

Curriculum Map

LA MCLD – UM – New Hire MAP

Duration	Curriculum Objectives	Eligible Continuing Education (CE) Hours
4 Days	This curriculum introduces new associates to Humana, the Clinical Operations organization, intranet resources, communication and meeting tools, health insurance, and Medicaid.	N/A – No CEs attached to training.

Event Name	Pre-Requisites
MCLD- CM/UM - New Hire	

Materials Legend		Training Methods Legend	
FG	Facilitator Guide	CBT	Computer Based Training / eLearning
PG	Participant Guide	SB	Storyboard <i>(found in Content Library; only list CBT in this document)</i>
PP	PowerPoint presentation	KC	Knowledge Check <i>(ungraded assessment with feedback)</i>
T	Plan.Learn.Do.	L1	Level 1 Assessment <i>(participant feedback survey)</i>
PL	Self-Paced Guide	L2	Level 2 Assessment <i>(comprehensive graded assessment)</i>
DS	Handout	KEY	Answer Key
PG	Job Aid		
		ILT	Instructor Led (on-site facilitated lesson)
		VILT	Virtual Instructor Led (online facilitated lesson)
		Self-Paced	Self-paced reading, activity, video, or eLearning

Unless otherwise stated in the Notes section, all participant materials are in the HLC Curriculum. Participants access the material there regardless of training method. Facilitators use the ID link.

TIP: Hover over the column headers for instructions on how to use or fill-out each field.

TRAINER CURRICULUM PREP		
When to Complete	Material / Resource to Use	Notes
Prior to Day 1	Welcome Email from facilitators	Lesson 1792 : Accessing course in the Humana Learning Center – select a session. (If they are not pre-enrolled)
Prior to Day 3	N/A	Ensure leaders are available to meet with associates to discuss their role, team, and processes, and that they have sent an invite to the associates.

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Day 1							
1606	60	Welcome to Class	<ul style="list-style-type: none"> Welcome to Class PG 	<ul style="list-style-type: none"> Welcome to Class FG Welcome to class PPT 	<ul style="list-style-type: none"> Complete introductions Review ground rules 	VILT	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
					<ul style="list-style-type: none"> • Access course materials • Explain training agenda • Answer questions 		
33	60	Humana Learning Systems Guide	<ul style="list-style-type: none"> • Humana Learning Systems SPG 	N/A	<ul style="list-style-type: none"> • Locate and navigate the Humana Learning Center (HLC) • Browse for a course • Register for an event • Review your Transcript • Launch a self-paced item • Mark a course Complete • Track progress in a curriculum • Search for a course • Locate SkillSoft • Explain how to use SkillSoft 	SPG	
3343	30	MS Teams – Get Started with Chat HO	<ul style="list-style-type: none"> • MS Teams – Get Started with Chat HO 	N/A	<p>Use this guide to learn how to use the following Chat features in Microsoft Teams:</p> <ul style="list-style-type: none"> • Access • Navigation • Indicate Your Availability • Start a Chat • Reply to Chat Alert • Add a Contact • Share Your Screen During a Chat 	HO	
1119	20	Humana 101	<ul style="list-style-type: none"> • Humana 101 CBT 	N/A	<ul style="list-style-type: none"> • Describe Perfect Experience • Describe People First • Recall Humana’s Bold Goal • List our Bold Goal Markets • Explain the Integrated Care Model • Explain Humana’s general organizational structure 	CBT	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
30	90	Health Insurance 101	<ul style="list-style-type: none"> Health Insurance 101 SPG 	N/A	<ul style="list-style-type: none"> Define key insurance terms 	SPG	
N/A	15	Medicaid 101	<ul style="list-style-type: none"> Medicaid 101 CBT 	N/A	<ul style="list-style-type: none"> Explain the purpose of Medicaid 	CBT	This is a Retail Learning and Performance course.
N/A	30	Medicaid 104: Closing The Gaps	<ul style="list-style-type: none"> Medicaid 104: Closing the Gaps CBT 	N/A	<ul style="list-style-type: none"> Identify factors that make a person eligible for Medicaid Explain challenges and obstacles that widen the gap between members' current healthcare status and an improved quality of life Reflect on how you and your team can close the gap for members 	CBT	This is a Retail Learning and Performance curriculum. There is a note in the curriculum that provides a link.
N/A	5	Acronyms JA	<ul style="list-style-type: none"> Medicaid Acronyms JA 	<ul style="list-style-type: none"> Medicaid Acronyms JA 	<p>The Acronyms JA includes acronyms from:</p> <ul style="list-style-type: none"> Program overview Population information Program principles Benefits The Humana landscape 	JA	Send the link to associates.
598	30	Hi!/HSS Self-Paced Guide	<ul style="list-style-type: none"> Intro to Hi!/HSS PLD Intro to Hi!/HSS JA 	N/A	<ul style="list-style-type: none"> Explain how to navigate Hi! Connect to Hi! through MyApps (if necessary) Access Humana Networks when away from work Navigate HSS to locate resources 	PLD, JA	
1160	20	Hi/HSS Scavenger Hunt HO	<ul style="list-style-type: none"> Hi/HSS Scavenger Hunt HO 	<ul style="list-style-type: none"> Hi!/HSS Scavenger Hunt KEY 	<ul style="list-style-type: none"> Identify resources on Hi! Navigate Humana Self-Service (HSS) 	HO, Scavenger Hunt KEY	
34	30	Humana.com Self-Paced	<ul style="list-style-type: none"> Humana.com SPG 	N/A	<ul style="list-style-type: none"> Access the Humana website 	SPG	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
					<ul style="list-style-type: none"> Navigate the unsecured view to locate key pieces of information Login to the secured portal to access MyHumana 		
1657	5	IT4U JA	<ul style="list-style-type: none"> IT4U JA 	N/A	<ul style="list-style-type: none"> Recall how to access IT4U to access Humana Help Desk 	JA	
	25	Wrap-Up Q & A					
Hours:	7.00	(7.00 max allowed)					
Day 2							
2910	25	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	You can use these slides or use your own icebreakers. Display a slide and have associates volunteer to take turns answering the question to get to know each other before the training starts.
40	45	Outlook Self-Paced	<ul style="list-style-type: none"> Outlook PLD Outlook Add Your Picture JA Outlook Create a Signature JA 	N/A	<ul style="list-style-type: none"> Explain what Microsoft Outlook is used for Create a new email message Forward or reply to an email message Add an attachment to an email message Open an email message attachment Save an email message attachment Add an email signature to messages Create and add a signature Create a calendar appointment Schedule a meeting with other people 	PLD, JAs	Market Signatures

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
					<ul style="list-style-type: none"> Set a reminder for appointments or meetings Create a contact Create a task Create a note Print an email message, contact, calendar item, or task Place your picture in Outlook 		
N/A	15	Zoom Learning Resources	<ul style="list-style-type: none"> Go/learnzoom 	N/A	<ul style="list-style-type: none"> Getting Started video Join a Zoom Meeting video 	Self-paced	There is a note in the curriculum that provides a link to this site.
1676	30	Workday PLD	<ul style="list-style-type: none"> Workday PLD 	N/A	<ul style="list-style-type: none"> Explain the uses of Workday Access Workday Locate additional resources about Workday 	PLD	
593	20	Associate Support Center	<ul style="list-style-type: none"> Associate Support Center PLD 	N/A	<ul style="list-style-type: none"> Locate the Associate Support Center Locate Humana Policies Search for a policy by keyword 	PLD	
42	10	Process Flows 101	<ul style="list-style-type: none"> Process Flows 101 SPG 	N/A	<ul style="list-style-type: none"> Identify shapes contained in the process flows Define the meaning of process flow shapes 	SPG	
633	30	Ergonomics	<ul style="list-style-type: none"> Ergonomics PLD 	N/A	<ul style="list-style-type: none"> Adjust your workstation for ergonomic comfort Use simple stretching exercises you can fit into your workday Explain tips and techniques to relieve and avoid discomfort 	PLD	
N/A	15	iProcurement JA	<ul style="list-style-type: none"> iProcurement JA 	N/A	<ul style="list-style-type: none"> Provides-by-step directions on accessing iProcurement in HSS 	JA	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
N/A	20	Securing PHI/PII in Teams, OneDrive, and SPO	<ul style="list-style-type: none"> VIDEO: PHI/PII in Office 365 VIDEO: Microsoft Teams Access Management VIDEO: OneDrive Access Management VIDEO: SharePoint Online Access Management 	N/A	<ul style="list-style-type: none"> Secure documents in Teams, SharePoint Online and OneDrive, including PHI and PII 	CBTs	This is an Enterprise Learning curriculum. There is a note in the curriculum that provides a link.
1857	15	Microsoft Office Training Resources	<ul style="list-style-type: none"> MS Office Resources SPG 	N/A	<ul style="list-style-type: none"> Locate MS Office Suite resources Access training material of learners choice 	SPG	
509	30	WBC – Your Benefits	<ul style="list-style-type: none"> WBC Your Benefits PLD WBC Your Benefits JA 	N/A	<ul style="list-style-type: none"> Access the Humana Well-Being Center (WBC) List important enrollment considerations Navigate the WBC Identify where to enroll in or waive Humana benefits Locate benefit plan information Identify resources for benefit-related questions 	PLD, JA	Associates should talk to their leader or contact HR4U if they are experiencing issues enrolling in benefits.
1302	45	Go 365	<ul style="list-style-type: none"> Go 365 SPG 	N/A	<ul style="list-style-type: none"> Explain what Go365 is Explore Go365 resources Explore and join Go365 Community Download the Go365 mobile app Explain Points and Rewards Enroll in Go365 Visit the Go365 Mall 	SPG	Associates should talk to their leader or contact HR4U if they are experiencing issues enrolling in Go 365.
N/A	60	Level Two Eval	<ul style="list-style-type: none"> Medicaid – New Hire Final Test 	<ul style="list-style-type: none"> Medicaid – New Hire Final Test KEY 		Self-directed CSOD	
	30	Wrap-Up Q & A					

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes	
Hours:		6.50	(7.00 max allowed)					

Day 3								
2910	25	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	You can use these slides or use your own icebreakers. Display a slide and have associates volunteer to take turns answering the question to get to know each other before the training starts.	
	60	LA Medicaid – Organization and Business Plan PPT SME presentation		<ul style="list-style-type: none"> 		SME presentation		
	320	Medicaid New Hire Initial Compliance	<ul style="list-style-type: none"> Note with link to access curriculum (includes link to access separate Cultural Competency curriculum) 	N/A		Curriculum	This is a separate curriculum. There is a note in the curriculum that provides a link. Initial Compliance	
	15	Wrap-Up Q & A						
Hours:		7.00	(7.00 max allowed)					

Day 4							
2910	25	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	You can use these slides or use your own icebreakers. Display a slide and have associates volunteer to take turns answering the question to get to know each other before the training starts.
	120	Medicaid New Hire Initial Compliance (Continued)	<ul style="list-style-type: none"> Note with link to access curriculum (includes link to 	N/A		Curriculum	This is a separate curriculum. There is a note in the curriculum that provides a link.

			access separate Cultural Competency curriculum)				Initial Compliance	
	220	LA Contract Medicaid Training	<ul style="list-style-type: none"> This training should be in associate's transcript 	N/A			CBT	
	20	Plus/Delta for the course	N/A	N/A			VILT	
	5	How to Mark Curriculum Complete HO	<ul style="list-style-type: none"> How to Mark Curriculum Complete HO 	N/A			HO	
N/A	20	Level One Eval					Self-directed CSOD	Available after curriculum is marked complete
	10	Wrap-Up Q & A						Facilitators are available to answer questions.
Hours: 7.00 (7.00 max allowed)								

Curriculum Map

Medicaid – Initial Compliance MAP

All New Hire

Duration
9 Hours

Curriculum Objectives

- Provide contractually required training to new hire associates in the Medicaid Market.

Eligible Continuing Education (CE) Hours
N/A

Event Name
N/A

Pre-Requisites

- Medicaid – New Hire

Materials Legend

FG	Facilitator Guide	CBT	Computer Based Training / eLearning
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Training Methods Legend

ILT	Instructor Led (on-site facilitated lesson)
VILT	Virtual Instructor Led (online facilitated lesson)
Self-Paced	Self-paced reading, activity, video, or eLearning

HO Handout
JA Job Aid

KEY Answer Key

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TRAINER CURRICULUM PREP

When to Complete	Material / Resource to Use	Notes
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	ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Time	Day 1							
	Link	5	Training Completion Instructions	Medicaid Training Completion Instructions JA				
	70	5	Introduction to Medicare			<ul style="list-style-type: none"> • What is Medicare 	CBT	
	NA	5	Medicare Made Simple			<ul style="list-style-type: none"> • What is Medicare? – Parts A,B,C, and D 	CBT	Not HCSLP content. This is a video from National Education.
	NA	10	Medicaid 101			<ul style="list-style-type: none"> • What is Medicaid • The history of Medicaid • How is Medicaid financed and who's eligible? • The benefits of Medicaid • Understand the differences between Medicaid and Medicare 	CBT	Not HCSLP content. This was created by and belongs to Retail Learning and Performance.
	N/A	25	Medicaid Quality Improvement: Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)			<ul style="list-style-type: none"> • This lesson describes the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Benefit and our role 	Self-paced	
	76	10	Ombudsman Program	Ombudsman Program JA		<ul style="list-style-type: none"> • The role of Long-Term Care Ombudsman who may advocate on behalf of seniors in long-term 	Self-Paced	
	77	30	Americans with Disabilities Act (ADA) Overview			<ul style="list-style-type: none"> • What is ADA • What are the Five Areas of ADA 	CBT	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
					<ul style="list-style-type: none"> • What are the implications and important information of ADA 		
363	15	MCD – Advance Directives			<ul style="list-style-type: none"> • Explain the common types of Advance Directives 	CBT	
3013	20	Introduction to Trauma-Informed Care			<ul style="list-style-type: none"> • The causes of trauma • How trauma affects individuals • How to care for members who have experienced trauma • The signs and symptoms of post-traumatic stress disorder (PTSD) • Adverse childhood experiences (ACEs) 	CBT	
7946	15	Behavioral Health Crisis Training	<ul style="list-style-type: none"> • Behavioral Crisis Training SPG • Mental Health First Aid Resources HO 		<ul style="list-style-type: none"> • Determine if callers are in a mental health crisis • Distinguish when a situation would require a transfer • Use the appropriate resources to aid the 	Self-paced	
3348	60	Social Determinants of Health			<ul style="list-style-type: none"> • Explain various social determinants of health and how they impact members' health • Identify language members may use to discuss social determinants of health 	Self-paced	
65	10	Abuse, Neglect and Exploitation (ANE)			<ul style="list-style-type: none"> • What is abuse, neglect, and exploitation 	CBT	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
66	60	ANE Supplemental Course 1			<ul style="list-style-type: none"> Understanding the impact of abuse, neglect, and 	CBT	
67	60	ANE Supplemental Course 2			<ul style="list-style-type: none"> Examples of abuse, neglect, and exploitation 	CBT	
1840	15	Understanding HIV Introduction			<ul style="list-style-type: none"> This course will identify some common misconceptions as we examine the difference between HIV and AIDS This course will identify the different stages and symptoms of the disease as well as discuss how HIV is diagnosed and treated This course will explore both risk factors and prevention methods to help stop the spread of HIV and discuss ways to 	CBT	
1842	5	Understanding HIV Transmission			<ul style="list-style-type: none"> HIV versus AIDS How the virus is spread 	CBT	
1841	5	Understanding HIV Diagnosis			<ul style="list-style-type: none"> The importance of testing and diagnosis 	CBT	
1843	10	Understanding HIV Treatment			<ul style="list-style-type: none"> Understanding the goal of a treatment plan for HIV 	CBT	
1844	15	Understanding HIV Well Being and Social Issues			<ul style="list-style-type: none"> In this lesson, we'll take a deeper dive into those perceptions, stigmas, fears and biases and identify proper behaviors when 	CBT	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
					working with an HIV+ patient <ul style="list-style-type: none"> This lesson also examines ways to help members achieve life-long well-being and list local and federal resources for those living with HIV or 		
Hours: 6.58 (7.00 max allowed)							

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Day 2							
NA	120	Additional required training: Cultural Competency	Select Launch to access your Cultural Competency Training. (Note w/ access link.)		<ul style="list-style-type: none"> Developing a deep understanding of the people you serve 	Self-Paced	This is a stand-alone curriculum that requires a separate enrollment in the Learning Center.
Hours: 2.00 (7.00 max allowed)							

Curriculum Map

LA MCLD – UM - Clinical Basics MAP

<p>Duration</p> <p>5 Days</p>	<p>Curriculum Objectives</p> <p>The Medicaid – Clinical Basics New Hire blended curriculum introduces new associates to common Clinical Operations processes, resources, and concepts through self-paced learning, CBTs, facilitated sessions, and SME (Subject Matter Expert) sessions.</p>	<p>Eligible Continuing Education (CE) Hours</p> <p>N/A – No CEs attached to training.</p> <p>Facilitator</p> <p>MCLD</p>
<p>Event Name</p> <p>MCLD – CM/UM – Clinical Basics</p>	<p>Pre-Requisites</p> <p>Medicaid – New Hire</p>	

Materials Legend		Training Methods Legend	
FG	Facilitator Guide	CBT	Computer Based Training / eLearning
PG	Participant Guide	SB	Storyboard <i>(found in Content Library; only list CBT in this document)</i>
PPT	PowerPoint presentation	KC	Knowledge Check <i>(ungraded assessment with feedback)</i>
PLDSPG	Plan.Learn.Do.	L1	Level 1 Assessment <i>(participant feedback survey)</i>
HO	Self-Paced Guide	L2	Level 2 Assessment <i>(comprehensive graded assessment)</i>
JA	Handout	KEY	Answer Key
	Job Aid		

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TRAINER CURRICULUM PREP		
When to Complete	Material / Resource to Use	Notes
Prior to Days 3 and 4	N/A	Ensure leaders are available to meet with non-clinicians to discuss their role while clinicians complete Relias training.

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Day 1							
1606	40	Welcome to Class	<ul style="list-style-type: none"> Welcome to Class PG 	<ul style="list-style-type: none"> Welcome to Class FG Welcome to class PPT 	<ul style="list-style-type: none"> Complete introductions Review ground rules Access course materials Explain training agenda Answer questions 	VILT	
N/A	40	Systems Check	N/A	Access Check <ul style="list-style-type: none"> Mentor Physician Finder Plus Others systems specified by leadership Avaya Zoom 	<ul style="list-style-type: none"> Confirm access to systems listed in Facilitator Material column 	VILT	Test the participant's login for all applications used in the course. Report issues to their leaders and CSS.
1822	30	Intro to Care Management	<ul style="list-style-type: none"> Intro to Care Management PG 	<ul style="list-style-type: none"> Intro to Care Management FG Intro to Care Management PPT 	<ul style="list-style-type: none"> Define care management (CM) State the purpose of CM Describe the stages of care management Explain what is a holistic care approach Explain the importance of a holistic care approach 	VILT	
1821	30	Introduction to Utilization Management	<ul style="list-style-type: none"> Intro to Utilization Management PG 	<ul style="list-style-type: none"> Intro to Utilization Management FG Intro to Utilization management PPT 	<ul style="list-style-type: none"> Define utilization management (UM) Explain the purpose of UM List different methods of UM used within Humana 	VILT	

					<ul style="list-style-type: none"> • Explain the referral process • Explain the authorization process • Explain the clinical review process • Identify the three types of clinical review • Describe other UM-related assistance • Describe who performs UM 		
609	55	Quality Management	<ul style="list-style-type: none"> • QOCA Overview CBT (10 minutes) • QMS – Create and Submit a Quality of Care Referral CBT (20 minutes) • QMS Creating a Referral User Guide 	<ul style="list-style-type: none"> • QMS Creating a Referral User Guide 	<ul style="list-style-type: none"> • Identify the functions of the QOCA department • Describe Humana's process for investigation of potential quality issues • Define what HEDIS is and why it is important to the company • Describe Humana's approach to Cultural Diversity/Gaps in Care and Member Safety • Describe how to contact the Market and Corporate Quality Operations Compliance Departments • Create a referral 	VILT review of the User Guide	
64	10	Program Performance and Quality Measures	<ul style="list-style-type: none"> • Program Performance and Quality Measures CBT 		<ul style="list-style-type: none"> • Learn about QOCA and responsibility for performance monitoring of Quality of Care measures, HEDIS and CAHPS 	CBT	
2312	30	Identifying Compliance and Risk Reporting Issues	<ul style="list-style-type: none"> • Identifying Compliance and Risk Reporting Issues CBT 		<ul style="list-style-type: none"> • Identify Compliance and Risk Reporting Situations. 	CBT	

					In scenarios, identify if they require reporting to customer service, reporting by email, and reporting using the Riskconnect system			
	60	Quality & Compliance Presentation by SME			<ul style="list-style-type: none"> Quality improvement principles Review of the Quality Program 	SME Presentation		
	60	Transplant Management Overview	N/A	N/A	Transplant manages all members in all lines of business, in all markets, including Puerto Rico in need of transplant services for solid organ, peripheral stem cell transplant, placement of a ventricular assist device (VAD), total artificial heart (TAH), and/or chimeric antigen receptor T cell (CAR-T) therapy	SME Presentation		
	10	Wrap-Up Q & A						
Hours:		6.50	(7.00 max allowed)					
Day 2								
2910	30	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT		
103	75	Physician Finder Plus	<ul style="list-style-type: none"> Physician Finder Plus PG Care Highlight Job Aid 	<ul style="list-style-type: none"> Physician Finder Plus FG 	<ul style="list-style-type: none"> Locate PFP Navigate PFP to find provider information and guide members Conduct a search for a provider Determine if provider is PAR = participating in a member's network 	VILT		
N/A	60	NICU	MCLD – CM/UM – NICU Presentation		<ul style="list-style-type: none"> This presentation focuses on the role of the NICU 	Self-Paced		

					Case Managers as they work with the family throughout the NICU stay and prepare for a smooth transition to home		
7946	15	Behavioral Health Crisis Training	<ul style="list-style-type: none"> Behavioral Crisis Training SPG Mental Health First Aid Resources HO 		<ul style="list-style-type: none"> Determine if callers are in a mental health crisis Distinguish when a situation would require a transfer Use the appropriate resources to aid the caller 	Self-paced	
7842	30	Community Resource	Community Health Network PLD · Community Health Network – External (i.e. Medicaid, HGB) CBT	•	<ul style="list-style-type: none"> Recall how to navigate the Community Health Network 	CBT	Instruct associates to watch the video on the CRD site. Access via HSS.
N/A	60	RX Connect Pro	Calls 201052-RxConnect Overview-eMOD CBT	N/A	<ul style="list-style-type: none"> Define RX Connect Pro Recognize when to use the RX Connect Pro tool Access and navigate RX Connect Pro Interpret drug pricing results in RX Connect Pro 	CBT	
N/A	60	Verint/My Time	MCLD – MyAid Verint Access	N/A		Self-Paced	
	60	Avaya 1x	Avaya 1x Job Aid		<ul style="list-style-type: none"> Avaya 1x Phone System 	Self-Paced	
	30	Wrap-Up Q & A					
Hours:	7.00	(7.00 max allowed)					
Day 3							
2910	30	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	
3115	90	Communication Styles	<ul style="list-style-type: none"> Communication Styles PG 	<ul style="list-style-type: none"> Communication Styles PPT 	<ul style="list-style-type: none"> Define the four primary purposes of communication 	VILT	Facilitator will send Session to associates.

				<ul style="list-style-type: none"> • Communication Styles FG • Adapting to Styles HO • Communication Styles Self-Assessment HO • 	<ul style="list-style-type: none"> • Contrast the four communication styles • Explain how to modify your communication style to communicate more effectively with others 		
3116	90	Effective Listening	Effective Listening PG	<ul style="list-style-type: none"> • Effective Listening FG • Effective Listening PPT <p>Effective Listening KEY</p>	<ul style="list-style-type: none"> • Define hearing versus listening • Describe the five effective listening skills • Recognize examples of good effective listening 	VILT	Facilitator will send Session to associates.
N/A	20	Interpreter and Accessibility Services	MyAid MCLD-CM Accessibility Resources		<ul style="list-style-type: none"> • 	Self-paced	
7408	30	Medicaid (MCD) - Substance Use	<ul style="list-style-type: none"> • Medicaid (MCD) - Substance Use CBT 		<ul style="list-style-type: none"> • Describe Substance Use Disorder and its prevalence in different populations • Explain the difference between Addiction and Dependence • Explain Substance Use versus Substance Abuse • List populations to consider • Discuss Community Resources • Describe treatment methods, settings, and level of care 	CBT	
2569	15	NICU – Introduction to Substance Use Disorders (SUDs)	<ul style="list-style-type: none"> • NICU – Introduction to Substance Use Disorders (SUDs) CBT 		<ul style="list-style-type: none"> • Describe the myths surrounding substance use disorders 	CBT	

					<ul style="list-style-type: none"> Identify the symptoms of SUDs when present in a member Recognize how SUDs can manifest with other behavioral health conditions 		
N/A	75	Biopsychosocial Model of Substance-Related and Addictive Disorders	<ul style="list-style-type: none"> Biopsychosocial Model of Substance-Related and Addictive Disorders CBT 		<ul style="list-style-type: none"> Basic information about the various types of drugs that individuals may use, and the stages of addiction An in-depth look at risk factors and treatment options offers both new and seasoned clinicians critical information needed to identify who may be at risk for addiction Detailed guidelines for how to assist clients to engage in the recovery process 	CBT	
	10	Wrap-Up Q & A					Facilitators are available to answer questions.
Hours:		6.00 7.00 max allowed)					

Day 4							
2910	15	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	
	120	Bounce Training: Part 1	<ul style="list-style-type: none"> Material links to be provided by Bounce Facilitator 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Training for the Bounce Program 	VILT	
	30	Medicaid (MCD) – Stages of Development	Medicaid (MCD) – Stages of Development CBT		<ul style="list-style-type: none"> Describe the stages of development 	CBT	

					<ul style="list-style-type: none"> • Explain some physical and behavioral characteristics for each stage <p>Discuss the key factors to monitor with each stage of development</p>		
	30	Medicaid (MCD) - Children and Youth in Foster and Adoption	Medicaid (MCD) - Children and Youth in Foster and Adoption CBT		<ul style="list-style-type: none"> • Explain the reasons why children enter the foster care system • Describe signs of abuse and neglect • Describe the foster care path • List examples of licensed providers • Describe who the child welfare caseworker may direct Humana associates to work with 	CBT	
	30	Medicaid (MCD) - Juvenile Justice	Medicaid (MCD) - Juvenile Justice CBT		<ul style="list-style-type: none"> • Describe the responsibility of the Office of Juvenile Justice • Discuss juvenile ages • Describe the difference in Probation and Parole • Explain reasons someone enters into the juvenile justice system <p>List behavioral health needs that are often unaddressed for a youth in juvenile</p>	CBT	
	30	Medicaid (MCD) - Integrated Model - Fully Integrating PH and BH	Medicaid (MCD) - Integrated Model - Fully Integrating PH and BH CBT		<ul style="list-style-type: none"> • Explain the Integrated Model <p>Describe the levels of care</p>	CBT	

	30	Right Level of Care	Right Level of Care CBT		<ul style="list-style-type: none"> This online course is intended for clinicians who have regular contact with members Its purpose is to equip them to engage members in discussing appropriate levels of care so they're able to seek the right level of care, at the right place, and at the right time <p>It includes a review of some basic communication techniques that can help put members at ease and build their trust</p>	CBT	
	15	MCG Overview	MCG Overview SPG		<ul style="list-style-type: none"> Explain the purpose of MCG Locate MCG resources 	Self-paced	
6745	15	ASAM Criteria Overview	ASAM Criteria Overview CBT		<ul style="list-style-type: none"> Describe what the ASAM criteria are and how they are important Identify how to access the ASAM criteria 	CBT	
N/A	105	Common Substances and Treatment of Substance Use Disorders	<ul style="list-style-type: none"> Common Substances and Treatment of Substance Use Disorders CBT 		<ul style="list-style-type: none"> In this course, interactive lessons and instructive guidelines will teach you about the various models that explain relapse, as well as specific models for relapse prevention programs 	CBT	
	10	Wrap-Up Q & A					Facilitators are available to answer questions.
Hours:	7.00	(7.00 max allowed)					

Day 5

2910	15	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	
	120	Bounce Training: Part 2	<ul style="list-style-type: none"> Material links to be provided by Bounce Facilitator 	N/A	<ul style="list-style-type: none"> Training for the Bounce Program 	VILT	
N/A	160	HAH - IH - Behavioral Health: Assessing Risk and Resources			<ul style="list-style-type: none"> Identify when opportunities are present to discuss behavioral health topics with a member <ul style="list-style-type: none"> Explain the signs and symptoms of behavioral health crisis and some best practices if the member is an imminent danger to themselves or others Explain the signs, symptoms, and treatments of common behavioral health issues such as Depression, Bipolar Disorder, Schizoaffective Disorder and Schizophrenia, and Substance Use Disorder Explain the resources available to our members from their medical care team and the community based upon their unique needs 	Self-Paced	Direct associates to the Learning Center to request the curriculum HAH - IH - Behavioral Health: Assessing Risk and Resources . This 2 hour, 40 minute course offers 2.8 hours of CE credit.
	60	Level 2 – Final Test	<ul style="list-style-type: none"> Medicaid – Clinical Basics New Hire Final Test 	<ul style="list-style-type: none"> Medicaid – Clinical Basics New Hire Final Test KEY 		Self-Paced	
	35	Plus/Delta for the course	N/A	N/A		VILT	
	5	How to Mark Curriculum Complete HO				HO	

	20	Level 1 – Survey				Self-Paced	Available after curriculum is marked complete.
	10	Wrap-Up Q & A					Facilitators are available to answer questions.
Hours:	7.00	(7.00 max allowed)					

Non-Licensed UM Staff

Curriculum Map

LA Medicaid – UM Basics New Hire MAP

Duration

5 days

Curriculum Objectives

- Medicaid – UM Basics New Hire Training introduces new associates to the UM department, processes, tools, and systems they will use in their role.

Eligible Continuing Education (CE) Hours

N/A

Facilitator

MCLD

Event Name

Medicaid – UM Basics New Hire

Pre-Requisites

- Medicaid - New Hire curriculum

Materials Legend

- FG Facilitator Guide
- PG Participant Guide
- PPT PowerPoint presentation
- PLD Plan.Learn.Do.
- SPG Self-Paced Guide
- HO Handout
- JA Job Aid

- CBT Computer Based Training / eLearning
- SB Storyboard *(found in Content Library; only list CBT in this document)*
- KC Knowledge Check *(ungraded assessment with feedback)*
- L1 Level 1 Assessment *(participant feedback survey)*
- L2 Level 2 Assessment *(comprehensive graded assessment)*
- KEY Answer Key

Training Methods Legend

- ILT Instructor Led (on-site facilitated lesson)
- VILT Virtual Instructor Led (online facilitated lesson)
- Self-Paced Self-paced reading, activity, video, or eLearning

Unless otherwise stated in the Notes section, all participant materials are in the HLC Curriculum. Participants access the material there regardless of training method. Facilitators use the ID link.

TIP: Hover over the column headers for instructions on how to use or fill-out each field.

TRAINER CURRICULUM PREP		
When to Complete	Material / Resource to Use	Notes

Prior to Practice in CGX 2.0 QA	<ul style="list-style-type: none"> CGX 2.0 QA environment 	<ul style="list-style-type: none"> Assign practice members to associates in either QA 2 or Training site.
Prior to Day 1	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Prepare to break participants into concurrent learning paths for Physical Health and Behavioral Health, as needed.
Prior to Day 4	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> For the Medicaid UM Case Studies, prepare to support participants in completing practice scenarios for Physical Health or Behavioral Health, as necessary, based on their role.

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Day 1							
1606	40	Welcome to Class	<ul style="list-style-type: none"> Welcome to Class PG 	<ul style="list-style-type: none"> Welcome to Class FG Welcome to class PPT 	<ul style="list-style-type: none"> Complete introductions Review ground rules Access course materials Explain training agenda Answer questions 	VILT	
N/A	40	Systems Check	N/A	Access Check <ul style="list-style-type: none"> Mentor?? CGX 2.0 (Live) CGX 2.0 QA site Veritas??? Market SharePoint OneNote Others systems specified by leadership Relias MCG MCG LMS 	Confirm access to systems listed in Facilitator Material column.	VILT	Test the participant's login for all applications used in the course. Report issues to their leaders and CSS. Facilitator to give new hires access to MCG LMS.
1460	10	HSO - UM Nurse - UM Basics	<ul style="list-style-type: none"> HSO - UM Nurse - UM Basics CBT 		<ul style="list-style-type: none"> The basics of Utilization Management The role of the UM Nurse What clinical guidelines are used How the UM Nurse process aligns with the nursing process 	CBT	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
7409	10	Utilization Management	<ul style="list-style-type: none"> Medicaid (MCD) Utilization Management CBT 		<ul style="list-style-type: none"> Describe Utilization Management Explain the triggers for the Medicaid Prior Authorization List (PAL) Discuss the authorization process 	CBT	
1849	0	How to Access CGX 2.0 Through QA	<ul style="list-style-type: none"> How to Access CGX 2.0 Through QA JA 	<ul style="list-style-type: none"> How to Access CGX 2.0 Through QA JA 	<ul style="list-style-type: none"> Practice in the CGX 2.0 QA site 	JA	*Facilitator will need to assign a practice member to either QA 2 or Training site.
187	20	CGX 2.0 - Introduction to Training Demo			<ul style="list-style-type: none"> Identify the tools used to complete CGX training Describe the purpose of the Clinical Guidance Exchange 2.0 software 	CBT	
442	20	CGX 2.0 - Navigating in CGX 2.0 Demo, Practice, and Quiz		<ul style="list-style-type: none"> Navigating CGX Quiz Key 	<ul style="list-style-type: none"> Navigate CGX 2.0 	CBT	
361	15	CGX 2.0 - Member Banner Demo, Practice, and Quiz		<ul style="list-style-type: none"> Mbr Banner Quiz Key 	<ul style="list-style-type: none"> Customize the CGX 2.0 banner 	CBT	N/A
369	10	CGX 2.0 - My Work Demo, Practice, and Quiz		<ul style="list-style-type: none"> My Work Quiz Key 	<ul style="list-style-type: none"> View My Work Select/view work in queue Move columns Use custom filters 	CBT	
7632	60	Perfect Scenario: Master PAL	<ul style="list-style-type: none"> Perfect Scenario: Master PAL PG Perfect Scenario Master PAL HO 	<ul style="list-style-type: none"> Perfect Scenario Master PAL FG Perfect Scenario Master PAL PPT 	<ul style="list-style-type: none"> Effectively search services and procedures in the Prior Authorization List (PAL) Follow PAL instructions in processing authorization requests 	VILT	
335	10	CGX 2.0 - Member Search and Alerts Demo, Practice, and Quiz		Mbr Search and Alerts Quiz Key	<ul style="list-style-type: none"> Search for a member according to the guidelines set in the CGX 2.0 	CBT	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
					<ul style="list-style-type: none"> Bring member into focus Select a member to display in the banner 		
399	20	CGX 2.0 - Working with Member Information Demo, Practice, and Quiz		Working with Member Information Quiz Key	<ul style="list-style-type: none"> Work with member information and practice 	CBT	
N/A	10	CGX 2.0 Working with Queues	CGX 2.0 Working with Queues JA		<ul style="list-style-type: none"> This is a step by step guide for working with Queues in CGX 2.0 	Self-paced	
620	25	CGX 2.0 - Adding a Temporary Member Demo, Practice, and Quiz		Add Temp Mbr Quiz Key	<ul style="list-style-type: none"> Adding a temporary member Merge temporary member information 	CBT	
N/A	115	Break Outs			<ul style="list-style-type: none"> 	VILT	<p>Depending on your audience needs, break out into sessions for:</p> <ul style="list-style-type: none"> Medicaid – UM Basics PH Breakout Medicaid – UM Basics BH Breakout <p>These are separate curricula in the Learning Center that will require the creation of a separate session for tracking completion. See those curriculum maps for lesson details.</p> <p>After the breakouts, bring participants back together for the SME presentations.</p>
N/A	10	Wrap up for the day			<ul style="list-style-type: none"> Q & A 		
Hours:		6.92 (7.00 max allowed)					

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Day 2							
2910	10	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	
7398	220	MCD Process Flows (Session #1)	N/A	<ul style="list-style-type: none"> MCD Process Flows FG MCD Process Flows PPT 	<ul style="list-style-type: none"> Explain how to successfully navigate in CGX 2.0 Discuss how to navigate to the UM process flows Identify process steps for your role 	VILT	
358	25	CGX 2.0 - Create and Modify an Outpatient Authorization Demo, Practice, and Quiz		Create Mod OP Auth Quiz Key	Build an outpatient auth in CGX	CBT	
322	25	CGX 2.0 - Create and Modify an Inpatient Authorization Demo, Practice, and Quiz		Create and Mod IP Auth Quiz Key	Build an inpatient auth in CGX	CBT	
362	15	CGX 2.0 - Provider Search Demo, Practice, and Quiz		Provider Search Quiz Key	<ul style="list-style-type: none"> Conduct a provider search Add a searched provider to an existing authorization 	CBT	
333	25	CGX 2.0 - Working with Medical Codes Demo, Practice, and Quiz		Work w Med Codes Quiz Key	<ul style="list-style-type: none"> Search for medical codes Assign a medical code to an authorization <p>Recall the total number of medical codes that can be assigned to an authorization</p>	CBT	
494	25	CGX 2.0 - Working with Communication Records Demo, Practice, and Quiz		Working with Comm Records Quiz Key	<ul style="list-style-type: none"> Complete notes Search for and filter notes on a member's file in CGX 2.0 Modify notes and view history 	CBT	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
2881	60	MCD Auth Practice (Inpatient/Outpatient)	<ul style="list-style-type: none"> MDC Inpatient Auth JA MCD Outpatient Auth JA 	MCD Auth Scenarios PPT	<ul style="list-style-type: none"> Build an inpatient authorization Build an outpatient authorization Determine if a provider is in network Identify the best action to take per the business rules Determine if an authorization (auth) is auto-approved Determine if an auth requires a Clinical Review 	VILT	<p>Scenario-based activities for Pre-service Auths.</p> <p>*Check for Duplicate Auths – View Enrollee Auth History.</p>
	10	Wrap up the day			<ul style="list-style-type: none"> Q & A 		
Hours:	6.92	(7.00 max allowed)					

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Day 3							
2910	10	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	
7398	195	MCD Process Flows (Session #2)	N/A	<ul style="list-style-type: none"> MCD Process Flows FG MCD Process Flows PPT 	<ul style="list-style-type: none"> Explain how to successfully navigate in CGX 2.0 Discuss how to navigate to the UM process flows Identify process steps for your role 	VILT	
N/A	25	CGX 2.0 - View An Authorization Demo, Practice, and Quiz		N/A	<ul style="list-style-type: none"> Recall how to view an authorization 	CBT	

366	10	CGX 2.0 - Working with Notes Demo, Practice, and Quiz		<ul style="list-style-type: none"> Working with Notes Quiz Key 	<ul style="list-style-type: none"> Work in the Notes section 	CBT	
271	15	CGX 2.0 - Working with Tasks Demo, Practice, and Quiz		<ul style="list-style-type: none"> Working with Tasks Quiz Key 	<ul style="list-style-type: none"> The tasking process 	CBT	
336	25	CGX 2.0 - Working with Attachments Demo, Practice, and Quiz		<ul style="list-style-type: none"> Working w Attachments Quiz Key 	<ul style="list-style-type: none"> Complete the Clinical Request Info notes Attach a file to an auth 	CBT	
N/A	30	CGX 2.0 - Clinical Reviews Demo, Practice, and Quiz		<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Clinical reviews and consultations 	CBT	
2165	20	CGX 2.0 - Faxing Authorizations Demo, Practice, and Quiz		Faxing Authorizations Quiz Key	Use the fax tool in CGX to fax authorizations	CBT	
496	15	CGX 2.0 - Referring a Clinical Review to the MD Demo, Practice, and Quiz		Referring a Review to the MD Quiz Key		CBT	
2881	60	MCD Auth Practice (Inpatient/Outpatient)	<ul style="list-style-type: none"> MDC Inpatient Auth JA MCD Outpatient Auth JA 	MCD Auth Scenarios PPT	<ul style="list-style-type: none"> Build an inpatient authorization Build an outpatient authorization Determine if a provider is in network Identify the best action to take per the business rules Determine if an authorization (auth) is auto-approved Determine if an auth requires a Clinical Review	VILT	<p>Scenario-based activities for Pre-service Auths.</p> <p>*Check for Duplicate Auths – View Enrollee Auth History.</p>
N/A	10	Wrap-Up			<ul style="list-style-type: none"> Q & A 		
Hours:		6.92 (7.00 max allowed)					

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Day 4							
2910	15	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	
7398	120	MCD Process Flows (Session #3)	N/A	<ul style="list-style-type: none"> MCD Process Flows FG MCD Process Flows PPT 	<ul style="list-style-type: none"> Explain how to successfully navigate in CGX 2.0 Discuss how to navigate to the UM process flows Identify process steps for your role 	VILT	During this lesson we will go over approving the auth, notifying provider, and documenting comm rec for notifying provider.
6898	120	Medicaid UM Case Studies	Medicaid UM Case Studies PG	<ul style="list-style-type: none"> Medicaid UM Case Studies FG 	<ul style="list-style-type: none"> Apply knowledge gained throughout the curriculum Use UM resources and process flows together 	VILT	Associates complete Physical Health or Behavioral Health scenarios based on their role.
2828	60	MCD Determine Timeframes	<ul style="list-style-type: none"> MCD Determine Timeframes PG 	<ul style="list-style-type: none"> MCD Determine Timeframes FG 	<ul style="list-style-type: none"> Define timeframes (per market) to conduct the Utilization Management (UM) Process 	VILT	
2917	40	MCD Notice of Decision	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> MCD Notice of Decision FG MCD Notice of Decision PPT 	<ul style="list-style-type: none"> The process used to Notify the Provider The letter process 	VILT	
7397	45	Letter Writing	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Letter Writing FG Letter Writing PPT 	<ul style="list-style-type: none"> Explain the purpose of Utilization Management (UM) letters Identify types of letters Identify letter writing responsibilities Review letters for alignment to communication and language requirements Distribute letters 	VILT	
N/A	15	Wrap up			<ul style="list-style-type: none"> Q & A 		

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Hours	6.92	(7.00 max allowed)					

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Day 5							
2910	15	Welcome and review of the agenda for the day		<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	
	30	Availity				VILT	
7396	120	Discharge Planning	N/A	<ul style="list-style-type: none"> Discharge Planning FG Discharge Planning PPT 	<ul style="list-style-type: none"> Explain the importance of discharge planning Identify barriers to discharge planning Follow the discharge planning process Identify discharge planning expectations Complete a Discharge Planning Assessment (DPA) 	VILT	
	120	Remediation/Follow-Up/Complete Tasks/System Access Check Follow Up/Wellbeing Break	N/A	N/A			Give associates time to complete any lessons they are still needing to complete, go over any lessons the new hire's are struggling with or have questions about, etc..
	20	Plus/Delta	N/A	N/A		VILT	
	45	Level 2 – Final Test	<ul style="list-style-type: none"> Medicaid – UM Basics New Hire Final Test 	<ul style="list-style-type: none"> Medicaid – UM Basics New Hire Final Test KEY 		Self-Paced	
	5	How to Mark Curriculum Complete HO				HO	
	15	Level 1 - Survey	N/A	N/A		Self-Paced	Available after curriculum is marked complete.
N/A	10	Wrap-Up			<ul style="list-style-type: none"> Q & A 		

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Hours:	6.33	(7.00 max allowed)					

Curriculum Map

LA Medicaid – UM Basics PH Breakout MAP

Non-Licensed UM Staff

Duration	Curriculum Objectives	Eligible Continuing Education (CE) Hours
3 hours	<ul style="list-style-type: none"> Medicaid – UM Basics PH breakout introduces new associates to foundational Physical Health topics. It is completed as part of the Medicaid – UM Basics New Hire training by associates who are responsible for Physical Health utilization management tasks. 	N/A
Event Name	Pre-Requisites	Facilitator
Medicaid – UM Basics PH Breakout	<ul style="list-style-type: none"> Associates must complete the Medicaid - New Hire curriculum 	MCLD

Materials Legend		Training Methods Legend	
FG	Facilitator Guide	CBT	Computer Based Training / eLearning
PG	Participant Guide	SB	Storyboard <i>(found in Content Library; only list CBT in this document)</i>
PPT	PowerPoint presentation	KC	Knowledge Check <i>(ungraded assessment with feedback)</i>
PLD	Plan.Learn.Do.	L1	Level 1 Assessment <i>(participant feedback survey)</i>
SPG	Self-Paced Guide	L2	Level 2 Assessment <i>(comprehensive graded assessment)</i>
HO	Handout	KEY	Answer Key
JA	Job Aid		

Unless otherwise stated in the Notes section, all participant materials are in the HLC Curriculum. Participants access the material there regardless of training method. Facilitators use the ID link.

TIP: Hover over the column headers for instructions on how to use or fill-out each field.

TRAINER CURRICULUM PREP		
When to Complete	Material / Resource to Use	Notes
	•	•

	•	•
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ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Day 1							
226	60	Levels of Care	<ul style="list-style-type: none"> Levels of Care PG 	<ul style="list-style-type: none"> Levels of Care FG Levels of Care PPT 	<ul style="list-style-type: none"> Define different levels of care Demonstrate understanding of differences between levels State how the different levels of care impact members 	VILT	
216	30	Provider Types	<ul style="list-style-type: none"> Provider Types PG 	<ul style="list-style-type: none"> Provider Types FG Provider Types PPT 	<ul style="list-style-type: none"> Define types of providers Explain how each provider type impacts Humana members 	VILT	
	30	Level 2 – Final Test	<ul style="list-style-type: none"> Medicaid – UM Basics PH Breakout Final Test 	<ul style="list-style-type: none"> Medicaid – UM Basics PH Breakout Final Test KEY 		Self-Paced	
	5	How to Mark Curriculum Complete HO				HO	
	10	Level 1 - Survey	N/A	N/A		Self-Paced	Available after curriculum is marked complete.
N/A	15	Wrap up for the day			<ul style="list-style-type: none"> Q & A 		
Hours:	2.50	(7.00 max allowed)					

Curriculum Map

LA Medicaid – UM Basics BH Breakout MAP

Duration 3 hours	Curriculum Objectives <ul style="list-style-type: none"> Medicaid – UM Basics BH breakout introduces new associates to foundational Behavioral Health topics. It is completed as part of the Medicaid – UM Basics New Hire training by associates who are responsible for Behavioral Health utilization management tasks. 	Eligible Continuing Education (CE) Hours N/A Facilitator MCLD
Event Name Medicaid – UM Basics BH Breakout	Pre-Requisites <ul style="list-style-type: none"> Associates must complete the Medicaid - New Hire curriculum 	

Materials Legend		Training Methods Legend	
FG	Facilitator Guide	CBT	Computer Based Training / eLearning
PG	Participant Guide	SB	Storyboard <i>(found in Content Library; only list CBT in this document)</i>
PPT	PowerPoint presentation	KC	Knowledge Check <i>(ungraded assessment with feedback)</i>
PLD	Plan.Learn.Do.	L1	Level 1 Assessment <i>(participant feedback survey)</i>
SPG	Self-Paced Guide	L2	Level 2 Assessment <i>(comprehensive graded assessment)</i>
HO	Handout	KEY	Answer Key
JA	Job Aid		
		ILT	Instructor Led (on-site facilitated lesson)
		VILT	Virtual Instructor Led (online facilitated lesson)
		Self-Paced	Self-paced reading, activity, video, or eLearning

Unless otherwise stated in the Notes section, all participant materials are in the HLC Curriculum. Participants access the material there regardless of training method. Facilitators use the ID link.

TIP: Hover over the column headers for instructions on how to use or fill-out each field.

TRAINER CURRICULUM PREP		
When to Complete	Material / Resource to Use	Notes
	•	•
	•	•

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Day 1							
7573	60	Behavioral Health (BH) Levels of Care	N/A	<ul style="list-style-type: none"> Behavioral Health Levels of Care FG Behavioral Health Levels of Care PPT 	<ul style="list-style-type: none"> Define different levels of care Determine differences between levels Explain how the different levels of care impact members 	VILT	
7574	60	Behavioral Health (BH) Provider Types	N/A	<ul style="list-style-type: none"> Behavioral Health Provider Types FG Behavioral Health Provider Types PPT 	<ul style="list-style-type: none"> Define types of providers Explain how each provider type impacts Humana members 	VILT	
	20	Level 2 – Final Test	<ul style="list-style-type: none"> Medicaid – UM Basics BH Breakout Final Test 	<ul style="list-style-type: none"> Medicaid – UM Basics BH Breakout Final Test 		Self-Paced	
	5	How to Mark Curriculum Complete HO				HO	
	10	Level 1 - Survey	N/A	N/A		Self-Paced	Available after curriculum is marked complete.
N/A	5	Wrap up for the day			<ul style="list-style-type: none"> Q & A 		
Hours:	2.67	(7.00 max allowed)					

Duration 2 Days	Curriculum Objectives <ul style="list-style-type: none"> Medicaid – UM – Clinician New Hire training introduces new associates to the UM clinical reviewer role, processes, and guidelines. 	Eligible Continuing Education (CE) Hours N/A
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Event Name Medicaid – UM – Clinician New Hire	Pre-Requisites <ul style="list-style-type: none"> Medicaid – UM Basics New Hire
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Materials Legend		Training Methods Legend	
FG Facilitator Guide	CBT Computer Based Training / eLearning	ILT Instructor Led (on-site facilitated lesson)	
PG Participant Guide	SB Storyboard <i>(found in Content Library; only list CBT in this document)</i>	VILT Virtual Instructor Led (online facilitated lesson)	
PPT PowerPoint presentation	KC Knowledge Check <i>(ungraded assessment with feedback)</i>	Self-Paced Self-paced reading, activity, video, or eLearning	
PLD Plan.Learn.Do.	L1 Level 1 Assessment <i>(participant feedback survey)</i>		
SPG Self-Paced Guide	L2 Level 2 Assessment <i>(comprehensive graded assessment)</i>		
HO Handout	KEY Answer Key		
JA Job Aid			

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TIP: Hover over the column headers for instructions on how to use or fill-out each field.

TRAINER CURRICULUM PREP		
When to Complete	Material / Resource to Use	Notes
Prior to Day 1	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Ensure leaders are available to meet with associates to discuss their role, team, and processes. Ensure all associates have access to MCG LMS

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training	Notes
Day 1							
1606	10	Welcome to Class	<ul style="list-style-type: none"> Welcome to Class PG 	<ul style="list-style-type: none"> Welcome to Class FG Welcome to class PPT 	<ul style="list-style-type: none"> Complete introductions Review ground rules Access course materials Explain training agenda Answer questions 	VILT	
229	60	Medical Codes	<ul style="list-style-type: none"> Medical Codes PG 	<ul style="list-style-type: none"> Medical Codes FG Medical Codes PPT 	<ul style="list-style-type: none"> Define and search CPT codes Define and search ICD 10 info Define and search for HCPC codes Define and understand proper usage of generic codes 	VILT	
N/A	120	Introduction to Motivational Interviewing			<ul style="list-style-type: none"> The motivational interviewing approach to helping people change and see the crucial importance of matching interventions to individuals' stages of change in order to improve the likelihood of success The principles of MI Skills and techniques that support the primary goals of MI, including establishing rapport, eliciting change talk, and establishing commitment language 	Self-Paced	Direct participants to the Learning Center request the Online Class by Relias Learning: Introduction to Motivational Interviewing
1254	90	Intro to MCG	Intro to MCG PG	<ul style="list-style-type: none"> Intro to MCG PPT Intro to MCG FG MCG Code Key Job Aid 	<ul style="list-style-type: none"> Use the search features to identify the appropriate guideline. 	VILT	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training	Notes
					<ul style="list-style-type: none"> • Interpret the clinical indications for admission. • Determine the correct Goal Length of Stay (GLOS)/ Benchmark Length of Stay (BLOS) • Apply key components of the Optimal Recovery Course to monitor inpatient progression and treatment plan • Interpret and apply the Clinical Indications for Discharge • Identify gaps in outpatient care • Manage specific chronic conditions Provide member education		
N/A	90	MCG LMS Course- Inpatient And Surgical Care				CBT	Make sure associates know how to access the MCG LMS and complete modules. PH associates take this module
N/A	90	MCG LMS Course- Behavioral Health Care				CBT	BH associates take this module
N/A	10	Wrap Up					
Hours: 7.83 (7.00 max allowed)							

Day 2

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training	Notes
2910	30	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	
N/A	60	CGX 2.0- Adding MCG Criteria to Clinical and Post-Acute Clinical Review				CBT	
N/A	60	MCG LMS Course- General Recovery Care				CBT	For PH associates only
N/A	120	MCG LMS Course- Cite Careweb QI				CBT	For Both PH and BH associates
N/A	80	Catch Up/Review Time					
	40	Level 2 – Final Test	<ul style="list-style-type: none"> Medicaid – UM – Clinician New Hire Final Test 	<ul style="list-style-type: none"> Medicaid – UM – Clinician New Hire Final Test KEY 		Self-Paced	
	5	How to Mark Curriculum Complete HO				HO	
	15	Level 1 - Survey	N/A	N/A		Self-Paced	Available after curriculum is marked complete.
	10	Wrap-Up			<ul style="list-style-type: none"> Q & A 	VILT	Facilitators are available to answer questions.
Hours:	7.00	(7.00 max allowed)					

Curriculum Map

LA Medicaid – UM – Clinician PH Breakout MAP

Duration 2 Days	Curriculum Objectives Medicaid – UM – Clinician PH breakout introduces new associates to Physical Health topics. It is completed as part of the Medicaid – UM – Clinician New Hire training by associates who are responsible for Physical Health clinical review tasks.	Eligible Continuing Education (CE) Hours N/A
Event Name Medicaid – UM – Clinician PH Breakout	Pre-Requisites <ul style="list-style-type: none"> Medicaid – UM Basics New Hire 	

Materials Legend		Training Methods Legend	
FG	Facilitator Guide	CBT	Computer Based Training / eLearning
PG	Participant Guide	SB	Storyboard <i>(found in Content Library; only list CBT in this document)</i>
PPT	PowerPoint presentation	KC	Knowledge Check <i>(ungraded assessment with feedback)</i>
PLD	Plan.Learn.Do.	L1	Level 1 Assessment <i>(participant feedback survey)</i>
SPG	Self-Paced Guide	L2	Level 2 Assessment <i>(comprehensive graded assessment)</i>
HO	Handout	KEY	Answer Key
JA	Job Aid		
ILT		ILT	Instructor Led (on-site facilitated lesson)
		VILT	Virtual Instructor Led (online facilitated lesson)
		Self-Paced	Self-paced reading, activity, video, or eLearning

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TIP: Hover over the column headers for instructions on how to use or fill-out each field.

TRAINER CURRICULUM PREP		
When to Complete	Material / Resource to Use	Notes
Prior to Practice in CGX 2.0 QA	<ul style="list-style-type: none"> CGX 2.0 QA environment 	<ul style="list-style-type: none"> Assign practice members to associates in either QA 2 or Training site.
Prior to Day 1	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> For the Medicaid UM Case Studies, prepare to support participants in completing practice scenarios for Physical Health, as necessary, based on their role.

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training	Notes
Day 1							
1606	10	Welcome to Class	<ul style="list-style-type: none"> Welcome to Class PG 	<ul style="list-style-type: none"> Welcome to Class FG Welcome to class PPT 	<ul style="list-style-type: none"> Complete introductions Review ground rules Access course materials Explain training agenda Answer questions 	VILT	
1255	120	Inpatient and Surgical Care	<ul style="list-style-type: none"> Inpatient and Surgical Care PG 	<ul style="list-style-type: none"> Inpatient and Surgical Care FG 	<ul style="list-style-type: none"> Access the ISC guidelines Utilize the search feature Determine if member meets clinical indications for admission Determine patient care on an outpatient basis 	VILT	PH
1256	90	General Recovery Care	<ul style="list-style-type: none"> General Recovery Care PG 	<ul style="list-style-type: none"> General Recovery Care FG 	<ul style="list-style-type: none"> Apply Recovery Milestones to patient's case Identify Benchmark Length of Stay (BLOS) Determine Clinical Indications for Admission to Inpatient Care Navigate to Long-Term Acute Care Hospital (LTACH) Using the General Recovery course, explain patient's length of stay 	VILT	PH
1260	30	Chronic Care	<ul style="list-style-type: none"> Chronic Care PG 	<ul style="list-style-type: none"> Chronic Care FG 	<ul style="list-style-type: none"> Differentiate between High Intensity Disease Management and Low Intensity Disease Management Use the available resources to assess and define member needs 	VILT	PH

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training	Notes
					<ul style="list-style-type: none"> • Provide resource coordination • Educate members on their specific condition • Advocate on behalf of a member 		
	150	CareWeb QI	<ul style="list-style-type: none"> • CareWeb QI PG 	<ul style="list-style-type: none"> • CareWeb QI FG 	<ul style="list-style-type: none"> • Access MCG Guidelines within CareWeb QI • Use an example to conduct a clinical review in CWQI • Add care days for concurrent review 		
	15	Wrap-Up			<ul style="list-style-type: none"> • Q & A 	VILT	
Hours:	6.92	(7.00 max allowed)					

Day 2							
2910	10	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> • Welcome MCD Training PPT 	<ul style="list-style-type: none"> • Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	
6898	260	Medicaid UM Case Studies	<ul style="list-style-type: none"> • Medicaid UM Case Studies PG 	<ul style="list-style-type: none"> • Medicaid UM Case Studies FG 	<ul style="list-style-type: none"> • Apply knowledge gained throughout the curriculum • Use UM resources and process flows together 	VILT	Associates complete Physical Health or Behavioral Health scenarios based on their role.
	30	Wellness Break	N/A	N/A			
	35	Plus/Delta	N/A	N/A		VILT	
	40	Level 2 – Final Test	<ul style="list-style-type: none"> • Medicaid – UM – Clinician PH Breakout Final Test 	<ul style="list-style-type: none"> • Medicaid – UM – Clinician PH Breakout Final Test KEY 		Self-Paced	
	5	How to Mark Curriculum Complete HO				HO	
	20	Level 1 - Survey	N/A	N/A		Self-Paced	Available after curriculum is marked complete.

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training	Notes
	10	Wrap-Up			<ul style="list-style-type: none"> Q & A 	VILT	Facilitators are available to answer questions.
Hours:		6.83 (7.00 max allowed)					

Curriculum Map

LA Medicaid – UM – Clinician BH Breakout MAP

Licensed UM Staff

Duration	Curriculum Objectives	Eligible Continuing Education (CE) Hours
3 Days	<ul style="list-style-type: none"> Medicaid – UM – Clinician BH breakout introduces new associates to Behavioral Health topics. It is completed as part of the Medicaid – UM – Clinician New Hire training by associates who are responsible for Behavioral Health clinical review tasks. 	N/A
Event Name	Pre-Requisites	
Medicaid – UM – Clinician BH Breakout	<ul style="list-style-type: none"> Medicaid – UM Basics New Hire 	

Materials Legend		Training Methods Legend	
FG	Facilitator Guide	CBT	Computer Based Training / eLearning
PG	Participant Guide	SB	Storyboard <i>(found in Content Library; only list CBT in this document)</i>
PPT	PowerPoint presentation	KC	Knowledge Check <i>(ungraded assessment with feedback)</i>
PLD	Plan.Learn.Do.	L1	Level 1 Assessment <i>(participant feedback survey)</i>
SPG	Self-Paced Guide	L2	Level 2 Assessment <i>(comprehensive graded assessment)</i>
HO	Handout	KEY	Answer Key
JA	Job Aid		
ILT		ILT	Instructor Led (on-site facilitated lesson)
		VILT	Virtual Instructor Led (online facilitated lesson)
		Self-Paced	Self-paced reading, activity, video, or eLearning

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TIP: Hover over the column headers for instructions on how to use or fill-out each field.

TRAINER CURRICULUM PREP		
When to Complete	Material / Resource to Use	Notes
Prior to Practice in CGX 2.0 QA	<ul style="list-style-type: none"> CGX 2.0 QA environment 	<ul style="list-style-type: none"> Assign practice members to associates in either QA 2 or Training site.

Prior to Day 1	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> For the Medicaid UM Case Studies, prepare to support participants in completing practice scenarios for Behavioral Health, as necessary, based on their role.
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ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training	Notes
Day 1							
1606	10	Welcome to Class	<ul style="list-style-type: none"> Welcome to Class PG 	<ul style="list-style-type: none"> Welcome to Class FG Welcome to class PPT 	<ul style="list-style-type: none"> Complete introductions Review ground rules Access course materials Explain training agenda Answer questions 	VILT	
3487	120	BH MCG Criteria	<ul style="list-style-type: none"> BH MCG Criteria PG BH MCG Criteria Depression HO BH MCG Criteria Anorexia Nervosa HO 	<ul style="list-style-type: none"> BH MCG Criteria FG BH MCG Criteria PPT BH MCG Criteria Anorexia Nervosa Case Study Answer Key 	<ul style="list-style-type: none"> Make use of the search features to identify the appropriate guideline Interpret the clinical indications for admission Determine the correct Goal Length of Stay (GLOS) Apply key components of the Optimal Recovery Course to monitor inpatient progression and treatment plan Interpret and apply the Clinical Indications for Discharge 	VILT	
	150	CareWeb QI	CareWeb QI PG	CareWeb QI FG	<ul style="list-style-type: none"> Access MCG Guidelines within CareWeb QI Use an example to conduct a clinical review in CWQI Add care days for concurrent review 		

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training	Notes
7737	120	Behavioral Health Assessment Overview	<ul style="list-style-type: none"> Behavioral Health Assessment Resources HO 	<ul style="list-style-type: none"> Behavioral Health Assessment Overview FG Behavioral Health Assessment Overview PPT 	<ul style="list-style-type: none"> Explain the purpose of different Behavioral Health assessments Explain how Behavioral Health assessments are used in medical necessity reviews 	VILT	
	15	Wrap-Up			<ul style="list-style-type: none"> Q & A 	VILT	
Hours:	6.92	(7.00 max allowed)					

Day 2							
2910	10	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	
6746	155	ASAM Dimensions of Care	<ul style="list-style-type: none"> ASAM Dimensions of Care PG 	<ul style="list-style-type: none"> ASAM Dimensions of Care FG ASAM Dimensions of Care PPT 	<ul style="list-style-type: none"> Identify withdrawal risks for substance abuse patients List substances requiring detox Recall medical and psychiatric complications that may occur in substance abuse patients Evaluate a substance abuse patient's readiness to change, recovery environment, and relapse potential 	VILT	
6747	90	ASAM Levels of Care	<ul style="list-style-type: none"> ASAM Levels of Care PG 	<ul style="list-style-type: none"> ASAM Levels of Care FG ASAM Levels of Care PPT 	<ul style="list-style-type: none"> Evaluate and apply the appropriate level of care for substance abuse patients 	VILT	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training	Notes
	30	ASAM Criteria Final Test	<ul style="list-style-type: none"> Medicaid - ASAM Criteria Final Test 	<ul style="list-style-type: none"> ASAM Criteria Final Test KEY 			
6898	120	Medicaid UM Case Studies	<ul style="list-style-type: none"> Medicaid UM Case Studies PG 	<ul style="list-style-type: none"> Medicaid UM Case Studies FG 	<ul style="list-style-type: none"> Apply knowledge gained throughout the Medicaid Utilization Management (UM) training curriculum Use UM resources and process flows together 	VILT	Associates complete Physical Health or Behavioral Health scenarios based on their role.
	10	Wrap-Up			<ul style="list-style-type: none"> Q & A 	VILT	
Hours:		6.92	(7.00 max allowed)				

Day 3							
2910	15	Welcome and review of the agenda for the day	N/A	<ul style="list-style-type: none"> Welcome MCD Training PPT 	<ul style="list-style-type: none"> Icebreaker, recap prior day learning, answer questions, discuss plan for the day 	VILT	
7530	120	BH UM PODS ASAM Supplemental	<ul style="list-style-type: none"> ASAM Cheat Sheet for Training HO ASAM Clinical Review Template HO CGX to Focus Criteria HO 	<ul style="list-style-type: none"> BH UM PODS ASAM Supplemental FG BH UM PODS ASAM Supplemental PPT 	<ul style="list-style-type: none"> Use internal documents to determine ASAM levels of care Update the ASAM criteria in CGX 	VILT	
6898	160	Medicaid UM Case Studies	<ul style="list-style-type: none"> Medicaid UM Case Studies PG 	<ul style="list-style-type: none"> Medicaid UM Case Studies FG 	<ul style="list-style-type: none"> Apply knowledge gained throughout the Medicaid Utilization Management (UM) training curriculum Use UM resources and process flows together 	VILT	
	30	Wellness Break	N/A	N/A			
	15	Plus/Delta	N/A	N/A		VILT	
	25	Level 2 – Final Test	<ul style="list-style-type: none"> Medicaid – UM – Clinician BH Breakout Final Test 	<ul style="list-style-type: none"> Medicaid – UM – Clinician BH Breakout Final Test KEY 		Self-Paced	

	5	How to Mark Curriculum Complete HO				HO	
	20	Level 1 - Survey	N/A	N/A		Self-Paced	Available after curriculum is marked complete.
	20	Wrap-Up			• Q & A	VILT	Facilitators are available to answer questions.
Hours:	6.83	(7.00 max allowed)					

All New Hire Staff

Agenda

LA Medicaid – Market Course UM

Duration	Curriculum Objectives	Eligible Continuing Education (CE) Hours
8.5 hours	<ul style="list-style-type: none"> Introduce Market specific procedures and concepts. 	N/A

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Day 1							
N/A	60	State Clinical Resource Review			<ul style="list-style-type: none"> Introduce associates to the tools that support their daily work, including state OneNote or SharePoint site, as appropriate Access resources Demonstrate where to find workflows, processes, procedures, templates, job aids, handbooks, and other important resources 	SME presentation	
N/A	70	State Specific Topics			Review state-specific topics, including queues, requirements, privacy, exceptions, EVV, community resource tool, etc.	SME presentation	
N/A	30	Processing Out of Network Requests and Letters of Agreement (LOA)				SME presentation	
N/A	30	Peer-to-Peer (P2P) Process				SME presentation	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
N/A	60	State-specific Critical Incident and Risk Reporting				SME presentation	
N/A	30	Transition of Care				SME presentation	
N/A	60	A Day in the Life of a PH UM Reviewer			Review flow of daily tasks and walk through of UM Clinician duties, such as: <ul style="list-style-type: none"> • Working queues • Inpatient workflow • Outpatient workflow • Requesting Census • Requesting, receiving, and attaching clinicals • Building authorizations • Reviewing clinical information • Making notifications Using shared email	SME presentation	
N/A	60	A Day in the Life of a BH UM Reviewer			Review flow of daily tasks and walk through of UM Clinician duties, such as: <ul style="list-style-type: none"> • Working queues • Inpatient workflow • Outpatient workflow • Requesting Census • Requesting, receiving, and attaching clinicals • Building authorizations • Reviewing clinical information • Making notifications Using shared email	SME presentation	
N/A	60	State-specific ASAM application and documentation				SME presentation	

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
N/A	60	State-specific BH assessment application and documentation				SME presentation	
Hours:		8.67 (7.00 max allowed)					

Non-Licensed Staff

Agenda

LA Medicaid – UM Coordinator

Duration	Curriculum Objectives	Eligible Continuing Education (CE) Hours
1 Day	<ul style="list-style-type: none"> Introduce new associates to daily UM Coordinator tasks. 	N/A Facilitator Market Market MCLD Facilitator MCLD

ID	Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Day 1							
N/A	90	A Day in the Life of a UM Coordinator	N/A	N/A	Review flow of daily tasks and walk through of UM Coordinator duties, including:	SME presentation	

					<ul style="list-style-type: none"> Monitoring UM queues and volume Adjusting authorization details and looking for errors Assigning authorizations and tasks Inpatient workflow Outpatient workflow Requesting Census Requesting, receiving, and attaching clinicals Building authorizations Pulling clinical information Using shared email Coordinating on, submitting letters, and documenting letters 		
	60	Altruista Overview				SME presentation	<i>If applicable</i>
N/A	270	Scenario Practice	N/A	N/A	SME or Leader demonstrates, observes, and provides feedback on completion of common tasks with scenario practice	SME/Leader	
Hours:	6.00	(1.00 max allowed)					

LA

Curriculum Map – MCLD – CM/UM – Louisiana State Specific Vendors and Resources

Duration
1-2 days

Curriculum Objectives
This blended state specific training introduces new associates to state vendors and resources to enhance clinical management.

Event Name
MCLD – CM – State Specific Vendors and Resources

Pre-Requisites
Associates must complete the MCLD – New Hire and MCLD – Clinical Basics curriculums

Materials Legend		Training Methods Legend	
FG	Facilitator Guide	CBT	Computer Based Training / eLearning
PG	Participant Guide	SB	Storyboard (<i>found in Content Library; only list CBT in this</i>)
PPT	PowerPoint Presentation	KC	Knowledge Check (<i>ungraded assessment with feedback</i>)
PLD	Plan.Learn.Do	L1	Level 1 Assessment (<i>participant feedback survey</i>)
SPG	Self-Paced Guide	L2	Level 2 Assessment (<i>comprehensive graded assessment</i>)
HO	Handout	KEY	Answer Key
JA	JobAid		
VILT	Instructor Led (on-site facilitated lesson)		
VILT	Virtual Instructor Led (online facilitated lesson)		
SP	Self-paced reading, activity, video or e-learning		

TRAINER CURRICULUM PREP		
When to Complete	Material / Resource to Use	Notes
Prior to Day 2	N/A	Ensure SME's are scheduled to present

Duration	Lesson Name	Participant Material	Facilitator Material	Lesson Objectives	Training Method	Notes
Day 1						
45	Welcome to Class Additional Onboarding Information: <ul style="list-style-type: none"> MapMyDrive; Udrive; OneDrive Warm Transfer Process Member PHI/POA 	Welcome to class PG	<ul style="list-style-type: none"> Welcome to Class FG MCLD-GC PHI/POA/ROI (?)	<ul style="list-style-type: none"> Complete introductions 	VILT VILT	CM/UM
60	G&A Presentation				SME Presentation	CM & UM
	KidsHealth			<ul style="list-style-type: none"> KidsHealth provides family friendly information to families and children 	VILT	CM & UM
60	Transportation <ul style="list-style-type: none"> MediTrans State Specific Resource 			<ul style="list-style-type: none"> Meditrans - Provider all State non-emergent medical transportation services as well as our VAB transportation. 	VILT	CM & UM
60	SDOH Platform: FindHelp			<ul style="list-style-type: none"> SDOH Close Loop Referral and management of community based organization 	VILT	CM & UM

		Highlight and Demo Resource Location CM & UM <ul style="list-style-type: none"> • DentaQuest • Superior Vision • Tivity 			<ul style="list-style-type: none"> • DentaQuest - Dental • Superior Vision- Vision including Optometry and Ophthalmology Svcs • Tivity- Administration of Supplemental Benefit Claims Administration, Processing and Coverage Adjudication Claims Review Clinical Health Services Credentialing Network Management Utilization Management/Chiropractic benefits 	VILT	CM & UM
	90	Care Management Resources	All of CM	<ul style="list-style-type: none"> • Resources Tool • CareNet 24H Nurse line (NAL & Ext Vendor) tool & pres • VABs Tool 	<ul style="list-style-type: none"> • Identify other Humana resources (Interpreter line, VOA, 24h Nurse Line, statewide BH crisis line, Social support services housing/electric, member assistance programs) • Recall how Member Services provides support to: Review ID Cards, Member address change, PCP change, Benefit questions, Dental benefits, Vision benefits • Compare and Contrast Internal NAL and CareNet (external NAL) 	VILT	
		Demos: <ul style="list-style-type: none"> • Pacify • RX Connect • VIDA • Zanes 				SME Presentation	CM
		Review and Highlight Resource Location <ul style="list-style-type: none"> • Mom'sMeals • ViaLink • YMCA • SPH Analytics • Tracfone • iCario • GED Works • Horizon Research • Go365 Member Incentives 			<ul style="list-style-type: none"> • Mom's Meals – Meal's Program • ViaLink- Behavioral Health Crisis Line; "Behavioral Health Customer Service" • YMCA- Gym Membership-Free one year membership at participating YMCA, and swimming lessons • SPH Analytics- Annual Behavioral Health Member Survey, Annual Provider Survey • Tracfone- Provides free smartphone, charger, Instructions; Provides limited minutes and limited data; Provides unlimited messaging and unlimited calls to Plan • iCario- Quality Campaigns; Welcome call program • GED Works- A program to help enrollees get their GED, including an assigned, bilingual advisor, study materials, unlimited practice tests, and a test pass guarantee, where the student can take the test as many times as required in order to pass. • Horizon Research- CM/DM Satisfaction Surveys 	VILT	UM

		Review and Highlight Resource Location • New Century Health			• New Century Health- Chemo drug review and pre-authorization service		
		Focus Health			• BH UM Second Level Reviews • Peer to Peer reviews	VILT	UM
		Go365			Health Rewards Program	SPG	CM/UM
		Humana Pharmacy			• Drug Utilization Review, Member Pharmaceutical Counseling, and Education Prescription Drug Fulfillment	SPG	CM/UM
	40	Plus/Delta				VILT	CM/UM
	60	Final Test	Medicaid- CM Basics New Hire Final Test	Medicaid- CM Basics New Hire Final Test KEY		Self-Paced	
	5	How to Mark Curriculum Complete HO				HO	
	15	Level 1 Survey	n/a	n/a		Self-Paced	Available after curriculum is marked complete
	15	Wrap Up the day			Q&A	VILT	
Hours:	7.50	(7.00 max allowed)					