

REVITALIZED VIRTUAL ONBOARDING PROGRAM

Onboarding Reimagined

The Client

A large healthcare payer

Their Challenge

Needed a revitalized onboarding program that would keep pace with the changing needs of the business, decrease pressure across functional areas like HR and IT, close existing skill gaps, and reduce turnover in this new hybrid and remote working world.

Our Approach

Design a best-in-class training experience that leveraged existing curriculum and incorporated new technology to enhance engagement, energize trainers, and meet the needs of the business.

Results and Outcomes

- The program, for the first time, addresses the unique needs of the training specialists, learners, and healthcare members.
- Happier and more engaged learners, and training specialists.
- Structured, engaging, and fun content.
- Reduced speed-to-proficiency (the baseline of which was higher than industry standards).
- Enhanced curriculum with integrated softskill training to elevate the member-centric experience.
- Updated training competency model.
- Successful teach back sessions focused on capabilities and learner support.

Sample Deliverables

Example Learner Journey: Updating Member Information

The Learner Journey provides a high-level, role specific outline of a concept-specific learning experience. Training is created using microbursts of learning that scaffolds skills and capabilities throughout the program, ensuring that learners have multiple, real-life application opportunities to showcase their learning and build confidence, helping to ensure a smooth and successful transition to effectively assisting callers.

Video Concept Introduction	Soft Skill Integration	Process Simulation	Facilitated Instruction (VILT/LIT)	Homework	QA Integration	Concept Recap	Production Observation
<ul style="list-style-type: none"> • Brief video which provides an overview of the key topic points and real-world examples • Link to example 	<ul style="list-style-type: none"> • Instructor-led activity elevating soft skills, including member empathy and connection capabilities specific to content area • Role play-centric • Soft skill capabilities are threaded throughout learner touchpoints 	<ul style="list-style-type: none"> • Video of the steps required to change a member's PCP • Simulation allowing learner to click through steps to change a member's address • Link to example 	<ul style="list-style-type: none"> • Group of related concepts, trainer leads concept review • Introduces role-play, recorded call simulations to generate concept application opportunities in small groups 	<ul style="list-style-type: none"> • Real world cases practiced in training environment • Self-directed with local ambassador support • Empowers learners to think critically through case studies 	<ul style="list-style-type: none"> • Listen to recorded call of an address change, score the call using QA best practices • Review scores against QA assessment of call • Discuss differences and areas of opportunity 	<ul style="list-style-type: none"> • Quick review of concept, process video and simulation • Self-reflection • Link to example 	<ul style="list-style-type: none"> • Opportunity to partner with veteran CA to listen to calls, take call (focusing on verbal call management), take call (focusing on system call management) • Guided debrief with CA

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Message Sections

Click each plus icon to learn more.

- GENINQ (General Inquiry) +
- ADJUSTREQ - (Adjustment Request) +
- ADJUSTRESP - (Adjustment Response) +

Message Simulation

As your trainer walks through the scenario, he or she will ask you questions. Review the question in the scenario and use the system to identify the best answer. Click the Continue button after each question to continue following the scenario.

Message Simulation

The member, Elizabeth is calling because the provider has sent her a bill for \$600.00 and she thought she only owed \$729.32. Can you look at the claim for me?

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