



# GUJARAT TECHNOLOGICAL UNIVERSITY

Program Name: Post Graduate Diploma in Hospital Management

Level: PG Diploma

Course / Subject Code: DH02077041

Course / Subject Name : Hospital Insurance & Billing

w. e. f. Academic Year:	2024 - 2025
Semester:	2
Category of the Course:	Discipline Specific Elective (Any One)

<b>Prerequisite:</b>	Hospital Insurance and Billing requires prior knowledge in several key areas. Students should have an understanding of healthcare systems and hospital operations to contextualize the billing process within broader organizational functions. Basic knowledge of accounting and finance is essential for grasping financial transactions, while proficiency in medical terminology aids in interpreting codes and procedures accurately. Familiarity with healthcare laws and ethics ensures compliance with regulatory standards, including patient confidentiality and billing practices. Additionally, exposure to health insurance concepts, such as policy structures and reimbursement models.
<b>Rationale:</b>	The Hospital Insurance and Billing subject is integral to preparing students for the critical financial and administrative functions within the healthcare industry. As hospitals navigate complex payment systems, including private insurers, government-funded programs, and out-of-pocket payments, professionals must possess a thorough understanding of insurance policies, coding standards, and billing processes to ensure accuracy, compliance, and efficiency. This subject equips students with the skills to manage revenue cycles, reduce billing errors, and improve claim reimbursement rates—essential components for a hospital's financial stability. It also addresses the growing need for compliance with regulatory frameworks.

## Course Outcome:

After Completion of the Course, Student will able to:

No	Course Outcomes	RBT Level
01	To understand Hospital's Billing & Insurance department Functions & Services	Understand & Apply
02	To work on Hospital Information System for real-time billing and Hospital Operation work of Insurance & Billing department	Understand
03	To study the Role of Health Insurance & TPA in hospital, process & Administration of Claim Management & TPA Management.	Understand & Apply
04	Applying new developments of various claim management and TPA desk management policies and procedures in accordance with the rules	Understand & Apply



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05	To be aware of the numerous insurance policies that can be used in hospitals, IRDA regulations, and how to handle legal issues when managing hospital insurance.	Understand & Apply
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*\*Revised Bloom's Taxonomy (RBT)*

### Teaching and Examination Scheme:

Teaching Scheme (in Hours)			Total Credits L+T+ (PR/2)	Assessment Pattern and Marks				Total Marks
L	T	PR	C	Theory		Tutorial / Practical		
				ESE (E)	PA / CA (M)	PA/CA (I)	ESE (V)	
4	0	0	4	50	0	50	0	100

### Course Content:

Unit No.	Content	No. of Hours	% of 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	10	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	10	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	15	15



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	Third party Administrator (TPA) – Origin - Understanding of the Relations between an Insurer and a TPA, Roles of TPA Role of the Regulator (IRDA) 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 Mediclaim 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	<b>10</b>	<b>15</b>
5.	<b>Practical Application</b>  All the students of the program will be given practical assignments/Quiz on the application of the above mentioned topics from the syllabus. The applications of the theory concepts would be in the form of Making Schedule of Charges, Application on Hospital Billing Software, Documentation training on Insurance desk Management & Claim Settlement Process, Hospital Visit, Role Play, SOP Making of Hospital, Case Study, Presentation and Group Project etc.	<b>15</b>	<b>CEC (50 Marks)</b>
<b>Total</b>		<b>60</b>	<b>100</b>

**Suggested Specification Table with Marks (Theory):**

Unit No.	Unit Title	Teaching Hours	Distribution of Theory Marks (Assessment as per Revised Bloom's Taxonomy Level*)						Total Marks
			RM	UN	AP	AN	EL	CR	
I	Hospital Billing department	10	00	05	05	00	00	00	10
II	Billing Department Process	10	00	05	05	00	00	00	10
III	Insurance in Hospital	15	00	05	05	05	00	00	10



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IV	TPA Management in Hospital	10	00	05	05	05	00	00	15
	Total	45	00	20	20	10	00	00	50

Where R: Remember; U: Understanding; A: Application, N: Analyze and E: Evaluate C: Create (as per Revised Bloom's Taxonomy)

### References/Suggested Learning Resources:

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

### Suggested Project List, if any:

SOP & Policy Making, Making of Schedule of Charges etc.

### Suggested Activities for Students, if any:

Presentation, Group Project, Case Study discussion etc.

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