Slide 1 - Title Slide

Slide notes

Slide 2 - Welcome

Slide notes

Slide 3 - Goals for this Training

Slide notes

Slide 4 - Training Agenda Outline

Slide notes

Slide 5 - Administrative Responsibilities

Slide notes

Slide 6 - Daily Assessment Reviewer (DAR)

Slide notes

Slide 7 - Attendance

Slide notes

Slide 8 - Attendance

Attendance (cont.)

- ROs should not approve leave during training unless:
  - for unexpected sick leave (SL) or
  - for an emergent reason
- If an employee is absent, the RO is responsible for assisting the employee with catching up on missed classes or practical application time
  - If an employee misses more than one day, the RO must provide notice to Jennifer Parkin explaining the plan to help the employee make up the missed training.
  - If the absence extends more than two days, OTM/OFO/Comp Service will make a joint decision based on the facts and circumstances of whether the employee may continue or if the employee will need to be dropped and registered for a future class.

Slide notes

Slide 9 - Classroom Set-Up 1

Slide notes

Slide 10 - Classroom Set-Up 2

Classroom Set-Up (cont.)

- **Reasonable Accommodations**
  - Check VIP SharePoint for posted Reasonable Accommodations (RAs)
  - Step-by-step process:
    - VIP SharePoint User Guide link > Course Coordinator Information
  - Ensure approved RAs are implemented *(coordinate with VSC leadership and HR)*

Slide notes

Slide 11 - Instructor Support 1

Slide notes

Slide 12 - Instructor Support 2
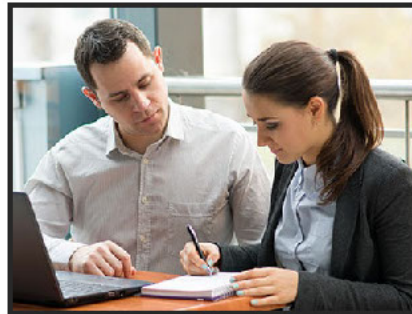
Slide notes

Slide 13 - Instructor Planning 3

Slide notes

Slide 14 - Instructor Support 4

Slide notes

Slide 15 - Instructor Support 5

Instructor Support and Planning (cont.)

- **Communication with Classroom**
  - Plan time for direct communication with instructors concerning:
    - Classroom needs, challenges, difficulties
    - Any changes to schedule or other pertinent information

- **VIP Instructor Training**
  - Will be given by Compensation Service to all selected instructors September 9, 2020
    - Course Coordinators should attend for informational purposes

Slide notes

Slide 16 - First Day of Residency

Slide notes

Slide 17 - Classroom Tasks 1

Live Claims Work

- ## Excluded Time
  - Must be entered by trainees and instructors in WATRS for all elements of training outside of processing live claims
  - Ensure process for excluded time is followed for daily entries *(VIP Playbook, Classroom Training section)*

- ## VBMS Assignment Rules
  - Ensure VBMS claims assignment rules are in place for all trainees
  - Partnering ROs should coordinate for guest trainees

Slide notes

Slide 18 - Classroom Tasks 2

Classroom Tasks (cont.)

- ## Live Claims Work
  - Ensure instructors understand the process so they are providing correct guidance to the trainees *(VIP Playbook, section Classroom Training)*
    - *Local Mentor Review* SII (anchor)
    - *Secondary Signature* tracked item (review initiator)
  - If additional work is needed - review National Work Queue (NWQ) & local Auto Assignment Rules

Slide notes

Slide 19 - Classroom Tasks 3

Classroom Tasks (cont.)

- ## Quality Review Process for Live Claims
    - Live claims reviews will be completed in QMS by instructors *(VIP Playbook, Classroom Training and QMS sections)*
    - Quality Review Procedures
        - Ensure instructors understand their role in helping trainees:
            - Make corrections as needed
            - Finalize claims work based on QR review
    - QMS Call:
        - Please review the recording from the previous QMS training

Slide notes

Slide 20 - Classroom Tasks 4

Slide notes

Slide 21 - Classroom Tasks 5

Classroom Tasks (cont.)

- **End of Pre-Determination Student Evaluation**
  - Also located in Schoolhouse under the tab labeled "Classroom: Weeks 5-6", this survey is referred to as End of Pre-D Survey
  - Special guidance will need to be provided to the trainees for survey completion as the survey has space for individual instructor evaluation

Slide notes

Slide 22 - Graduation 1

Slide notes

Slide 23 - Graduation 2

Slide notes

Slide 24 - Conclusion

Slide notes