



HELP Lines

MASK...Goes Live!

The Mid Atlantic Knowledge-base (MASK) successfully went live on June 20, 2002. The MASK project took over six months to evolve into the Web-based system used by over 500 KP users daily. The SSS Documentation Team devoted all of their resources for the first part of 2002 to make the project a reality. In addition, the User Group provided insight and guidance for the look and feel of MASK through usability testing and focus groups.



Q: Who are these MASKed men and women?
A: Claims Adjusters on Go-Live day

What are users saying about MASK?

"It all looks self explanatory. I went out and played a little on it and it appears to be very user friendly."

"It took me less than half the time of the old system to find something convoluted, and before that I used to sift through papers!"

What's been happening since Go-Live?

To date, Evangeline Haughney and her team conducted In-Services to explain MASK and its many features to PSC, Claims, Columbia Gateway, MARS, and OPL&R/PBS Management. In addition, over 50 topics have been updated since Go-Live. Keep those Feedback Forms coming in!

Using MASK – Tips!

Use the following tips to get the most out of MASK:



1) Printing Topics

Remember to click on the topic itself BEFORE you print. To ensure that you print the actual topic rather than the index, contents, or other parts of the page, right-click on the topic and select **Print** from the menu.

2) What's New in What's New?

Check out the short description to the right of each What's New listing. That way you have an idea as to what was changed or added to the topic.

3) Search Tab

If you do not get results, try typing the word again. You may have misspelled it. Or, try using a different word (e.g., mental health vs. behavioral health).

MASK User Group Meets Again

User Group attendees **Shirley Redmond**, **Dana Poston** (Claims), **Betsy Zeigler** (Utilization Management), **Motichand Dyal** (OPL&R/PBS), and **Abubaker Suliman** (Data Analysis and Reporting), discussed the success of the MASK Go-Live as well as "where do we go from here" goals. The MASK User Group brainstormed ideas as to how users can better access information in MASK. In addition, the group gave their input for future changes to the MASK home page. Thanks to all who gave their time and input! Check out the MASK Home Page to review the latest agenda.

Next MASK User Group Meeting: October 24, 2002

If you are interested in attending, mention it to your supervisor, and contact Evangeline.X.Haughney@kp.org or call (301) 816-5890.