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

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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 |
| 01/06/2017 | TFS5149 – eCL Requirement Document Cleanup  Removed unnecessary sample outlier feed  Changed strCSR and ManagerID to 20 bytes  Updated field names to match files received | Doug Stearns |
| 03/31/2017 | TFS6145 – eCL Break Feeds  TFS6147 – eCL Performance Scorecard Feeds  Modified the following  1.4 – added new layout for feeds | 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 |

## 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 | 20 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 | 20 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. |
|  | EmpID | 20 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 |

## The following chart defines the Outlier Management Report Data File Elements and layout format for the eCoaching Log OMR BRN (Exceed number of breaks), BRL (Exceen brealk length), MSR (Monthly Scorecard Review), MSRS (Monthly Scorecard Review – Supervisor) 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. (BRN, BRL, MSR, MSRS) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | Report Name  Exceed number of breaks  Exceen break length  Monthly Scorecard Review  Monthly Scorecard Review – Supervisor |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation  BRN – Pending Supervisor Review  BRL – Pending Supervisor Review  MSR – Pending Acknowledgement  MSRS – Pending Acknowledgement |
|  | 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. |
|  | EmpID | 20 bytes, Alpha/Numeric | Employee ID of the recipient |
|  | strCSRSite | 20 bytes. Alpha | Name of the recipient’s site. |
|  | strCoachReason\_Current\_Coaching\_Initiatives | 20 bytes, Alpha | BRN – Research Required  BRL – Research Required  MSR – TBD  MSRS – TBD |
|  | 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 |