

# BCBSF/UNF

## Health Care Competency Development Program

### Benefits of participating in this educational opportunity:

- *Focused education to meet specific development goals;*
- *College credit for completed courses that can be applied towards certain degree programs;*
- *BCBSF Certification (ultimate goal to be a State-recognized certificate program);*
- *Development plan support;*
- *Internal and external personal network development opportunities;*
- *Simplified registration;*
- *Courses at Deerwood and UNF campuses; and*
- *Ability to explore BCBSF focused issues and interact with representatives from other healthcare organizations.*

**Summer Term classes will begin on  
Wednesday, May 9, 2001**

### **COURSES OFFERED:**

*Undergraduate Level:*

**HSA 4111 / 049** (CourseRegist. Call # 8735)

**U.S. Health Care System**

**Wednesdays, 6:00 - 8:45 P.M.**

**at: DCC 100, Room101-A**

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*Graduate level:*

**No graduate courses will be offered at BCBSF this semester, however courses will be offered at the UNF campus. Please see the UNF schedule for listings.**

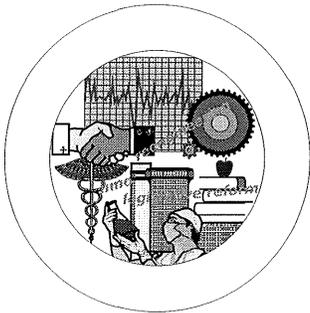
**Contact:**

**Lisa Gibson 905-4518**



# BCBSF/UNF Health Care Competency Development Program

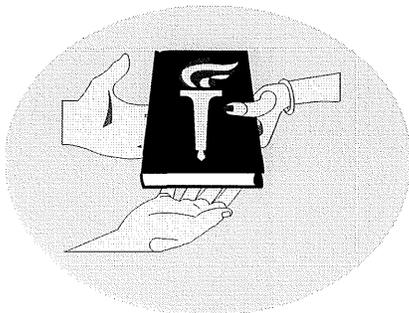
## General Information



*BCBSF and the University of North Florida (UNF) initiated the Health Care Competency Development Program in Fall 1999. Team members from UNF, Human Services Group, and Health Care Services developed this program to support a competency-based approach to address identified development needs in the areas of "Understands Health Care" and "Understands Health Care Economic Environment." This program seeks to help employees acquire these competencies through formal instruction. Employees then can take from these classes new skills and knowledge to apply on the job.*

The benefits to those who participate in this program include the following:

- Focused education to meet specific development goals;
- College credit for completed courses that can be applied towards certain degree programs;
- BCBSF Certification (ultimate goal to be a State-recognized certificate program);
- Development plan support;
- Internal and external personal network development opportunities;
- Simplified registration;
- Courses at Deerwood and UNF campuses; and
- Ability to explore BCBSF-focused issues and interact with representatives from other health care organizations.



## Undergraduate vs. Graduate Track

Employees may choose from one of two tracks in the program depending on their educational backgrounds: the undergraduate track or the graduate track. The tracks can lead to a bachelor's degree or a master's degree in Health Administration, but completing an entire degree is not necessary to receive BCBSF certification of program completion.

## Educational Investment Program



The costs of this program are covered by the Educational Investment Program (EIP). Thus, each interested employee should review the requirements of participation in the EIP, accessible through MS *Outlook*:

*Public Folders*

*All Public Folders*

*Information Central*

*Human Services Group*

*Educational Investment Program*

## Program Costs

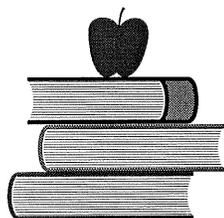


Each course in the program is three credits for a total of 15 credits per track. For academic year 2000-2001, undergraduate level courses are \$80.89 per credit, bringing the cost per course in the program to \$242.67. For academic year 2000-2001, graduate level courses are \$157.36 per credit, bringing the cost per course in the program to \$472.08.

If we have enough enrollment for each course (20 - 25 students), all classes for this program (HCCDP) will be held at the Deerwood Campus, Building 100. Otherwise, if classes are to be held on the UNF campus, students need to purchase parking decals. A hanging parking decal is \$40.00 per term and a fixed parking decal is \$35.00 per term.

In addition, a Student ID (\$10.00) is needed if a student plans to check out library materials. Additionally, students who are attending UNF for the first time are required to pay an Orientation Fee of \$25.00. Students must also purchase any textbooks required for each course. Textbooks are reimbursable under the EIP.

## Program Contents



Each track (graduate-level and undergraduate-level) consists of five (5) college courses adapted from the Master in Health Administration and Bachelor in Health Administration programs within the UNF College of Health (please see course description attachment). The programs are designed to provide focused development for participant knowledge in the competencies of "Understands Healthcare" and "Understands Healthcare Economic Environment." It is anticipated that secondary competency development will occur in the areas of "Analytical Thinking," "Collaboration," "Creativity," "Customer Focus," "Verbal/Oral Communication," and "Written Communication."



## BCBSF Health Care Competency Development Program (HCCDP) Certification

In order to receive BCBSF certification, an employee is required to complete all five courses within a given track – graduate or undergraduate level (please see course description attachment). You may enroll in an individual course or complete less than five courses; however, you will be ineligible to receive certification.

### Application to the Program

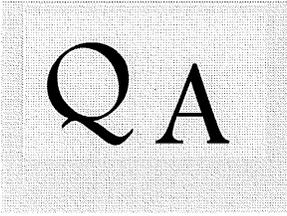
Applying to this program involves adhering to the policies and procedures for application and admission to UNF. The university has requirements and deadlines which all applicants are expected to observe. **Please note that obtaining required documentation may take you up to 4-6 weeks.** However, you may pick up the appropriate forms and applications in person at the UNF Admissions Offices. ***Please contact the Admissions Coordinator at the College of Health, at 620-2812, to receive further details*** (please mention that you are a BCBSF employee and wish to enroll in the program designed for BCBSF Health Care Competency Development as a non-degree seeking student).

**>>> If you are only interested in taking some of the courses within a track of this program for your self-growth and competency development, *or* if interested in completing a track toward the BCBSF HCCDP certification, apply for Admission to UNF as a “non-degree seeking” or Special student. If, on a later date, you decide to continue your studies toward acquiring a degree, the college credit hours that you have received for HCCDP certification could be transferred into your program of studies after you meet all the degree-seeking university admission requirements\*.**

**\* Please note that:**

- *Only 12 credits as a Special Student can be counted toward a degree. Therefore, if you decide to apply as a degree-seeking student, you should do so before enrolling in the fourth class of the BCBSF/UNF Health Care Competency Development Program (since the degree-seeking admission process requires advance time).*
- *You may enroll in the graduate program without having taken the GRE or GMAT; however, you must take one or the other before you enroll in the fourth class of the program.*
- *If you are 40 or older, you need not provide documentation of immunity; however you must complete the front side of the form and submit it.*

## Frequently Asked Questions and Answers



**Q** When do classes begin?

**A** UNF classes for the Summer Term 2001 begin May 9th.

**Q** What time & where are classes held?

**A** The Undergraduate-level HCCDP Classes will be held at the Deerwood Campus, Building 100. The Graduate-level classes will be held some at the UNF campus and some at DCC 100, depending on UNF course scheduling for each term. The classes usually meet once-a-week for 2 ¾ hrs. during the Fall and Spring Terms, for 16 weeks. However, since the Summer Term is only 12 weeks long, the classes meet for 3 ½ hrs. per week.

**Q** Who are the instructors?

**A** Instructors are UNF - College of Health faculty and are determined on a term-by-term basis, depending on the topic and the course being offered.

**Q** How many credits are the classes?

**A** Each course is three (3) credit hours and can be applied to an undergraduate or graduate degree in Health Administration in addition to earning the BCBSF HCCDP Certification, if all the 5 courses in the respective track is completed successfully.

**Q** What if I just want to take one or two classes?

**A** No problem – take as few or as many! However, to receive the BCBSF certification, all five courses in a respective track must be successfully completed. Also, whether interested in one course or in the complete program, you must apply for Admission into UNF. Please note: If you are a “first-time” applicant, applying as a non-degree seeking/Special Student applicant provides you with an easier and quicker admission process.

**Q Whom should I contact at UNF if I have a question about the application process?**

**A** You should contact the Admissions Coordinator at the College of Health at 620-2812.

**Q Whom should I contact at UNF if I have a question about the immunization form?**

**A** You should contact the Student Health Services Office at 620-2900.

**Q Where can I buy books?**

**A** You may buy required books at the Campus Bookstore located on the UNF campus (620-2665) or at the College Book Rack locations in Jacksonville (St. Johns Bluff Road location - 642-7587 or Roosevelt Blvd. location - 387-0565).

**Q What are the program costs?**

**A** For the 2000-2001 academic year, each undergraduate course is approximately \$80.89 per credit or \$242.67 per course; each graduate course is approximately \$157.36 per credit or \$472.08 per course.

**Q Will BCBSF reimburse me for these costs?**

**A** Yes. You may use the Educational Investment Program (EIP) to receive reimbursement for the tuition and book costs of this program. Reimbursement is based on grade earned per course. You can access EIP information & necessary forms through MS *Outlook*:

*Public Folders*

*All public Folders*

*Information Central*

*Human Services Group*

*Educational Investment Program*

**Q Where do I pay for tuition?**

**A** You will need to go in person to the Cashier's Office located on the UNF campus by the semester deadline to pay your tuition. All fees must be paid in cash or by check.

**Q Whom should I contact at UNF if I have a question about fee payment or financial assistance?**

**A** You should contact the Cashier's Office at 620-2471.

**Q What kind of approvals do I need to enroll in the program?**

**A** You should discuss your interest in the program with your management and obtain approval to participate. The Educational Investment Program also requires you to prepare and submit a development plan signed off by management along with your request for participation.

**Q Do I need to buy a UNF parking decal?**

**A** You will need to purchase a UNF parking decal for terms when classes are being held at the UNF campus. You also should buy a parking decal if you plan to be on campus very often to use UNF facilities such as the library. Hanging decals are \$40.00 per term and fixed decals are \$35.00 per term.

**Q Do I need to buy a UNF Student ID?**

**A** Not necessarily, but you should if you plan to check out books from the library or use UNF facilities such as the gym. The ID also allows you discounts to UNF events. A Student ID costs \$10.00.

**Q How do I register?**

**A** All registration is done at UNF, in person or via telephone. Instructions are provided in the Course Schedule Booklet which you can obtain from UNF or by accessing the UNF website at [www.unf.edu](http://www.unf.edu).

**GRADUATE PROGRAM**

Course	Competency	Term / Location/ Day / Time
<ul style="list-style-type: none"> <li>• <b><i>Special Topics (Managed Health Care) (HSA 6126)</i></b> Course examines health system consolidation through mergers, consortia and alliances and projections for comprehensive health care organizations and mechanisms for finance. Analyses current and potential process for handling patients in a managed care setting.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands Healthcare</li> <li>• Understands Healthcare Economic Environment</li> </ul>	<p><i>Fall 1999 &amp; SPRING 2002</i> TBA</p>
<ul style="list-style-type: none"> <li>• <b><i>Health Systems Analysis (HSA 6197)</i></b> Course focuses on managerial decision making utilizing probability theory, and random variables as related to health care statistical studies. Data analysis and interpretation.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands Healthcare</li> <li>• Understands Healthcare Economic Environment</li> <li>• Analytical Thinking</li> </ul>	<p><i>Spring 2000 &amp; FALL 2001</i> <b>BCBSF DCC 100</b> <b>Wednesdays, 6 – 8:45 pm</b></p>
<ul style="list-style-type: none"> <li>• <b><i>Healthcare Financial Management (HSC 6931)</i></b> Course examines the concepts and techniques of financial management in health care delivery settings. Examines organizational cost behavior, budgeting, cost allocation and financial modeling.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands Healthcare Economic Environment</li> <li>• Understands Healthcare</li> </ul>	<p><i>Summer 2000* &amp; SUMMER 2002*</i> 3.5 hours * TBA</p>
<ul style="list-style-type: none"> <li>• <b><i>**Healthcare Economics (HSA 6435)</i></b> Course examines supply and demand factors, financing of care, efficiency and cost of delivery as related to the health care system.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands Healthcare Economic Environment</li> <li>• Understands Healthcare</li> <li>• Analytical Thinking</li> </ul>	<p><i>Spring 2001 &amp; SPRING 2003</i> TBA</p>
<ul style="list-style-type: none"> <li>• <b><i>**Epidemiology and Disease Control (HSC 6505)</i></b> A study of the distribution and determinants of health and disease in humans utilizing basic concepts in clinical medicine laboratory science, statistical and data handling methods.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands Healthcare</li> <li>• Analytical Thinking</li> <li>• Customer Focus</li> </ul>	<p><i>Fall 2000 &amp; FALL 2002</i> <b>SUMMER 2001</b> <b>UNF – Bldg 39/Room 1003</b> <b>Mondays, 6:10 – 9:40 pm</b> <b>FALL 2001</b> <b>UNF – Bldg 39/Room 2045</b> <b>Mondays, 6 – 8:45 pm</b></p>

\*Summer term is 12 weeks long, as opposed to Spring and Fall which are 16 weeks long each. In Summer, the course will be one day per week for 3.5 hours.

\*\* The last two courses may be held in opposite order.

<b>Undergraduate Program</b>		
<b>Course</b>	<b>Competency</b>	<b>Term / Location/ Day/ Time</b>
<ul style="list-style-type: none"> <li>• <b>Introduction to Health Administration (HSA 3100)</b> A study of factors affecting the management role in health delivery settings and strategies for analyzing problems and implementing change.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands Healthcare</li> </ul>	<i>Fall 1999 &amp; FALL 2001</i> <b>BCBSF DCC 100</b> <b>Wednesdays, 6 – 8:45 pm</b>
<ul style="list-style-type: none"> <li>• <b>U.S. Health Care System (HSA 4111)</b> An overview of the organization and delivery mechanisms in the U.S. health care system. Various settings for the delivery of health care and financial resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands Healthcare</li> <li>• Understands Healthcare Economic Environment</li> </ul>	<i>Spring 2000 &amp; SUMMER 2001*</i> 3.5 hours * <b>BCBSF DCC 100</b> <b>Wednesdays, 6:10 – 9:40 pm</b> <i>FALL 2001</i> <i>UNF – Bldg 3/Room 1351</i> <i>Tuesdays, 6 – 8:45 pm</i>
<ul style="list-style-type: none"> <li>• <b>Epidemiology (HSC 3500)</b> A study of the distribution and determinants of health and disease in humans utilizing basic concepts in clinical medicine laboratory science, statistical and data handling methods.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands Healthcare</li> <li>• Analytical Thinking</li> <li>• Customer Focus</li> </ul>	<i>Summer 2000* &amp; SPRING 2002</i> 3.5 hours * <i>FALL 2001</i> <i>UNF – Bldg 39/Room 3063</i> <i>Tuesdays, 6 – 8:45 pm</i>
<ul style="list-style-type: none"> <li>• <b>Health Care Finance (HSA 4170)</b> Focuses on the variety of public and private mechanisms in the financing of health care. Trends and constraints will be reviewed including developments in private health insurance.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands Healthcare</li> <li>• Understands Healthcare Economic Environment</li> </ul>	<i>Fall 2000 &amp; SUMMER 2002*</i> TBA
<ul style="list-style-type: none"> <li>• <b>Foundations of Managed Care (HSA 3109)</b> An examination of managed care as it applies to health services. Basic managed care concepts will be</li> </ul>	<ul style="list-style-type: none"> <li>• Understands Healthcare</li> </ul>	<i>Spring 2001 &amp; FALL 2002</i> TBA

emphasized.		
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*\*Summer term is 12 weeks long, as opposed to Spring and Fall which are 16 weeks long each. In Summer, the course will be one day per week for 3.5 hours.*