



Implementing AI in Healthcare RCM Organizations Course Syllabus

Clock Hours: 10 (*Note: 10 clock hours accounts only for time spent in the online course, and does not include time spent outside the course or study time. Study time will vary widely per individual.*)

Course Length: To be completed at student's own pace within a 4-month period or less. Enrollment date begins at date of purchase. Monthly course extensions may be purchased.

Class Hours: Days/Times Per Week: Online course, independent self-study, no classroom meetings; student may login to the course at their own time schedule, no specific login times. Students may email course content questions to coaching staff.

Certificate of Completion Issued: Yes

CEUs: 10 CEUs upon completion (AAPC certified prior to enrollment; some certifications excluded – see AAPC website for more details.)

Course Description: This course equips healthcare revenue cycle management (RCM) professionals with the knowledge and strategies to effectively implement artificial intelligence across financial, administrative, and clinical operations. Learners will explore how AI enhances documentation, coding accuracy, and workflow automation while improving compliance, efficiency, and patient engagement. Through case studies and strategic frameworks, the course examines real-world applications in claims management, denial prevention, and payer monitoring, as well as best practices for data governance and ethical AI use. Participants will also learn how to develop sustainable AI integration plans—understanding implementation models, organizational readiness, and the evolving roles of professionals in an AI-driven RCM environment.

Course Objectives:

- Explain the fundamental concepts of artificial intelligence and its current and emerging applications across the healthcare revenue cycle.
- Evaluate opportunities within RCM operations where AI can enhance accuracy, efficiency, compliance, and workforce effectiveness.
- Analyze real-world AI use cases to understand their impact on documentation, coding, claims management, denial prevention, and payer monitoring.
- Develop an informed strategy for implementing AI solutions—including assessing readiness, selecting appropriate models, and ensuring data security and ethical compliance.
- Create a sustainable AI integration plan that incorporates change management, role evolution, continuous monitoring, and performance evaluation to support long-term RCM success.

Course Content:

- Understanding AI and Its Role in the Healthcare Revenue Cycle
- AI Use Cases and Opportunities for Improvement in RCM
- Best Practices for AI Implementation and Strategy Development

Methods of Evaluation:

The instructional methods used include:

- Reading assignments – These readings are carefully designed at equipping students with the foundational knowledge necessary for understanding the basics of patient navigation.
- Check your understanding quizzes – These are concise assessments designed to gauge your comprehension and retention of the material covered in the readings. They serve as an effective tool to reinforce learning, identify areas for improvement, and ensure you are on track with your understanding of the subject matter.
- Interactive lectures – These are dynamic and engaging educational lectures focused on discussing specific topics and applying coding skills in a practical context. They are designed to foster active learning through participation, thereby enhancing their understanding and proficiency in patient navigation.



- Review Exam – This is a comprehensive evaluation designed to gauge your summative understanding of the chapter's topics. It also serves as a practical exercise in managing time during an assessment. It's an opportunity to reflect on your learning journey, identify areas of strength, and pinpoint topics that may require further study.

Grade Calculations:

Successful course completion includes:

- An attempt of all required assignments
- A passing score of 70% or higher on all chapter exams
- A passing score of 70% or higher on the final exam
- An overall final course score of 70% or higher

No reduced hours in the course or tuition discount for previous education or training will be granted.

Your final score is based on the following calculations:

Total average of Check Your Understanding quizzes - 30%

Total average of Chapter Review Exams - 35%

Final Exam - 35%

To receive the certificate of completion, it is required to complete all Chapter Quizzes and achieve a passing score of at least 70% on all Chapter Review Exams, on the Final Exam, and in the course overall. To receive a certificate of completion, students must successfully complete the course within the allotted time frame of 4 months or less (monthly extensions may be purchased).

Included Textbooks:

1. 2025 Implementing AI in Healthcare RCM Organizations - Training Manual; AAPC; AAPC publisher

Course Enrollment Fee: Payment is due in full at time of enrollment. Fees listed do not include any required or recommended textbooks/supplies or computer requirements, which are to be purchased separately by the student. Prices are variable and subject to change, see AAPC website for most current enrollment fees: <https://www.aapc.com/training/cpc-complete-training-package.aspx>