



FUTURO HEALTH SNAPSHOT

HEALTHCARE CUSTOMER SERVICE PARAPROFESSIONAL PATHWAY

CATALOG

The Futuro Health Healthcare Customer Service Paraprofessional (HCSP) catalog can be located here: [Catalog - Futuro Health](#)

PROGRAM DETAILS

Customer Service Paraprofessionals interact with customers to provide primary or scripted information in response to routine inquiries about products and services. May handle and resolve general complaints. These professionals manage patient access and registration in a management system, answering phones, scheduling appointments, processing referrals, and fielding billing questions. They coordinate billing with patients, patient financial services, and the health plan. Their customer service skills and HIPAA compliance make them patients' first point of contact.

The Healthcare Customer Service Paraprofessional Pathway is offered **online and asynchronous** and consists of the Customer Service Professional program with additional training in Medical Terminology and micro credential training in Telehealth concentration.

The first program, Healthcare Customer Service Paraprofessional, will train learners on the role and teach core skills for managing patient access and registration in a management system, answering phones, scheduling appointments, processing referrals, and fielding billing questions. Simultaneously, **scholars will learn basic Medical Terminology for the role within their Healthcare Customer Service Paraprofessional training. This will be followed by a Telehealth Representative training course offered by the University of Delaware.**

Below is a brief overview of the additional training course:

- **Telehealth Representative (Optional Micro Credential Training):** This concentration plays a crucial role as a frontline support figure, assisting patients through the telehealth process. The responsibilities may include scheduling appointments, providing technical support, and ensuring a smooth patient experience during virtual visits. This position requires a strong understanding of telehealth modalities, effective communication skills, and the ability to navigate the nuances of digital healthcare.

PROGRAM SCHEDULE

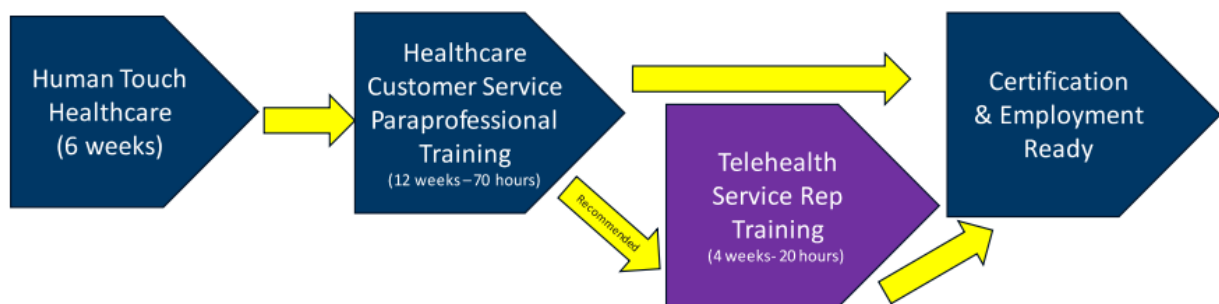
The Healthcare Customer Service Paraprofessional Pathway is 90 hours broken down over 4 months. Below is a visual overview of the Pathway and course requirements.

The Healthcare Customer Service Paraprofessional (HCSP) program is 70 hours of training including 10 hours of Medical Terminology training. Both are asynchronous (fully online) and self-paced, but it is recommended that scholars contribute a minimum of 5 hours per week. Scholars must complete the training within the designated timeline.

Last Updated June 23, 2025

*Please note that any of the information listed above is subject to change

The additional Telehealth Representative micro credential training portion of the program is offered through the University of Delaware and is 20 hours. This training is also asynchronous (fully online) and self-paced. Scholars must complete this portion of the program within 4 weeks.



ENROLLMENT DISCLOSURES

After successful registering for the course through Futuro Health, you will be required to do the following:

- Actively participate in coursework by contributing ideas and information and responding to feedback provided by the instructor in the class.
- Work productively in all assigned activities.
- Achieve a minimum 77% grade average in the course.
- Students absent for **14 consecutive** calendar days, including weekends, from the last date of academically related activity will be **terminated**.

***Please Note:** Chromebooks and iPads are **NOT** recommended.

SCHOLAR SUPPORT

The Healthcare Customer Service Paraprofessional Pathway instructor/coordinator will provide support via email, text or online office hours as indicated in the course learning management system. Along your scholar journey, your assigned Futuro Health Coach will give you coaching and help.

BEST POINT OF CONTACT

Please direct your questions regarding the Healthcare Customer Service Paraprofessional Pathway, using the following contact list:

Program Coordinator: Brooke Schmidt

- **Email:** bschmidt@futurahealth.org

Instructor: Brenda Roldan

- **Email:** broldan@futurahealth.org

Success Coach Lead: Hans Loum

- **Email:** hloum@futurahealth.org
- **Phone number:** (916) 235-9411

Scholars can expect to hear from their coordinator via email one week before the start date of their Healthcare Customer Service Paraprofessional Pathway and have access to Canvas before the start date. Access to Canvas can be found through the Futuro Health portal.



CREDENTIAL AWADRED

A certificate of completion and a digital badge will be awarded upon successful completion of the program with a 72% or higher. The Capstone Assessment and Capstone Simulation must achieve 10% higher score than previous score from completed simulations within the course.

CAREER SERVICES

The Customer Service Profession is an entry-level role that will place you on a path to continue your education as a Community Health Worker, in social and human services, counseling, and social work. Current employment opportunities include health informatics, public health information, business administration side of health care, call center representative, teleservice representative, and telehealth coordinator.

Scholars can connect with AlliedUP to receive career coaching.