

Tecforz Academy

Three-Day Executive Development Programme in Hospital Insurance Excellence

Reducing Claim Denials, Accelerating Collections
and Preventing Revenue Leakage



More Information
www.tecforz.com



1800 5723 960



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Introduction

The Power of Continuous Learning

The modern healthcare ecosystem is a rapidly evolving landscape where clinical standards, health insurance protocols, and patient expectations continuously intersect. Continuous workforce development is no longer optional; it is a strategic imperative to eliminate administrative friction, maintain compliance, and improve service delivery



Insurance Desk Efficiency

Better Customer Experience

Operational Synchronization



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Why Employee Training Matters

Desk errors weaken hospital finances and patient trust, but targeted training resolves these operational bottlenecks.

- **Reduce Revenue Leakage:** Prevent missed billing, consumables, and clinician charges.
- **Lower Claim Denials:** Improve documentation and pre-authorization accuracy.
- **Speed Up Reimbursements:** Standardize billing and coding to reduce AR days.
- **Improve Patient Experience:** Minimize wait times, streamline discharges, and enhance communication.

**A Comprehensive
Employee Training
Program**

**Program
Orientation
and Goal
Setting**

**Problem-
Solving and
Critical
Thinking**

**Operational
Efficiency &
Error
Reduction**



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Program Overview



▶ Development Objectives

- Awareness of Medical Terminology and clinical specialties
- Understanding of ICD-10/ICD-11 coding.
- Optimize patient flow from triage to discharge.
- Manage IPD pre-authorization and final billing workflows.
- Use active listening, de-escalation, and effective communication in high-pressure situations.

▶ Training Program Offered

- Exclusively curated for hospital insurance Desk staff, front-office staff, billing executives, and patient relationship teams/counsellors.

Hospital Front-Desk
Operations

Health Insurance Claims
Handling

Medical Coding & Billing
Integrity

Soft Skills & Conflict
Resolution



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Training Modules

A structured curriculum designed to equip hospital executives with technical skills, knowledge, and soft skills required for seamless service delivery.



▶ Soft Skills & Communication Development

- **Effective Communication Foundations:** Understanding the communication cycle (Source, Message, Encoding, Channel, Decoding, Receiver, Feedback, Context).
- **Non-Verbal & Physical Communication:** Using tone, body language, facial expressions, and personal space to build rapport and trust.
- **Active Listening Techniques:** Minimizing distractions, showing attentiveness, reflecting/paraphrasing, and avoiding interruptions.
- **Conflict & High-Stress De-escalation:** Using private spaces, setting shared goals and ground rules, and staying calm under pressure.

▶ Technical & Operational Skill Enhancement

- **Medical terminology& Specialties:** Overview of major organ systems and their corresponding specialties.
- **Diagnostics & Lab Services:** Understanding medical imaging, laboratory tests, and electrophysiology procedures.
- **ICD Coding Principles:** Learning ICD-10/ICD-11 code structure and applying codes to common clinical cases.
- **Hospital Patient Flow:** Understanding the patient journey from intake and triage to inpatient care and discharge.
- **Insurance Pre-Authorization & Final Settlement:** Managing eligibility checks, denials, queries, ward audits, and final discharge approvals.



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Core Training Methods

To ensure effective practical application, Tecforz Academy utilizes interactive, outcome-focused learning methodologies

- **Interactive Lectures and Classroom Sessions:** Live sessions focused on active participation and real-time discussion.
- **Audio-Visual Learning Tools:** Dynamic media like videos and graphics to improve concept retention.
- **Comprehensive Lecture Notes and Study Materials:** Structured notes and resources for easy reference and review.
- **Module-Specific Assessments:** Quizzes and assignments at the end of each topic to evaluate understanding and track progress.
- **Graded Certificate:** An official credential awarded upon completion to showcase your mastery.



Delivered in regional languages



Greater Employability



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Training Schedule & Format

- Duration: 3 Consecutive Days
- Target Audience: Hospital TPA Desk Executives, Insurance Billing Staff, Front-Office Managers, Patient Care Coordinators, and Healthcare Claims Handlers.

Day	Session Focus
Day 1	Insurance Foundations & Provider Network Operations
Day 2	Medical Terminology & Hospital Operations
Day 3	Workplace Communication, IT Essentials & Evaluation



Powered by Proven Leaders



Dr. Madhusudan R

Former AVP and Regional Claims Head, Star Health | Manager (Allianz), Consultant (United India Insurance).



Dr. Sameer Satpute

25+ year's of Healthcare experience. Ex. Regional Head Provider Network at Star Health Insurance



Viswakumar P

Former Area Manager, Star Health Insurance | Senior Managerial Roles at United India, Reliance General, & SBI General



Ms. Sindhuja K

Former CS professor and M.E. gold medalist specializing in healthTech AI



Mr. Ratheesh Balan

Tech leader driving AI-powered, cloud-native enterprise healthcare platforms.



Sanatan Bhardwaj

Expert Software Architect | Cloud, Fintech & Healthcare

Why Engage with Our Proven Leaders



Maximized Revenue:

Reduce claim rejections through expert knowledge of insurance rules, improving cash flow and financial efficiency for your facility



Patient Trust & Retention:

Ensure seamless patient focused interactions at the insurance desk, Build trust and loyalty by simplifying complex process



Success in Employee Training is Measurable

Tecforz Academy equips teams to directly impact key operational and financial key performance indicators (KPIs):

Key Operational Metric	Focus / Target Objective	Impact of Training
Claim Denial Rate	Lower percentage of claims rejected by TPAs/Payers	Precise coding and pre-auths reduce initial rejections.
Accounts Receivable (AR) Days	Decrease average days to collect payer payments	Clean claim submissions accelerate claim adjudication cycles.
Revenue Leakage	Eliminate unbilled services and missed consumables	Ward charge auditing training ensures all rendered services are captured.
Shorter Insurance Cycle	Accelerate claim approvals.	Fast pre-auths, prompt queries, and accurate entries speed approvals.



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Get Started Today

Join the Tecforz Executive Development Program.

Scan the QR code or click below to register for the Tecforz Academy EDP. Learn how to streamline claim processing, maximize efficiency, and boost financial health for your hospital.



Kindly Scan QR Code for Registration
Tecforz Academy EDP

Click here for online Registration:



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