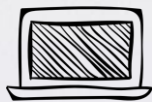


(Unit name)

# PROCESS IN ACTION



## TYPE of PROJECT

Videos within an online course in TalentLMS for healthcare call center agents that manage provider to provider referrals. The videos guide learners through the steps on how to submit for backdated referral approvals with each insurance provider.




## TOOLS

- o Adobe Captivate
- o Adobe Audition
- o Flaticon
- o Magic Mockups
- o Powtoon
- o Snagit
- o TalentLMS
- o Yeti microphone (Blue Designs)



### UNIT 4

Unit home page with short overview Paragraph and list of topics covered and learning objectives.



### Aetna

Navigate through Availity website, appeal form/letter per plan, and phone call to representative to confirm form was received.

- o 6 months grace period
- o Aetna HMO
- o Aetna Medicare



### United Healthcare

Navigate through specific website and the phone call to representative requesting service date to be changed.

- o 5-10 days grace period. 30 days max.
- o Compass, Charter, Navigate (OPTUM)
- o AARP Medicare (submit through Med group)



### Tricare

Scenario of phone call to representative requesting backdated approval.

- o Tricare Prime



### Humana

Navigate through Availity website and phone call to representative if issue is encountered.

- o 6 months grace period
- o Humana HMOX
- o Humana Medicare



## FORMAT:

Short, 1-2 minute instructional VIDEOS