



Best Work Showcase

PCRS eLearning Pilot in Expos2

T. Thomas | 30 Jan 2014

Welcome/Objectives

Menu

- Introduction: Your IBP (Internal Business Partner) Neighborhood
 - Objectives**
 - Getting to Know You
 - What You Need to Know
- Your Internal Business Partners (IBPs)
 - Know Your IBPs
 - CRU (Contract Research Unit)
 - PAO (Provider Appeals Operations)
 - NWM (Network Management Routing Team)
 - OptumInsight
 - CRT (Claim Research Team)
 - ARO (Audit Recovery Operations)
 - MCR (Medical Claim Review)
 - CPM (Claim Project Management)
 - OOP Review Transaction Team
 - SAM Edits
- Reviewing Objectives
 - Summary

PCRS Internal Business Partners jsTEST

Notes | Glossary Resources | Exit Course

Welcome to this training session. This training focuses on:

- Identifying the internal business partners (IBPs) we work with:
 - Audit and Recovery Operations (ARO)**
 - Claim Research Unit (CRU)**
 - Claims Project Management (CPM)**
 - Claim Research Team (CRT)**
 - Medical Claim Review (MCR)**
 - Network Management (NWM)**
 - OptumInsight**
 - OOP Review Transaction Team**
 - Provider Appeals Operations (PAO)**
 - SAM Edits**
- Exploring the different types of issues each IBP works to resolve.
- Investigating the decision processes used to determine when it is appropriate to engage an IBP.
- Reviewing the appropriate SOPs and job aids that support these processes.

Navigation Hints:
The **Glossary** menu contains definitions for acronyms and terms.
The **Notes** menu contains a readable audio script.
The **Resources** menu contains links to helpful documents and website when applicable.

After reviewing these objectives, click the **Next** button below to begin.

◀ PREV NEXT ▶

ID the Learner (data input)

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PCRS Internal Business Partners jsTEST

Notes | Glossary

Resources | Exit Course

Let's start our session by getting to know who you are!

What's your name?

What's your MS ID?

What's your email address?

What's your instructor's email address?

Resources

Exit Course

PREV NEXT

WIIFM (video)

Mission accomplished: transparent motion path video overlay



The screenshot shows a web application interface for "PCRS Internal Business Partners jsTEST". On the left is a "Menu" sidebar with the following items:

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The main content area is currently blank. At the top right of the main area are links for "Resources" and "Exit Course". At the bottom of the interface is a video player control bar with a volume icon, a play/pause button, a progress bar, a refresh icon, and "PREV" and "NEXT" navigation buttons.

Text-Based Notes (accessibility)

A screenshot of a training interface. On the left is a 'Menu' with a tree view of topics. A red arrow points from the 'What You Need to Know' item in the menu to a central window. The window has tabs for 'Notes' and 'Glossary'. The 'Notes' tab is active, showing text under the heading 'What You Need to Know'. The text discusses the importance of engaging Internal Business Partners (IBPs) and the consequences of not doing so. At the bottom of the window is a video player with a woman in a headset and a 'PCRS' name tag. The background of the video player shows an office cubicle hallway. At the top right of the interface are 'Resources' and 'Exit Course' links. At the bottom are navigation controls including a play button, a progress bar, a refresh button, and 'PREV' and 'NEXT' buttons.

Menu

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PCRS Internal Business Partners icTEST

Notes Glossary

What You Need to Know

You may be wondering why this portion of training is important. It's because you can't always resolve all issues that come your way on your own. From time to time, you'll need help from your Internal Business Partners (IBPs) to resolve issues.

When necessary, this collaboration must happen correctly *and* in a timely fashion. **For our company**, not engaging IBPs appropriately can cause undue delays in issue resolution; service failures; escalated provider complaints; and negative UES/provider perception. **For a staff PCRS**, repeated failures to engage IBPs can result in additional coaching and training, or even corrective action.

However, appropriately engaging an IBP results in more timely and accurate issue resolution, which increases provider satisfaction, which increases

Resources Exit Course

PCRS

PREV NEXT

GUI w/Tracking

Hover over character and objectives of sub-sections appears

The screenshot shows the 'PCRS Internal Business Partners jSTEST' interface. On the left is a 'Menu' with sections: 'Introduction: Your IBP (Internal Business Partner) Neighborhood', 'Your Internal Business Partners (IBPs)', and 'Reviewing Objectives'. Under 'Your Internal Business Partners (IBPs)', 'Know Your IBPs' is expanded, listing various teams. A large pink arrow points from the 'NWM (Network Management Routing Team)' entry in the menu to a character in a 3D office scene. A speech bubble from the character reads: 'I'm your NWM partner. Click on me to: 1. Define NWM. 2. Identify when an issue should be routed to NWM as an IBP.'

This screenshot shows the same interface as the previous one, but with the 'PAO (Provider Appeals Operations)' entry in the 'Know Your IBPs' menu highlighted. A pink arrow points from this menu item to a character in the 3D office scene. A speech bubble from the character reads: 'I'm your PAO partner. Click on me to: 1. Define PAO. 2. Identify when an issue is routed to PAO as an internal business partner.' At the bottom of the scene, a green box contains the text: 'Click each individual to visit each IBP to learn more about issues they help resolve.' The interface also includes 'Notes', 'Glossary', 'Resources', and 'Exit Course' links at the top right, and navigation controls at the bottom.

Interactive “Dialog”

Challenge: lots of content; only so much screen real estate

The screenshot shows a web-based course interface. On the left is a 'Menu' sidebar with a tree view of course topics. The main content area is titled 'PCRS Internal Business Partners jsTEST' and includes 'Notes' and 'Glossary' links. The current page is 'Network Management Routing Team (NWM)', featuring a video player with a female instructor and a speech bubble explaining the team's purpose. Below the video are two buttons: 'Identifying NWM Issues' and 'Network Management Routing SOP Review'. A large pink arrow points from the 'Identifying NWM Issues' button in the menu to the corresponding button in the video player. At the bottom, there are navigation controls including a play button, a progress bar, a refresh button, and 'PREV' and 'NEXT' buttons.

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PCRS Internal Business Partners jsTEST

Notes | Glossary

Resources | Exit Course

Network Management Routing Team (NWM)

The purpose of this section is to focus on determining if an issue should be routed to the Network Management Routing (NWM) Team as an internal business partner (IBP).

Click each button below to learn more:

- Identifying NWM Issues
- Network Management Routing SOP Review

Navigation: < PREV NEXT >

Content Panels: Text, Links, Images

Challenge: lots of content; only so much screen real estate

The screenshot shows a web application interface for 'PCRS Internal Business Partners jsTEST'. On the left is a 'Menu' with categories: 'Introduction: Your IBP (Internal Business Partner) Neighborhood', 'Your Internal Business Partners (IBPs)', and 'Reviewing Objectives'. The 'Your Internal Business Partners (IBPs)' category is expanded, listing various teams like CRU, PAO, NWM, OptumInsight, CRT, ARO (highlighted), MCR, CPM, OOP Review Transaction Team, and SAM Edits Team. The main content area features a video player titled 'Audit Recovery Operations (ARO)'. The video content shows a slide titled 'Network Management Reporting Tools' with a 'Reference:' section containing a link to 'myCoach > PCRS United Payment Integrity (UPI) and Other Overpayment Issues Standard Operating Procedure (SOP) > Overpayment Down Adjustment Recovery (ODAR) System Process'. To the right of the text are three small screenshots labeled 'Figure 1', 'Figure 2', and 'Figure 3', which are highlighted by a pink rectangular box. At the bottom of the video player are controls for volume, play/pause, a progress bar, a refresh button, and 'PREV' and 'NEXT' navigation buttons.

Self-Assess: FIB Questions

Challenge: feedback loop w/no LMS

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Notes | Glossary

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Provider Appeals Operations (PAO)

Provider Service Appeals Process SOP Review

Does the following describe an Appeal or a Request for Reconsideration?
Any written or oral communication from a provider requesting information, documentation, clarification, or assistance. Communications of misinformation or misunderstandings and service issues that are resolved promptly by supplying the appropriate information.

type your text here

How many days should the provider allow for information received and documented in our system?

type your text here

After we have received and documented the appeal in our system, how many days should the provider allow for us to respond via letter?

type your text here

Where do you go to check the status of an escalated appeal?

type your text here

Show Answers Next >

Navigation: < PREV NEXT >

Self-Assess: Hover for Answers

Challenge: feedback loop w/no LMS



The screenshot displays a learning management system (LMS) interface. On the left is a navigation menu with the following items:

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The main content area is titled "PCRS Internal Business Partners jsTEST" and includes "Notes" and "Glossary" links. The current page is "Provider Appeals Operations (PAO)". A modal window titled "Provider Service Appeals Process SOP Review" is open, displaying a quiz question:

When can a provider file an appeal for a member?

What must the provider acquire from the member before submitting an appeal on the member's behalf?

The provider has been advised of his/her appeal rights. What additional information can the provider submit when appealing a claim denial for an unproven procedure?

The provider has been advised of his/her appeal rights. The provider indicates all the necessary information has been submitted. What additional documentation must be entered to indicate the appeal is being facilitated.

Buttons at the bottom of the modal are "Hide answers" and "Show Answers". A large red arrow points from the question text to the "Show Answers" button.

On the right side of the modal, there are three information icons (i) and a list of answers:

Answer:

- Medical records/clinical notes.
- Letter of medical necessity.
- Copy of Consent to be Billed From
- Copy of pre-determination letter.
- Information regarding existing notification.

At the bottom of the LMS interface, there are navigation controls including a volume icon, a play/pause button, a progress bar, a refresh icon, and "PREV" and "NEXT" buttons.

GUI: Tracked Progress

Visited characters now dimmed



The screenshot displays a web application interface for "PCRS Internal Business Partners jsTEST". On the left is a "Menu" with sections: "Introduction: Your IBP (Internal Business Partner) Neighborhood", "Your Internal Business Partners (IBPs)", and "Reviewing Objectives". The "IBPs" section is expanded, listing various teams like CRU, PAO, NWM, etc. The main content area shows a 3D-rendered hallway with several characters. A red arrow points from the top to a red rectangular box that highlights a character who is dimmed, indicating they have been visited. A green mat on the floor contains the text: "Click each individual to visit each IBP to learn more about issues they help resolve." At the bottom, there are navigation controls including a play button, a progress bar, a refresh button, and "PREV" and "NEXT" buttons. In the top right of the application window, there are links for "Resources" and "Exit Course".

Review Objectives/Send Responses

Challenge: feedback loop w/no LMS



The screenshot shows a training module interface. On the left is a 'Menu' with a tree structure. The main content area is titled 'PCRS Internal Business Partners jsTEST' and contains a review summary, a list of topics, and a 'Send activity responses to instructor' button. A callout box from a cartoon character provides instructions on how to end the module. A yellow starburst is in the top right, and a large pink arrow points to the 'Send activity responses to instructor' button.

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PCRS Internal Business Partners jsTEST

Notes | Glossary

Resolution | Exit Course

You've done a lot so let's review. During this training, you:

- Identified your internal business partners (IBPs):
 - Audit and Recovery Operations (ARO)
 - Claim Research Unit (CRU)
 - Claims Project Management (CPM)
 - Claim Research Team (CRT)
 - Medical Claim Review (MCR)
 - Network Management (NWM)
 - OptumInsight
 - OOP Review Transaction Team
 - Provider Appeals Operations (PAO)
 - SAM Edits
- Explored the different types of issues each IBP works to resolve.
- Investigated the decision processes used to determine when it is appropriate to engage an IBP.

Reviewed the SOPs and job aids supporting these processes.

Send activity responses to instructor

Great job learning more about working with our IBPs.

Once you've sent your responses to your instructor, you can click **Exit Course** above to end this module.

PREV NEXT

Responses via Email (non-LMS)

Challenge: feedback loop w/no LMS



The screenshot shows an email client interface. The 'To' field contains 'tonya_thomas@uhc.com'. The 'Subject' field contains 'Responses to PCRS eLearning Activity from tthomas8'. The email body contains a list of responses for various questions (q1CRU through q8PAO) and three check items (check01NWM, check02NWM, check03NWM). A red box highlights the email body content, and three red arrows point from the right side of the interface towards the 'To' field, the 'Subject' field, and the highlighted email body.

Activity responses from: tthomas8
User Email:
q1CRU: Cheeseburger and fries
q2CRU: Cheeseburger and fries
q3CRU: Cheeseburger and fries
q4CRU: Cheeseburger and fries
q5CRU: Cheeseburger and fries
q1PAO: Cheeseburger and fries
q2PAO: Cheeseburger and fries
q3PAO: Cheeseburger and fries
q4PAO: Cheeseburger and fries
q5PAO: Cheeseburger and fries
q6PAO: Cheeseburger and fries
q7PAO: Cheeseburger and fries
q8PAO: Cheeseburger and fries
check01NWM: false
check02NWM: false
check03NWM: true