



**On a Mission to Serve®
Since 1996**

How an Agent Survey Fostered a Quality Assurance Makeover

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Presentation Overview

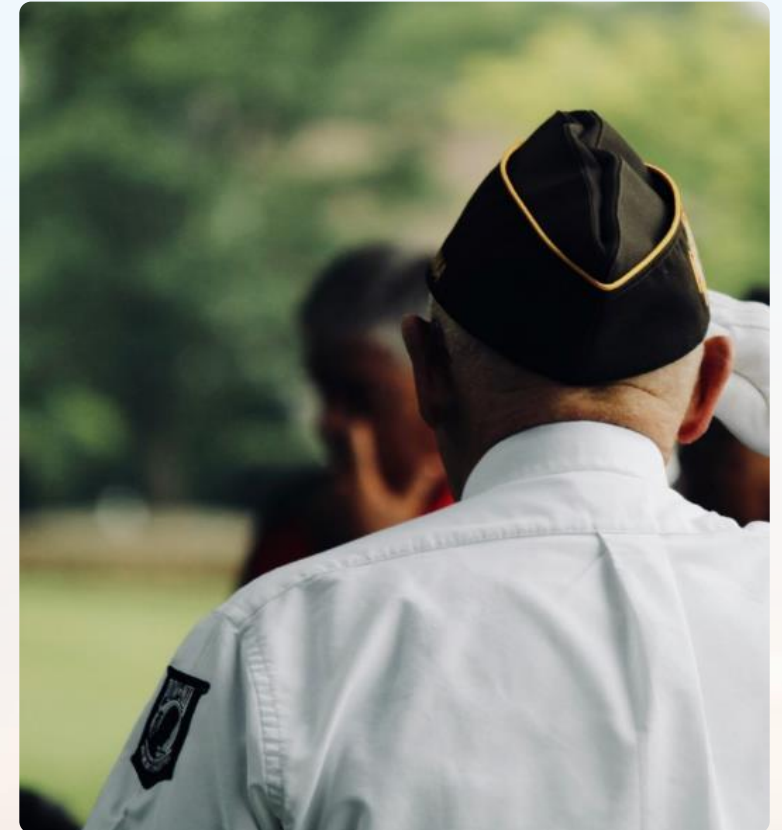
- About TriWest
- Legacy QA Philosophy
- Today's QA Philosophy
 - Audit process and feedback
 - Calibrations
 - Knowledge database
 - Team Culture
- Looking to the future

TriWest is On a Mission to Serve[®]

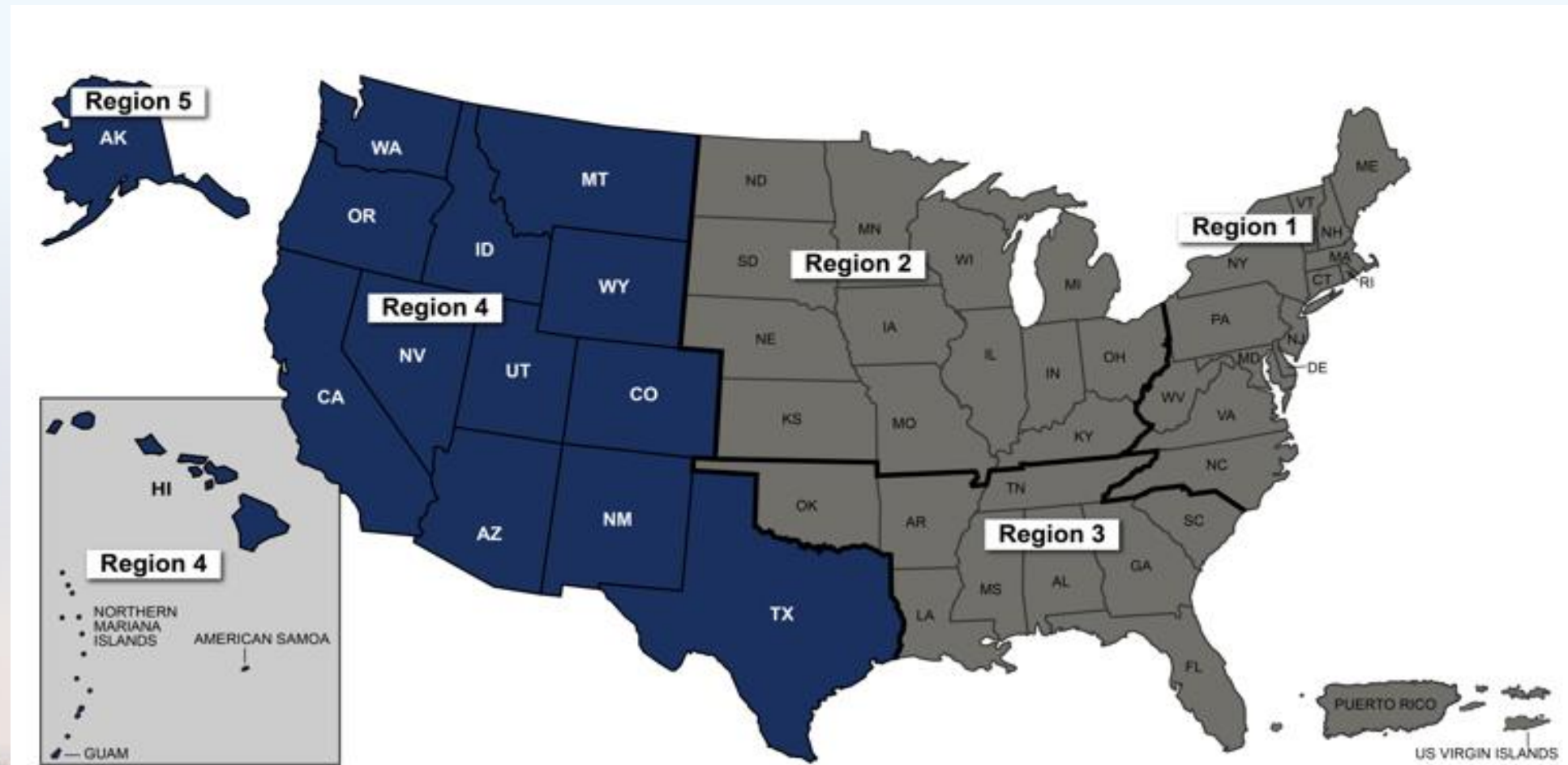
Formed in 1996 as the only company of its kind, with one sole purpose that continues today – serving the health care needs of military and Veteran communities.

We Respect the Military Culture. We Honor the Sacrifices Made. We are Committed to Providing the Service Our Customers Deserve.

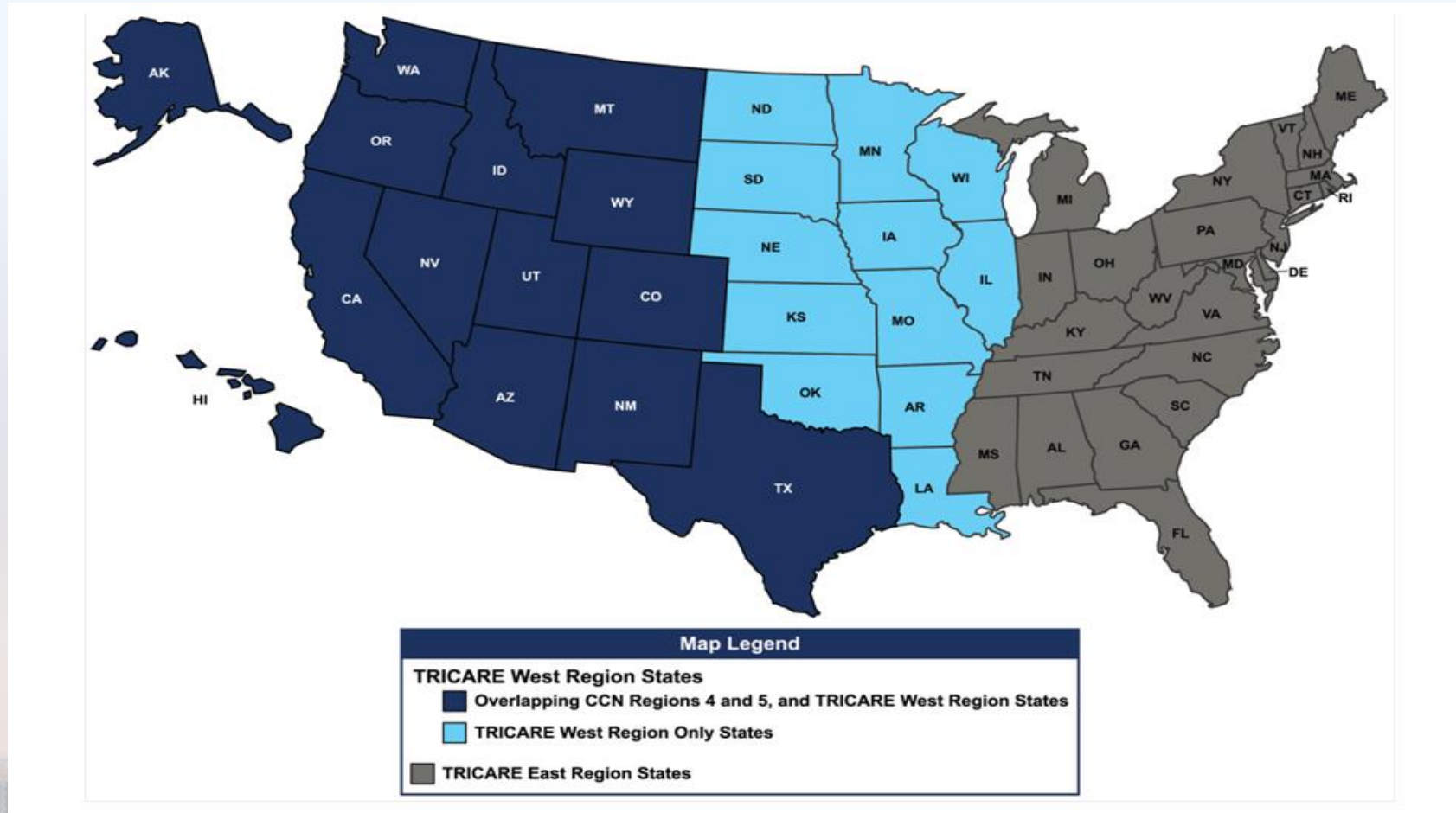
Doing Whatever It Takes![®] not only is our corporate motto, it is a deep-rooted desire to go above and beyond for our customers, because we understand and honor them.



VA's Third Party Administrator for CCN Regions 4 and 5



TRICARE 5th Generation Contract (T-5) TRICARE Regions – With CCN States



Recognized for Our Work and Dedication



Since 1996, TriWest Healthcare Alliance has been On a Mission to Serve® and we are honored to be recognized by leading organizations for our contributions in service to the military and Veteran communities.

Legacy QA Philosophy BenchmarkPortal Agent Survey 2021

- Audits punitive and subjective
- Analysts inconsistent in scoring
- Deductions are not clear
- Auto failures are demoralizing
- Scores and feedback sent to supervisors, not agents
- Feedback in audit emails was negative; positive comments/coaching rare
- Lack of calibration to seek alignment and best practices



New QA Philosophy – Developed after completion of Benchmark Quality Course



“The Quality Department auditing philosophy is grounded in the values of mutual respect, communication, collaboration, and positive reinforcement in a dynamic learning environment.”

Audit Process

Before	After
Emails lacked structure	Emails contain coaching, clearly noted deductions and positive comments
Feedback punitive in tone; lack of trust between CSRs and Analysts	Feedback designed to partner with CSR for quality improvement
Minimal oversight of analyst accuracy	Audit accuracy reviews <ul style="list-style-type: none">• Guidelines/scoring• Feedback monthly



Quality Feedback Guidelines

- Be specific and objective
- Avoid assumptions
- Focus on the process, not the person
- Deductions clearly labeled
 - Point values
 - Link to resource
- Learning opportunities for grey areas/improved customer service (no point deductions)
- Positive and constructive feedback



Sample Audit Email

Call ID 00001131511707939281

Score: 97

Greetings Teammate,

The Quality Team has conducted an audit for CCN Appointing Phase 2. Fantastic job setting expectations for the veteran, relaying the times for both locations and securing the location the veteran prefers to attend. Please review the following learning opportunities, deductions, and/or corrections noted to help you achieve 100% on future calls.

In an effort to provide exemplary customer service please review the following learning opportunities. These do not result in a reduction in the overall audit score:

Appointment Information Assessment (AIA):

When advised that a Veteran must walk in for an appointment, per the job aid, the expectation is to use the day that you speak the Veteran (or leave a voicemail) as the appointment date, and document "walk – in only no appointment necessary per: (who you spoke with)".

[CCN - Appointing Phase Two: Appointing | Documents | Triwest Healthcare Alliance](#)

The following deduction has been identified and may require further action. Please review and make any corrections needed:

Greeting

Points Deducted: 3

The provider and the veteran were not advised the call was being recorded for quality and training purposes.

[Appointing Scripting QRG - All Programs | Documents | Triwest Healthcare Alliance](#)

If you disagree with the final audit score, please discuss your concerns with your leader. Your leader must reply to this email for any audit challenge (can only be submitted by supervisors and above) to QualitySupport@triwest.com (please include any supporting documentation and the audit email). See [Quality Error Communication and Challenge Process](#) for additional information.

Thank you for your review and for making any necessary corrections within two business days from the date of this email.

Click [here](#) to open Avaya Call Recorder to listen to your call. See Avaya Contact Recorder Job Aid for additional information.

Your partner in quality,

Audit Accuracy Review

A	B	C	D	E	F	G	H	I	J	K
Analyst	Audit Type	Accurate Score (25)	Sharepoint Completed Correctly (25)	Deductions Clearly Labeled (10)	Coaching Clear and Concise (10)	Correct Recipients Included (10)	Call IDs VA Auth #s/Ref # (10)	Email Sent Immediately Post-audit(10)	Score	Notes: Referral/Call Ref#, coaching comments
									100%	
									100%	
									100%	
									100%	
									100%	

Calibrations

Before	After
Lack of Structure	Clear Guidelines
Reliance on Legacy Knowledge	Job Aids/Knowledge Database as Source of Truth
Calls Selected from Completed Audits	Calls Selected Randomly
Insufficient Preparation	Analyst Accountability
Lack of Follow-up	Strong Partnership with Training



Calibration Template

[illegible]

Knowledge Database

Before	After
Coaching based on legacy knowledge	Coaching based on job aids
Inaccurate/inconsistent knowledge articles	Knowledge articles updated frequently
Notes and old emails used as reference materials	Training and QA collaboration on desk procedures

Knowledge Central Home

Announcements

Inbound and Outbound Appointing Staff: Veteran Declined Care and Return Process Reminder
April 01, 2024

ALL Claims Call Handlers: Amid Change Healthcare Cyber-Attack TriWest leverages Availity's Secure Provider Portal as its One-Stop Shop for VA CCN Claims
April 01, 2024

ALL Inbound Claims and Provider Services Staff: Investigational Code Denials
March 29, 2024

PHASE 3 Staff: HSRM Process Flow Update
March 29, 2024

TriWest 360 Updates - 03/22/2024
March 22, 2024

ALL Claims Call Handlers: Provider Delays in Receiving PRAs
March 02, 2024

TriWest 360 Updates - 03/01/2024
March 01, 2024

REMINDER All Claims Staff: SEOC Exclusion List
February 29, 2024

All Claims Staff: PGBA Updating EDI Gateway Reject Logic
February 29, 2024

ALL Claims Call Handlers: Recoupments for Claims Paid Under Incorrect Records
February 29, 2024

[View All Updates](#)

Material Updates

Enter a date to search updates (mm/dd/yyyy):

CCN - Claims Triage Job Aid
Send to production on: 4/10/2024
Separated Overcoming Objections for Level 1 and Level 2

CCN - Netsub Contact List
Send to production on: 4/9/2024
Updated where CA provider can join the network from zeel.com to joinournetwork.triwest.com

Call Decision Matrix
Send to production on: 4/8/2024
Added Other section

CCN - Notification of Incorrect Veteran Contact Information Not from Veteran or Authorized Representatives
Send to production on: 4/4/2024
New

Flushing in CareRadius POC List
Send to production on: 4/4/2024
Updated the POC list with new users

CCN - Returning an Approved Referral to the VAMC (Contract Optional)
Send to production on: 4/3/2024
Updated Supervisor and Above section

My Favorites

Assessments Job Aid
CCN - Inbound, Chat, All Call Centers Quality Reference Guide
Common Acronyms QRG
Avaya - Skill List
Media, Congressional Office, Medal of Honor Calls

[All your favorites](#)

Most Popular

CCN - MMOPS Call Handling Job Aid
November 7, 2023

CCN - Claims Triage Job Aid
April 10, 2024

Claims - Adjustments Desk Procedure
January 10, 2023

CCN - Provider Update Tool in Anchor Point
February 13, 2024

Last Accessed

PGBA - Claim Status Definitions
Visited On: April 11, 2024

Call Decision Matrix
Visited On: April 8, 2024

Call Decision Matrix
Visited On: April 8, 2024

CCN - Association Guidelines (Contract Optional)

Team Culture

Before	After
Negative	Positive
Lack of Engagement	Improved engagement driven by team meetings
Lack of Cohesiveness	Supervisor alignment; Single team
Legacy Titles (3)	Quality Assurance Analyst
Lack of Accountability, Focus and Structure	One to Ones drive coaching, accountability and connections



Looking to the Future

- Next Generation audit guidelines – CCN
- T-5 audit guidelines
- Calibrations – goals established to reduce variation
 - Calls selected based on highest analyst variation
- Performance based auditing
 - Reduce onboarding time for new CSRs
 - Support struggling CSRs
 - Optimize quality for new processes & system enhancements
 - Targeted auditing based on trends
- Continuous improvement and innovation – Doing Whatever It Takes![®]



Thank
you!

**Benchmark
Portals** 
The **SOURCE** for Contact Centers