

MSQ31.1 - Training Materials

Although there are many sources of training for the call center agents, Optum Rx provides an example of training material used to provide details on the State specific plan requirements and operational procedures. This attached call center procedures document is used in DDI, the training of new call center employees, and during ongoing O&M. This document is also maintained by the Optum Rx Account Team and shared with call center operations on a regular basis.