

CONTENT OF THE EXAMINATION

A condensed content outline of the certification examination is shown below.

SECTION ONE

MANAGED CARE OVERVIEW

1. Understand managed care and how it evolved
2. Identify factors driving increases in healthcare costs
3. Describe the practical application of federal laws affecting managed care, i.e. COBRA, TEFRA, and ERISA
4. Define terminology and acronyms dealing with managed care, contracting and insurance coverage
5. Differentiate between various organizational models known to managed care
6. Identify different types of managed care products

SECTION TWO

HEALTHCARE ECONOMICS

1. Explain the relationship between types of provider reimbursement
2. Describe challenges medicine and nursing have overcome, changes in the current healthcare delivery system and the implications for the future of nursing
3. Understand health economics principles for managed care organizations
4. Understand the concepts of the negotiation process
5. Define the trends currently impacting healthcare
6. Define individual's challenges for functioning in the future of healthcare

SECTION THREE

HEALTHCARE MANAGEMENT

1. Identify and define the multiple components of a utilization management program
2. Describe disease state management programs
3. Recognize quality management's impact on the cost of care
4. Understand the concept of case management and the case management delivery model
5. Identify basic quality improvement activities in a managed care setting
6. Recognize the current accreditation/regulatory bodies and understand the implications of accreditation/regulation and certification
7. Describe the content in a managed care report card and the IT systems used to gather data for it
8. Describe provider profiling and its effects on managed care
9. Identify the impact of informatics on managed care and the healthcare industry

SECTION FOUR

PATIENT ISSUES

1. Identify the critical factors impacting member benefits
2. Recognize the consumers perception of the effectiveness of managed care
3. Understand the managed care nurse's role
4. Describe the differences between principles, values, and ethics
5. Recognize the legal fundamentals, contractual and risk management issues and their effects on managed healthcare
6. Identify the grievance process and alternative dispute resolution
7. Understand the basics of malpractice action
8. Understand the implications of the nurse practice act

SECTION FIVE

SCENARIOS

Essential skills necessary to understand job responsibility and accountability.

You must have the ability to apply the knowledge of managed care concepts in today's healthcare environment.