Training Program Outline: US Healthcare BPO Industry Readiness

This program is designed to equip freshers with essential skills, knowledge, and hands-on training to excel in the healthcare BPO industry, focusing on job roles like medical billing, coding, claims processing, and revenue cycle management. By the end of this program, participants will be fully prepared to join leading healthcare BPO companies in India that service the US market.

Program Duration and Delivery

Total Duration

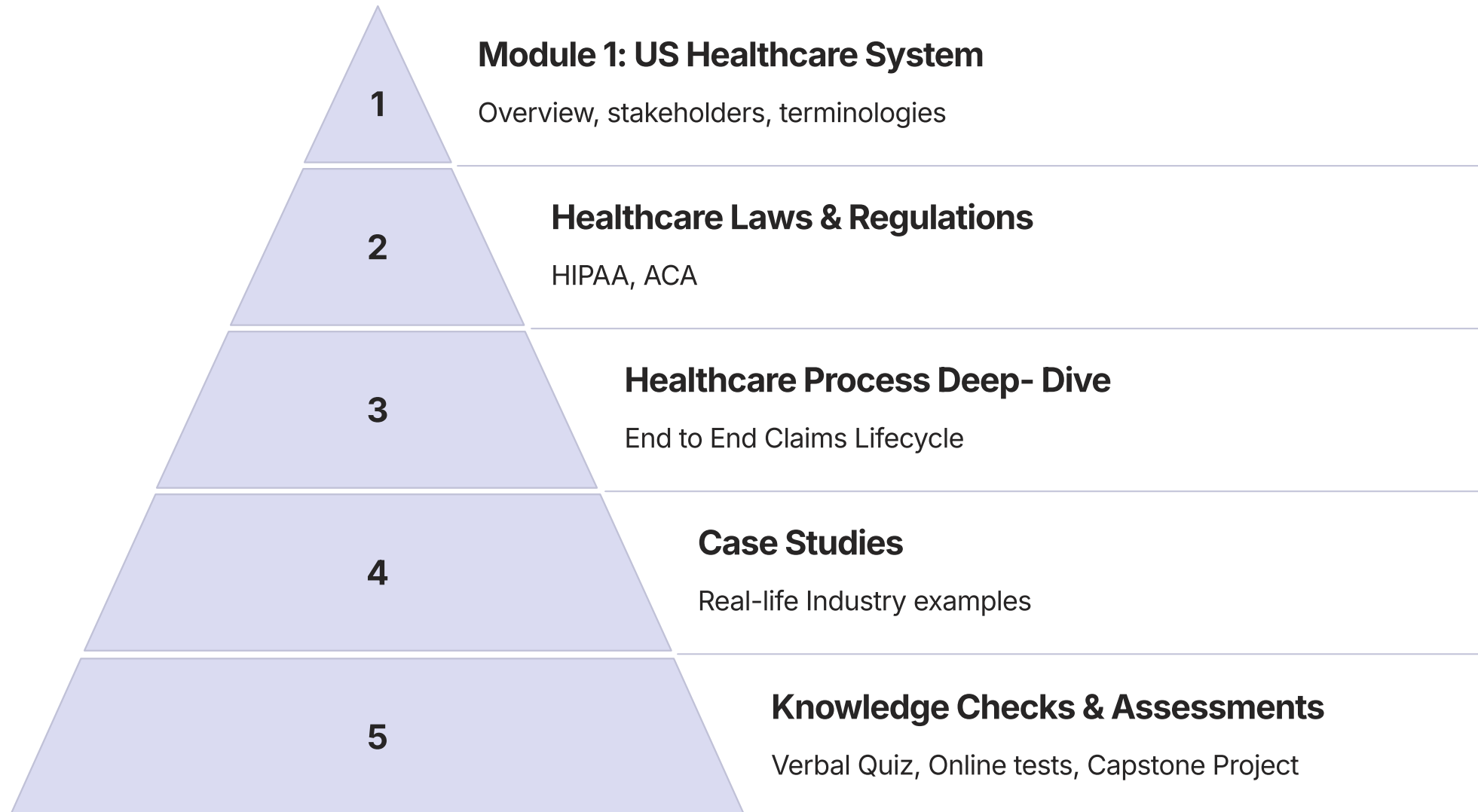5 Days (20 hours of instruction + 20 hours of practical training)

Mode of Delivery

Hybrid (Online and In-Person)

Eligibility

Graduates in Life Sciences, Commerce, IT, or Business Management

Program Modules Overview

1 — **Module 1: US Healthcare System**
Overview, stakeholders, terminologies

2 — **Healthcare Laws & Regulations**
HIPAA, ACA

3 — **Healthcare Process Deep- Dive**
End to End Claims Lifecycle

4 — **Case Studies**
Real-life Industry examples

5 — **Knowledge Checks & Assessments**
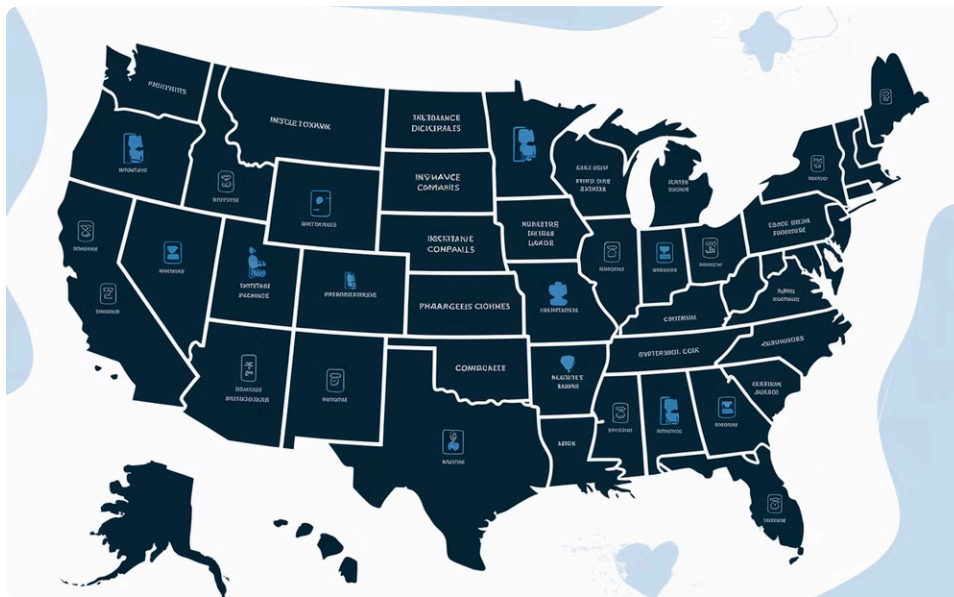Verbal Quiz, Online tests, Capstone Project

Module 1: US Healthcare System

Introduction to the US Healthcare System Topics Covered:

- Overview of the US Healthcare System

- Key Stakeholders: Providers, Payers, and Patients

- Understanding Healthcare Terminologies

- Healthcare Laws & Regulations (HIPAA, ACA)

- Healthcare Process Outsourcing: Overview & Trends

Outcomes:

Basic Structure and Regulations

Understanding the basic structure of US healthcare and key regulations.

Outsourced Services

Awareness of the healthcare industry's reliance on outsourced services.

Module 2: Medical Billing and Coding

Topics Covered:

- Introduction to Medical Billing Process
- ICD-10, CPT, and HCPCS Codes
- Role of Medical Billers & Coders
- Hands-on Coding Practices

Outcomes:

Proficiency in medical billing and coding systems used in US healthcare. Ability to submit error-free claims and resolve denials.

Module 3:Revenue Cycle Management (RCM)

The training module on Revenue Cycle Management (RCM) covers the end-to-end workflow from patient registration to final payment. Participants will learn how to handle denials, post payments, and utilize RCM software and tools to maximize reimbursements and minimize revenue leakage.

Understanding the financial impact of effective RCM is crucial. **Efficient RCM can improve cash flow, reduce bad debt, and increase operating margins for healthcare providers**. Hands-on training in RCM systems and processes prepares participants to contribute to the financial health of healthcare organizations from day one.

Module 4: Claims Processing & Healthcare Analytics

Understanding Claims Process

Understanding the end-to-end RCM process. Practical knowledge of RCM tools to manage healthcare finances.

Topics Covered

- Introduction to Healthcare Claims Lifecycle
- Managing Claim Denials & Re-submissions
- Data Analysis in Healthcare: Key Metrics
- Basics of Healthcare Analytics Tools (Excel, SQL)

Outcomes

Claims Processing Techniques : Mastery over claims processing techniques and lifecycle management.

Healthcare Data Analysis : Ability to interpret and analyze healthcare data to improve outcomes.

Module 5: Patient & Provider Support & Telehealth Services

Topics Covered:

Patient Interaction

Inbound & Outbound Calls

Patient Data Management

Managing Provider Data & Network Management

Telehealth Support

Telehealth Support Platforms & Technologies

Healthcare Communication

Effective Communication in Healthcare

Outcomes:

Proficiency in handling patient calls and providing telehealth support. Understanding the importance of provider demographics, contracts and network relationship.

Module 6: Soft Skills Development

Enhance Soft Skills

Develop essential soft skills to excel in healthcare customer service roles.

Build Confidence

Gain confidence in handling patient interactions professionally.

Module 7: Practical Training & Project Work

1 **Real-world Case Studies**

Dive into real-time case studies from the US healthcare industry to apply classroom learnings.

2 **Role-Specific Simulations**

Engage in immersive simulations covering medical billing, coding, revenue cycle management, and claims processing workflows.

3 **Capstone Project**

Complete an end-to-end healthcare process cycle project, showcasing your mastery of the full revenue cycle.

4 **Assessments & Certifications**

Demonstrate your expertise through rigorous assessments and earn industry-recognized certifications.

This hands-on module bridges the gap between theory and practice, empowering participants to apply their knowledge in realistic healthcare settings. The capstone project and assessments validate trainees' readiness to contribute meaningfully to US healthcare organizations.

Module 8: Project Work & Certification

1 **Hands-on Experience**

Hands-on experience simulating real-world BPO scenarios.

2 **Capstone Project**

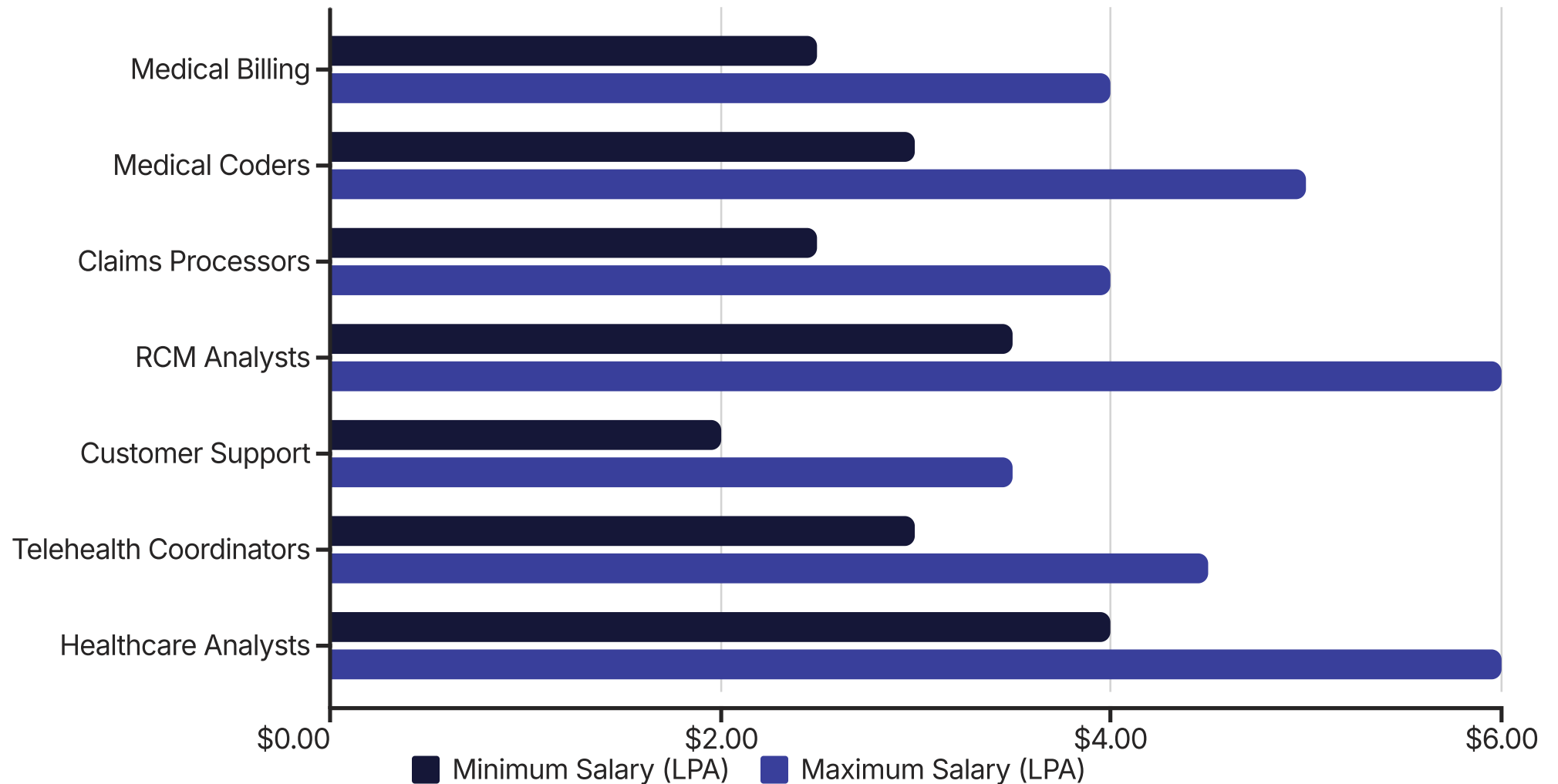Completion of a capstone project for industry readiness.

3 **Certifications Awarded**

Certified Healthcare BPO Professional (CHBP)

Salary Expectations for Freshers

Upon completion of the training program, participants can expect to secure roles in the following salary ranges, based on industry standards: With entry-level salaries ranging from ₹2.5 to ₹6 LPA and the chance for rapid career growth, this sector offers long-term job stability and professional advancement.

Legend: ■ Minimum Salary (LPA) ■ Maximum Salary (LPA)

Medical Billing Executives: ₹2.5 – ₹4 LPA (depending on city and company) Medical Coders: ₹3 – ₹5 LPA Claims Processors: ₹2.5 – ₹4 LPA RCM Analysts: ₹3.5 – ₹6 LPA Healthcare Customer Support Representatives: ₹2 – ₹3.5 LPA Telehealth Coordinators: ₹3 – ₹4.5 LPA Healthcare Data Analysts: ₹4 – ₹6 LPA

Reasons to Take This Course

High Demand for Skilled Professionals: The US healthcare outsourcing industry is booming, and companies are actively seeking trained freshers to fill critical roles. Completing this program guarantees that participants will be well-equipped to meet industry standards.

Job Readiness

Instead of spending years learning on the job, participants will be trained comprehensively and be ready for placement in just a few months.

Industry Certification

Certifications earned from this program will make candidates stand out to top employers and increase their chances of landing higher-paying jobs.

Placement Support

We offer personalized placement assistance and direct interviews with industry leaders, ensuring that participants transition smoothly from training to employment.

Conclusion

The healthcare BPO sector offers a promising career path for freshers. By enrolling in this training program, they will gain practical skills, certifications, and job-ready knowledge, putting them on a fast track to success in one of the most resilient and fast-growing industries today.