

COMPREHENSIVE PATIENT ACCESS SPECIALIST



Program description

The patient access specialist is often the first person a patient sees when they arrive at a hospital, doctor's office or any medical admitting department. They are an advocate for both the patient and the health care facility. As the "face" of the health care organization, patient access specialists have an effect on both the revenue cycle and the patient experience. They often provide exceptional customer service to patients, their family members and the clinical teams they support. Patient access specialists are employed in hospitals, nursing homes, HMOs/PPOs, freestanding surgery centers, call centers, ambulatory care centers, physician offices and clinics. The role can fall under many different titles, including patient service representative, registration representative, access representative, registration technician, insurance verifier, preregistration specialist or financial counselor.

The Comprehensive Patient Access Specialist program covers topics such as medical terminology, electronic health records (EHR), fundamentals of billing and reimbursement, and Microsoft Office Suite (uCertify). Classes meet for 21 weeks, with day, evening and weekend options available both virtually and on campus.

Other important information

- The program costs \$4,000.
- A high school or GED diploma is required.
- The program offers integrated career and job readiness (professionalism).
- A Certified Healthcare Access Associate (CHAA) national exam review session is required.
- The private CHAA national exam is held on-site upon completion.

Call 216-987-3171 or 216-987-2925 for more information.

Program cost

Visit the Patient Access Specialist website for pricing.

The cost includes all text materials and the national exam (first attempt only).

CHAA national exam fees are included in the cost contingent upon the passing status of the course at the time of exam registration and financial clearance.

No refunds are given after classes begin.

Financial aid eligibility

This program is **not** Federal Financial Aid/Pell-Eligible.

Scholarships, payment plans, and other financial aid options may be available. For more information, call 216-987-6000, option 1.

Upon completion, students receive

- Eligibility to sit for the Certified Healthcare Access Associate national exam through the National Association of Healthcare Access Management
- Tri-C Certificate of Completion

Related Programs/Training

- Health Care (Workforce Training Programs)
- Comprehensive Professional Medical Coding Program
- Comprehensive Professional Medical Coding Program (Online)
- Medical Billing Specialist, Short-Term Certificate

Register and learn more about Patient Access Specialist.