

Campus Answer Hour: Business readiness plan



Agenda

- Stakeholder feedback
- Organizational change management strategy
- Business readiness plan
- Training plan
- Calendar

Themes for insurers, self-insurers and trading partners

- Forms – more detailed information and demonstrations
- Demonstration of a mock claim from start to finish
- Group administrator information and training
- When and why will claim adjusters work in Work Comp Campus
- Trading partner profiles – how to update and maintain
- More practice training in Campus

Organizational change management strategy

Develop a comprehensive business readiness plan for external stakeholders to ensure a successful transition to Work Comp Campus that includes:

- Department of Labor and Industry (DLI) increasing stakeholder engagement through weekly communication and more frequent industry-group meetings;
- delivery of a strategic retraining plan that addresses training gaps and opportunities identified through the training survey and feedback sessions;
- providing additional demonstration opportunities to increase users' confidence in their ability to use Campus; and
- implement a broader insurer and trading partner stakeholder testing plan.

External stakeholder business-readiness exit criteria

- Engaging with the Workers' Compensation Modernization Program (WCMP) team weekly through stakeholder emailed communication
- Meeting with change leaders biweekly to increase Campus knowledge and address questions about process and policy changes as a result of the implementation
- Assigning group administrator roles in Campus, receiving training and being prepared to support users in their organization
- Receiving retraining that addresses knowledge and skill gaps based on feedback from initial user training

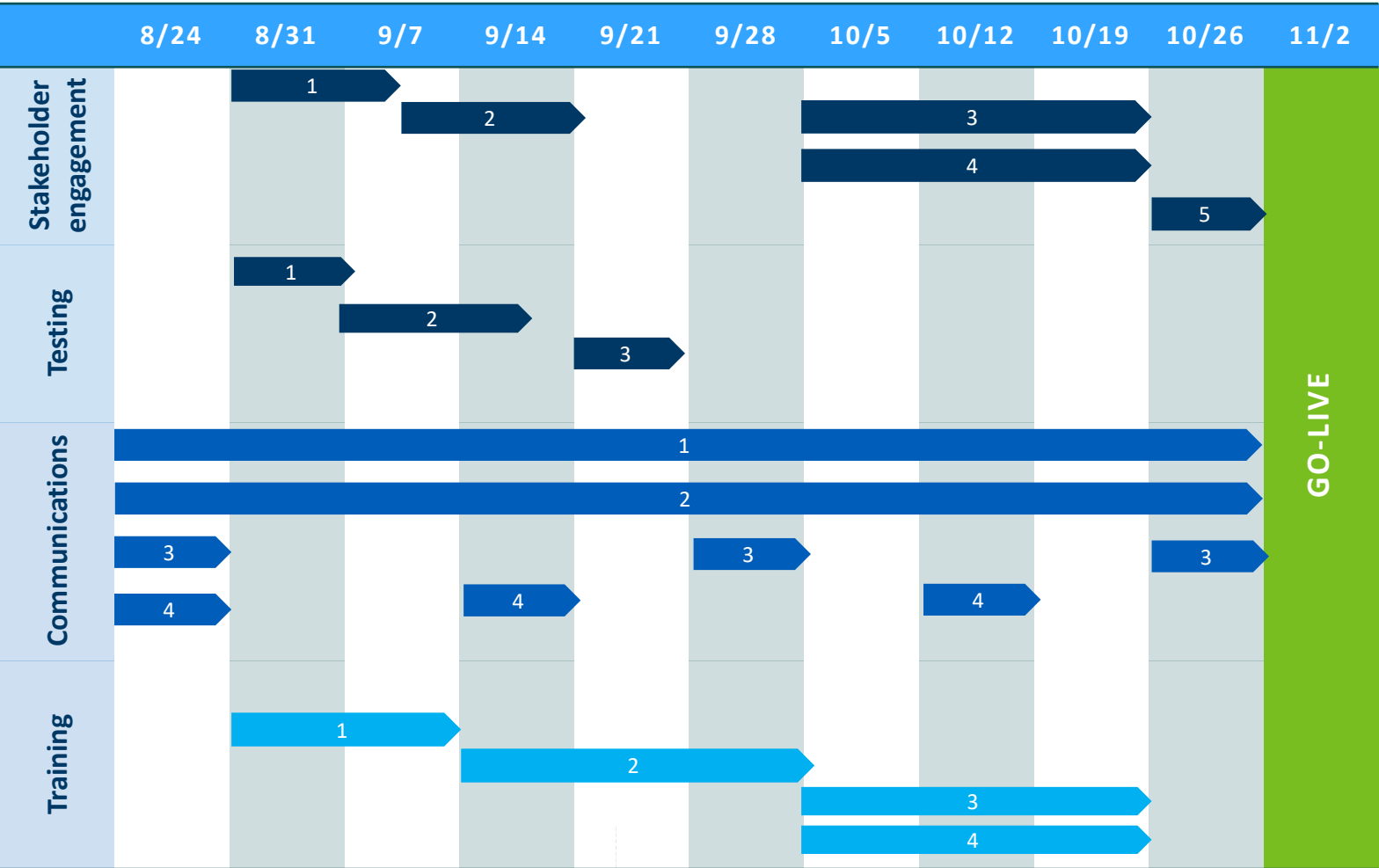
External stakeholder business-readiness exit criteria (continued)

- Receiving interim and final business readiness status updates from DLI leadership
- Attending go-live launch event and receiving Campus user support and Workers' Compensation Division Help Desk information
- Trading partners completing connectivity, EDI 3.1 and all follow-up testing

Training plan highlights

- Training for external stakeholders will take place in October.
- There will be live training sessions, with an option for self-paced training using recorded sessions.
- Training will include group management training for group administrators.
- Additional FAQ documents and quick reference guides based on training gaps will be available.
- Weekly Work Comp Campus demonstrations and live interaction will happen during Campus Answer Hour sessions in October.

External stakeholder business readiness plan



Stakeholder engagement

- 1. Feedback sessions
- 2. Business readiness plans socialization
- 3. Campus demonstrations
- 4. Training Q&A
- 5. Go-live launch event

Trading partner testing

- 1. Connectivity testing
- 2. Electronic data interchange (EDI) 3.1 testing
- 3. Follow-up testing

Communications

- 1. Weekly stakeholder email messages
- 2. Business readiness updates
- 3. Executive leadership communication
- 4. Engagement surveys

Training

- 1. Identify training gaps
- 2. Retraining planning
- 3. Delivery of additional training
- 4. Strategic retraining

Organizational change management activities calendar

September 2020

Monday	Tuesday	Wednesday	Thursday	Friday
	1 Feedback session: law firms	2	3	4 DLI next-stage kickoff Weekly communication
Connectivity testing				
7	8	9 Feedback session: insurance groups	10	11 Training survey Weekly communication
EDI testing				
14	15	16	17	18 Weekly communication
Follow-up testing				
21	22 Campus Answer Hour for Law Firms Campus Answer Hour for Employers	23 Campus Answer Hour for insurance groups www.dli.mn.gov	24	25 Weekly communication Campus Answer Hour for Rehab Providers

Organizational change management activities calendar

October 2020

Monday	Tuesday	Wednesday	Thursday	Friday
28 Executive leadership update	29	30	1	2 Weekly communication
Training				
5	6 Campus Answer Hour for Law Firms	7 Campus Answer Hour for insurance groups	8	9 Weekly communication
Campus Answer Hour for Employers		Training		Campus Answer Hour for Rehab Providers
12 Survey	13 Campus Answer Hour for Law Firms	14 Campus Answer Hour for insurance groups	15	16 Weekly communication
Campus Answer Hour for Employers		Training		Campus Answer Hour for Rehab Providers
19	20 Campus Answer Hour for Law Firms	21 Campus Answer Hour for insurance groups	22	23 Weekly communication
Campus Answer Hour for Employers		Training		Campus Answer Hour for Rehab Providers

Organizational change management activities calendar

November 2020

Monday	Tuesday	Wednesday	Thursday	Friday
26 Executive leadership update	27 Help desk, go-live support kickoff	28 Go-live launch event for DLI employees	29 Go-live launch event for external stakeholders	30 Go-live communication
2 GO-LIVE!	3 4 5 Help desk and go-live support			6 Weekly communication Survey
9	10 Campus Answer Hour for Law Firms Campus Answer Hour for Employers	11	12	13 Weekly communication Campus Answer Hour for Rehab Providers
16	17	18	19	20 Weekly communication

Questions?