



Humana, Inc.

TOOLBOOK® CUSTOMER SUCCESS

▶ THE COMPANY

Humana, Inc., headquartered in Louisville, Kentucky, is one of the nation's largest publicly traded health benefits companies, with approximately seven million members. The company offers coordinated health insurance coverage and related services to employer groups, government-sponsored plans and individuals.

The National Education Policy Development Group provides training to the company's service center operations. 8,000 of the 14,000 employees at Humana receive simulation training, compliance training and updates through the NEPD Group.

ToolBook®

A SUMTOTAL PRODUCT

CASE STUDY

Humana, Inc.

▶ THE CHALLENGE

Humana created a Contract Information System to keep track of all the terms in all the contracts the company had with its providers. Training Director Robert Dick was asked to develop a quiz for training administrators to measure student progress mid-course and to help guide trainers over remaining days of class.

With each contract, students could become overwhelmed by the hundreds of potential paths through each contract. This made training slow, expensive and less effective given the company's smaller training budget.

▶ THE SOLUTION

Robert created a very simple quiz using the drag-and-drop functionality of ToolBook®. His team was able to track the students' total time in the system, how much time on spent on each question, how many attempts the student made, and the total score.

Normally Humana instructors administering quizzes would sit in a vacuum without real-time feedback. Instructors never heard what students thought or felt during a quiz. Once ToolBook was implemented, the instructors were swarmed by comments.

The measurement tool took less than a day to build. According to Robert, most of that time was spent tweaking the graphics and story to go along with the training. In another example, human error in claims payment made through a Humana information system could result in penalties from \$100 to \$1,000,000 per incident. Robert's team was asked to provide a training solution to assist in the launch and monitoring of this informational system.

▶ THE RESULTS

“*ToolBook has allowed us to create programs that can be developed quickly and are inexpensive to build, It gives us the power to create fun and effective Training for very little expense.*”

- Robert

ToolBook has helped NEPD drop module development time, from proposal to going live, from 120 days to 30 days and at times, even shorter periods. And with each program, ToolBook has allowed Robert to consistently produce quantifiable, verifiable results. His team has built over 110 learning modules that are now active on their learning management system. Over 100 of those were developed in ToolBook.

CASE STUDY

Humana, Inc.

During the last 18 months, the NEPD Team has had 40,000 launches of those modules.

“ToolBook has allowed us to create programs that can be developed quickly and are inexpensive to build,” states Robert. “It gives us the power to create fun and effective training for very little expense.”

For more information, please contact us at +1 650 934 9500,
or toll-free at +1 866 768 6825.

Copyright © 2004-2008 SumTotal, Systems, Inc. All rights reserved. SumTotal Systems, and the SumTotal Systems logo are trademarks of SumTotal Systems, Inc. All other company and product names are the property of respective owners.

SumTotal^{||}