# MED D - Keeping Learning Alive (KLA) Game Index

[BCBS MA](#_Toc151460964)

[Healthfirst](#_Toc151460965)

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**Description:** This job aid provides KLA Game/Activity titles and hyperlinks for MED D CCRs.

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| BCBS MA |

* [MED D - BCBS MA (Blue Cross Blue Shield of Massachusetts) Client: Call Handling (Bowling Rush)](https://raptivity2020-prod.s3.amazonaws.com/users/elxY6/published/b81mj/interaction.html) – 11/21/23
* [MED D – NEJE SQM GAME (Mountain Climb)](https://raptivity2020-prod.s3.amazonaws.com/users/bmOZO/published/e577B/interaction.html) - 3/05/24

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| Healthfirst |

* [MED D - Healthfirst Client: Grievance vs. Inquiry vs. Coverage Determination (Bowling Rush)](https://raptivity2020-prod.s3.amazonaws.com/users/avl2m/published/eZYg5/interaction.html) – 02/06/23

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| NEJE |

* [MED D – NEJE KLA Game for Reinforcement (Dart Game)](https://raptivity2020-prod.s3.amazonaws.com/users/enx5R/published/bW7Do/interaction.html) – 06/17/22

* [MED D - Grievance First Call Resolution Templates (Spin the Wheel)](https://raptivity2020-prod.s3.us-west-2.amazonaws.com/users/bmOZO/published/dwmWr/interaction.html) – 06/20/22
* [MED D –Coverage Determination or Grievance (Spin the Wheel)](https://raptivity2020-prod.s3.us-west-2.amazonaws.com/users/bmOZO/published/axvXl/interaction.html) – 06/20/22

* [MED D – Obtaining a New Prescription (Open Book Challenge)](https://raptivity2020-prod.s3.us-west-2.amazonaws.com/users/bmOZO/published/dG5pJ/interaction.html) – 07/08/22
* [MED D - NEJE Enrollment Period KLA Game (Cheese Quest)](https://raptivity2020-prod.s3.amazonaws.com/users/bmOZO/published/b2x4K/interaction.html) – 08/11/22
* [MED D – NEJE Good Cause KLA (Bowling Rush)](https://raptivity2020-prod.s3.amazonaws.com/users/bmOZO/published/bk8ZX/interaction.html) – 09/06/22
* [MED D – NEJE Recapping KLA (Bowling Rush)](https://raptivity2020-prod.s3.amazonaws.com/users/bmOZO/published/azvym/interaction.html) - 3/07/23
* [MED D - Account Wellness Round I (Super Goldio)](https://raptivity2020-prod.s3.us-west-2.amazonaws.com/users/bmOZO/published/dLZZw/interaction.html) - 3/05/24
* [MED D - Account Wellness Round II](https://raptivity2020-prod.s3.us-west-2.amazonaws.com/users/bmOZO/published/aOggp/interaction.html) (Super Goldio) - 3/05/24

* [MED D – NEJE SQM GAME (Mountain Climb)](https://raptivity2020-prod.s3.amazonaws.com/users/bmOZO/published/e577B/interaction.html) - 3/05/24
* [MED D - KLA Game for Account Wellness (Balloon Pop)](https://raptivity2020-prod.s3.us-west-2.amazonaws.com/users/bmOZO/published/b46N2/interaction.html) – 03/31/25

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| **NHPRI** |

* [MED D - NHPRI Client (x2322, x6441) Secondary Call Handling (Cheese Quest)](https://raptivity2020-prod.s3.amazonaws.com/users/avl2m/published/e1WMm/interaction.html) – 02/02/23

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