

# FLORIDA ATLANTIC UNIVERSITY™

## Graduate Programs—NEW COURSE PROPOSAL

UGPC APPROVAL \_\_\_\_\_  
 UFS APPROVAL \_\_\_\_\_  
 SCNS SUBMITTAL \_\_\_\_\_  
 CONFIRMED \_\_\_\_\_  
 BANNER POSTED \_\_\_\_\_  
 CATALOG \_\_\_\_\_

DEPARTMENT: MANAGEMENT PROGRAMS/ HEALTH  
ADMINISTRATION

COLLEGE: BUSINESS

**RECOMMENDED COURSE IDENTIFICATION:**

PREFIX HSA COURSE NUMBER 6127 LAB CODE (L or C) \_\_\_\_\_

(TO OBTAIN A COURSE NUMBER, CONTACT [RPOLANSK@FAU.EDU](mailto:RPOLANSK@FAU.EDU))

COMPLETE COURSE TITLE: **MANAGED HEALTH CARE**

**EFFECTIVE DATE**

(first term course will be offered)

FALL 2012

CREDITS: 3

TEXTBOOK INFORMATION: KONGSTVEDT, PETER R. (2011), *ESSENTIALS OF MANAGED HEALTH CARE*, 6<sup>TH</sup> Ed. JONES & BARTLETT PUBLISHERS, BURLINGTON, MA

GRADING (SELECT ONLY ONE GRADING OPTION): REGULAR  SATISFACTORY/UNSATISFACTORY \_\_\_\_\_

**COURSE DESCRIPTION, NO MORE THAN 3 LINES:**

THIS COURSE PROVIDES AN INTRODUCTION TO THE FIELD OF MANAGED CARE. TOPICS INCLUDE THE HISTORY AND STRUCTURE OF MANAGED CARE, CONTRACTING, STATE AND FEDERAL REGULATIONS, UTILIZATION REVIEW, AND DISEASE MANAGEMENT.

**PREREQUISITES\*:**

**COREQUISITES\*:**

**REGISTRATION CONTROLS (MAJOR, COLLEGE, LEVEL)\*:**

GRADUATE STUDENT, COLLEGE OF BUSINESS OR COLLEGE OF NURSING

\* PREREQUISITES, COREQUISITES AND REGISTRATION CONTROLS WILL BE ENFORCED FOR ALL COURSE SECTIONS.

MINIMUM QUALIFICATIONS NEEDED TO TEACH THIS COURSE: MASTER'S DEGREE AND/OR TERMINAL DEGREE IN RELATED FIELD COMPLETED

Faculty contact, email and complete phone number:  
 Dr. Marlene Mahle, [mbernal@fau.edu](mailto:mbernal@fau.edu), 347-617-7778  
 Or  
 Dr. Dennis S. Palkon, [dpalkon@fau.edu](mailto:dpalkon@fau.edu), 561-297-3208

Departments and/or colleges that might be affected by the new course must be consulted and listed here. Please attach comments from each.

**Approved by:**

Department Chair: Braggy Golden

College Curriculum Chair: Allen Smith

College Dean: Paul Horvath

UGPC Chair: \_\_\_\_\_

Graduate College Dean: \_\_\_\_\_

UFS President: \_\_\_\_\_

Provost: \_\_\_\_\_

**Date:**

10/9/2012

10/16/2012

10.18.12

**ATTACHMENT CHECKLIST**

\*Syllabus (see guidelines for requirements: [http://www.fau.edu/provost/files/course\\_syllabus.2011.pdf](http://www.fau.edu/provost/files/course_syllabus.2011.pdf))

\*Written consent from all departments affected by new course

Email this form and syllabus to [UGPC@fau.edu](mailto:UGPC@fau.edu) one week before the University Graduate Programs Committee meeting so that materials may be viewed on the UGPC website prior to the meeting.



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HSA 6127  
CRN  
MANAGED HEALTHCARE  
Term  
100% online

**Professor Information**

**Office Hours**

This is a 100% Web-based course and I do not have an office on campus. However, given the distance learning mode of the course, office hours are Tuesdays from 6-8pm and I will be available via telephone during those times, or other times by appointment. I am always available via email: [mbernal@fau.edu](mailto:mbernal@fau.edu) and I will get back to you in less than 24 hrs.

**Required Text and Materials**

Kongstvedt, Peter R. (2013), *Essentials of Managed Health Care*, 6<sup>th</sup> Ed. Jones & Bartlett Publishers, Burlington, MA

**Recommended Text and Materials and Additional Resources**

**Organizations**

- American Academy of Nurse Practitioners: <http://www.aanp.org>
  - American Academy of Physician Assistants: <http://www.aapa.org>
  - American Association of Ambulatory Surgery: [www.aaasc.org](http://www.aaasc.org)
  - American College of Healthcare Executives: <http://www.ache.org>
  - American Hospital Association: <http://www.aha.org>
  - Commission for Case Manager Certification: <http://www.ccmcertification.org>
  - Disease Management Association of America (DMAA): <http://www.dmaa.org>
  - Integrated Healthcare Association (IHA): <http://www.ihai.org>
  - Institute for Health Care Improvement (IHI): <http://www.ihic.org>
  - Joint Commission on Accreditation of Healthcare Organizations (JCAHO): <http://www.jointcommission.org>
  - National Committee on Quality Assurance (NCQA): <http://www.ncqa.org>
  - National Association of Insurance Commissioners (NAIC): [www.naic.org](http://www.naic.org)
  - The Center for Medicare and Medicaid Services (CMS): <http://www.cms.gov>
- 
- The Centers for Disease Control and Prevention, National Center for Health Statistics:



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<http://www.cdc.gov/nchs/>

- The Center for Studying Health System Change: <http://www.hschange.com>
- The Henry J. Kaiser Family Foundation: <http://www.kff.org>
- The annually updated Sanofi-Aventis Managed Care Digest Series: <http://www.managedcaredigest.com>
- US Government Accountability Office: <http://www.gao.gov>
- World Health Organization: <http://www.who.int>

### Books and Journals

- Fortenberry, Jr. J.I., 2009, *Healthcare Marketing: Tools and Techniques*. 3<sup>rd</sup> Ed., Jones and Bartlett, Boston
- Guenther, G. and Vittori, R, 2007, *Sustainable Healthcare Architecture*. Wiley, NY.
- Ledlow, J.R., Corry, A.P. and Cwick, M.A., 2007, *Optimize Your Healthcare Supply Chain Performance: A Strategic Approach*. Health Administration Press, Chicago.
- Kongstvedt, P.R., 2008, *Managed Care: What It Is and How It Works*. 3<sup>rd</sup> Ed. Jones & Bartlett, Boston.
- Managed Care E-Magazine: <http://www.managedcaremag.com/popular/all>
- Managed Healthcare Executive: <http://managedhealthcareexecutive.modernmedicine.com/>
- OKane, M. et al, 2008, "Crossroads in Quality." *Health Affairs* 27 (3):749.
- RAND current articles in Managed Healthcare: <http://www.rand.org/topics/managed-health-care.html>
- Samuels, D.I., 2011, *Managed Healthcare in the New Millenium: Innovative Financial Modeling for the 21<sup>st</sup> Century*. CRC Press, Fl.
- The American Journal of Managed Care: <http://www.ajmc.com>
- White, K.R. and Griffith, J.R., 2007, *The Well-Managed Healthcare Organization*. 7<sup>th</sup> Ed. HAP, Chicago, IL.

### Articles

- Beers, M.H., Baran, R.W. and Frenia, K. 2000, "Drugs and the Elderly, Part I: The Problems Facing Managed Care." *American Journal of Managed Care* 6(12): 1313-20
- Casalino, L.P., November, E.A., Berenson, R.A., and Pham, H.H., 2008, "Hospital Physician Relations: Two Tracks and the Decline of the Voluntary Medical staff Model." *Health Affairs* 27 (5):1305-14
- Deal, L.W., Shiono, P.H. and Behrman, R.E., 1998, "Children and Managed Healthcare: Analysis and Recommendations." *Children and Managed Healthcare* 8(2):4



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- Erickson, L.C. Et al. 2000, "Are Managed Care Patients Steered to Higher Risk Hospitals for Cardiac Surgery?" *JAMA* 283: 1976-1982
- Gilmartin, M.J., and D'Aunno, T.A., 2008, "Leadership Research in Healthcare". *Academy of Management Annals* 2:390-438.
- Griffith, J.R., Alexander, J.A. and Foster, D.A. 2006, "Is Anybody Managing The Store ? National Trends in Hospital Performance." *Journal of Healthcare Management* 51(6):392-405.
- Griffith, J.R., 2009, "Frontiers of Hospital Management." *Journal of Healthcare Management* 54(1):30-44.

**Course Description**

This course provides an introduction to the field of managed care. Topics include the history and structure of managed care, contracting, state and federal regulations, utilization review, and disease management.

**Course Prerequisites and Credit Hours**

This a 3 hour credit course, there are no pre-requisites.

**Course Learning Objectives**

By the end of this course students will be able to:

- Describe the origins of managed care.
- Recognize the principle elements of control found in each type of managed care plan.
- Describe and discuss the most important functions of a board of directors in managed care organizations.
- Describe a typical credentialing process in managed care.
- Outline the key differences between different types of managed care reimbursement models.
- Outline the key advantages and disadvantages of the various managed care reimbursement systems for healthcare providers.
- Describe the key attributes of managing basic medical-surgical utilization and case management in different types of managed care plans.
- Describe and discuss the key attributes of managed care information systems.
- Discuss the purpose of benefits administration and claims adjudication within a managed care organization.
- Explain the basic goals of a member services department.
  
- Discuss how different managed care entities are accredited and regulated.
- Describe the basic forms of premium rates used by managed care organizations.



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- Describe the relationship between managed care and government programs such as Medicare and Medicaid.

**Grading Scale**

A 96-100 / A- 90-95 / B+ 87-89 / B 84-86 / B- 80-83 / C+ 77-79 / C 74-76 /  
C- 70-73 / D+ 67-69 / D 65-66 / F less than 65

**Course Evaluation Method**

Discussion Forums: 50%

Tests: 40%

Final Assignment/Paper 10%

**Additional Course Policies**

**Missing Exams/ Assignments**

Missing exams will not be able to be made up. Exceptions may be made by the instructor with documentation of extreme circumstances.

**Attendance Policy**

This is a 100% Web course. Your attendance will be based on your login to the course and posting assignments.

**Netiquette Policy**

It is important to keep in mind that although we are in a "virtual" environment, we still need to interact properly with each other and maintain an appropriate level of etiquette. The term netiquette is used to refer to online etiquette. By following these rules you will improve the readability of your messages and you will help others handle the large volume of information in an online classroom:

- **Stay on topic.** While discussion is encouraged, rambling and tangential conversations do not make postings substantive and are not be conducive to a quality learning experience.
- **Use appropriate subject lines in your replies.** As a conversation evolves, it's helpful to change the subject line of a threaded message to reflect the changing topic.



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- **Add multiple comments directly into messages in your replies.** While a straightforward reply is usually appropriate, interspersing your comments throughout an original posting may be more effective if you wish to respond to multiple points. For example, interspersing **\*\*\*multiple\*\*\*** comments in the body of the original message **\*\*\*like this\*\*\*** increases the readability of a response that addresses various points.
- **Avoid "I agree" and "Me, too!" messages.** Spending time reading messages without substance can be frustrating for all parties.
- **Avoid the use of all caps. (IT'S LIKE SHOUTING!)** Use caps occasionally for strong emphasis, but only for individual words.
- **Avoid writing errors, even when "talking" with one another.** Messages in the Main forums can be at times conversational and informal. Nonetheless, you should check your spelling and grammar and write in an appropriate manner.
- **Carefully choose the format for your messages.** Long paragraphs are difficult to follow on-screen. As a general rule, limit each paragraph to five to seven lines. Avoid fonts that are difficult to read because of style, color, or size.

#### **Anti-plagiarism Software**

Written components of any assignment or project may be submitted to anti-plagiarism software to evaluate the originality of the work. Any students found to be submitting work that is not their own will be deemed in violation of the University's honor code discussed above.

#### **Selected University and College Policies**

##### **Code of Academic Integrity Policy Statement**

Students at Florida Atlantic University are expected to maintain the highest ethical standards. Academic dishonesty is considered a serious breach of these ethical standards, because it interferes with the university mission to provide a high quality education in which no student enjoys an unfair advantage over any other. Academic dishonesty is also destructive of the university community, which is grounded in a system of mutual trust and places high value on personal integrity and individual responsibility. Harsh penalties are associated with academic dishonesty. For more information, see University Regulation 4.001.

##### **Disability Policy Statement**



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In compliance with the Americans with Disabilities Act (ADA), students who require special accommodation due to a disability to properly execute coursework must register with the Office for Students with Disabilities (OSD) – in Boca Raton, SU 133, (561) 297-3880; in Davie, MOD 1, (954) 236-1222; in Jupiter, SR 117, (561) 799-8585; or, at the Treasure Coast, CO 128, (772) 873-3305 – and follow all OSD procedures.

**Religious Accommodation Policy Statement**

In accordance with rules of the Florida Board of Education and Florida law, students have the right to reasonable accommodations from the University in order to observe religious practices and beliefs with regard to admissions, registration, class attendance and the scheduling of examinations and work assignments. For further information, please see Academic Policies and Regulations.

**University Approved Absence Policy Statement**

In accordance with rules of the Florida Atlantic University, students have the right to reasonable accommodations to participate in University approved activities, including athletic or scholastics teams, musical and theatrical performances and debate activities. It is the student's responsibility to notify the course instructor at least one week prior to missing any course assignment.

**College of Business Minimum Grade Policy Statement**

The minimum grade for College of Business requirements is a "C". This includes all courses that are a part of the pre-business foundation, business core, and major program. In addition, courses that are used to satisfy the university's Writing Across the Curriculum and Gordon Rule math requirements also have a minimum grade requirement of a "C". Course syllabi give individualized information about grading as it pertains to the individual classes.

**Incomplete Grade Policy Statement**

A student who is passing a course, but has not completed all work due to exceptional circumstances, may, with consent of the instructor, temporarily receive a grade of incomplete ("I"). The assignment of the "I" grade is at the discretion of the instructor, but is allowed only if the student is passing the course.

The specific time required to make up an incomplete grade is at the discretion of the instructor. However, the College of Business policy on the resolution of incomplete grades requires that all work required to satisfy an incomplete ("I") grade must be completed within a period of time not exceeding one calendar year from the assignment of the incomplete grade. After one calendar year, the incomplete grade automatically becomes a failing ("F") grade.

**Withdrawals**





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Any student who decides to drop is responsible for completing the proper paper work required to withdraw from the course.

**Grade Appeal Process**

A student may request a review of the final course grade when s/he believes that one of the following conditions apply:

- There was a computational or recording error in the grading.
- Non-academic criteria were applied in the grading process.
- There was a gross violation of the instructor's own grading system.

The procedures for a grade appeal may be found in Chapter 4 of the University Regulations.

**Disruptive Behavior Policy Statement**

Disruptive behavior is defined in the FAU Student Code of Conduct as "... activities which interfere with the educational mission within classroom." Students who behave in the classroom such that the educational experiences of other students and/or the instructor's course objectives are disrupted are subject to disciplinary action. Such behavior impedes students' ability to learn or an instructor's ability to teach. Disruptive behavior may include, but is not limited to: non-approved use of electronic devices (including cellular telephones); cursing or shouting at others in such a way as to be disruptive; or, other violations of an instructor's expectations for classroom conduct.

**Faculty Rights and Responsibilities**

Florida Atlantic University respects the right of instructors to teach and students to learn. Maintenance of these rights requires classroom conditions which do not impede their exercise. To ensure these rights, faculty members have the prerogative:

- To establish and implement academic standards
- To establish and enforce reasonable behavior standards in each class
- To refer disciplinary action to those students whose behavior may be judged to be disruptive under the Student Code of Conduct.



<b>WEEK 1</b>	<b>Part 1. Introduction to Managed Care</b>  Assigned readings: chapter 1  Post an introduction to the discussion board "Getting Acquainted".
<b>WEEK 2</b>	<b>Part 1. Introduction to Managed Care (Continued)</b>  Assigned readings: chapters 2, 3  Discussion Forum 1
<b>WEEK 3</b>	<b>Part 2. Network Contracting and Provider Payment</b>  Assigned readings: chapters 4, 5  Test 1(Part I)
<b>WEEK 4</b>	<b>Part 2. Network Contracting and Provider Payment</b>  Assigned readings: chapters 6  Discussion Forum 2
<b>WEEK 5</b>	<b>Part 3. Management of Utilization and Quality</b>  Assigned readings: chapters 7,8  Test 2 (Part 2)
<b>WEEK 6</b>	<b>Part 3. Management of Utilization and Quality</b>  Assigned readings: chapters 9,10  Discussion Forum 3
<b>WEEK 7</b>	<b>Part 3. Management of Utilization and Quality</b>  Assigned readings: chapters 11,12  Discussion Forum 4
<b>WEEK 8</b>	<b>Part 3. Management of Utilization and Quality</b>



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	Assigned readings: chapters 13, 14, 15 Discussion Forum 5
<b>WEEK 9</b>	Test 3 (Part 3)
<b>WEEK 10</b>	<b>Part 4. Sales, Finance and Administration</b> Assigned readings: chapters 16, 17 Discussion Forum 6
<b>WEEK 11</b>	<b>Part 4. Sales, Finance and Administration</b> Assigned readings: chapters 18, 19, 20 Discussion Forum 7
<b>WEEK 12</b>	<b>Part 4. Sales, Finance and Administration</b> Assigned readings: chapters 21, 22,23 Discussion Forum 8
<b>WEEK 13</b>	Test 4 (Part 4)
<b>WEEK 14</b>	<b>Part 5. Special Markets</b> Assigned readings: chapters 24, 25, 26 Discussion Forum 9
<b>WEEK 15</b>	<b>Part 6. Laws and Regulations</b> Assigned readings: chapters 28, 29, 30 Discussion Forum 10
<b>WEEK 16</b>	Test 5 (Parts 5 & 6) FINAL PAPER DUE



Management Programs  
 College of Business  
 777 Glades Road  
 Boca Raton, FL 33431  
 tel: 561.297.3654  
 fax: 561.297.2765  
 www.fau.edu

Allen,

Currently, the MHA Program has no unique or stand-alone graduate electives, using the HSA 6930 Special Topics moniker for electives. In accordance with the growth of the MHA program and the demand for MHA electives, I am proposing two new graduate electives, namely, HSA 6127, Managed Care, and HSA 6106, Global Issues in Healthcare Delivery. Managed Care was taught in Spring 2012 and Fall 2012, each section having an enrollment of 18. Global Issues in Healthcare was taught in Fall 2011 with an enrollment of 22, as well as in Spring 2012, with an enrollment of 10.

The adoption of these two classes will help us strengthen the MHA curriculum. Thank you for your consideration.

Sincerely,

Dr. Dennis S. Palkon  
 Professor and Director  
 Health Administration Programs

Approved courses at October 16, 2012 meeting of  
 the College of Business Graduate Council.

P. Allen Smith  
 Chair, College of Business Graduate Council

Paul Hays  
 Associate Dean