

CENTER FOR MEDICAID & MEDICARE SERVICES (CMS) MEDICARE LEARNING NETWORK (MEDLEARN)

For years, *Intekras* has been the incumbent contractor providing training and development services for CMS as well as handling the print fulfillment requirements of the Medicare Learning Network (MedLearn) Program out of our Columbia, Maryland facility.

Training & Development

As CMS's scope and audiences increased, CMS began to expand from traditional classroom-based training of contractors and providers and adopted several distance learning methodologies (including web-based training courses, satellite broadcasts, and other self-study media such as videotapes and CD-ROMs). As these programs became more popular, *Intekras* developed a web-based infrastructure to support CMS's outreach services and efforts, through its subcontractor Graduate School, USDA.

This effort included managing the development, delivery and maintenance of a customized version of the registration system for CMS to increase their audiences' awareness of their offerings and make it easier for all interested parties to obtain the training and support they need. The new registration system is integrated seamlessly with their existing MedLearn site. Other accomplishments and metrics include:

- Custom developed 8 SCORM compliant WBT courses
- Registered over 53,000 users and growing
- Logged over 63,000 enrollments and growing
- Developed customizable reporting tool for CMS

“Intekras developed a web-based infrastructure to support CMS’s outreach services and efforts...”

Print Fulfillment

Requirements and orders are downloaded daily from the CMS website where names, addresses and order-details are posted and labels are printed. The team then fulfills the order from the large, in-house warehouse where we store 55 different line items and apply suitable auto-postage. A courier service collects the mail twice a week and delivers to the post office. Orders are entered into a local Access database by order number so that available inventory can be tracked and reports provided to CMS.

Demand varies throughout the year and depends on such factors as seminars run by medical facilities in the Spring and Fall when more products are typically ordered. Average fulfillments consist of approximately 20,000 items per month. This does not include special mailings that are periodically done for CMS.

Approximately 240,000 items have been mailed since contract commencement, and warehouse inventory stands at approximately 350,000 items.