PLEASE RETURN THIS COMPLETED FORM TO:
Attention: Registrar's Office
55 Paul J. Manafort Drive. New Britain, CT 06053
Fax: 860.760.6918 | Email: registrar@charteroak.edu

Credit for Teaching an Aetna Course Form

The records of this institution indicate that _____ was/is a member of the instructional staff from _____ to _____.

COURSE:	DATES TAUGHT:
☐Traditional Claim New Hire	_____
☐HMO Claim New Hire	_____
☐Medicare & Medicaid Claim	_____
☐Traditional Provider CSR	_____
☐HMO Provider CSR	_____
☐Traditional CSR New Hire	_____

_____
Aetna Liaison Signature

_____
Date

_____
Name

_____
Address

Aetna, Inc.

Hartford, Connecticut

Initial Review: August, 2012

Aetna is one of the nation's leading diversified health care benefits companies, offering a broad range of health insurance products and related services. At the request of Aetna, Charter Oak State College conducted a review of courses designed to train personnel in the organization's central development, claim delivery, and call delivery divisions. Each of these training groups supports a different part of the organization. The claim delivery organization supports CPSO (Claim and Provider Service Operations). Their main function is to deliver training to staff within this organization. The call delivery organization supports MAPSS (Member and Plan Sponsor Services). Their main function is to deliver training to staff within this organization. The central development organization develops the training that is delivered by the delivery training organizations. In addition, the central development organization is responsible for developing self-paced, technology-based training for existing staff. This training is designed to be delivered without the assistance of a trainer.

Source of official student records:
Charter Oak State College
Corporate Enrollment Services Liaison to Aetna Representative
55 Paul Manafort Drive
New Britain, CT 06053

COURSES AND RECOMMENDATIONS

Traditional Claim New Hire: (8 cr. lower), transcripted as:
Intro. to Traditional Claims with Lab I (4 lower)
Intro. to Traditional Claims with Lab II (4 lower)
Length: 465 hours over 9 weeks of classroom instruction and 3 weeks of claim lab
Dates: August 2007 – August 2017

HMO Claim New Hire: (8 cr. lower), transcripted as:
Intro. to HMO Claims with Lab I (4 lower)
Intro. to HMO Claims with Lab II (4 lower)
Length: 555 hours over 11 weeks of classroom instruction and 3 weeks of claim lab
Dates: August 2007 – August 2017

Medicare and Medicaid Claim: (8 cr. lower), transcripted as:
Medicaid Claims Processing with Lab (4 lower)
Medicare Claims Processing with Lab (4 lower)
Length: 518 hours over 6 weeks of classroom instruction and 7 weeks of supervised claim processing
Dates: August 2007 – August 2017

Traditional Provider CSR: (10 cr. lower), transcripted as:
Traditional Provider Customer Service Representative with Lab I (4 lower)
Traditional Provider Customer Service Representative with Lab II (4 lower)
Medical Terminology for Customer Service (2 lower)
Length: 630 hours over 12 weeks of classroom instruction and 4 weeks of supervised practice
Dates: August 2007 – August 2017

HMO Provider CSR: (8 cr. lower), transcribed as:
HMO Provider Customer Service Representative with Lab I (4 lower)
HMO Provider Customer Service Representative with Lab II (4 lower)
Length: 630 hours over 12 weeks of classroom instruction and 4 weeks of supervised practice
Dates: August 2007 – August 2017

Traditional CSR New Hire: (10 cr. lower), transcribed as:
Traditional Customer Service Representative with Lab I (4 cr. lower)
Traditional Customer Service Representative with Lab II (4 cr. lower)
Medical Terminology for Customer Service (2 lower)
Length: 605 hours over 17 weeks of classroom instruction including 5.5 weeks of supervised practice
Dates: August 2007 – August 2017