



Online Learning Platform

Healthcare Technology Case Study

# How to Automate Compliance Training, Speed Up Onboarding & More



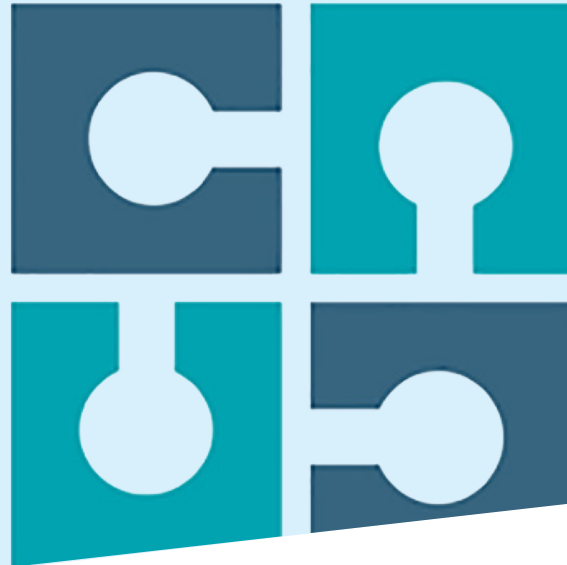
convey™



## About Convey Health Solutions

Convey Health Solutions is a specialized healthcare technology and services company that is committed to providing clients with healthcare-specific, compliant member support solutions utilizing technology, engagement, and analytics. The company's clients include some of the nation's leading health insurance plans and pharmacy benefit management firms. Their healthcare-focused teams help several million Americans each year to navigate the complex Medicare Advantage and Part D landscape.

The company employs over 2000 people across America and at an offshore office in the Philippines.



We are excited to implement some of TOPYX's latest features soon, including employee badges and gamification features to drive friendly competition between clients and sites.



**Burn Tan-Hoyumpa**

Director of Learning and Development  
at Convey Health Solutions

## Challenge

Before working with TOPYX, Convey Health Solutions used an internal informational portal that acted more as a social marketing platform than a true learning management system (LMS). The platform's eLearning and training tools were secondary, with employees mostly using it to announce birthdays, publish photos, and share recipes. As Convey grew in size and developed its dedicated training department, the company decided to find a full-featured LMS to help build a strong culture and philosophy around learning.

"Before TOPYX, our training and compliance courses were instructor-led across several sites, including an international location. Everything was pen and paper, and it was so painful to get everything done manually,"

said Burn Tan-Hoyumpa, Director of Learning and Development at Convey Health Solutions. **"It was a nightmare."**

When evaluating potential solutions, they knew they wanted to keep the social learning elements from their previous platform, but drive more productive conversations while focusing more on employee training and knowledge sharing. They searched for an LMS that offered the ability to customize the platform for the unique needs of their company, as well as to match their branding. They found all of that and more with the TOPYX learning platform.



## Solution

After selecting TOPYX as their new learning platform, Convey began the onboarding and implementation process. TOPYX assigned a dedicated client services manager to the account who created a detailed implementation plan and trained their leadership on the software while translating functionalities from their previous platforms to TOPYX.

**"For the price point, I assumed we would just get the basic user guide and that's it. But the implementation process was very hands-on, very detailed, and they were open and responsive to any questions from our team throughout. I was so impressed!"** said Tan-Hoyumpa.

Each of Convey's 2000 employees were granted access to the system. Employees were broken up into groups based on their job functions, which granted them access to unique sets of relevant courses. They also created company-wide courses around compliance and IT security.



**We would enthusiastically recommend TOPYX!**



**Burn Tan-Hoyumpa**

Director of Learning and Development at Convey Health Solutions

## By the Numbers

Client since **2016**

**2,778** Active users

**199,084**

Course Completions

**6,715**

Program Completions

**3,143**

Learning Path Completions

## Outcome

Like with any new business facing process changes, Convey faced some initial hesitation from employees because they had to learn the ins and outs of a new platform. But once employees realized they can get to training faster, get to answers faster, and find resources faster, the level of satisfaction grew immensely throughout the business. The platform also helped to shift the previously informal culture of the company to something much more professional and focused on the customer.

Convey automated compliance training and new hire orientation, reducing the day-one onboarding process to just eight hours. New hires are now able to competently get out on the floor much faster, ultimately helping to grow the business.

**"If we were not with TOPYX today, we would not be able to function. There would be no way for us to go back to delivering instructor-led training, taking roster, tracking attendance, and manual reporting,"** said Tan-Hoyumpa. **"Dealing with Medicare means they require additional proof that you've completed HIPAA training for dual-eligible members, and you have to produce an**

**electronic version. TOPYX allows us to create custom CBTs, assign them to a specific roster, pull reports, and send them to whichever client or regulatory department that needs it."**

TOPYX's communication and employee engagement capabilities are also critical for the success of Convey's teams, allowing them to use the platform as an internal informational portal across the entire company. They use banners to display important information like employee health resources, advertise job openings, share public press releases, and much more. It's also a place to find quick links to information like IT help, employee training, and access to the employee handbook. Quick access to information also means an improved user experience, shortening the time spent on calls when a client is requesting data.

Thanks to TOPYX, Convey Health Solutions now automates many of its manual processes after moving to the digital environment. The platform's flexibility supports Convey by not only acting as the company's learning and training software, but also as a tool for compliance management, internal employee communications, and knowledge management.



The people at TOPYX are fantastic! They are very responsive, and you have some very high-level leaders looking at some really minor tickets. At one point we were struggling with implementing a fix to a bug, and the CEO jumped in to help; I was floored by the attention! Sometimes it's like pulling teeth to get help with other vendors, but with TOPYX it's never been a problem.



**Burn Tan-Hoyumpa**

Director of Learning and Development  
at Convey Health Solutions

## A Learning Management System uncovers hidden savings opportunities by:

- **Automating** manual tasks.
- **Removing** instructor-led training.
- **Simplifying** compliance reporting.
- **Reducing** time on the phone.

To find out more about how TOPYX can support and transform your healthcare organization:

**Request a Personalized Demo**

[topyx.com/request-a-demo/](https://topyx.com/request-a-demo/)

