



Washington Health Benefit Exchange helps employees' skills stay current with LMS365

LMS365 supports the needs of Washington Health Benefit Exchange

Challenge

- When the Washington Health Benefit Exchange (WAHBE) first approached ELEARNINGFORCE Americas the organization already had a Learning Management System (LMS) in place. Although the LMS was built in SharePoint, WAHBE needed something more robust that would allow the organization to house all of their training materials and help users stay current. The LMS presented several challenges:
 - It lacked a user-friendly environment.
 - Inability to generate reports and track progress.
 - Challenging for Navigators to use.
 - Lacked the overall automation and customization.
 - Content creation was a hassle - Microsoft OneNote had to be used to generate questions and modules.
- WAHBE sought out an improved system to deliver training that would support its many external users.



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We got all the information we needed and we don't have to use the enrollment report anymore. It was wonderful that we could do it through the learning management system because it allowed us to gather the information in such a way that we could get statistics we needed.

- Christine Brown, Navigator Training & Certification Manager

Solution / Requirements

- A core component of a learning platform for WAHBE was customization. Learners (Navigators) are 2 associated to a specific certification number and WAHBE was looking for a LMS that would be able to automatically generate that smart number for reporting purposes. In addition, WAHBE needed a LMS that would:
 - Support the training staff and help them develop material for end users.
 - Integrate with the existing IT infrastructure and sit on top of SharePoint.
 - Was intuitive and easy to use on the front-end.
 - Be easy to maintain and manage.

Solution & Results

Additionally, the training team needed a vendor that would provide high-quality support during implementation and after. WAHBE's internal IT department discovered LMS365 at a convention and decided that it would provide them the kind of customization and automation that would help make training easier for its users and administrators.

WAHBE implemented LMS365 in October 2014. "Navigator Training" was rolled out to 1100 external users (Navigators) that consisted of 11 lead organizations, and 21 Certified Application Counselor organizations and has since shown remarkable results:

- ✓ With the LMS365 reporting tool WAHBE is able to put a name into the system and it automatically generates a certification number for that individual. Every lead organization has a different numbering convention.
- ✓ Allowed the company to maintain annual training – WAHBE broke down this training into four periods and requires Navigators to complete the training every quarter.
- ✓ Created 15 training modules: after initial completion and certification, learners must maintain that training requirement and complete quarterly training.
- ✓ Received assistance from the ELEARNINGFORCE Americas team to train staff and develop materials.
- ✓ WAHBE now has the ability to have the system generate emails automatically and send out certificates to end-users.
- ✓ Keep track of certifications to ensure people are current in the training.
- ✓ Customized enrollment reports and test score reports.
- ✓ Users are able to train as they go from the comfort of their own desk and computer.
- ✓ Administration was made much easier.

Furthermore, with the help of LMS365, WAHBE was able to build and run a special, one-time report that utilized the LMS' analytical functions. Users would complete it every time they finished an enrollment. Through the statistics generated by LMS365 the organization was able to run this report for 6 months and gather valuable information they needed.

Future Perspectives

In the future WAHBE looks to develop more content for its Navigators and continue using LMS365 to develop users. With a large external user base the LMS is well established and supporting the organization with its training needs.

About

The Washington Health Benefit Exchange was created in state statute in 2011 as a public-private partnership. The Exchange is responsible for the operation of Washington Healthplanfinder, an easily accessible, online marketplace for individuals, families, and small businesses to find, compare, and enroll in Qualified Health Plans and Washington Apple Health (Medicaid).



QUICK FACTS

Industry // Health Insurance

HQ // Based in Olympia, WA

In use since // February 2015

Web // www.wahealthplanfinder.org

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