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**eCoacing Log System**

**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 |
| 08/13/2019 | TFS 15063 Quality Now Rewards and Recognition (Bingo) | Brian Coughlin |
| 09/16/2019 | TFS15465 – eCL Alternate Channel Bingo  Updated 1.4 for new bingo records | Doug Stearns |
| 09/17/2019 | TFS15465 – eCL Alternate Channel Bingo  Updated 1.4 for new bingo records again | Doug Stearns |
| 09/30/2017 | TFS15465 – eCL Alternate Channel Bingo  Updated 1.4 for new bingo records again | Doug Stearns |
| 07/28/2020 | TFS17716 – eCL Remove GDIT References  Updated throughout as needed | 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 |
|  | SubmittedDate | 10 bytes, MM/DD/CCYY | The date when the evaluation is created |

## 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 |
|  | SubmittedDate | 10 bytes, MM/DD/CCYY | The date when the evaluation is created |
|  | 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 |
|  | SubmittedDate | 10 bytes, MM/DD/CCYY | The date when the evaluation is created |
|  | 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 |

## The following chart defines the Bingo Quality Data File Elements and layout format for the eCoaching Log data file. Each element will be comma delimited and may contain embedded carriage returns/line feeds. File will contain column headings.

|  |  |  |  |
| --- | --- | --- | --- |
| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
|  | numReportID | Numeric | Report ID is the unique indicator for the record |
|  | strReportCode | 20 bytes, 3 or 4 character report code + CCYYMMDD | Report code that corresponds to the specific report and date.  BQN - Quality Now Bingo (CSR)  BQNS - Quality Now Bingo (Supervisor)  BQM - Quality Monitoring Bingo (CSR)  BQMS - Quality Monitoring Bingo (Supervisor) |
|  | 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 |
|  | SubmittedDate | 10 bytes, MM/DD/CCYY | The date when the evaluation is created |
|  | StartDate | 10 bytes, MM/DD/CCYY | The date when work begins on the evaluation. |
|  | strSubmitterName | 30 bytes, Alpha/Numeric | Name of the submitter – CCO Analytics |
|  | strSubmitterEmail | 50 bytes, Alpha/Numeric | eMail address of the submitter – CCOAnalytics@maximus.com |
|  | 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 | Value associated with log – Reinforcement |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Based on the Achievement and Achievement Level, the proper text is written into this row. |
|  | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare, Marketplace, or NA |
|  | txtCompetency | 20 bytes, Alpha | Copetency category  Note: when the copentency category is not one of the predefined ones, it will be considered a Wild Card |
|  | txtNote | 20 bytes, Alpha | Achievement Level for the competency |
|  | strBingoType | 10 bytes, Alpha | Type of Bingo record  QN – Quality Now  QM – Quality Monitoring |