

1. Welcome

1.1 eCare NEXT

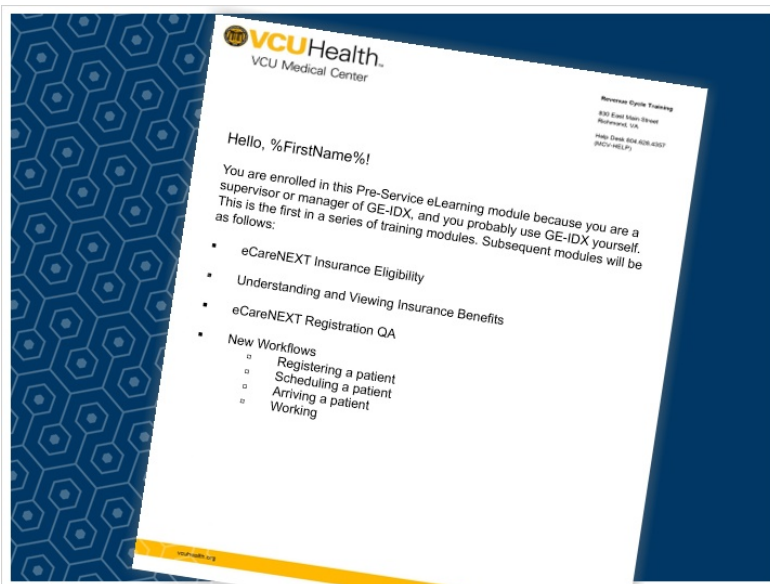
The screenshot displays a web-based training module interface. On the left is a dark sidebar with the VCU Health logo at the top. Below the logo are navigation options: 'MENU GLOSSARY NOTES'. A 'Welcome' dropdown menu is open, listing items such as 'eCare NEXT' (with a checkmark), 'Welcome!', 'Instructions', 'Preflight Checks', 'Your Learning Objectives', 'Focus: The Patient Experience', 'Success Standards', and 'The New Work Flow'. The main content area features a video player with a play button and a volume icon. The video shows an aerial night view of a city with the text 'eCare NEXT' overlaid, along with input fields for 'First Name' and 'Last Name'. The top right of the interface has a 'RESOURCES' link. The browser address bar shows 'Vision_eCareNEXT_Pre_Service'.

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Instructional design sample by Margaret Snagg. VCU Health mandatory training module for healthcare employees with a stake in the revenue cycle of patient visits, admission, discharge, billing and Experian insurance verification. VCU Health is a healthcare system for a 1,125-bed health system to support over 200 specialty areas including organ transplantation, head and spinal cord trauma, burn healing, cancer treatment and burn trauma center. Level 2 Analyst for department Help Desk (Cerner and GE-IDX)—included end user security tracking and performance recordkeeping.



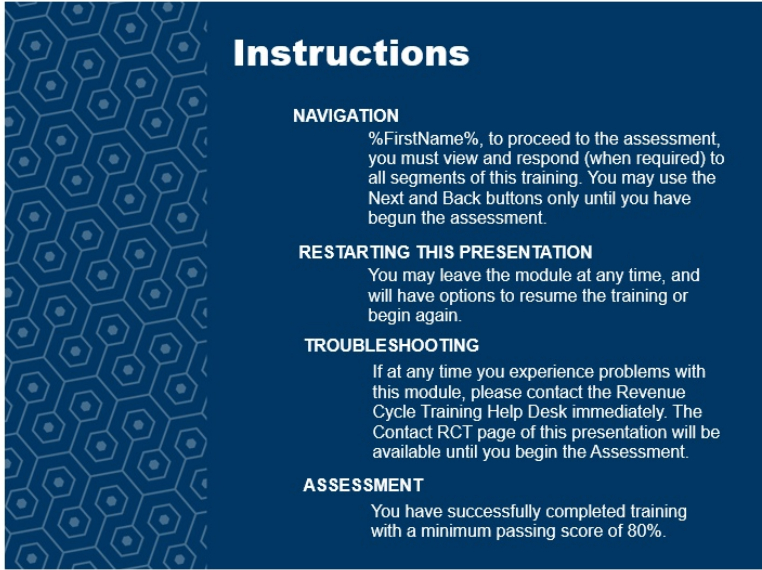
1.2 Welcome!



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1.3 Instructions



Instructions

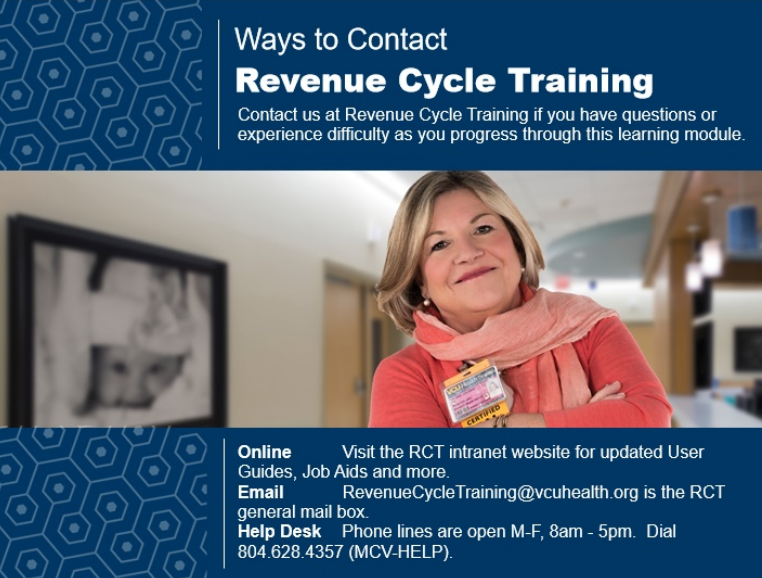
NAVIGATION
%FirstName%, to proceed to the assessment, you must view and respond (when required) to all segments of this training. You may use the Next and Back buttons only until you have begun the assessment.

RESTARTING THIS PRESENTATION
You may leave the module at any time, and will have options to resume the training or begin again.

TROUBLESHOOTING
If at any time you experience problems with this module, please contact the Revenue Cycle Training Help Desk immediately. The Contact RCT page of this presentation will be available until you begin the Assessment.


ASSESSMENT
You have successfully completed training with a minimum passing score of 80%.

1.4 Contact RCT



Ways to Contact Revenue Cycle Training

Contact us at Revenue Cycle Training if you have questions or experience difficulty as you progress through this learning module.



Online Visit the RCT intranet website for updated User Guides, Job Aids and more.
Email RevenueCycleTraining@vcuhealth.org is the RCT general mail box.
Help Desk Phone lines are open M-F, 8am - 5pm. Dial 804.628.4357 (MCV-HELP).





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1.5 Preflight Checks

Preflight Checks

Before we launch this presentation for you, check off this preflight list to let us know you're ready to get started.

- My **speakers** are working, or I prefer to read this presentation.  *Click the image to conduct an audio test.*
- Tips and important information** appear in call out boxes. 
- When I see **pulsing markers** like this one, I know to click on them for critical information. 
- When I see **email icons** like this one, I can click on them at critical points in the presentation to email my questions to Revenue Cycle Training. Sure, go ahead and test this one. 

1.6 Your Learning Objectives

%FirstName%'s Learning Objectives

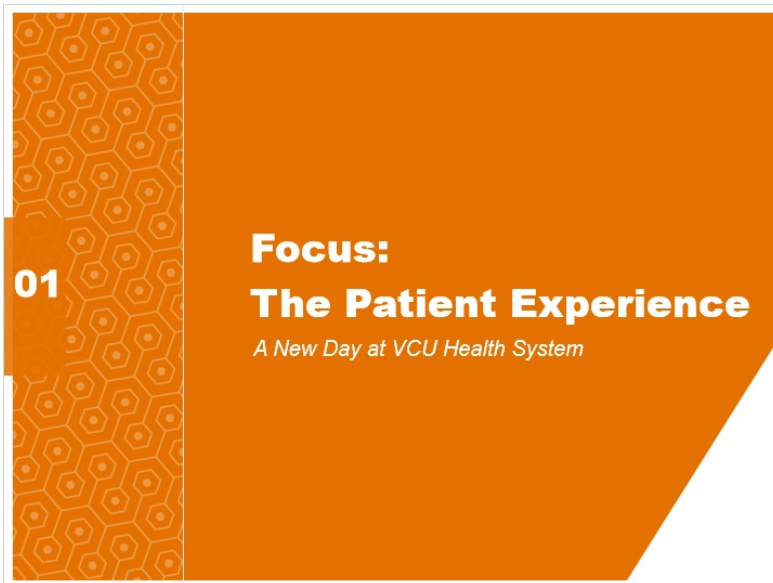
01 Focus: The Patient Experience	02 Focus: Success Standards	03 Experian eCare NEXT	04 Assessment
01. A New Day Find out about The New Day at VCU Health System. <i>What's the driving force behind it all?</i>	02. Service Beyond the Science Using an insurance verification tool, our patient's experience can only get better. <i>What does 'successful patient experience' mean in the revenue cycle?</i>	03. A New Tool You already use GE-IDX and Cerner. Enter eCare NEXT. <i>How does this new tool from Experian interface with the tools we already use for patient access?</i>	04. Knowledge Check Once you know what to expect from The New Day, you'll be prepared to support your team with leadership and positive reinforcement. <i>Let's get started!</i>

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2. The Patient Experience

2.1 Focus: The Patient Experience



2.2 Success Standards



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2.3 The New Work Flow



2.4 Memory Challenge 1

(Pick Many, 10 points, 2 attempts permitted)

MEMORY CHALLENGE 1

Click to select all that apply to complete the following statement:

Coordinated operational processes will move the organization to...

- A patient satisfaction
- B minimize the loss of revenue
- C best practices in all areas
- D enormous loss of revenue

Correct Choice

X Choice A

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	Choice B
X	Choice C
X	Choice D

Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

You did not select the correct responses.

2.5 Memory Challenge 2

(Pick Many, 10 points, 2 attempts permitted)

MEMORY CHALLENGE 2

Click to select the correct pair of answers to complete the statement:

By following the same standards and processes, there is less chance for _____ and _____ outcomes.

Correct	Choice
X	Choice A
	Choice B

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X	Choice C
X	Choice D

Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

You did not select the correct response.

2.6 Benefits of eCare NEXT

(Drag and Drop, 10 points, 2 attempts permitted)

Benefits of eCARE NEXT

Even these guys heard the news about eCare NEXT!

Click and drag to pack all the eCare NEXT benefits into the box, then use the check mark to proceed.

- empowers staff to work more efficiently and accurately
- 75% of patients are monitored through this system of insurance eligibility
- proactive identification of insurance coverage issues
- reduces insurance errors in our operating system
- tracks individual performance
- increases payment delays
- decreases patient satisfaction
- improves cash flow

The infographic features a photograph of two children in a playroom. One child is sitting inside a large cardboard box with a cutout for their face, while another child stands nearby. A separate cardboard box with the 'eCare NEXT' logo is also visible.

Drag Item	Drop Target
Group	Picture 2
2	

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Group 8	Picture 2
Group 3	Picture 2
Group 6	
Group 5	Picture 2
Group 7	Picture 2
improves cash flow	Picture 2
Group 4	

Drag and drop properties
Return item to start point if dropped outside the correct drop target
Snap dropped items to drop target (Free)
Delay item drop states until interaction is submitted

Feedback when correct:

That's right! You selected the correct response.

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Feedback when incorrect:

You did not select the correct responses.

3. Success Standards

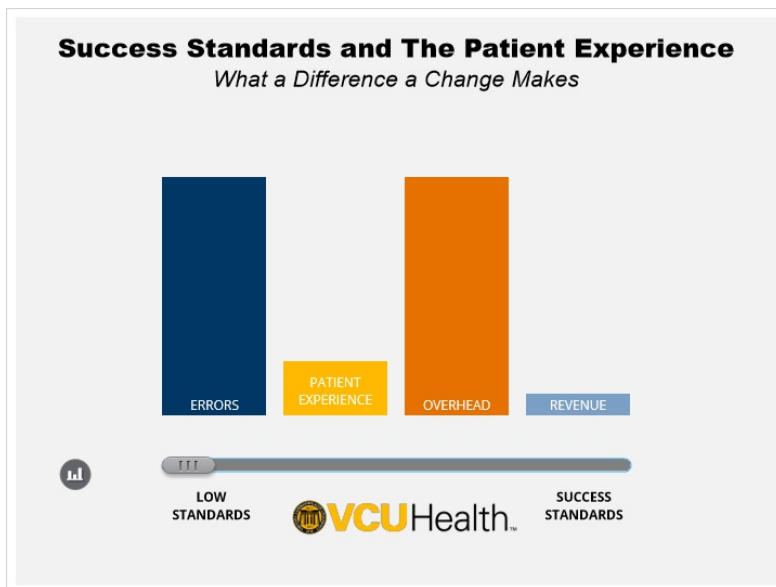
3.1 Focus: Success Standards



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3.2 The Road to Revenue



3.3 Success Standards for VCU HS

The New Day at VCU Health System
Success Standards for VCU Health System

PROVIDER/ CLINICAL STAFF

This new process allows for an improved clinic throughput, reduced call volume in the clinic, and reduced arrival time processing for staff. Patients are at the center of the process change.

THE POWER OF REPORTING

eCare Next provides a powerful reporting system that provides insight into workflows, productivity, and financial results for VCU Health.

Users can proactively identify and address issues that negatively impact workflows, payment posting, and patient billing. All registration staff will have a scorecard that highlights both strengths and areas for improvement.

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3.4 Success Standards for Patients

The Improved Patient Experience *Success Standards and the Patient Experience*

PATIENT EXPERIENCE

Being diligent in gathering patient information in an efficient manner, completing all data elements in GE-IDX, is essential to patient care and the revenue cycle. All visit information is the foundation for invoicing and clinical orders.

If this information is not gathered accurately and efficiently, it will impact other systems that rely on the GE-IDX system.

Once all information is gathered from the patient, the Fast Track arrival process is easy, with fewer repeated processes. Patients arrive with a clear understanding of their financial obligations, fewer appointments are missed or rescheduled, leaving the patient with improved satisfaction here at VCU Health.



3.5 Success Standards for Revenue

eCare NEXT

Success Standards and the Revenue Cycle Experience

REVENUE

The Revenue Cycle begins when the patient seeks access for care, and follows the patient through the collection of revenue for services rendered. If patients are satisfied with the health care they receive, they will return. If patients are satisfied with how their bills are handled, they will return.



Your job is to assist with reducing the initial denials and write-offs. To do this, you must make sure that all patient information is accurately collected in the GE-IDX system and by utilizing the eCare NEXT system for eligibility of benefits. By doing this, self-pay conversations and patient obligation statements will increase, making the patient more aware of their obligations for services rendered at VCU Health.




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3.6 Barriers to the Revenue Cycle

5 Barriers to the Revenue Cycle
Success Standards and the Revenue Cycle Experience


- Poor search methods resulting in duplicate records
- Poor search methods resulting in incorrect patient access
- Incomplete or incorrect insurance information
- Incomplete or incorrect patient demographic information
- Incomplete or incorrect visit information



3.7 Accuracy is Essential

Focus: Accuracy is Essential
Improved Data Quality

Accuracy is essential to patient care and the billing process.



Improved data quality means we spend less time and money identifying and updating incorrect and incomplete patient information.

Have the student place the chart in the correct order.. Then once in order – have the improved data quality... statement roll in.

3.8 Memory Challenge 3

(Pick Many, 10 points, 2 attempts permitted)

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MEMORY CHALLENGE 3

Click all of the following are needed for the revenue cycle to flow consistently and without issues from start to finish (bills go out):



Correct	Choice
X	A
	B
X	C
X	D

Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

You did not select the correct response.

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4. eCare NEXT

4.1 eCare NEXT



4.2 The Details

eCare NEXT: The Details

experian.
health

What exactly is eCare NEXT and how does it fit in the Revenue Cycle process?
We now have a new tool to help you do this! eCare NEXT will better engage patients at the point of service, providing higher satisfaction for their experience here at VCU Health.
eCare Next is a system that allows users to continuously and automatically correct registration errors, in real time, that slow down the billing process.
As a GE-IDX user, your accuracy with the patient registration and scheduling process will prevent costly claim denials and unnecessary re-working of others in the billing office.
When patients and providers are immediately aware of insurance coverage, co-pays, and deductibles at the time of service, the organization will experience fewer payment delays, less confusion, and minimal need for follow-ups from the billing office staff.

The image shows a presentation slide with a light blue background. At the top right, there is a logo for 'experian. health' with a small grid of colored squares. Below the logo, there is a photograph of a desk with a laptop, a stethoscope, a notebook, and a coffee cup. The text on the slide is arranged in a column on the left side, with the title 'eCare NEXT: The Details' at the top.

4.3 14 Solid Benefits of eCare NEXT

(Pick Many, 10 points, 1 attempt permitted)

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14 Solid Benefits of eCare NEXT

All insurance plans are available for real time eligibility through eCare Next. This means that all insurance plans/payers can be accessed for every patient to check their eligibility status.

A Real Solution



Experian Health's patented system designed to create a more efficient, accurate, and productive user and patient experience.



Correct Choice

Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

You did not select the correct response.

4.4 Benefits

(Drag and Drop, 10 points, 1 attempt permitted)

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Explore the benefits of eCare NEXT to VCU Health...efficiency, empowerment, performance tracking and monitoring capabilities.



Drag Item

Drop Target

Drag and drop properties

Snap dropped items to drop target (Stack random)

Delay item drop states until interaction is submitted

Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

You did not select the correct response.

4.5 Benefits

(Drag and Drop, 10 points, 1 attempt permitted)

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Benefits Drag each benefit of eCare NEXT to the table to complete the table.

With eCare Next... VCU Health Ensure 100% of our patients are monitored, as insurance eligibility performed on all pre-registered registered visits.

- Increase patient satisfaction
- Proactively identify and address coverage issues up-front
- Avoid plan-based issues
- Increase efficiency and productivity
- Reduce payment delays and improve cash flow
- Reduce insurance errors

Drag Item	Drop Target
Increase patient satisfaction	Table 1
Proactively identify and address coverage issues up-front	Table 1
Avoid plan-based issues	Table 1
Increase efficiency and productivity	Table 1
Reduce payment delays and improve cash flow	Table 1
Reduce insurance errors	Table 1

Drag and drop properties
Snap dropped items to drop target (Stack random)

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Delay item drop states until interaction is submitted

Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

You did not select the correct response.

4.6 Features

Features

All insurance plans are available for real time eligibility through eCare Next. This means that all insurance plans/payers can be accessed for every patient to check their eligibility status. (Make the Awesome flash on the screen)

The Power of Reporting
eCare Next provides a powerful reporting system that provides insight into workflows, productivity, and financial results for VCU Health. Users can proactively identify and address issues that negatively impact workflows, payment posting, and patient billing. All registration staff will have a scorecard that highlights both strengths and areas for improvement.

4.7 Memory Challenge 4

(Pick Many, 10 points, 2 attempts permitted)

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MEMORY CHALLENGE 4

This is a freeform pick many question type designed to look like a multiple response question. You can quickly change the correct answers (A-E) in Form View, and you can make your changes to the text here in Slide View.



Click all of the following are needed for the revenue cycle to flow consistently and without issues from start to finish (do not go out):

- Correct patient insurance information in GE-IDX
- Correct patient demographic information in GE-IDX
- Multiple records in GE-IDX to verify patient

Correct	Choice
X	Choice A
	Choice B
X	Choice C
	Choice D
	Choice E

Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

You did not select the correct response.

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4.8 How You'll Use eCare NEXT

How will you use eCare NEXT?

What's expected of you?

You must follow the Success Standards:

1. Enter all critical data elements into the GE-IDX system for EACH PATIENT. Verify with the patient that the data is accurate.
2. Check the patient's insurance eligibility and all authorizations have been completed.
3. Be sure the patient has a clear understanding of their financial obligations and provide the proper resources to the patient for a path to resolving their financial struggles with health care.
4. When the patient arrives, complete all steps necessary on the arrival dashboard and correct any errors or deficiencies in the patient's information.



4.9 The Patient Experience

The Patient Experience

It's the responsibility of all VCU Health staff support and enhance the access for patients to receive medical services at VCU Health, regardless of the setting: hospital outpatient and inpatient, ambulatory, clinics, or offsite business offices.



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4.10 Simulation

Simulations

Find out from Heather if there is a simulation to be had for this at the Pre-Service level. This might also be a place to enter a pre-reg form for anyone interested in risk-free simulations. Require an email address and go from there.



4.11 5-Point Review

5-Point Review

&FirstName%, reflect on the knowledge areas below to prepare for the Assessment portion of this learning module. Hover over each for thought leadership questions.

If you need to review information, use the vertical toolbar to revisit a section. You may also use the Search tool for specific key terms.

01. Patient Experience Values
02. Stakeholders: Role and Effect
03. VCU Health Revenue: Impact
04. eCare NEXT: The Vision
05. eCare NEXT Benefits & Features



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5. Assessment



5.1 Assessment

02

%FirstName%'s Assessment

Are you ready to begin?

Great!
Click next to begin the assessment, or use the content menu to review any section of this module. You will not be able to review the module once you begin the assessment. A passing score is 80% or higher.

5.2 Assessment Instructions

Assessment Instructions


Navigation
%FirstName%, to proceed to the assessment, you must view and respond (when required) to all segments of this training. You may use the Next and Back buttons only until you have begun the assessment.

Troubleshooting
%FirstName%, if at any time you experience problems with this module, please contact the Revenue Cycle Training Help Desk immediately: 804.628.4357 (MCV-HELP).

Restarting this Module
You may leave the module at any time, and will have options to resume the training or begin again.

Assessment
You have successfully completed training with a minimum passing score of 80%.

Course Duration
Approximately 30 minutes.

 **YOU WILL NOT BE ABLE TO RETURN TO THE LEARNING MODULE ONCE YOU BEGIN THE ASSESSMENT.**

5.3 %FirstName%'s Assessment Results

(Results Slide, 0 points, 1 attempt permitted)

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%FirstName%'s Assessment Results

Your Score	Passing Score
%Results%	%Results%
%	%
Review Quiz	Print Results Retry Quiz

5.4 Survey

(Likert Scale, 0 points, 1 attempt permitted)

Survey Question

%FirstName%, select your response to each survey item below. Click the Submit button to send us your response.

	1	2	3	4	5
Place your first survey prompt here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place your second survey prompt here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place your third survey prompt here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place your fourth survey prompt here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place your fifth survey prompt here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Place your first survey prompt here.					
Place your second survey prompt here.					
Place your third survey prompt here.					
Place your fourth survey prompt here.					
Place your fifth survey prompt here.					

Feedback:

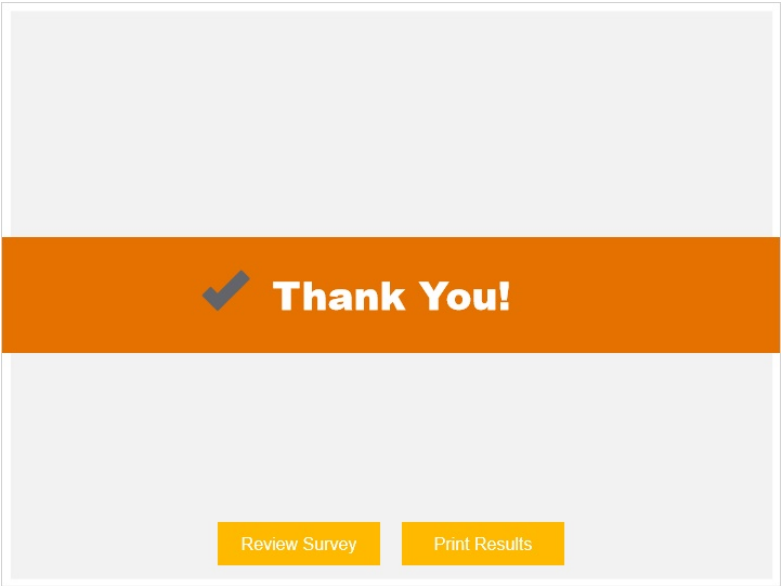
Thank you for your response.

5.5 Thank You!

(Results Slide, 0 points, 1 attempt permitted)

Downloadable at <https://talonsconsulting.com/360>

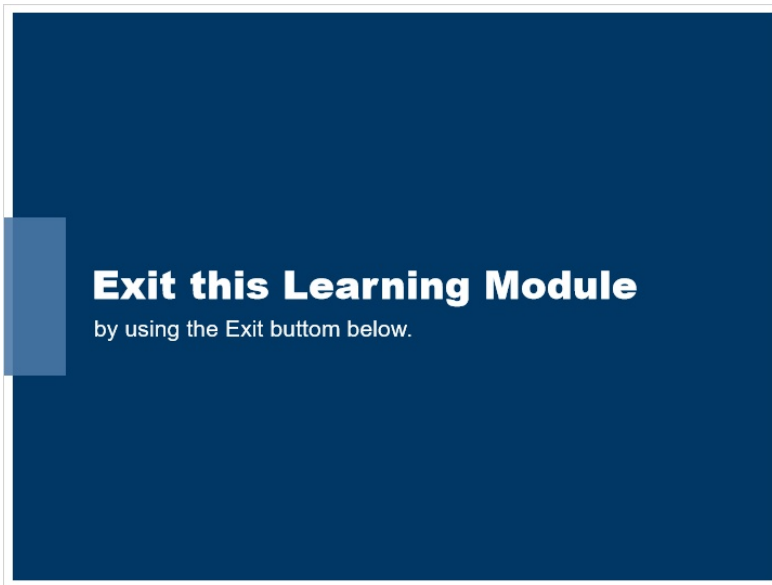
Instructional design sample by Margaret Snagg. VCU Health mandatory training module for healthcare employees with a stake in the revenue cycle of patient visits, admission, discharge, billing and Experian insurance verification. VCU Health is a healthcare system for a 1,125-bed health system to support over 200 specialty areas including organ transplantation, head and spinal cord trauma, burn healing, cancer treatment and burn trauma center. Level 2 Analyst for department Help Desk (Cerner and GE-IDX)—included end user security tracking and performance recordkeeping.



Results for
5.4 Survey

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5.6 Exit



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