

HPEM 6311 Healthcare Insurance & Revenue Cycle Management Credit Hours: 3

Semester: Fall **Year:** 2025
Class Days/Times: Tuesday's 6:00 – 8:00 **Class Location:** Fully Online
synchronous session

Instructor of Record: Mr. Bryan Pannagl, M.S., MBA Instructor

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Course Description:

This course focuses on developing a high-level understanding of the economics of the US health insurance system and learning key concepts and techniques related to healthcare reimbursement. The course content is divided into two sections: revenue cycle management (the CRCR certification) and the Economics of Health Insurance. Traditional and emerging payment models and compensation models for providers will be discussed in depth from the provider perspective.

Prerequisite: None

Co-requisite: None

Student Learning Outcomes (SLO or “course objective”):

Upon successfully completing this course, the student will be able to:

1. Explain the evolution of the US health insurance system.
2. Explain the stages and components of the revenue cycle.
3. Explain value-based care and describe value-based payment models.
4. Explain and apply the concepts of provider contracting.
5. Assess various reimbursement models for financial impact on the organization.

Course Assessment/Methods of Evaluation:

Assignments	Number	Percentage
CRCR Quizzes	4	10
Exam 1	1	40
Discussions	7	15
Attendance	4	5
Exam 2	1	30
Total		100%

Linked MPH Program Learning Outcomes:

The student learning outcomes listed above address the following MPH Program PLOs:

- PLO1 - The student will demonstrate mastery in each of the five core knowledge areas in public health: Biostatistics, Epidemiology, Social & Behavioral Sciences, Health Policy and Management, and Environmental Health Sciences.

- PLO3 - The student will demonstrate proficiency in using multiple informational resources to gather, analyze, apply and report solutions to public health problems with a special emphasis on rural community health.
- PLO4 - The student will demonstrate proficiency in English communication in both oral (public speaking) and written forms as they pertain to conveying key concepts in public health.
- PLO5 - The student will demonstrate proficiency in using computers and other forms of digital technology and media as they pertain to research, office management and public health issues.
- PLO6 - The student will demonstrate independent and critical thinking skills.

Linked MHA Program Learning Outcomes:

The student learning outcomes listed on pp. 1 and 2 address the following MHA Program PLOs:

- PLO A.1 - The student will identify appropriate sources and gather information, effectively and efficiently.
- PLO A.2 - The student will appraise literature and data critically that enhances community health.
- PLO A.3 - The student will develop, understand and use data from performance, surveillance or monitoring systems.
- PLO A.5 - The student will understand and apply basic statistical methods relevant to public health and health administration practice.
- PLO A.10 - The student will implement a decision-making process that incorporates evidence from a broad analysis that includes uncertainty, risk, stakeholders, and organizational values.
- PLO B.1 - The student will speak and write in a clear, logical, and grammatical manner in formal and informal situations; prepare cogent business presentations; facilitate an effective group process.
- PLO B.2 - The student will receive, process, and respond appropriately to information conveyed by others.
- PLO B.3 - The student will perceive and respond appropriately to the spoken, unspoken, or partly expressed thoughts, feelings, and concerns of others.

Required Textbook:

HFMA (2021) Certified Revenue Cycle Representative Course. Accessed on-line through your HFMA account. (an explanation of the process is included in the class canvas)

Morrissey M.A., Health Insurance 3rd. edition 2020 Health Administration Press Chicago Illinois

Other Required Readings: As assigned. These articles will be posted on Canvas in the week to which they are relevant.

****It is required that you join HFMA as a student member,** you will be utilizing multiple resources from them, including the Certified Revenue Cycle Representative course materials.

Assignment Descriptions:

Quizzes

Short (5 to 10 questions) quizzes will be posted in Canvas and are used throughout the CRCR component of the class. The questions will be multiple choice and will focus on the content of the material covered up until that point in the course with an emphasis on the most recent material. The intent is to help you prepare for Exam 1 (the CRCR certification exam). **Quizzes must be completed by 11:59 pm of the due date.**

Discussions

For the second half of the course where we will utilize the text, there will be a discussion question that will be opened after each session pertaining to the topics discussed in that session. This will be open for your participation for a full week or until the next session. While use of A.I. is not prohibited, it will likely not be of any significant benefit. There are no strict "correct" or "incorrect" answers or replies. These questions are for active engagement of the students to think about the topics. Grading will simply be based upon whether you participated or not.

Exams

The two exams will cover material covered in the readings, lectures and in class exercises. The first exam will cover material up to week 6 of the course (the end of the CRCR modules) and is the official certification exam from HFMA. The second exam will cover material from week 7 to the end of the class and will be an exam that I create. **Exams are due by 11:59 pm of the due date.**

Student's obtaining CRCR certification is a primary objective of this course and reflecting that, Exam 1 accounts for 50% of your grade. The passing score to obtain certification with HFMA is 70%. Your course grade is not equivalent to your raw score that you make on the CRCR exam. Because the CRCR exam is a professional exam developed to assess professional base competency, my view is that 70% is equivalent to a "B" which is the traditional lower threshold for academic competency at the graduate level. In other words, 70% = 80%. Additionally, there is usually a scaling of grades based on the classes overall performance, this typically accounts for a few extra points being added to the course grade.

Course Content:

Schedule	Assigned Readings
<u>Week 1 (August 26)</u> <i>The Patient Centric Revenue Cycle Part I</i> Introduction Meeting: Tues the 26th & 6 PM Required Zoom Meeting	CRCR Unit 1 1.1 thru 1.6
<u>Week 2 (September 2)</u> <i>The Patient Centric Revenue Cycle Part II</i> Quiz #1 Due September 6	CRCR Unit 1 1.6 thru 1.10
<u>Week 3 (September 9)</u> <i>Pre-services Financial Care</i> Quiz #2 Due September 13	CRCR Unit 2 2.1 thru 2.7

<u>Week 4 (September 16)</u> <i>Point of Service Financial Care</i> Quiz #3 Due September 20	CRCR Unit 3 3.1 thru 3.7
<u>Week 5 (September 23)</u> <i>Post Service Financial Care Part I</i> Quiz #4 Due September 27	CRCR Unit 4 4.1 thru 4.5
<u>Week 6 (September 30)</u> <i>Post Service Financial Care Part II</i> Quiz #5 Due October 4	CRCR Unit 4 4.5 thru 4.9
<u>Week 7 (October 7)</u> No class, finish CRCR and submit screen shot of numeric grade, not just the certificate.	Exam 1 (Due October 11 11:59 pm)
<u>Week 8 (October 14)</u> <i>The Affordable Care Act</i> Zoom Meeting Tuesday Oct 14st @ 6PM Required attendance	Morrisey Chapter 2 *Optional Reading - Chapters 1 and 3 provide additional background to materials from the CRCR modules
<u>Week 9 (October 21)</u> <i>The Demand for Health Insurance</i> Zoom Meeting Tuesday Oct 21st @ 6PM Required attendance	Morrisey Chapter 4
<u>Week 10 (October 28)</u> <i>Adverse Selection</i> Zoom Meeting Tuesday Oct 28th @ 6PM Required attendance	Morrisey Chapter 5
<u>Week 11 (November 4)</u> <i>Underwriting and Rate Making and Risk Adjustment</i> Zoom Meeting Tuesday Nov 4th @ 6PM Required attendance	Morrisey Chapter 6 and 7

<u>Week 12 (November 11)</u>	<i>No Class will be held, Pre-Thanksgiving</i>
<u>Week 13 (November 18)</u> <i>Moral Hazard and Utilization Management</i> Zoom Meeting Tuesday Nov 18th @ 6PM Required attendance	Morrissey Chapter 8 and 9
<u>Week 14: (November 25)</u> <i>Influence of Market Power</i> Zoom Meeting Tuesday Nov 25th @ 6PM Required attendance	Morrissey Chapter 10 & 11
<u>Week 15 (December 2)</u> <u>Compensating Differentials</u> Zoom Meeting Tuesday Dec 2nd @ 6PM Required attendance	Morrissey Chapter 14
<u>Week 16 (December 9)</u> <i>Exam Week: Exam 2 available from 8:00 am, Monday, December 8th until 11:59 pm, Friday, December 12th</i> •	Proctored via ProctorU Auto

Other Class Policies:

Adding/Dropping:

The official deadline for adding and dropping courses is as published in the academic calendar and Graduate Bulletin (typically the day before Census Day). However, students are strongly encouraged to meet with their graduate advisor or the Program Coordinator prior to adding/dropping courses. Movement into and out of classes after the 4th class day requires approval of the Program Director. Students can drop until mid-semester without a WP or WF. Drops after mid-semester require approval of the Dean. Each student is responsible for their own enrollment status with the university.

Use of Artificial Intelligence (AI):

UT Tyler is committed to exploring and using artificial intelligence (AI) tools as appropriate for the discipline and task undertaken. We encourage discussing AI tools' ethical, societal, philosophical, and disciplinary implications. All uses of AI should be acknowledged as this aligns with our commitment to honor and integrity, as noted in UT Tyler's Honor Code. Faculty and students must not use protected information, data, or copyrighted materials when using any AI tool. Additionally, users should be aware that AI tools rely on predictive models to generate content that may appear correct but is sometimes shown to be incomplete, inaccurate, taken without attribution from other sources, and/or biased. Consequently, an AI tool should not be considered a substitute for traditional approaches to research. You are ultimately responsible for the quality and content of the information you submit. Misusing AI tools that violate the guidelines specified for

this course (see below) is considered a breach of academic integrity. The student will be subject to disciplinary actions as outlined in UT Tyler's Academic Integrity Policy.

For this course, you are permitted to explore using artificial intelligence (AI) tools, such as ChatGPT, for all assignments and assessments. Any such use must be appropriately acknowledged and cited, following the guidelines established by the APA including the specific version of the tool used. The submitted work should include the exact prompt you used to generate the content and the AI's complete response as an appendix. Because AI-generated content is not necessarily accurate or appropriate, you must assess the validity and applicability of any submitted AI output. You will not earn full credit if inaccurate, invalid, or inappropriate information is found in your work.

[APA Style Citation Information](#)

Disability Accommodations:

UTHSCT abides by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act, which mandate reasonable accommodations be provided for students with documented disabilities. If you have a disability and may require some type of instructional and/or examination accommodations, please contact me early in the semester so that I can provide or facilitate provision of accommodations you may need. If you have not already done so, you will need to register with the Student Services Office (located on the UT Tyler Campus). You may call 903-566-7079 for more information.

Note: The Instructor retains the right to change this syllabus.