Please attach/submit additional documents as needed to fully complete each section of the form. Deadlines and instructions can be found on the Office of the Provost's curriculum website.

Proposals for a NEW degree or center require notification in advance of this proposal. See the Office of the Provost's curriculum website for information.

I. DEPARTMENT / PROGRAM

Business Technology/ Medical Claims Service Specialist

II. SUMMARY OF CHANGE REQUESTED

Creation of a new Certificate of Technical Studies.

The mission of Missoula College is to create a comprehensive, accessible, student-centered learning environment that fosters individual growth, facilitates workforce development, and provides a foundation for advanced academic achievement. The Missoula College 2012-2020 Strategic Plan states Two year education must respond to local, regional, national, and global needs. The curriculum provides hands-on, practical experience with real-world applications, as well as developmental coursework to ensure that students are prepared to succeed in the college environment and in the field. The curriculum also provides academic certificates, two-year degrees, and college transfer programs for students desiring to enter baccalaureate programs.

This proposed certificate will prepare students for medical claims service specialist positions in insurance organizations and health care facilities. Claims service specialists are responsible for verifying the accuracy and receipt of claims and the analysis of information for processing claims to promote accurate and prompt reimbursement. Additionally, they must have excellent communication skills to work collaboratively with other team members and to ensure positive service to both customers and vendors. The curriculum will focus on the following:

- Medical terminology and human biology
- Health care topics and procedures related to reimbursement methodologies
- Professional communication between peers, vendors, management, and customers
- Positive customer service techniques

III. ENDORSEMENTS AND APPROVALS

Requestor: Michelle Boller
Phone/ Email: 406-243-7877/michelle.boller@umontana.edu

Program Chair: Cheryl Galipeau

Other Affected Programs:
Business Technology (Administrative Management
Allied Health Medical Support

Signature [Signature]
Date 9-7-16

Signature [Signature]
Date 9-7-16

Signature [Signature]
Date 9-7-16
Applied Arts and Sciences

Dean: Shannon Obrien

Graduate School Dean (If Graduate Level)

Library Dean (Req. for #11 below only)

☐ Resources included in the proposal are sufficient to adequately support the new program's library needs.

Provost:

IV. TYPE OF PROPOSAL

Any additional required forms are listed after each type of proposal and must accompany this form. Proposals for a new degree or center require notification in advance of this proposal. See the Office of the Provost's curriculum website for information and instructions.

Level I Proposals:

☐ 1a. Placing a program into moratorium (Program Termination Form)
☐ 1b. Withdrawing a program from moratorium
☒ 2. Adding, retitling, terminating or revising a campus certificate of 29 credits or fewer
☐ 3. Adding a BAS/AA/AS Area of Study
☐ 4. Offering an existing program via distance or online delivery
☐ 5. Retitling an existing postsecondary educational program
☐ 6. Terminating an existing postsecondary educational program (Program Termination Form)
☐ 7. Consolidating existing postsecondary educational programs (BOR Curriculum Proposal Form)
☐ 8. Adding a new minor where there is a major or option in a major (BOR Curriculum Proposal Form)
☐ 9. Revising a program substantially (e.g. changing program focus) (BOR Curriculum Proposal Form)
☐ 10. Adding a temporary Certificate or AAS Degree Program (Approval limited to 2 years)

Level II Proposals:

☐ 11. Establishing a new postsecondary educational program (Curriculum Proposal and Reviewed Intent to Plan Form)
☐ 12. Exceeding the 120 credit maximum for baccalaureate degrees (Exception to policy 301.11)
☐ 13. Forming a college, division, school, department, institute, bureau, center, station, laboratory or similar unit (Curriculum Proposal or Center/Institute Proposal and Reviewed Intent to Plan Form)
☐ 14. Eliminating or consolidating a college, division, school, department, institute, bureau, center, station, laboratory or similar unit.
☐ 15. Retitling a college, division, school, department, institute, bureau, center, station, laboratory or similar unit.

V. CIP CODE (CLASSIFICATION OF INSTRUCTIONAL PROGRAMS)

The BOR requires a CIP Code (Classification of Instructional Programs) for tracking and reporting of degrees. Use the CIP Code website to identify the most applicable code: __51.0714__

VI. METHOD OF DELIVERY
Will more than 50% of the proposed program be delivered via online or distance methods?
☒ Yes ☐ No

VII. CATALOG LANGUAGE

Attach the current or proposed catalog language with any changes clearly identified.

VIII. JUSTIFICATION

According to the Bureau of Labor Statistics, Western Montana showed a high concentration of positions in the area of medical claims and billing. Missoula has two major hospitals, Community Medical Center and Providence Health and Services, several large clinics, and Allegiance Benefit Plan Management who will benefit from this certificate. Specifically, Allegiance Benefit Plan Management, who develops and administers employee benefit plans for companies, associations and government agencies, has voiced a need for these employees with this specific training. They have indicated that they have a need to hire approximately 100 additional employees in the near future. The average salary for medical information technology positions that include positions in billing and claims is reported as $32,574. According to Allegiance their workforce needs are growing and have constant openings in this field. They are expanding and increasing their business in Montana as well as Texas. They desire to have training in specific areas that would increase their employees and retention. Allegiance would like to participate in this pilot program through the Department of Labor. Approximately 15-20 employees would be part of this apprenticeship program that would consist of employment and courses to complete the Medical Claims Service Specialist certificate. This certificate can meet their employment needs as well as those of other entities in health care. The demand for students to continue working while going to school always exists. This supports an “earn while you learn” approach that will create financial opportunities for students who cannot afford to leave the workforce or only work part-time. This program would not be specific to Allegiance or the apprenticeship model. Students can also complete the certificate in one or two semesters traditionally and be prepared to enter the healthcare industry in claims, billing, or receptionist positions. Margaret McManus from Allegiance stated the following with regard to pay. It will be higher than employees who don’t go through the program because they will have a significant jump start on training. We don’t have anything finalized yet but I am going to ballpark that the starting pay will be between $14 and $15/hour.

This program will focus on responding to the market through the development of workforce needs for the health care facilities and insurance companies. According to the Bureau of Labor Statistics, medical records and information technology jobs, which includes areas such as medical billing and claims analysts, are projected to rise 15% from 2012-2024. This percentage is stated to be much higher than average and therefore this program is sustainable. The Department of Labor and Industry shows medical billing jobs in their top 10 for healthcare jobs. This program promotes key attributes of two year education such as community and workforce development, with the opportunity for academic progression of this into other certificates or Associate of Applied Science degrees. This program reaches students statewide to help them get jobs at healthcare organizations and insurance companies. Currently there are no similar specialized programs within the MUS system that will quickly prepare students for jobs as medical claims service specialists.

IX. SUBMISSION

Submit a hard copy of this form with all required signatures to the Office of the Provost. Please also submit an electronic copy of this Word document, along with all other required BOR forms (in Word) to jasminezink.laine@mso.umt.edu

- After approval by the Provost, the proposal will be submitted to the Faculty Senate Office.
• After approval by the appropriate Curriculum Committee (ASCRC or Graduate Council), the full Faculty Senate must approve the proposal.

• Upon Faculty Senate approval, the Office of the Provost will submit the proposal to OCHE for the next possible OCHE/BOR meeting.
  • Note that BOR and internal UM deadlines require submission quite in advance of the BOR meeting.

• The Office of the Provost will notify the proposer once the change has been approved by OCHE/BOR.
### Medical Information Technology Program

**Proposed Medical Claims Specialist**

**Course Listings and Descriptions**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAPP 120</td>
<td>Introduction to Computers</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Introduction to computer terminology, hardware, and software, including wire/wireless communications and multimedia devices. Students utilize word processing, spreadsheet, database, and presentation applications to create projects common to business and industry in a networked computing environment. Internet research, email usage, and keyboarding proficiency are integrated. Students may also challenge this course.</td>
<td></td>
</tr>
<tr>
<td>AHMS 144</td>
<td>Medical Terminology</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Introduction to a medical word building system using Greek and Latin word roots, combining forms, suffixes, and prefixes.</td>
<td></td>
</tr>
<tr>
<td>BIOH 108</td>
<td>Basic Anatomy</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Structures of the human body and their basic functions.</td>
<td></td>
</tr>
<tr>
<td>AHMS 156</td>
<td>Medical Billing Fundamentals</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Prereq. or coreq., AHMS 220 or consent of instr. An introduction to insurance claim processing for the major medical insurance programs. Students will be provided with a basic knowledge of CPT and ICD-10 procedural and diagnostic coding. Emphasis on completing universal insurance forms to maximize reimbursement as well as trouble shoot denied or underpaid claims.</td>
<td></td>
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<tr>
<td>AHMS 108</td>
<td>Health Data Content and Structure</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>In-depth study of origin, use, content and structure of health records; storage and retrieval systems; numbering and filing systems; documentation requirements; use and structure of health care data sets; and how these components relate to primary and secondary record systems. Additional topics include gathering, compilation and computing of healthcare related statistics, use of research and statistical methods for developing healthcare data into information for various requesters.</td>
<td></td>
</tr>
<tr>
<td>BMGT 245</td>
<td>Customer Service Management</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Designed to prepare employees and managers to meet customers' expectations. Review of customer service philosophy and techniques. Services marketing, quality issues, service design and delivery, customer interaction systems, complaint handling and service recovery, customer relationships, loyalty management, and operations are addressed.</td>
<td></td>
</tr>
<tr>
<td>AHMS 252</td>
<td>Computerized Medical Software Apps</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Prereq., AHMS 156; prereq. or coreq. AHMS 220; or consent of instr. A medical package is used to enter and update patient data, enter charges, payments and adjustments, and generate management reports, insurance forms, and patient statements.</td>
<td></td>
</tr>
</tbody>
</table>

Total Credits 21