

# MANIPAL ACADEMY OF HIGHER EDUCATION

(Deemed University)

## FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JANUARY 2005

### SUBJECT: INTRODUCTION TO HEALTH INSURANCE AND CODING

Wednesday, January 05, 2005

Time: 3 Hours

Max. Marks: 80

#### ALL QUESTIONS ARE COMPULSORY

1. Write in detail about the coding guidelines for HIV infections. (15 marks)
2. Define health insurance. Write in detail about the types of health insurance. (10 marks)
3. Write in detail about coding guidelines for normal delivery. (10 marks)
4. Write in detail about the 'Recent Changes' in the field of Health Insurance. (10 marks)
5. Define the following Health Insurance terms: (2×5 = 10 marks)
  - 5A. Premium
  - 5B. Formulary
  - 5C. Medical Evacuation or Repatriation
  - 5D. A.B. Best Rating
  - 5E. Pre-existing condition.
6. Write short notes on the following: (4×5 = 20 marks)
  - 6A. Guidelines for post partum period coding.
  - 6B. Elements of Review of Systems
  - 6C. Terrorism coding guidelines
  - 6D. Observation V codes
7. Match the following from Part A to Part B. (5 marks)
 

<u>Part A</u>	<u>Part B</u>
a. 650	i. Weeks of gestation
b. V 27.0	ii. Normal delivery
c. E 979	iii. Single live born
d. V58.1	iv. Terrorism
e. 765.2	v. Chemotherapy



Reg. No.

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## FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JANUARY 2005

**SUBJECT: FRONT OFFICE MANAGEMENT**

Tuesday, January 04, 2005

Time: 3 Hours

Max. Marks: 80

**ALL QUESTIONS ARE COMPULSORY**

1. Explain in detail the following:

- 1A. Explain PR as a managerial function.
- 1B. Internal and External publics of an organization.
- 1C. How do you organize an exhibition?
- 1D. Explain telephone etiquette in detail.

(15×4 = 60 marks)

2. Write short notes on any **FOUR**:

(5×4 = 20 marks)

- 2A. Guidelines for listening.
- 2B. Importance of PR.
- 2C. What is a media tour?
- 2D. Guidelines for business ethics.
- 2E. Two types of crisis and their solutions.



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**FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JANUARY 2005**

**SUBJECT: GENERAL MANAGEMENT AND ORGANIZATIONAL BEHAVIOUR**

Monday, January 03, 2005

Time: 3 Hours

Max. Marks: 80

**ALL QUESTIONS ARE COMPULSORY**

1. Define Management and mention its characteristic features. (10 marks)
2. Write in brief about the process of management. (10 marks)
3. What is communication? What are the barriers to communication? (10 marks)
4. Write short notes on: (5×8 = 40 marks)
  - 4A. Drawbacks of counseling process.
  - 4B. Importance of mentoring relationship.
  - 4C. Difference between leadership and management.
  - 4D. Time study.
  - 4E. Role of Manager.
  - 4F. Skills required by a Manager.
  - 4G. Different control techniques.
  - 4H. Role of Mentor.
5. Why is F.W. Taylor called the “Father of Scientific Management”? (10 marks)

