Certificate in Health Insurance Customer Service

The Certificate in Health Insurance Customer Services is designed for students who are interested in career development within the health insurance industry. It is also appropriate for individuals seeking to transition into the health insurance industry.

This Certificate is 18 credits and students may transfer in ITE 101 plus one other course to be approved by the Registrar. All courses must be completed with a grade of 'C' or better.

Certificate Core Courses

HCA 101: Health Care Systems and Administration	3 cr
HCA 105: Medical Terminology	3 cr
HCA 201: Health Care Quality Concepts and Principles	3 cr
HIM 115: Principles of Health Information Management	3 cr
HIM 205: Reimbursement Methodologies	3 cr
ITE 101: Management Information Systems*	3 cr
Total	**18 cr**

The Health Insurance Customer Service Certificate Program is in Candidacy Status, pending accreditation review by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM).

Student Learning Outcomes

Students who complete a Certificate in Health Insurance Customer Service will be able to:

1. describe the different types of health care delivery systems and services;
2. compare past, present, and anticipated changes in the health care environment;
3. demonstrate an appreciation of factors that impact behavior in the health care field;
4. use correct medical terminology;
5. describe insurance claim processing from multiple perspectives;
6. explain how to use, maintain, and safeguard medical records;
7. use research methods appropriate to the field;
8. explain patient rights measures;
9. explain how health care quality is delivered, measured, and monitored;
10. describe various payment sources and the populations they serve;
11. analyze health care financial risk;
12. assess customer service and client satisfaction;
13. identify process improvement concepts and principles and apply to the health care field;
14. demonstrate an understanding of computer applications used in health care;
15. demonstrate and apply decision-making strategies related to the health care field; and
16. demonstrate an understanding of ethical responsibilities in business and clinical practices.