

ROAD TO IMPLEMENTATION

NWQ PHASE 1

August

- TMS Change Management and Leadership Training Modules assigned to all CMAs
- NWQ briefings to remaining 21 RO's and Challenge Academy
- NWQ, VBMS, OFO participation on CMA and TM calls
- VBMS Announcement Banner updated weekly with new facts
- New TMS Attributes Training Module assigned to the field

September

- NWQ, VBMS, OFO participation on CMA, TM, VSCM, Quality, and DUSB calls
- Critical path provided to CMAs
- Communication Toolkit provided to CMAs

October

- NWQ Phase 1 Playbook released
- TMS Exam Training Module assigned to all claims processors
- Supervisor and RO leadership training
- Delta training and deferral specific training for initial 8 ROs*
- Initial 8 ROs Go-live: mid-October 2015
- Weekly pulse checks will commence
- Updates provided via national calls

November

- Delta training and deferral specific training for remaining ROs
- Remaining ROs Go-live: mid-November 2015
- Weekly pulse checks will continue
- Updates provided via national calls

* Initial 8 ROs: Albuquerque, Detroit, Indianapolis, Jackson, Louisville, New Orleans, Oakland, St. Paul