

| Task and Correct Path | Participant 1 | Participant 2 | Participant 3 | Participant 4 | Participant 5 |
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| Task 1 | 21 yrs/Processor (mail) | 5 months-Contract Worker/Processor (mail) | 21 yrs Trainer Processor mail team | 5 yrs Processor (mail) | 7 months Contract Worker Processor (mail) |
| Sort (if needed) | Could not locate My Pending Documents | Choose My Pending Documents | Choose My Pending Documents | Choose My Pending Documents | Choose My Pending Documents/Wants this on top of screen not at bottom |
| Select Highlighted item | Was not sure what Red highlight meant, needed more explanation | Recognized highlighted items were special | Red is Priority/red Folder process is considered high priority | ! Thought these were first | Thought liens would be high priority first, |
| | Thought ! Was a sign of urgency | I see them as the same, no diff between the ! and red | Did not notice ! | Did not understand what special handling was. Needs better explanation. | Needed details and SH spelled out and did not understand SH and ! Wants SH to indicate that they are over 48 hrs and will be moved to SH. |
| | | Should have read what was above which explained the diff. | Clearer detail is needed on Special Handling and ! | With exp, would work SH first then ! | |
| Task 2 | | | Was confused at first and did not understand task | | |
| Select Get Next Doc | Could not locate box for Get Next Doc | Did not understand task at first | | Selected Get Next Doc | Selected Get Next Doc |
| Go | Needed a lot of coaching | Selected Get Next Doc | did not understand task, could not find get next doc until coached | Understood that Next would take her to her next doc | n/a |
| | Could not understand task. | understood that the (29) were the number of documents in the queue | understood that the (29) were the number of documents in the queue | understood that the (29) were the number of documents in the queue | I would assume this meant the (29) were the number of documents in the queue |
| Task 3 | | | | was confused and would click "back" or "esc". Then choose Save for Later | |
| Cancel | I would choose Save for Later | I would choose Save for Later | Was confused by Current Value (see comments) | | I would choose Cancel |
| | I should put in a pending reason? | Was confused by task, then stated would cancel | I would choose Cancel | Then choose Cancel | Pop Up would be useful |

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| Yes to Cancel Changes | Yes, Pop Up option all the time | Yes, Pop Up option all the time | felt that the mouse had to be used a lot and this would be a loss in production. | Liked the pending reason and felt this should be required. | Pending reason should be required or if working someone else's pending you would not know what they were waiting for. |
| Task 4 | | | | | |
| Save for Later | Choose "Save for Later" | Choose "Save for Later" | If I did nothing I would cancel, if I worked on this I would select "Save of Later" | Choose "Save for Later" | either cancel or save for later, I would choose save for later |
| | I would Save for Later and put in a pending reason. I would put in "Clmt validation" | After coaching, felt that a pending reason would be help | Pending reason selected would be " Clmt Info" | I would then put in a pending reason | yes, pending reason so you know what you did and what you still needed |
| Task 5 | | | | | |
| View Correspd | I would first click Action Taken | Could not find the correct selection at first | Was confused with View Correspond would like View Document or View Image | Clicked on View Correspond after coaching I would go to Action taken and verify Non-Auto | View Correspond |
| Validate Clm#/ID/Select Action Taken-Validate Changes | I would click View Document | I would click View Correspondence | | | Complete Action Taken confirmed Non-Auto |
| | Confirm and click validate changes | Click Confirm and select Validate Changes | Confirmed non-auto and Validated Changes | I would Validate Changes but I don't know why. | Then validate changes |
| Task 6 | | | | | |
| View Correspond/Validate Changes/Select Action Taken Validate Changes | Selected View Correspond/updated clm # and ID then submit | Selected View Correspond/updated clm # and ID | View Document and verify info | Very confused and wanted to View job aids | Very confused with Updated Value and what this meant. |
| | Selected correct action taken once question asked | Selected Action taken and Validate Changes | Update info and then select Validate Changes | Updated with info and clicked validated changes/forgot to first select action taken | verified info and then would select Validate Changes |

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| <p>Task 7</p> <p>Select "View Pending documents for" enter Alpha ID "bcd1" search</p> | <p>I would log off of my system and on to Sarah's/Save for later</p> <p>I would put in Sarah's ID and click Search</p> | <p>I would Save for Later on my pending page</p> <p>Enter Sarah's Alpha ID and click search</p> | <p>I would cancel</p> <p>enter Sarah's ID and click search</p> | <p>Save for Later</p> <p>enter Sarah's ID and click search</p> | <p>n/a</p> <p>enter Sarah's ID and click search</p> |
| <p>Task 8</p> <p>View Details/View Job Aid</p> | <p>I would View correspondence/ after second question, selected, I would click job aid</p> <p>I would click on the scroll/likes job aids available</p> | <p>View details/No View job aid</p> <p>Use scroll bar/liked the "top" in order to get additional job aids</p> | <p>View details/No View job aids</p> <p>Use scroll bar or click "top"</p> | <p>Go to View Correspond/then go to job aid</p> <p>I would scroll to see more job aids/job aids have value</p> | <p>View Documents/Confused on what to View until after coaching</p> <p>View job aid/better than hard copy job aids</p> |
| <p>Task 9</p> <p>View correspond/Validate data on image/enter ZIP of Service and D of S/Save for Later</p> | <p>View correspond</p> <p>/very difficult time in Viewing document for correct info/could not complete task</p> | <p>View correspond, but was asked twice</p> <p>found items to validate after coaching/could not complete task without then selected "left message for provider and Save for Later</p> | <p>Click on Image</p> <p>Update info/click on L/M for Provider and Save for Later</p> | <p>Click on Med record</p> <p>having difficulty in finding info to update/found all info and then select LM for Provider and Save for Later</p> | <p>View correspond</p> <p>verified info and clicked validate changes/ok I would save for later and enter pending reason</p> |

| Participant 6 | Participant 7 | Participant 8 | Additional Comments/Observations |
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| Contract Worker Processor (mail) | 10 months Processor (input) | 4 yrs Processor (input) | |
| Choose My Pending Documents/was hesitant if this was correct | Choose My Pending Documents | Choose My Pending Documents | Indicators should be larger and more specific/details |
| I would work my liens first ! Would be high priorities for me.I saw the highlighted ones and the ! first. I never saw the explanations of ! And SH, I saw the pending first. | I would click on the ! ones first. I think SH should tell you how much time you have left to work it. Did know what SH was, better explain nation of SH is needed. | ! Requires immediate attention. The red indicates SH but I don't know what SH is . Now that I know what SH is I would work those first | Should have tool tips ! Should be larger All felt that after knowing what SH meant that they would work these first. |
| Click on Next Doc | Choose Get Next Doc | I would click Next | Most were very successful in completing task within a short time Some were confused with the pending list and where the Get Next Doc was located on the page. |
| n/a | n/a | n/a | All were successful in knowing that this (29) meant the number of items in the queue |
| how many on in the queue | probably how many on in the queue | I think this is how many are in the queue | |
| Do I push Cancel | I would select Validate Changes | Cancel | Most selected Cancel within a short time |
| Pop Up is ok but I would have said "no" | Pop Up all the time only if you did something, but not if you hit cancel | Yes I like the Pop Up | Most wanted the pop up every time. |

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| Pending reason should be required | Pending reason should be required if you worked on the task | No comment on pending reason | Most wanted the pending reason to be required. |
| Choose "Save for Later" to go back to my queue. | I would select Cancel, | Save for Later | Most selected Save for Later right away. A few were confused and selected Cancel |
| I would then put in a pending reason. I would still use it even if not required. | I would choose Save for Later and pend for "Clmt Validation" | Was confused why pending reason would help. After dix said yes pending reason should be required | Most if not all felt that Pending Reason should be a required field. |
| View correspond and then open job aid | View correspond | found it difficult to know what to select first/then clicked on view correspond | Most participants completed the task with very little coaching |
| confused by task | Confirmed Non-auto | confirmed non-auto and validated changes felt having view document closer to exception would help/felt that after training would know where everything was on the screen | |
| completed task only after coaching | Select Validate changes | | |
| View medical bill/wrote clm number by clm number not by updated value | Selected Med records/confused by updated value | view med bill | Most felt that updated value was confusing |
| verified info and validated changes/would not have put in an Action taken | verified info and selected validate changes | verify info/validate changes/would not have selected a pending reason | |

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| Save for Later | It depends on what I was working on/I would cancel/save of later of validate | n/a | |
| enter Sarah's ID and click search | enter Sarah's ID and click search | enter Sarah's ID and click search | everyone completed this task with ease |
| View Details | View details view job aids/job aids would need to be updated when info changes to be helpful | View details was confused by the task/after coaching selected job aid | most selected job aid right away |
| View job aids/use scroll bar to View more | | | all like the idea of having the job aids on line |
| View correspond | not sure would click job aid Selected view correspond/verified info validate | View Med records | |
| Verified info and click LM for provider and save for later | changes/missed Action taken then updated with action taken and saved for later. | Updated info/Save for Later/forgot to select pending reason and went back and selected LM for Provider | View Correspondence was confusing to a few and felt view document or view image would be better |