



Financial Counselor Certification (FCC)

Financial Counselors play an integral role in hospital cash collections. They assist patients in locating funding, securing payment and funding sources, and determine the best financial solution available. The Financial Counselor Certification (FCC) includes the following lessons:

- 1) Financial Counseling: Overview
- 2) Financial Counselor: Collections
- 3) Financial Counseling: Insurance Basics
- 4) Financial Counseling: Funding Sources
- 5) Financial Counseling: ICTF
- 6) Financial Counseling: Legal Remedies

LEARNING OUTCOMES: Upon completion of this course, student will be able to:

- Explain what a financial counselor does.
- Identify qualities of a good financial counselor.
- Describe the process you would follow if a patient provided untrue or questionable statement
- Recognize patient cues.
- Explain various insurance terms to your patients to accurately convey estimated patient liability at time of service.
- Interpret your facilities insurance contracts to calculate expected patient liability.
- Describe the role the Prompt Payment Law plays in the payment of insurance claims.
- Discuss when and how Health Savings Accounts are used.
- Describe the Medicaid Eligibility Process.
- Explain the Disability Application Process.
- Identify whether or not your facility can enroll in Section 1011.
- Discuss what options a self pay patient has if they do not qualify for any program.
- Explain the requirements of the ICTF.
- Discuss the conditions for deposit and transfer of funds to ICTF.
- Define the requirements for free and reduced care.
- Restate the Public Notification requirement.
- Explain the purpose of a judgment lien.
- Describe when and how garnishments are applied.
- Define hospital liens.
- Identify the different types of bankruptcy.

Learning Outcomes Standard: Based upon current rules, regulations and duties defined for a hospital financial counselor.

You will receive 0.6 CEU/6 credit hours for this course when all Learning Outcomes Conditions have been met.



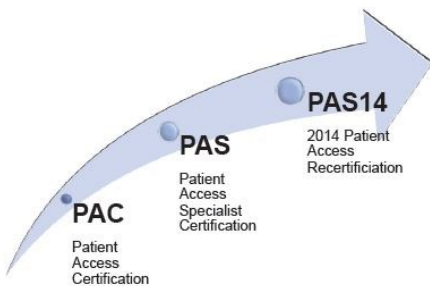
HTHU Business Office Certifications

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Certification Pathways

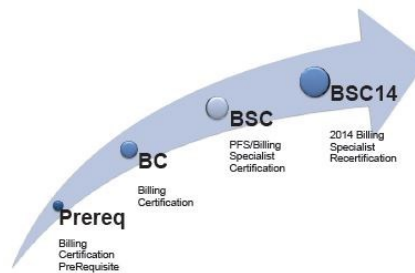
Patient Access Certification Path

PAC: Patient Access Certification
PAS: Patient Access Specialist Cert
Annual Patient Access Recertification



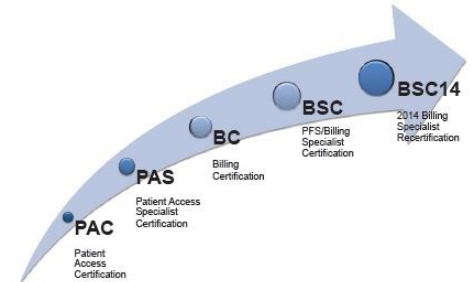
Billing Certification Path

Billing Prerequisite
BC: Billing Certification
BSC: PFS/Billing Specialist Certification
Annual Billing Specialist Recertification



Patient Access to Billing Specialist Path

PAC: Patient Access Certification
PAS: Patient Access Specialist Certification
BC: Billing Certification
BSC: PFS/Billing Specialist Certification
Annual Billing Specialist Recertification



Additional Business Office Certifications

Financial Counselor Certification (FCC)

Certified Healthcare Hospitality Specialist (CHHS)

Ten Essential Management Skills Certification

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We look forward to working with you to customize the programs available to meet your organization's needs. If you have any questions, please contact a member of our HTHU team.

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