

BPO contract review

- holidays to match our holidays
- must show base rates and the best is to have full pricing transparency
- limit yearly increase to no more than 5% on base rate, must be mutually agreeable based on annual performance review
- must offer work hours transparencies via tracking software like Hubstaff, Time Doctor, etc. Offer access and track screenshots. All these at BPO's cost
- must set termination conditions clearly. Such as excessive absences regardless of reasons, poor performance, etc. there will be no penalty if fired with cause.

Comparing BPOs

- Philippines versus Colombia versus India
- Do they help manage your team? Is it necessary?
- Speed in recruiting and offering up resumes for interview
- Quality of their selections with relevant experience
- need to set pay range and not let it be overly flexible; will drive cost up for us

Selecting VMAs

- I usually avoid applicants who have worked for states with high minimum wage because the VMAs want more money all the time
- Check what city they are from, Manila Metro - usually NO. Province - YES if it's not in the flood zones
- Bachelor degree is preferred but we have some success with graduates from 2-year technical or health institutes
- make sure to let them know your expectations in writing. The writeups, more than 2 access per month, failing PIFs, etc. are reasons for termination with cause.

Training and Onboarding

- Prepare your own training videos by position.
- If possible, put the process in writing. Create a Dropbox for all the training materials there and keep building it up.
- Make sure the videos and documents are well organized, like Step 1/Phase 1, Step 2/Phase 2, etc.
- Upload all forms used in the training
- HR to take the lead on managing all VMAs and communications with BM/OP Manager/Owner. The same with BPO Management
- Assign training to your office super employee, and make him/her the trainer. Use multiple if needed. We have one per department. We now have VMAs training VMAs

KPIs for VMAs

Position	KPI
Billers on New claims	150 Claims per day
AR Appeal and Collector	6 appeals/claims per hour
Intake Specialist (skilled)	15 referrals per day
QA Specialist	See Tracker
Orders Tracker	20 signed orders a day
Auth Specialist	8 mins per auth, 45 mins BCBS/DOL
Case Manager	80 clients (include hold/transfer)
Coordinator (skilled)	250 visits a week
Coordnator (non-skilled)	1,800 hours a week

*end-of-day (week) report

Quality Assurance Weekly Activity Tracker (Rev. October, 2024)

VMA Full Name	All work activities must correspond and account for hours and minutes worked >>> Insert Date Range for Applicable Week. Always ensure to use Central Standard Time (CST) references <<<									
Ext.										
Email Address										
KanTime Charts QA Completed by Type	MON	TUES	WED	THURS	FRI	SAT	SUN	Total Qty	Avg Time /Min	Total in Minutes
Hours Worked (mins or hours, not mix)								0.00	N/A	0.00
SN/PDN Assessments - SOC with orders								0	10.50	0
SN/PDN Assessments - Recerts, ROCs, Evals with Orders								0	8.50	0
SN/PDN Assessments - DCs, Transfers								0	3.00	0
SN/PDN - Regular Notes								0	2.75	0
SN/PDN Corrected Assessments - SOCs, ROCs, Recerts								0	2.00	0
SN/PDN Corrected Assessment/Notes - Transfers, DCs, and regular notes								0	1.50	0
Full Chart Audit								0	30.00	0
Sub-forms - all subforms								0	0.70	0
Orders - All orders								0	0.70	0
Therapy Assessments - SOC with Orders								0	9.00	0
Therapy Assessments - Recerts, ROCs, Evals with Orders								0	7.00	0
Therapy Assessments - DCs, Transfers								0	3.00	0
Therapy - Regular Notes								0	2.75	0
Therapy Correction Assessments - SOCs, ROCs, Recerts								0	2.00	0
Therapy Corrected Assessments/Notes - DCs, Transfers, and regular notes								0	1.50	0
Quota Analysis	Total Hours Work (from J6 or L6)		0.00	Met Quota	You are expected to meet or go above quota each week	Weekly Total	0	Total (mins)		0.00
	Total Hours (from L20)		0.00					Total (hours)		0.00

* Please email completed Weekly Activity Tracker for the previous week each Monday to: