

# The Opportunity of Change

## A KidKare Case Study

***“Technology waits for no one...”***, Edna, one of the industry’s longest serving Sponsors often proclaims. ***“I tell my providers, ‘If you can Facebook, you can make a claim...KidKare just makes it so simple.’”***

Despite seasoned advocates like Edna, KidKare is accustomed to seeing initial resistance when implementing new States. When met with hesitation, we are equipped to address objections typically bucketed into the following categories:

### Change



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*“I’m old, I don’t want to learn software. I’ll see what this is about but I’m not going to like it.”*

–Lavelle



For Providers resistant to change, **KidKare seamlessly onboards Providers and strives to quickly facilitate small wins to gain interest.**

In order to get a Provider a victory, such as a claim with zero disallowances, we utilize:

- 1 **Small Group Training**
- 2 **After Hours Webinars**
- 3 **Direct Support in Office Hours**

### Technology



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*“Paper is faster for me. I don’t want to mess anything up on the computer and get in trouble”*

–Melissa



**When technology proves intimidating, our team has devised a step-by-step approach to getting every user to their first claim.**

Meeting Providers where they are is key. The Customer Kare team works with each State to develop a custom training plan to suit an agency’s needs. Including:

- 1 **On-Site Training**
- 2 **Printed & Digital Training Manuals for Self-paced Learning**
- 3 **Training Videos By Feature**

### Systems



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*“I’ve been things my way for 20 years. I like the way I’m doing it now & I don’t have time to learn a new system.”*

–Sara



The Food Program is a highly complex process which leaves much room for error when not standardized. As a result, **we are committed to training Providers on a standard operating system**, and we meet their objections with:

- 1 **Peer-to-Peer Coaching & Testimonials**
- 2 **Live Instruction via Zoom**
- 3 **Site-level Reports Detailing Increased Reimbursements & Error Reduction**

# The KidKare Approach to Transformation



Given strains on time, energy and capacity, Providers require an organized and personal approach to new opportunities.

## Meeting Providers Where They Are

Whether participants prefer following along with written manuals, direct support live from our team or videos they can watch during nap-time, KidKare will devise a custom approach for your state.



### IN-PERSON

We measure our success by your agency's confidence as experts in the software. **We will train your team on-site to ensure that you are well-equipped to work alongside Sponsors and Providers.**

We will equip you with the tools for in-person training and we can send our staff to execute those trainings on your behalf if desired.



### VIRTUAL

To support Providers claiming quickly and get as comfortable with the software as possible, **KidKare will conduct recorded webinars that Providers can interact with live or watch on their own time.**

In addition, we will conduct office hours for Providers at times that work with their complex schedules.



### SELF-SERVICE

For those that wish to go at their own pace, **we have detailed out everything that Providers need on a training website and in a written manual** with embedded videos that can be viewed at their own pace.

If a Provider would like a paper copy "textbook", we can provide a true manual for their learning.

## Want to see an example of a training resource?

Click any of the following to see the KidKare virtual approach.

[Training Website >](#)[Training Manual >](#)[Sample Webinar >](#)