



**GUJARAT TECHNOLOGICAL UNIVERSITY**

**Post Graduate Diploma in Hospital Management**

**Semester: 2**

**Branch: Post Graduate Diploma in Hospital Management**

**Subject Name: Hospital Insurance & Billing**

**Subject Code: 1527703**

**Rationale:**

**Course Scheme:**

Teaching Scheme			Credits C	Examination Marks				Total Marks
L	T	P		Theory Marks		Practical Marks		
				ESE (E)	PA (M)	ESE (V)	PA (I)	
3	0	0	3	50	0	0	50	100

**Course Content:**

Unit No.	Content	No. of Hours	Weightage (%)
1	<b>Hospital Billing Department</b> Functions, Hierarchy, work flow, staff responsibilities etc, Process Flow of a Patients, OPD Billing Flow, IPD Billing Flow, Billing Counselling & Billing Consent Process, Procedures Carried out By different departments & its billing process, Medical Terminology & Abbreviations, Hands-on Training on HIS	7	10
2	<b>Billing Department Process</b> Daily Billing , Interim Bill & Final Bill Process flow, Discharge Billing & Discharge Clearance, Handling Of Medical Insurance Holders, Handling of Cash Paying Patients, Handling of Corporate Patients, Schedule of Charges, Billing Policy, Payment Outstanding Clearance, Daily Reports of Billing Departments, Grievance Redressal Mechanism	8	10
3	<b>Insurance in Hospital</b> Types of Health Insurance - Basic Features of Health Insurance Design –Challenges for Health Insurance Industry - Health Insurance  Operational Aspects of Insurance  Underwriting - Claims Management - Provider Contracting – Role of Payment Mechanisms,  Role of Third Party Administrator  Third party Administrator (TPA) – Origin - Understanding of the Relations between an Insurer and a TPA, Roles of TPA  Role of the Regulator (IRDA)	7	15



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	IRDA Origin and its Role – Legal issues		
4	<b>TPA Management in Hospital</b> Newer Developments in Health Insurance & TPA Management, Explaining patients about their Medclaim requirements, Admission & Discharge Counselling, Integrating Mediclaims in billing processes, Understand and expediting deductions, Designing & Executing tasks and works at A TPA Desk in a Hospital, Handling Cashless requisitions and proposals, Dos and Don'ts of handling Mediclaims, ICD 10 Classification of Disease, Record keeping of Accounting practices, Claims Settlement Process, Grievance Management	8	15
<b>Total Hours/Marks:</b>		<b>30</b>	<b>50</b>

**Suggested Student Activities for PA: (50 Marks)**

Group Discussion, Presentation, Class Exercise, Small Project, Case Study

**Suggested Learning Resources:**

S. No.	Title of Book	Author	Publication with place, year and ISBN
1	T. Mahendran	Health Insurance Sector In India	Abhijeet Publications
2	R K Reddy	Health Insurance: Basics Benefits And Claims	
3	Ravichandran	Recent Trends In Insurance Sector In India	Abhijeet Publications