



Course Syllabus: 4153 Managed Care

College of Health and Human Services

Spring 2026

Contact Information

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Course Description

A pragmatic examination of the theories for and uses of managed health in the 21st century. Special emphasis is placed on the structure of care delivery in hospitals, community health clinics, and medical practices. The class will also focus on payer organizations as well as types of managed care organizations (MCOs), plans, and methodologies. The impact of the ACA on health insurance is also reviewed.

Through the text readings, instructor notes, articles, videos, tests, written assignments, and discussions the student will:

1. Understand foundations of the American managed health care system including historical reviews of managed care and organizational structures, concepts, and practices of the managed care industry. Understand the following: how health insurance and managed care came into being, the forces that helped to shape the industry, major obstacles to managed care historically, and major forces shaping health insurance and managed care today. Understand the focus on controlled or reduced costs along with improved health care outcomes and experiences.
2. Understand the core components of health benefits including coverage and risk bearing responsibilities, types of health insurers and managed care organizations, and distinct types of payers. Common plan types will be explored. The ACA will be examined.
3. Understand components of the provider network including basic elements of contracts, service areas and access standards, and basic

credentialing. Gain knowledge of networks for physicians, hospitals, integrated healthcare delivery systems, and ancillary services.

4. Understand the difference between payment and reimbursement, standardized electronic transaction code sets used for billing and payment, and elements of risk and non-risk-based provider payment. Be familiar with the most common forms, modifiers, and variations of payment for physician services, hospitals, ancillary services, and others. Be familiar with payment that combines hospital and physician payment and the basics of value-based payment (VBP) and pay for performance (P4P). Understand how pay influences behavior and managed care outcomes.
5. Recognize the different approaches to managing wellness and prevention. Identify and describe the basic metrics and measures used to assess and monitor health plan medical costs and utilization. Describe the basic components of utilization management for medical services, including prospective, concurrent, and retrospective review. Explain the basic concepts of quality management, including structure, process, and outcome. Understand the purpose and scope of external review and accreditation of managed care plans.
6. Describe the basic structure of governance and management in payer organizations. Know internal operations of payer organizations: IT, marketing and sales, insurance exchanges, underwriting and premium rate development, eligibility and enrollment, billing and claims, benefit administration, and member services including appeal rights. Be familiar with statutory accounting and statutory net worth, financial management, and the common issues and challenges faced by payers.
7. Explain the Medicare benefit structure including the basic elements and requirements for private Medicare Advantage and Medicaid plans. Explain the difference between plans serving the typical Medicare and/or Medicaid population and those serving beneficiaries who have special needs and/or who are "dual eligibles." Understand key regulatory issues in government entitlement programs that affect private managed care plans. Understand the unique key aspects of how Medicare pays for Medicare Advantage plans. Explain at a high level the basics of the Medicare Quality Bonus Payment Program, also called Medicare Stars or simply Stars. Understand how entitlement programs impact the overall health care system.
8. Understand significant state and federal laws impacting health insurance and managed care. Describe the basic structure of state and federal oversight of managed care organizations (MCOs). Explain the complex interaction of state and federal laws impacting payers. Demonstrate understanding in the oversight and regulation of payer organizations.
9. Understand health insurance and managed care on a practical level to assist in achieving future career goals. Review ethical issues and emerging models that may aid in achieving managed care objectives. Understand advantages, disadvantages, and implementation challenges

of emerging models. Review trends including AI, enhanced technology, and at-home health care options.

Textbook & Instructional Materials

Kongstvedt, P. R. (2020). *Health insurance and managed care* (5th ed.). Jones and Bartlett Learning. ISBN 9781284152098

Assignments, discussions, articles, videos, and tests/quizzes per online D2L module. Review the D2L News section for class updates.

Tutoring Assistance

Call, email, or text instructor

Student Handbook

Refer to: [Student Handbook](#)

Academic Misconduct Policy & Procedures

Academic Dishonesty: Cheating, collusion, and plagiarism (the act of using source material of other people, either published or unpublished, without following the accepted techniques of crediting, or the submission of work that does not pertain to the factual author. Cheating is 1) the use of unauthorized assistance, 2) dependence upon the aid of sources beyond those authorized by the instructor, or 3) acquisition, without permission, of tests or other academic material. Collusion is collaboration with another person in preparing work offered for credit if the faculty member in charge does not authorize that collaboration. Additional guidelines on procedures in these matters may be found in the Office of Student Conduct. [Office of Student Conduct](#)

Academic Honesty: the instructor assumes that the written work turned in reflects the student's own ideas and words unless the work is specifically attributed to another source. The instructor allows quoting or paraphrasing in moderation. Acknowledgment of the ideas, writings, or opinions that are borrowed must be stated. Uncited and/or unnoted quotes are never acceptable, and points will be deducted. Academic dishonesty is not acceptable and is a breach of the student Code of Ethics. Dishonesty includes plagiarism, submitting work that was not prepared by you (fraud), and helping other students with their work when expressly prohibited (cheating).

Plagiarism: Includes using direct quotes or sections of writing from other authors (this includes fellow students) without the appropriate notations and/or citations OR rewording portions of another author's paper without appropriate citations. Plagiarism is the use of another person's published or unpublished work without full and clear acknowledgement. All written assignments for this class will be submitted to a computer-based review to assess it for evidence of plagiarism.

Artificial Intelligence: The use of any artificial writing generator (ex: Chat GPT) is strictly prohibited unless explicitly allowed by the instructor. The use of artificial

writing generators can and will be deemed a violation of the university's honor system. Any or all parts of a written assignment identified as having elements of writing attributed to an artificial writing source will automatically receive a zero (0) for a grade. ***Students will not be allowed to make up those assignments.**

This course uses software that detects AI generators. For more policy information regarding cheating and plagiarism, see the appropriate sections of this syllabus.

Moffett Library

Moffett Library provides resources and services to assist students, including books, peer-reviewed journals, databases, and multimedia resources accessible both on campus and remotely. The library offers media equipment checkout, reservable study rooms, and research assistance from librarians to help students effectively find, evaluate, and use information. Get started on this [Moffett Library Webpage](#) to explore these resources and learn how to best utilize the library.

Grading

Assignments	Points
Discussions	25
Written Assignments/Projects (2 at 15 points each)	30
Quiz	15
Final Exam	30
Total Points	100

Grade	Points
A	90-100
B	80 to 89
C	70 to 79
D	60 to 69
F	Less than 60

Discussions

To receive full credit for the discussions, you must first answer the instructor-posed questions and then respond to at least two (2) other students. Saying "I agree" or "That's a great point" does not count as a response. The response must be carefully thought out and drawn upon the readings or other appropriate outside sources. One goal of the class is to interact with others within the same timeframe. Therefore, make-up discussion work is not acceptable after the due date. You must have at least one (1) reference to support your thoughts in the initial post, but you may use the text as a reference. Citations in your initial post, both in-text and in the reference section of the post, must be in APA format. Failure to complete the discussion will result in a zero (0).

Quiz and Final Exam

There will be a quiz and a final exam. Both are online with multiple choice and true/false questions. Each will be timed from the start of the exam/quiz. These are closed book tests. The final exam is cumulative. Please review news items posted by the MSU IT staff on the Lockdown Browser and direct any specific questions to IT. This is accessible through D2L in the assessment section. You do not need a proctor but will need a computer with a webcam. Exams and quizzes will be taken via Respondus. Dates and more detailed information are in the course schedule and the grading section of the syllabus and the D2L News section. Students must follow prompts and show their ID, work area, etc. Video will be reviewed.

[RespondusLockdown](#)

Failure to take the exam or quiz when assigned will normally result in a zero (0).

Writing Assignments and Projects

Review guidance in the D2L classroom-Read Me First under Table of Contents. There will be two (2) writing assignments/projects which focus on responding to a given scenario and set of instructions. The writing assignment (WA) must have a minimum of **two (2)** referenced, peer-reviewed articles from an academic journal. This does NOT include textbooks, commercial or government websites. Students will lose points for each missing peer-reviewed reference. If you are not sure if a journal is peer-reviewed, go to its homepage, and check the author's instructions. That will tell you if it is a peer-reviewed journal. If you cannot find the author's instructions, then it is probably not a peer-reviewed journal. Also, see the Read Me First section in D2L. Students will also need to prepare a PowerPoint presentation that focuses on a specific type of organization and explores managed care components, payment methodology, coverage, trends, and recommendations. This requires the appropriate use of resources and a peer review component.

The instructor will review each assignment/project, point out its strengths, and offer suggestions for improvements within ten (10) working days of its submission. Each assignment/project is designed to be practical and realistic in nature to assist students in future professional roles.

By enrolling in this course, the student expressly grants Midwestern State University (MSU) a limited right in all intellectual property created by the student for the purpose of this course. The limited right shall include, but shall not be limited to, the right to reproduce the student's work product to verify originality and authenticity, and for educational purposes. MSU makes Turnitin available to the instructor for the purpose of verifying the originality of a student's work.

Assignments will have submission instructions. Students must submit the WA in Microsoft WORD, and it should show as a .doc or a .docx. It is your responsibility to check to see if the file is uploaded properly and in the correct format (.doc

or .docx). PowerPoint submissions will require the appropriate file name and type. If I cannot open the document, it is the same as if you did not submit it. If you have difficulty uploading a document, you should contact MSU tech support for help (check your main class page for the help link).

Failure to submit an assignment/project on time will normally result in a zero (0).

Students must use APA style (see the APA manual or OWL for more explanation and/or the Read Me First section in D2L). This includes double-spacing in Times New Roman 12 Font and an appropriate cover page (name, date, class, etc.) with each page of the paper numbered. An abstract is not necessary. A running header is not necessary. A reference page should be double-spaced with the second line of each entry indented. Both in-text citations and those listed in the reference section must be in APA format. Failure to follow the above format will result in an automatic subtraction of points from the final grade for the WA.

The instructor will enable Turnitin. Be careful not to use too much quoted or cited material as this may negatively impact the Turnitin score.

Student Work

Good grammar is essential when attempting to communicate via written documents, so grammar issues will result in an automatic deduction depending on how hard it is for the instructor to interpret the meaning.

Extra Credit

There is generally no extra credit in the class.

Late Work

All assignments must be turned in on **time**, or you will normally receive a grade of zero (0). If an emergency occurs, you must ask for permission to turn in your work late no later than three (3) days prior to the due date of the assignment. You will be asked to provide proof of the emergency within reason. Work or personal computer difficulties do not count as emergencies. So, DO NOT WAIT until the last hour to turn in your work. This is especially important if you have had prior difficulties uploading your documents. Email MSU tech support for help immediately if you have technical difficulties. They are online after normal campus work hours and can help you upload documents. Keep the instructor updated regarding the problems. If the problem is on our end and the distance tech support cannot fix it quickly, they will let the instructor know.

Important Dates

The schedule, in this syllabus, is arranged via weekly assignments. Important dates are in this schedule.

Last day for term schedule changes: Check date on [Academic Calendar](#).

Deadline to file for May graduation: Feb 16, 2026.

Last Day to drop with a grade of "W:" April 29, 2026.

Refer to: [Drops, Withdrawals & Void](#)

Desire-to-Learn (D2L)

Extensive use of the MSU D2L program is a part of this course. Each student is expected to be familiar with this program as it provides a primary source of communication regarding assignments, examination materials, and general course information. Students can log into [D2L](#) through the MSU Homepage. If students experience difficulties, please contact the MSU technicians listed for the program. Students should keep the instructor advised of difficulties. Instructor will post class updates and comments via the Course Home and then News section of D2L. See top banner, far left.

Attendance

This is an online class. Regular and timely online classroom discussion is required. Students are expected to consistently participate in class activities. Submission of assignments/projects and completion of online tests/quizzes are required by the due dates. The instructor must give the student a verbal or written warning prior to being dropped from the class. Instructor records will stand as evidence of absences and failure to do the work. A student with excessive absences may be dropped from the class.

Online Computer Requirements

Taking an online class requires you to have access to a computer (with Internet access) to complete and upload your assignments. It is your responsibility to have (or have access to) a working computer in this class. ***Assignments and tests/quizzes are due by the due date, and personal computer technical difficulties will not be considered reason for the instructor to allow students extra time to submit assignments, tests/quizzes, or discussion postings.** Computers are available on campus in various areas of the buildings as well as the Academic Success Center. ***Your computer being down is not an excuse for missing a deadline!!** There are many places to access your class! Our online classes can be accessed from any computer in the world which is connected to the Internet. If you have technical difficulties, contact the MSU student helpdesk that is available to you. The college cannot work directly on student computers due to both liability and resource limitations. However, they can help you get connected to our online services. Advise your instructor immediately upon having computer trouble. For help, log into [D2L](#).

Instructor Class Policies

Students are expected to always be courteous to other students and to the instructor. Online classes often continue as scheduled in inclement weather. Instructor will advise students if this changes.

Change of Schedule

A student dropping a course (but not withdrawing from the University) within the first 12 class days of a regular semester or the first four class days of a summer semester is eligible for a 100% refund of applicable tuition and fees. Dates are published in the Schedule of Classes each semester.

Refund and Repayment Policy

A student who withdraws or is administratively withdrawn from Midwestern State University (MSU) may be eligible to receive a refund for all or a portion of the tuition, fees and room/board charges that were paid to MSU for the semester. **HOWEVER**, if the student received financial aid (federal/state/institutional grants, loans, and/or scholarships), all or a portion of the refund may be returned to the financial aid programs. Two formulas (federal and state) exist in determining the amount of the refund. Examples of each refund calculation will be made available upon request.

Services for Students with Disabilities

In accordance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, Midwestern State University endeavors to make reasonable accommodations to ensure equal opportunity for qualified persons with disabilities to participate in all educational, social, and recreational programs and activities. After notification of acceptance, students requiring accommodation should make an application for such assistance through Disability Support Services, located in the Clark Student Center, Room 168, (940) 397-4140. Current documentation of a disability will be required to provide appropriate services, and each request will be individually reviewed. For more details, please go to [Disability Support Services](#).

Obligation to Report Sex Discrimination under State and Federal Law
Midwestern State University (MSU) is committed to providing and strengthening an educational, working, and living environment where students, faculty, staff, and visitors are free from sex discrimination of any kind. State and federal law requires University employees to report sex discrimination and sexual misconduct to the University's Office of Title IX. As a faculty member, I am required to report to the Title IX Coordinator any allegations, personally observed behavior, or other direct or indirect knowledge of conduct that reasonably may constitute sex discrimination or sexual misconduct, which includes sexual assault, sexual harassment, dating violence, or stalking, involving a student or employee. After a report is made, the office of Title IX will reach out to the affected student or employee in an effort to connect such person(s) with resources and options in addressing the allegations made in the report. You are also encouraged to report any incidents to the office of Title IX. You may do so by contacting:

Laura Hetrick

Title IX Coordinator
Sunwatcher Village Clubhouse
940-397-4213
laura.hetrick@msutexas.edu

[You may also file an online report 24/7](#)

Should you wish to visit with someone about your experience in confidence, you may contact the MSU Counseling Center at 940-397-4618. More information on the [University's policy on Title IX or sexual misconduct](#).

Pregnant and Parenting Students

To support the academic success of pregnant and parenting students and students with pregnancy related conditions, the University offers reasonable modifications based on the student's particular needs. Any student who is pregnant or parenting a child up to age 18 or has conditions related to pregnancy, may contact MSU's designated Pregnancy and Parenting Liaison to discuss support available through the University. The Liaison can be reached by emailing ruby.garrett@msutexas.edu or calling 940-397-4500. Should a student communicate with me that they are pregnant or have a pregnancy-related condition or may need additional resources related to pregnancy or parenting, I will communicate that student's information to the Title IX Coordinator, who will work with the student and others, as needed, to ensure equal access to the University's education program or activity.

A pregnant student, a parenting student, or a student with pregnancy-related conditions may be provided with supportive measures, based on the student's individualized needs, analogous to those provided to a student with a temporary medical condition, and provided such supportive measures do not fundamentally alter the nature of an education program or activity. Such supportive measures may include, but are not limited to:

For pregnant students:

- (1) Providing breaks during class to express breast milk, breastfeed, or attend to health needs associated with pregnancy or related conditions, including eating, drinking, or using the restroom.
- (2) Excusing intermittent absences to attend medical appointments.
- (3) Providing access to online or homebound education, including the providing of access to instructional materials and video recordings of lectures (to the extent such materials, recordings are made available to any student with an excused absence).
- (4) Facilitating changes in schedule or course sequence, including extensions of time for coursework and rescheduling of tests and examinations and/or providing opportunity to make up missed assignments/assessments (such time extensions shall be applied in the same manner as the University grants and provides ADA/504 accommodations for additional time).
- (5) Allowing a student to sit or stand or carry or keep water nearby.
- (6) Offering counseling.
- (7) Facilitating changes in physical space or supplies (for example, access to a larger desk or a footrest).

- (8) Allowing the student to maintain a safe distance from substances, areas, and activities known to be hazardous to pregnant individuals or unborn children.
- (9) Providing elevator access.
- (10) Facilitating a voluntary leave of absence from the University if the student is in good academic standing at the time the student takes a leave of absence and facilitating a return to the student's degree or certificate program without being required to reapply for admission if the student remains in good academic standing.
- (11) Making other necessary changes to policies, practices, or procedures.

For Parenting Students:

- (1) Facilitating priority registration to the extent the University provides early registration for any other group of students; or
- (2) Facilitating a voluntary leave of absence from the University if the student is in good academic standing at the time the student takes a leave of absence and facilitating a return to the student's degree or certificate program without being required to reapply for admission.

College Policies

Campus Carry Rules/Policies

Refer to: [Campus Carry Rules and Policies](#)

Smoking/Tobacco Policy

College policy strictly prohibits the use of tobacco products in any building owned or operated by WATC. Adult students may smoke only in the outside designated-smoking areas at each location.

Alcohol and Drug Policy

To comply with the Drug Free Schools and Communities Act of 1989 and subsequent amendments, students and employees of Midwestern State are informed that strictly enforced policies are in place which prohibits the unlawful possession, use or distribution of any illicit drugs, including alcohol, on university property or as part of any university-sponsored activity. Students and employees are also subject to all applicable legal sanctions under local, state, and federal law for any offenses involving illicit drugs on University property or at University-sponsored activities.

Campus Carry

Effective August 1, 2016, the Campus Carry law (Senate Bill 11) allows those licensed individuals to carry a concealed handgun in buildings on public university campuses, except in locations the University establishes has prohibited. The new Constitutional Carry law does not change this process. Concealed carry still

requires a License to Carry permit, and openly carrying handguns is not allowed on college campuses. For more information, visit [Campus Carry](#).

Active Shooter

The safety and security of our campus is the responsibility of everyone in our community. Each of us has an obligation to be prepared to appropriately respond to threats to our campus, such as an active aggressor. Please review the information provided by MSU Police Department regarding the options and strategies we can all use to stay safe during difficult situations. For more information, visit [MSUREady – Active Shooter](#). Students are encouraged to watch the video entitled *“Run. Hide. Fight.”* which may be electronically accessed via the University police department’s webpage: [“Run. Hide. Fight.”](#)

Grade Appeal Process

Students who wish to appeal a grade should consult the Midwestern State University [MSU Catalog](#)

***Notice:** Changes in the course syllabus, procedure, assignments, and schedule may be made at the discretion of the instructor.

Course Schedule

Week or Module	Activities/Assignments/Exams	Due Date
Week 1 1/20 to 1/25	Chap 1 – History of Managed Care and Health Insurance + D2L	1/25/2026 by 11:59 pm
Week 2 1/26 to 2/1	Chap 2 – Benefit Coverage and Types of Plans + D2L	2/1/2026 by 11:59 pm
Week 3 2/2 to 2/8	Chap 3 – the Provider Network + D2L	2/8/2026 by 11:59 pm
Week 4 2/9 to 2/15	Chap 4 (a) Provider Payment (first half) + Writing Assignment #1 + D2L	2/15/2026 by 11:59 pm
Week 5 2/16 to 2/22	Chap 4 (b) Provider Payment (first half) + D2L	2/22/2026 by 11:59 pm
Week 6 2/23 to 3/1	Quiz Thursday, 2/26/2026. 90 minutes timed, 30 questions. Covers weeks 1-5. D2L items + discussion	Quiz 2/26/2026 – 12:01 am to 11:59 pm Discussion 3/1/2026 by 11:59 pm
Week 7 3/2 to 3/8	Chap 5 Utilization, Quality, Accreditation + D2L	3/8/2026 by 11:59 pm
Week 8 3/9 to 3/15	<i>Spring Break</i>	N/A
Week 9 3/16 to 3/22	D2L items	3/22/2026 by 11:59 pm
Week 10 3/23 to 3/29	Chap 6 Sales, Governance, and Administration + D2L	3/29/2026 by 11:59 pm
Week 11 3/30 to 4/5	<i>Short week – Holiday Break 4/2 – 4/5.</i> D2L items	N/A
Week 12 4/6 to 4/12	Chap 7 Medicare Advantage and Medicaid + D2L	4/12/2026 by 11:59 pm
Week 13 4/13 to 4/19	Chap 8 Laws and Regulations + D2L + Project Due	4/19/2026 by 11:59 pm
Week 14 4/20 to 4/26	Ethics, Misc. + D2L	4/26/2026 by 11:59 pm
Week 15 4/27 to 5/3	D2L items	5/3/2026 by 11:59 pm
Week 16 5/4 to 5/8	<i>Short week-Classes end 5/8/26</i> D2L items	N/A
Monday 5/11/2026	Final Exam (Cumulative) – max. 180 minutes from start time, 60 questions.	Mon. 5/11/2026- 12:01 am to 11:59 pm