

Production Flow Process

Tier I: Departments Roles and Responsibilities

Instructional Systems Designers:

(ISDs) will contribute to the course design plan schedule; assist, as needed, in the development of curriculum, training and learning plans; analyze existing materials, course descriptions, etc. in order to develop measurable goals, learning objectives, tasks, conditions, and standards, and update course descriptions; develop documentation to guide the design and capturing of course materials with the subject matter expert (SME); maintain the course design schedule; document SME meetings with agendas and meeting notes; build the course and assessments using SME input, review and approval; hand off developed course materials (content, resources, graphic suggestions, etc.) to technical writers/content development, graphic design and e-learning teams; and evaluate course to ensure goals and learning objectives are met.

Technical Writers / Content Development:

Technical writers interpret written content sent from ISDs and/or clients to create drafts and revisions as needed. Lead with ISD's will oversee deliverable of written content, ensuring it aligns with terms of agreement and expectations of client. Lead will cooperate with other departments to ensure internal deliverable meets standard of overall deliverable. Lead will conduct reviews internally and in conjunction with Quality Assurance / Control department to document findings with project manager and creative director.

Graphic Design:

Graphic designer will interpret clients need for design (i.e. layout, color palette, type -setting, images/branding). Lead will oversee deliverable of design ensuring it aligns with terms of agreement and expectations of client. Lead will cooperate with other departments to ensure internal deliverable meets standard of overall deliverable. Lead will conduct reviews internally and in conjunction with Quality Assurance / Control department to document findings with project manager and creative director.

E learning Developers / multimedia:

ELearning programmers and media developers create interactions and media content. Lead will oversee functionality, compliance, and production of deliverable; ensuring it aligns with terms of agreement and expectations of client. Lead will cooperate with other departments to guarantee internal deliverable meets standard of overall deliverable. Lead will conduct reviews internally and in conjunction with Quality Assurance / Control department to document findings with project manager and creative director.

Quality Assurance / Control:

Quality Control works meticulously with leads of each department and the creative director maintaining compliance, standards, and process of internal/collective deliverables. QA will make recommendations for process and procedures to ensure standards of product.

Creative Director: Coordinates overall aesthetics, functionality of design and branding with team leads and client ensuring that converging deliverables of all departments anticipate

projects schedule and budget with project managers. Reviews process flow with leads and quality assurance to mandate document process, procedures and updates.

Project Manager: Oversees planning and execution as well as closing of project. Project manager is responsible for setting timelines or critical paths on deliverables and controlling scope of project. PM's oversee quality of products within budget. PM will facilitate project to client as well as liaison to production team.

Tier II: Functionality and Hierarchy

Technical Writers / Content Development:

Lead will analyze content sent from ISDs and/or client collaborating with ISD's, SME's and other contributors to generate drafts for review with ISDs and/or client. Lead will work with other departments to ensure written content is suitable for collective deliverable (i.e. story line scripting vs reference, graphic design layout, interactive functionality). Lead will analyze schema of participants to develop cognitive interactions based on learning styles. Lead will consult with ISD's to determine domains i.e. Cognitive, affective, and behavioral. Lead will work in cooperation with quality control, reporting recommendations to Project manager and creative director. Once alpha is created, the collective deliverable will be implemented and evaluated for effectiveness.

Graphic Design:

Lead will review design layouts with client and ISD's obtaining feedback for revisions. Once client has approved concept, lead will consult with other departments to ensure design is suitable for collective deliverable (i.e. graphic design layout/color palate/typesetting, with content and interactive functionality). Lead will work in tangent with quality control reporting recommendations to Project manager and creative director. Once alpha is created collective deliverable will be implemented and evaluated for effectiveness.

E learning Developers / multimedia:

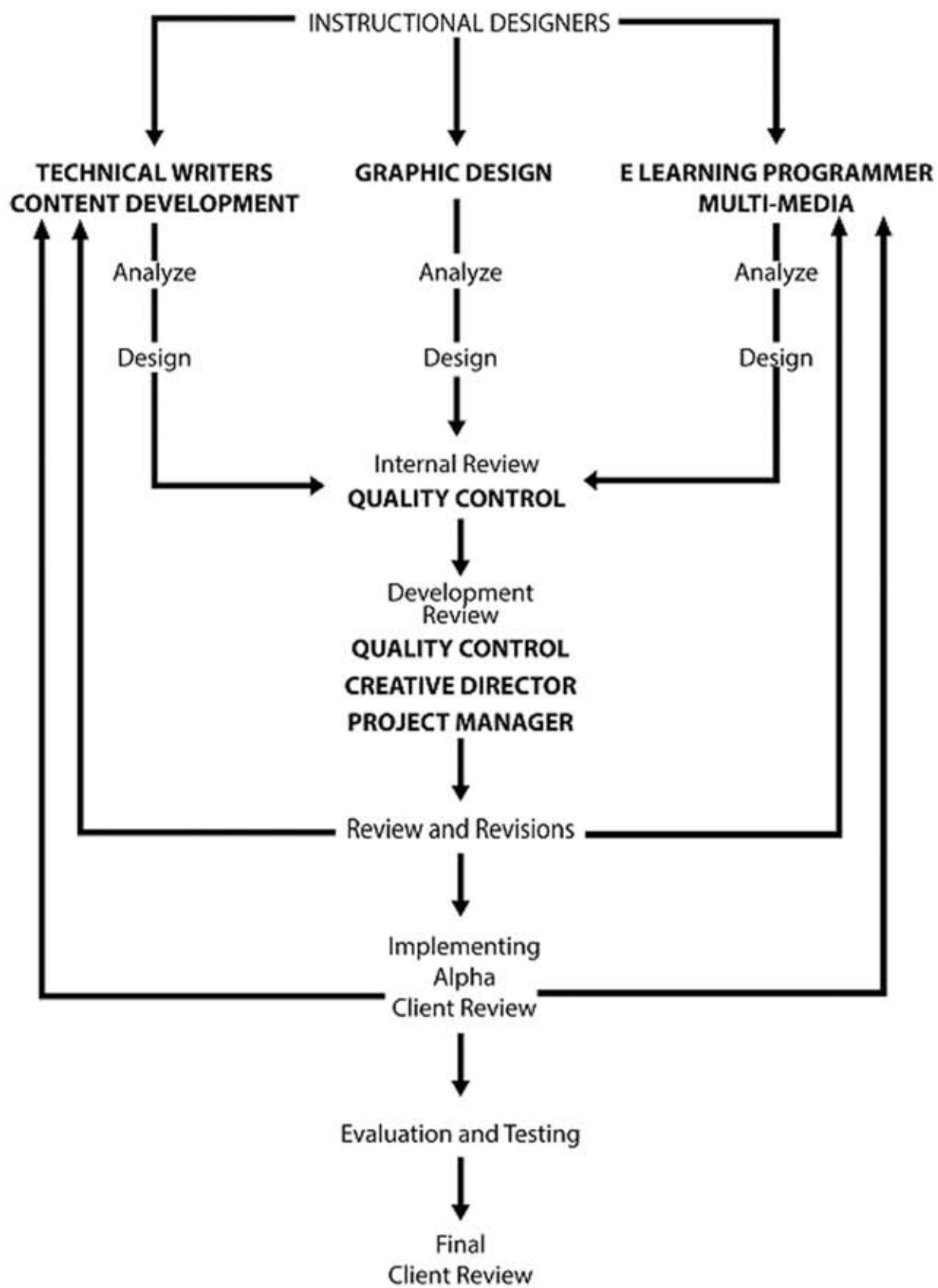
Lead will review design development and level of interactive participation with client obtaining feedback for revisions. Lead will oversee media design and functionality. Lead will analyze schema of participants to develop cognitive interactions based on learning styles. Lead will consult with ISD's to determine domains i.e. Cognitive, affective, and behavioral. Once client has approved concept, lead will consult with other departments to ensure design is suitable for collective deliverable (i.e. Interactive design/functionality/compliance, story line scripting vs reference, graphic design layout). Lead will work in tangent with quality control reporting recommendations to Project manager and creative director. Once alpha is created collective deliverable will be implemented and evaluated for effectiveness.

Quality Assurance / Control, Creative Director, & Project Manager:

Quality Control will track defects in process flow for review. QA will make recommendations based on data obtained from leads and QA documentation. QA reports findings to creative director and PM to ensure the highest standard of product being delivered.

Tier III: Flow-chart Process

Steps may repeat due to revision:



THE REVENUE CYCLE

Before we dive into the functions of Cash Management , we must first address how Cash Management fits into the Revenue Cycle.

Pictured below is a diagram (Figure 1) of the Revenue Cycle with Cash Management's responsibility (Payment Processing) highlighted in blue under Collections.

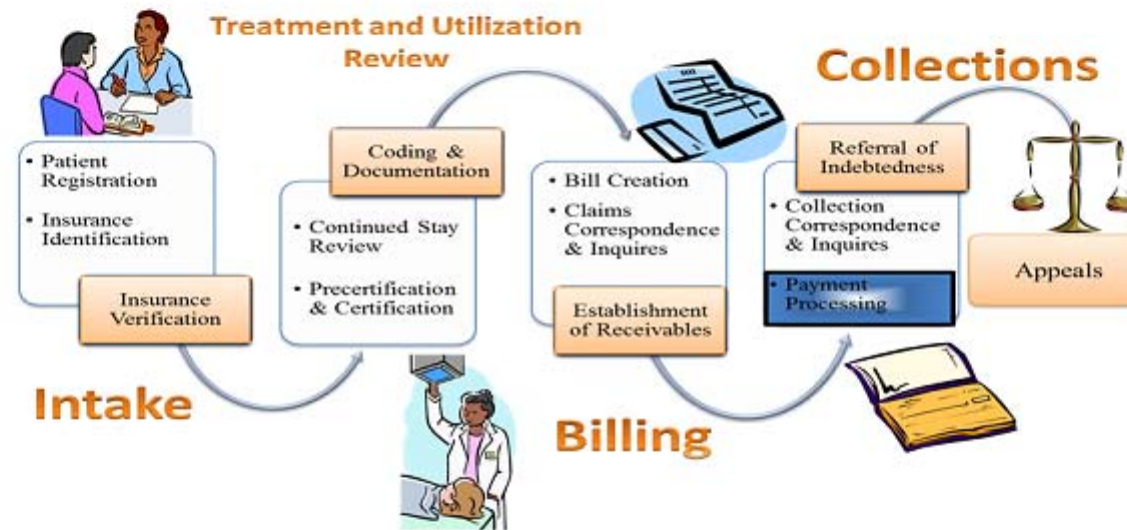


Figure 1- Revenue Cycle

This diagram reflects the core functions of how the VA collects and processes funds. It starts at the facility with patient registration and continues through any referrals of indebtedness or appeals.

The five major components of the Revenue Cycle are:



Posting Payment Processes

Five different areas fall under the Post Payment process. Here they are depicted in a chart.



Figure 4- Posting Payment Processes

Manual Process



Figure 5- Manual Process

Agent Cashiers receive payments via paper checks that need to be posted to the patient accounts on a daily basis. Unlike the EDI processing, Agent Cashiers need both a paper check and an explanation of benefits (EOB) for Manual posting. There are two types of manual posting including:

- **First Party Payment** – Payment received is a personal check sent by the beneficiary or related party.
- **Third Party Payment** – Payment received is a paper check sent by an insurance company for a beneficiary who received services at a VA Medical Center; usually these payments include payments for multiple patient accounts and have an

Course Goal

- Basic training for new employees to Veterans Services Department
- Overview of division, its primary role and key tasks and skills
- Covers correcting statement discrepancies, claims matching, refunds, etc.
- Concepts include privacy, customer service, eligibility and data analysis

VA

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Overview of division, its primary role and key tasks and skills

Covers correcting statement discrepancies, claims matching, refunds, etc.

Concepts include privacy, customer service, eligibility and data analysis

Course Objectives

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After completing this course, you will be able to use the processes described in the CPAC Accounts Management Guidebook to complete your daily workload.

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Key Points:

After completing this course, you will be able to use the processes described in the CPAC Accounts Management Guidebook to complete your daily workload.

Course Overview

Course Overview

- Basic information about functions of Veterans Services Department
- Role in Revenue Cycle
- Revenue Cycle – collecting and processing of funds to support Veterans health care
- Veterans Services Department – procedures for debt collection, complex administrative support, and primary correspondence unit for all financial issues on Veterans accounts
- Session lasts three days

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Key Points:

- Once a Veteran (who has health insurance) receives medical care for Non-Service Connected injuries or illnesses, his or her health insurance is billed. Once that payer responds to that bill, the AM Technician uses VistA to review and work that claim. This lesson identifies those routine VistA menus used by the AM Technician on a daily basis and explains the usefulness of the data elements on each menu.

Pre Test

Accounts Management Pre Test

VA

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Key Points:

- Accounts Management Pre Test

Picking Styles

- Picking hand can use a plectrum (guitar pick) to strike the strings or fingers and thumb. Plectrum technique requires a concentrated up and down motion single note progression or a wide sweeping motion for rhythm chords.

Picking © Darren Ray Evans. Used with permission The Guitar Handbook

American fingerpicking styles

The clawhammer is just one of many American fingerstyles, but it forms the foundation of much of the technique. It gets its name from the fact that the right-hand position looks something like a curved claw hammer used for pulling nails out of wood. The thumb plays the rhythmic bass notes with downstrokes, while the 1st and 2nd fingers play the melody with upstrokes. The clawhammer was a characteristic of Rever-

end Gary Davis's style – as it was of many other early blues players. Some guitarists use a three-finger, rather than a two-finger, style. In this case, one finger plays each of the top three strings.

Infinite variations are possible, including playing several strings at once instead of separately (in order to sound chords), and using the thumb to play upstrokes and the fingers to play downstrokes.



The two-finger clawhammer

The thumb plays the bass line, usually with downstrokes on the bottom three strings (the 6th, 5th and 4th). The 1st and 2nd fingers play melody notes, usually with upstrokes, on the top three strings (the 3rd, 2nd and 1st).



The three-finger technique

Again, the thumb picks the three bass strings, but the 3rd finger is also used so that the 1st finger picks the 3rd string, the 2nd finger picks the 2nd string, and the 3rd finger picks the 1st string – that is, one finger for each of the top strings.



THE **IT ACQUISITION** PROCESS



- 1 Define the Requirements
- 2 Get Budget Approval
- 3 Develop the ARP
- 4 Obtain ITARS Approval
- 5 Obtain VOA Approval
- 6 Legal and Regulatory Reviews
- 7 ARP Becomes Actionable
- 8 CO Acquires Service