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**Title:** Quality Reports **eCoaching Log File Layout**

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Prepared by: R&T Date: 06/01/2016

Department, Location: R&T – Oakdale

Approved by: Date:

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 06/01/2016 | Initial | Doug Stearns |
| 07/12/2016 | TFS3179 – eCL Kudos Data Feed and TFS3183 – eCL High Five CSAT  Added sections 1.2 and 1.3 | Doug Stearns |
| 07/26/2016 | TFS3179 – eCL Kudos Data Feed | Doug Stearns |
| 08/01/2016 | TFS3179 – eCL Kudos Data Feed  Correction for source | Doug Stearns |
| 08/12/2016 | TFS3179 – eCL Kudos Data Feed  Updated 1.3 #14 to reflect that will now be receiving text in KUD file | Doug Stearns |
| 01/06/2017 | TFS5149 – eCL Requirements Document Cleanup  Updated lengh of SubmitterID to 10 bytes | Doug Stearns |
| 01/31/2017 | TFS5309 – New feed from Quality  Updated the following  1.1 3 - changed size of EmpID from 6 to 10  1.3 2 - added NPN report code  1.3 11 - changed size of strCSR from 30 to 10 | Doug Stearns |
| 02/01/2017 | TFS5309 – New feed from Quality  Updated the following from developer feedback  1.3 5 – added reference to NPN status  1.3 13 – added reference to NPN reason value | Doug Stearns |
| 02/08/2017 | TFS5309 – New feed from Quality  Corrected the following from developer feedback  1.3 13 – added reference to NPN reason value of Opportunity | Doug Stearns |
| 02/22/2017 | TFS5653 – eCL NPN logs from existing coaching logs  Removed NPN references from the following  1.3 2; 1.3 5; 1.3 13 | Doug Stearns |
| 11/26/2018 | TFS12591 – eCL Quality Overturned Appeals Updated the following  1.3x for OTA | Doug Stearns |

# eCoaching Log Quality Reporting Data File Requirements

## The following chart defines the Quality Report Data File Elements and layout format for the eCoaching Log Quality Report data file for Coach the Coach.

| **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 | Quality report code that corresponds to the specific report and date.  (CTC – Coach the Coach) |
|  | EmpID | 10 bytes. Alpha/Numeric | Employee ID of the Supervisor |
|  | Problem: Please Describe the Success or Opportunity | Variable number of bytes, Alpha/Numeric | Text to be concatenated into description |
|  | Behavior: Please Describe the Success or Opportunity | Variable number of bytes, Alpha/Numeric | Text to be concatenated into description |
|  | Result: Please Describe the Success or Opportunity | Variable number of bytes, Alpha/Numeric | Text to be concatenated into description |
|  | Follow Up: Please Describe the Success or Opportunity | Variable number of bytes, Alpha/Numeric | Text to be concatenated into description |
|  | SubmitterID | 10 bytes. Alpha/Numeric | Employee ID of the submitter |
|  | 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 |

## The following chart defines the Quality Report Data File Elements and layout format for the eCoaching Log Quality Report data file for High Five CSAT.

| **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 | Quality report code that corresponds to the specific report and date.  (HFC – High Five CSAT) |
|  | strFormType | 20 bytes, Alpha | Type of form (Indirect) |
|  | strSource | 60 bytes, Alpha/Numeric | Source of data (Internal CCO Reporting) |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation (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. |
|  | 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 | Reason/Sub-reason value (Reinforcement) |
|  | 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 Quality Report Data File Elements and layout format for the eCoaching Log Quality Report data file for Kudos and Overturned Appeals.

| **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 | Quality report code that corresponds to the specific report and date.  (KUD – Kudos,  OTA – Overturned Appeals) |
|  | strFormType | 20 bytes, Alpha | Type of form (Indirect) |
|  | strSource | 60 bytes, Alpha/Numeric | Source of data  (KUD – Internal CCO Reporting,  OTA – Quality Alignment) |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation  (KUD = Pending Acknowledgement,  OTA = Pending Quality Lead 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 | 10 bytes. Alpha/Numeric | Employee ID of the CSR |
|  | strCSRSite | 20 bytes. Alpha | Name of the CSRs site. |
|  | strCoachReason\_ Current\_Coaching\_Initiatives | 20 bytes, Alpha | KUD = Reinforcement  OTA = Opportunity |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Text to be included in description |
|  | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare or Marketplace |