> , 27 <sup>th</sup>	CRC Bootcamp
July 8 <sup>th</sup> , 15 <sup>th</sup> , 22 <sup>nd</sup> , 29 <sup>th</sup>	CPC Bootcamp
August 4 <sup>th</sup> – October 8 <sup>th</sup>	Risk Adjustment Practicum Pre-Season Training II
October 3 <sup>rd</sup> – January 2 <sup>nd</sup>	Introduction to Outpatient Coding
October 5 <sup>th</sup> , 12 <sup>th</sup> , 19 <sup>th</sup> , 26 <sup>th</sup>	CRC Bootcamp
October 7 <sup>th</sup> , 14 <sup>th</sup> , 21 <sup>st</sup> , 28 <sup>th</sup>	COC Bootcamp
November 2 <sup>nd</sup> – January 4 <sup>th</sup>	Introduction to Risk Adjustment Coding
January 5 <sup>th</sup> – March 11 <sup>th</sup> (2021)	HCC Basics
February 17 <sup>th</sup> , 24 <sup>th</sup> & March 3 <sup>rd</sup> , 10 <sup>th</sup> (2021)	CPMA Bootcamp
March 15 <sup>th</sup> – May 19 <sup>th</sup> (2021)	HCC Auditor
March 16 <sup>th</sup> – May 20 <sup>th</sup> (2021)	HCC Mock Project
May 25 <sup>th</sup> & June 1 <sup>st</sup> , 8 <sup>th</sup> , 15 <sup>th</sup> (2021)	CRC Bootcamp
July 6 <sup>th</sup> , 12 <sup>th</sup> , 19 <sup>th</sup> , 26 <sup>th</sup> & August 2 <sup>nd</sup> (2021)	CPC/COC Bootcamp
August 3 <sup>rd</sup> – October 21 <sup>st</sup> (2021)	Introduction to Outpatient Coding
August 9 <sup>th</sup> , 16 <sup>th</sup> , 23 <sup>th</sup> , 30 <sup>th</sup> (2021)	CRC Bootcamp
October 26 <sup>th</sup> – December 30 <sup>th</sup> (2021-2022)	Practicode™
November 1 <sup>st</sup> – December 22 <sup>nd</sup> (2021)	Introduction to Risk Adjustment Coding

## TUITION AND FEES

Notes

- Hybrid courses are offered online and onsite
- Pricing is subject to change effective on 04/01/2021

### Hybrid Courses – Fundamental Programs

#### Risk Adjustment Mentee Program

Tuition	Online Pricing	Onsite Pricing
	\$1750.00	\$3760.00
AAPC Membership Fee	\$90.00	\$90.00
Risk Adjustment Workbook	\$110.00	\$110.00
2020 ICD-10-CM	\$75.00	\$75.00
CRC Examination	\$325.00	\$325.00
Registration Fee	\$100.00	\$100.00
Study Guide	\$50.00	\$50.00
<b>Total Cost</b>	<b>\$2500.00</b>	<b>\$4510.00</b>

#### Outpatient Mentee Program

Tuition	Online Pricing	Onsite Pricing
	\$2500.00	\$3960.00
AAPC Membership Fee	\$90.00	\$90.00
Outpatient Workbook	\$110.00	\$110.00
2020 ICD-10-CM, CPT, HCPCS book bundle	\$200.00	\$200.00
CPC, COC, CPMA Examination	\$975.00	\$975.00
Registration Fee	\$100.00	\$100.00
Study Guide	\$50.00	\$50.00
<b>Total Cost</b>	<b>\$4025.00</b>	<b>\$5485.00</b>

#### Inpatient Mentee Program

Tuition	Online Pricing	Onsite Pricing
	\$1750.00	\$3500.00
AAPC Membership Fee	\$170.00	\$170.00
Inpatient Workbook	\$110.00	\$110.00
2020 ICD-10-CM, CPT, HCPS book bundle	\$130.00	\$130.00
CIC Examination	\$425.00	\$425.00
Registration Fee	\$100.00	\$100.00
Study Guide	\$110.00	\$110.00
<b>Total Cost</b>	<b>\$2795.00</b>	<b>\$4545.00</b>

## Online Seminars - Self-Paced Courses

### Outpatient Coding

Tuition		\$600.00
AAPC Membership Fee		\$90.00
Physician Workbook		\$110.00
2020 ICD-10-CM, CPT, HCPCS book bundle		\$200.00
CPC/COC Examination		\$650.00
Registration Fee		\$100.00
CPC/COC Bootcamp		\$300.00
Study Guide		\$50.00
Practicode™		\$500.00
<b>Total Cost</b>		<b>\$2600.00</b>

### Risk Adjustment Coding

Tuition		\$200.00
AAPC Membership Fee		\$90.00
Risk Adjustment Workbook		\$110.00
2020 ICD-10-CM		\$75.00
CRC Examination		\$325.00
Registration Fee		\$100.00
CRC Bootcamp		\$250.00
Study Guide		\$50.00
<b>Total Cost</b>		<b>\$1200.00</b>

### Inpatient Coding

Tuition		\$300.00
AAPC Membership Fee		\$170.00
Inpatient Workbook		\$110.00
2020 ICD-10-CM, ICD-10-PCS		\$130.00
CIC Examination		\$425.00
Registration Fee		\$100.00
CIC Bootcamp		\$250.00
Study Guide		\$130.00
<b>Total Cost</b>		<b>\$1615.00</b>



### Online Seminars - Exam Prep

#### CRC Bootcamp

Tuition		\$250.00
CRC Study Guide		\$50.00
CRC Examination		\$325.00
2020 ICD-10-CM		\$75.00
AAPC Member		\$90.00
<b>Total Cost</b>		<b>\$790.00</b>

#### CPC/COC Bootcamp

Tuition		\$300.00
CPC/COC Study Guide		\$50.00 (each)
CPC/COC Examination		\$325.00 (each)
2020 ICD-10-CM, CPT, HCPCS book bundle		\$200.00
AAPC Member		\$90.00
<b>Total Cost</b>		<b>\$965.00</b>

#### CIC Bootcamp

Tuition		\$250.00
CIC Study Guide		\$110.00
CIC Examination		\$425.00
2020 ICD-10-CM, CPT, HCPCS book bundle		\$130.00
AAPC Member		\$90.00
<b>Total Cost</b>		<b>\$1005.00</b>

#### CPMA Bootcamp

Tuition		\$250.00
CPMA Study Guide		\$50.00
CPMA Examination		\$325.00
2020 ICD-10-CM, CPT, HCPCS book bundle		\$200.00
AAPC Member		\$90.00
<b>Total Cost</b>		<b>\$915.00</b>



## Online Seminars – Practicums

### HCC Basics

Tuition		\$500.00
Previous and Current Year Coding Manual		\$150.00
Desktop w/Dual Monitor		\$1000.00
<b>Total Cost</b>		<b>\$1650.00</b>

### HCC Mock Project

Tuition		\$500.00
Previous and Current Year Coding Manual		\$150.00
Desktop w/Dual Monitor		\$1000.00
<b>Total Cost</b>		<b>\$1650.00</b>

### HCC Auditor

Tuition		\$500.00
Previous and Current Year Coding Manual		\$150.00
Desktop w/Dual Monitor		\$1000.00
<b>Total Cost</b>		<b>\$1650.00</b>

### Placement Practicum

Tuition		\$500.00
AAPC Membership Pin		\$5.00
AAPC Credential Pin		\$1.50
Coding Portfolio		\$40.00
Gov't Resume		\$250.00
Civilian Resume		\$50.00
Professional Headshot		\$50.00
Interview Wardrobe		\$125.00
<b>Total Cost</b>		<b>\$1021.50</b>

### Practicode™

Tuition	<b>Live</b> \$500.00	<b>Online</b> \$250.00
2020 ICD-10-CM, CPT, HCPS book bundle	\$200.00	\$200.00
<b>Total Cost</b>	<b>\$700.00</b>	<b>\$450.00</b>



## COURSES AND PROGRAMS

### Prerequisites

<b>PRE 101 - Medical Terminology</b>	<b>40</b>
Introduction to medical terminology used in the medical coding and reimbursement profession, and covers medical terminology and anatomy from a medical coder's perspective.	
<b>PRE 102 - Anatomy &amp; Physiology</b>	<b>40</b>
Introduction to anatomy & physiology used in medical coding and reimbursement profession, and provides an understanding of how the human body operates on a daily basis and how anatomy applies to the medical record.	
<b>PRE 103 - Pharmacology</b>	<b>40</b>
Introduction to pharmacology used in the medical coding and reimbursement profession and covers pharmacology from a medical coder's perspective.	

### Medical Coding

<b>MC 201 - Introduction to Risk Adjustment Coding</b>	<b>40</b>
An instructor led online course covering the principles of risk adjustment, predictive modeling, financial impact of risk adjustment coding, documentation challenges, official diagnosis coding guidelines, and accurate diagnosis coding in ICD-10-CM.	
<b>MC 202 - Introduction to Outpatient Coding</b>	<b>80</b>
An instructor led course covering the learn principles of physician outpatient medical coding utilizing the CPT®, ICD-10- CM and HCPCS Level II code set. This course is recommended for anyone who is preparing for a career in medical coding for a physician's office. For COC, this course covers the principles of facility coding for hospital and ambulatory surgery center settings. This course is recommended for the student preparing for a career in medical coding a career in medical coding in an outpatient hospital/facility and ASC setting.	
<b>MC 203 - Introduction to Inpatient Coding</b>	<b>80</b>
An instructor led course covering the principles of facility inpatient coding utilizing the ICD-10 CM & PCS course format. This course is recommended for anyone who is preparing for inpatient facility.	



## Medical Coding Exam Prep

### **BC 301 - CRC Bootcamp**

**16**

A review designed to focus on both the common and most challenging coding concepts of the AAPC CRC examination. The review is divided by domains covered on the examination allowing students to focus on the areas where they find themselves lacking. The review provides valuable test preparation, such as demonstration techniques for marking and using code books. Each session is an area of focus on the examination and will provide a review of key concepts, and test taking tips and strategies, and a review of most commonly missed questions.

### **BC 302 – CPC/COC Bootcamp**

**20**

A review designed to focus on both the common and most challenging coding concepts of the AAPC CPC and/or COC examination. The review is divided by domains covered on the examination allowing students to focus on the areas where they find themselves lacking. The review provides valuable test preparation, such as demonstration techniques for marking and using code books. Each session is an area of focus on the examination and will provide a review of key concepts, and test taking tips and strategies and a review of most commonly missed questions.

### **BC 303 - CIC Bootcamp**

**16**

A review designed to focus on both the common and most challenging coding concepts of the AAPC COC examination. The review is divided by domains covered on the examination allowing students to focus on the areas where they find themselves lacking. The review provides valuable test preparation, such as demonstration techniques for marking and using coding books. Each session is an area of focus on the examination and will provide a review of key concepts, and test taking tips and strategies and a review of most commonly missed questions.

### **BC 304 - CPMA Bootcamp**

**16**

A review designed to focus on both the common and most challenging coding concepts of the AAPC CPMA examination. The review is divided by domains covered on the examination allowing students to focus on the areas where they find themselves lacking. The review provides valuable test preparation, such as demonstration techniques for marking and using code books. Each session is an area of focus on the examination and will provide a review of key concepts, and test taking tips and strategies, and a review of most commonly missed questions.



## Coding Practicum

### **PRC 401 – HCC Basics**

**516**

A hands-on risk adjustment practicum for coders to apply HCC coding fundamentals using redacted charts. This course is designed to introduce coders to a real coding environment with a focus on how to utilize resources, guidelines and business rules to capture accurate HCC's.

### **PRC 402 – HCC Mock Project**

**516**

A simulated mock project with our Coding Manager, Mentors, and Project Lead in a retrospective risk environment. Coders are provided with the tools and resources given during a coding project to make them job ready. We provide an encoder, coding portal, quality and production metrics and custom feedback on errors. **Pre-Season Training is a prerequisite to be accepted into the apprenticeship program.** Coders are required to code 150 charts and an overall QA score of 90% to be considered for an apprenticeship.

### **PRC 403 – HCC Auditor**

**516**

A simulated quality review mock project with our leadership team in a retrospective risk environment. Coders are provided with the tools and resources given during a coding project to properly review coded charts for quality and data abstraction errors.

This course also includes AAPC's Practicode™ coupled with guidance from our leadership team to help coders navigate correct assignment of procedural and E&M codes. Coders will be given the same tools as Pre-Season Training II, with weekly quality and production metrics, coding resource navigation and one on one sessions with a manager or mentor.

### **PRC 404 – Placement Practicum**

**516**

We assist coders in creating a government and civilian professional resume, prepare a coding portfolio, create career profiles with state, government and popular job search engines, perform mock interviews and wardrobe coaching. Placement pairing with our partners will be conducted for eligible candidates based on performance and demonstrated core strengths during apprenticeship. No school can guarantee employment, the purpose of the course is to actively assist coders in obtaining desirable employment through our placement assistance program.

### **PRC 405 – Practicode™**

**516**

This is an online course using Practicode as a tool to teach and test medical coding proficiency using real, redacted medical records. Coders will meet with our leadership team to discuss performance metrics, common errors, quality and production best practice and resource utilization.

### **PRC 406 – Coding Practicum (Pre-Season Training HRA)**

**516**

A capstone course intended to provide students with the opportunity to apply the skills learned in previous coding courses in a supervised setting to gain practical experience in HRAs.

### **PRC 407 – Coding Practicum (Pre-Season Training CCC)**

**516**

A capstone course intended to provide students with the opportunity to apply the skills learned in previous coding courses in a supervised setting to gain practical experience.



## Hybrid Medical Coding Courses – Fundamental Program

### Certificate of Completion

#### Risk Adjustment Mentee Program

Subject No.	Subject Title	Lecture	Lab
PRE 101	Medical Terminology	32	8
PRE 102	Anatomy & Physiology	32	8
MC 201	Introduction to Risk Adjustment Coding	32	8
PRC 401	Risk Adjustment Practicum Pre-Season Training I	413	103
BC 301	CRC Bootcamp	16	
PRC 402	Risk Adjustment Practicum Pre-Season Training II	413	103
<b>Total Hours</b>			1168

#### Outpatient Mentee Program

Subject No.	Subject Title	Lecture	Lab
PRE 101	Medical Terminology	32	8
PRE 102	Anatomy & Physiology	32	8
PRC 405	Practicode™	413	103
BC 302	CPC/COC Bootcamp	20	
MC 202	Introduction to Outpatient Coding	64	16
PRC 403	Risk Adjustment Practicum Pre-Season Training III	413	103
BC 304	CPMA Bootcamp	16	
<b>Total Hours</b>			1228

#### Inpatient Mentee Program

Subject No.	Subject Title	Lecture	Lab
PRE 101	Medical Terminology	32	8
PRE 102	Anatomy & Physiology	32	8
PRE 103	Pharmacology	32	8
MC 203	Introduction to Inpatient Coding	64	16
BC 302	CIC Bootcamp	16	
PRC 406	Coding Practicum (Pre-Season Training HRA)	413	103
PRC 407	Coding Practicum (Pre-Season Training CCC)	413	103
<b>Total Hours</b>			1248



## Hybrid Medical Coding Courses - Self-Paced

### Certificate of Completion

#### Risk Adjustment Coding

Subject No.	Subject Title	Lecture	Lab
PRE 101	Medical Terminology	32	8
PRE 102	Anatomy & Physiology	32	8
MC 201	Introduction to Risk Adjustment Coding	32	8
BC 301	CRC Bootcamp	16	
<b>Total Hours</b>			136

#### Outpatient Coding

Subject No.	Subject Title	Lecture	Lab
PRE 101	Medical Terminology	32	8
PRE 102	Anatomy & Physiology	32	8
MC 202	Introduction to Outpatient Coding	64	16
BC 302	CPC/COC Bootcamp	20	
PRC 405	Practicode™	413	103
<b>Total Hours</b>			696

#### Inpatient Coding

Subject No.	Subject Title	Lecture	Lab
PRE 101	Medical Terminology	32	8
PRE 102	Anatomy & Physiology	32	8
PRE 103	Pharmacology	32	8
MC 203	Introduction to Inpatient Coding	64	16
BC 303	CIC Bootcamp	16	
<b>Total Hours</b>			216

\*Hybrid courses offered onsite and online



## Online Medical Coding Seminars – Exam Prep

### Certificate of Completion

#### CRC Bootcamp

Subject No.	Subject Title	Lecture	Lab
BC 301	CRC Bootcamp	16	
<b>Total Hours</b>			16

#### CPC/COC Bootcamp

Subject No.	Subject Title	Lecture	Lab
BC 302	CPC/COC Bootcamp	20	
<b>Total Hours</b>			20

#### CIC Bootcamp

Subject No.	Subject Title	Lecture	Lab
BC 303	CIC Bootcamp	16	
<b>Total Hours</b>			16

#### CPMA Bootcamp

Subject No.	Subject Title	Lecture	Lab
BC 304	CPMA Bootcamp	16	
<b>Total Hours</b>			16





## Online Medical Coding Seminars - Practicums

### Certificate of Completion

#### Risk Adjustment Practicum Pre-Season Training I

Subject No.	Subject Title	Lecture	Lab
PRC 401	HCC Basics	413	103
<b>Total Hours</b>			516

#### Risk Adjustment Practicum Pre-Season Training II

Subject No.	Subject Title	Lecture	Lab
PRC 402	HCC Mock Project	413	103
<b>Total Hours</b>			516

#### Risk Adjustment Practicum Pre-Season Training III

Subject No.	Subject Title	Lecture	Lab
PRC 403	HCC Auditor	413	103
<b>Total Hours</b>			516

#### Placement Practicum

Subject No.	Subject Title	Lecture	Lab
PRC 404	Placement Practicum	413	103
<b>Total Hours</b>			516

#### Practicode™

Subject No.	Subject Title	Lecture	Lab
PRC 405	Practicode™	413	103
<b>Total Hours</b>			516

## ADMISSIONS AND ENROLLMENT POLICIES

Individuals applying for this course are required to:

- Interview with an admission counselor
- Be at least 18 years of age; and
- Present proof of secondary and post education (high school diploma, GED certificate, transcripts)

## CREDIT FOR PRIOR EDUCATION, TRAINING, OR EXPERIENCE

An enrolling student may be granted credit for prior education, training, or experience for up to 100 clock hours.

- To apply for consideration of credit, a written request with documentation of the education/training/experience must be submitted to the school director no later than 30 business days prior to the first day of classes for the term.
- The student may be required to pass a qualification test with a grade of at least 80% to receive the credit.

**Transfer of credit:** Students will need to contact perspective schools to determine if credits earned at OS2U are transferrable to the transferring institution(s).

## CANCELLATION POLICY

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

### REFUND POLICY

1. Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:  
(a) The last day of attendance, if the student is terminated by the school; (b) The date of receipt of written notice from the student; or (c) Ten school days following the last date of attendance.

3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72-hour cancellation privilege the student does not enter school, not more than \$100 in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education course.

4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated after the cancellation period, the school or college may retain not more than \$100 in any administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination.

5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

6. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.

7. A full refund of all tuition and fees is due and refundable in each of the following cases: (a) An enrollee is not accepted by the school; (b) If the course of instruction is discontinued by the school and this prevents the student from completing the course; or (c) If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school. A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges. REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE

8. A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled: (a) If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal; (b) A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or (c) The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has: (1) satisfactorily completed at least 90 percent of the required coursework for the program; and (2) demonstrated sufficient mastery of the program material to receive credit for completing the program.

9. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 60 days after the effective date of termination.

## **THE WORKFORCE INNOVATION AND OPPORTUNITY ACT**

The Workforce Innovation and Opportunity Act (WIOA) is a program offered by the Department of Labor and allows OS2U to train those eligible as an apprentice. Eligibility is based on income

status, high school diploma, and must pass a typing proficiency test. Those who were laid off while working on Fort Hood or spouses of active duty military service members, who had to quit their job due to a military PCS may also qualify to receive WIOA benefits. If you think that you may be eligible, please register at [www.workintexas.com](http://www.workintexas.com) and provide the following:

- High school diploma/GED or equivalent
- Proof of U.S. citizenship (SSN card, birth certificate)
- Copy of income tax filing from the previous year

## GRADING POLICY

Students must complete each objective with a passing grade of 70%. Advancement to the next objective, to include the final exam, is not permitted if this requirement is not met. Final grades are solely determined by the student's final exam score.

<b>Numeric Grade</b>	<b>Letter Grade</b>
90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
Below 60	F
*Incomplete	I
**Withdrawal	W

## SATISFACTORY ACADEMIC PROGRESS

A grade average of at least 80% is required for each class subject for the student to receive the course certificate. Course certificates will not be given for a la Carte Classes. There will be weekly labs where the student and instructor review the student's progression. Students will receive written notification of their progress for every test. At the end of each section a student who is not making satisfactory progress will be dropped from the program. The Education Coordinator will counsel the student who is being dropped. The date, action take, and terms of reentry will be clearly indicated in the student's permanent file.

A student whose enrollment was terminated for unsatisfactory progress may reenroll at the next course cycle. Such reenrollment does not circumvent the approved refund policy. A student who returns after termination of enrollment for unsatisfactory progress will be placed on academic probation for the next grading period. The student will be advised of this action, and it will be documented in the student's file. If the student does not demonstrate satisfactory

progress at the end of this probationary period, the student's enrollment will be terminated with bias towards future enrollments.

Under Texas Education Code, Section 132.061 (f) a student who is obligated for the full tuition may request a grade of "incomplete" if the student withdraws for an appropriate reason unrelated to the student's academic status. A student who receives a grade of incomplete may reenroll in the program during the 12-month period following the date the student withdraws and complete those incomplete subjects without payment of additional tuition for that portion of the course of program.

## **ACADEMIC PROBATION**

A student who is not making satisfactory progress as defined above at the completion of a subject class will be placed on academic probation for the next subject class. If a student on academic probation achieves satisfactory progress for the subsequent subject class, but does not achieve the required grades to meet overall satisfactory progress for the course, the student may be continued on academic probation for one more subject class. If a student on academic probation fails to achieve satisfactory progress for the first probationary subject class, the student's enrollment will be terminated. The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two successive subject classes will be terminated.

## **REPEATED SUBJECTS**

When a student repeats a subject course, the higher grade for the repeated subject course will be considered in the determination of the student's grade average for the course of study.

OS2U does/does not offer remedial work for subjects.

## **STUDENT RECORDS**

Progress will be evaluated at the end of classes for each subject (3 to 10 days depending on the subject). Written numeric grade reports for each subject will be provided to students by the second school day after the completion of classes for the subject. Grade reports will also be provided to a student's sponsors if applicable.

## ATTENDANCE POLICY

The dates and times mentioned above are required for each phase to meet attendance requirements. Students who have 20% or more absences will result in administrative withdrawal and will be billed for each course of completion in accordance to the attendance policy. Students will have the opportunity to review audio/visual recordings of the missed lesson; however, it does not excuse the absence. Students who arrive 15 minutes late will be counted as tardy. 5 tardy occurrences will result in administrative withdrawal and will be billed based on course completion in accordance with OS2U's attendance policy.

**Leave of Absence:** Students in the Risk Adjustment and Outpatient Coding programs are not eligible for leaves of absence. For all other programs, the school director may grant a leave of absence after determining that good cause is shown. A student may have no more than two leaves of absence in a 12-month calendar period, and may be on leave of absence no more than 30 calendar days during that 12-month calendar period. School attendance records will clearly define the dates of the student's leave of absence. A written statement of the reason(s) leave of absence was granted, signed by both the student and the school director indicating approval, will be placed in the student's permanent file. A student's enrollment in the program will be terminated if the student fails to return as scheduled from an approved leave of absence.

## EXPECTATIONS FOR STUDENT CONDUCT

Students of OS2U are expected to behave as professionals when representing the school or performing school required functions, at all times, to include chat rooms, social media, webinars, and while on campus.

**Causes for termination:** The learning environment at OS2U is one that should be safe, secure and conducive to academic pursuits at all times. Students are expected to obey the local, state, and federal laws and be respectful in their conduct. Therefore, it may be necessary to remove students from the program when behavior is severe. Below is a list of inappropriate behaviors that will be subject to disciplinary action:

1. Use of abusive or obscene language
2. Cheating on an examination
3. Disorderly conduct
4. Possession of weapons
5. Possession of alcohol/drugs
6. Any interference with the functions or activities of the school
7. Disrupting the peace and order of the school such as fighting/quarreling
8. Cyber bullying,
9. Misuse of passwords and/or access to school systems
10. Violation of HIPAA
11. Fraternization with any of the staff members
12. Excessive Absences

The school director will have the final say as to the severity of the infraction.

**Reenrollment after Dismissal for Violation of Student Conduct:** After one enrollment period has elapsed, a student whose enrollment was terminated for violation of expectations of student conduct that did not result in the involvement of law enforcement officials will have one opportunity for reenrollment in a subsequent term in the next 12 calendar months.

## GRADUATION REQUIREMENTS

A certificate of completion in each subject will be awarded to students who meet all the requirements for that program of study, maintain a passing grade of 80% or above and remain in compliance of attendance policies.

## PLACEMENT SERVICES

OS2 Healthcare Solutions will offer full time coding contracts to students who completed Pre- Season Training Course in the top 10% of the class. OS2U Training and Development Center will provide recommendations to our Risk Adjustment coding partners to those who completed Preseason Training and placed in the top 20% of the course. Job placement assistance is available at no charge to all students who are awarded certificates of completion in OS2U programs. These services will include interviewing and resume guidance.



## STUDENT GRIEVANCES AND COMPLAINTS

Students are encouraged to try and resolve any issue by themselves. If they are unable to do so they should take the issue to the Instructor. If the student is unsatisfied, they need to submit their grievance in writing to the Education Coordinator. The Education Coordinator will look into the matter, consult with the instructor and the Director and give you a written solution within 5 business days. If the student is still unsatisfied, they can take their issue to the accrediting agencies listed below.

### Notification of Complaint to the Texas Workforce Commission:

Texas Workforce Commission  
Career Schools and Colleges, Room 226T 101 East 15th Street Austin, Texas 78778-0001  
Phone: (512) 936-6959  
<http://csc.twc.state.tx.us/>

## TRUE AND CORRECT STATEMENT

I hereby certify that the statements and information in this catalog are true and correct to the best of my knowledge and belief.

*Melissa Freeman, RHQT, CDAP, CCS, CCS-P, CPC-I,  
CRC, CPC-H, CPC  
Director*