

covermymeds®



UX Bootcamp Report

August 19, 2016

Contents

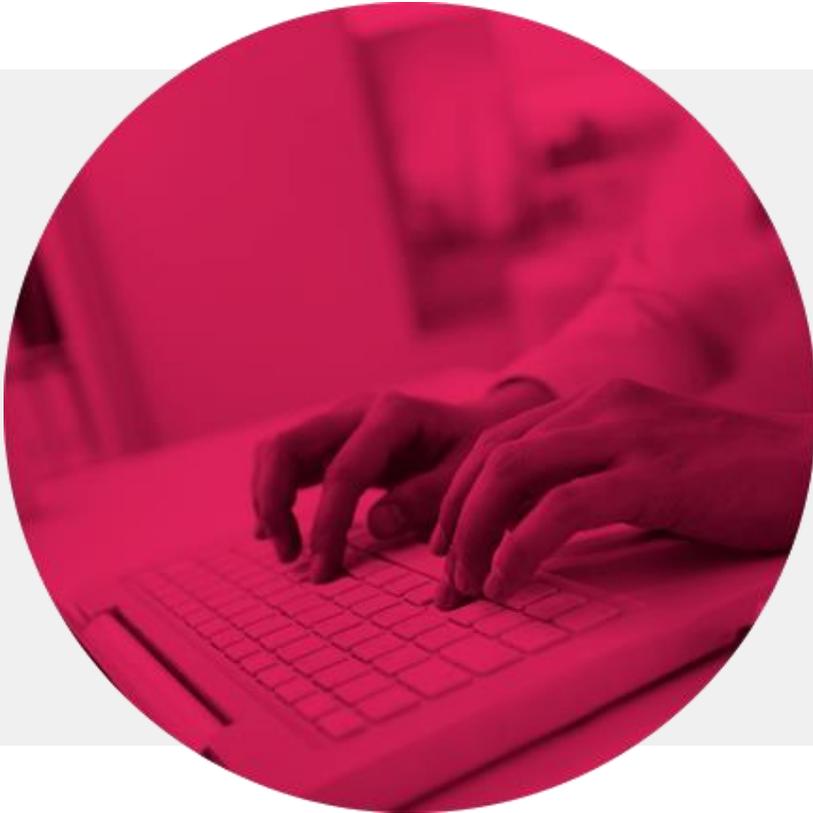


- Research Question
- Study Format
- Test Participants
- Test Results
- Take-Aways / Recommendation



Should we add a send to plan button at the bottom of the form page?

| Study Format



- **TEST TYPE:** Task-based unmoderated usability study
- **SET UP:** Randomized display of 2 versions of our prototype
- **PARTICIPANT TASK:** *Imagine you are reviewing a prior authorization. Read the information and submit the form to the insurance plan.*

Prototypes – Button Placement

Request | Logged in as Tester | Your Preferences | Prescribers | Help | Privacy & Terms | Log Out

Send to Plan

Send to Prescriber

Save

Archive

Other Actions

Bob Seger (Key: YNHVRA) – aklatt

Status
Shared / Accessed Online (Not sent to plan)

Next Steps
Complete the request below.

Patient Details
Do you mean: No matches found

Prescriber Details
Do you mean: No matches found

Medical Details
Request for Expedited Review: By checking this box, I certify that applying the 72 hour standard review timeframe may seriously jeopardize the life or health of the enrollee or the enrollee's ability to regain maximum function.

Prescription Type: New Prescription Continuation

Quantity: e.g., 30 per 30 days

Frequency: once per day

Expected Length of Therapy: 6 months

Request | Logged in as Tester | Your Preferences | Prescribers | Help | Privacy & Terms | Log Out

Send to Plan

Send to Prescriber

Save

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Prescription Type: New Prescription Continuation

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Frequency: once per day

Expected Length of Therapy: 6 months

Send to Plan

Independent variable:
Send to plan button

Dependent variables:

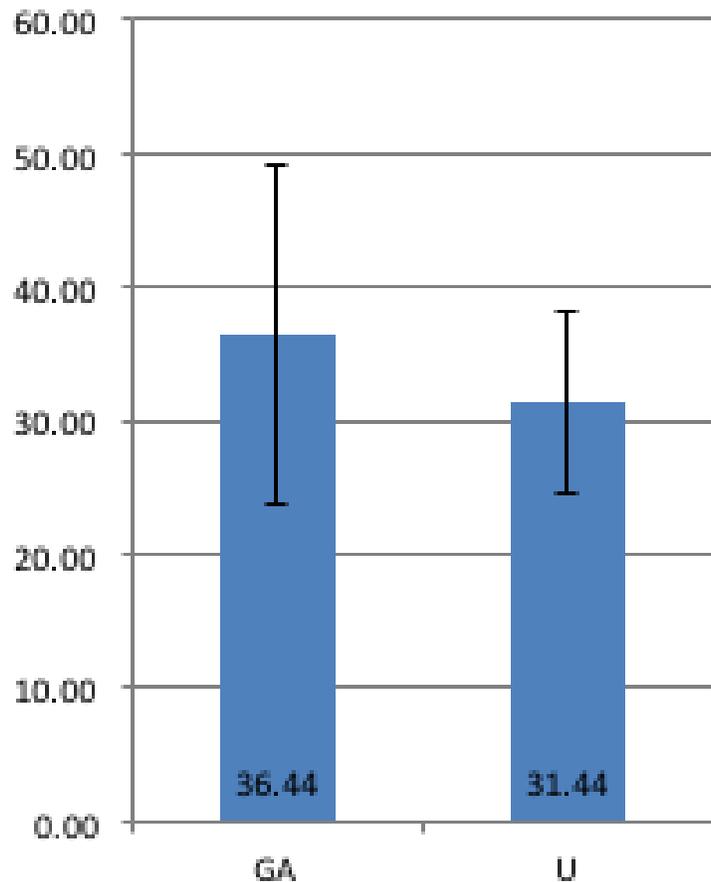
- Task time
- Confidence
- SEQ
- Expectation

Participant Profile



- 57 total participants (nurses)
- 77% are familiar with CoverMyMeds
- 88% of participants have experience with PA
- 48% handle ~6-10 PAs per week
- 56% are between 26-35 years old
- 49% male, 51% female

Task Time



Hypothesis: It will take users less time to find the “send to plan” button when it is located on the bottom of the form.

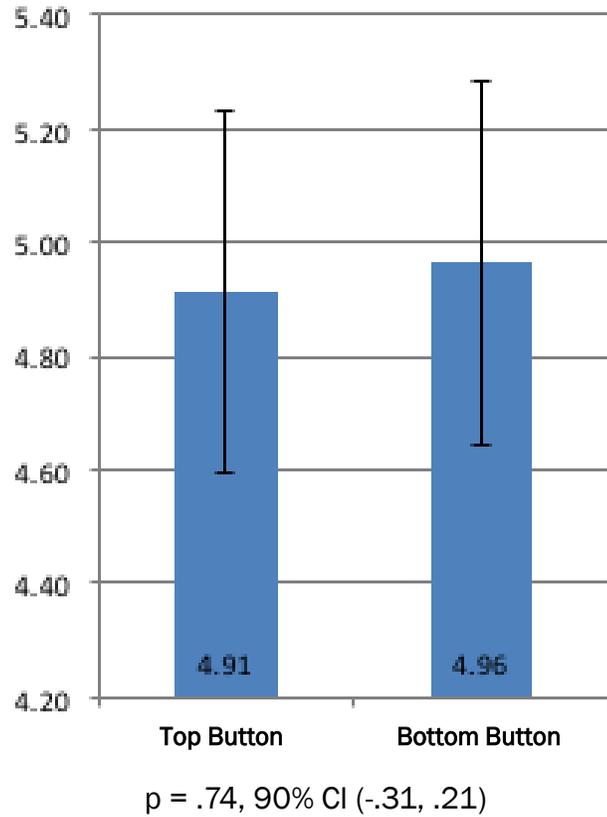
Results: $p = .512$, 90% CI (-7.68,17.68)

Conclusion: The difference in task time to find the submit to plan button was not statistically significant

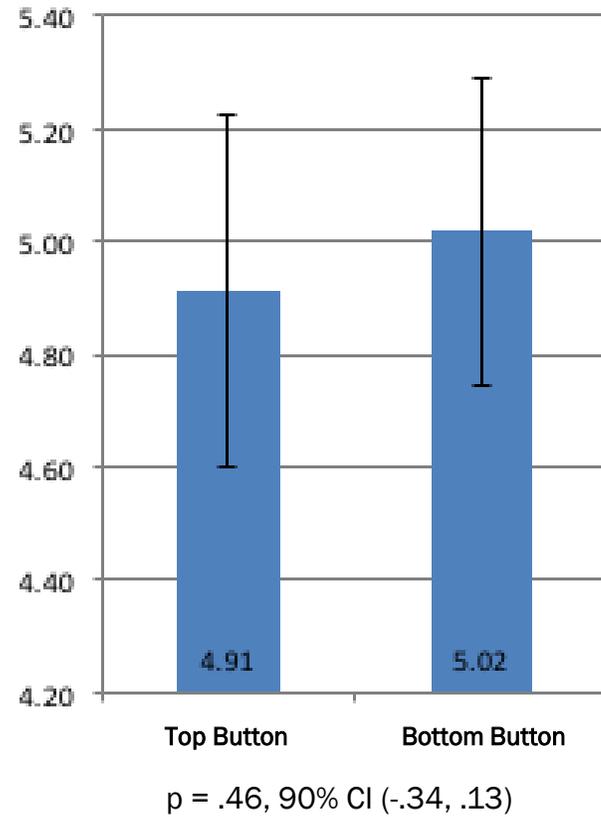
Discussion: Would task time have been significant if we had used a prototype of the entire form rather than an abbreviated form? (would require the user to scroll much more)

Follow-Up Questions

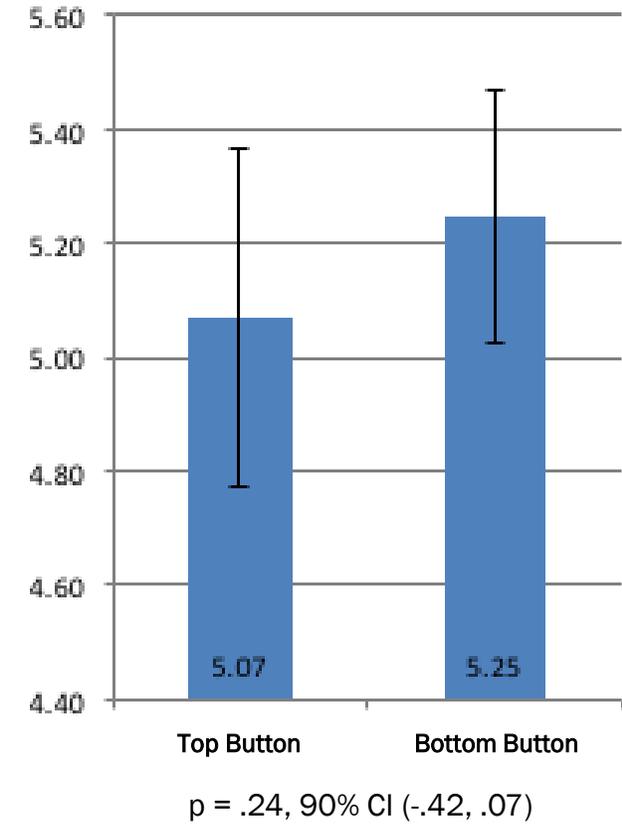
Confidence



Ease



Expectation



One Button Option

Send to Plan

Send to Prescriber

Save

Archive

Other Actions

Notes Shares

Today, 1 second ago
Viewed by You

Jun 21, 3:12 pm
Joined by You

Jun 21, 2:58 pm
Viewed by Anna Klatt

Jun 21, 2:58 pm
Printed by You

Jun 21, 2:58 pm
Follow-up by You

Add note

Set reminder
1 business day Add

Status
Shared / Accessed Online (Not sent to plan)

Next Steps
Complete the request below.

Drug
Lisinopril 2.5MG tablets

Form
Express Scripts General Request Form
Prior Authorization Form for General Medication Requests. This can be used for Medicare and non-Medicare requests.
(800) 417-8164 phone
(877) 328-9799 fax

Patient Details
Do you mean: No matches found Clear

First & Last Name
First: P. Last: T.

Date of Birth
04/12/2020 800x600

Prescriber Details
Do you mean: No matches found Clear

Name
First: Dr. Last: Jones

Specialty
Pediatrics

DEA / NPI #
555555555 1024x768

Phone #
(555) 555-5555

Fax #
(555) 555-5555

Medical Details

Request for Expedited Review: By checking this box, I certify that applying the 72 hour standard review timeframe may seriously jeopardize the life or health of the enrollee or the enrollee's ability to regain maximum function.

Prescription Type
New Prescription Continuation 1280x1024

Quantity
e.g., 30 per 30 days
30 per 30 days

Frequency
once per day

Expected Length of Therapy
6 months

“It should be at the bottom”

“I didn’t see it”

“Button is on the upper portion which seems to be out of place”

“It could have been slightly larger”

Two Button Option

Request | Logged in as Tester | Your Preferences | Prescribers | Help | Privacy & Terms | Log Out | covermymeds | Need help? Call us at (866) 452-5017

Send to Plan
Send to Prescriber
Save
Archive
Other Actions

Status
Shared / Accessed Online (Not sent to plan)

Next Steps
Complete the request below.

Drug
Lisinopril 2.5MG tablets

Form
Express Scripts General Request Form
Prior Authorization Form for General Medication Requests. This form can be used for Medicare and non-Medicare requests.
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Patient Details
Do you mean: No matches found | Clear

First & Last Name	First: P. Last: T.
Date of Birth	04/12/2020

Prescriber Details
Do you mean: No matches found | Clear

Name	First: Dr. Last: Jones
Specialty	Pediatrics
DEA / NPI #	555555555
Phone #	(555) 555-5555
Fax #	(555) 555-5555

Medical Details

Request for Expedited Review: By checking this box, I certify that applying the 72 hour standard review timeframe may seriously jeopardize the life or health of the enrollee or the enrollee's ability to regain maximum function.

Prescription Type: New Prescription Continuation

Quantity: e.g., 30 per 30 days
30 per 30 days

Frequency: once per day

Expected Length of Therapy: 6 months

Send to Plan

“It seemed simple”

“The button was easy to spot”

“Very visible on the button after I had to review everything”

“It was properly located in the expected spot”

Take-Aways & Recommendation

SO WHAT

- Although not statistically significant, each piece of data was directionally consistent
- When given the option, the majority of users chose the bottom button

WHAT NOW

- Option 1: do nothing
- Option 2: Invest in larger sample to confirm statistical difference (n=702)
- Option 3: Add the damn button

