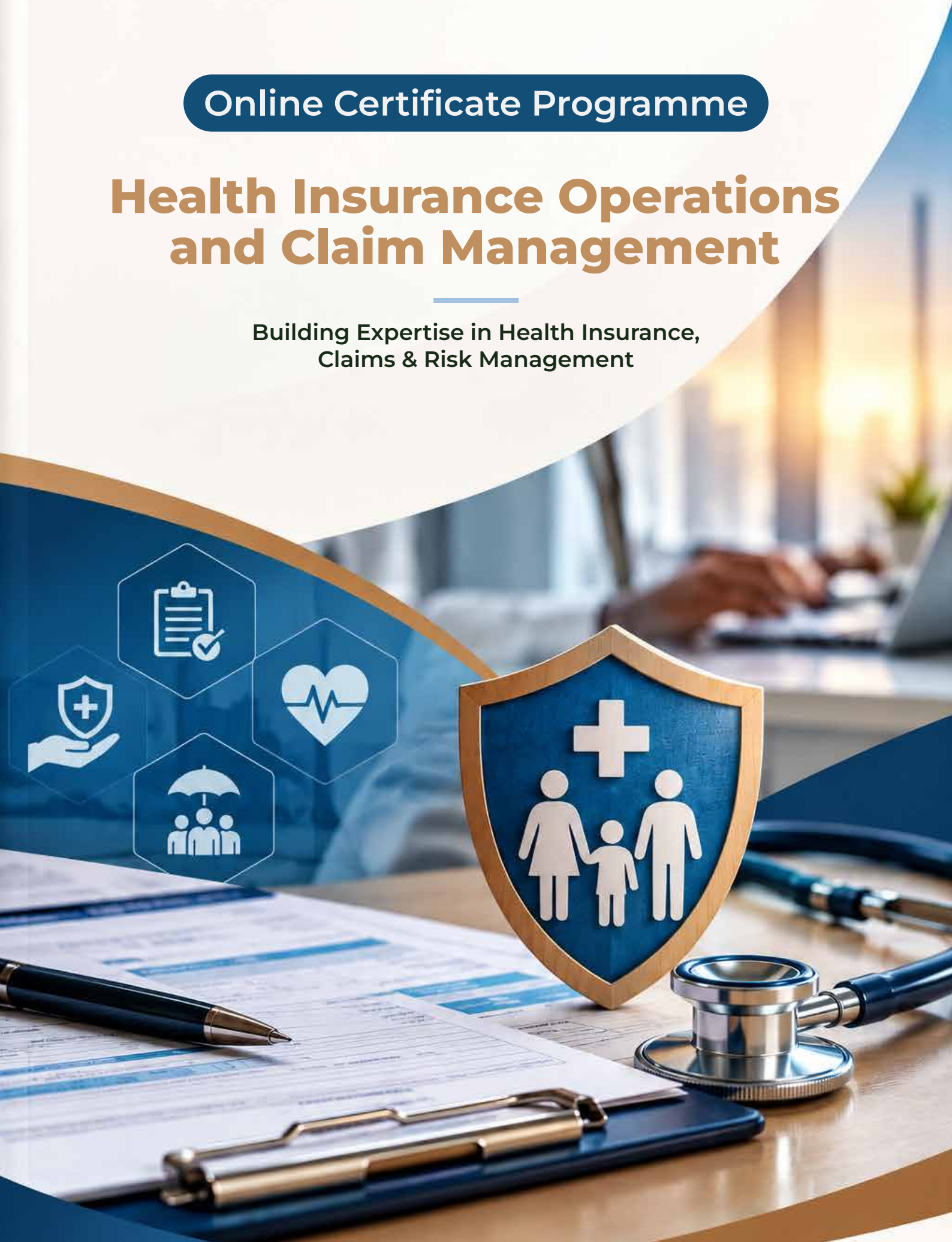
IIHMR UNIVERSITY

Online Certificate Programme

Health Insurance Operations and Claim Management

Building Expertise in Health Insurance,
Claims & Risk Management



Background

Health insurance plays a critical role in providing financial protection against healthcare costs and supporting access to healthcare services. Effective health insurance operations require an understanding of insurance principles, risk pooling, regulation, underwriting, claims management, fraud control, healthcare providers and Third-Party Administrators (TPAs).

This Online Certificate Programme is designed to provide participants with practical knowledge of health insurance operations and claim management, with a focus on the Indian health insurance ecosystem. The programme covers public and private health insurance, IRDAI regulations, government schemes such as AB-PMJAY, ESIS and CGHS, underwriting, cashless and reimbursement claims, TPA operations, fraud management, managed care, cost containment, and the application of technology and Artificial Intelligence in insurance operations.



Objectives

- Understand the principles, practices and regulatory framework of health insurance in India.
- Develop knowledge of public and private health insurance schemes and their operational mechanisms.
- Understand underwriting, claims processing, TPA operations and fraud management.
- Examine provider payment mechanisms and practical approaches to cost containment.
- Develop practical decision-making skills through case studies, assignments and classroom discussions.

Course Contents

- Insurance principles, risk pooling, IRDAI regulation, policyholder protection, products, pricing, underwriting, privacy and waiting periods.
- ESIS, CGHS, Ayushman Bharat–PMJAY, community-based and state schemes: eligibility, benefits, implementation, fraud detection and controls.
- Cashless and reimbursement claims, pre-authorisation, settlement, rejection, grievances, Ombudsman, ICD-10, TPA operations, empanelment, networks, billing and denial management.
- Provider payments, a brief introduction to managed care models (HMO, PPO, POS); technology, analytics, Artificial Intelligence in underwriting, claims automation and fraud detection; ABDM and national digital health

Pedagogy

The programme adopts an interactive, experiential and application-oriented learning approach designed for working professionals. Live faculty-led sessions are supported by case studies, group discussions, presentations, practical assignments and self-learning activities.

Participants will apply concepts to real-world health insurance situations involving government schemes, underwriting, claims, fraud management, TPAs and managed care. The programme also incorporates expert perspectives and workplace-oriented presentations to strengthen practical understanding.

Programme Duration

Duration: 3 Months (12 Weeks)

Learning Hours:

- 24 Hours Online Instructor-led Sessions
- 24 Hours Guided Self-learning

Credits: 3 Credits

Mode: Live Online (Faculty-led sessions with hands-on practical learning)



Programme Highlights

- Comprehensive coverage of health insurance operations and claim management.
- Practical understanding of underwriting, cashless and reimbursement claims.
- In-depth exposure to IRDAI, AB-PMJAY, ESIS, CGHS and other health insurance schemes.
- Understanding of TPA operations, hospital empanelment and provider networks.
- Focus on fraud management, claim standardisation, medical coding and cost containment.
- Insights into technology, Artificial Intelligence and analytics in health insurance.
- Case-based learning, group activities and practical assignments.

Who Should Attend?

- Hospital CEOs, Administrators & Medical Superintendents
- Hospital Operations, Quality & Revenue Managers
- Insurance, TPA, Underwriting & Claims Professionals
- Digital Health, Health IT & Insurtech Professionals
- Public Health Professionals, Consultants & Healthcare Entrepreneurs
- Healthcare Management Graduates, Faculty, Researchers & Early-Career Professionals

Eligibility

Graduate degree in Pharmacy (B.Pharm/Pharm.D), Medicine (MBBS/BDS/AYUSH), Nursing, Life Sciences, or Public Health from a recognized university. Candidates with prior work experience in clinical research or the pharmaceutical industry will be given priority admission.

Registration

For programme schedule, fee details, and registration, please contact:

Office of Online Certificate Programmes (OCP)
IIHMR University
1, Prabhu Dayal Marg, Sanganer Airport Jaipur – 302029 Rajasthan, India
Mobile: +91 91458 88955 | Tel: +91-141-3924700
Email: Onlinecertificate@iihmr.edu.in

Assessment

Participants will be evaluated through:

- Module Quizzes
- Practical and Case Assignments
- Midterm Examination
- Group Activities and Case Discussions
- Presentation and Viva Voce

Programme fee

The programme fee for Indian participants is Rs. 30,000 plus GST (18% as applicable), and for international participants it is USD 315 plus GST (18% as applicable).

Discounts on Fee

Early Bird Discount: Nominations received with payment before four weeks of the commencement of the programme will be entitled to a 10% early bird discount.

Group Discount: Any organization sponsoring four or more participants to the programme will be entitled to a 20% discount on the total fee payable, provided that at least four participants attend the programme.

Maximum Discount: Organizations can avail themselves of both discounts, subject to a maximum discount of 20%.

Certificate

Participants successfully completing the programme and fulfilling the attendance and assessment requirements will receive a Certificate of Completion from IIHMR University, Jaipur.

Programme Coordinator



Dr. Manoj Pareek
Associate Professor
IIHMR University, Jaipur



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