

CAREER FOUNTAIN

Eligibility & Verification and Prior Authorization Syllabus

ELIGIBILITY & VERIFICATION SYLLABUS

Module 1: Introduction to US Healthcare & RCM

Overview of the US Healthcare System and RCM process. Understanding the role of the Eligibility & Verification team within RCM. Basic insurance concepts and patient demographics in healthcare. Introduction to CMS 1500 form fields related to insurance verification.

Module 2: Insurance Basics

Detailed understanding of insurance types such as Medicare, Medicaid, Commercial, and Managed Care plans. Difference between primary, secondary, and tertiary insurance. In-network vs out-of-network concepts. Policy effective dates, termination, and coverage verification parameters.

Module 3: Eligibility Verification Process

Step-by-step process of eligibility verification. Key parameters to verify such as coverage details, copay, coinsurance, deductible, and plan limitations. Use of payer portals and IVR systems for verification. Documentation and updating practice management systems accurately.

Module 4: Coordination of Benefits (COB)

Understanding COB and how it impacts claim payment. Identifying COB-related issues during verification. Updating COB details in patient records. Importance of timely follow-up on COB discrepancies.

Module 5: Tools & Technology

Introduction to clearinghouses, payer portals, and real-time eligibility tools. Understanding EDI transactions like 270/271. Using Excel and practice management systems for tracking verifications. HIPAA compliance in eligibility workflow.

Module 6: Payer Calling & Documentation

Professional communication with insurance representatives. Writing clear eligibility notes for billing and front-office teams. Importance of accuracy and clarity in documentation. Handling patient queries with empathy and professionalism.

Module 7: Mock Calls & Practice Sessions

Hands-on training with mock verification calls. Real-time portal usage practice. Role-play on challenging verification cases. Supervisor review and feedback sessions.

Module 8: Interview & Job Preparation

Resume building and interview tips for eligibility roles. Common interview questions and mock interviews. Soft skill enhancement and final readiness evaluation.

PRIOR AUTHORIZATION SYLLABUS

Module 1: Introduction to Prior Authorization

Overview of pre-authorization in the RCM process. Importance of obtaining authorization before services. Understanding payer-specific requirements and timelines.

Module 2: Insurance Plan Structures

Detailed study of insurance plans that require prior authorization. Understanding referral requirements, specialist visits, and pre-certification rules. Concepts of medical necessity and documentation support.

Module 3: Authorization Process Flow

Step-by-step authorization request procedure. Gathering clinical documents, CPT and ICD codes, and submitting authorization requests. Tracking and following up on pending authorizations.

Module 4: Payer Calling & Documentation

Communicating with insurance companies via calls, fax, and portals. Documenting authorization reference numbers, validity dates, and status updates. Coordination between front desk, physician, and billing team.

Module 5: Denials & Re-authorization

Common reasons for authorization denials and how to prevent them. Re-authorization process for continued services. Appeal procedures and resubmission strategies.

Module 6: Tools & Portals

Introduction to payer-specific authorization portals. Using EMR and practice management systems for tracking. Real-time practice on commonly used insurance websites. HIPAA and data protection in authorization handling.

Module 7: Mock Sessions & Case Studies

Hands-on training with real-case simulations. Authorization request mock calls. Analyzing payer responses and troubleshooting issues. Feedback from trainers and peer review.

Module 8: Interview & Career Readiness

Resume guidance tailored for authorization roles. Common interview questions and confidence-building mock interviews. Final assessment and certification.