

California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS) Design Phase

Manual Verifications System Design Outline

Version 0.9

May 1, 2013

Document History

Date	Version	Revision Description	Author
02/15/2012	v0.1	Initial Draft	Philip Eagleson
3/12/2013	v0.2	Added use cases and annotations	Philip Eagleson
3/20/2013	v0.3	Made updates in response to SME feedback	Noah Miller
3/29/2013	v0.4	Updated and added wireframes per SME feedback.	Karin Traber
4/8/2013	v0.5	Updated per Karen Roach's Feedback	Karin Traber
4/12/2013	v0.6	Updated per design Approval Meeting 4/9/13	Karin Traber
4/23/2013	v0.7	Updated with details in response to development questions	Philip Eagleson
4/30/2013	v8.0	Completed final track changes and updated per client feedback and development clarifications	Karin Traber
5/1/2013	V0.9	Completed additional updates for development clarification	Philip Eagleson

Approval History

Date	Version	Approver
		This table is for Client use only

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1. INTRODUCTION

The CalHEERS Manual Verification functionality will allow an admin user of the system to perform the necessary tasks associated with verification exceptions that result from the application, verification and eligibility determination process.

1.1. PURPOSE OF DOCUMENT

The purpose of this System Design Outline is to provide the reader with sufficient information to understand the CalHEERS system feature, the design points considered and the details behind screen, page and other functionality identified in the CalHEERS Business and Functional requirements described in Section 3.

1.2. SCOPE

The Eligibility Determination design outline includes the high-level business processes and supporting wireframes needed to describe the system design approach.

Document scope will *not* include the design artifacts in their entirety. Using design document excerpts are meant to facilitate high-level discussion around proposed business process and approve the System Design necessary to satisfy the document specified requirement(s).

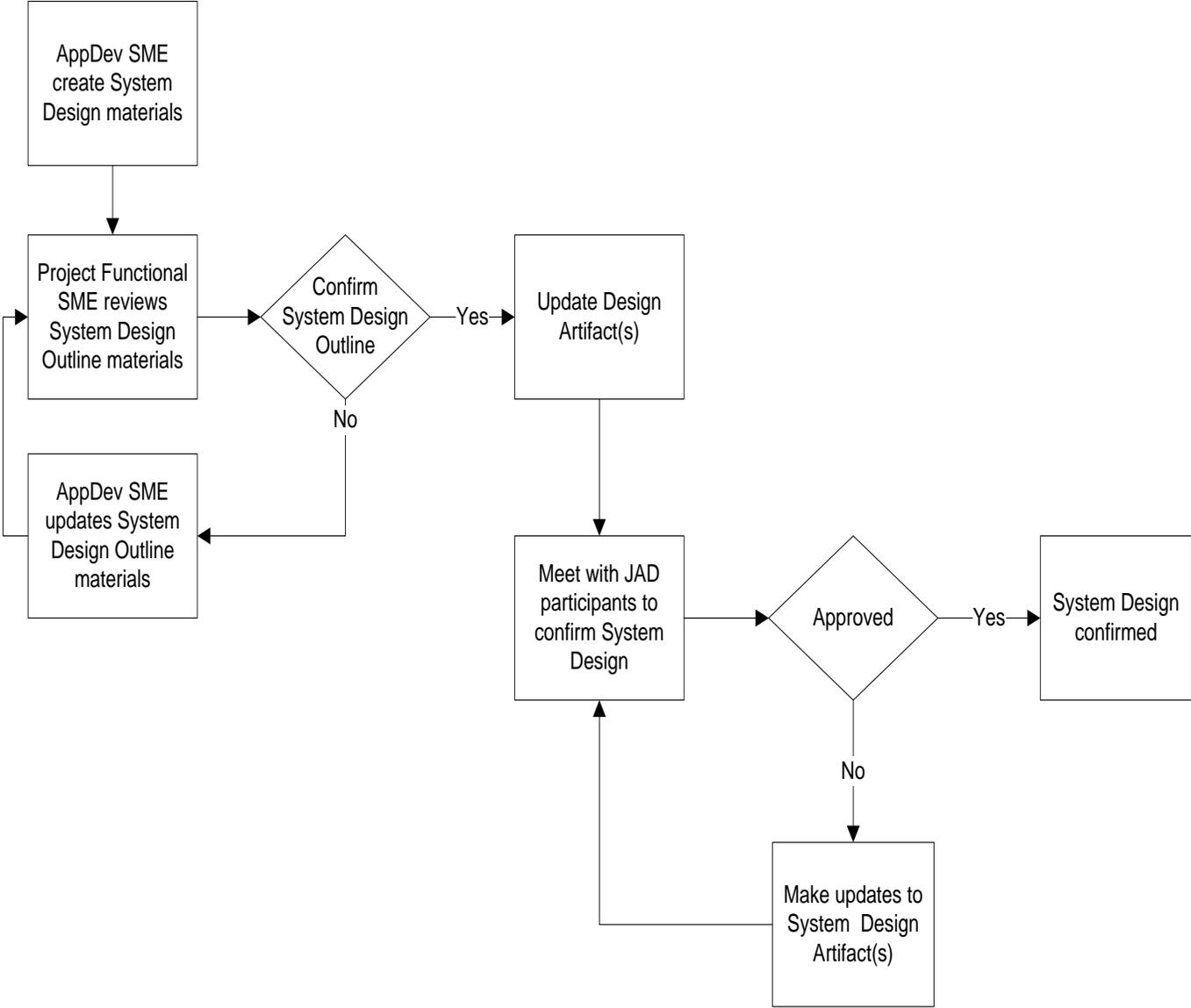
This document represents processes with regards to manually performed verifications. It does not represent the design, or any changes to the design, of any other portions of these processes, or any other aspects of the CalHEERS system.

1.3. PLANNED UPDATES

Once approved, the original design artifacts, referred to in Section 6, will be updated with recommendations that result from the design review process. Design artifacts will become part of the product design documentation. ***This system design document will not be updated once approved.***

1.4. APPROVAL PROCESS

System Design Approval Process



1.5. ROLES AND RESPONSIBILITIES

Name	Role
CalHEERS Project Manager	Responsible for the final Acceptance of the System Design (SD) materials.
Project Functional Lead	Responsible for reviewing SD materials and participating in SD session planning. Also responsible for reviewing and approving post-SD session documentation and decisions. Has the authority to make decisions on requirements, requirement fulfillment, design, test conditions, and configuration escalated from CalHEERS Functional SMEs.
Project Functionality SME	Responsible for reviewing SD materials prior to each SD session in their functional area. Also responsible for participating in SD sessions. Has the authority to make decisions on requirements, requirement fulfillment, design, test conditions, and functional area configuration.
Application Development Manager	Responsible for Final Approval of SD outcomes.
Application Development Functional Lead	Responsible for maintaining and implementing SD Requirements throughout its life cycle. Has the authority to make decisions on requirements, requirement fulfillment, design, test conditions, and configuration in their Functional Area.
Application Development Functional SME	Responsible for preparing the SD materials, participating in SD as functional Business Analyst, and assisting the SD Session Owner with session facilitation.

2. ASSUMPTIONS

The following assumptions were identified during design meetings and carried over from JAD sessions

#	Assumption
1	Service Center Representative(s) will select, review and modify the status of verifications in CalHEERS
2	Verifications can be mailed or uploaded by a consumer into CalHEERS for review by the SCR
3	If a MAGI Medi-Cal case, verifications will be transferred to SAWS for processing
4	In a Mixed Household case, verifications received through CalHEERS will be processed by the SCR.

3. REQUIREMENTS

The following requirement is addressed in the functionality design for manual verification processing.

BR 45 - . The CalHEERS System shall provide the functionality to perform all verifications as described in the Data Verification Plan. (e.g. minimum essential coverage).

4. STAKEHOLDERS

The following people have been identified as stakeholders in this design:

Name	Role
Raymond Martin	Eligibility and Enrollment Lead
Philip Eagleson	Application Development Subject Matter Expert
Karin Traber	Eligibility and Enrollment Business System Analyst
Karen Roach	Eligibility and Enrollment Subject Matter Expert
Cheryl Moo-Young	Service Center Lead

5. BACKGROUND

As part of the CalHEERS application process the following steps are performed and the pages needed to perform these steps are identified in this design document.:

1. Electronic data verifications are performed via the Federal Data Service Hub (FDSH) and State Data Sources.
2. The CalHEERS Business Rules Engine (BRE) determines eligibility (pending or conditional).
3. When and if additional or clarifying verifications are required, the Consumer will be informed they can upload or mail the necessary verification.
4. A work item is triggered to a work queue at the Service Center
5. CalHEERS pages and processes will be followed to complete the eligibility for a consumer ..

Current Process

No current functionality within the base product meets this need.

New Process

The new process will consist of two CalHEERS admin pages which allows the selection of an individual and one which allows the modifications for that individuals verification review and eligibility redetermination if necessary.

The household level page will display enough information to precisely identify each individual in the household, and the name of each individual will be a link to lead to the personal verifications of that individual. A button which allows redetermination of eligibility for the household will be at the bottom of the list of household members.

The personal verifications page will display each of the verified elements for the individual and their household, along with links to the documents associated with the case, and the case notes. Here, administrators will be able to modify all verification statuses.

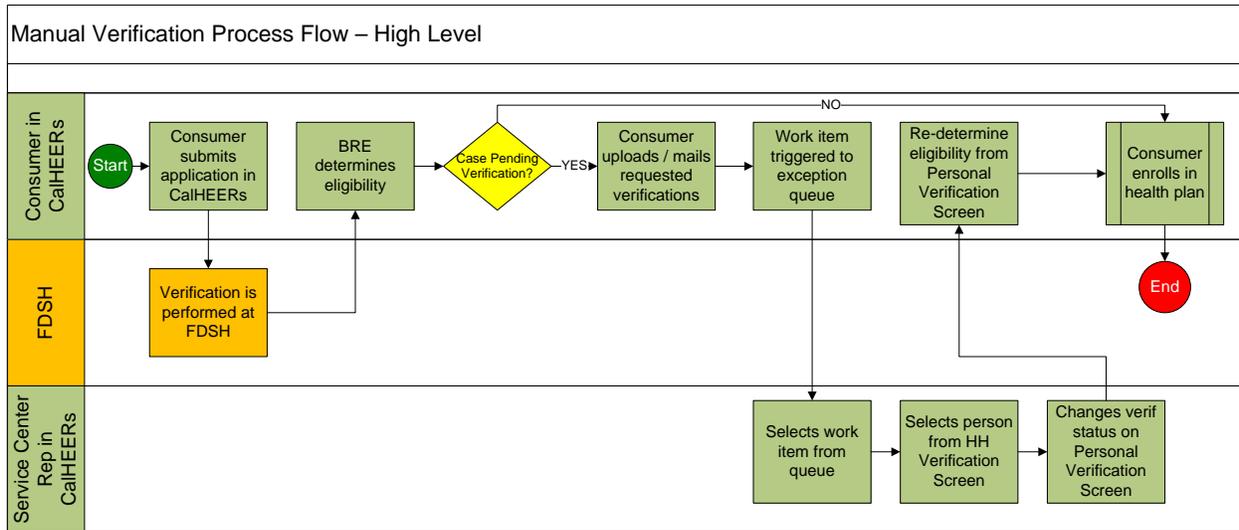
5.1. HIGH-LEVEL DESIGN ARTIFACTS

This following section contains the updated business processes and wireframes.

5.2. BUSINESS PROCESS FLOWS

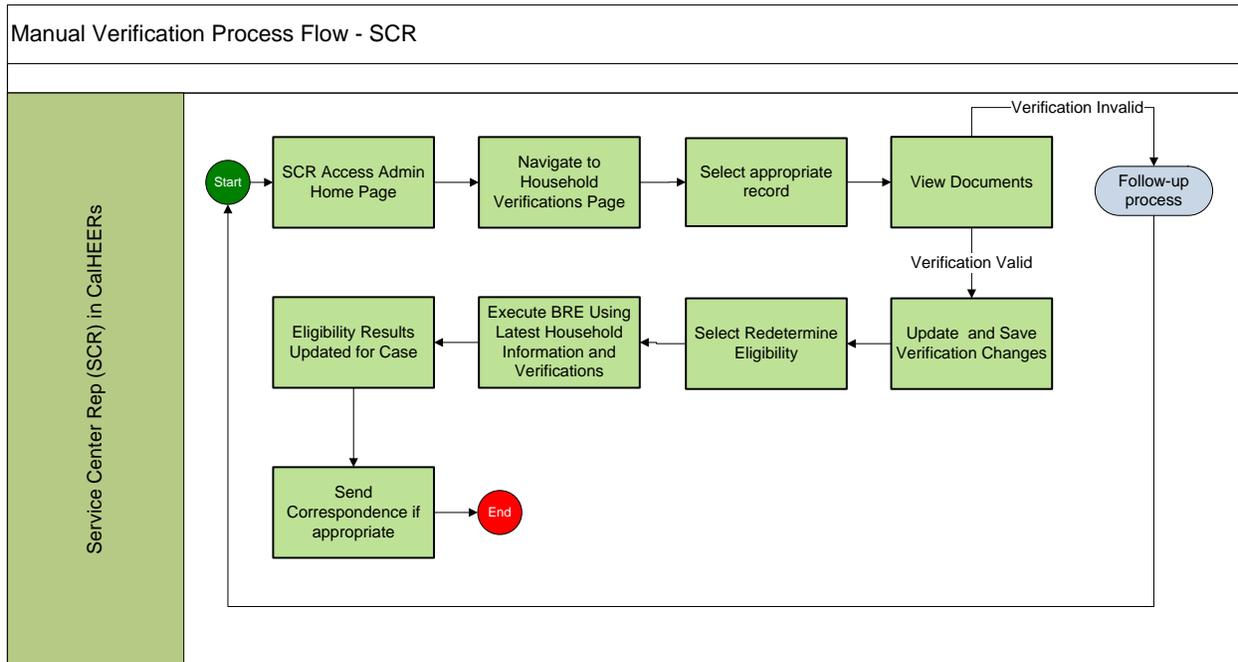
5.2.1. MANUAL VERIFICATIONS - HIGH LEVEL PROCESS FLOW

This following flow diagram depicts the high level process flow which allows a consumer to submit an application and upload or mail in verification documentation if necessary.



5.2.2. MANUAL VERIFICATIONS - SCR PROCESS FLOW

The following flow diagram depicts the manual verifications as performed by an Administrator or Service Center Representative (SCR) after an individual has uploaded or mailed in a document for verification.

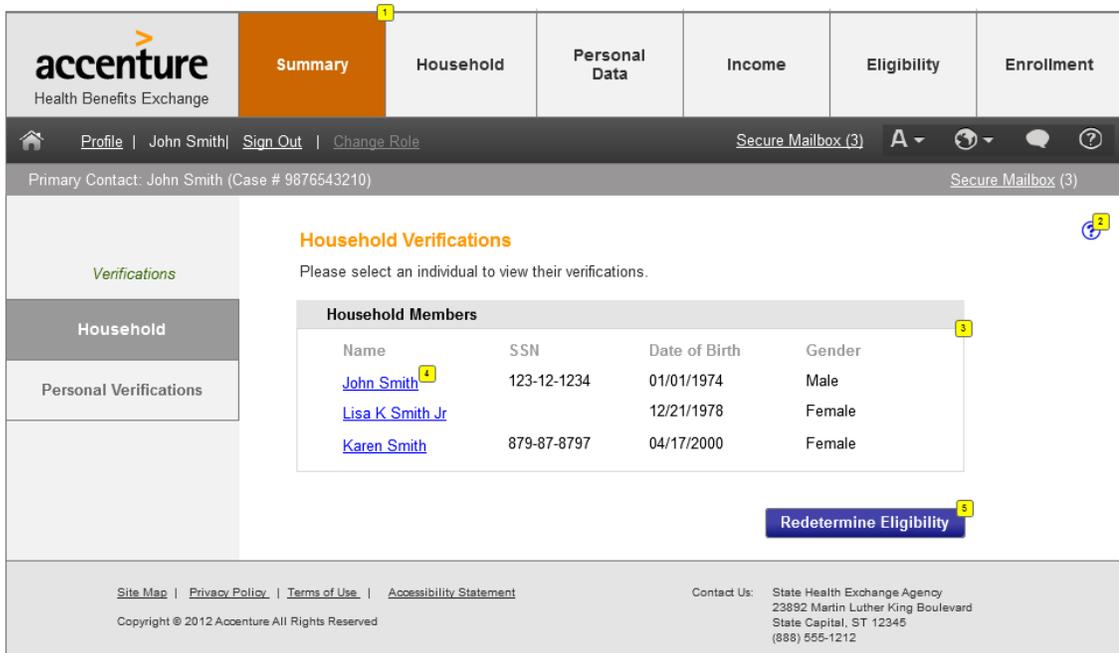


5.3. WIREFRAMES

Wireframes are included in this design document as examples of the necessary verifications pages to be used by a Service Center Representative (SCR). The wireframes reflect possible verifications, not specifically driven by a use case to illustrate functionality.

5.3.1. HOUSEHOLD VERIFICATIONS SCREEN

The household verifications page will be used to select individuals for verifications. Full SSN information will be viewable here, since this is an Administrator only page. An Administrator can trigger a redetermination of eligibility from this page at any time.



Footnote	Label	Element Type	Element Description	Required	Display Section	Display Page	Business Rule	Validation	Configurable
1	Summary Header Icon	Header Icon	Page Masthead	Yes	Masthead		1. Highlight the wizard item to denote that user is currently accessing a page associated with 'Summary' wizard. 2. Navigate to 'Plan Enrollment Summary by Program' page on click of the wizard item.	N/A	No

Footnote	Label	Element Type	Element Description	Required	Display Section	Display Page	Business Rule	Validation	Configurable
2		Help Image Link	Display of question mark image	N/A	Household Verifications	Household Verifications	1. Display 'Household Verifications' online help page on click of the link	N/A	No
3		List	Household Members List Panel	N/A	Household Membe	Household Verifications	1. Show the memers of the household listed in the order in which they were initially added to the case.	N/A	No
4		Text Display	To display household member's fullname	N/A	Household Members	Enrollment Summary	1. Display full name (concatenated value of first name, middle name, last name and suffix) of the household member. 2. On click of the link navigate to the Personal verifications screen for the named individual.	N/A	No
5	Back	Button	Button with 'Redetermine Eligibility' label	N/A	Household Verifications	Household Verifications	1. On click, a confirmation popup will ensure that the user intends to redetermine eligibility for this case. "Are you certain you want to redetermine eligibility for this household?" Yes proceeds with the determination, no returns to this page. 2. If the confirmation comes back positive, verifications and eligibility determination will be executed for this case. Manually updated verifications will override any new electronic verifications. 3. The Business Rule Engine will be executed using the data already present for the household, and the latest verifications. 4. Upon completion, navigate to the Eligibility Determination page for the household. 5. If the confirmation comes back negative, remain on the Household Verifications page without taking any other action.	N/A	No

5.3.2. PERSONAL VERIFICATIONS SCREEN

The personal verifications page will be used to make changes to the verification status of all verified attributes of a person. It will be populated initially with the verification data retrieved during the application process, and any electronically verified attributes will contain the source of the verification information. The verification date will contain the date on which the attribute was last verified, and the valid until date can be entered for all verifications based upon documentation that expires (e.g. a Visa.). The Reasonable Opportunity Expiration Date is the date within which verification is allowed for a field. It is editable for all attributes which have a value. Household verification items such as household income may be verified on the page of any household member. Links to case related documents and case note entry will streamline this process.

Summary

Household
Personal Data
Income
Eligibility
Enrollment

Profile | John Smith | Sign Out | Change Role
Secure Mailbox (3)

Primary Contact: John Smith (Case # 9876543210)
Secure Mailbox (3)

Personal Verifications

?

[View Documents](#) associated with this case to verify. Please record any pertinent information in the [Case Notes](#).

John Smith
?

Attribute Description	Value	Verification Status	Verification Source	Verification Date	Valid Until	Reasonabl Opportunity Expiration Date
Name	John Smith	E-Verified	FDSH.SSA	10/02/2013	N/A	12/02/2013
Date of Birth	01/01/1974	E-Verified	FDSH.SSA	10/02/2013	N/A	12/02/2013
SSN	123-12-1234	E-Verified	FDSH.SSA	10/02/2013	N/A	N/A
SSN Waiver	N/A				N/A	N/A
MEC	No	Pass	Sight Verified	10/10/2013	01/01/2015	12/02/2013
Citizenship	Yes	Pending			N/A	12/02/2013
Immigration Status	N/A					N/A
Incarceration	No	E-Verified	FDSH.SSA	10/02/2013	N/A	12/02/2013
California Resident?	Yes	E-Verified	Attested	10/02/2013	N/A	12/02/2013
American Indian/ Alaskan Native	N/A				N/A	N/A
Employer Sponsored Insurance	No	E-Verified	FDSH.DSH	10/02/2013	01/01/2015	12/02/2013
Household Annual Income	\$3900.00	E-Verified	FDSH.IRS	10/02/2013	01/01/2015	12/02/2013
Household Current Income	\$325.00	E-Verified	FDSH.IRS	10/02/2013	01/01/2015	12/02/2013

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Footnote	Label	Element Type	Element Description	Required	Display Section	Display Page	Business Rule	Validation	Configurable
1	Summary Header Icon	Header Icon	Page Masthead	Yes	Masthead		1. Highlight the wizard item to denote that user is currently accessing a page associated with 'Summary' wizard. 2. Navigate to 'Plan Enrollment Summary by Program' page on click of the wizard item.	N/A	No
2		Help Image Link	Display of question mark image	N/A	Personal Verifications	Personal Verifications	1. Display 'Personal Verifications' online help page on click of the link	N/A	No
3		Text Display	Informational link line.	N/A	Personal Verifications	Personal Verifications	1. On click of view documents navigate to the Documents and Correspondence screen 2. On click of case notes navigate to the Case Note Entry screen.		
4			Verifications Table	N/A	Personal Verification	Personal Verification	1. Displays all attributes which could potentially be verified. 2. Attributes which cannot be verified for an individual are greyed out. This is usually due to the data element not being appropriate for the individual.	N/A	No
5		Drop Down List	Verification Status selector	No	Personal Verifications	Personal Verifications	1. Disabled for attributes with no value(N/A). 2. Enabled for all others. 3. Contains four options: E-Verified, Pass, Pending, and Fail. 4.E-Verified is a non user selectable option.	No	No

Footnote	Label	Element Type	Element Description	Required	Display Section	Display Page	Business Rule	Validation	Configurable
6		Text Display	Verification Source	N/A	Personal Verifications	Personal Verifications	1. Verification source is populated by the VIED process, and by this page. 2. Possible values are: EDD, FTB, FDSH:IRS, FDSH:SSA, FDSH:DHS, MEDS, Attested, Sight Verified. 3. When Verification Status is updated on this page, Verification Source is updated to Sight Verified.	N/A	No
7		Text Display	Verification Date	N/A	Verifications	Personal Verifications	1. Contains the latest date on which the attribute was verified.	N/A	No
8		Date Picker	Valid Until Date Entry	No	Personal Verification	Personal Verification	1. Field is enabled for all appropriate attributes which have a value. 2. This field is defaulted by the VIED process, and updated using this page. 3. Fields marked here with N/A will never have a value.	1. Valid Date, if valid until is entered verification status must be E-Verified or Sight Verified. 2. If Verification status is updated to Pass, must be in the future, or empty. 3. Cannot be greater than 10 years in the future.	No
9		Text Display	Reasonable Opportunity Expiration Date	No	Verifications	Personal Verifications	1. Displays the date up until which verification can be performed on an attribute, or N/A where an attribute has no value to verify. 2. Allows update of the date up until which verification can be performed. 3. Is defaulted to 90 days from the date of application by the VIED process.	1. Valid date. 2. If Verification Status is being updated to Pass, must not be in the past. 3. Cannot be more than 90 days in the future.	No

Footnote	Label	Element Type	Element Description	Required	Display Section	Display Page	Business Rule	Validation	Configurable
10			SSN Verification Status	No	Personal Verifications	Personal Verifications	1. Always greyed out. SSN is displayed here, but can only be verified electronically.		
11			MEC Valid Until	No	Personal Verifications	Personal Verifications	1. Defaulted to the renewal date by the VIED process.	1. Valid Date, if valid until is entered verification status must be E-Verified or Sight Verified. 2. If Verification status is updated to Pass, must be in the future, or empty. 3. Cannot be greater than 10 years in the future.	No
12			Immigration Status Valid Until	No	Personal Verification	Personal Verification	1. If verification status is updated but valid until is not entered, default this field to a date one year from now for immigration status. 2. This value is populated using a date	1. Valid Date, if valid until is entered verification status must be E-Verified or Sight Verified. 2. If Verification status is updated to Pass, must be in the future, or empty. 3. Cannot be greater than 10 years in the future.	No

Footnote	Label	Element Type	Element Description	Required	Display Section	Display Page	Business Rule	Validation	Configurable
13			Employer Sponsored Insurance Valid Until	No	Personal Verifications	Personal Verifications	1. Defaulted to the renewal date by the VIED process.	1. Valid Date, if valid until is entered verification status must be E-Verified or Sight Verified. 2. If Verification status is updated to Pass, must be in the future, or empty. 3. Cannot be greater than 10 years in the future.	No
14			Household Annual Income Valid Until	No	Personal Verifications	Personal Verifications	1. Defaulted to the renewal date by the VIED process.	1. Valid Date, if valid until is entered verification status must be E-Verified or Sight Verified. 2. If Verification status is updated to Pass, must be in the future, or empty. 3. Cannot be greater than 10 years in the future.	No

Footnote	Label	Element Type	Element Description	Required	Display Section	Display Page	Business Rule	Validation	Configurable
15			Household Current Income Valid Until	No	Personal Verifications	Personal Verifications	1. Defaulted to the renewal date by the VIED process.	1. Valid Date, if valid until is entered verification status must be E-Verified or Sight Verified. 2. If Verification status is updated to Pass, must be in the future, or empty. 3. Cannot be greater than 10 years in the future.	No
16	Back	Button	Button with 'Cancel' label	N/A	Personal Verification	Personal Verification	1. If no changes have been made, return to the Household Verification page. 2. If changes have been made on this page, show a confirmation dialogue. "This will discard all changes made since the last save. Continue?" 3. On selection of Yes, navigate back to the Household Verifications page without saving any changes. 4. On selection of No, remain on the Personal Verification page.	N/A	No

Footnote	Label	Element Type	Element Description	Required	Display Section	Display Page	Business Rule	Validation	Configurable
17	Back	Button	Button with 'Save' label	Yes	Personal Verification	Personal Verification	<p>1. Save all entered values, and record the verification date of any new verifications.</p> <p>2. If changes were made, add an automatic Case Note indicating the new verification information.</p> <p>3. If any verification statuses were updated to Fail, a popup will appear which notifies the user that they must send a notice to the individual. "Due to failed verification, you must send a notice to the case owner. Do you wish to navigate to the Notices page at this time?"</p> <p>4. Upon click of yes, navigate the user to the Notices - Admin Home.</p> <p>5. Upon click of no, or if no status was set to Fail, return to the Household Verification page.</p>	N/A	No

5.3.3. AUTOMATICALLY CREATED VERIFICATION UPDATE CASE NOTE

The following case note is an example of one generated automatically when the save button is pressed. A line is generated for each value for which we have a value to verify, and contains the new, updated values which are being saved.

Verifications have been manually updated for John Smith on case 1233987 by user Jack Brown.
The current values are as follows:

Name: John Smith, Status: E-Verified, Source: FDSH, Verified on 10/02/2013, Valid Until: N/A, Reasonable Opportunity Expiration Date: 12/02/2013
Date of Birth: 01/01/1974, Status: E-Verified, Source: FDSH, Verified on 10/02/2013, Valid Until: N/A, Reasonable Opportunity Expiration Date: 12/02/2013
SSN: 123-12-1234, Status: E-Verified, Source: FDSH, Verified on 10/02/2013, Valid Until: N/A, Reasonable Opportunity Expiration Date: 12/02/2013
MEC: No, Status: Pass, Source: Sight Verified, Verified on 10/10/2013, Valid Until: 01/01/2015, Reasonable Opportunity Expiration Date: 12/02/2013
Citizenship: Yes, Status: Pending, Source: N/A, Verified on N/A, Valid Until: N/A, Reasonable Opportunity Expiration Date: 12/02/2013
Incarceration: No, Status: E-Verified, Source: FDSH, Verified on 10/02/2013, Valid Until: N/A, Reasonable Opportunity Expiration Date: 12/02/2013
California Residency: Yes, Status: E-Verified, Source: Attested, Verified on 10/02/2013, Valid Until: N/A, Reasonable Opportunity Expiration Date: 12/02/2013
Employer Sponsored Insurance: No, Status: E-Verified, Source: FDSH, Verified on 10/02/2013, Valid Until: 01/01/2015, Reasonable Opportunity Expiration Date: 12/02/2013
Household Annual Income: \$3900.00, Status: E-Verified, Source: FDSH, Verified on 10/02/2013, Valid Until: 01/01/2015, Reasonable Opportunity Expiration Date: 12/02/2013
Household Annual Income: \$325.00, Status: E-Verified, Source: FDSH, Verified on 10/02/2013, Valid Until: 01/01/2015, Reasonable Opportunity Expiration Date: 12/02/2013

5.4. USE CASES

Use cases are included in this document as examples of use of the CalHEERS system. All use cases should be reviewed and edited based on the design review discussions

5.4.1. MANUAL VERIFICATION

Use Case Title	Manual Verification	
Document Owner	Accenture Software	
Last Modified By:	Phil Eagleson	
Last Modified Date:	12-03-2013	
Description	This Use Case describes the process for manual verification.	
Functional Requirements	BR45 - The CalHEERS System shall provide the functionality to perform all verifications as described in the Data Verification Plan. (e.g. minimum essential coverage).	
Actors	<ul style="list-style-type: none"> ▪ CalHEERS ▪ Service Center Representative (SCR) 	
Preconditions	An applicant has uploaded a document which contains information needed to verify data needed for their application process.	
Flow of Events	Event 1	Service Center Representative selects verification request notification from admin staff queue.
	Event 2	Service Center Representative views verification information, and selects to review the uploaded document.
	Event 3	Service Center Representative sets verification information appropriately.
	Event 4	Service Center Representative selects to redetermine eligibility for the individual/ household in question
	Event 5	CalHEERS runs the BRE to redetermine eligibility with the latest case and verification information.
	Event 6	CalHEERS saves the new eligibility information and sends individual eligibility notices.
Post conditions	The applicant has the option to enroll based upon the newly determined eligibility unless already enrolled.	
Additional Definition	Clarifications:	
	Footnotes:	
This Use Case is Used by	Not applicable	
This Use Case Uses	Not applicable	

5.4.2. EXTEND REASONABLE OPPORTUNITY PERIOD

Use Case Title	Extend Allowable Verification Period	
Document Owner	Accenture Software	
Last Modified By:	Philip Eagleson	
Last Modified Date:	12-03-2013	
Description	This Use Case describes the process for extending the reasonable opportunity period.	
Functional Requirements	BR45 - The CalHEERS System shall provide the functionality to perform all verifications as described in the Data Verification Plan. (e.g. minimum essential coverage).	
Actors	<ul style="list-style-type: none"> ▪ Service Center Representative 	
Preconditions	The Service Center Representative needs to adjust the date by which verifications must be completed.	
Flow of Events	Event 1	Service Center Representative logs in to CalHEERS and selects a case record.
	Event 2	Service Center Representative navigates to the appropriate individual verification page, and views verification information.
	Event 3	Service Center Representative adjusts the Reasonable Opportunity Expiration Date for the appropriate verifiable attributes, and saves this change.
Post conditions	The Reasonable Opportunity Period is extended for the modified attributes.	
Additional Definition	Clarifications:	
	Footnotes:	
This Use Case is Used by	Not applicable	
This Use Case Uses	Not applicable	

6. RELATED DOCUMENTS

This section describes the design artifacts that were referenced in this design document

Name	Version	Section(s)	Description
WPS06	R2	TBD	Wireframe Specs - Individual Application pages
UCD04	R2	TBD	Use Case Design - Individual
BPD03	R2	TBD	Business Process Design - Individual
ACCSP	R2	TBD	Accenture Self Service Portal - Application
FND06	R2	TBD	Functional Design - Individual
Data Verification Plan	All	All	Design of all data verification in the system
Initial Application	R2	All	Eligibility and Enrollment – Application submission IAP
BSD 2	R2	All	CalHEERS SAWS MEDS Interface Business Services Definition
DEL 23	All	All	Final Interface Control Document

7. IMPACTED FUNCTIONAL AREAS

Functional Area	Owner	Description
Service Center	Cheryl Moo-Young	Manual and other business processes will need to be determined to process both uploaded and mailed in verification documents.

8. ACTION ITEMS

#	Description	Owner	Due Date	Status
AI331	Define the status' and processes for manual verification of uploaded or mailed in verifications (input to verification plan)	Braden Oparowski	9/28/2012	Closed
Resolution	<p>The applicant shall be provided with one of four status updates when he submits manual verifications. As the documents provided are worked by the services center worker, the worker shall update the CalHEERS account of the applicant with one of the following terms. Received: When the CalHEERS system receives the document through a successful upload. Processing: When a service center worker is reviewing the document to see if it meets the verification requirements as prescribed in the verification plan. Pass: When the document was approved by the service center worker to meet the verification requirement as prescribed in the verification plan. Fail: When the document was not approved by the service center worker to meet the verification requirement as prescribed in the verification plan.</p>			