



## Draft Ombudsman Service Providers (OSPs) Training Plan 2014

### Introduction:

The following training plan outlines proposed methods that can be used in preparing the Cal MediConnect Independent Ombudsman Service Providers (OSPs) as they become operational. Initial trainings will be offered to OSPs and follow up training will be offered on an as-needed basis.

Initial Training	
Proposed Type of Training	Training Overview
On Site Training	Comprehensive training of Coordinated Care Initiative (CCI) and Cal MediConnect materials.
Webinars/ Training Modules	Kick-Off, overview of the CCI, Cal MediConnect Ombudsman program, scripts, referral procedures, reporting, data reporting requirements, structured training based on OSP qualifications*, and issue spot checking.
Complaints Filing Training	Webinar will cover the online reporting system (Complaint Tracking Module - CTM) in a step-by-step manner, OSPs will become familiar with the system and work through mock cases, OSP manual for CTM will be discussed.
FAQs and Resource Materials	Provide resources such as frequently asked questions, State and Medicare contacts, online reporting tool guidelines, plan contact information, and all available Plan, State and Federal resources.
Learning Overview/Assessment	Comprehensive overview of program & question and answer session before going live.
Potential Ongoing Training	
Proposed Type of Training	Training Overview
Coaching and Mentoring	One-on-one training upon request.
Group Discussions, Issue Spotting Training, and Tutorial Webinars	Training materials will include feedback and discussion on reported and common issues, training on how to analyze and discuss issues and trends, and tutorials based on identified need.
Case Studies	Case studies based on workplace issues, material will be written and provided to the OSPs.

\*The RFP requires that the Cal MediConnect OSPs be Subject Matter Experts