



## CHALLENGE

Due to evolving demands of the evolution of the workplace, most of UnitedHealthcare's learners work from home even from the very beginning of their tenure. One of the biggest challenges has always been giving learners the hands-on experience with feedback experiences that they needed to attain proficiency.

- **BUSINESS CHALLENGE**  
Employee Onboarding
- **INDUSTRY**  
Healthcare
- **NUMBER OF LEARNERS**  
500
- **L&D STRATEGY**  
Cohort-based Learning

## FROM PASSIVE TO POWERFUL ONBOARDING

UnitedHealthcare revamped a new hire program using collaborative learning strategies that included real-case simulations and a live training environment to achieve remarkable results.

To address that challenge, UnitedHealthcare worked to modernize the new hire program for its Medicare Appeals & Grievances (A&G) using collaborative, cohort-based learning strategies that incorporated applied learning.

Its Medicare Appeals & Grievances program involves a formal process to handle disputes, complaints, or concerns raised by patients or members regarding healthcare benefits, decisions, or quality of care.

## SOLUTION

The new hire program for UnitedHealthcare's Medicare Appeals & Grievances (A&G) was revamped using a combination of a live training environment, mock-ups of real cases, videos, demonstrations, quizzes, and missions to keep learners engaged.

Learners were given case numbers to research and resolve just like they would with live cases. Learners then documented their findings and submitted them for review and feedback. By the end of each module, they have researched and documented eight (8) cases from end-to-end.

The key focus was to leverage technology to drive virtual learning for performance. They use a solution-driven approach that teaches cognitive and technology skills, all of which can be immediately applied to a new hire's role. Content is designed to work in the process flow of how people learn and is structured around the 5 Moments of Need, a framework for gaining and sustaining effective on-the-job performance of employees and work teams.

## RESULTS

The results of UnitedHealthcare's innovative strategies are significant and impressive, earning them two distinguished awards. Tangible outcomes from the program include the following:



A significant **reduction in time-to-proficiency from 9 months to just 6 weeks** after the completion of training.



**Improved Net Promoter Scores (NPS) from a 35 average to a 72 average**, with learners consistently praising the hands-on practice and robust feedback.



Feedback from supervisors and subject matter experts has been overwhelmingly positive and reveals that **new hires fresh from training are better prepared than some tenured staff**.



Christy Pletcher, Vice President,  
Learning Solutions, UnitedHealthcare

Our new employees consistently challenge us to deliver quality, hands-on learning—learning that is relevant and impactful to their real-world experiences. The Intrepid platform allows us to deliver collaborative and relevant learning programs while onboarding thousands of employees across the globe in a virtual setting.

## READY TO ACHIEVE SIMILAR ONBOARDING SUCCESS?

See how to get started with boosting your new hire engagement, lowering your onboarding cycle time, and improving your learner satisfaction.

**Chat with a learning advisor today!** 



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intrepidsales@vitalsource.com



www.intrepidlearning.com