

Foundations of Health Insurance

The Foundations of Health Insurance course is a 45-hour class designed to provide students with the fundamentals of administrative, technological, and essential skills/competencies to gain employment in the health and dental insurance field. This is Part 1 of a 3-part program (Part 2 - Customer Service and Part 3 - Claims Processor).

REQUIREMENTS

High school diploma or equivalency

COURSE LEARNING OUTCOMES

Students who have successfully completed this course will demonstrate

- basic understanding of general medical terminology and medical/dental insurance terminology specifically
- specialized administrative skills in the areas of medical insurance, medical billing, claim processing, medical documentation, insurance plan and healthcare administrative management
- ethical and professional behavior with respect to confidentiality compliance, HIPAA rules, customer needs, problem solving, and critical thinking skills
- knowledge of current health insurance trends and regulatory updates

**Dates:**

2/27/24 - 4/30/24

Times:

5:00 PM-8:00 PM
Tuesday & Thursday

Location:

Hybrid

Cost:

\$700.00
(includes tuition and textbooks)

Please note that SUNY Schenectady has some laptop computers available for loan for registered students.

Contact us:

healthcare@sunysccc.edu

Or visit our website:

<https://sunysccc.edu/wfdce>

SUNY SCHENECTADY
COUNTY COMMUNITY COLLEGE

WORKFORCE DEVELOPMENT AND
COMMUNITY EDUCATION



Health Insurance Customer Service



The Health Insurance Customer Service course is a 58-hour class designed to provide students with the fundamentals of administrative, technological, and essential skills/competencies to gain employment in the health and dental insurance field. This is Part 2 of a 3-part program (Part 1 - Foundations and Part 3 - Claims Processing).

REQUIREMENTS

High school diploma or equivalency

COURSE LEARNING OUTCOMES

Students who have successfully completed this course will demonstrate

- specialized administrative skills in the areas of medical insurance, medical billing, insurance plan customer service and healthcare administrative management
- administrative skills in a medical/dental insurance office with a focus on customer service
- oral, written and computer communication skills necessary to provide administrative support and customer service
- ethical and professional behavior with respect to confidentiality compliance, HIPAA rules, customer needs, problem solving, and critical thinking skills.

Dates:

Summer 2024

Times:

5:00 PM-8:00 PM
Tuesday & Thursday

Location:

Hybrid

Cost:

\$700.00
(includes tuition and textbooks)

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Health Insurance Claims Processor

The Health Insurance Claims Processor course is a 61-hour class designed to provide students with the fundamentals of administrative, technological, and essential skills/competencies to gain employment in the health and dental insurance field. This is Part 3 of a 3-part program (Part 1 - Foundations and Part 2 - Customer Service).

REQUIREMENTS

High school diploma or equivalency

COURSE LEARNING OUTCOMES

Students who have successfully completed this course will demonstrate

- understanding of general medical/dental terminology and medical/dental insurance terminology specifically related to health insurance operations
- specialized administrative skills in the areas of medical insurance, medical billing, claims processing, medical documentation, insurance plan and healthcare administrative management
- ethical and professional behavior with respect to confidentiality compliance, HIPAA rules, customer needs, problem solving, and critical thinking skills.



Dates:

Fall 2024

Times:

5:00 PM-8:00 PM
Tuesday & Thursday

Location:

Hybrid

Cost:

\$800.00
(includes tuition and textbooks)

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