



Course Syllabus: 4153 Managed Care College of Health and Human Services

Spring 2024

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 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 a historical overview 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.
2. Understand the core components of health benefits including coverage and risk bearing responsibilities, types of health insurers and managed care organizations, and different types of payers. 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).
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 potential problems 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 Medicare Advantage plans. Explain at a high level the basics of the Medicare Quality Bonus Payment Program, also called Medicare Stars or simply Stars.
 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 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.

Textbook & Instructional Materials

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

Assignments per online D2L module

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 persons, either published or unpublished, without following the accepted techniques of crediting, or the submission for credit of work not the individual's to whom credit is given). Additional guidelines on procedures in these matters may be found in the Office of Student Conduct.

[Office of Student Conduct](#)

Academic Honesty: I assume that the written work turned in reflects the student's own ideas and words unless the work is specifically attributed to another source. A limited amount of quotation and paraphrasing for written assignments is acceptable. Acknowledgment of the ideas, works, 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 another student with his/her 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. All written assignments for this class will be submitted to a computer-based review to assess it for evidence of plagiarism.

Grading

Assignments	Points
Discussions	25
Written Assignments (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 period. Therefore, make-up discussion work is not acceptable after the due date. You must have at least one (1) reference to support your thoughts, but you may use the text as a reference. Citations, in-text and in the reference section, must be in APA format.

Quiz and Final Exam

There will be a quiz and a final exam. Both are online multiple choice and true/false and will be timed from the start of the test. These are closed book tests. The final exam is cumulative. Please review news items posted by the 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. Failure to take the test will normally result in a zero. Exams will be taken via Respondus. Dates and more detailed information will be in the schedule and grading sections.

[RespondusLockdown](#)

Writing Assignments

Review guidance in the D2L classroom-Read Me First under Table of Contents. There will be two writing assignments which focus on responding to a given scenario. Each 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 Read Me First section. Failure to submit the assignment will normally result in a zero.

The instructor will review each WA, point out its strengths and offer suggestions for improvements within ten (10) working days of its submission. Each WA 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.

Each WA must be submitted in Microsoft WORD and should show as a .doc or a .docx. It is your responsibility to check to see if the file is uploaded properly and that it uploaded in the correct format (.doc or .docx). 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 tech support for help (check your main class page for the help link).

The WA must be written in APA style (see the APA manual or OWL for more explanation) and/or the Read Me First section. The paper must be double-spaced in Times New Roman 12 Font. The WA must have an appropriate cover page (name, 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 impact the Turnitin score.

Student Assignments

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 me to interpret the meaning.

Late Work

All assignments must be turned in on **time** or you will receive a grade of zero. 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. 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.

Do not email the instructor if you have a technical difficulty such as being unable to upload a document. Email tech support for help immediately as they are online after normal campus work hours and can help you upload it. If the problem is on our end and the distance education 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 graduation: Feb 12, 2024. Check date on [Academic Calendar](#).

Last Day to drop with a grade of "W:" Mar 25, 2024. Check date on [Academic Calendar](#).

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. You can log into [D2L](#) through the MSU Homepage. If you experience difficulties, please contact the technicians listed for the program or contact your instructor.

Attendance

This is an online class. Regular and timely online classroom discussion is required. Submission of assignments and online tests is 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.

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 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, 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. Contact your instructor immediately upon having computer trouble. If you have technical difficulties in the course, there is also a student helpdesk available to you. The college cannot work directly on student computers due to both liability and resource limitations, however they are able to help you get connected to our online services. For help, log into [D2L](#).

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. As described below, 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, Northwestern 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 accommodations should make 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](#).

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 Northwestern 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 1/16 to 1/21	Chap 1 – History of Managed Care and Health Insurance + D2L	1/21/2024 by 11:59 pm
Week 2 1/22 to 1/28	Chap 2 – Benefit Coverage and Types of Plans + D2L	1/28/2024 by 11:59 pm
Week 3 1/29 to 2/4	Chap 3 – The Provider Network + D2L	2/4/2024 by 11:59 pm
Week 4 2/5 to 2/11	Writing Assignment #1 + D2L	2/11/2024 by 11:59 pm
Week 5 2/12 to 2/18	Chap 4 (a) Provider Payment (first half) + D2L	2/18/2024 by 11:59 pm
Week 6 2/19 to 2/25	Chap 4 (b) Provider Payment (second half) + D2L	2/25/2024 by 11:59 pm
Week 7 2/26 to 3/3	Quiz (through chap 4 matls.) + D2L. 90 minutes from start time	Friday 3/1/24-12:01 am to 11:59 pm
Week 8 3/4 to 3/10	Chap 5 Utilization, Quality, Accreditation + D2L	3/10/2024 by 11:59 pm
Week 9 3/11 to 3/17	Spring Break	N/A
Week 10 3/18 to 3/24	Chap 6 Sales, Governance, and Administration + D2L	3/24/2024 by 11:59 pm
Week 11 3/25 to 3/31	Break begins 3/27 at 10 pm + D2L	N/A
Week 12 4/1 to 4/7	Writing Assignment #2	4/7/2024 by 11:59 pm
Week 13 4/8 to 4/14	Chap 7 Medicare Advantage and Medicaid + D2L	4/14/2024 by 11:59 pm
Week 14 4/15 to 4/21	Chap 8 Laws and Regulations + D2L	4/21/2024 by 11:59 pm
Week 15 4/22 to 4/28	Ethics, Misc. + D2L	4/28/2024 by 11:59 pm
Week 16 4/29 to 5/3	Short week-Classes end 5/3/24	5/3/2024 by 11:59 pm
Monday 5/6/24	Final Exam (Cumulative) – 180 minutes from start time	Mon. 5/6/24-12:01 am to 11:59 pm