

**Credit Hours:** 3

**Contact Hours:** This is a 3-credit course, offered in accelerated format. This means that 16 weeks of material is covered in 8 weeks. The exact number of hours per week that you can expect to spend on each course will vary based upon the weekly coursework, as well as your study style and preferences. You should plan to spend 14-20 hours per week in each course reading material, interacting on the discussion boards, writing papers, completing projects, and doing research.

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**COURSE DESCRIPTION AND OUTCOMES**

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**Course Description:**

Managed care and health insurance covers healthcare issues surrounding management, insurances, and managed healthcare plans and discusses the new regulations from the Affordable Care Act (ACA). Students will learn about the basic foundations concerning insurance benefit plans for Medicare and Medicaid. The course will also cover fundamental ideas concerning cost-containment measures and quality of healthcare being delivered, focusing on a U.S.-based approach to healthcare insurance plans for HMOs and other integrated insurance delivery systems.

**Course Overview:**

Managed Care and Health Insurance presents an overview of key concepts related to payers, providers, and consumers of public and private health plans. Students will examine the progression of the health insurance market and identify the impact of the Patient Protection and Affordable Care Act (ACA) on the administration of health plans and on the role of the health care administrator.

**Course Learning Outcomes:**

1. Examine quality assessment and accountability in health care.
2. Summarize the historical context of the managed healthcare delivery system through present day.
3. Compare and contrast the U.S. healthcare managed system with the healthcare systems of other international developed nations.
4. Explain the medical insurance system that includes Medicare, Medicaid, and healthcare – based institutional insurances.
5. Summarize the factors that contributed to the development of health insurance and managed care in the U.S.

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**PARTICIPATION & ATTENDANCE**

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Prompt and consistent attendance in your online courses is essential for your success at CSU-Global Campus. Failure to verify your attendance within the first 7 days of this course may result in your withdrawal. If for some reason you would like to drop a course, please contact your advisor.

Online classes have deadlines, assignments, and participation requirements just like on-campus classes. Budget your time carefully and keep an open line of communication with your instructor. If you are having technical problems, problems with your assignments, or other problems that are impeding your progress, let your instructor know as soon as possible.

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## COURSE MATERIALS

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**Textbook Information is located in the CSU-Global Booklist on the Student Portal.**

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## COURSE SCHEDULE

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### Due Dates

The Academic Week at CSU-Global begins on Monday and ends the following Sunday.

- **Discussion Boards:** The original post must be completed by Thursday at 11:59 p.m. MT and peer responses posted by Sunday at 11:59 p.m. MT. Late posts may not be awarded points.
- **Opening Exercises:** Take the Opening Exercise before reading each week's content to see which areas you will need to focus on. You may take these exercises as many times as you need. The Opening Exercises will not affect your final grade.
- **Mastery Exercises:** Students may access and retake Mastery Exercises through the last day of class until they achieve the scores they desire.
- **Critical Thinking:** Assignments are due Sunday at 11:59 p.m. MT.

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## WEEKLY READING AND ASSIGNMENT DETAILS

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### Module 1

#### Readings

- Chapter 1 in *Health Insurance and Managed Care*
- Dugan, J. (2015). Trends in managed care cost containment: An analysis of the managed care backlash. *Health Economics*, 24(12), 1604-1618
- Haeder, S. F., & Weimer, D. L. (2015). Inching toward universal coverage: State-federal health-care programs in historical perspective. *Journal of Policy History*, 27(4), 746-770.

#### Opening Exercise (0 points)

#### Discussion (25 points)

#### Critical Thinking (75 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

#### Option #1: History of Managed Care

Your employer, a major health insurance company in the U.S., would like to include information on the history of managed care and health insurance as part of its employee orientation program. You have been asked to prepare a brief handout that will be distributed and reviewed with new employees during orientation training. Use your creativity to prepare a two to three-page handout that presents an overview of the eight historical periods associated with the evolution of managed care and health insurance in the U.S. from Chapter 1 of the textbook.

1. 1910 to the mid-1940s: The Early Years
2. Mid-1940s to mid-1960s: The Expansion of Health Benefits
3. Mid-1960s to mid-1970s: The Onset of Healthcare Cost Inflation
4. Mid-1970s to mid-1980s: The Rise of Managed Care
5. Mid-1980s to late 1990s: Growth and Consolidation
6. Late 1990s to Early 2000s: The Managed Care Backlash
7. 2000 to 2010: HMOs and POS Plan Shrink, Cost Grown, and Coverage Erodes
8. 2010 to Present

For each of the eight (8) historical periods, describe the associated forces that have shaped managed care and provide an overview of the implications for managed care as it exists today. From the perspective of your employer, include advantages/disadvantages, pros/cons, and obstacles relative to managed care that are characteristic of each historical period.

Your document should meet the following requirements:

- Be two to three pages in length, not including the cover or reference pages.
- Be formatted according to the CSU-Global Guide to Writing and APA.
- Support your discussion by referencing and citing at least three references in addition to the course textbook with appropriate in-text citations. The CSU-Global Library is a good place to find these references.

### **Option #2: Managed Care Trends - 1970s to 1990s**

During the 1970s through the late 1990s, managed care grew at a rapid pace.

- Identify and explain at least three major factors that contributed to the rise of managed care between the mid-1970s to the late 1990s.
- Explain some of the implications for healthcare costs in the U.S.
- What lessons could be learned from this period?

Your document should meet the following requirements:

- Be two to three pages in length, not including the cover or reference pages.
- Be formatted according to the CSU-Global Guide to Writing and APA.
- Support your discussion by referencing and citing at least two references in addition to the course textbook with associated in-text citations. The CSU-Global Library is a good place to find these references.

### **Mastery Exercise (10 points)**

## **Module 2**

### **Readings**

- Chapter 2 in *Health Insurance and Managed Care*
- Custer, W. S. (2015). Measuring health plan adequacy. *Journal of Financial Service Professionals*, 69(1), 37-39.

- Ericson, K. M., & Sydnor, J. (2017). The questionable value of having a choice of levels of health insurance coverage. *Journal of Economic Perspectives*, 31(4), 51-72.

### **Opening Exercise (0 points)**

### **Discussion (25 points)**

### **Critical Thinking (75 points)**

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

#### **Option #1: Self-Funded Health Plans – Handout**

Your employer purchases health insurance through a group policy and shares the premiums costs with the employees. The company is concerned with rising premium costs and is interested in learning more about the possibility of changing to the self-funded health insurance model. To begin the decision-making process, you have been tasked with researching the feasibility of self-funded health insurance and preparing an easy-to-understand summary of your findings within a two-page handout. Use your creativity to prepare a two page summary (table, chart, bullet points, etc.) that elucidates some of the pros and cons associated with self-funded health insurance as it pertains to costs, risks, and basic changes in organizational policy and practices. The handout will be distributed to members of top leadership within the organization.

Your document should meet the following requirements:

- Include a title page, a two-page handout, and a reference page for a total of four pages.
- Be formatted according to the CSU-Global Guide to Writing and APA.
- Your summary should include citations in the body of the document and a reference list. Cite two credible sources in addition to the course textbook. The CSU-Global Library is a good place to find these references.

#### **Option #2: Self-Funded Health Plans - Presentation**

Your employer purchases health insurance through a group policy and shares the premium's costs with the employees. The company is concerned with rising premium costs and is interested in learning more about the possibility of changing to the self-funded health insurance model. To begin the decision-making process, you have been tasked with researching the feasibility of self-funded health insurance and preparing a recorded summary of your findings that elucidates some of the pros and cons associated with self-funded health insurance as it pertains to costs, risks, and basic changes in organizational policy and practices. The video or audio should be 3-5 minutes in length. You must provide a title page, blank page with the link to the video or audio, and a reference page. You may use technologies such as

- Voki
- iTalk
- PowerPoint with voiceover
- YouTube
- Voice/Video recording tool in the course LMS

Your assignment should meet the following requirements:

- Include a 3-5 minute recorded video or audio.
- Include a title page, a two-page transcript, and a reference page for a total of four pages.
- Be formatted according to the CSU-Global Guide to Writing and APA. Double-space the transcript. Your video dialogue and transcript should include references to at least two credible

sources in addition to the course textbook. The CSU-Global Library is a good place to find these references.

### **Mastery Exercise (10 points)**

### **Portfolio Milestone (10 points)**

Choose one of the following two milestones to complete this week based on the Portfolio Project option you selected. Do not do both milestones. Identify your assignment choice in the title of your submission.

#### **Option #1: Portfolio Topic and Interview**

This week, you should review the Module 8 Portfolio Project instructions and begin your search for an executive to interview. Write a paragraph explaining how you will conduct a search and identify 2-3 potential organizations and individuals that might be good candidates for this project. Include how you will reach out to these groups and by when, being mindful that you will need to complete your interview at least by Week 7 to ensure you have enough time to complete your project by the end of Week 8.

#### **Option #2: Article Take-Aways & Portfolio Preparation**

This week, you should review the Module 8 Portfolio Project and the required article “The Few Winner from Medicaid’s Shift to Managed Care.” Write a 2-3 paragraph summary of your major “take-aways” from the article as they relate to the Module 8 Portfolio requirements.

## **Module 3**

### **Readings**

- Chapter 3 in *Health Insurance and Managed Care*

### **Opening Exercise (0 points)**

### **Discussion (25 points)**

### **Critical Thinking (75 points)**

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

#### **Option #1: The Provider Network – Managed Care Contracting Presentation**

The provider network is one of the most important elements of managed care because managed care could not exist without it.

- What is the provider network?
- Explain how the provider network is linked to act of managed care contracting?
- What are 2-3 common challenges that a typical member of the provider network might encounter with managed care contracting? Explain why.
- Discuss different approaches that a health plan might take to developing and maintaining a network under differing conditions such as a rural area, underserved area, or community where there is minimum competition between some specialties. Explain why.

Your presentation should meet the following requirements:

- Be 4-6 slides long.
- Include title, introductory, concluding, and reference slides for a total of 8-10 slides.
- Each slide should have at least 150 words of speaker’s notes.
- Be formatted according to the CSU-Global Guide to Writing and APA.

- Cite at least three scholarly sources, published within the last five years, in addition to the course textbook. The CSU-Global Library is a good place to find these references.

### **Option #2: The Role of Credentialing in Managed Care Contracting – Presentation**

Credentialing is a process that both managed care organizations and providers must undergo in order to be involved in managed care programs.

- What is credentialing in managed care contracting and why is it an important function?
- Describe a typical credentialing process including the different steps that are required and explain why they are necessary.
- Discuss some possible problems that may arise for any steps that are not completed.
- For a member of the “provider network” such as a physician, provide examples of 2-3 specific regulatory credentialing requirements imposed by your state for this type of health professional. Visit your state’s department of insurance for this information.

Your presentation should meet the following requirements:

- Be 4-6 slides long.
- Include title, introductory, concluding, and reference slides for a total of 8-10 slides.
- Each slide should have at least 150 words of speaker’s notes.
- Be formatted according to the CSU-Global Guide to Writing and APA.
- Cite at least three scholarly sources, published within the last five years, in addition to the course textbook. The CSU-Global Library is a good place to find these references.

### **Mastery Exercise (10 points)**

## **Module 4**

### **Readings**

- Chapter 4 in *Health Insurance and Managed Care*
- Bastian, N. D., Kang, H., Griffin, P. M., & Fulton, L. V. (2016). Measuring the effect of pay-for-performance financial incentives on hospital efficiency in the military health system. *IIE Transactions on Healthcare Systems Engineering*, 6(1), 33-41.
- Quinn, K. (2015). The 8 basic payment methods in healthcare. *Annals of Internal Medicine*, 16(3), 300-306. Retrieved from [https://mfprac.com/web2018/07/literature/literature/Healthcare\\_Costs/Payment\\_Quinn.pdf](https://mfprac.com/web2018/07/literature/literature/Healthcare_Costs/Payment_Quinn.pdf)

### **Opening Exercise (0 points)**

### **Discussion (25 points)**

### **Mastery Exercise (10 points)**

### **Portfolio Milestone (20 points)**

Choose one of the following two milestones to complete this week based on the Portfolio Project option you selected. Do not do both milestones. Identify your assignment choice in the title of your submission.

### **Option #1: Portfolio Interview Form**

This week you will prepare an Interview Form for use with your interview in Module 8. The Interview Form should include space for recording –

- Name and location of the MCO
- Name, title, and contact information of the executive interviewed

- Date of the interview
- Start and end times of the interview
- Interview questions and responses

Include the following six questions on the Interview Form and add four questions of your own.

1. How do you stay up to date with regulations pertaining to the insurance industry? What are some of the challenges of keeping track with regulations?
2. What do you see as 2-3 of the most significant challenges facing the health insurance industry and how will you prepare for them?
3. How would you describe your organization's attitude toward change in the healthcare industry?
4. What has been the most significant impact of the ACA on your organization and what strategies did you use to prepare for the ACA?
5. How does your organization demonstrate strong governance? What might be some examples to illustrate your point?
6. Where do you see the health insurance in the next five years?

### **Option #2: Medicaid Managed Care – Essay Preparation**

This week you will identify the three states that have shifted their managed care programs to managed care and three that have not; these states will be used in the Week 8 Portfolio Project. You will demonstrate that you have begun your research by providing at least three scholarly reference sources (not including the textbook) that will be used in Module 8. Please prepare a reference list consistent with the APA guidelines.

## **Module 5**

### **Readings**

- Chapter 5 in *Health Insurance and Managed Care*
- Jack, H. E., Arabadjis, S. D., Sun, L., Sullivan, E. E., & Phillips, R. S. (2017). Impact of community health workers on use of healthcare services in the United States: A systematic review. *Journal of General Internal Medicine, 32*(3), 325-344.
- Levine, D. J., & Mulligan, J. (2015). Overutilization, overutilized. *Journal of Health Politics, Policy & Law, 40*(2), 421-437.

### **Opening Exercise (0 points)**

### **Discussion (25 points)**

### **Critical Thinking (75 points)**

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

### **Option #1: Disease Management & Technology - Essay**

As the burden of chronic disease continues to escalate and the use of technology in healthcare becomes more pervasive, healthcare has begun to focus on how different types of technology can be used in chronic disease management programs.

- What is the role of technology in disease management programs?
- What are some of the pros and cons of applying technology in disease managements programs? Be sure to explain each.
- Can technology be used to empower patients to take control of their health? What might be an example of a disease and a technology to illustrate your point?

- Can the benefits of technology exceed the costs?

Your document should meet the following requirements:

- Be two to three pages in length, not including the cover or reference pages.
- Be formatted according to the CSU-Global Guide to Writing and APA.
- Support your discussion by referencing and citing at least three references in addition to the course textbook with appropriate in-text citations. The CSU-Global Library is a good place to find these references.

### **Option #2: The Role of Utilization Management - Essay**

- Describe the term “utilization management” in managed care in your own words.
- Explain the need for utilization management in managed care.
- Analyze some of the current challenges associated with utilization management’s ability to maximize resources, contain cost, and ensure that an appropriate level of care is provided?
- Based on your research, what might be an example of a change or trend in utilization management that is likely to occur in the near future and how might it impact medical care processes and outcomes?

Your document should meet the following requirements:

- Be two to three pages in length, not including the cover or reference pages.
- Be formatted according to the CSU-Global Guide to Writing and APA.
- Support your discussion by referencing and citing at least three references in addition to the course textbook with appropriate in-text citations. The CSU-Global Library is a good place to find these references.

### **Mastery Exercise (10 points)**

## **Module 6**

### **Readings**

- Chapter 6 in *Health Insurance and Managed Care*
- Pyone, T., Smith, H., & van den Broek, N. (2017). Frameworks to assess health systems governance: A systematic review. *Health Policy and Planning, 32*(5), 710–722.

### **Opening Exercise (0 points)**

### **Discussion (25 points)**

### **Critical Thinking (70 points)**

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

### **Option #1: Administration of Managed Care – Essay**

Managed care organizations (MCOs) expend the majority of their time with administrative activities such claims administration, authorizations, and customer service issues. Read the Zimlich (2016) article, “Nine Ways MCOs can cut administrative costs.”

- Among the nine ideas, which three do you think show the greatest promise?
- What would be some of the pros and cons of implementing these changes from an operational standpoint?

- What would be some of the implications for patient satisfaction, quality of care, and overall governance responsibility?

Your paper should meet the following requirements:

- Be 2-3 pages in length.
- Include a title page and reference page, for a total of 4-5 pages.
- Be formatted according to the CSU-Global Guide to Writing and APA.
- Cite at least two credible sources, published within the last five years, in addition to the course textbook. The CSU-Global Library is a good place to find these references.

**Option #2: Administration of Managed Care – Table**

Managed care organizations (MCOs) expend the majority of their time with administrative activities such as claims administration, authorizations, and customer service issues. Read the Zimlich (2016) article, “Nine Ways MCOs can cut administrative costs.”

- Among the nine ideas, which four do you think show the great promise?
- What would be some of the pros and cons of implementing these changes from an operational standpoint?
- What would be some of the implications for the governance responsibilities of managed care organizations (MCOs)?

Prepare a four-column chart: Column 1 should list the four selected ideas from the article; Column 2 should list the pros; Column 3 should list the cons; and Column 4 should list implications for governance responsibilities.

Idea	Pros	Cons	Governance

Be sure to include citations in the body of the table and to include sources on the reference list.

Your assignment should meet the following requirements:

- Include a table of 1 to 2 pages
- Include a title page and reference page, for a total of 3-4 pages.
- Be formatted according to the CSU-Global Guide to Writing and APA.
- Cite at least two credible sources, published within the last five years, in addition to the course textbook. The CSU-Global Library is a good place to find these references.

**Mastery Exercise (10 points)**

**Portfolio Milestone (20 points)**

Choose one of the following two milestones to complete this week based on the Portfolio Project option you selected. Do not do both milestones. Identify your assignment choice in the title of your submission.

**Option #1: Identification of Healthcare Executive and Organization**

This week you will provide the name of the executive who has agreed to an interview with you and the name and location of the MCO. Compose one paragraph that outlines your interview approach (phone or in-person) and how you will prepare for the interview.

**Option #2: Research Summary**

This week you will provide a one-page summary on the status of your Module 8 Portfolio Project. Be sure to include any challenges you have encountered and how you plan to address them. Be sure to reach out to your instructor if you need guidance.

## **Module 7**

### **Readings**

- Chapter 7 in *Health Insurance and Managed Care*
- Jacobi, J. V. (2016). Medicaid, Managed Care, and the mission for the poor. *Journal of Health Law & Policy*, 9(2), 187-205
- Trombetta, W. (2017). Managed care Medicaid. *International Journal of Pharmaceutical and Healthcare Marketing*, 11(2), 198-210.

**Opening Exercise (0 points)**

**Discussion (25 points)**

**Mastery Exercise (10 points)**

## **Module 8**

### **Readings**

- Chapter 8 in *Health Insurance and Managed Care*
- Custer, W. S. (2017). The intersection of federal and state health insurance regulation. *Journal of Financial Service Professionals*, 71(3), 34-37.
- Dickson, V. (2016). Medicaid. More state expansion fights...managed care regulations... fate of dual-eligible demonstrations. *Modern Healthcare*, 46(1), 19.

**Opening Exercise (0 points)**

**Discussion (25 points)**

**Mastery Exercise (10 points)**

**Portfolio Project (300 points)**

Choose one of the following two projects to complete this week. Do not do both projects. Identify your assignment choice in the title of your submission.

### **Option #1: Interview with MCO Executive and Executive Summary**

Conduct an interview with an executive of a managed care insurance organization (e.g. Blue Cross/Blue Shield, Aetna, United Healthcare, Kaiser, Cigna, Humana, etc.). You must record the name and location of the MCO and the name, title, and contact information of the executive that you interviewed on the Interview Form. The interview should be at least 20 minutes in length. The interview may be conducted in person or over the telephone. You should record the date and the start and end times on the interview form. Please complete the Interview Form by recording responses to the each of the questions. You will develop the interview form and questions in Module 4 of the class. You may add additional questions as you see necessary.

After the interview is conducted, prepare a 2-page Executive Summary highlighting key “takeaways” from the interview as they relate to concepts covered in the course and that contribute to your understanding of the managed care and health insurance.

Then, write a 2-page academic discussion on how the current literature supports or expands on these takeaways and how you will apply these connections to your current or future work in the healthcare industry.

Cite at least four academic sources in your summary and/or discussion, formatting them per the APA guidelines found in the CSU-Global Guide to Writing and APA.

You will submit the interview form, the executive summary, and the academic discussion as one Microsoft Word document. Also include a title page and Reference list.

### **Option #2: Medicaid Managed Care - Essay**

Review the Kohatsu, Payne, and Subramania article, “The Few Winner from Medicaid’s Shift to Managed Care.”

Using data provided by the Kaiser Family Foundation Medicaid Managed Care Market Tracker, please identify three states that have not transitioned their Medicaid programs to the managed care model *and* three states that have shifted their Medicaid program to managed care.

**Then complete the following for your essay:**

- Research the three states that *have not* shifted their Medicaid programs to the managed care model and discuss the reasons why each of these states has not transitioned. Explain if you agree or disagree with the rationale of each state’s decision.
- Research the three states that *have* shifted their Medicaid programs to the managed care model and discuss their successes and challenges.
- Should the CMS mandate Medicaid managed care programs for every state? What are some of the pros and cons and arguments from the perspectives of states, the CMS, and the Medicaid beneficiaries?

Your assignment should meet the following requirements:

- Be 10 to 12 pages.
- Include a title page and reference page, for a total of 12-14 pages.
- Be formatted according to the CSU-Global Guide to Writing and APA.
- Cite at least four credible sources, published within the last five years, in addition to the course textbook. The CSU-Global Library is a good place to find these references.

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## COURSE POLICIES

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Grading Scale	
A	95.0 – 100
A-	90.0 – 94.9
B+	86.7 – 89.9
B	83.3 – 86.6
B-	80.0 – 83.2
C+	75.0 – 79.9
C	70.0 – 74.9
D	60.0 – 69.9
F	59.9 or below

### Course Grading

20% Discussion Participation  
0% Opening Exercises  
8% Mastery Exercises  
37% Critical Thinking Assignments  
35% Final Portfolio Project

SAMPLE

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## IN-CLASSROOM POLICIES

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For information on late work and incomplete grade policies, please refer to our [In-Classroom Student Policies and Guidelines](#) or the Academic Catalog for comprehensive documentation of CSU-Global institutional policies.

### Academic Integrity

Students must assume responsibility for maintaining honesty in all work submitted for credit and in any other work designated by the instructor of the course. Academic dishonesty includes cheating, fabrication, facilitating academic dishonesty, plagiarism, reusing /repurposing your own work (see CSU-Global Guide to Writing & APA for percentage of repurposed work that can be used in an assignment), unauthorized possession of academic materials, and unauthorized collaboration. The CSU-Global Library provides information on how students can avoid plagiarism by understanding what it is and how to use the Library and internet resources.

### Citing Sources with APA Style

All students are expected to follow the CSU-Global Guide to Writing & APA when citing in APA (based on the most recent APA style manual) for all assignments. A link to this guide should also be provided within most assignment descriptions in your course.

### Disability Services Statement

CSU-Global is committed to providing reasonable accommodations for all persons with disabilities. Any student with a documented disability requesting academic accommodations should contact the Disability Resource Coordinator at 720-279-0650 and/or email [ada@CSUGlobal.edu](mailto:ada@CSUGlobal.edu) for additional information to coordinate reasonable accommodations for students with documented disabilities.

### Netiquette

Respect the diversity of opinions among the instructor and classmates and engage with them in a courteous, respectful, and professional manner. All posts and classroom communication must be conducted in accordance with the student code of conduct. Think before you push the Send button. Did you say just what you meant? How will the person on the other end read the words?

Maintain an environment free of harassment, stalking, threats, abuse, insults, or humiliation toward the instructor and classmates. This includes, but is not limited to, demeaning written or oral comments of an ethnic, religious, age, disability, sexist (or sexual orientation), or racist nature; and the unwanted sexual advances or intimidations by email, or on discussion boards and other postings within or connected to the online classroom. If you have concerns about something that has been said, please let your instructor know.