



Script and Storyboard

Topic: The parts of Medicare

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Project description

HiQ was part of a series of knowledge-level, micro-learning courses for new hires at a health insurance company covering industry concepts.

Each module in the series was dubbed a “level.” Each level concluded with a knowledge check formatted to resemble a familiar game.

An overview of the parts of Medicare served as the third module in the series. The learning objective was to distinguish among the four parts of Medicare (Parts A, B, C, and D).

What follows is

- **The content script**
The learning content in script format for voiceover recording.
- **The final interaction storyboard**
The knowledge check interaction in eLearning storyboard format.

The series was produced using Articulate Storyline.

SCENE 1

Welcome to Level 3 of HiQ! As with all the levels in our game of HiQ, once you've completed it, you'll be able to move up to the next. With each level you clear, you'll gain more knowledge about the health insurance industry. In this level, you will learn how four parts of Medicare are defined. Then you'll test your knowledge in a HiQ challenge. Select the go button to begin!

SCENE 2

Medicare is a federal health insurance program administered by the U.S. government. The program covers people 65 or older, people under 65 with certain disabilities, and people of any age with End Stage Renal Disease.

SCENE 3

Medicare has evolved over time to include four parts. The Social Security Act of 1965 established what is called *Original Medicare* to help eligible Americans pay for care from nearly any hospital or doctor in the nation.

Medicare Part A—hospital coverage, and Part B—medical coverage, make up Original Medicare.

The Balanced Budget Act of 1997 established the Medicare-plus-Choice program, now called Medicare Advantage. The program allows Medicare beneficiaries to receive benefits through private health insurance plans. These plans are known as Medicare Part C.

Finally, the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 added prescription drug coverage for Medicare beneficiaries. This coverage is known as Medicare Part D.

SCENE 4

Now let's get into a bit more detail about each part of Medicare.

Medicare Part A, Hospital Insurance.

Part A covers costs that are part of inpatient hospital stays, including rooms, meals, tests, and provider fees. In certain circumstances, Part A also covers limited stays in skilled nursing facilities. Part A is included in Original Medicare.

SCENE 5

Medicare Part B, Medical Insurance.

Part B covers some medical services not covered by Part A, such as office visits, outpatient testing and procedures, and vaccinations. It also covers durable medical equipment, like canes, walkers, and wheelchairs. Part B is included in Original Medicare.

SCENE 6

Medicare Part C, Medicare Advantage.

Medicare beneficiaries have two options for receiving Medicare benefits for hospital and medical coverage. Original Medicare—Parts A and B, or Medicare Advantage Plans offered by private insurers like us.

Advantage plans usually offer more benefits than Original Medicare, like dental, vision, and health club memberships. Most Advantage plans also offer prescription drug coverage.

SCENE 7

Which brings us to Medicare Part D, Prescription Drug Coverage.

The Medicare Prescription Drug Plan (Medicare Part D) is a federal program that subsidizes the costs of prescription drugs for Medicare beneficiaries. A system of tiered formularies is applied to coverage. Medicare beneficiaries can obtain Part D through two types of private plans: a stand-alone Prescription Drug Plan (PDP) for drug coverage only, or a Medicare Advantage Plan that covers both medical services and Part D drugs.

Interaction storyboard

The entire module was storyboarded before production.

This document contains the storyboard for the interaction screens only (screens 8-14 of the storyboard).

This section is followed by sample graphics for one of the quiz questions.

Screen #8	Course: HiQ Module 3	Title: Challenge
User Sees	Series challenge screen (blue burst with white text): <ul style="list-style-type: none"> • CHALLENGE! • Are your ready to take the challenge? Two buttons: <ul style="list-style-type: none"> • Left side: No, watch again. • Right side: Yes, start the challenge! 	
User Hears VO: L1: It's time for another challenge! L2: Are your ready?	Graphics Background: HQC.CHAL Orange button (no, left): HQC.LB.n Green button (yes, right): HQC.RB.y	
Screen Text CHALLENGE! Are your ready to take the challenge?	Notes This is the standard interaction screen that appears after the content of each module. Animation build: <ul style="list-style-type: none"> • The word CHALLENGE has a grow and turn animation, with VO:L1 • The line Are you ready ... wipes from left to right, with VO:L2 • Both buttons fade in at the same time after VO:L2 	
Interaction User selects No, watch again button: Return to slide 3. OR User selects Yes, start the challenge button: Advance to next slide		

Screen #9	Course: HiQ Module 3		Title: Summit
User Sees	Series activity background (spotlight) with title (SUMMIT) and graphic for a mountain climber activity (mountain, flag at the summit, dotted-line path from ground to summit, climber on the ground).		
User Hears	<p>VO:</p> <p>Glad you're up for this challenge! You'll use what you learned about the parts of Medicare to clear level three. Good luck!</p>	Graphics	<p>White stage</p> <p>Mountain: HQC.M3.mount</p> <p>Path: HQC.M3.path</p> <p>Climber: HQC.M3.climb</p> <p>Title (SUMMIT): HQC.M3.title</p> <p>Button (NEXT): HQC.NEXT</p>
Screen Text	N/A		
Interaction	<p>User advances with NEXT button.</p> <p>Motion path: Climber follows the dotted line path from bottom to top as VO plays and the SUMMIT graphic fades in.</p> <p>NEXT button fades in after VO and title fade-in are complete.</p>		

Screen #10	Course: HiQ Module 3		Title: Question 1
User Sees	<p>LEFT side of screen: Mountain with path overlay and climber at the bottom.</p> <p>RIGHT side of screen: Multiple choice question #1 with four possible answers (each a separate button).</p>		
User Hears	<p>VO:</p> <p>None</p>	Graphics	<p>Mountain: HQC.M3.mount</p> <p>Path: HQC.M3.path</p> <p>Climber: HQC.M3.climb</p>
Screen Text	<p>Question text: Which part of Original Medicare covers inpatient hospital care?</p> <p>Button 1 text: Part A [CORRECT]</p> <p>Button 2 text: Part B</p> <p>Button 3 text: Part C</p> <p>Button 4 text: Part D</p>		
Interaction	<p>User selects button with correct answer.</p> <p>ATTEMPTS: Unlimited</p> <p>FEEDBACK, CORRECT: [Button 1] Part A is correct! Your climber is on the move! Go to the next question.</p> <p>FEEDBACK, INCORRECT: [Buttons 2, 3, or 4] Sorry, that's not correct. Try again!</p>		
Notes		<p>For multiple choice interaction:</p> <ul style="list-style-type: none"> • Background: Green #33CC33 • Default black font for question text • Buttons: Blue #0033CC buttons with Orange #FF6600 rollover • Default white font for button text <p>For interaction feedback:</p> <ul style="list-style-type: none"> • Incorrect feedback appears in a box overtop the mountain. Background=Green #33CC33 Try again button=Blue #0033CC Button font=Default white • Correct feedback: Appears on green background (right side). Question and option buttons fade out as feedback text fades in. • Correct answer motion path: Climber moves one quarter of the way (first bend) on the path to the top of the mountain. • The Continue button advances to the next question 	

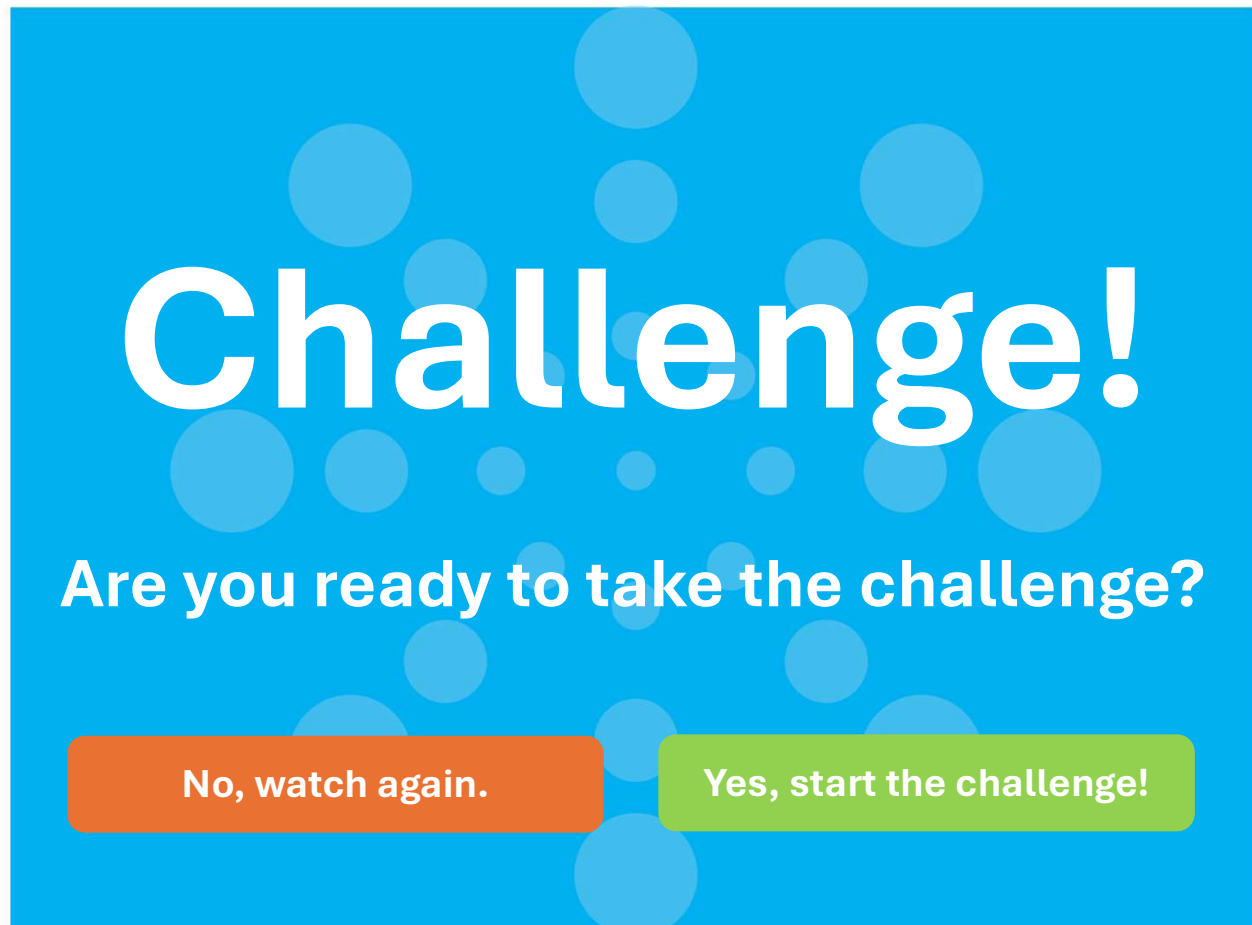
Screen #11	Course: HiQ Module 3		Title: Question 2
User Sees	<p>LEFT side of screen: Mountain with path overlay and climber at the bottom.</p> <p>RIGHT side of screen: Multiple choice question #2 with four possible answers (each a separate button).</p>		
User Hears	<p>VO:</p> <p>None</p>	Graphics	<p>Copy Screen #13 (Question 1)</p>
Screen Text	<p>Question: Which part of Medicare helps to cover the cost of prescription drugs?</p> <p>Button 1 text: Part A</p> <p>Button 2 text: Part B</p> <p>Button 3 text: Part C</p> <p>Button 4 text: Part D [CORRECT]</p>		
Interaction	<p>User selects button with correct answer.</p> <p>ATTEMPTS: Unlimited</p> <p>FEEDBACK, CORRECT: [Button 4] Part D is correct! Your climber has reached the half-way point! Go to the next question.</p> <p>FEEDBACK, INCORRECT: [Button 1, 2, or 3] Sorry, that's not correct. Try again!</p>		
Notes	<p>Copy Screen #13 (Question 1)</p> <ul style="list-style-type: none"> • Correct answer motion path: Climber moves to the half-way point (second bend) on the path to the top of the mountain. • The Continue button advances to the next question 		

Screen #12	Course: HiQ Module 3		Title: Question 3
User Sees	<p>LEFT side of screen: Mountain with path overlay and climber at the bottom.</p> <p>RIGHT side of screen: Multiple choice question #3 with four possible answers (each a separate button).</p>		
User Hears	<p>VO:</p> <p>None</p>	Graphics	<p>Copy Screen #14 (Question 2)</p>
Screen Text	<p>Question: Which part of Original Medicare covers office visits and durable medical equipment?</p> <p>Button 1 text: Part A</p> <p>Button 2 text: Part B [CORRECT]</p> <p>Button 3 text: Part C</p> <p>Button 4 text: Part D</p>		
Interaction	<p>User selects button with correct answer.</p> <p>ATTEMPTS: Unlimited</p> <p>FEEDBACK, CORRECT: [Button 2] Part B is correct! Your climber is nearly there! Go to the next question.</p> <p>FEEDBACK, INCORRECT: [Button 1, 3, or 4] Sorry, that's not correct. Try again!</p>		
Notes	<p>Copy Screen #14 (Question 2)</p> <ul style="list-style-type: none"> • Correct answer motion path: Climber moves to the 3/4 point (third bend) on the path to the top of the mountain. • The Continue button advances to the next question 		


Screen #13	Course: HiQ Module 3		Title: Question 4
User Sees	<p>LEFT side of screen: Mountain with path overlay and climber at the bottom.</p> <p>RIGHT side of screen: Multiple choice question #4 with four possible answers (each a separate button).</p>		
User Hears	<p>VO:</p> <p>None</p>	Graphics	<p>Copy Screen #15 (Question 3)</p>
Screen Text	<p>Question text: Which part of Medicare is coverage offered by private insurers?</p> <p>Button 1 text: Part A</p> <p>Button 2 text: Part B</p> <p>Button 3 text: Part C [CORRECT]</p> <p>Button 4 text: Part D</p>		
Interaction	<p>User selects button with correct answer.</p> <p>ATTEMPTS: Unlimited</p> <p>FEEDBACK, CORRECT: [Button 3] Part C is correct! Your climber has reached the summit! You've cleared Level 3! You can define the parts of Medicare! [Continue button]</p> <p>FEEDBACK, INCORRECT: [Button 1, 2, or 4] Sorry, that's not correct. Try again!</p>		
Notes	<p>Copy Screen #15 (Question 3)</p> <ul style="list-style-type: none"> • Correct answer motion path: Climber moves to the top of the path (summit of the mountain). • The Continue button advances to the module summary slide (congratulations/badge) 		

Screen #14	Course: HiQ Module 3	Title: Congrats
User Sees	The congratulations message and the completion badge for this level.	
User Hears	Graphics	
<p>VO:</p> <p>L1: Congratulations!</p> <p>L2: You've completed Level 3!</p> <p>L3: You covered a lot of ground in this level, but there's even more to learn in Level 4!</p> <p>L4: To exit this level, select the X in the upper right corner of the screen.</p>	<p>Background: HQC.CONGRAT</p> <p>Badge: HQC.M3.medbadge</p> <p>Arrow: HQC.ARROW</p>	
Screen Text	Notes	
N/A	This is the standard final screen that appears at the end of each module.	
Interaction	Animation build:	
User closes the module with the X button in the right corner of the player.	<ul style="list-style-type: none"> • The word CONGRATULATIONS has a grow and turn animation, time it with VO:L1 • The Medicare badge has a fade in animation, time it with VO:L2 • The arrow points to the close button [X] in the top right corner of the player, time it with VO:L4 	

Decision point (after learning content has been viewed)



Sample question screen



Select the correct answer:
Which part of Original Medicare covers office visits and durable medical equipment?

Part A

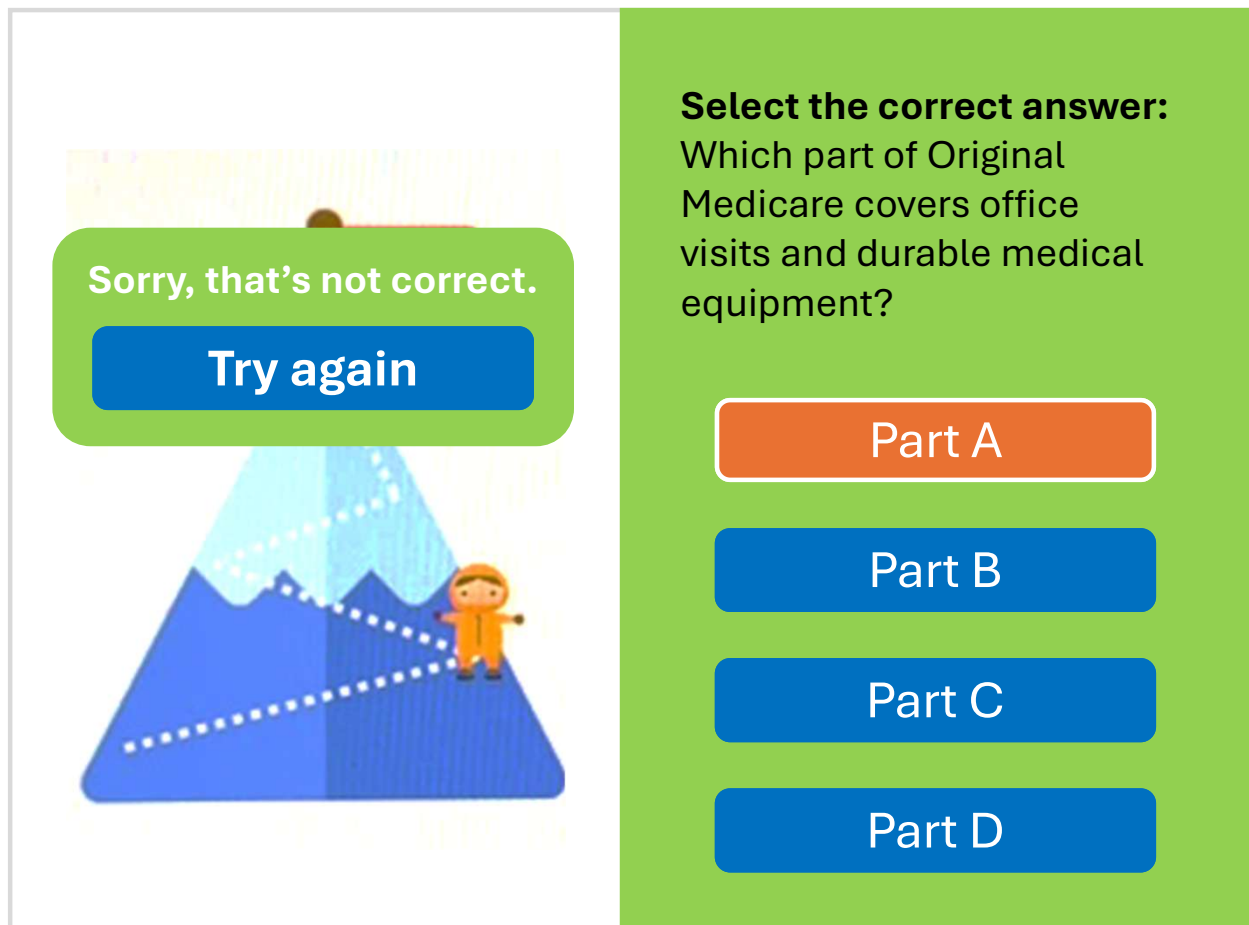
Part B

Part C

Part D

The illustration shows a stylized mountain with a red flag at the top. A small figure in an orange suit is climbing the mountain, following a dotted line path. The mountain is divided into two colors: light blue for the upper part and dark blue for the lower part.

Sample question screen, incorrect selection



Sorry, that's not correct.

Try again

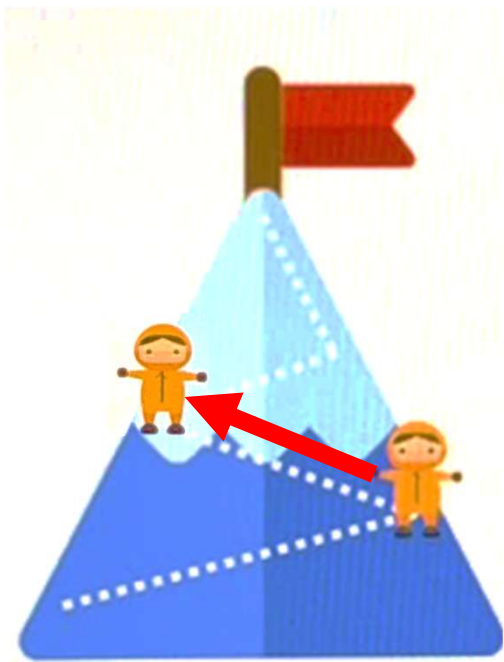
Select the correct answer:
Which part of Original Medicare covers office visits and durable medical equipment?

- Part A
- Part B
- Part C
- Part D

The image shows a sample question screen. On the left, there is a green notification box with the text "Sorry, that's not correct." and a blue button labeled "Try again". Below this is a stylized illustration of a mountain range with a person in an orange suit standing on a path. On the right, there is a green background with the question text and four answer buttons: "Part A" (orange), "Part B" (blue), "Part C" (blue), and "Part D" (blue).

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Sample question screen, correct selection (Option #2, Part B)



Select the correct answer:
Which part of Original Medicare covers office visits and durable medical equipment?

Part B is correct!

Your climber has reached the half-way point!

Next question