Apollo Training Matrix

E = Education	Customor Coro Toom																												
S = Skill Training C = General Communication														tomer Care Team												F			
						Inner											Middle					Outer				External			
			2	<u>2</u>																				Core Support	_	ers			
	Σ	EM Sup	IM Sup	ာ် တ	S	တ	S	တ္သ	O 4	0	ဟ	<u>S</u>	i raining BC	~		표 .	<u>a</u> (0	pn .	돈	ERGO		Auditor	Call Ctr	e Su	IW Provider	Employers	4		
Proposed Class	SOM	Ш	≥ 5	CSS	PC	MSS	ES	ISCS	DMC	MCO	MCS	Policy	<u>a</u> C	AE2	¥ ,	Exam .	Legal	Fraud	Clerk	E S	王	And	Cal	Ö	≥ A	ШШ	TPA	AG C	
What is Apollo?	_					-		F			F			-	F	_						-	_				C	C C	
Leading the Change to Apollo		C	E E	: E	C	C	<u>г</u>	C	C C	C	<u>г</u>		S		E c	E c		E S	C C		C	E c			С	E	С	C C	
Apollo Leadership	S	S	SS		<u> </u>	0	े	0	<u>ی ا</u>	0	0		0) S	٥	٥	၁ ၁	၂ ၁	ە ە) S	0	0	3						
Triage/Initial Determination	S		SS		S	S	S	S	S S	S	S		0	S	C		S		S				S		СС	С	С	СС	
Customer Service	3	J	0 0) 3	J	J	٥	J	0 0	J	J		J		3		3		٥				J		C C		U		
IM Investigation & Documentation	F	Е	SS	SS	S	F	F	F	FF	F	S		F	F	F		E S	Е	E E	F	F	Ε	Е						
System to System Notification	C		C		С	C	С	C	E E	С	C	C		C	E C	С	C C		CC	C		С	С	С	СЕ	С	С	CC	
Managing Your Worklist	0	E		, 0			O		0 0		U		<i>3</i> 0		O		0 0			, 0			U	U		U	U		
Electronic Work Tools		E																											
CCP and Staffing	F		SS	S	S	S	S	S	SS	S	S		.9	S	S		E S	S	S	S	S	S	F_		СС	С	С	C C	
Manual Classification Selection	_	O	0 0	, 0		0	<u> </u>		0 0				C	S	S			U	0	, 0		U	_		0 0		U		
Communicating Effectively	S	S	SS	SS	S		S	S	S		S			S	S S		S		S				S						
Compensability				,							S			0	U														
Understanding EM and IM	S	S	SS	SS	S	S	S	S	S S	S	S	S	S S	S	S		S	S	S	S	S		S						
NetMeeting	S		SS						S S		S		S S	_		S	S S			S		S	S	S					
Auto Adjudication/Triage for Current Structure	S		SS	_		S			SS		S		SS	_			S S		SS				S						
Customer Focus Center Training						Ĭ							- -				<u> </u>		~ ~		Ţ		S	, i					
Consulting for Imact on the Phone	Е	S	S	S	S									S	S								S						
CFI - Review							S	S					S		_					S	S								
CFI - Managing	S	S	S																										
Field Service Appliaction - Admin	Ε		S	С			С	С					C	S	S														
FSA Field	С		S	Е			S	S	S				S	_						S	S	S							
Core Services	S					С						S		_	S			Е		S	S		S	Е	C C	С	Е		
Quality Referrals	Е	S	S E	SS	S	S	S	S	S S	S	S							S			S	S	S				S		
Assignment Determination	С	S	E C	E			Е	Е	Е	S		Е	E	S	S					Ε	Е	Е							
Pre-Visit Research	С			Е			S		S					S								Е							
Construction Cross Training								S																					
Industry Cross Training								S																					
Basic Risk Assessment	С	S	Е	Ε			S	S	S S				S	С	С					S	S	Ε							
Internal Partnerships	S	S	SS			С	Е	Е	Е Е				E	Е	Е					Ε			S				S		
EM Service Delivery Model	S		E E								Е	E I				Е	ЕЕ	Е	E E	_			Ε	Е	C C	Е	Ε		
Preferred Market Tech & Business Knowledge	С	S	S	C					E S				C S					Е				Е	Е		С		S		
Core Services & Delivery Model for External																							С	С	E E	Е	Ε	Е	
Touch Determination Criteria	Е	S	E E	S	Е	Е	S	S	E S	С	С		S	S	S					S	S	Ε							
Staffing Expectations and Methods	Е		E E	S							С		S	S	S							Ε							
Pursuit of Settlement			S E			Е			Е Е			Е			Ε		E S						Е		С	С	С	C C	
Datawarehouse																		_											
Claim realignment and reassignment																													
Financial Impact Awareness Training (MREE)	С	S	E C)					E S				S	S	S					S	S								
New Employer w/new claim or first claim	Ε	С	SS	S			Е		Е					S	S					Ε		Е							