

BCBS

POPULATION CAREVIEW

APA ONBOARDING AND BEYOND

Presentation Overview

PAGES

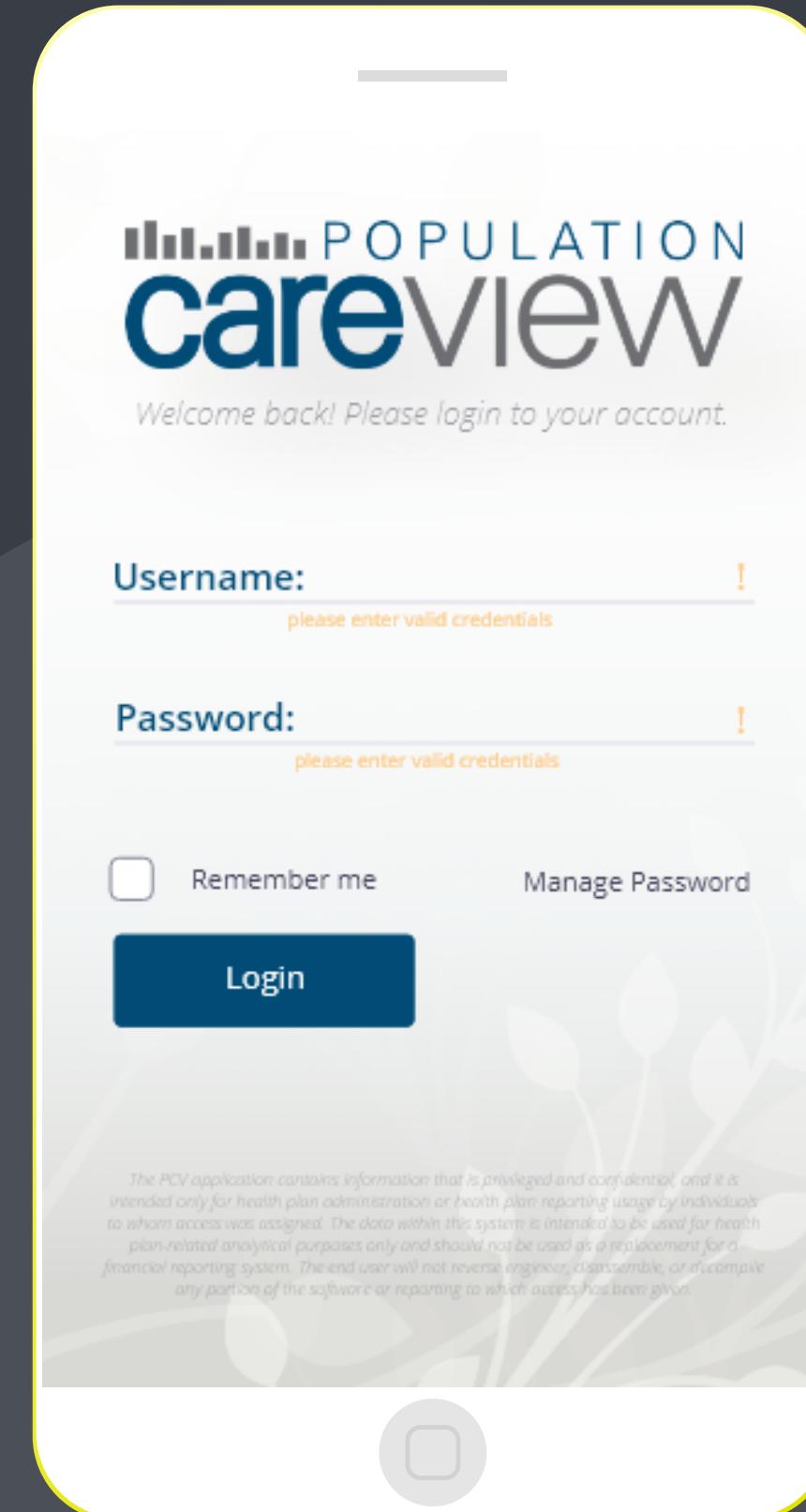
- * Login page
- * Loading
- * Onboarding
- * APA Dashboard
- * Error Messages

01

LOGIN PAGE

New Look & Feel

LOGIN PAGE



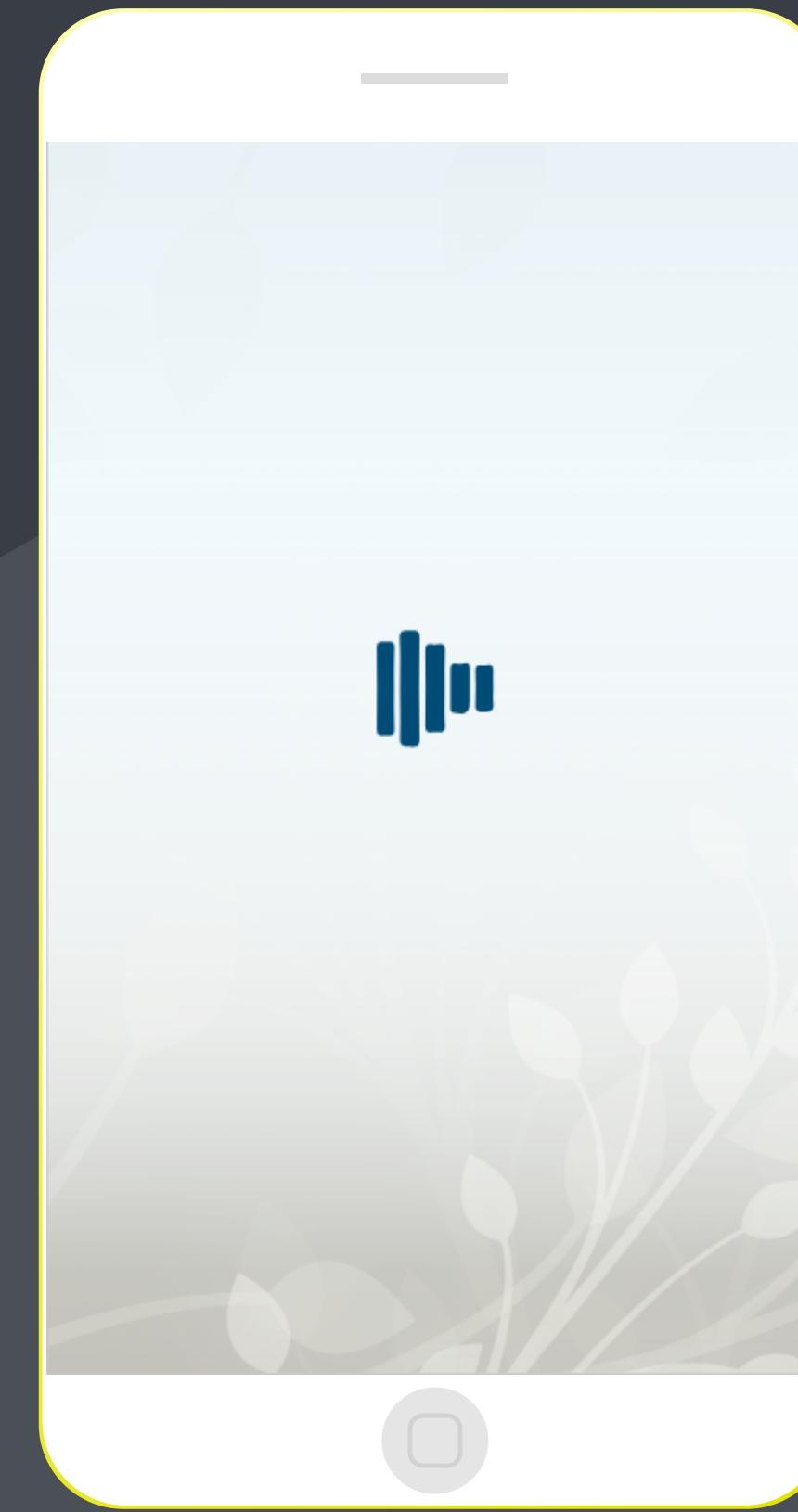
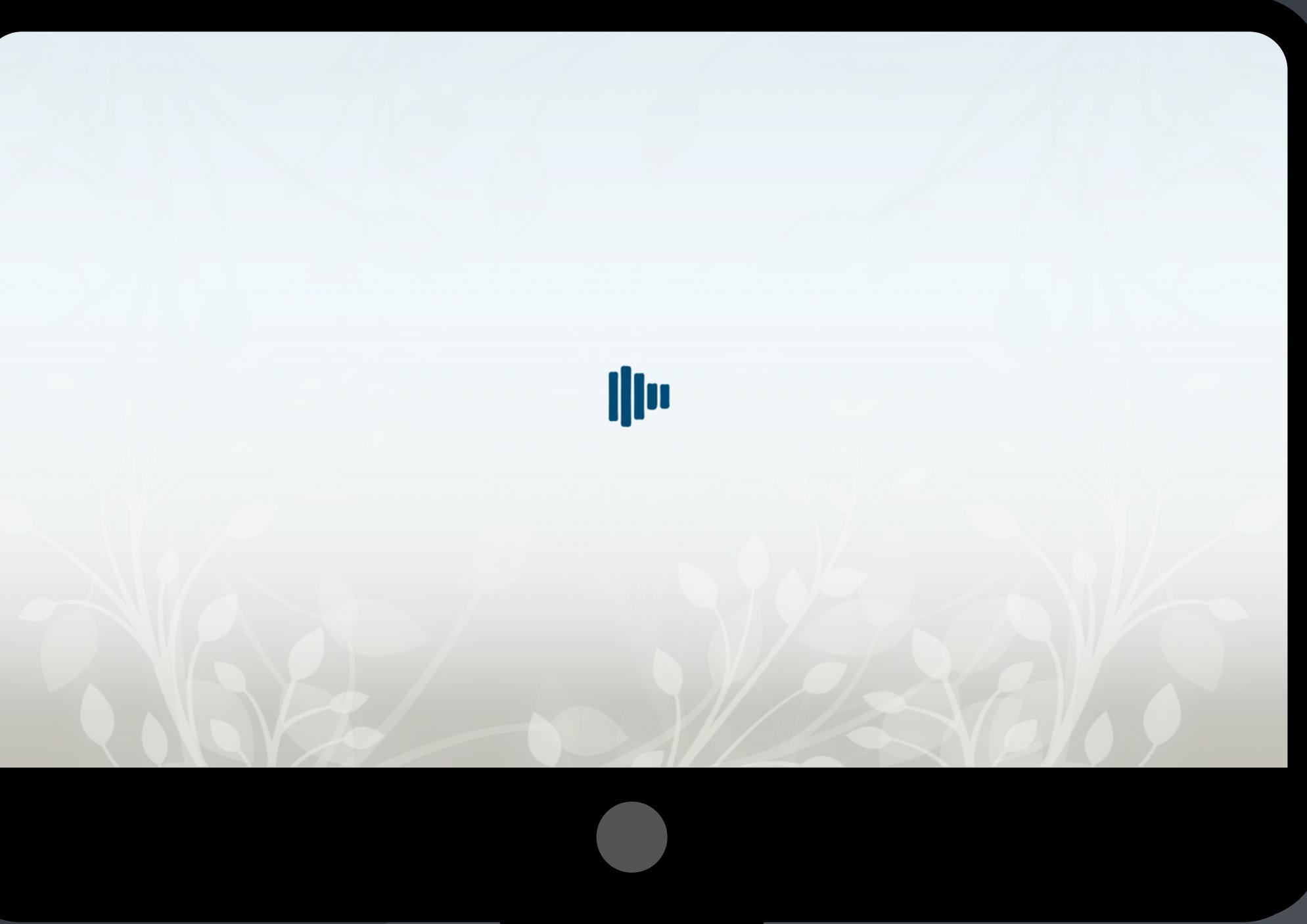
LOGIN PAGE



02

LOADING...

Please, hold...



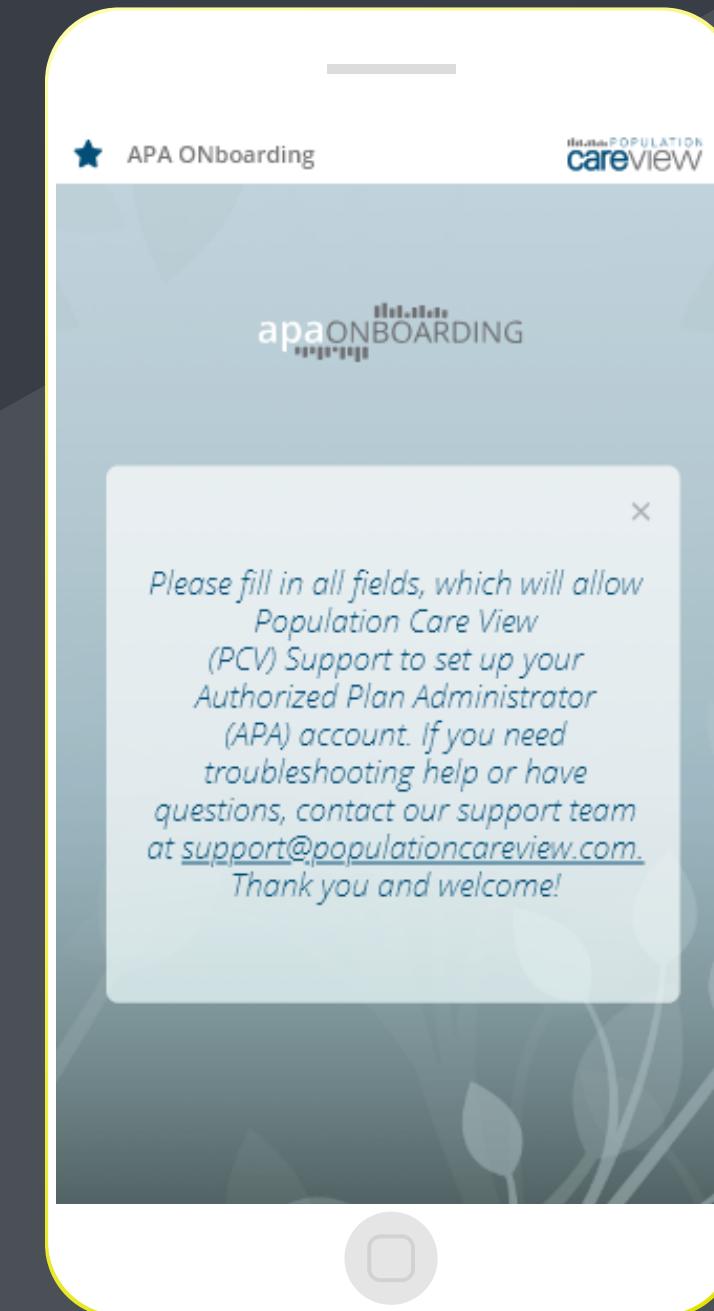
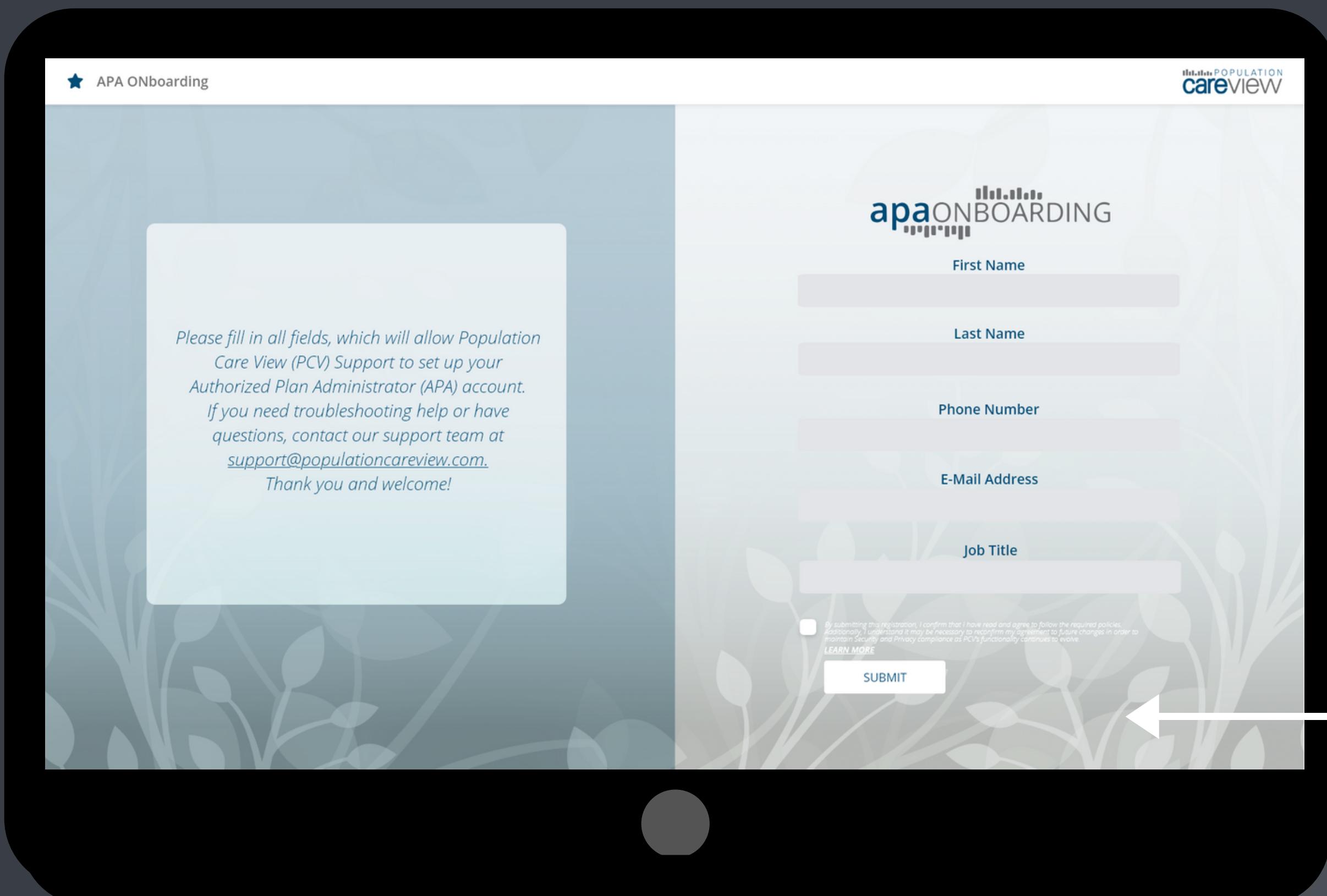
PCV | 2019

03A

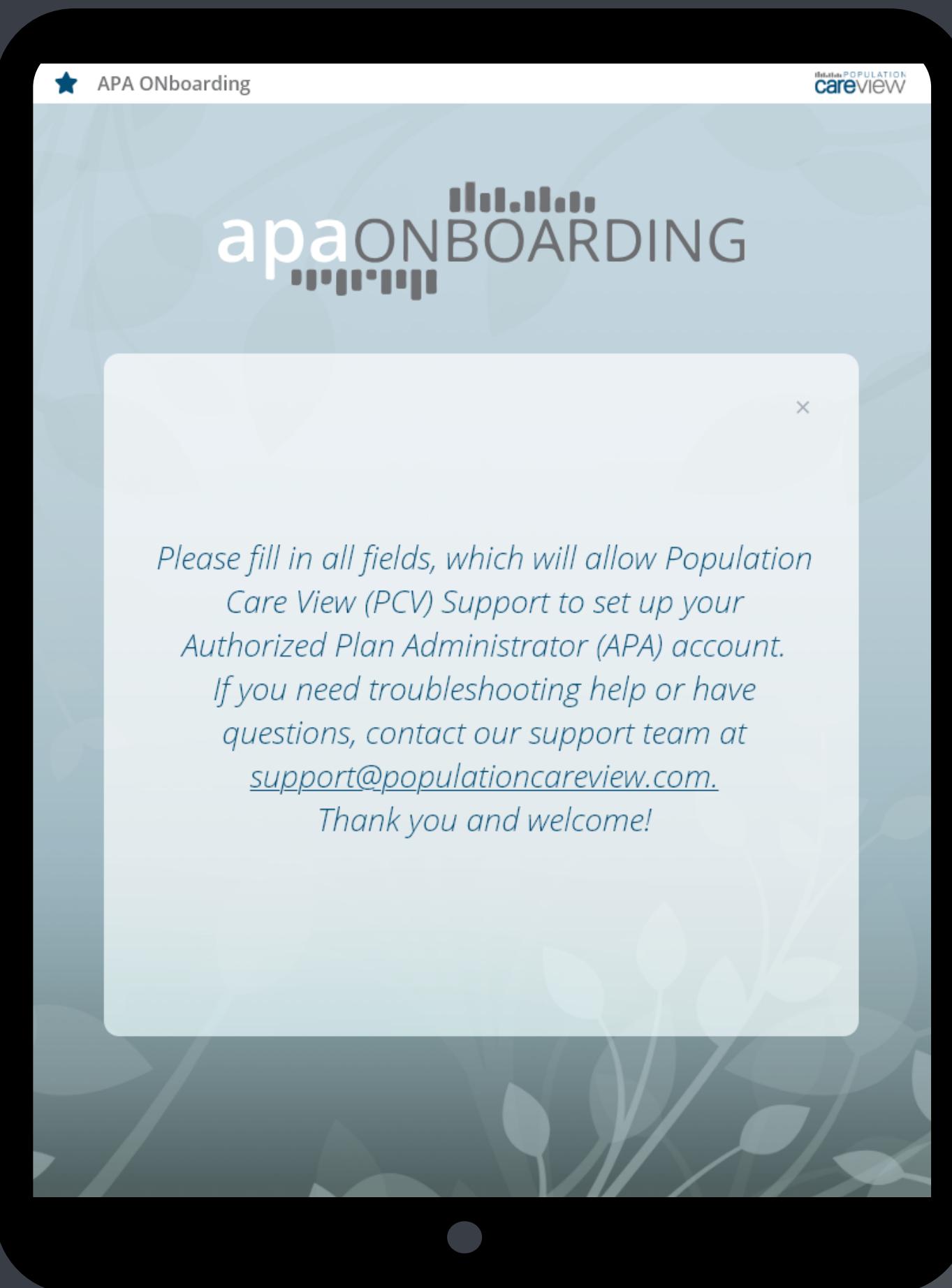
Onboarding

APA Onboarding

ONBOARDING



Editable Area on the right side, messages on the left



apaONBOARDING

First Name

Amelia

please enter valid credentials

Last Name

Pond

please enter valid credentials

Phone Number

(xxx) xxx - xxxx

please enter valid credentials

E-Mail Address

amyponds@thetardis.fyi

please enter valid credentials

Job Title

Time traveler

please enter valid credentials

By submitting this registration, I confirm that I have read and agree to follow the required policies. Additionally, I understand it may be necessary to reconfirm my agreement to future changes in order to maintain Security and Privacy compliance as PCVs functionality continues to evolve.

[LEARN MORE](#)

SUBMIT

ONBOARDING - FILL IN FORM

★ APA ONboarding

I agree that I will access the PCV application only as necessary for legitimate plan administration purposes (including assigned health plan-related reporting) in strict compliance with applicable laws and regulations, including but not limited to the Health Insurance Portability and Accountability Act (HIPAA). I understand and agree that breach of this commitment shall result in termination of access and may subject me and my company to liability. I further understand and agree that the information I access via PCV cannot be distributed or shared outside my department of the company, which is responsible for day-to-day administration of the company's health plan.

Additionally, I understand the PCV application to which I am being granted access contains information that is privileged and confidential, and it is intended only for my health plan administration or health plan reporting usage as the individual to whom access was assigned. I understand the data within this system is intended to be used for health plan-related analytical purposes only and should not be used as a replacement for a financial reporting system. I will not reverse engineer, disassemble, or decompile any portion of the software or reporting to which access has been given.

apaONBOARDING

First Name
Amelia
please enter valid credentials

Last Name
Pond
please enter valid credentials

Phone Number
(xxx) xxx - xxxx
please enter valid credentials

E-Mail Address
amyponds@thetardis.fyi
please enter valid credentials

Job Title
Time traveler
please enter valid credentials

By submitting this registration, I confirm that I have read and agree to follow the required policies. Additionally, I understand it may be necessary to reconfirm my agreement to future changes in order to maintain Security and Privacy compliance as PCV's functionality continues to evolve.
[LEARN MORE](#)

SUBMIT



"By submitting this registration, I confirm that I have read and agree to follow the required policies. Additionally, I understand it may be necessary to reconfirm my agreement to future changes in order to maintain Security and Privacy compliance as PCV's functionality continues to evolve. LEARN MORE".

Marking box next to text verifies application,

* clicking "learn more" opens additional info.

ONBOARDING - RESPONSES

The image shows a smartphone displaying two applications side-by-side. The left application, titled 'APA ONboarding', contains a form with the following fields and values:

- First Name: Amelia
- Last Name: Pond
- Phone Number: (xxx) xxx - xxxx
- E-Mail Address: apond@company.com
- Job Title: Creative Consultant
- Company: Client Company

The right application, titled 'careview', has a header 'AMAA comments' and a large blue button labeled 'READ COMMENTS'. Below this button are three action buttons: 'NEEDS CLARIFICATION' (blue), 'APPROVE' (white), and 'REJECT' (white). The background of the phone screen features a subtle floral pattern.

**Editable Area
on the right
side, read
only on the
left**

ONBOARDING - RESPONSES

The screenshot shows a mobile application interface for 'APA ONboarding'. The top navigation bar includes a star icon and the text 'APA ONboarding'. The header features the 'careview' logo with 'POPULATION' above it. The main content area displays a user profile with the following fields:

- First Name:** Amelia
- Last Name:** Pond
- Phone Number:** (xxx) XXX - XXXX
- E-Mail Address:** apond@company.com
- Job Title:** Creative Consultant
- Company:** Client Company

To the right of the profile, there are three sections for comments:

- PCV approver comments:** You can read the comments here...
- PCV requestor comments:** You can read the comments here...
- AMAA comments:** Click to start writing...

At the bottom of the screen are three buttons: 'NEEDS CLARIFICATION' (blue), 'APPROVE' (white), and 'REJECT' (white).

**Editable Area
on the
bottom right,
read only on
the left and
above
editable
section.**

RESPONCES

**Editable Area on
the smaller
screens is always
below read-only
segments.**

APA ONboarding

careview

apa INFORMATION

First Name
John

Last Name
Doe

Phone Number
(xxx)xx-xx-xx

E-Mail Address
jdoe@loremipsum.com

Company
Lorem Ipsum

Job Title
Admin

PCV approver comments

You can read the comments here...

PCV requestor comments

You can read the comments here...

AMAA comments

Click to start writing...

NEEDS CLARIFICATION

APPROVE

REJECT

APA ONboarding

careview

apa INFORMATION

First Name
John

Last Name
Doe

Phone Number
(xxx)xx-xx-xx

E-Mail Address
jdoe@loremipsum.com

Company
Lorem Ipsum

Job Title
Admin

AMAA comments

This is where you can see comments...

NEEDS CLARIFICATION

APPROVE

REJECT

PCV approver comments

This is where you can see comments...

PCV requestor comments

This is where you can see comments...

AMAA comments

This is where you can see comments...

NEEDS CLARIFICATION

APPROVE

REJECT

03b

Onboarding

USER Onboarding

USER ENROLLMENT

User ONboarding

Welcome! Please fill in all fields, which will allow Population Care View (PCV) Support to set up your account. If you need troubleshooting help or have questions, contact our support team at support@populationcareview.com.

userENROLLMENT

First Name _____ Middle Name _____
Last Name _____ E-Mail Address _____
Phone Number _____ Company _____
Job Title _____ User Type _____

By submitting this registration, I confirm that I have read and agree to follow the General policies. Additionally, I understand it may be necessary to reconfirm my agreement to future changes in order to maintain Security and Privacy compliance as PCV's functionality continues to evolve.
[LEARN MORE](#)

SUBMIT

User ONboarding

I agree that I will access the PCV application only as necessary for legitimate plan administration purposes (including assigned health plan-related reporting) in strict compliance with applicable laws and regulations, including but not limited to the Health Insurance Portability and Accountability Act (HIPAA). I understand and agree that breach of this commitment shall result in termination of access and may subject me and my company to liability. I further understand and agree that the information I access via PCV cannot be distributed or shared outside my department of the company, which is responsible for day-to-day administration of the company's health plan.

Additionally, I understand the PCV application to which I am being granted access contains information that is privileged and confidential, and it is intended only for my health plan administration or health plan reporting usage as the individual to whom access was assigned. I understand the data within this system is intended to be used for health plan-related analytical purposes only and should not be used as a replacement for a financial reporting system. I will not reverse engineer, disassemble, or decompile any portion of the software or reporting to which access has been given.

By submitting this registration, I confirm that I have read and agree to follow the General policies. Additionally, I understand it may be necessary to reconfirm my agreement to future changes in order to maintain Security and Privacy compliance as PCV's functionality continues to evolve.
[LEARN MORE](#)

SUBMIT

**Editable Area on the right;
same look and feel as APA
Onboarding layouts.**

USER CLARIFICATION FORM

User ONboarding

POPULATION
careview

userINFORMATION

First Name	Middle Name
Fritz	Cristian
Last Name	E-Mail Address
Lang	flang@company.com
Phone Number	Company
(xxx) xxx - xxxx	Company
Job Title	User Type
Der Filmregisseur	Consultant / Broker / Agent

Source Code And SFI	US-Y
Group Account Reporting Type	Sensitive Reports
Excess Loss Reporting Type	PII
	Selected Type

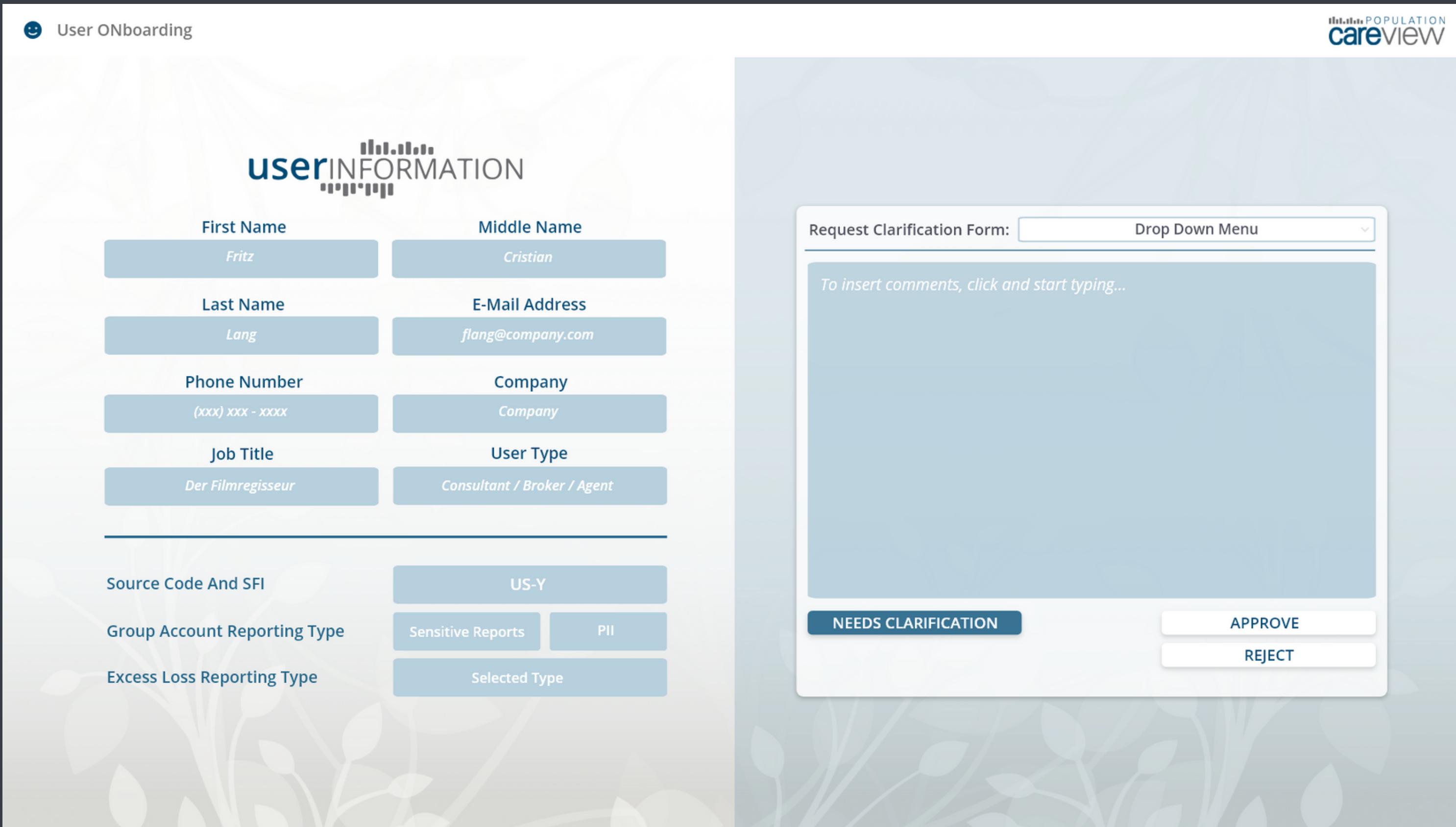
Request Clarification Form: Drop Down Menu

To insert comments, click and start typing...

NEEDS CLARIFICATION

APPROVE

REJECT



USER CLARIFICATION FORM - APA ANGLE

The screenshot displays the careview population dashboard interface. On the left, a vertical sidebar menu includes links for 'APA Dashboard', 'Manage Users' (selected), 'Clarification Tasks', 'User Re-Authorization', 'Help Center', and 'Logout'. The main content area features a 'user INFORMATION' section with fields for First Name (Fritz), Middle Name (Cristian), Last Name (Lang), E-Mail Address (flang@company.com), Phone Number ((xxx) XXX - XXXX), Company (Company), Job Title (Der Filmregisseur), User Type (Consultant / Broker / Agent), Source Code And SFI (US-Y), Group Account Reporting Type (Sensitive Reports), and Excess Loss Reporting Type (Selected Type). On the right, a 'Clarification Request' modal is open, showing a request from 'Amelia Pond' with a note: 'Comments can be read here....' and a response field with placeholder text: 'To insert comments, click and start typing...'. A 'SUBMIT' button is at the bottom of the modal.

Clarification Request from: Amelia Pond

Comments can be read here....

Response:

To insert comments, click and start typing...

SUBMIT

Welcome to
the
dashboard!

04

APA Dashboard

Completing Tasks & Managing Users



The Dashboard

APA Management GUI

"A performance dashboard is a practical tool to improve management effectiveness and efficiency, not just a pretty retrospective picture in an annual report."

* Pearl Zhu, *Performance Master: Take a Holistic Approach to Unlock Digital Performance*

Because of the amount of data that has to be displayed on smaller screens, the easiest solution is to use the dashboard on mobiles and tablets in landscape mode.

Examples on slides 22 and 23.

APA DASHBOARD - WELCOME!

The screenshot shows the 'APA Dashboard - Welcome!' interface. On the left, a vertical sidebar menu lists five options: 'Manage Users', 'Clarification Tasks', 'User Re-Authorization', 'Help Center', and 'Logout'. The main area features a light gray background with a subtle floral watermark. A central message box displays a welcome message: 'Greetings, Jane! Welcome to the APA management GUI. You are assigned APA for Lorem ipsum. Please use the operations on the left to execute APA processes. For additional Assistance, please consult our Help center.' In the top right corner, the 'careview' logo is visible.

APA Dashboard

Manage Users

Clarification Tasks

User Re-Authorization

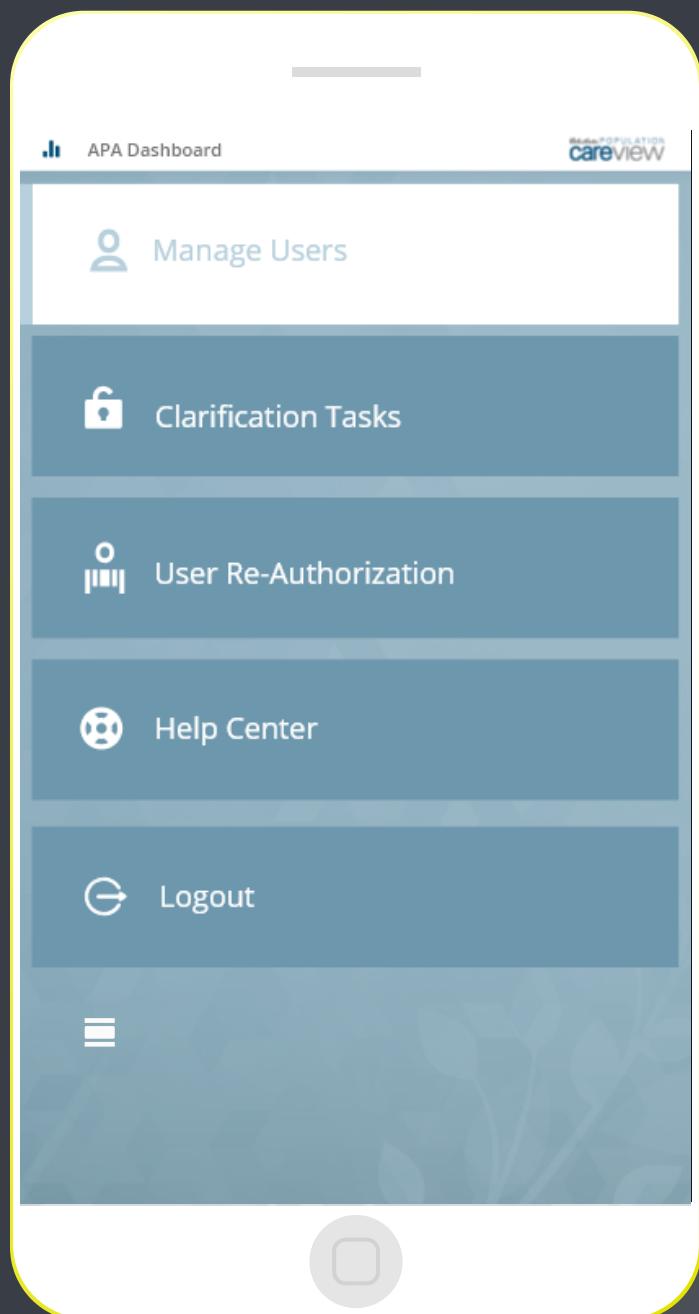
Help Center

Logout

Greetings, Jane!
Welcome to the APA management GUI. You are assigned APA for Lorem ipsum.
Please use the operations on the left to execute APA processes.
For additional Assistance, please consult our Help center.

POPULATION
careview

APA DASHBOARD - MOBILE EXAMPLE



APA DASHBOARD - TABLET EXAMPLE

APA Dashboard

user INFORMATION

First Name	Middle Name
Fritz	Cristian
Last Name	E-Mail Address
Lang	flang@company.com
Phone Number	Company
(xxx) XXX - XXXX	Company
Job Title	User Type
Der Filmregisseur	Consultant / Broker / Agent

Source Code And	US-Y
Group Account	Sensitive
Excess Loss Reporting	Selected Type

POPULATION
careview

APA Dashboard

Clarification Request from: *Amelia Pond*

Comments can be read here....

Response:

To insert comments, click and start typing...

SUBMIT

APA DASHBOARD - MANAGE USERS

Add New User						
FIRST NAME	LAST NAME	EMAIL	COMPANY	JOB TITLE	PHONE	ACTIONS
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxx	 

APA DASHBOARD - ADD USERS

APA DASHBOARD - ADD USERS

The screenshot shows the APA Dashboard interface. On the left is a sidebar with links: APA Dashboard, Manage Users, Notifications, Clarification Tasks, User Re-Authorization, Help Center, and Logout. The main area has a title 'Add New User' and a table of existing users. A modal window titled 'Add New User' is open, containing fields for User Email (with placeholder 'Please enter the New Users email address to send the user a one time link.'), User Type ('Consultant/Broker/Agent'), Source Code and SFI ('US-Y'), Group Account Reporting Type ('Select Reporting type'), and Excess Loss Reporting ('Select Excess Loss Reporting'). It also includes 'VERIFY' and 'SUBMIT' buttons.

**Only for User Type:
Consultant/Broker/
Agent if inserted
email address is
already in the
system!**

APA DASHBOARD - EDIT USER PERMISSIONS

The screenshot shows the APA Dashboard interface with a central modal window titled "Edit User Permissions". The modal contains fields for user information and reporting preferences. The background shows a list of users and a navigation sidebar.

Modal Content:

- USER EMAIL:** flang@thecompany.org
- USER TYPE:** Consultant/Broker/Agent
- FIRST NAME:** Fritz
- LAST NAME:** Lang
- PHONE NUMBER:** (xxx) XXX-XXXX
- COMPANY:** The Company
- JOB TITLE:** El Jefe
- SOURCE CODE AND SFI:** US-Y
- GROUP ACCOUNT REPORTING TYPE:** Select Reporting type
 - Sensitive reports
 - PII
- EXCESS LOSS REPORTING:** Select Excess Loss Reporting

Buttons: SUBMIT (dark blue button), CANCEL (light blue button)

Background:

- Left Sidebar:** APA Dashboard, Manage Users, Notifications, Clarification Tasks, User Re-Authorization, Help Center, Logout.
- Header:** careview
- Table:** A grid of user entries with columns: FIRST NAME, LAST NAME, EMAIL, COMPANY, JOB TITLE, PHONE, ACTIONS.

USER CLARIFICATION DESKTOP

PCV | 2019

USER CLARIFICATION FORM 1

APA Dashboard

- Manage Users
- Clarification Tasks
- User Re-Authorization
- Help Center
- Logout

user INFORMATION

First Name	Middle Name
Fritz	Cristian
Last Name	E-Mail Address
Lang	flang@company.com
Phone Number	Company
(xxx) xxx - xxxx	Company
Job Title	User Type
Der Filmregisseur	Consultant / Broker / Agent

Source Code And SFI	US-Y
Group Account Reporting Type	Sensitive Reports
Excess Loss Reporting Type	PII
	Selected Type

Clarification Request from: Amelia Pond

Comments can be read here....

Response:

To insert comments, click and start typing...

SUBMIT

USER CLARIFICATION FORM 2

APA Dashboard

Manage Users

Clarification Tasks

User Re-Authorization

Help Center

Logout

userINFORMATION

First Name: Fritz

Middle Name: Cristian

Last Name: Lang

E-Mail Address: flang@company.com

Phone Number: (xxx) xxx - xxxx

Company: Company

Job Title: Der Filmregisseur

User Type: Consultant / Broker / Agent

Source Code And SFI: US-Y

Group Account Reporting Type: Sensitive Reports

Excess Loss Reporting Type: PII

Selected Type

PCV approver comments
You can read the comments here...

PCV requestor comments
You can read the comments here...

APA comments
Click to start writing...

SUBMIT

POPULATION careview

RE-AUTHORIZE USERS

INFO MESSAGES

The screenshot shows the careview APA Dashboard. On the left, a sidebar lists navigation options: Manage Users, Notifications, Clarification Tasks, User Re-Authorization (selected), Help Center, and Logout. The main content area displays a table of user data with columns: FIRST NAME, LAST NAME, EMAIL, COMPANY, JOB TITLE, PHONE, MANAGE USER, and RE-AUTHORIZE?. The data shows multiple entries for 'John Doe' at 'j.doe@mail.com' from 'Random Inc.' with 'Desk Slave' job titles and '1800-xxx-xxxx' phones. Each row has edit and delete icons under 'MANAGE USER' and a 'RE-AUTHORIZE?' button. A large circular overlay in the center contains the careview logo and a message: 'You currently do not have any active re-authorization campaigns. The next re-authorization campaign will start on 12/1'. To the right, another circular overlay shows a large blue checkmark with the text 'TASK SUCCESSFUL!' below it.

Every 90 days, users must be re-authorized in order to retain access to your companies data. As an APA, ...
DEANA's Magic Words here...

FIRST NAME	LAST NAME	EMAIL	COMPANY	JOB TITLE	PHONE	MANAGE USER	RE-AUTHORIZE?
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxxx		
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxxx		
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxxx		
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxxx		
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxxx		
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxxx		
John	Doe	j.doe@mail.com	Random Inc.	Desk Slave	1800-xxx-xxxx		

You currently do not have any active re-authorization campaigns.
The next re-authorization campaign will start on 12/1

careview

TASK SUCCESSFUL!

careview



Thank You!

*Looking forward to Your Comments and
suggestions...*