\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



**Title:** Outlier **eCoaching Log File Layout**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Prepared by: Brian Coughlin Date: 01/21/2014

Department, Location: R&T – Oakdale

Approved by: Date:

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 01/24/2014 | Initial revision | Brian Coughlin |
| 05/24/2014 | P11841 – eCL Database Redesign  Added Program to the Outlier data feed | Doug Stearns |
| 12/18/2014 | P14028 – eCL OMR FFM T2 Transfers  Added OMR: FFM T2 Transfers to field 4 description | Doug Stearns |
| 02/12/2015 | P13276 – eCL Change BCC to CCO  Chagned Vangent logo to GDIT  4 strSouce – BCC Security and Privacy Incident Coaching  changed to CCO Security and Privacy Incident Coaching | Doug Stearns |
| 02/13/2015 | P13276 – eCL Change BCC to CCO  Chagned Vangent to GDIT in footer | Doug Stearns |
| 04/30/2015 | P14818 – eCL Low CSAT data feed  Changed the following:  File layout - 11 strCSR/EmpID, 16 ManagerID, note on txtDescription, and sample screen shot | Doug Stearns |
| 09/04/2015 | TFS644 – eCL OMR Inappropriate ARC Escalation feed  Separated sections for ‘generic’, LCS layouts and added supervisor review section | Doug Stearns |
| 09/11/2015 | TFS644 – eCL OMR Inappropriate ARC Escalation feed  Moved RME back to ‘generic’ reports  2.1 'generic'  - #2 strReportCode  - #4 strSource  2.3 supervisor review  - #2 strReportCode  - #4 strSource | Doug Stearns |
| 01/26/2016 | TFS1075 – eCL Requirement Peer Review  Moved requirement information to FS | Doug Stearns |
|  |  |  |
|  |  |  |

# eCoaching Log Outlier Management Report Data Files Requirements

## The following chart defines the Generic Outlier Management Report Data File Elements and layout format for the eCoaching Log OMR data file.

| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
| --- | --- | --- | --- |
|  | numReportID | Numeric | Report ID is the unique indicator for the record. |
|  | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Outlier report code that corresponds to the specific report and date. (ACO, ACW, AHT, CAN, DFQ, IDE, IEE, INF, ISG, ISQ, SLG, NIT, OPN, OSC, RME, SPI, TRN, TR2) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | Report Name  OMR: Inappropriate ACO Escalation,  OMR: ACW,  OMR: AHT,  OMR: Cancelled Calls,  OMR: Default Qualifiers,  OMR: Inappropriate DME Escalation,  OMR: Inappropriate EE/MM Escalation,  OMR: Inappropriate NGD Feedback,  OMR: ISG Consults,  OMR: Short Calls – Inbound,  OMR: Scripts Logged,  OMR: NGD Inappropriate Transfer,  OMR: Open Calls,  OMR: Returned MAC Escalation,  OMR: Short Calls – Outbound,  OMR: CCO Security and Privacy Incident Coaching,  OMR: Transfers,  OMR: FFM T2 Transfers |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation (Pending Manager Review) |
|  | EventDate | 10 bytes, MM/DD/CCYY | The date when the incident occurred.e CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | SubmittedDate | 10 bytes, MM/DD/CCYY | The date when the evaluation is created.  e CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | StartDate | 10 bytes, MM/DD/CCYY | The date when work begins on the evaluation. |
|  | strSubmitterName | 30 bytes, Alpha/Numeric | Name of the submitter. |
|  | strSubmitterEmail | 50 bytes, Alpha/Numeric | eMail address of the submitter. |
|  | strCSR | 30 bytes. Alpha/Numeric | LAN ID of the CSR |
|  | strCSRSite | 20 bytes. Alpha | Name of the CSRs site. |
|  | strCoachReason\_Current\_Coaching\_Initiatives | 20 bytes, Alpha | Not Coachable  Opportunity  Reinforcement  Research Required |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Details for the reason for the Coaching |
|  | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare or Marketplace |

Sample Outlier Feed:  




## The following chart defines the Outlier Management Report Data File Elements and layout format for the eCoaching Log OMR LCS (Low Customer Satifaciton – Low CSAT) data file.

| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
| --- | --- | --- | --- |
|  | numReportID | Numeric | Report ID is the unique indicator for the record. |
|  | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Outlier report code that corresponds to the specific report and date. (LCS) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | Report Name  OMR: Low CSAT |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation (Pending Manager Review) |
|  | EventDate | 10 bytes, MM/DD/CCYY | The date when the incident occurred.e CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | SubmittedDate | 10 bytes, MM/DD/CCYY | The date when the evaluation is created.  e CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | StartDate | 10 bytes, MM/DD/CCYY | The date when work begins on the evaluation. |
|  | strSubmitterName | 30 bytes, Alpha/Numeric | Name of the submitter. |
|  | strSubmitterEmail | 50 bytes, Alpha/Numeric | eMail address of the submitter. |
|  | strCSR | 30 bytes. Alpha/Numeric | Employee ID of the CSR |
|  | strCSRSite | 20 bytes. Alpha | Name of the CSRs site. |
|  | strCoachReason\_Current\_Coaching\_Initiatives | 20 bytes, Alpha | Not Coachable  Opportunity  Reinforcement  Research Required |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Details for the reason for the Coaching |
|  | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare or Marketplace |
|  | ManagerID | 6 bytes, Alpha/Numeric | Identifies the employee ID of the manager who will be conducting the research |

## The following chart defines the Outlier Management Report Data File Elements and layout format for the eCoaching Log OMR IAE (Inappropriate ARC Escalation), IAT (Inappropriate ARC Transfer) data file.

| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
| --- | --- | --- | --- |
|  | numReportID | Numeric | Report ID is the unique indicator for the record. |
|  | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Outlier report code that corresponds to the specific report and date. (IAE, IAT) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | Report Name  OMR: Inappropriate ARC Escalation  OMR: Inappropriate ARC Transfer |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation (Pending Supervisor Review) |
|  | EventDate | 10 bytes, MM/DD/CCYY | The date when the incident occurred.e CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | SubmittedDate | 10 bytes, MM/DD/CCYY | The date when the evaluation is created.  e CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | StartDate | 10 bytes, MM/DD/CCYY | The date when work begins on the evaluation. |
|  | strSubmitterName | 30 bytes, Alpha/Numeric | Name of the submitter. |
|  | strSubmitterEmail | 50 bytes, Alpha/Numeric | eMail address of the submitter. |
|  | strCSR | 30 bytes. Alpha/Numeric | Employee ID of the CSR |
|  | strCSRSite | 20 bytes. Alpha | Name of the CSRs site. |
|  | strCoachReason\_Current\_Coaching\_Initiatives | 20 bytes, Alpha | Not Coachable  Opportunity  Reinforcement  Research Required |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Details for the reason for the Coaching |
|  | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare or Marketplace |
|  | CD1 | 40 bytes, Alpha/Numeric | Contractor Defined 1 field |
|  | CD2 | 40 bytes, Alpha/Numeric | Contractor Defined 2 field |