

# Health Insurance Design Document

<b>Business Purpose</b>	<p><i>Voyages by CC</i> is a growing travel company that specializes in European travel with their primary focus on budget travel for small groups and couples. The company is finding that new employees are often confused about health insurance and struggle to choose the best plan for their needs.</p> <p>New employee benefit onboarding is taking more time than anticipated due to the amount of employee questions about the health insurance benefits. <i>Voyages by CC</i> schedules three days for new employee benefit onboarding. In the past two hiring cycles, the benefit sessions have taken four days to complete, resulting in a day loss for the company's program onboarding, and therefore, a day loss of booking travel for new clients and/or working with current clients.</p> <p>This eLearning module provides new hires with clear, to the point health insurance information that complements the in-person onboarding session. The goal for this training is to clarify our health insurance benefit so that employees receive the best explanation possible thus reducing the number of questions and lost program onboarding time.</p>
<b>Target Audience</b>	The primary target audience is newly hired employees. It is also open to current employees who are joining the health insurance benefit during open enrollment.
<b>Training Time</b>	20–25-minute e-learning course
<b>Training Recommendation</b>	<ul style="list-style-type: none"><li>• New hires and any current employee joining the health insurance program during open enrollment should receive training materials delivered through one Articulate Rise e-learning course.</li><li>• Employees will complete the course using company devices during a break in the workday and/or between onboarding sessions. Employees may choose to complete the course using a company device outside of the workday.</li></ul>
<b>Deliverables</b>	<ul style="list-style-type: none"><li>• One e-learning course developed in Articulate Rise</li><li>• One reference learning aid</li></ul>
<b>Learning Objectives</b>	<p>By the end of this training, new employees will be able to:</p> <ul style="list-style-type: none"><li>• Define health insurance terms.</li><li>• Name the health insurance options.</li><li>• Distinguish the difference between the two options.</li><li>• Choose the health insurance benefit that best fits a given scenario.</li></ul>
<b>Training Outline</b>	<p>Welcome</p> <p>Introduction</p> <ul style="list-style-type: none"><li>• Learning objectives</li></ul> <p>Topic: Health Insurance Vocabulary</p> <ul style="list-style-type: none"><li>• Premium, deductible, copayment, coinsurance, in-network health provider, out-of-pocket costs</li><li>• Knowledge check<ul style="list-style-type: none"><li>○ One question with immediate feedback</li></ul></li></ul>

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	<p>Topic: Health Insurance Option 1</p> <ul style="list-style-type: none"><li>• Preferred Provider Organization (PPO)</li><li>• Health Reimbursement Arrangement (HRA)</li><li>• Flexible Spending Account (FSA)</li><li>• Knowledge Check<ul style="list-style-type: none"><li>○ Three questions with immediate feedback</li></ul></li></ul> <p>Topic: Health Insurance Option 2</p> <ul style="list-style-type: none"><li>• High Deductible Health Plan (HDHP)</li><li>• Health Savings Account (HSA)</li><li>• Knowledge Check<ul style="list-style-type: none"><li>○ Sorting activity: PPO vs HDHP with immediate feedback</li></ul></li></ul> <p>Review Assessment Summary</p>
<b>Assessment Plan</b>	<p>Knowledge checks</p> <ul style="list-style-type: none"><li>• Three</li><li>• Immediate feedback provided for both correct and incorrect responses</li><li>• Unlimited attempts</li></ul> <p>Assessment</p> <ul style="list-style-type: none"><li>• Five questions</li><li>• Unlimited attempts</li><li>• Must achieve 80% or higher to pass the e-learning module</li></ul>
<b>Post-assessment growth</b>	<p>Employees will now be able to:</p> <ul style="list-style-type: none"><li>• Define health insurance terms.</li><li>• Choose the health insurance option that best fits a given scenario.</li></ul> <p>Voyages by CC will see:</p> <ul style="list-style-type: none"><li>• New hires with a clear understanding of the health insurance options offered.</li><li>• Fewer questions pertaining to the health insurance</li><li>• No lost time for program onboarding or booking client travel</li></ul>