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1 Acronyms

Acronym/Term	Definition
AC	Application Case
CHIP	Children’s Health Insurance Program
CoC	Change of Circumstance
FDD	Functional Design Document
IV&V	Independent Verification and Validation
NOD	Notice of Decision
OOTB	Out of the Box
PDC	Product Delivery Case
PMO	Project Management Office
PREE	Puerto Rico Eligibility and Enrollment
PRMP	Puerto Rico Medicaid Program
PSPMPR	Puerto Rico Medicaid Program Services Portal
RIDP	Remote Identity Proofing
RTM	Requirements Traceability Matrix
SI	System Integrator (RedMane)
VIBES	Virgin Islands Benefits Eligibility System (donor system)

Table 1: Acronyms

2 Introduction

2.1 Purpose

The purpose of the Enhanced Appeals Functional Design Document (FDD) is to present the design for the Enhanced Appeals functionality for Puerto Rico’s Eligibility and Enrollment (PREE) system, to be implemented during the Stabilization Period.

2.2 Scope

This document details the business processes and modifications made to the Out of The Box (OOTB) functionality related to:



- Appeals Cases
- Hearings

This FDD may include development notes, training considerations, notices, reporting considerations and use cases related to Appeals. The implementation details of requirements related to Appeals will be documented and included within this FDD for traceability purposes.

2.3 Not in Scope

This design does not include database schemas, Structured Query Language (SQL) queries, or other technical details required to fully implement Appeals processing.

2.4 Team Members

Table 2: Team Members

Attendees	Organization
Melissa Mejias	PRMP
Carmen M. Perez Cruz	PRMP
Evelyn Santos	PRMP
Beth McKeon	SI
Pranathi Kandala	SI
Elena Lockwood	PMO
Kristen Frey	PMO
Ellen Douglas	IV&V
Christina Lopez	IV&V
Magda Chavez	PMO

3 Key Assumptions

Below are the Key Assumptions made during the Fit/Gap and Design processes related to this FDD:

- The Appeals design represented within this document is based on Cúram Version 7.0.10 and customizations from other Cúram implementations.
- The artifacts documented in this FDD serve as a direct input for the development effort. All documented design has been technically assessed



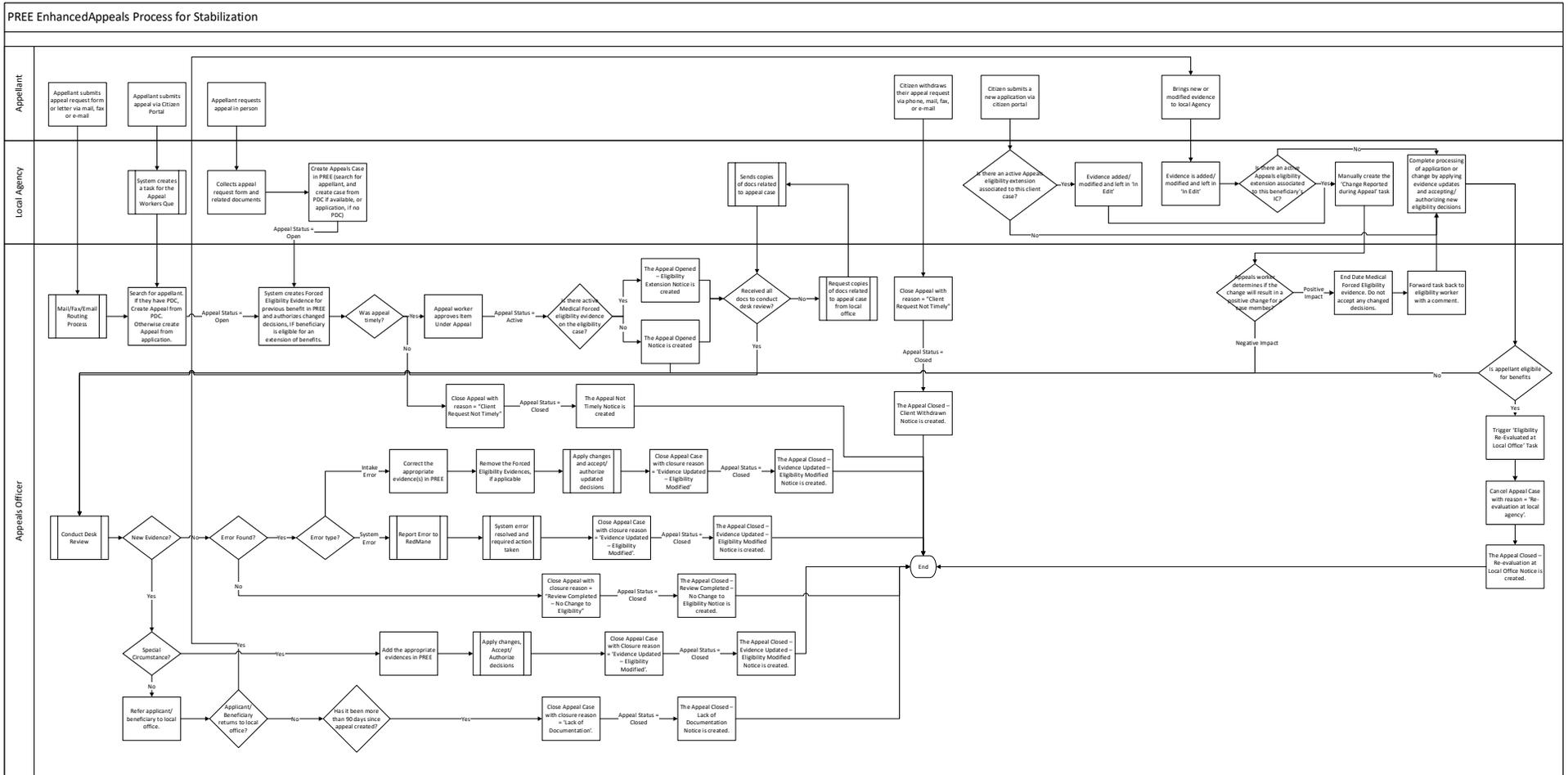
for feasibility; however, there may be instances during the build process where new or conflicting information may force the design to be updated. In these instances, the updated proposed design will be presented for PRMP review and approval before any build activity commences.

- The acronym “Out of the box (OOTB)” refers to the base system functionality that is being transferred from a prior implementation. This will be the base system that will be modified to meet PREE requirements. Existing functionality that have been updated to align to the Puerto Rico Medicaid Program’s policy will be identified as “Modified” and newly added rules as “New”.
- OOTB and Donor system functionality, which meets the state’s needs, will not always be documented in detail unless there is a business or development-related reason to do so.
- Development of all new and modified functionality should be done in both English and Puerto Rican Spanish language. OOTB functionality will also be available in both English and Puerto Rican Spanish.

4 Business Processes

If an applicant/beneficiary disagrees with a decision made by Puerto Rico’s Medicaid Office, they have the right to appeal the decision. The following diagram describes this process.

4.1 Appeals Process





4.1.1 Detailed Steps

1a. Appellant submits an appeal request

The appellant can submit an appeal request via mail or fax, or e-mail OR

1b. Appellant submits an appeal request

The appellant can submit an appeal request in person, at the local agency OR

1c. Appellant submits an appeal request

The appellant can submit an appeal request via the Citizen Portal.

2a/c. Appeals worker creates appeal case

The appeal worker will create the Appeal case from either the application case (AC) (if the application decision is being appealed) or the Product Deliver Case (PDC) (if a Change of Circumstances (CoC) or renewal is being appealed). The appeal status = Open.

2b. Eligibility worker creates appeal case

The eligibility worker will create the appeal case if an applicant/beneficiary requests an appeal in the local office. The appeal status = Open.

3. The system will create an eligibility extension for the appellant, if necessary

When an appeal case is created, the system will check if prior to the decision being appealed, the appellant was eligible for Medicaid or CHIP. If they were, the system will check if the Appeal Filing Date minus the Notice of Decision (NOD) Letter Date is equal to or less than 10 days.

If both conditions are met

The system will create medical forced eligibility evidence for the appellant to extend their coverage for a period of 90 days. Please see Save functionality in section 5.3 for more details

4. Appeal worker evaluates whether the Appeal was timely or not

The guideline for determining if an appeal is timely is the Appeal Filing Date minus the Letter Date of the NOD of the decision being appealed is equal to or less than 30 days. However, the appeals workers can choose if the appeal is timely or not, even if the Appeal Filing Date minus the Letter Date of the NOD of the decision



being appealed is greater than 30 days. If the appeal was not timely, the appeal worker will close the appeal with reason = 'Client Request Not Timely'. The appeal status = Closed. This will trigger the Appeal Not Timely Notice to be created.

5. Appeal worker approves the Item Under Appeal

If the appeal request was made in a timely manner, the appeal worker will approve the Item Under Appeal. The appeal status = Active. This will trigger either the 'Appeal Opened' notice or the 'Appeal Opened – Eligibility Extended' notice, depending on whether the appellant's eligibility was extended or not.

6. Does the Appeal worker have all necessary information to complete review?

If no, they request that the local agency send them all documents related to the case being appealed. If yes, they can proceed to conducting the desk review.

7. Is there new evidence that needs to be added to the eligibility case?

If yes, is that evidence a special circumstance?

8a. If it is a special circumstance, the appeals worker will add the appropriate evidence(s) in PREE, end date any medical forced eligibility evidence, and finalize the evaluation. Appeals worker will then close the appeal with reason = 'Evidence Updated – Eligibility Modified'. This will trigger the 'Appeal Closed – Evidence Updated – Eligibility Modified' notice to be created.

8b. If it is not a special circumstance, the appeal worker may refer the beneficiary to the local office.

9a. If the beneficiary returns to the local agency to submit new evidence, the eligibility worker will add the appropriate evidence(s) in PREE and leave it 'In Edit'. The eligibility worker will then check to see if there is any medical forced eligibility evidence on the case.

If there is medical forced eligibility evidence on the case, the eligibility worker must manually create the 'Changed Reported during Appeals' task and assign it to the Appeals work queue to ask the appeals worker to review the reported change.

The appeals worker will then decide if the change should be applied to the case or the appeals review continued to completion. If the appeals worker determines that the change should be applied to the case, they would end date the medical forced eligibility evidence and forward the task back to the eligibility worker to let them know it has been end-dated.



The eligibility worker can then apply and process all changes made to the eligibility case. When the appellant's new eligibility determination is accepted/authorized, the system will send the 'Eligibility Re-evaluated at Local Office' task to the Appeal work queue to let them know that the appellant's eligibility has been re-evaluated by the local office.

The appeals worker would then close the appeal with reason = 'Re-evaluation at local office'. The appeal status = 'Closed'. This will trigger the 'Appeal Closed – Re-evaluation at Local Office' notice to be created.

9b. If the beneficiary never returns to the local agency with supporting documentation, after 90 days, the appeals worker can cancel the appeal case with reason = 'Lack of Documentation'. The appeal status = 'Closed'. This will trigger the 'Appeal Closed – Lack of Documentation' notice to be created.

10. If there is no new evidence, was an error found?

If no errors were found the appeals worker would close the appeal with reason = 'Review Completed – No Change to Eligibility'. The appeal status = 'Closed'. This will trigger the 'Appeal Closed – Review Completed – No Change to Eligibility' notice to be created.

10b. If any errors were found, were they intake errors?

If it was an intake error, the appeals worker would correct the appropriate evidence(s) in PREE, including removal of the medical forced eligibility evidence, if necessary. Then they would finalize the evaluation in PREE and then close the appeal with reason = 'Evidence Updated – Eligibility Modified'. The appeal status = 'Closed'. This will trigger the 'Appeal Closed – Evidence Updated – Eligibility Modified' notice to be created.

If it was not an intake error, but a system error, the error must be reported to RedMane. They will advise how to address the issue, both in the short term and the long term. Once the error has been fixed, the appeals worker would close the appeal with reason = 'Evidence Updated – Eligibility Modified'. The appeal status = 'Closed'. This will trigger the 'Appeal Closed – Evidence Updated – Eligibility Modified' notice to be created.

11. If an appellant withdraws their appeal request

If an appellant withdraws their appeal request, the Appeals worker will close the appeal with the 'Client Withdrawn' reason selected. Appeal status = 'Closed'. This will trigger the 'Appeal Closed – Client Withdrawn' notice to be created.



12. If an Applicant/Beneficiary submits a new application via the Citizen Portal

If a applicant/beneficiary submits a new application via the Citizen Portal, when the local office is processing the application, upon attempting to authorize the eligibility decision(s), the system must check to see if any of the individuals for whom the eligibility decision is about to be authorized have a non-closed appeal case. If they do, the system must check if any of the individuals whose cases are under appeal have active medical forced eligibility evidence. If they do, the system must warn the eligibility worker that the one or more of the individuals in the assistance unit has an active appeal extension.

Development Note: IF an individual in the assistance unit the eligibility worker is Approving has medical forced eligibility evidence and today's date is prior to the end date of that evidence, THEN the system must display an error message stating "One or more of the individuals in the assistance unit has an eligibility extension due to an appeal. Please coordinate with the Appeals Office to ensure the individual's eligibility is processed correctly. Do you wish to continue?" If the user selects yes, then the assistance unit will be approved. If the user selects No or Cancel, the message modal will be closed, and the assistance unit will not be approved.

5 Screen Modifications

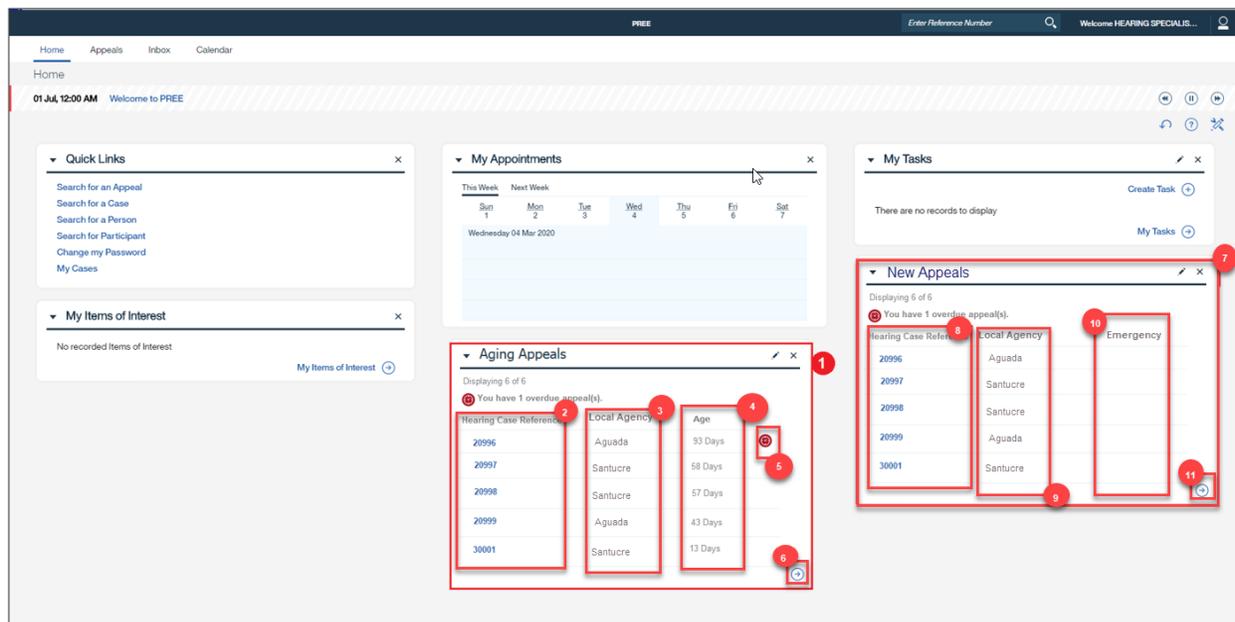
This section details all screen modifications necessary to meet PRMP's requirements.

5.1 Appeals Officer Home Page

This section contains the modifications and associated design details of the New Hearing screen.

5.1.1 Screenshot (Modify)

Figure 1: Appeal Worker Home Page



5.1.2 Description of Modifications and Additions

1. Aging Appeals (Aging Apelaciones)

Pod, Add

A new 'Aging Appeals' pod must be added to the Appeals Officer Home Page. This pod must return a subset of Appeal Search Data. It should display the first 6 Appeals Cases that have a status of "Approved", sorted from oldest case to newest case.

2. Hearing Case Reference (Número de Referencia)

Column, Add

This column will display the case reference number of the Appeal Cases returned in the search.

3. Local Agency (Oficina Local)

Column, Add

This column will display the Local Agency associated with the case returned in the Aging Appeals Pod.



4. Age (Tiempo de la Apelación)

Column, Add

This column will display the age of each appeal returned in the search. Age is calculated by Today's Date – Appeal Filing Date.

5. Overdue Indicator

Icon, Add

This indicator must be displayed next to each appeal record returned in the pod whose age is 90 days or greater.

6. Arrow

Icon, Add

This is displayed at the bottom right of the pod. If the user selects this, the Appeals Search screen will be opened with the defaulted criteria and results shown in the page, similar to how the My Cases pod and corresponding Search works.

7. New Appeals (Nuevas Apelaciones) Pod

Pod, Add

The 'New Appeals' pod needs to be added to the Appeals Offices Home Page. This pod must return a subset of Appeal Search Data. It should display the first 6 Appeals Cases that have a status of "Open", sorted first by whether the Emergency field is populated and second by age of the case – youngest to oldest.

8. Hearing Case Reference (Número de Referencia)

Column, Add

This column will display the case reference number of the Appeal Cases returned in the search.

9. Local Agency (Oficina Local)

Column, Add

This column will display the Local Agency associated with the case returned in the Aging Appeals Pod.

10. Emergency (Emergencia)



Column, Add

This column will display the value of the Emergency field for the Appeal, if applicable.

11. Arrow Icon

Icon, Add

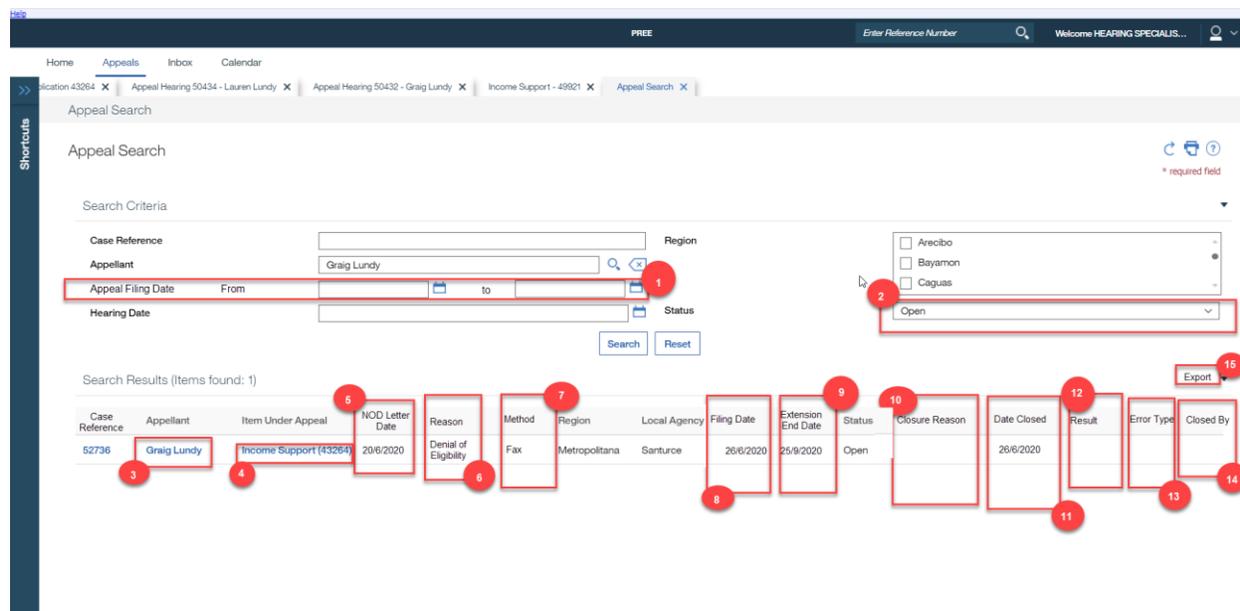
This is displayed at the bottom right of the pod. If the user selects this, the Appeals Search screen will be opened with the defaulted criteria and results shown in the page, similar to how the My Cases pod and corresponding Search works.

5.2 Appeal Search

This section contains the modifications and associated design details of Appeal Search screen.

5.2.1 Screenshot (Modify)

Figure 2: Appeal Search



5.2.2 Description of Modifications and Additions

Creation Date

Search Criteria Date Field, Remove



The OOTB Appeals Search screen allows a user to search by a single date that appeal(s) cases were created. PRMP did not think this was useful. This field needs to be removed.

Representative

Search Results Column, Remove

PRMP has decided that this field is less important than the many other columns that they would prefer to be shown in the search results. This column needs to be removed.

Creation Date

Search Results Column, Remove

PRMP has decided that this field is less important than the many other columns that they would prefer to be shown in the search results. This column needs to be removed.

1. Appeal Filing Date (Fecha de Solicitud) From = de, To = hasta

Search Criteria, Date Range Field, Add

PRMP would like to be able to search for appeals that have a range of specific Appeal Filing dates. The two date fields (to and from) must be added to the search criteria.

2. Status (Estado)

Search Criteria, Drop Down, Modify

OOTB, this code table displays all case statuses. This needs to be modified to only show Case Statuses applicable to Appeals Cases:

Table 3: Appeal Case Status

Code	Description	Visible	Change
	Open	Yes	Add
	Approved	Yes	Add
	Active	Yes	Add
	Closed	Yes	Add



Development Note: I do not know if this needs a new code table, or if the existing CASE_STATUS_CODE code table can just be filtered for this screen. I have documented it as though it needs a new code table.

3. Appellant (Apelante)

Person Hyperlink, Modify

The OOTB hyperlink open the person record within the Appeals Search tab. This prevents the user from accessing any information on any of the other tabs on the person record and prevents the user from returning to the search results. This needs to be modified so that the Person Home Page is opened in a new tab when the user clicks on this hyperlink.

4. Item Under Appeal (Elemento de Apelación)

Integrated Case or Application Case Hyperlink, Modify

The OOTB hyperlink opens the Application Case or Product Delivery Case record within the Appeals Search tab. This prevents the user from accessing any information on any of the other tabs on the case home page prevents the user from returning to the search results. This needs to be modified so that Application Case or Product Delivery Case home page is opened in a new tab when the user clicks on this hyperlink.

5. NOD Letter Date (Fecha de Notificacion)

Search Results Column, Add

PRMP would like to display the NOD Letter Date in the Appeals Search Results. This field will be used to calculate if the applicant/beneficiary's appeal was timely. This will need to be added.

Development Note: While this date is displayed on the NOD, I do not think it is currently stored in the database. This value will need to be stored in the database.

6. Reason (Razon)

Search Results Column, Add

PRPM would like to display the reason for the appeal in the Appeals Search Results. This column needs to be added.

7. Method (Metodo)



Search Results Column, Add

PRMP would like to display the method the appellant used to request an appeal. This column needs to be added.

8. Filing Date (Fecha de Solicitud)

Search Results Column, Add

PRMP would like to display the Appeal Filing Date in the Appeals Search Results. The value displayed in this column will be the Appeal Filing Date.

9. Extension End Date (Fecha de Terminacion de Extension)

Search Results Column, Add

PRMP would like to display the end date of any extension of eligibility the appellant has been given. To populate this field, the system must check if the appellant has any medical forced eligibility evidence with reason = Temporary Appeal Extension, and if they do, display the end date of that evidence.

10. Closure Reason (Razón de Cierre)

Search Results Column, Add

PRMP would like to display the closure reason of the Appeal, if applicable. If the case has been closed, the closure reason will be displayed in this column.

11. Date Closed (Fecha de Cierre)

Search Results Column, Add

PRMP would like to display the Appeal Case Closure date, if applicable. If the case has been closed, the closure date will be displayed in this column.

12. Result (Resultado)

Search Results Column, Add

PRMP would like to display the result of the Appeal Case, if applicable. If the case has been closed the result (favorable/unfavorable) will be shown in this column.

13. Error Type (Tipo de Error)

Search Results Column, Add



PRMP would like to display the type of error for those appeals cases that have had their eligibility modified. If the case was closed with the Error Type field populated, the value will be displayed in this column.

14. Closed By (Completado Por)

Search Results Column, Add

PRMP would like to display the user who closed the appeal case in this column. If the case has been closed, the user who closed the case will be displayed in this column.

15. Export (Exportar)

Export to Excel Button, Add

PMRP requires the ability to export all results from the Appeals Search screen to Excel. This functionality needs to be added.

5.3 Appeals Tab (from Application Case)

This section contains the modifications and associated design details of Appeals Tab screen, when accessed from the Application Case.

Development Note: OOTB, Eligibility Workers do not have the security privileges to see this screen. This needs to be modified for the Stabilization Period as they will need to be able to see this screen and create a New Hearing Case (Spanish: Nueva Apelación)



5.3.1 Screenshot (Modify)

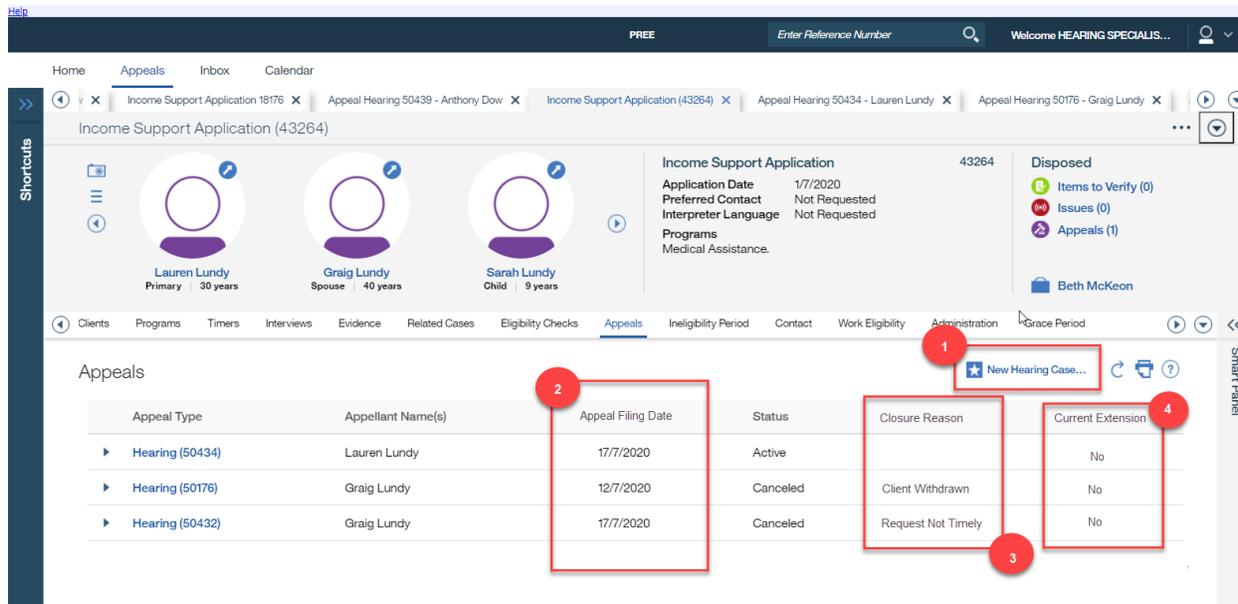


Figure 3: Appeals Tab (AC)

5.3.2 Description of Modifications and Additions

Owner

Column, Remove

The OOTB Appeals tab on the Application Case displays a column listing the owner, however it is displaying the owner of the Eligibility Case and is not relevant to the Appeal case. This column needs to be removed.

Deadline

Column, Remove

The OOTB Appeals tab on the Application Case displays a column listing a deadline relating to an appeal (10 days after appeal creation date), however PRMP does not utilize the concept of a deadline in relation to an appeal. Removing this column will allow space for more relevant information for PRMP.

Resolution

Column, Remove

The OOTB Appeals tab screen displays a column listing the resolution of the Appeal. This is specific to the Fair Hearing Process. Information about the Fair Hearing does not need to be viewable by eligibility workers. This column needs to be removed.



1. New Hearing Case (Nueva Apelación)

Hyperlink, Modify

OOTB, there is a validation that prevents multiple active appeal cases from being associated with an application. This needs to be modified to allow multiple appeal cases being associated with an application, however only one active appeal case per person, per application should be able to be created.

2. Appeal Filing Date (Fecha de Solicitud)

Column, Add

PRMP would like to add the appeal filing date column on the Appeals Tab. This column will display the Appeal Filing Date associated with each appeal.

3. Closure Reason (Razón de Cierre)

Column, Add

PRMP would like to add the closure reason column to the Appeals Tab. This column will display the closure reason associated with each appeal, if applicable.

4. Current Extension (Extensión Activa)

Column, Add

PRMP would like to make it clear if the appellant has a current extension of eligibility due to their appeal. This field will display 'Yes' only if the following conditions are met: the appellant has forced medical eligibility evidence with reason = "Temporary Appeal Extension" AND the end date of that evidence is later than today's date.

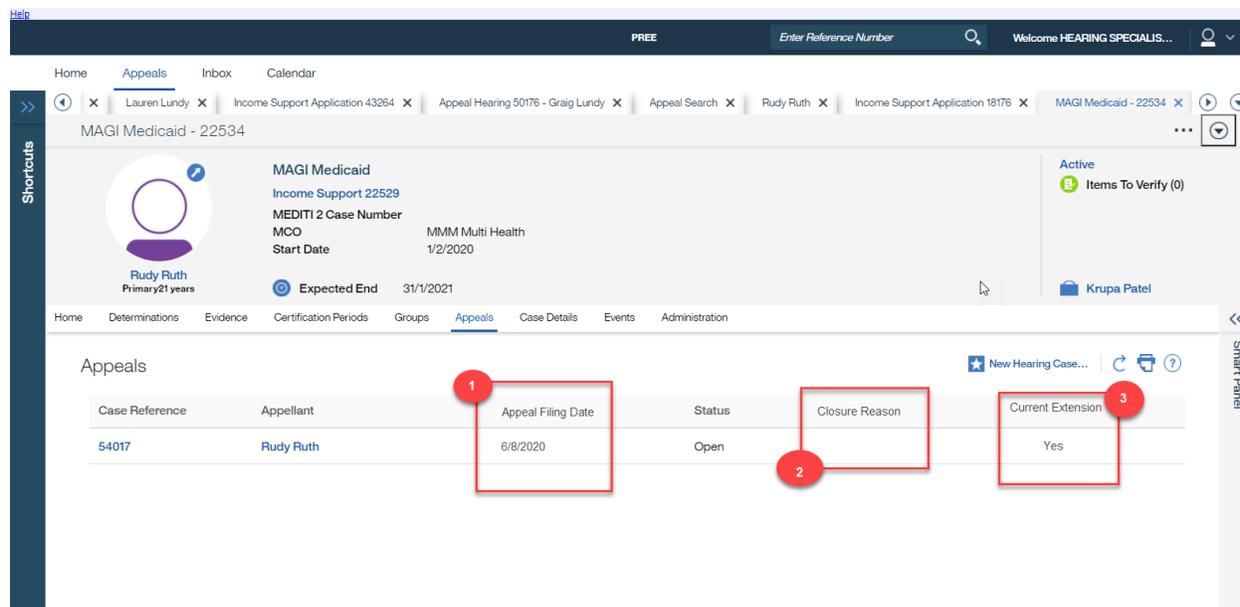
5.4 Appeals Tab (from PDC)

This section contains the modifications and associated design details of Appeals Tab screen, when accessed from the Product Delivery Case.

Development Note: OOTB, Eligibility Workers do not have the security privileges to see this screen. This needs to be modified for the Stabilization Period as they will need to be able to see this screen and create a New Hearing Case (Spanish: Nueva Apelación)

5.4.1 Screenshot (Modify)

Figure 4: Appeals Tab (PDC)



5.4.2 Description of Modifications and Additions

Type

Column, Remove

The OOTB Appeals tab on the PDC displays a column listing the Type of Appeal. This is not relevant to PRMP and could introduce confusion. This column needs to be removed.

Owner

Column, Remove

The OOTB Appeals tab on the PDC displays a column listing the owner, however it is displaying the owner of the Eligibility Case and is not relevant to the Appeal case. This column needs to be removed.

Deadline

Column, Remove

The OOTB Appeals tab on the PDC displays a column listing a deadline relating to an appeal (10 days after appeal creation date), however PRMP does not utilize the concept of a deadline in relation to an appeal. Removing this column will allow space for more relevant information for PRMP.



Resolution

Column, Remove

The OOTB Appeals tab screen displays a column listing the resolution of the Appeal. This is specific to the Fair Hearing Process. Information about the Fair Hearing does not need to be viewable by eligibility workers. This column needs to be removed.

1. Appeal Filing Date (Fecha de Solicitud)

Column, Add

PRMP would like to add the appeal filing date column on the Appeals Tab. This column will display the Appeal Filing Date associated with each appeal.

2. Closure Reason (Razón de Cierre)

Column, Add

PRMP would like to add the closure reason column to the Appeals Tab. This column will display the closure reason associated with each appeal, if applicable.

3. Current Extension (Extensión Activa)

Column, Add

PRMP would like to make it clear if the appellant has a current extension of eligibility due to their appeal. This field will display 'Yes' only if the following conditions are met: the appellant has forced medical eligibility evidence with reason = "Temporary Appeal Extension" AND the end date of that evidence is later than today's date.

5.5 New Hearing (Nueva Apelación)

This section contains the modifications and associated design details of the New Hearing screen.



5.5.1 Screenshot (Modify)

Figure 5: New Hearing Screen

The screenshot shows a 'New Hearing' form with the following fields and annotations:

- 1**: Red box around the 'Date Received' field (19/7/2020).
- 2**: Red box around the 'Appeal Filing Date' field (1/7/2020).
- 3**: Red box around the 'Decision Date' field (1/7/2020).
- 4**: Red box around the 'NOD Letter Date' field (1/7/2020).
- 5**: Red box around the 'Save' button.

Other fields include: Appellant (Graig Lundy), Difficulty (Normal), Application Reference (43264), Receipt Method, Emergency (None), Reason, and Comments.

5.5.2 Description of Modifications and Additions

For the April release, the New Hearing (Nueva Apelación) screen is only accessible to Appeals workers. During Stabilization this will be modified so that eligibility workers in the Local Office can create an appeal case for the appellant. However, certain fields on this screen should only be modifiable for Appeals workers. These changes are noted below.

Continue Benefits

Checkbox, Remove? Or make only accessible for Appeals workers?



The OOTB New Hearing screen displays a 'Continue Benefits' checkbox which simply indicates if the beneficiary would like to continue their benefits. PRMP does not ask beneficiaries if they would like to extend their benefits during the appeal, they do so if the individual appealed within the specified parameters. This checkbox must be removed from this screen.

Administrative Disqualification

Checkbox, Remove

The OOTB New Hearing screen displays a 'Administrative Disqualification checkbox which will not be used in PREE. This checkbox must be removed from this screen.

1. Date Received (Fecha de Recibida)

Date Field, Modify

For the April release, this field is modifiable without restriction. This needs to be changed so that this field cannot be modified by an eligibility worker. This field will continue to be set to today's date when this screen is loaded and will continue to be modifiable for Appeals workers.

2. Appeal Filing Date (Fecha de Solicitud)

Date Field, Add

The Appeal Filing Date field needs to be added to this screen. This field must be defaulted to today's date when the screen is initialized. This field needs to be modifiable for Appeals workers, but not for Eligibility workers.

3. Decision Date (Fecha de Certificación)

Date Field, Modify

For the April release, this field's label states "Effective Date". This label needs to be changed to "Decision Date", as the value defaulted in this field matches the date of the decision being appealed. OOTB the value of this field can be modified by the user; this needs to be changed so that it is not modifiable, regardless of user role.

4. NOD Letter Date (Fecha de Notificación)

Date field, Add

The NOD Letter Date needs to be added to this screen. This field will display that letter date from the Notice of Decision associated with the decision that is being appealed. This field is just a display field and should not be modifiable.



5. Save

Save Functionality, Modify

When the user clicks on 'Save' the system must check the following:

<PR-15473> IF the appellant already has an active appeal case, then do not allow to save and display the following error message "A new case cannot be created because <Appellant Name>'s Appeal Case ID <Appel Case Reference Number> is open." ("No es posible crear un nuevo caso debido a que <Appellant Name> tiene el Caso de Apelación Número 1280 abierto.")

IF the Appeal Filing date is before the decision date, the following error message must be displayed "The Appeal Filing Date cannot be earlier than the Decision date". ("Fecha de solicitud no puede ser anterior a la fecha de certificación.") OR

IF the Appeal Filing date is after today's date, the following error message must be displayed "The Appeal Filing Date cannot my greater than today's date." ("Fecha de solicitud no puede ser posterior a la fecha de hoy.")

ELSE save the new Appeal record. After saving the system must check for the following:

1. If the appellant's prior eligibility decision made them eligible for Medicaid or CHIP **AND**
2. If today's date minus the Letter Date on the corresponding Notice of Decision for the decision being appealed is equal to or less than 10 days

THEN, if both the above conditions are met, then system must create a medical forced eligibility evidence with the following criteria:

- Reason = 'Temporary Appeal Extension'
- Aid Program/Category/Classification = the value of the Aid Program for the eligibility decision prior to the decision being appealed
- Coverage Code = the value of the Coverage Code for the eligibility decision prior to the decision being appealed
- Copay Cap = the value of the Copay Cap for the eligibility decision prior to the decision being appealed
- Start Date = the Appeal Filing Date
- End Date = the Appeal Filing Date + 90 days

The system must then apply the evidence changes and accept the changed decision(s) so that the beneficiary's eligibility is extended until the end date of the medical forced eligibility evidence.

Development Note: In this case we need to suppress the Notice of Decision – Change of Circumstance notice from being triggered. Essentially anytime a new decision is being accepted/authorized, if



Medical Forced Eligibility Evidence is being utilized in the decision (for the current benefit period being defined), the system must prevent the Notice of Decision from being triggered.

5.6 Edit Appealed Case

This section contains the modifications and associated design details of Edit Appealed Case screen.

This screen can be accessed by clicking on the 'Edit' option of the action menu from the Items Under Appeals tab of the hearing case.

5.6.1 Screenshot (Modify)

Figure 6: Edit Appealed Case Screen

Edit Appealed Case ? ×

* required field

Date Received	1/6/2021	Emergency	None
Reason	Incorrect co-pay amount	Appeal Filing Date	
Receipt Method	In Person at Local Agency	NOD Letter Date	
Prior Appeal Case			
Decision Date	1/6/2021		

Comments

Save Cancel

5.6.2 Description of Modifications and Additions

Continue Benefits

Checkbox, Remove



The OOTB Edit Appealed Case screen displays a 'Continue Benefits' checkbox which simply indicates if the beneficiary would like to continue their benefits. This checkbox is removed from the New Hearing Screen must be removed from this screen as well.

1. Date Received (Fecha de Recibida)

Date Field, Modify

This field needs to be changed so that this field cannot be modified by an eligibility worker. This field can continue to be modifiable for Appeals workers.

2. Appeal Filing Date (Fecha de Solicitud)

Date Field, Add

The Appeal Filing Date field needs to be added to this screen. This field needs to be modifiable for Appeals workers, but not for Eligibility workers.

3. Decision Date (Fecha de Certificación)

Date Field, Modify

The OOTB label for this field reads "Effective Date". This label needs to be changed to "Decision Date", as the value defaulted in this field matches the date of the decision being appealed. OOTB the value of this field can be modified by the user; this needs to be changed so that it is not modifiable, regardless of user role.

4. NOD Letter Date (Fecha de Notificación)

Date field, Add

The NOD Letter Date needs to be added to this screen. This field will display that letter date from the Notice of Decision associated with the decision that is being appealed. The date displayed on this screen must be same as the NOD Letter Date that is displayed on the New Hearing screen for the person. This field is just a display field and should not be modifiable.

5.7 Appeal Hearing Case Home

This section contains the modifications and associated design details of the Appeal Hearing Case Home screen.



5.7.1 Screenshot (Modify)

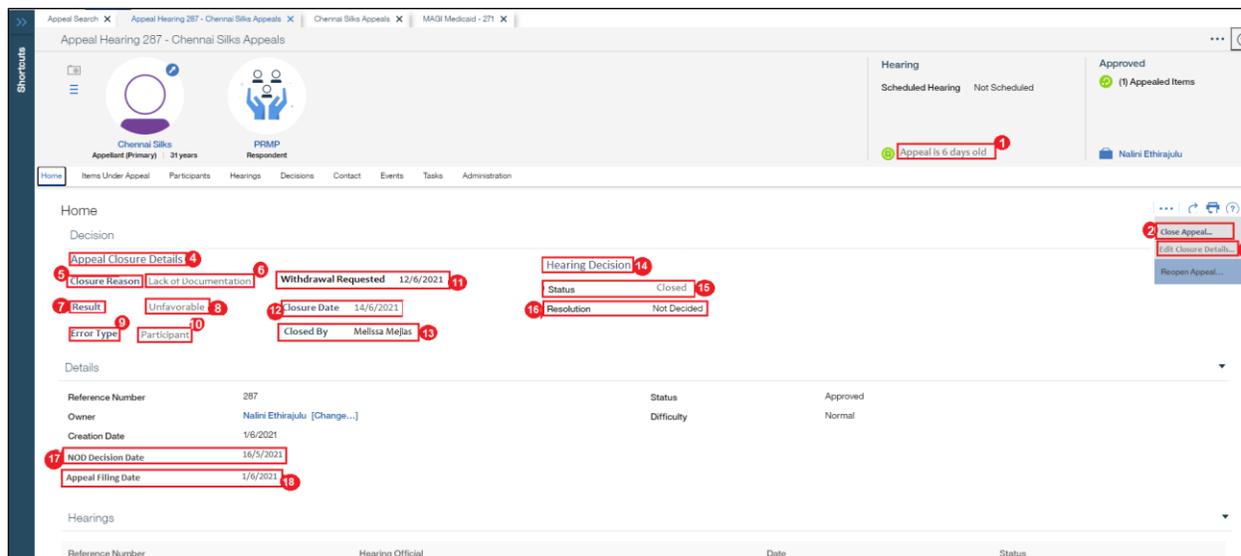


Figure 7: Appeal Hearing Case Home Screen

5.7.2 Description of Modifications and Addition

View Cancellation

Action Menu, Remove

OOTB has 'View Cancellation' as one of the options on the action menu on the Home tab. This needs to be removed.

1. Appeal is X days old (La Apelación cuenta con X días)

'Appeal Case Deadline' Display text, Modify

OOTB display text indicates the appeal case deadline as either 'X days to complete' (X indicating the number of days the worker has to make a decision) **OR** 'Decision-X days overdue' (X indicating the number of days the decision is overdue). This needs to be replaced with 'Appeal is X days old', always. ('X' represents the number of days)

'X' must be calculated by taking today's date minus the appeal filing date.

For example: If the appeal filing date is 8/1/2020 (August 1st) and today's date is 8/5/2020 (August 5th). Then the appeal case deadline must be displayed as

'Appeal is 4 days old'.



2. Close Appeal (Cerrar Apelación)

Action Menu, Modify

The OOTB label for this field reads 'Cancel Appeal'. This needs to be modified to 'Close Appeal'.

3. Edit Closure Details (Modificar detalles de Cierre)

Action Menu, Modify

The OOTB label for this field reads 'Edit Cancellation'. This needs to be modified to 'Edit Closure Details'.

4. Appeal Closure Details (Detalles del Cierre)

Sub-Header Label, Add

A new sub-header labeled as 'Appeal Closure Details' must be added below the Decision section of the Appeal Hearing Home page. This section will display all the fields related to the appeal case closure.

5. Closure Reason (Razón de Cierre)

Field Label, Add

A new 'Closure Reason' field must be added as the first field of the Appeal Closure Details column.

6. Closure Reason Display

Display Field, Add

The 'Reason' field chosen by the worker on the Close Appeal screen while closing the appeal must be displayed in this field.

7. Result (Resultado)

Field Label, Add

A new 'Result' field must be added as the second field below the closure reason field of the Appeal Closure Details column.

8. Result Display

Display Field, Add



The 'Result' field chosen by the worker on the Close Appeal screen while closing the appeal must be displayed in this field.

9. Error Type (Tipo de Error)

Field Label, Add

A new 'Error Type' field must be added as the third field below the Result field of the Appeal Closure Details column.

10. Error Type Display

Display Field, Add

The 'Error Type' field chosen by the worker on the Close Appeal screen while closing the appeal must be displayed in this field.

11. Withdrawal Requested (Solicitud Retiro de Apelación)

Display Field, Add

A new 'Withdrawal Requested' field must be added as the first field of the second column of the Appeal Closure Details column. This will display the date the client withdrew their appeal request. This date is recorded on the Close Appeal screen at the time of appeal closure.

12. Closure Date (Fecha de Cierre)

Display Field, Add

A new 'Closure Date' field must be added as the second field of the second column of the Appeal Closure Details column. This will display the date the worker closed the appeal case in the system.

13. Closed By (Completado Por)

Display Field, Add

A new 'Closed By' field must be added as the third field of the second column of the Appeal Closure Details column. This will display the name of the worker who closed the appeal case.

14. Hearing Decision (Decision de Vista)

Sub-Header Label, Add



A new sub-header labeled as 'Hearing Decision' must be to be added under the Decision section of the Appeal Hearing Home page.

Hearing Decision column will list the OOTB 'Status' and 'Resolution' fields.

16. Status (Estado)

Display, Modify

The OOTB 'Status' field must be displayed as the first field of the Hearing Decision column.

15. Resolution (Resolucion)

Display, Modify

The OOTB 'Status' field must be displayed as the second field of the Hearing Decision column.

16. NOD Decision Date (Fecha de Notificacion)

Display Field, Add

This field will display the NOD Decision Date i.e. the letter date from the Notice of Decision associated with the decision that is being appealed. This field will be same as the NOD Decision Date being displayed on the New Hearing (Nueva Apelación) screen at the time of appeal case creation.

17. Appeal Filing Date (Fecha de Solicitud)

Display Field, Add

This field will display the Appeal Filing Date that is being captured/ saved on the New Hearing (Nueva Apelación) screen at the time of appeal case creation.

5.8 Close Appeal

This section contains the modifications and associated design details of the Close Appeal screen. The OOTB screen is entitled Cancel Appeal. We are modifying this to Close Appeal.

5.8.1 Screenshot (Modify)

Figure 8: Close Appeal

The screenshot shows a web form titled "Close Appeal" with a close button (X) and a help button (?). The form contains several required fields, indicated by an asterisk and the text "* required field".

- 1**: The title "Close Appeal" is highlighted.
- 2**: The "Reason" dropdown menu is highlighted.
- 3**: The "Result" dropdown menu is highlighted.
- 4**: The "Error Type" dropdown menu is highlighted.
- 5**: The "Withdrawal Requested:" field, which contains the date "1/7/2020" and a calendar icon, is highlighted.
- 6**: The "Comments" text area is highlighted.
- 7**: The "Save" button is highlighted.

5.8.2 Description of Modifications and Additions

1. Close Appeal (Cerrar Apelación)

Page Title, Modify

OOTB, the title of this page is 'Cancel Appeal Hearing'. This needs to be modified to 'Close Appeal'

2. Result (Resultado)

Result Drop Down, Add

PRMP records whether the appeal was favorable or unfavorable at the time the appeal is closed. This is a required field that needs to be added to this screen. This will require the addition of a new code table.



Table 4: Appeal Result Code Table

Code	Description	Visible	Change
	Favorable (Favorable)	Yes	Add
	Unfavorable (No Favorable)	Yes	Add

3. Error Type (Tipo de Error)

Error Type Drop Down, Add

PRMP would like to capture what the change in eligibility is due to, when an appeal is closed. This field needs to be added to this screen and will require the addition of a new code table.

Table 5: Error Type Code Table

Code	Description	Visible	Change
	Participant	Yes	Add
	Agency	Yes	Add
	System	Yes	Add

Development Note: The Audit and QC FDD has a very similar code table defined. It may be possible to use this code table in both places.

4. Withdrawal Requested (Solicitud Retiro de Apelación)

Date field, Add

PRMP wants to capture the date that an appellant requested a withdrawal of their appeal. The Withdrawal Requested date field needs to be added to this screen. This field will be mandatory if the reason selected = 'Client Withdrawn'.

5. Save (Guardar)

Button, Modify

<PR-15450> When the user clicks on 'Save' the system must check the following:



- If the Result field is not populated, an error message stating "Result must be **entered selected**." ("El resultado debe ser completado".) will be displayed.
- If the Reason = 'Evidence Updated - Eligibility Modified' and the 'Error Type' field is not populated, an error message stating "Error Type must be **entered selected**." (Debe seleccionar el tipo de error.) will be displayed.
- If the Reason = 'Client Withdrawn' and the Withdrawal Requested date field is not populated, an error message stating "Withdrawn Requested date must be populated." ("La Fecha de solicitud retiro de apelación debe ser completado.") will be displayed.

If these conditions pass, the data above will be saved and the 'Closed By' field (not displayed on this screen) will be set to the user who is logged in. The status of the Appeal Hearing case will change to 'Closed'. Additionally, this will trigger the Appeal Closed Notice to be created.

5.9 Edit Closure Details

This section contains the modifications and associated design details of the Edit Closure Details screen. The OOTB screen is entitled Edit Cancellation. We are modifying this to Edit Closure Details.



5.9.1 Screenshot (Modify)

Figure 9: Edit Closure Details Screen

The screenshot shows a web form titled "Edit Closure Details" with a question mark and close button in the top right. A red asterisk indicates that fields marked with an asterisk are required. The form contains the following elements:

- 1**: Title "Edit Closure Details" in a red box.
- Reason ***: A dropdown menu.
- 2**: **Result ***: A dropdown menu in a red box.
- 3**: **Error Type**: A dropdown menu in a red box.
- 4**: **Withdrawal Requested**: A date field with a calendar icon, showing "1/6/2021".
- 5**: **Closure Date ***: A date field with a calendar icon, showing "1/6/2021".
- 6**: **Closed By**: A dropdown menu in a red box.
- Comments**: A text area with a downward arrow on the right.
- 7**: **Save** and **Cancel** buttons at the bottom right, with "Save" in a red box.

5.9.2 Description of Modifications and Additions

1. Edit Closure Details (Modificar detalles de Cierre)



Page Title, Modify

OOTB, the title of this page is 'Edit Cancellation'. This needs to be modified to 'Edit Closure Details'.

2. Result (Resultado)

Result Drop Down, Add

PRMP records whether the appeal was favorable or unfavorable at the time the appeal is closed. This is a required field that needs to be added to this screen.

The field must have the same dropdown values as the Result field from the Close Appeal Screen. The values are from Table 4: Appeal Result Code Table- Favorable (Favorable), Unfavorable (No Favorable).

3. Error Type (Tipo de Error)

Error Type Drop Down, Add

PRMP would like to capture what the change in eligibility is due to, when an appeal is closed. This field needs to be added to this screen.

The field must have the same dropdown values as the Error Type field from the Close Appeal Screen. The values are from Table 5: Error Type Code Table- Participant, Agency, System.

4. Withdrawal Requested (Solicitud Retiro de Apelación)

Date field, Add

PRMP wants to capture the date that an appellant requested a withdrawal of their appeal. The Withdrawal Requested date field needs to be added to this screen. This field will be mandatory if the reason selected = 'Client Withdrawn'.

5. Closure Date (Fecha de Cierre)

Display Field, Add

This field must by default display the date the appeals worker closed the appeals case. This field needs to be modifiable for Appeals workers on this screen.

6. Closed By (Completado Por)

Closed By Drop Down, Add



PRMP would like to capture the name of the appeal worker who closed the appeal case. This field needs to be added to this screen. This field must list the names of all PRMP's Appeal Workers.

7. Save

Button, Modify

<PR-15450> When the user clicks on 'Save' the system must check the following:

- If the Result field is not populated, an error message stating "Result must be **entered selected.**" ("El resultado debe ser completado.") will be displayed.
- If the Reason = 'Evidence Updated - Eligibility Modified' and the 'Error Type' field is not populated, an error message stating "Error Type must be **entered selected.**" ("Debe seleccionar el tipo de error.") will be displayed.
- If the Closure Date field is not populated, an error message stating "Closure Date must be **entered selected.**" ("La Fecha de solicitud retiro de apelación debe ser completado.") will be displayed.

5.10 Citizen Portal Appeal Request

This section contains the Citizen Portal screens related to appeals that are modified based on PREE requirements. These screens allow an appellant to submit an Appeal Request and Upload Documents supporting their appeal request through their Online Citizen Portal Account.

An appellant must be able to submit an appeal request from their Citizen Portal account only if their Identity is verified by Remote ID Proofing (RIDP) during the person's PSPMPR account creation **AND** the PSPMPR (Puerto Rico Medicaid Program Services Portal) account is linked with their benefit case.

(Refer to PREE Online CoC Citizen Portal FDD- Stabilization Release for details on account linking process and RIDP)

Below flow depicts the pages that will appear for navigating to the Appeals Tab, Requesting an Appeal and Uploading Document (s) to support their appeal request after a person logs into their Citizen Portal account.

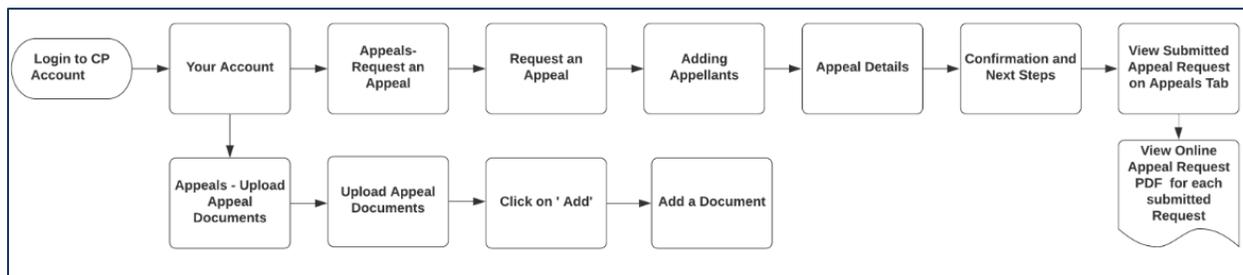


Figure 10: Citizen Portal Appeals Page Flow

5.10.1 Appeals Tab

5.10.1.1 Screenshot (Modify)

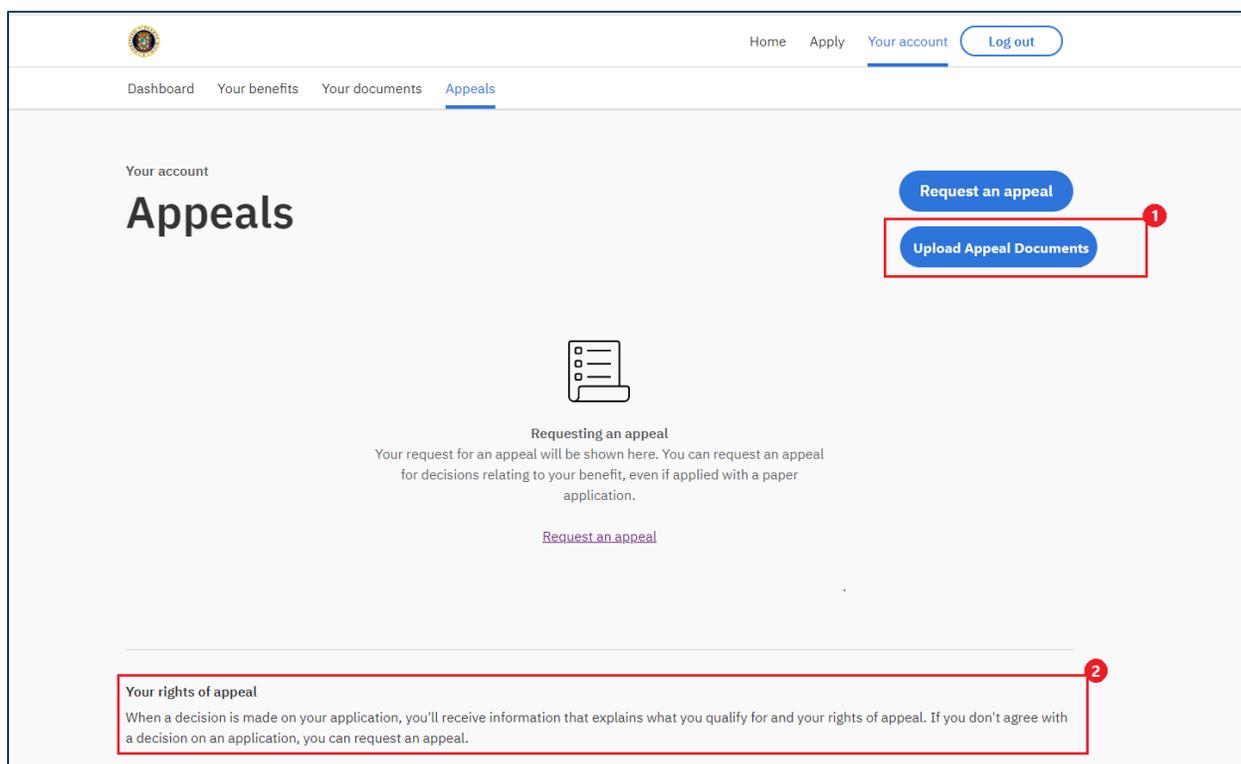


Figure 11: Citizen Portal Appeals Tab Screen

5.10.1.2 Description of Modifications and Additions

1. Upload Appeal Documents (Incluir Documentación)

Button, Add



A new 'Upload Appeal Documents' button must be displayed below the OOTB 'Request an appeal' button. This will allow an appellant to submit documents to support their appeal request during the appeal review process.

2. Your rights of appeal (Sus derechos de Apelación)

Display Logic, Modify

The section 'Your rights of appeal' and associated display text is always displayed OOTB. The display logic for this must be modified for the section to only be displayed if the person has not submitted any appeal requests through the Citizen Portal 'Request an appeal' button.



5.10.2 Request an Appeal

5.10.2.1 Screenshot (Modify)

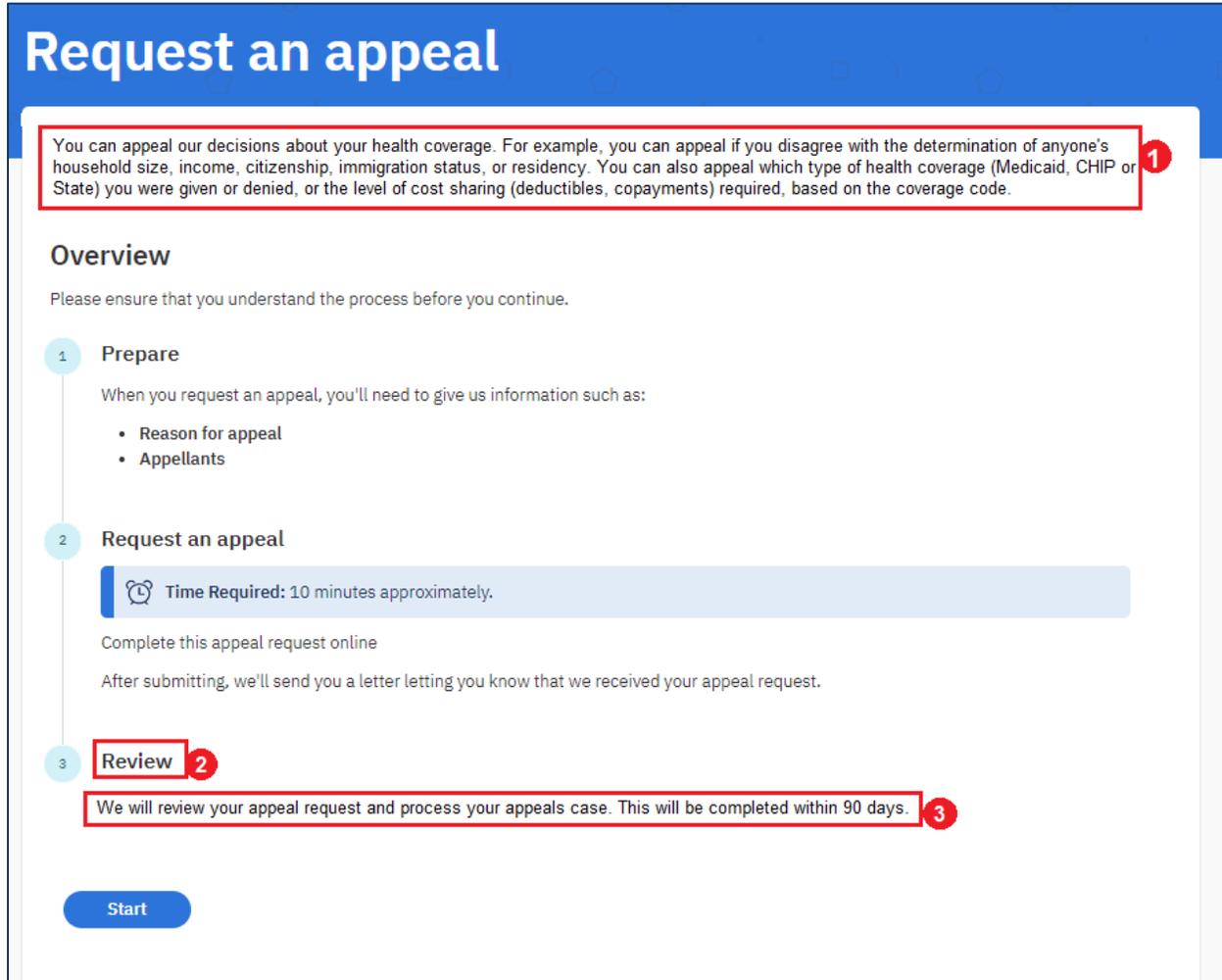


Figure 12: Request an Appeal Screen

Request an Appeal = Solicitar Apelación

5.10.2.2 Description of Modifications and Additions

Estimation time Bar, Remove

OOTB displays an estimation time bar labelled as 'Estimation time: 10 days approximately.' below the step 3 of the overview section. This needs to be removed.

1. Display Text Under Page Title



Display Text, Modify

OOTB displays static text below the page title which needs to be replaced with verbiage relevant to PRMP:

'You can appeal our decisions about your health coverage. For example, you can appeal if you disagree with the determination of anyone's household size, income, citizenship, immigration status, or residency. You can also appeal which type of health coverage (Medicaid, CHIP or State) you were given or denied, or the level of cost sharing (deductibles, copayments) required, based on the coverage code.'

2. Review

Field Name, Modify

The OOTB label for this field reads 'Review and Informal Resolution'. This needs to be modified to 'Review'.

3. Review Display Text

Display Text, Modify

The OOTB display text in step 3 needs to be replaced with: 'We will review your appeal request and process your appeals case. This will be completed within 90 days.'



5.10.3 Adding Appellants - Screen 1

5.10.3.1 Screenshot (Modify)

Request an appeal Delete and exit

Go to section ▾

Adding Appellants

You can include more than one person on your appeal.

Select the appellant(s) 1

An "appellant" is a person requesting an appeal.

Allison

Jamie 2

Next

Figure 13: Adding Appellants Screen

5.10.3.2 Description of Modifications and Additions

1. Select the appellant(s)

Cluster Label, Modify

The OOTB label for this field reads 'Select the first appellant'. This needs to be modified to 'Select the appellant(s)'.

2. Select the appellant(s) Field Type

Field Type, Modify

The OOTB field type for this field is radio button. This needs to be modified to be a multi-select check box so that the person can select more than one appellant at a time.



5.10.4 Adding Appellant – Screen 2 (Remove)

Adding Appellants

Screen, Remove

The second 'Adding Appellants' screen must be removed as the first 'Adding Appellants' screen will be modified allowing the person to select more than one appellant at a time.



5.10.5 Appeal Details

5.10.5.1 Screenshot (Modify)

Go to section ▾

[← Back](#)

Appeal Details

Enter the details of your appeal.

Reason for Appeal

Explain what you want to appeal, including why you think there was a mistake. If you are appealing for more than one person, list their names and explain what each person wants to appeal.

1

Special Services

Do you need any special services to help you participate in the hearing? Optional

--Please Select-- ▾

Authorized Representative

Do you wish to name an authorized representative on your behalf? Optional

--Please Select-- ▾

[Next](#)

Figure 14: Appeals Details Screen

5.10.5.2 Description of Modifications and Additions

Select Program

Cluster, Remove



OOTB displays a 'Select Program' cluster which allows the person to select the program they are appealing for. As PRMP does not collect this information on their current Appeal Request form this cluster can be removed.

Emergency/Expedited Request

Cluster, Remove

OOTB displays an Emergency/Expedited Request checkbox. PRMP confirmed that the appeal workers will prioritize the appeal requests received. This cluster can be removed.

1. Reason for Appeal Text Box

Text Box Size, Modify

OOTB displays a small text box. This needs to be enlarged to fit the page. The character limit for the text box must be 500 characters. This will allow the user to enter multiple appellant names and their reasons for appealing.

Development Note: When the user submits an appeal request through Citizen Portal an OOTB 'Online Appeal Request' task is created which must be routed to the 'Appeals Work Queue'.



5.10.6 Confirmation and Next Steps

5.10.6.1 Screenshot (Modify)

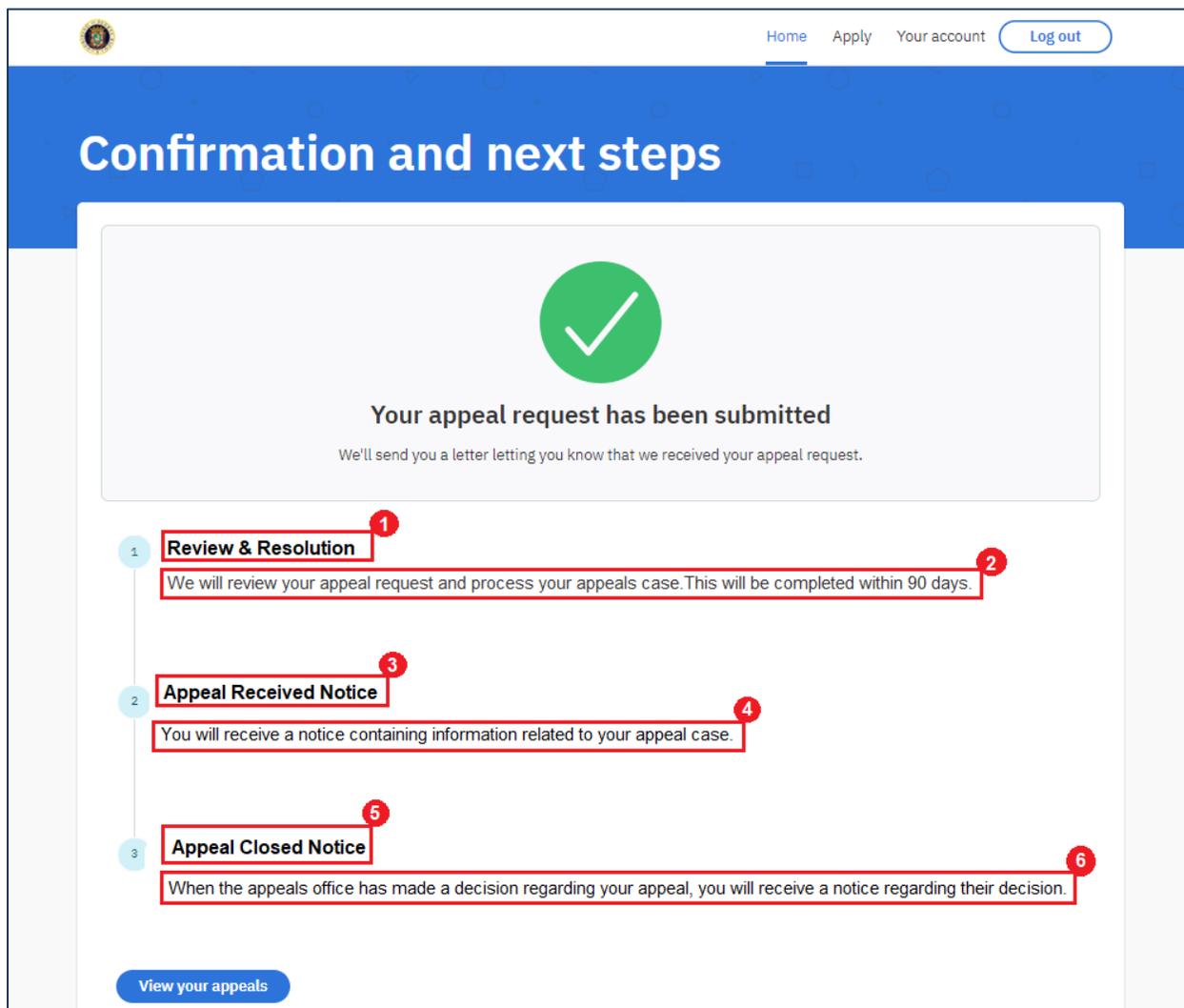


Figure 15: Confirmation and Next Steps Screen

5.10.6.1.1 Description of Modifications and Additions

Estimation time Bar, Remove

OOTB displays an estimation time bar labelled as 'Estimation time: 10 days approx.' in step 1 of static display text which needs to be removed.

1. Review & Resolution

Field Label, Modify



The OOTB label for this field reads 'Review and Informal Resolution'. This needs to be modified to 'Review & Resolution'.

2. Review & Resolution Display Text

Display Text, Modify

The OOTB display text in step 1 needs to be replaced with: 'We will review your appeal request and process your appeals case. This will be completed within 90 days.'

3. Appeal Received Notice

Field Label, Modify

The OOTB label for this field reads 'Hearing'. This needs to be modified to 'Appeal Received Notice'.

4. Appeal Received Notice Display Text

Display Text, Modify

The OOTB display text in step 2 needs to be replaced with: 'You will receive a notice containing information related to your appeal case.'

5. Appeal Closed Notice

Field Label, Modify

The OOTB label for this field reads 'Notice of Decision'. This needs to be modified to 'Appeal Closed Notice'.

6. Appeal Closed Notice Display Text

Display Text, Modify

The OOTB display text in step 3 needs to be replaced with: 'When the appeals office has made a decision regarding your appeal, you will receive a notice regarding their decision.'

5.10.7 Online Appeal Request PDF – Pages 1 & 2 (Modify)

When a person submits an online appeal request, a PDF document is generated OOTB with the Appellant names and details submitted by the person.

This document can be accessed by the person from the Citizen Portal 'Appeals' tab.



5.10.7.1 Screenshot

Figure 16: Online Appeal Request PDF – Pages 1 & 2

5.10.7.2 Description of Modifications and Additions

Indicate the program your appeals relate to:

Display Text, Remove



OOTB displays a field 'Indicate the program your appeals relate to:' under the details section of the Online Appeal Request PDF document. This needs to be removed as this information is not being gathered on the appeal request form.

Do you need any special services to help you participate in the hearing?

Question, Remove

OOTB Online Appeal Request PDF document displays this question. This needs to be removed as this information is not being gathered on the Appeal Details Screen.

Do you need an interpreter? If so, please select in which language

Question, Remove

OOTB Online Appeal Request PDF document displays this question. This needs to be removed as this information is not being gathered on the Appeal Details Screen.

Are you homebound and need to have the hearing by telephone?

Question, Remove

OOTB Online Appeal Request PDF document displays this question. This needs to be removed as this information is not being gathered on the Appeal Details Screen.

Do you need another type of service? If so, please enter what type

Question, Remove

OOTB Online Appeal Request PDF document displays this question. This needs to be removed as this information is not being gathered on the Appeal Details Screen.

Check here if your life, health, or ability to attain, maintain or regain maximum function is currently in jeopardy because you have an immediate need for services. If so, you will be requested to provide documentation (such as a doctor's note) explaining the immediate need. Failure to do so will result in your appeal being handled on a standard schedule.

Checkbox Display text, Remove

OOTB Online Appeal Request PDF document displays the above text which corresponds to the 'Emergency/Expedited Request' checkbox of the OOTB Appeal Request Form. As we are removing the 'Emergency/Expedited Request' checkbox question from the Appeal Details screen, this needs to be removed.



5.10.8 Online Appeals Request PDF – Page 3

5.10.8.1 Screenshot (Modify)

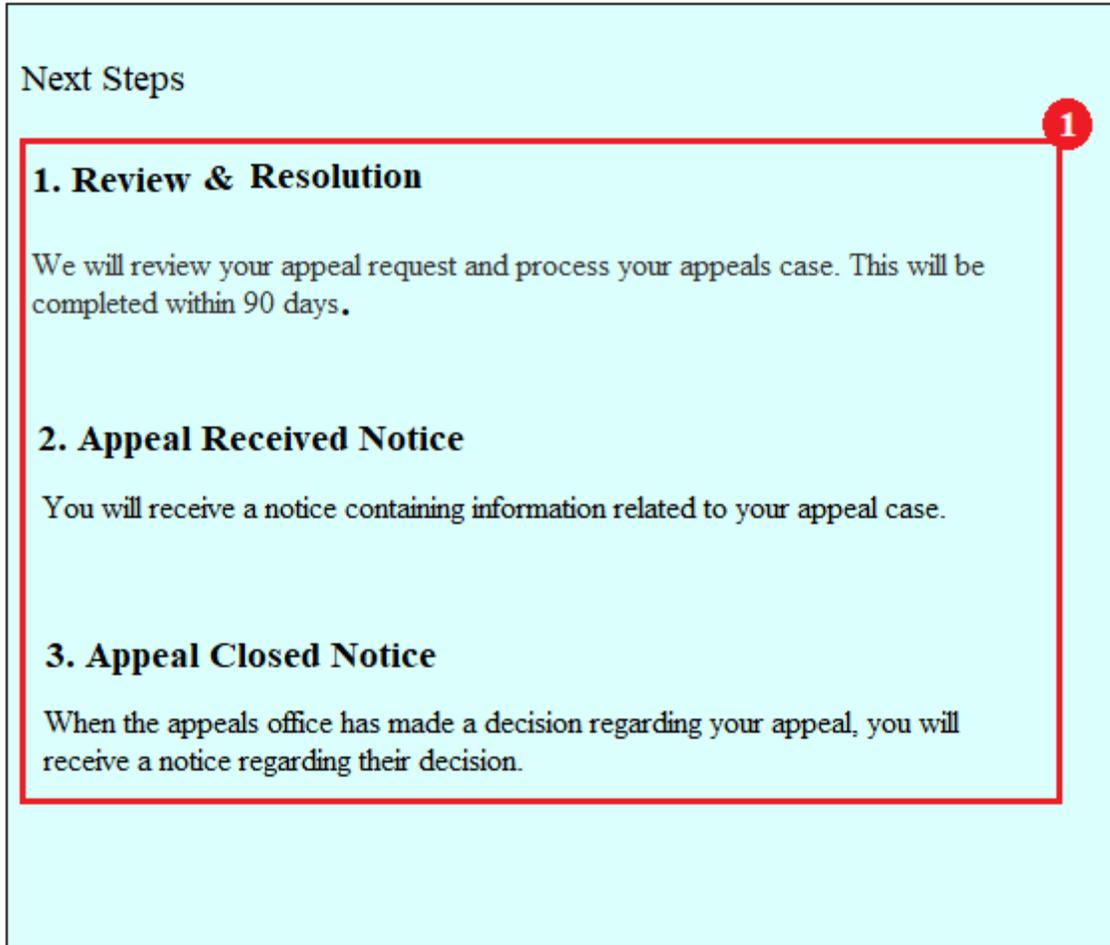


Figure 17: Online Appeals Request - Page 3

5.10.8.2 Description of Modifications and Additions

1. Next Steps Section

Display Text, Modify

OOTB 'Next Steps' section display text must be replaced with the following text relevant to PREE:

1. Review & Resolution

We will review your appeal request and process your appeals case. This will be completed within 90 days.

2. Appeal Received Notice

You will receive a notice containing information related to your appeal case.

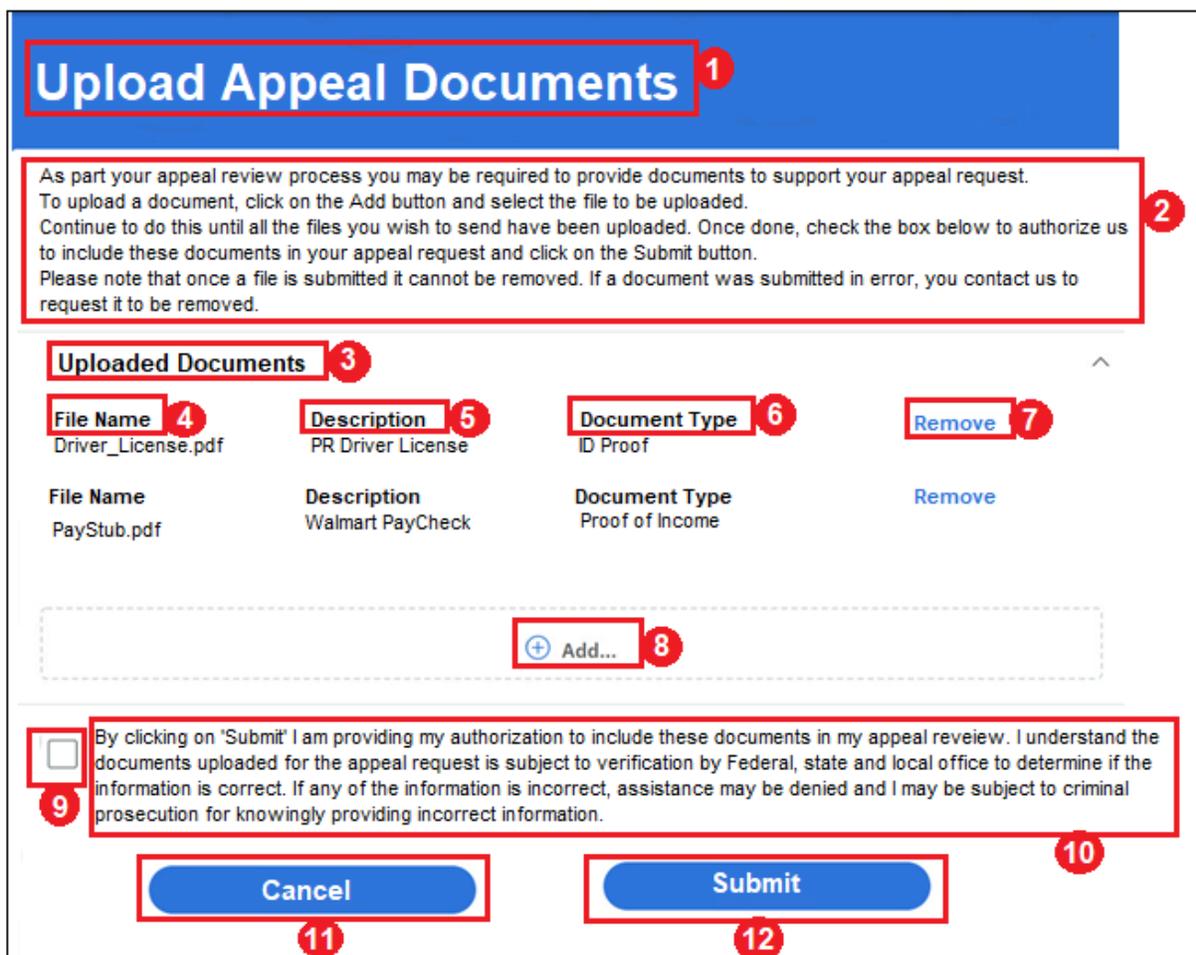
3. Appeal Closed Notice

When the appeals office has made a decision regarding your appeal, you will receive a notice regarding their decision.

5.10.9 Upload Appeal Documents (Add)

Each time a person navigates to the 'Upload Appeal Documents' page, they will be greeted by a blank page with the opportunity to add, change and/or remove documents as needed. Once all documents are uploaded, then the person must click on 'Submit' to submit the uploaded documents.

5.10.9.1 Screenshot



The screenshot shows the 'Upload Appeal Documents' interface. At the top is a blue header with the title 'Upload Appeal Documents' (1). Below the header is a text box (2) explaining the process: 'As part your appeal review process you may be required to provide documents to support your appeal request. To upload a document, click on the Add button and select the file to be uploaded. Continue to do this until all the files you wish to send have been uploaded. Once done, check the box below to authorize us to include these documents in your appeal request and click on the Submit button. Please note that once a file is submitted it cannot be removed. If a document was submitted in error, you contact us to request it to be removed.' Below this is a section titled 'Uploaded Documents' (3) which contains a table of two uploaded files:

File Name	Description	Document Type	Remove
Driver_License.pdf	PR Driver License	ID Proof	Remove
PayStub.pdf	Walmart PayCheck	Proof of Income	Remove

Below the table is an 'Add...' button (8) with a plus icon. At the bottom of the form is a checkbox (9) for authorization: 'By clicking on "Submit" I am providing my authorization to include these documents in my appeal review. I understand the documents uploaded for the appeal request is subject to verification by Federal, state and local office to determine if the information is correct. If any of the information is incorrect, assistance may be denied and I may be subject to criminal prosecution for knowingly providing incorrect information.' At the very bottom are two buttons: 'Cancel' (11) and 'Submit' (12).

Figure 18: Upload Appeal Documents Screen



5.10.9.2 Description of Modifications and Additions

1. Upload Appeal Documents

Screen Title, Add

When the user clicks on 'Upload Appeal Documents' button the user must be navigated to the new screen titled 'Upload Appeal Documents'.

2. Upload Appeal Documents Display Text

Display Text, Add

This screen must always display the static text below the screen title:

'As part your appeal review process you may be required to provide documents to support your appeal request.

To upload a document, click on the Add button and select the file to be uploaded. Continue to do this until all the files you wish to send have been uploaded. Once done, check the box below to authorize us to include these documents in your application and click on the Submit button.

Please note that once a file is submitted it cannot be removed. If a document was submitted in error, you contact us to request it to be removed.'

3. Uploaded Documents

Cluster Header, Add

A new cluster 'Uploaded Documents' must be added below the static text.

4. File Name

Field Label, Add

A new display field 'File Name' must be added. This field must list the file name of the file uploaded by the user on the 'Add Document' screen.

5. Description

Field Label, Add

A new display field 'Description' must be added. This field must display the 'Description' of the file entered by the user on the 'Add Document' screen.

6. Document Type

Field Label, Add

A new display field 'Document Type' must be added. This field must display the 'Document Type' entered by the person on the 'Add Document' screen.



7. Remove

Field Label, Link, Add

A new 'Remove' link must be added beside each uploaded document allowing a user to remove the uploaded document before submission.

8. Add

Button, Add

A new 'Add' button must be added below the 'Uploaded Documents' cluster. When the person clicks on 'Add', the 'Add a Document' page will display allowing the person to add documents to support their appeal request.

9. Display Check Box

Check box, Add

A new check box must be added below the 'Add' button cluster.

10. Display Check Box Text

Display Text, Add

This screen must always display the static text beside the check box:
'By clicking on 'Submit' I am providing my authorization to include these documents in my appeal review process. I understand the documents uploaded with this appeal request are subject to verification by Federal, State and Local Office to determine if the information is correct. If any of the information is incorrect, assistance may be denied, and I may be subject to criminal prosecution for knowingly providing incorrect information.'

11. Cancel

Button, Add

A new 'Cancel' button must be added below the check box cluster.

12. Submit

Button, Add

A new 'Submit' button must be added below the check box cluster.

- On Submit if no file was added by the person using the 'Add' button then the below error message will be displayed.
 - 'No file was added. Click on 'Add' to upload a file.'



- On Submit if the checkbox is unchecked then the below error message will be displayed.
 - 'You must check the box below to submit.'
- On 'Submit' an 'Appeal Documents Received Online' task must be created and routed to the 'Appeals Work Queue'.

Development Notes:

Documents submitted by citizens through the 'Upload Appeal Documents' screen from their Citizen Portal account must be available on the 'Attachments' tab on their Income Support case.

[Design details in Section 5.10.11]

'Upload Appeal Documents' screen design is the modified version of the 'Uploading Documents' screen from the PREE Online CoC Citizen Portal FDD- Stabilization Release.



5.10.10 Add a Document

5.10.10.1 Screenshot (Add)

The screenshot shows a blue header with the title 'Add a Document' (1). Below the header is a white box containing the text: 'Please select the files to upload. The following file formats are supported: JPG, PNG, GIF, PDF.' (2). Underneath is a 'Description' label (3) followed by an empty text input field (4). Below that is a 'File' label (5) and a 'Browse...' button (6). Further down is a 'Document Type' label (7) followed by an empty dropdown menu (7). In the bottom right corner is a blue 'Next' button (8).

Figure 19: Add a Document Screen

5.10.10.2 Description of Modifications and Additions

1. Add a Document

Screen Title, Add

A new screen titled 'Add a document' must be displayed when the person clicks on 'Add' button on the Upload Appeal Documents screen.

2. Display Static Text

Display Text, Add

This screen must always display the static text below the screen title:
'Please select files to upload. The following file formats are supported: JPG, PNG, GIF, PDF.'



3. Description

Field Label, Add

A new 'Description' field must be added below the display text.

4. Description Text box

Text box, Add

A textbox must be displayed below the 'Description' field allowing the user to enter description of the file being uploaded.

5. File

Field Label, Add

A new 'File' field must be added below the Description field textbox.

6. Browse

Browse Button, Add

A new 'Browse' button must be added below the 'File' field. The Browse button must allow the user to select a document from a file on their computer, tablet, or mobile phone. The following file formats must be supported: JPG, PNG, GIF, PDF.

7. Document Type

Field Label, Add

A new 'Document Type' field must be displayed below the Browse button.

8. Document Type Text box

Text box, Add

A textbox must be displayed below the 'Document Type' field allowing the user to enter the type of document being uploaded.

9. Next

Button, Add

A new 'Next' button must be added. When the person clicks 'Next' the uploaded document must be listed on the 'Upload Appeal Documents' page.

Development Note: 'Upload Appeal Documents-Add a Document' screen design for is same as of the Uploading Documents-Add a Document' screen from the PREE Online CoC Citizen Portal FDD-Stabilization Release.

5.10.11 Attachments Screen (Integrated Case) (modify)

This section contains the tab modified on the Income Support Case to support the Citizen Portal Appeal Document upload functionality.



Citizens will be given the opportunity to upload and submit documents to support their appeal request. All the documents submitted via the 'Upload Appeal Documents' page on Citizen Portal must be available on the 'Attachments' page under the 'Case Details' Tab on the Income Support Case.

Each document uploaded on the 'Upload Appeal Documents' page will be listed as an individual row on the 'Attachments page'.

5.10.11.1 Screenshot

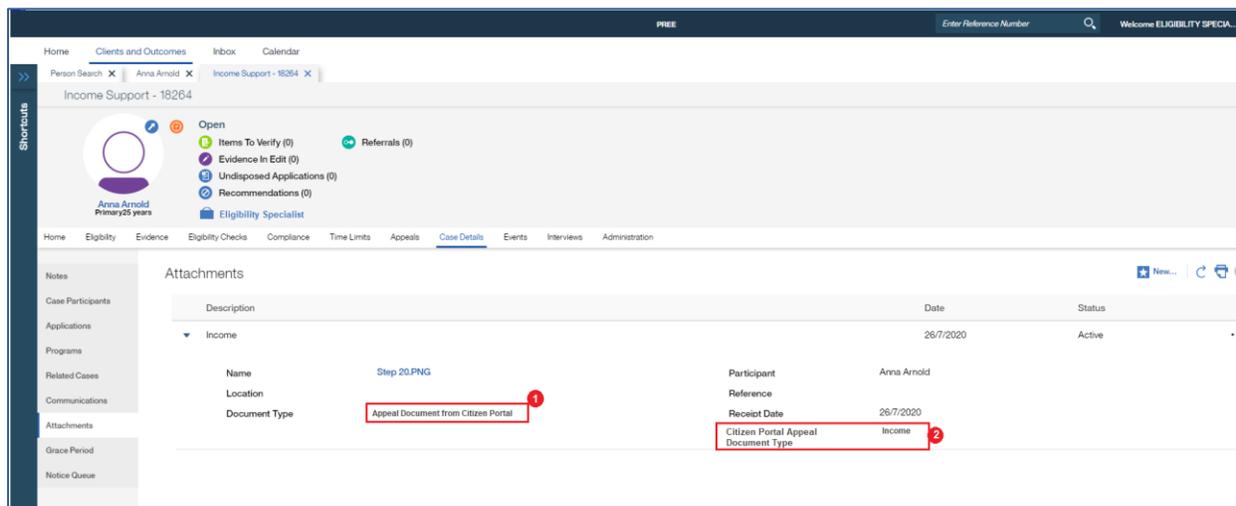


Figure 20: Attachments Page

5.10.11.2 Description of Modifications and Additions

1. Document Type

Display Text, Modify

This field must always display the value 'Appeal Document from Citizen portal' ('Documentación Suministrada por la persona') if a document has been uploaded by the person on the 'Upload Appeal Documents' page.

2. Citizen Portal Appeal Document Type (Tipo de documentación Suministrado por Citizen Portal)

Field Label, Add

A new field 'Citizen Portal Appeal Document Type' must be added below the OOTB Receipt Date field.

3. Citizen Portal Document Type



Display Text, Add

This field should display the 'Document Type' entered by the person on the 'Add a Document' screen while uploading the document.

5.11 Authorize (accessed from AC)

This section contains the modifications and associated design details of the Authorize modal window which is accessed when the user selects 'Authorize' from the Action Menu on the Application Case.

5.11.1 Screenshot (Modify)

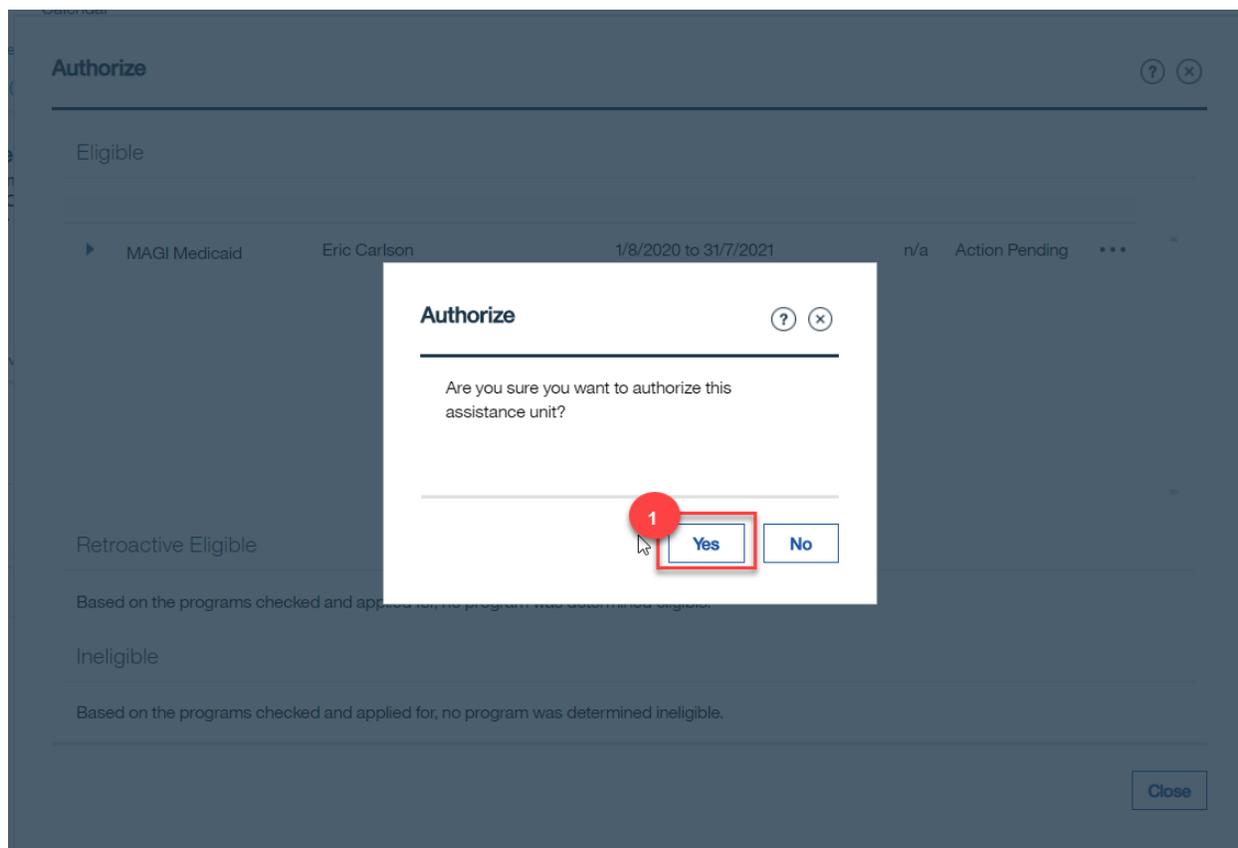


Figure 21: Authorize modal window from AC



5.11.2 Description of Modifications and Additions

1. Yes

Button, Modify

When the user clicks the 'Yes' button, the system will determine

- if any of the individuals on the Application Case has an active Forced Medical Eligibility evidence with reason = 'Temporary Appeal Extension' AND the end date of the evidence is later than today's date, OR
- if any of the individuals on the Application Case has an active Appeal case with status of 'Open', 'Active' or 'Approved'

If either of the above conditions are met, then an error message stating "One or more of the individuals on the application has an eligibility extension due to an appeal. Please coordinate with the Appeals Office to ensure the individual's eligibility is processed correctly."

Development Note: Refer to the Enhanced Workload FDD for the additional system checks that will be performed within the 'Yes' button is clicked on the Authorize modal window.

5.12 Authorize All (accessed from AC)

This section contains the modifications and associated design details of the Authorize All modal window which is accessed when the user clicks the 'Authorize All' from the Authorize page on the Application Case.



5.12.1 Screenshot (Modify)

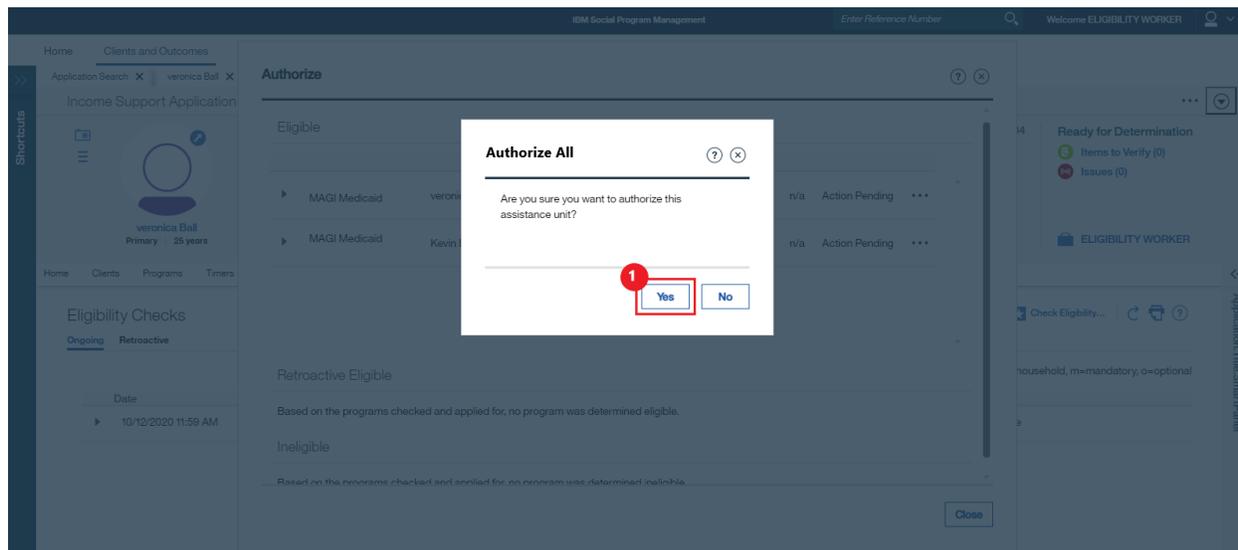


Figure 22: Authorize All modal window from AC

5.12.2 Description of Modifications and Additions

1. Yes

Button, Modify

When the user clicks the 'Yes' button, the system will determine

- if any of the individuals on the Application Case has an active Forced Medical Eligibility evidence with reason = 'Temporary Appeal Extension' AND the end date of the evidence is later than today's date, OR
- if any of the individuals on the Application Case has an active Appeal case with status of 'Open', 'Active' or 'Approved'

If either of the above conditions are met, then an error message stating "One or more of the individuals on the application has an eligibility extension due to an appeal. Please coordinate with the Appeals Office to ensure the individual's eligibility is processed correctly."

Development Note: Refer to the Enhanced Workload FDD for the additional system checks that will be performed within the 'Yes' button is clicked on the Authorize All modal window.

5.13 Apply Changes (accessed from AC)

This section contains the modifications and associated design details of the Apply Changes Decision modal window which is accessed when the user selects 'Apply Changes' from the Action Menu on the AC.

5.13.1 Screenshot (Modify)

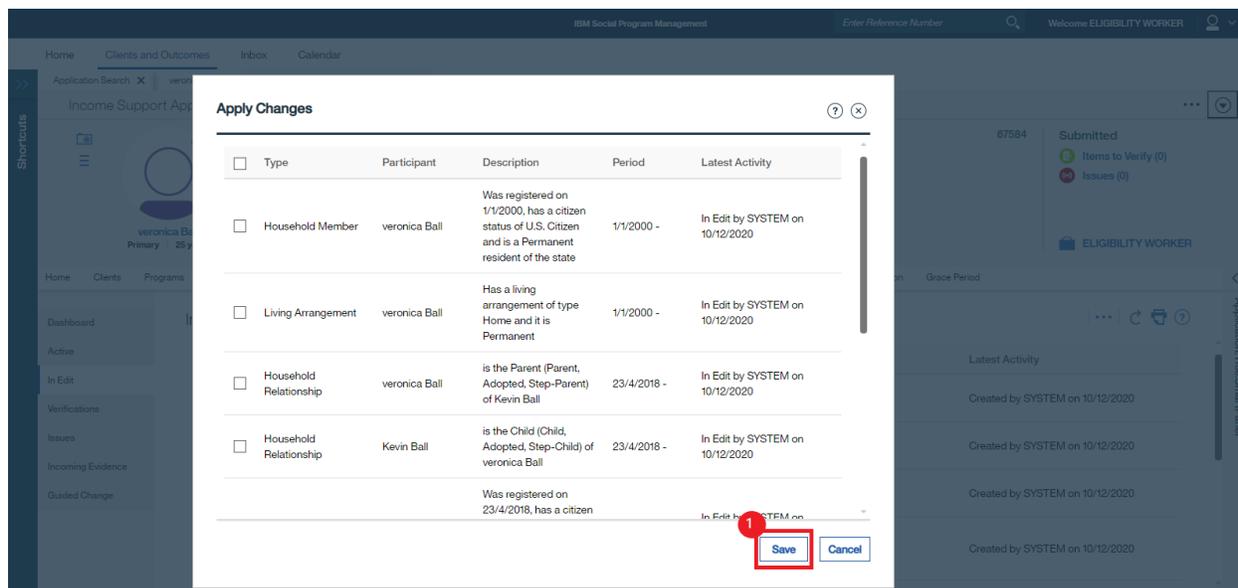


Figure 23: Apply Changes modal window on AC

5.13.2 Description of Modifications and Additions

1. Save

Button, Modify

When the user clicks the 'Save' button, the system will determine

- if any of the individuals on the Application Case has an active Forced Medical Eligibility evidence with reason = 'Temporary Appeal Extension' AND the end date of the evidence is later than today's date, OR
- if any of the individuals on the Application Case has an active Appeal case with status of 'Open', 'Active' or 'Approved'

If either of the above conditions are met, then an error message stating "One or more of the individuals on the application has an eligibility extension due to an

appeal. Please coordinate with the Appeals Office to ensure the individual’s eligibility is processed correctly.”

Development Note: The user should be allowed to apply changes to the Forced Eligibility evidence.

5.14 Apply Changes (accessed from IC)

This section contains the modifications and associated design details of the Apply Changes Decision modal window which is accessed when the user selects ‘Apply Changes’ from the Action Menu on the IC.

5.14.1 Screenshot (Modify)

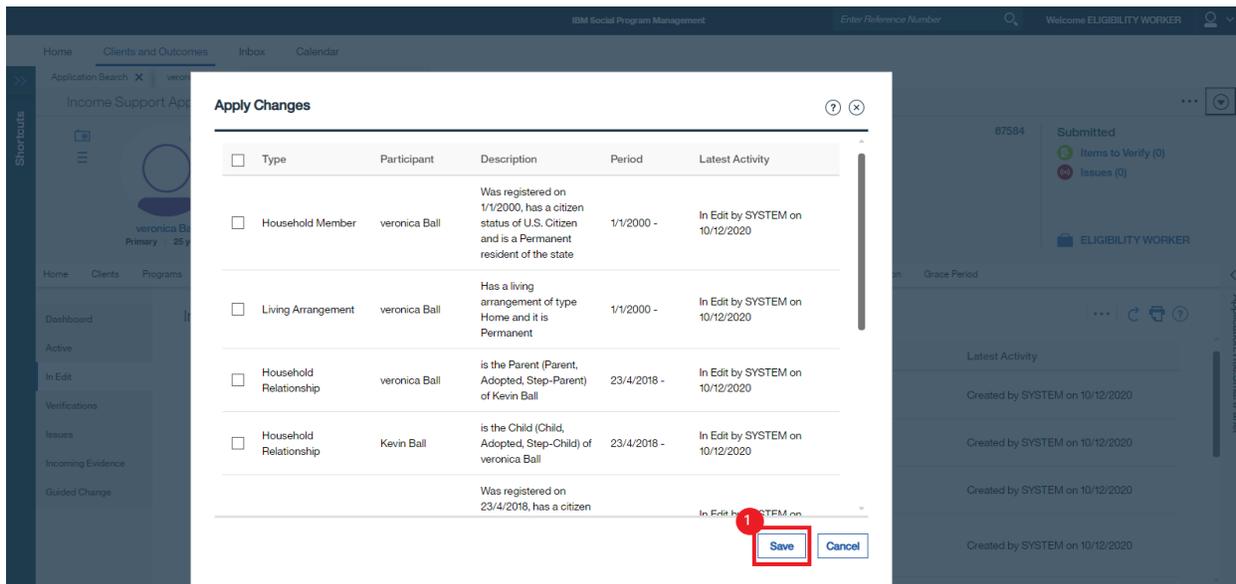


Figure 24: Apply Changes modal window on IC

5.14.2 Description of Modifications and Additions

1. Save

Button, Modify

When the user clicks the ‘Save’ button, the system will check if any of the individuals on the Integrated Case has an active Forced Medical Eligibility evidence with reason = ‘Temporary Appeal Extension’ AND the end date of the evidence is later than today’s date. If both conditions are met, then an error message stating “One or more of the individuals on the case has an eligibility extension due to an



appeal. Please coordinate with the Appeals Office to ensure the individual’s eligibility is processed correctly.”

Development Note: The user should be allowed to apply changes to the Forced Eligibility evidence.

5.15 Communications (accessed from the IC)

This section contains the modifications and associated design details of the Communication screen. This screen can be accessed by selecting Communications on the Case Details tab of the IC.

5.15.1 Screenshot (Modify)

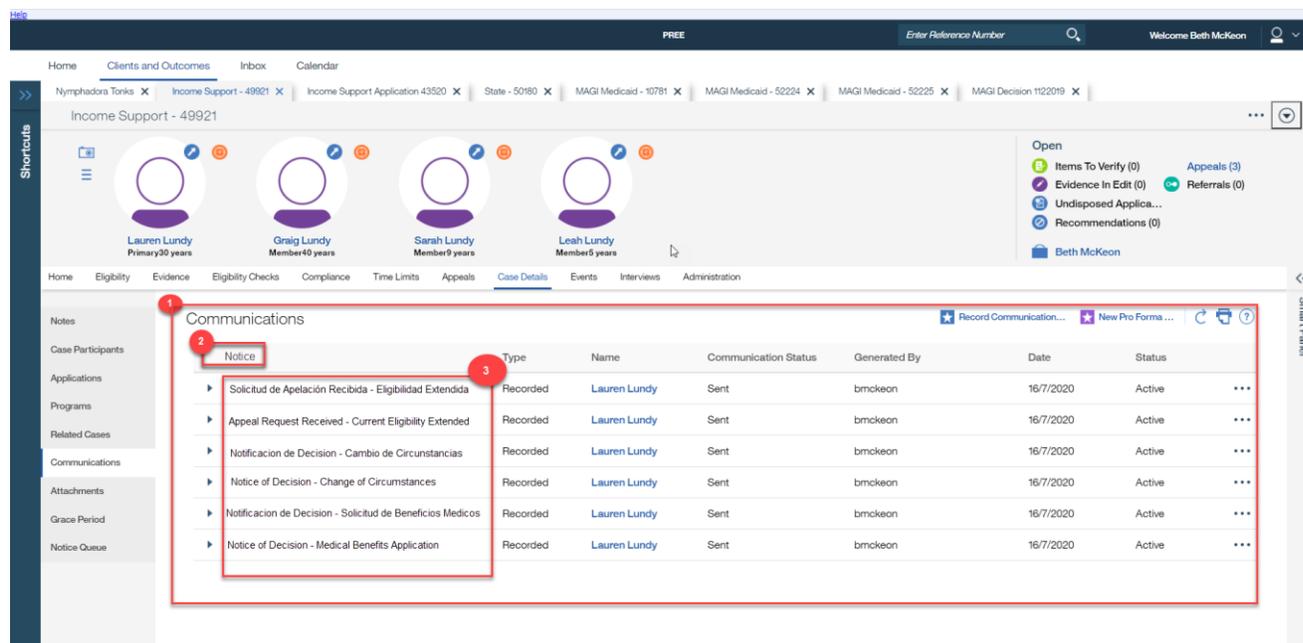


Figure 25: Communication Screen (IC)

5.15.2 Description of Modifications and Additions

1. Communications List

List Behavior, Modify

OOTB, the Communications list in the IC does not appear to show Appeals Notices. This needs to be modified so that Appeals notices will display in the communications list screen for the IC.

2. Notice (Notificación)

Column Label, Modify

OOTB, the label of this column displays 'Subject'. This needs to be modified to show 'Notice'

3. Notice Title

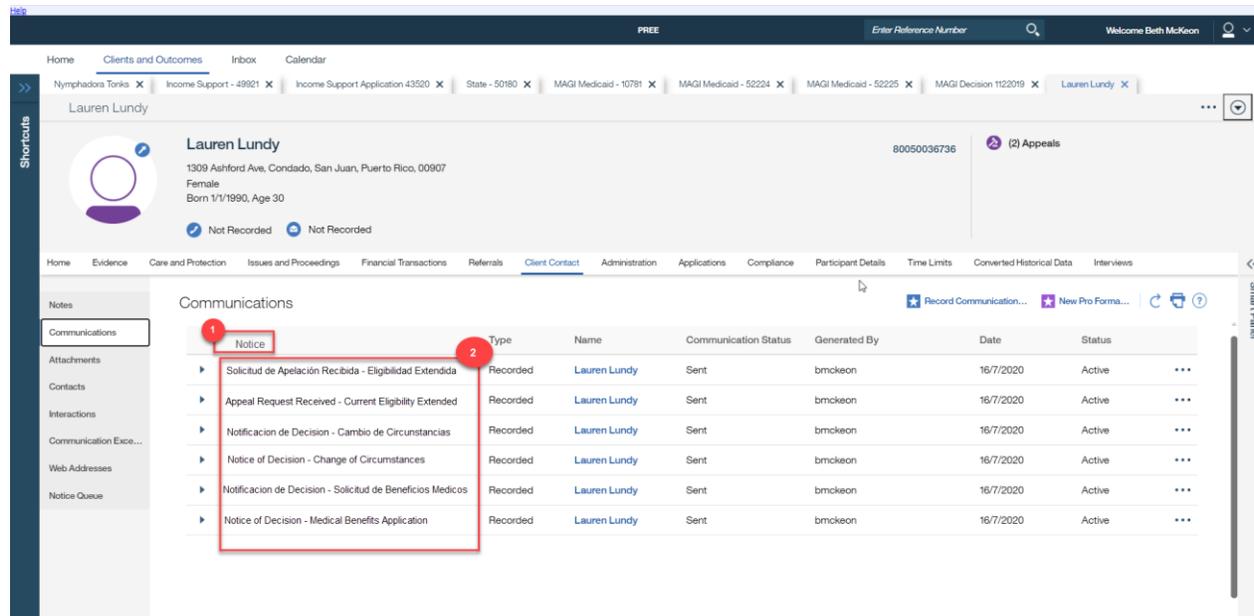
Column, Display field, Modify

OOTB, this column displays a broad description of the Notice such as 'Notice of Decision'. This needs to be modified to show the Title of the Notice. This will allow the users to see an accurate list of which specific notices have been sent to an individual and differentiates between the Spanish and English versions of the Notices.

5.16 Communications (accessed from the Person record)

This section contains the modifications and associated design details of the Communication screen. This screen can be accessed by selecting Communications on the Client Contact tab of the Person record.

5.16.1 Screenshot (Modify)



The screenshot shows the 'Communications' screen for a person record. The interface includes a top navigation bar with 'PREE' and a search field. Below the navigation bar, there are tabs for 'Home', 'Clients and Outcomes', 'Inbox', and 'Calendar'. The main content area displays the person's name 'Lauren Lundy' and their address: '1309 Ashford Ave, Condado, San Juan, Puerto Rico, 00907'. Below this, there are two 'Not Recorded' status indicators. The 'Communications' section is active, showing a list of communications. A red box highlights the 'Notice' column header, and another red box highlights the first row of data.

Type	Name	Communication Status	Generated By	Date	Status
Solicitud de Apelación Recibida - Eligibilidad Extendida	Lauren Lundy	Sent	bmckeon	16/7/2020	Active
Appeal Request Received - Current Eligibility Extended	Lauren Lundy	Sent	bmckeon	16/7/2020	Active
Notificacion de Decision - Cambio de Circunstancias	Lauren Lundy	Sent	bmckeon	16/7/2020	Active
Notice of Decision - Change of Circumstances	Lauren Lundy	Sent	bmckeon	16/7/2020	Active
Notificacion de Decision - Solicitud de Beneficios Medicos	Lauren Lundy	Sent	bmckeon	16/7/2020	Active
Notice of Decision - Medical Benefits Application	Lauren Lundy	Sent	bmckeon	16/7/2020	Active

Figure 26: Communications Screen (Person)



5.16.2 Description of Modifications and Additions

1. Notice (Notificación)

Column Label, Modify

OOTB, the label of this column displays 'Subject'. This needs to be modified to show 'Notice'

2. Notice Title

Column, Display field, Modify

OOTB, this column displays a broad description of the Notice such as 'Notice of Decision'. This needs to be modified to show the Title of the Notice. This will allow the users to see an accurate list of which specific notices have been sent to an individual and differentiates between the Spanish and English versions of the Notices.

6 Batch Modifications

The Batch Modifications section is not applicable to this FDD as there are no PREE batches that are being impacted by the implementation of PRMP's Appeal functionality.

7 Tasks, Alerts, Work Queues

The Tasks, Alerts, Work Queues section will provide a detailed list of all the tasks, alerts, and work queues being modified, added, or removed per the PRMP requirements associated with the Appeals FDD.

A new Appeals Work Queue should be created. All users with user role = PRAPPEALWORKER will be subscribed to this queue.

7.1 Appeal Documents Received Online Task (New)

If new decision is made on related Integrated case (related to the PDC or Application the appeal is associated with) or new application case, and the appeal is still open, send a task to Appeals work queue.

Task <input checked="" type="checkbox"/>	Notification <input type="checkbox"/>	Name: Appeal Documents Received Online Task
Purpose: To notify the Caseworker that a person has submitted documents supporting their appeal request via their Citizen Portal account.		



Trigger: Document(s) was submitted by a person via their Citizen Portal account against a pending decision appeal request.	
Allocation Type	User <input type="checkbox"/> Position <input type="checkbox"/> Job <input type="checkbox"/> Org Unit <input type="checkbox"/> Queue <input checked="" type="checkbox"/>
Allocation Strategy	IF the 'Online Appeal Request Task' status is NOT closed THEN assign the task to the Appeals Worker assigned to that task ELSE place task in the Work Queue the 'Online Appeal Request' was placed in.
Links	Link Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Primary Action Link None
	Supporting Information Link View Attachments on Person's Income Support Case
Subject	Subject Text Appeal Documents Received Online- <IC#> for <Applicant Name> (Documento Recibido Online - <IC#> por <Applicant Name>.)
Task Details	Deadline Strategy Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Deadline Strategy Details 10 days
	Escalation Strategy
	Deadline Override Allowed Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Task Priority Low <input type="checkbox"/> Medium <input checked="" type="checkbox"/> High <input type="checkbox"/>
	Manual Forwarding Allowed Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Task/Notification Body Details	Message Body Text Appeal supporting documents have been submitted via the Citizen Portal and are available to be viewed within the Income Support Case Attachments page.
Other special processing instructions: Navigate to the Income Support/Case Details /Attachments page when <View Attachments> link is clicked.	



7.2 Eligibility Re-evaluated at Local Office Task (New)

When an appellant's (with an open appeal case) eligibility is re-evaluated (new decision accepted/authorized) by a user that is does NOT have a role of Appeals Office, the system will create a task and assign it to the Appeals work queue.

Task <input checked="" type="checkbox"/> Notification <input type="checkbox"/> Name: Appellant's Eligibility Re-evaluated	
Purpose: To notify the Appeals worker that someone with an open appeal has had their eligibility re-evaluated by someone other than an Appeals worker.	
Trigger: The accepting/authorization of a new eligibility decision for an appellant with a non-closed appeal case.	
Allocation Type	User <input type="checkbox"/> Position <input type="checkbox"/> Job <input type="checkbox"/> Org Unit <input type="checkbox"/> Queue <input checked="" type="checkbox"/>
Allocation Strategy	Assign to the Appeals work queue
Links	Link Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Primary Action Link Appellant's Integrated Case
	Supporting Information Link Appellant's Appeal Case
Subject	Subject Text Appellant's eligibility has been re-evaluated. (Eligibilidad del Solicitante fue re-evaluada.)
Task Details	Deadline Strategy Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Deadline Strategy Details 10 days
	Escalation Strategy
	Deadline Override Allowed Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Task Priority Low <input type="checkbox"/> Medium <input checked="" type="checkbox"/> High <input type="checkbox"/>
	Manual Forwarding Allowed Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Task/Notification Body Details	Message Body Text Appellant's eligibility has been re-evaluated. Please review eligibility case and corresponding appeal case.
Other special processing instructions: Navigate to the Income Support home page when the IC reference number link is clicked. Navigate to the appellant's appeal case when the Appeal Case Reference number is clicked.	



7.3 New Application Submitted for Appellant Notification (New)

When an appellant (with an open appeal) is included as an applicant on a newly submitted application (submitted via Citizen Portal or by a caseworker), a notification should be sent to the Appeals work queue.

Task <input type="checkbox"/> Notification <input checked="" type="checkbox"/> Name: Appellant's Eligibility Re-evaluated		
Purpose: To notify the Appeals worker that someone with an open is included in an open application.		
Trigger: The submission of an application (via Citizen Portal or by a caseworker) that includes an appellant with an open appeal case.		
Allocation Type	User <input type="checkbox"/> Position <input type="checkbox"/> Job <input type="checkbox"/> Org Unit <input type="checkbox"/> Queue <input checked="" type="checkbox"/>	
Allocation Strategy	Assign to the Appeals work queue	
Links	Link	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Primary Action Link	Application Case appellant is included in
	Supporting Information Link	Appellant's Appeal Case
Subject	Subject Text	Appellant is included in submitted application.
Task Details	Deadline Strategy	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Deadline Strategy Details	
	Escalation Strategy	
	Deadline Override Allowed	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Task Priority	Low <input type="checkbox"/> Medium <input checked="" type="checkbox"/> High <input type="checkbox"/>
	Manual Forwarding Allowed	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Task/Notification Body Details	Message Body Text	Appellant is included on a newly submitted application. Please review the application and contact the local office, if necessary.
Other special processing instructions: Navigate to the Application Case home page when the AC reference number link is clicked. Navigate to the appellant's appeal case when the Appeal Case Reference number is clicked.		



7.4 Change Reported during Appeals Task (New)

This task will be created manually by the eligibility worker and assigned to the Appeals queue in situations when a change is reported on a case where a beneficiary's eligibility is extended due to appeals.

Task <input checked="" type="checkbox"/> Notification <input type="checkbox"/> Name: Change Reported during Appeals		
Purpose: To notify the Appeals worker that a change has been reported on a case where a beneficiary has an open appeal.		
Trigger: Manually created by the eligibility worker		
Allocation Type	User <input type="checkbox"/> Position <input type="checkbox"/> Job <input type="checkbox"/> Org Unit <input type="checkbox"/> Queue <input checked="" type="checkbox"/>	
Allocation Strategy	Assign to the Appeals work queue	
Links	Link	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Primary Action Link	Appellant's Integrated Case <IC Number>
	Supporting Information Link	Appellant's Appeal Case <Appeal Case Number>
Subject	Subject Text	Change Reported for Integrated Case <IC Number>
Task Details	Deadline Strategy	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Deadline Strategy Details	10 days
	Escalation Strategy	
	Deadline Override Allowed	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Task Priority	Low <input type="checkbox"/> Medium <input checked="" type="checkbox"/> High <input type="checkbox"/>
	Manual Forwarding Allowed	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Task/Notification Body Details	Message Body Text	A change has been reported on the appellant's <Appellant Full Name> case. Please review the reported change and determine if the eligibility worker should process the changes or the appeal process should be completed prior to the processing the change.
Other special processing instructions: Navigate to the Income Support home page when the IC reference number link is clicked. Navigate to the appellant's appeal case when the Appeal Case Reference number is clicked.		



8 Development Considerations

Code table values for the new and modified dropdowns are included in this design and will also be updated in the Code Table FDD.

8.1 Appeals Statuses are being modified

OOTB, the Appeals Hearing case typically goes from Open to Cancelled (when there is a simple desk review) or from Open to Approved to Active to Closed (where a hearing is taking place). PRMP is going to use the concept of 'Approving' an Item Under Appeal to trigger relevant Notices to be created. Therefore, in PREE for a typical Appeal case with no hearing, the status will go from Open to Approved to Closed whereas an Appeal case with a Fair Hearing would go from Open to Approved to Active to Closed.

9 Training Considerations

9.1 Adding Medical Forced Eligibility Evidence

Appeals workers will need to add Medical Forced Eligibility evidence to an individual's integrated case if manually extending the beneficiary's eligibility is needed, while the appeal is conducted. To do this, they must navigate to the Evidence tab and add new Medical Forced Eligibility. It is very important that the correct options are selected on this screen. The reason should be 'Temporary Appeal Extension'. The 'Aid Program/Category/Classification' drop down and the 'Coverage Code' must match the values that the beneficiary was previously eligible for to correctly extend their eligibility.

The other consideration here is the start date and end date for this evidence. If we consider a scenario where the beneficiary had MAGI-Adult coverage and they report a change of income on 14 June 2020. This change of income makes them ineligible beginning 1 August 2020. If the beneficiary requests an appeal on 25 June 2020, and the appeals worker creates the appeal in PREE on 26 June 2020, they must determine the correct start and end date of the Medical Forced Eligibility Evidence. PRMP reports that they would make the start of the Medical Forced Eligibility evidence to the date that the beneficiary requested the appeal, so in this case, 25 June 2020 and to extend for 90 days.

The appeals workers need to understand how these dates will affect the beneficiary's eligibility.



9.2 Workers need to be trained to process Applications or Changes when Eligibility has been extended due to Appeal

In PREE, Appeals workers will be able to extend a beneficiary’s coverage for a period while they evaluate the appeal. In the scenario where a beneficiary has appealed a decision and is waiting for a resolution, they may choose to submit a new application and/or return to the local agency with additional evidence. In this case, when the eligibility worker realizes that the beneficiary’s case has an active appeal, they must check to see if the beneficiary also has any Medical Forced Eligibility evidence on their case. If this evidence does exist, the eligibility worker will need to manually send a task to the Appeals work queue to ask an appeals worker to end date the Medical Forced Eligibility evidence. See [Updates to a beneficiary’s eligibility must not be processed prior to end-dating of Medical Forced Eligibility Evidence](#) for additional information.

Appeals indicator is shown on the following home page headers:



9.3 Updates to a beneficiary's eligibility should not be processed prior to end-dating of Medical Forced Eligibility Evidence

In the scenario where an individual was eligible for benefits, then had a change of circumstance (or renewal) that made them ineligible, and they subsequently requested an appeal and had their eligibility extended by an appeals worker, special processing should be utilized. The eligibility worker should add the newly reported information to the IC and leave the evidence 'In-Edit'. The eligibility worker should then manually create the 'Change Reported during Appeals' task and assign it to the eligibility queue. The Appeals worker will review the reported change to determine the impacts applying the change to the IC will have on case members.

If the Appeals worker determines the change will have a negative impact on all case members, they may choose to complete the appeals process prior to applying the changes to the IC. If the Appeals worker determines the change will result in a positive change for any case member, they may end-date the Medical Forced Eligibility evidence and communicate to the eligibility worker to complete processing the reported change.

9.4 Eligibility workers need to learn how to create a task

When an eligibility worker has an update of evidence for a beneficiary or is processing an application for a beneficiary or a case member who's eligibility has been extended by Medical Forced Eligibility evidence, the eligibility worker will need to manually create the 'Change Reported during Appeals' task and assign it to the Appeals worker. This task will alert the Appeals worker that a change has been reported on a case that is under appeal.

9.5 Online Appeal Request Received task for Citizen Portal Appeal Requests

Appeals workers should look for an OOTB 'Online Appeal Request Received' task which is created when a person submits an Appeal Request through their Citizen Portal account. This task will be available on the 'Appeals Work Queue' for the worker to view.

An 'Online Appeal Request' PDF will be available on the person's 'Communications' page under the 'Client Contact' tab. This PDF contains the appeal related details of the request.

The worker is expected to create a new hearing case based on the information submitted by the citizen.



9.6 Appeal Documents Received Online task for Citizen Portal appeal document submission

Appeals workers should look for a new 'Appeal Documents Received Online' task which is created when a person submits an Appeal related document through their Citizen Portal account. This task will be available on the 'Appeals Work Queue' for the worker to view.

The document(s) submitted by the worker will be available under the 'Attachments' page of the person's income support case.

The worker is expected to create new evidence or verify existing evidence based on the document (s).

9.7 If Appeals worker would like to manually extend an appellant's eligibility, it should be done prior to Approving the Item Under Appeal

This is to ensure the correct notice is generated for the individual. Approving the Item Under Appeal is what triggers the Appeal Opened and Appeal Opened with Eligibility Extension Notices. So, if an Appeals worker were to approve the Item Under Appeal and then manually add Medical Forced Eligibility evidence for the appellant, the system would only trigger the Appeal Opened Notice. The appellant would never be notified that his/her eligibility has been extended.

9.8 For appeals that are not timely, Appeals worker should NOT approve the Item Under Appeal.

Approving the Item Under Appeal will trigger the Appeal Opened notice to be created. Since the appeal request was not timely, we do not want to send them a notice letting them know that the Appeals Department will review their case and let them know the decision. We want to only mail the Appeal Not Timely Notice, which is triggered by closing the appeal case with a reason of 'Client Request Not Timely'.

9.9 Appeal Workers must be trained on how to send the Request for Contact Notice

The Request for Contact Notice was defined in the Notices and Forms FDD. Appeals workers can utilize this communication to send a notice to the Appellant(s) to ask for specific information. They will need to be trained on how to create this notice.



9.10 Updates to an Appellant's appeal case must be done on the Items Under Appeals tab

To make updates to an existing Appeal case, the Appeals worker must navigate to the Appeal Hearing case, Items Under Appeal tab and Select 'Edit' from the action menu for the Item Under Appeal. The 'Edit Appealed case' screen will be displayed allowing the worker to make desired changes to the Appeal case details.

10 Reporting Considerations

There are no reporting considerations identified for this Appeals FDD.

11 Notices¹

This section details the design for the Appeals Notice needed for the PRMP's Appeals Office and each of the various types of Appeals Notices needed. All Notices defined in this FDD will utilize PRMP's Base Template for Notices defined in the Notices and Forms FDD, section 4. All notices will be generated in both Spanish and English at the time of generation, as defined in the Notices and Forms FDD.

11.1 Appeals Notice

This notice is used to let an appellant know information about their Appeal case. There are different types of Appeals Notices that will be used to let the appellant know:

- That the PRMP Appeals Office has received their appeal request and that an appeal case has been created for each person included in the request.
- That PRMP has closed their appeal case, the reason for the closure, and what the resolution was.

¹ It is intended that this Notices section of the Appeals FDD be incorporated into the Notices and Forms FDD. Due to the dynamic nature of the Notices and Forms FDD during PREE's development, notices will be documented in the Appeals FDD and the Appeals SNIPPETS spreadsheet. When PREE system development is stable, this section of the FDD Word document will be moved to the Notices and Forms FDD Word document and the Data in the Appeals SNIPPETS spreadsheet will be incorporated into the SNIPPETS.xlsb file.



11.1.1 Description of the Appeal Notice

There are various types of Appeal Notices. These types are documented in section 11.1.5 and detailed in the Appeals SNIPPETS spreadsheet.

11.1.2 Generation of the Appeal Notice

This triggers for each of the Appeal Notice types are defined in the Appeals SNIPPETS spreadsheet.



11.1.3 Layout of the Appeals Notice



GOVERNMENT OF PUERTO RICO
 Department of Health
 Medicaid Program

<Dual language explanation of how a person can receive the notice>

(1) Case Number: <XXXXXX>
 (2) Letter Date: <DD Month YYYY>

(3) <Address Barcode>
 (4) <Contact Person <First Name> <Middle Name> <Last Name> <Second Last Name>>
 (5) <Mailing Address Line 1>
 (6) <Mailing Address Line 2>
 (7) <City>, (8) <State> (9) Zip>

(10) <Appeals Notice Title>

(11) <Appeals Notice Primary Statement>

(12) <Appeals Grid Title>

<Name>	<MPI>	<Appeals Case Number>
(17) (18), (19) (20)	(21)	(22)

(13) <Appeals Notice Additional Statement>

(14) <Appeals Notice Concluding Statement>

(15) Appeals Signature Block>

(16) <Appeals Signature Block Slogan>



<Election Year Statement>
<PRMP Contact Information>

1

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Figure 27: Appeal Notice Layout



Developer Notes:
Ensure template grids break well over pages (i.e. headings are repeated at the top of the grid if necessary)
The dashed outline in the signature block is to show the relative positioning and not to be printed.

11.1.4 Expected Values of the Appeal Notice

The table below lists all the sections included within the Appeals Notice. Refer to the 'Appeals_Expected_Values' worksheet within the Appeals SNIPPETS spreadsheet for the Notice Statements, Evidence Attributes and development comments that correspond to the basic sections shown below, and to other worksheets in the Appeals SNIPPETS spreadsheet as referenced in the appropriate places.

#	Description	Comments
1	Case Number	
2	Letter Date:	<DD Month YYYY>
3	Address Barcode	
4	Case's Contact Person's	First Name Middle Name First Last Name Second Last Name
5	Mailing Address Line 1	
6	Mailing Address Line 2	
7	City	
8	State	
9	Zip	
10	Appeal Notice Title	The applicable title identified in the Notice Title column.
11	Appeal Introduction Statement	The applicable statement identified in the Introduction Statement column.
12	Appeals Grid Title	
	Appeals Grid	Refer to the 'Appeals_Summary' worksheet within the Appeals SNIPPETS spreadsheet for the Appeals Grid headings, content rows



		and the corresponding development comments.
13	Appeals Notice Additional Statement	Refer to the section 11.1.6
14	Appeals Notice Concluding Statement	Refer to the section 11.1.7
15	Appeals Signature Block	
16	Appeals Signature Block Slogan	

Table 6: Appeals Notice – Expected Values

11.1.5 Appeals Types

This section lists all the types of Appeals Notice. Refer to the 'Appeals_Types' worksheet within the Appeals SNIPPETS spreadsheet for the Titles, Data Elements, Notice Statements, and Notice Triggers that corresponds to each Appeals Notice Type listed below.

Appeals Notice Type
Appeal Received
Appeal Received - extension
Appeal Received - not timely
Appeal Closed - withdrawn
Appeal Closed - lack of documentation
Appeal Closed - re-evaluation
Appeal Closed - new application
Appeal Closed - Upheld - not extended
Appeal Closed - Upheld - was extended - same as extension
Appeal Closed - Upheld - was extended - > original < extension
Appeal Closed - Upheld - was extended - > original & extension
Appeal Closed - Denied - not extended
Appeal Closed - Denied - was extended

Table 7: Appeals Notices Types



11.1.5.1 Summary of Appeals Cases

This section appears on all types of Appeals Notice as a grid which lists the individuals included in the appeal request and to whom the current notice applies.

Refer to the 'Appeals_Summary' worksheet within the Appeals SNIPPETS spreadsheet for the Data Elements, Notice Statements, and Notice Triggers on how to complete this grid.

Description
Appeals Summary Grid

Table 8: Summary of Appeals Cases

11.1.6 Appeals Notice Additional Statement

The following table lists the additional sections that may be included on the Appeals Notice. Refer to the 'Appeals_Additonal_Sections' worksheet within the Appeals SNIPPETS spreadsheet for the Data Elements, Notice Statements, and Notice Triggers that corresponds to each Additional Notice of Action section listed below.

Appeals Additional Section
Appeals Received - Additional Statement
Appeals Received - extension - Additional Statement
Appeals Decision - Additional Statement

Table 9: Appeals Notices - Additional Sections

11.1.7 Appeals Notice Concluding Statement

The following table lists the Concluding statement sections that may be included on the Appeals Notice. Refer to the 'Appeals_Additonal_Sections' worksheet within the Appeals SNIPPETS spreadsheet for the Data Elements, Notice Statements, and Notice Triggers that correspond to each section listed below that may appear in the Appeals Notice Concluding Statement as shown in the layout in 11.1.3.

Appeals Concluding Section
Appeals Notices - Concluding Statement

Table 10: Appeals Notices - Concluding Statement



12 Use Cases and Scenarios

This section contains use cases and scenarios associated with the Appeals FDD. Use cases describe the high-level processes to complete an activity. Scenarios will be used to validate the modification made within the Appeals FDD.

12.1 Use Cases

12.1.1 Create New Hearing Case from Disposed Application

12.1.1.1 Description

This use case will instruct the worker on how to create a new Hearing Appeal Case from a disposed application.

12.1.1.2 Actors

User with role = PRAPPEALWORKER

12.1.1.3 Pre-Conditions

Worker has access to PREE. Application has been disposed.

12.1.1.4 Post Conditions

Appeal case has been created and is linked to the disposed application.

12.1.1.5 Main Scenario

- 1) Worker navigates to the disposed application.
- 2) Worker selects the Appeals tab.
- 3) Worker selects 'New Hearing Case'.
- 4) Worker selects the appellant and clicks the 'Continue' button.
- 5) Worker selects a value for the 'Receipt Method' and 'Reason' fields and selects 'Save'.

12.1.2 Create New Hearing Case from Product Delivery Case

12.1.2.1 Description

This use case will instruct the worker on how to create a new Hearing Appeal case from a Product Delivery Case (PDC).

12.1.2.2 Actors

User with role = PRAPPEALWORKER

12.1.2.3 Pre-Conditions

Worker has access to PREE. There is an active PDC.



12.1.2.4 Post Conditions

Appeal case has been created and is linked to the PDC.

12.1.2.5 Main Scenario

- 1) Worker navigates to the PDC.
- 2) Worker selects the Appeals tab.
- 3) Worker selects 'New Hearing Case'.
- 4) Worker selects the appellant and clicks the 'Continue' button.
- 5) Worker selects a value for the 'Receipt Method' and 'Reason' fields and selects 'Save'.

12.1.3 Edit Appealed Case

12.1.3.1 Description

This use case will instruct the worker on how to edit an appealed case.

12.1.3.2 Actors

User with role = PRAPPEALWORKER

12.1.3.3 Pre-Conditions

Worker has access to PREE. There is an open appeal case.

12.1.3.4 Post Conditions

Appeal case details has been edited.

12.1.3.5 Main Scenario

- 1) Worker navigates to the Appeal Hearing case, Items Under Appeal tab.
- 2) Worker selects 'Edit' from the action menu for the Item Under Appeal.
- 3) Worker makes the desired changes on the Edit Appealed Case and clicks 'Save'.

12.1.4 Close Appeal

12.1.4.1 Description

This use case will instruct the worker on how to close an appeal.

12.1.4.2 Actors

User with role = PRAPPEALWORKER

12.1.4.3 Pre-Conditions

Worker has access to PREE. There is an open appeal case.



12.1.4.4 Post Conditions

Status of appeal is Closed.

12.1.4.5 Main Scenario

- 1) Worker navigates to the Appeal Hearing case.
- 2) Worker selects 'Close Appeal' from the action menu on the Home tab.
- 3) Worker selects the Reason, the Result, the Error Type and comments, if desired, and clicks 'Save'.

12.1.5 Edit Closure Details

12.1.5.1 Description

This use case will instruct the worker on how to edit closure details of an appeal that has been closed.

12.1.5.2 Actors

User with role = PRAPPEALWORKER

12.1.5.3 Pre-Conditions

Worker has access to PREE. Status of appeal is closed.

12.1.5.4 Post Conditions

Appeal case closure details has been edited.

12.1.5.5 Main Scenario

- 4) Worker navigates to the Appeal Hearing case.
- 5) Worker selects 'Edit Closure Details' from the action menu on the Home tab.
- 4) Worker makes the desired changes to the case Closure Details and clicks 'Save'.

12.1.6 Approve Item Under Appeal

12.1.6.1 Description

This use case will instruct the worker how to approve an appeal (signaling that the appeal is timely).

12.1.6.2 Actors

User with role = PRAPPEALWORKER

12.1.6.3 Pre-Conditions

Worker has access to PREE. There is an open appeal case.



12.1.6.4 Post Conditions

Status of appeal Approved. Notice is shown in the Notices Queue.

12.1.6.5 Main Scenario

- 5) Worker navigates to the Appeal Hearing case, Items Under Appeal tab.
- 6) Worker selects 'Approve' from the action menu for the Item Under Appeal.
- 7) Worker selects 'Yes' on the Approve Appealed Case screen.

12.1.7 Submit Online Appeal Request

12.1.7.1 Description

This use case will instruct the worker on how a person will submit an appeal request from their Citizen Portal account.

12.1.7.2 Actors

Persons through their online PSPMPR account.

12.1.7.3 Pre-Conditions

Persons must have their online PSPMPR account linked to their benefit case.

12.1.7.4 Post Conditions

Online Appeal Request is submitted. The request is available as a PDF document for the worker on the person's communication tab.

12.1.7.5 Main Scenario

- 1) Person navigates to the 'Request an Appeal' button on Citizen Portal Appeals Tab.
- 2) Person submits an Appeal Request.
- 3) Person saves the 'Online Appeal Request' PDF for information regarding appeal they have submitted.

12.1.8 Upload an Appeal Related Document

12.1.8.1 Description

This use case will instruct the worker on how a Person will upload a document supporting their appeal request from their citizen portal account.

12.1.8.2 Actors

Persons through their online PSPMPR account.

12.1.8.3 Pre-Conditions

Persons must have their online PSPMPR account linked to their benefit case.



12.1.8.4 Post Conditions

Documents are uploaded to the citizen's Income Support case.

12.1.8.5 Main Scenario

- 1) Person navigates to the 'Upload Appeal Document' button on Citizen Portal Appeals Tab.
- 2) Person Clicks on the 'Add' button of the 'Upload Appeal Document' page.
- 3) Person uploads the document(s) supporting the appeal request.



12.2 Scenarios

Scenario number	Scenario Explanation	Scenario Description	Expected Outcome
Enhanced Appeals-01	This is to validate that the New Hearing screen is modified as detailed in this document.	Navigate to the New Hearing screen by selecting 'New Hearing Case' on the Appeals tab of either a disposed application or a PDC.	<p>The Continue Benefits and Administrative Disqualification checkboxes have been removed.</p> <p>The Appeal Filing Date has been added to the screen and is defaulted to today's date.</p> <p>The NOD Letter Date has been added to the screen – confirm the date displayed here is the same as the date on the NOD for the decision being appealed. (Test notices generated manually and by batch.) This field is not editable.</p> <p>Effective Date Label is changed to Decision Date and this field is not editable.</p> <p>Save validations are appropriately displayed.</p>
Enhanced Appeals-02	This is to validate that Eligibility workers can create an appeal, but that there are certain fields they are not able to modify	Navigate to the New Hearing screen by selecting 'New Hearing Case' on the Appeals tab	All fields are visible to the Appeals worker, but the following fields cannot be modified:



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		of either a disposed application or a PDC.	Date Received, Appeal Filing Date, Decision Date, NOT Letter Date User can save and the Appeal Case is successfully created. User cannot click on the Appeal Case number to see all Appeal information.
Enhanced Appeals-03	This is to validate that Medical Forced Eligibility is automatically added and the decision is authorized/approved by the system and the NOD is NOT created.	Create an Appeal for an individual who was previously eligible for Medicaid or CHIP and lost their eligibility in a decision where the NOD Letter Date is 10 days (or less) from today's date.	The system automatically created the Medical Forced Eligibility Evidence and accepted the changed decision. The appellant's eligibility is extended (same coverage code, copay cap, etc.) for an addition 90 days. The NOD-CoC is not created.
Enhanced Appeals-04	This is to validate that the Close Appeal Hearing screen is modified as detailed in this document.	Navigate to an Open Hearing Appeal case and select 'Close Appeal' from the action menu.	Result and Error type fields have been added to the screen.
Enhanced Appeals-05	This is to validate that the Appeal Search screen is modified as detailed in this document.	From the Appeal worker home page, select 'Search for an Appeal'.	The removed search criteria fields and search results columns have been removed from the screen.



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			The added search criteria fields and search results columns have been added to the screen.
Enhanced Appeals-06	This is to validate that the Appeals Worker home page is modified as detailed in this document.	Login as an Appeal worker.	The Aging Appeals and New Appeals pods are visible on the screen. Clicking the arrow icon navigates to a screen showing all appeals that match the criteria defined in the pod.
Enhanced Appeals-07	This is to verify that the appropriate warning message is displayed when an eligibility worker is processing an application for an individual with Medical Forced Eligibility Evidence.	Eligibility worker is processing an application submitted by the person via the Citizen Portal, when the person has an active appeal with a current eligibility extension.	The system displays a warning message to the user when attempting to Approve the application determinations.
Enhanced Appeals-08	This is to verify that the Appeal Request Received – Eligibility Extended Notice is properly created.	The appeals worker will approve the Item Under Appeal for an Appeal Case where the appellant’s eligibility has been extended. (Test both manual extension and system generated extension.)	The appropriate notice has been created with information matching the appeal case. After this notice has been generated, the English and Spanish versions of this notice are clearly shown in the communications list on both the Person page and the IC.



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			The title of this notice is appropriately displayed in the Notice column on the Communications list.
Enhanced Appeals-09	This is to verify that the Appeal Request Received Notice is properly created.	The appeals worker will approve the Item Under Appeal for an Appeal Case where the appellant's eligibility has NOT been extended.	<p>The appropriate notice has been created with information matching the appeal case.</p> <p>After this notice has been generated, the English and Spanish versions of this notice are clearly shown in the communications list on both the Person page and the IC.</p> <p>The title of this notice is appropriately displayed in the Notice column on the Communications list.</p>
Enhanced Appeals-10	This is to verify that the Appeal Request Received – Not Timely Notice is properly created.	The appeals worker will close the appeal case with the reason = Client Request Not Timely.	<p>The appropriate notice has been created with information matching the appeal case.</p> <p>After this notice has been generated, the English and Spanish versions of this notice are clearly shown in the communications list on both the Person page and the IC.</p> <p>The title of this notice is appropriately displayed in the</p>



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			Notice column on the Communications list.
Enhanced Appeals-11	This is to verify that the Appeal Closed – Client Withdrawn Notice is properly created.	The appeals worker will close the appeal case with the reason = Client Withdrawn.	<p>The appropriate notice has been created with information matching the appeal case.</p> <p>After this notice has been generated, the English and Spanish versions of this notice are clearly shown in the communications list on both the Person page and the IC.</p> <p>The title of this notice is appropriately displayed in the Notice column on the Communications list.</p>
Enhanced Appeals-12	This is to verify that the Appeal Closed – Evidence Updated – Eligibility Modified Notice is properly created.	The appeals worker will close the appeal case with the reason = Evidence Updated – Eligibility Modified.	<p>The appropriate notice has been created with information matching the appeal case.</p> <p>After this notice has been generated, the English and Spanish versions of this notice are clearly shown in the communications list on both the Person page and the IC.</p> <p>The title of this notice is appropriately displayed in the Notice column on the Communications list</p>



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<p>Enhanced Appeals-13</p>	<p>This is to verify that the Appeal Closed – Review Completed – No Change to Eligibility Notice is properly create</p>	<p>The appeals worker will close the appeal case with the reason = Review Completed – No Change to Eligibility.</p>	<p>The appropriate notice has been created with information matching the appeal case. After this notice has been generated, the English and Spanish versions of this notice are clearly shown in the communications list on both the Person page and the IC. The title of this notice is appropriately displayed in the Notice column on the Communications list</p>
<p>Enhanced Appeals-14</p>	<p>This is to verify that the Appeal Closed – Re-evaluation at Local Office Notice is properly created.</p>	<p>The appeals worker will close the appeal case with the reason = Re-evaluation at the Local Office.</p>	<p>The appropriate notice has been created with information matching the appeal case. After this notice has been generated, the English and Spanish versions of this notice are clearly shown in the communications list on both the Person page and the IC. The title of this notice is appropriately displayed in the Notice column on the Communications list</p>
<p>Enhanced Appeals-15</p>	<p>This is to verify that the Appeal Closed – Lack of Documentation Notice is properly created.</p>	<p>The appeals worker will close the appeal case</p>	<p>The appropriate notice has been created with information matching the appeal case.</p>



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		with the reason = Lack of Documentation.	After this notice has been generated, the English and Spanish versions of this notice are clearly shown in the communications list on both the Person page and the IC. The title of this notice is appropriately displayed in the Notice column on the Communications list.
Enhanced Appeals-16	This is to verify that when an individual (who has an open appeal) is Approved/Authorized for a new eligibility decision, that the system sends the 'Eligibility Re-evaluated at Local Office' task to the Appeals work queue.	The eligibility worker will update evidence and authorize the new decision for an appellant with an active appeal.	The Eligibility Re-evaluated at Local Office task will be sent to the Appeals work queue.
Enhanced Appeals-17	This is to verify that the 'Appeals' tab is not visible when a citizen's PSPMPR account is not linked to their benefit case.	Navigate to the Citizen Portal website and create a new account. Do not link the account to the benefit case.	The 'Appeals' tab under 'My Account' will not be visible to the logged in user.
Enhanced Appeals-18	This is to verify that the 'Appeals' tab is visible when a citizen's PSPMPR account is linked to their benefit case.	Navigate to the Citizen Portal website and create a new account. Navigate to 'Link My Account' tab and link the account to the benefit case.	The 'Appeals' tab under 'My Account' will be visible to the logged in user allowing the user to submit an appeal request/ upload appeal document.



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Enhanced Appeals-19	This is to validate that the Citizen Portal Appeals Tab is modified and a new 'Upload Appeal Documents' button is added as detailed in this document.	Navigate to the 'Appeals' tab on a person's linked Citizen Portal account.	A new 'Upload Appeal Documents' button must be added below the 'Request an Appeal Button'.
Enhanced Appeals-20	This is to validate that the Citizen Portal Appeals Tab is modified to display 'Your rights to appeal' section display logic is modified as detailed in this document.	Navigate to the 'Appeals' tab on a person's linked Citizen Portal account.	The 'Your rights to appeal' section must only be displayed if the person has not submitted any appeal requests through the Citizen Portal 'Request an appeal' button.
Enhanced Appeals-21	This is to validate that the 'Request an Appeal Screen' on Citizen Portal has been modified as detailed in this document.	Navigate to the 'Appeals' tab on a person's linked Citizen Portal account. Click on 'Request an appeal' button.	<p>Step 3 is renamed as 'Review'.</p> <p>The Display text for step 3 is updated as detailed in modifications section in the document.</p> <p>OOTB Display text under the page title is replaced with text relevant to PRMP as detailed in the document.</p> <p>'Estimation time bar' has been removed from step 3.</p>
Enhanced Appeals-22	This is to validate that the first 'Adding Appellants' screen on Citizen Portal has been modified as detailed in this document.	Navigate to the 'Appeals' tab on a person's linked Citizen Portal account. Click on 'Request an	The cluster name has been modified to 'Select the appellant(s)'.



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		<p>appeal' button and start appeal submission. Navigate to the first 'Adding Appellants' screen.</p>	<p>'Select the appellant(s)' field type is multi-select checkbox.</p>
<p>Enhanced Appeals-23</p>	<p>This is to validate that the second 'Adding Appellants' screen on Citizen Portal has been removed as detailed in this document.</p>	<p>Navigate to the 'Appeals' tab on a person's linked Citizen Portal account. Click on 'Request an appeal' button. Navigate to the first 'Adding Appellants' screen and click on 'Next'.</p>	<p>The second 'Adding Appellants' screen must not be displayed as it is removed.</p>
<p>Enhanced Appeals-24</p>	<p>This is to validate that the 'Appeal Details' screen on Citizen Portal has been modified as detailed in this document.</p>	<p>Navigate to the 'Appeals' tab on a person's linked Citizen Portal account. Click on 'Request an appeal' button. Navigate to the first 'Appeal Details' screen.</p>	<p>The following clusters have been removed:</p> <ul style="list-style-type: none"> • Select Program • Special Services • Emergency/ Expedited Request <p>The Reason for Appeal Text box has been enlarged to fit the page.</p>
<p>Enhanced Appeals-25</p>	<p>This is to validate that the 'Confirmation and next steps' screen</p>	<p>Navigate to the 'Appeals' tab on a person's linked Citizen Portal account.</p>	<p>'Estimation time bar' has been removed from step 1</p>



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	on Citizen Portal has been modified as detailed in this document.	Click on 'Request an appeal' button and submit an appeal. Navigate to the 'Confirmation and next steps' page after submission.	The field labels and display text for step 1, 2 and 3 are updated as detailed in the document.
Enhanced Appeals-26	This is to validate that the OOTB 'Online Appeal Request' task is created which is routed to the 'Appeals Work queue'.	Submit an Appeal Request through an online Citizen Portal account.	An OOTB 'Online Appeal Request' task is created which is routed to the 'Appeals Work queue'.
Enhanced Appeals-27	This to validate the 'Online Appeal Request' PDF that is generated by the system after an online appeal submission.	Navigate to the 'Appeals' tab after an online appeal is submitted. Click on 'View Appeal Request (PDF)' in the submitted appeal request section.	The following questions/display fields have been removed: <ul style="list-style-type: none"> • Indicate the program your appeals relate to: • Do you need any special services to help you participate in the hearing? • Do you need an interpreter? If so, please select in which language • Are you homebound and need to have the hearing by telephone? • Do you need another type of service? If so, please enter what type • Check here if your life, health, or ability to attain, maintain or



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			<p>regain maximum function is currently in jeopardy because you have an immediate need for services. If so, you will be requested to provide documentation (such as a doctor's note) explaining the immediate need. Failure to do so will result in your appeal being handled on a standard schedule.</p> <p>OOTB 'Next Steps' section display text has been replaced with PRMP relevant text as detailed in the document.</p>
<p>Enhanced Appeals-28</p>	<p>This to validate the 'Upload Appeal Documents' screen is added as detailed in the document.</p>	<p>Click on the 'Upload Appeal Documents' page under the Appeals tab.</p>	<p>The following have been added:</p> <ul style="list-style-type: none"> • Page Title- Upload Appeal Documents • Below Page Title- Display text relevant to Appeal process and document upload • Section header- Uploaded Documents • Display Fields- File Name, Description, Document Type • Buttons- Remove, Cancel, Submit, Add • Check box – Check box displayed along with Authorization Text



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			Submit validations are appropriately displayed when submitting a document.
Enhanced Appeals-29	This is to validate the 'Appeal Documents Received Online' task is created as detailed in the document.	Navigate to the 'Upload Appeal Documents' page under the Appeals tab. Click on 'Add' button the upload appeal document page. 'Add' a Document on add a document page. Click on Submit button of the 'Upload Appeal Documents' page.	This must create an 'Appeal Documents Received Online' task which is routed to the 'Appeals Work Queue'. The details of the task are detailed in the Tasks section of the document.
Enhanced Appeals-30	This to validate the 'Add' button on the Upload Appeal Documents screen opens a new screen as detailed in the document.	Navigate to the 'Upload Appeal Documents' page under the Appeals tab and Click on 'Add'.	This must open an 'Add a document' screen.
Enhanced Appeals-31	This to validate the 'Add a Document' screen is displayed as detailed in the document.	Navigate to the 'Upload Appeal Documents' page under the Appeals tab and Click on 'Add'. This must open 'Add a document' screen.	The following have been added: <ul style="list-style-type: none"> • Screen title- Add a Document • Display Text -Below the Screen title • Description- Field Label and a Text box • File- Field Label and a Browse Button



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			<ul style="list-style-type: none"> Document Type- Field Label and a Text box <p>Next Button</p>
Enhanced Appeals-32	This is to validate that a document added on the 'Add a Document' screen is listed on the 'Upload Appeal Documents' page.	Navigate to the 'Upload Appeal Documents' page under the Appeals tab and Click on 'Add'. This must open 'Add a document' screen. Add a document on this screen and click on Next.	When the user clicks on the 'Next' button the uploaded document must be listed on the 'Upload Appeal Documents'.
Enhanced Appeals-33	This is to validate that the documents submitted on the 'Upload Appeal Documents' page are found on the Citizen's Income Support case as detailed in the document.	Navigate to the 'Upload Appeal Documents' page under the Appeals tab. Click on Add and upload documents. Click on Submit button of the 'Upload Appeal Documents' page.	<p>All the documents submitted via the 'Upload Appeal Documents' page on Citizen Portal must be available on the 'Attachments' page under the 'Case Details' Tab on the Income Support Case.</p> <p>The document type field is 'Appeal Document from Citizen Portal'.</p> <ul style="list-style-type: none"> The Citizen Portal Appeal Document Type is the 'Document Type' entered by the person while adding the document.
Enhanced Appeals-34	This is to validate that all April release Notices have their title appropriately	Re-execute a subset of Notices test cases.	Ensure Notice title is appropriately displaying in the



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	display in the Communications List on both the IC and Person records.		Communications list on both the IC and the Person records.
Enhanced Appeals-35	This is to validate that the Appeal Hearing home page is modified as detailed in this document.	Navigate to an Open Hearing Appeal Case Home page.	<p>Header displays 'Appeal is X days old". (X representing the number of days since appeal creation)</p> <p>Action menu has been modified to display: Close Appeal, Edit Closure Details, Reopen Appeal options.</p> <p>Appeal Closure Details and Hearing Decision have been added as two columns to the Decision section.</p> <p>The Appeal Closure Details column lists: Closure Reason, Result, Error Type and Closure Reason fields.</p> <p>The Hearing Decision Column displays the Status and Resolution fields.</p> <p>The NOD Decision Date and Appeal Filing Date have been added to the Details section.</p>
Enhanced Appeals-36	This is to validate that the Edit Closure Details screen is modified as detailed in this document.	Navigate to a Closed Hearing Appeal case and select 'Edit Closure	Result, Error type, Closure Date fields have been added to the screen.



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		Details' from the action menu.	
Enhanced Appeals-37	This is to validate that the Edit Appealed Case screen is modified as detailed in this document.	Navigate to an Open Hearing Appeal case, Items Under Appeal tab. Select 'Edit' from the action menu for the Item Under Appeal.	Continue Benefits Checkbox and Prior Appealed Case text has been removed. Decision Date, Appealing filing date and NOD Letter Date fields have been added to the screen.
Enhanced Appeals-38	This is to validate that the Appeals tab on the Application Case is modified as detailed in this document.	Navigate to the Appeals tab of a disposed Application Case with at least one appeal associated with it.	The screen has been modified as documented in the FDD. This tab is viewable when logged in as an Eligibility worker.
Enhanced Appeals-39	This is to validate that the Appeals tab on the PDC is modified as detailed in this document.	Navigate to the Appeals tab of PDC with at least one appeal associated with it.	The screen has been modified as documented in the FDD. This tab is viewable when logged in as an Eligibility worker.

Table 11: Scenarios



13 Related Documents

This section lists any related documents associated with this FDD.

Document
PREE Code Tables Document
PREE Security and Organization FDD
Notices Forms FDD
Appeals Notices SNIPPETTS

Table 12: Related Documents

14 Issue Register

This section contains any issues, resolutions, and resolution dates associated with this FDD.

Issue #	Issue	Resolution	Resolution Date
EE-AI01554	PRMP to confirm process for appeals redeterminations after the adverse action period ends	Evelyn provided the Appeals Scenarios, and no action is needed. Closed.	1/26/2021
EE-AI01543	Confirm if MEDITI2 "Numero de Apellecion" can be converted	We have confirmed that the current Numero de Apellacion is not slated to be converted and it is not shown anywhere in this FDD. Waiting for PRMP to confirm they are on board with this decision. Not needed per Kristen.	9/18/2020



EE-AI01608	Confirm if/what changes are allowed when eligibility extended due to an Appeal	This relates to the comments in CIM line 42. PRMP asked during CIM review to prevent changes to an individual’s eligibility if they have an open appeal extension. RedMane is not comfortable with making such a fundamental change without a requirement stating this is necessary. We suggest PRMP open a CR to request this functionality if it is needed.	1/25/2021
EE-AI01229	Develop process for Appeals Fair Hearings Process	RedMane believes the OOTB Fair Hearings process can be used by PRMP to meet their Fair Hearing Needs, so no changes have been made to this functionality for PRMP. If in the future PRMP does develop a fair hearings process or requires PREE to create Fair Hearings related notices, a CR would be required to design and develop this functionality.	1/25/2021

Table 13: Issue Register

15 Requirements Matrix

This section contains a Requirements Matrix that states the Requirement Description, if there is a Fit or Gap, and any Implementation Details. The Requirements Matrix only contains requirements pertaining to the implementation of the Appeals functionality within PREE. All requirements for the PREE project are maintained in JIRA. Below is an extract from JIRA of the requirements related to the Appeals FDD. The requirements and the implementations details listed below will also be included within the PREE Project Requirement Traceability Matrix (RTM). The 'Requirement Met OOTB Status' column represents PRMP's approval for the requirements SI has demonstrated have been met OOTB without modifications. If 'N/A' is displayed within this column then modifications had to be made to satisfy the applicable requirement.

For requirement traceability purposes, the following requirements are met and mapped to this design document.



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-RE-057	The Solution shall provide the ability to view; search and ad-hoc query for appeals information from current and historical incidents, based on Puerto Rico's defined criteria to include but not limited to appeal submitted date.	Fit	The Appeals Search screen has been modified per PRMP's direction. Additionally, Appeals Search results will be exportable to Excel so that the Appeals Office can further manipulate the data.	N/A
FR-INT-104	The Solution shall provide guidance on the Partner Portal regarding how to appeal a decision, either via static text or a link to static text.	Fit	Applicants/ Beneficiaries are made aware of how to appeal decisions on the Notices that are created in PREE as well as thorough static text on the Citizen Portal. Specific user roles in PREE can be configured to allow access to appeal case creating, if necessary.	N/A
FR-WM-036	The Solution shall have the ability to calculate Appeals Process Clocks status according to Puerto Rico policy. 1- Shall calculate 'In Compliance' as: a. For Process Clocks with 'No Continuance' attribute, clock day count value is less than Puerto Rico-defined configurable maximum. b. For Process Clocks with 'Granted Continuance' attribute, clock day count value is less than Puerto Rico-defined configurable maximum. 2- Shall calculate 'Out of	Fit	PRMP does not utilize the concept of an Appeals Process Clock. They aim to complete an appeal within 90 days but have no strict limits. PREE has been modified to show the age of Appeals cases but will not enforce system limitations based on age, per PRMP's policies and procedures.	N/A



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
	Compliance' for all other conditions.			
FR-RE-058	The Solution shall produce an appeals summary report of basic appeals data that does not include any personal health information (PHI) or personally identifiable information (PII).	Fit	The Appeals Search screen has been modified to meet PRMP's current and anticipated reports needs related to Appeals.	N/A
FR-RE-055	The Solution shall enable a dynamic dashboard summary view of appeals activity, filtered by user role, including but not limited to: Summaries by appeal type Appeal reason category Appeal date Appeal workflow status Appeal's assigned task owner Appeal's assigned judge Appellant's county Appellant's region Authorized representative Appellant's attorney/advocacy group The timeframe for the report shall be parameterized.	Fit	The Appeals Search screen has been modified to meet PRMP's current and anticipated reports needs related to Appeals.	N/A
FR-NT-011	The Solution shall give Applicant/member a choice in viewing appeal notices through an online channel.	Fit	If the user has elected to receive electronic notifications, every time PREE creates a notice, it will be added to the Citizen's Account, and they will be sent an e-mail notifying them of the Notice. This also applies to Appeals Notices.	OOTB



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-INT-035	The Solution shall provide guidance on the Member Citizen Portal regarding how to appeal a decision based on business rules, either via static text or a link to static text.	Fit	Applicants/ Beneficiaries are made aware of how to appeal decisions on the Notices that are created in PREE as well as thorough static text on the Citizen Portal.	N/A
FR-CM-041	The Solution shall have the ability to place in a pending queue an application when an appeal is in process.	Fit	Applications submitted via the Citizen Portal for individuals who have an open appeal case will be addressed by eligibility workers who will be trained to look for the Appeals indicator. Additionally, the system will warn the user of an eligibility extension due to appeal. This allows for coordination between eligibility workers and appeals workers without preventing processing of applications.	N/A
FR-CM-027	The Solution shall have the ability to automatically update the status of eligibility case/member information or appeals case information based on Puerto Rico's defined program rules.	Fit	This is met in PREE OOTB.	OOTB
FR-CM-019	The Solution shall allow user roles, as defined by Puerto Rico, to view and search for appeals information from current and	Fit	The Appeals Search screen enables this.	OOTB



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
	closed appeals historical incidents.			
FR-CM-018	The Solution shall allow user roles, as defined by Puerto Rico, to view and update appeal case information including, but not limited to: i. Status of the Dispute review ii. Status of the Hearing Preparation review iii. Status of the Post-Hearing Preliminary Order Implementation Review	Fit	PRMP does not currently have a fair hearings process defined and they could not define the meaning of the terms specified. PREE allows users to view and update appeal case and fair hearing information utilizing the OOTB fair hearing functionality.	OOTB
FR-CM-017	The Solution shall allow user roles, as defined by Puerto Rico, to view appeals cases or appeals hearings status.	Fit	This is met OOTB.	OOTB
FR-AP-092	The Solution shall allow user roles, as defined by Puerto Rico, to enter a decision regarding whether or not an appellant had good cause for electing benefits continuation after the allowable time limit.	Gap	PRMP does not allow beneficiaries to elect benefits continuation during an appeal. PREE enables continuation of eligibility due to an appeal, but whether or not a beneficiary's eligibility is continued is at the discretion of the Appeals worker.	
FR-AP-091	The Solution shall allow user roles, as defined by Puerto Rico, to enter a decision regarding whether or not the appellant alleged good cause for not filing the request for continuation of benefits in a timely manner.	Fit	Appeals workers have discretion to open an appeal case even if the appeal filing date is more than 30 days past the NOD letter	OOTB



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
			date. If they decide that an appeal request was not timely, it will be closed with the 'Appeal not timely' reason.	
FR-AP-090	The Solution shall allow user roles, as defined by Puerto Rico, to enter a decision regarding whether or not a request for continuation of benefits was received within the appropriate time limit, by providing the user with a recommendation regarding timeliness, based upon Puerto Rico-defined timeliness rules. (Note the timeliness rules for a continuation of benefits request are different then the timeliness rules for an appeals request.)	Fit	PRMP does not allow beneficiaries to elect benefits continuation during an appeal. PREE enables continuation of eligibility due to an appeal and will automatically extend a beneficiary's eligibility if the appeal is requested within PRMP's timeliness guidelines. Additionally appeals workers have the ability to manually extend the beneficiary's eligibility if needed.	N/A
FR-AP-088	The Solution shall have the ability to automatically update the eligibility case 'has open appeal' status flag (from 'Yes' to 'No'), when all appeals associated with an eligibility case are all in 'closed' status.	Fit	PREE displays the Appeals indicator on the Application Case, IC, PDC, and Person case headers when there is an open appeal case. This is not displayed if the appeal is closed.	OOTB
FR-AP-087	The Solution shall have the ability to flag the change of effective date, due to an appeal.	Fit	Medical Forced Eligibility Evidence of type 'Temporary	OOTB



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
			Appeal Extension' designates this.	
FR-AP-084	The Solution shall allow user roles, as defined by Puerto Rico, to over-ride eligibility determination automated rules, sending an input to Enrollment/Disenrollment processes.	Fit	Appeals workers will have the ability to utilize Medical Forced Eligibility Evidence to give eligibility, when needed.	OOTB
FR-AP-083	The Solution shall have the ability for appropriate roles, as a user-selected option for any appeals case, to either: - Forward the closed appeal to Eligibility Determination processes, for re-running the eligibility rules and sending an eligibility determination notice, - Or, to run the same eligibility determination rules engine in a one-off calculation process which informs the Appeals Case Worker of the eligibility result (without implementing the determination).	Fit	Appeals workers can update evidence and check eligibility as well as accept new eligibility determinations.	OOTB
FR-AP-082	The Solution shall allow user roles, as defined by Puerto Rico, to edit appeal case notes. (Appeal case notes are a separate log from eligibility case notes log.)	Fit	Appeals case notes in PREE are editable.	OOTB
FR-AP-080	The Solution shall implement an appeals-related workflow to address the Resolution/Order Implementation process.	Fit	PREE provides a way for users to update fair hearing cases.	OOTB
FR-AP-077	The Solution shall allow user roles, as defined by Puerto Rico, to view the image of a printed request for petition, while simultaneously viewing case information, and to enter comments/update appeals case notes.	Fit	PREE does not prevent someone from opening a document and silutaneously entering data into PREE.	OOTB



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-AP-076	<p>The Solution shall allow user roles, as defined by Puerto Rico, to generate various petitions, (pre-populated with appropriate values), including but not limited to:</p> <ul style="list-style-type: none"> i. Petition For Reconsideration ii. Petition For Appeal iii. Petition for Reconsideration of a Final Order 	Gap	PRMP does not differentiate between reconsideration, appeal, or reconsideration of a final order. When an appeal is created in PREE, it is pre-populated based on appropriate values. PREE will not generate petitions.	
FR-AP-074	The Solution shall implement an appeals-related workflow to address the Petition process.	Fit	The Appeals Business Process flow details many way in which an appeal can be created.	N/A
FR-AP-071	<p>The Solution shall have the ability, at Hearing Officer's option, to either:</p> <ol style="list-style-type: none"> 1. Generate an Issue Continuance Order, pre-populated with appropriate appeals information, as defined by Puerto Rico's program, or 2. Edit Continuance Content, which will be merged into a new Notice of Hearing at a subsequent workflow step. <p>The choice for either option is triggered per specific appeals case when a review has been completed and a decision to approve the Continuance request has been entered.</p>	Gap	PRMP does not currently have a fair hearings process defined however the OOTB hearing functionality allows for a continuance to be created. PRMP has not defined a notice for this.	
FR-AP-068	The Solution shall allow user roles, as defined by Puerto Rico, to generate a Notice of Hearing and Orders, pre-populated with	Gap	PRMP does not currently have a fair hearings process defined however the OOTB	



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
	values, in accordance with Puerto Rico -defined template.		hearing functionality can be utilized. PRMP has not defined a notice for this.	
FR-AP-067	The Solution shall have the ability to automatically send the same Information Packet to the appellant's authorized representative, guardian and/or attorney, if applicable for the appellant, in addition to the packet that is sent for the appellant.	Gap	PRMP does not utilize an Information Packet.	
FR-AP-066	The Solution shall allow user roles, as defined by Puerto Rico, to access appeals information and automatically release access to the assigned Hearing Officer based upon a configurable value of 'x days prior to a scheduled hearing'.	Gap	PRMP does not currently have a fair hearings process defined however the OOTB hearing functionality can be utilized to give users access to appeals case information.	
FR-AP-063	The Solution shall allow user roles, as defined by Puerto Rico, to enter a decision regarding whether or not an Information Packet is approved for distribution to appellant.	Gap	PRMP does not utilize an Information Packet.	
FR-AP-061	The Solution shall enable organization of documents, records, etc. that are linked to the appeals case using Puerto Rico-defined rules, including but not limited to: -folder or tree hierarchy by user-role (including but not limited to user -role folders for Admin Judge, Attorney, and Appeals Specialist)	Gap	PREE allows documents to be attached to all case types. PRMP has chosen to address the fair hearings process outside of PREE at this time, therefore the OOTB functionality has not been modified.	



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
	-default sorted list view by criteria such as document date and document description -ability for user to define personal default sort view -ability for user to sort document list			
FR-AP-060	The Solution shall enable access appeals case information per Puerto Rico’s- defined rules, including a combination of user roles and a configurable value for days prior to a scheduled hearing.	Gap	PRMP does not currently have a fair hearings process defined however the OOTB hearing functionality can be utilized to give users access to appeals case information.	
FR-AP-059	The Solution shall allow user roles, as defined by Puerto Rico, to enter a decision regarding whether or not an Appeals Information Packet is approved for distribution to an appellant.	Gap	PRMP does not utilize an Information Packet.	
FR-AP-058	The Solution shall allow user roles, as defined by Puerto Rico, to enter a decision regarding whether or not an Appeals Information Packet is approved for internal distribution.	Gap	PRMP does not utilize an Information Packet.	
FR-AP-057	The Solution shall enable selecting specific linked documents (not all documents within appeals case) to be included as part of the Information Packet.	Gap	PRMP does not utilize an Information Packet.	
FR-AP-056	The Solution shall have the ability to re-generate the Draft Information Packet, if information identified by Puerto Rico has been edited.	Gap	PRMP does not utilize an Information Packet.	



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-AP-055	The Solution shall enable authorized user roles to associate docket schedule of hearings to specific appeal cases, and link appeal cases to docket schedule. This includes the ability to consolidate 'linked appeals' (multiple appealing individuals within a single household) into a single hearing.	Fit	PREE allows hearings to be scheduled per the user's discretion.	OOTB
FR-AP-054	The Solution shall enable sending appointment alerts via email and any other channels defined by Puerto Rico, to notify individuals and resource pools, as defined by Puerto Rico. Alert information will include, but is not limited to: i. Type of Alert: 1-Appeals Hearing Scheduled 2-Resource Availability Changed; Hearing Reschedule Required 3-Appeals Hearing Updated (date, room or team change) 4-Appeals Hearing Cancelled ii. Hearing type (phone/in person) location, iii. Hearing date/time, iv. Interpreter Needed/Not needed, v. Appellant representation, and vi. Appeal issue type	Gap	PRMP does not currently have a fair hearings process defined however the OOTB hearing functionality can be utilized to give schedule, reschedule, or cancel hearings.	
FR-AP-053	The Solution shall enable authorized user roles to have the ability to assign the same person for multiple simultaneous hearings/conferences and multiple hearings/conferences for the same room/venue.	Fit	PRMP does not currently have a fair hearings process defined but PREE can allow this type of scheduling.	OOTB
FR-AP-052	The Solution shall enable manual scheduling and manual over-ride of the docket based on Puerto Rico-defined roles, including ability to manually book	Fit	PRMP does not currently have a fair hearings process defined but PREE can	OOTB



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
	resources, including persons and rooms, for the same time slot, or to add/delete resources for a specific hearing event.		enable both manual and automatic scheduling.	
FR-AP-051	The Solution shall enable automatic docket scheduling based upon the availability calendars of resources selected for the specific hearing event and case weight.	Fit	PRMP does not currently have a fair hearings process defined but PREE can enable both manual and automatic scheduling.	OOTB
FR-AP-050	The Solution shall enable automatic prompts to aid user re-scheduling an appeal hearing, through Puerto Rico -defined rules including but not limited to: 'soonest resource available date for specific resource', 'soonest team available date' and/or 'case weight'. Resources are based upon the availability calendar for each member of a team for each event (including but not limited to: an Administrative Judge, a Resolution Specialist, and a Litigation Attorney).	Fit	PRMP does not currently have a fair hearings process defined but PREE can enable both manual and automatic scheduling.	OOTB
FR-AP-049	The Solution shall enable automatically cancelling an appeals hearing, based upon appeal being withdrawn before the Notice of Hearing (NOH) was sent to appellant.	Fit	PRMP does not currently have a fair hearings process defined but a fair hearing can be cancelled at any time.	OOTB
FR-AP-048	The Solution shall allow user roles, as defined by Puerto Rico, the ability to search for appeal information, based upon Puerto Rico -defined criteria including but not limited to: i. Appellant's SSN ii. Appellant's name.	Fit	Appeals workers can search for appeals cases by the appellant's name, SSN and unique appeals reference number.	OOTB



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
	iii. Appellation number (currently=year-month-sequence number)			
FR-AP-047	<p>The Solution shall allow user roles, as defined by Puerto Rico, to view a case summary of appeal information, including but not limited to:</p> <ol style="list-style-type: none"> 1. Appellant name/birthdate/ mailing address 2. Application date of associated application 3. Benefits effective date 4. Application intake channel 5. Appeal reason category 6. Current status in the workflow 7. Currently assigned owner of the appeals task 8. Due date for current task 9. Days overdue, days since appeal was filed 10. Date appeal filed 11. Flag indicator for election of benefits continuation 12. End date of coverage 13. Date eligibility notice was sent 14. Last activity case note 15. Process Clock value and clock attribute value (Continuance or No Continuance). 	Fit	<p>The information specified can be found in PREE. PRMP does not allow a beneficiary to elect benefits continuation. They also do not utilize the concept of a Process Clock.</p>	OOTB
FR-AP-044	<p>The Solution shall provide the ability to associate multiple Applicants to a single appeal request, and to status an Applicant's appeal as 'dismissed', when the appeals review process decides that certain Applicants are not all on the same eligibility case and same application.</p>	Gap	<p>PRMP prefers to create a separate Appeals case for each appellant.</p>	
FR-AP-043	<p>The Solution shall allow user roles, as defined Puerto Rico, to</p>	Fit	<p>PRMP does not utilize the concept</p>	N/A



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
	enter a decision regarding whether or not the appeal is a valid factual dispute.		of valid factual dispute however Appeals workers will be the only ones who can Close an appeal and they will select an appropriate reason while doing so.	
FR-AP-038	The Solution shall allow user roles, as defined by Puerto Rico, to edit/update a Draft Information Packet, while protecting identified fields by Puerto Rico from being changed.	Gap	PRMP does not utilize an Information Packet.	
FR-AP-037	The Solution shall allow user roles, as defined by Puerto Rico, to view specific appeals-related data fields, or groups of specific data fields (i.e. 'screens' or 'pages') of data.	Fit	Only Appeals users in PREE will be able to view most data on the Appeals case.	OOTB
FR-AP-036	The Solution shall enable 'user selection' capability to associate a selected individual's application information into an appeals case folder.	Fit	Appeals are always associated with an application case or PDC.	OOTB
FR-AP-035	The Solution shall enable 'user drag and drop' capability to associate a selected individual's existing linked documents into an appeals case folder.	Gap	While documents can be attached to both appeals and eligibility case in PREE, there is no concept of drag and drop between the eligibility case and the appeals case, but both are linked.	
FR-AP-034	The Solution shall have the ability to manually re-generate the Appeal Information Packet (with version control), which will incorporate into a Puerto Rico - defined template (print layout)	Gap	PRMP does not utilize an Information Packet.	



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
	the changes/edits made to the draft.			
FR-AP-033	The Solution shall have the ability to automatically and manually generate a draft Appeal Information Packet, which includes all supporting evidence within Puerto Rico's eligibility system that is relevant to the associated application, in accordance with business rules for each 'benefit program type' or other criteria, as defined by Puerto Rico.	Gap	PRMP does not utilize an Information Packet.	
FR-AP-032	The Solution shall allow user roles, as defined by Puerto Rico, to enter a decision regarding whether or not the appeal can be resolved through research.	Fit	PREE will allow Appeals workers to mark an Appeal as 'Evidence Updated – Eligibility Modified' or 'Review Completed – No Change to Eligibility'.	N/A
FR-AP-031	The Solution shall allow user roles, as defined by Puerto Rico, to enter a decision regarding whether or not an appeal request was received within the appropriate time limit, by providing the user with a recommendation regarding timeliness, based upon Puerto Rico defined timeliness rules. (Note that the timeliness rules for an appeal request are different then the timeliness rules for continuation of benefits.)	Fit	PRMP does not utilize strict timeliness rules, so PREE will allow appeals to be created and eligibility to be extended at the Appeals worker's discretion. Appeals workers can also close an appeal with a reason of 'Request Not Timely' to indicate that the request was not received in a timely manner. PREE will automatically extend a	N/A



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Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
			beneficiary's eligibilty per PRMP policy, however Appeals workers can also manually exted eligibility per their discretion.	
FR-AP-030	The Solution shall automatically transmit updated appeals requests into the pre-processing checkpoint.	Fit	When the person requests an appeal via the Citizen Portal, a task will sent to the Appeals work queue.	N/A
FR-AP-029	The Solution shall allow user roles, as defined by Puerto Rico, to edit/update the appeals request data entry.	Fit	Appeals workers can edit all necessary fields on the appeals case	OOTB
FR-AP-028	The Solution shall have the ability to automatically generate and distribute, on a configurable frequency and for designated users defined by Puerto Rico, a batch log containing data entry errors requiring resolution.	Fit	PRMP has interpreted this requirement to mean that when an appeal is being closed, if there was a change in eligibility resulting from the appeal, appeals workers will need to capture whether this was due to a user error, appellant error, or system error. PRMP will be able to run reports with this information.	N/A
FR-AP-027	The Solution shall have the ability to enable specific user roles, as defined by Puerto Rico, to 'pause' the Appeals Process Clock, while still protecting the auto-populated field from being edited.	Fit	PRMP does not utilize the concept of an Appeals Process Clock. They aim to complete an appeal within 90 days but have no strict	N/A



I.4.2.h.ii-2 Completed Enhanced Appeals

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
			limits. PREE has been modified to show the age of Appeals cases but will not enforce system limitations based on age, per PRMP's policies and procedures.	
FR-AP-026	The Solution shall have the ability to prohibit user roles, as defined by Puerto Rico, from editing auto-populated data fields.	Fit	Only Appeals users will be able to modify fields on the Appeals case.	N/A
FR-AP-025	The Solution shall allow user roles, as defined by Puerto Rico, to have a 'split-screen' concurrent view of both the image of a scanned item (verification document, medical record, correspondence) and the meta-data index of the item, such as item description, with appropriate meta-data fields editable.	Fit	PREE does not prevent someone from opening a document and silutaneously entering data into PREE.	OOTB
FR-AP-024	The Solution shall have the ability to generate a pre-processing report in accordance with Puerto Rico's -defined rules and template that indicates the checkpoints evaluated and the results for each checkpoint.	Fit	PRMP has no defined rules or template for this, however the Appeals Search screen as well as the Aging Appeals and New Appeals pods on the Appeal worker's homepage can be used to meet checkpoints.	N/A
FR-AP-022	The Solution shall allow user roles, as defined by Puerto Rico, the ability to associate an appeal to a specific application within an eligibility case (linking data from the application into the appeal).	Fit	Appeals cases in PREE will be linked to an application case or PDC.	OOTB



I.4.2.h.ii-2 Completed Enhanced Appeals

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
	Association to an application is not required.			
FR-AP-020	The Solution shall have the ability to automatically add an eligibility case note, including appeal filing date, and an 'has open appeal' status flag, to the related eligibility case upon creation of an appeals case.	Fit	Appeal Filing date is captured in PREE. When there is an open Appeal, an indicator will be shown on the AC, IC, PDC and person headers, it is not necessary to add an eligibility case note.	N/A
FR-AP-016	The Solution shall enable workflow management of a submitted document/information for an appeal, including ability to assign a task owner and automatic review routing with email alert to assignee.	Fit	Citizens will be able to request an appeal and upload documentation via the Citizen Portal. When either of these is submitted a task is sent to the Appeals work queue. PREE will not send e-mails.	N/A
FR-AP-015	The Solution shall enable workflow management of a request to withdraw an appeal, including ability to assign a task owner and automatic review routing with email alert to assignee.	Fit	Appeals users can mark an Appeal as having been withdrawn by the client. No task is necessary for this.	OOTB
FR-AP-014	The Solution shall enable workflow management of an appeals request, including ability to assign a task owner and automatic review routing with email alert to assignee.	Fit	Appeal Requests submitted via the Citizen Portal will create a task for the Appeals work queue. Appeal cases created by eligibility workers can be easily identified by appeals workers utilizing the New Appeals pod on the	N/A



I.4.2.h.ii-2 Completed Enhanced Appeals

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
			Appeals worker homepage. PREE will not send e-mails.	
FR-AP-008	The Solution shall enable automatically starting a configurable Appeal Process Clock (day count) for appeals requests, when an appeals request is received. i. When started, the Process Clock shall have the attribute 'No Continuance'.	Fit	PRMP does not utilize the concept of an Appeals Process Clock. They aim to complete an appeal within 90 days but have no strict limits. PREE has been modified to show the age of Appeals cases but will not enforce system limitations based on age, per PRMP's policies and procedures.	N/A
FR-AP-007	The Solution shall have the ability to store the reason for the appeal request, including but not limited to: i. Denial of eligibility ii. Incorrect effective start date iii. Benefits suspension or termination iv. Failure to provide timely eligibility determination v. Discriminatory treatment/practice vi. Incorrect co-pay amount vii. Incorrect aid category/program.	Fit	The Reason drop down on the New Hearing case screen has been modified to include all specified reasons.	N/A
FR-AP-006	The Solution shall record appeals request data including, but not limited to: 1. Appellant name 2. Appellant current mailing addresses 3. Appellant current phone	Fit	Between the Eligibility Application Case, Integrated Case, Product Delivery Case, Appeals Case and Case Notes all	OOTB



I.4.2.h.ii-2 Completed Enhanced Appeals

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
	4. Appellant authorized representative and/or conservator 5. Appellant's relationship to Applicant 6. Appellant primary language 7. Appellant attorney name & contact info 8. Applicant name 9. Applicant date of birth 10. Applicant date of death (for deceased Applicant) 11. Applicant's mother's enrollment status at Applicant birth (for newborns) 12. Applicant SSN 13. Applicant phone number, alternate phone number and preferred callback time of day 14. Intake notes 15. Application date 16. Application intake channel/form 17. Other appellants from same application 18. Case numbers of prior appeal(s) for same problem 19. Alleged incorrect treatment or eligibility decision 20. Expected action from Puerto Rico, if appeal is granted/upheld 21. Election of benefits continuation 22. Additional information regarding appeal 23. Appeals type 24. Program (Category of Aid) being appealed		of the data specified in this requirement can be captured.	
FR-AP-004	The Solution shall have a dynamic user-interface and workflow for appeals intake	Fit	The modified New Hearing Case page captures the information needed	N/A



I.4.2.h.ii-2 Completed Enhanced Appeals

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
	based on information provided by the user.		to create an Appeals case in PREE.	
FR-AP-079	The Solution shall have the ability to generate a PRDoH Secretary's final order, automatically populating values, in accordance with Puerto Rico-defined templates.	Gap	PRMP does not currently have a fair hearings process defined nor do they have a template for a PRDoH Secretary's final order defined. PRMP has decided that all hearings related notices (after an appeal has been decided by the Appeals Office), should be manually produced by the legal department.	
FR-AP-078	The Solution shall have the ability to generate orders regarding petitions, automatically populating values, in accordance with Puerto Rico-defined templates for multiple petition types.	Gap	PRMP does not currently have a fair hearings process defined nor do they have a template defined for orders regarding petitions. PRMP has decided that all hearings related notices (after an appeal has been decided by the Appeals Office), should be manually produced by the legal department.	
FR-AP-075	The Solution shall have the ability to generate a Petition, automatically populating values, in accordance with Puerto Rico-	Gap	PRMP wants to be clear that this in reference to what happens after an appeal has been	



I.4.2.h.ii-2 Completed Enhanced Appeals

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
	defined templates for multiple petition types.		worked by the Appeals office and the appellant wants to proceed to a fair hearing. PRMP does not currently have a fair hearings process defined nor do they have a template defined for petitions.	
FR-AP-073	The Solution shall have the ability to generate Post-Hearing Initial Orders, automatically populated with values, in accordance with Puerto Rico - defined template.	Gap	PRMP does not currently have a fair hearings process defined. PRMP has decided that all hearings related notices should be manually produced by the legal department.	
FR-AP-072	The Solution shall have the ability to generate a Denied Request for Continuance Decision, pre-populated with appropriate appeals information, as defined by Puerto Rico's program, when a Hearing Officer indicates that review has been completed and decision is to deny the request.	Gap	PRMP does not currently have a fair hearings process defined nor do they have a defined Denied Request for Continuance Notice. PRMP has decided that all hearings related notices should be manually produced by the legal department.	
FR-AP-070	The Solution shall have the ability to generate an Issue Continuance Order, pre-populated with appropriate appeals information upon review by user roles, as defined by Puerto Rico.	Gap	PRMP does not currently have a fair hearings process defined nor do they have a defined Issue Continuance Order	



I.4.2.h.ii-2 Completed Enhanced Appeals

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
			Notice. PRMP has decided that all hearings related notices should be manually produced by the legal department.	
FR-AP-065	The Solution shall enable automatic generation of a Notice of Hearing per Puerto Rico - defined template that includes populating values for, but is not limited to: i. Hearing date/time/location ii. Assigned hearing officer iii. Whether or not appellant has elected for benefits to continue during appeal period.	Gap	PRMP does not currently have a fair hearings process defined nor do they have a defined Notice of Hearing. PRMP has decided that all hearings related notices will be manually produced by the legal department. Additionally, PRMP does not allow appellants to "elect" for their benefits to continue.	
FR-AP-064	The Solution shall automatically generate appeals/ fair hearing correspondence to all appropriate recipients, per Puerto Rico policy.	Fit	PREE will automatically generate a Notice when an appeal case is opened and when it is closed, per PRMP's design decisions. PRMP does not currently have a fair hearings process defined, so they have decided that all hearings related notices will be manually produced by the legal department.	N/A



I.4.2.h.ii-2 Completed Enhanced Appeals

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-AP-062	The Solution shall have the ability to generate a Draft Notice of Hearing, automatically populating values, in accordance with Puerto Rico-defined templates.	Gap	PRMP does not currently have a fair hearings process defined nor do they have a defined Draft Notice of Hearing. PRMP has decided that all hearings related notices should be manually produced by the legal department.	
FR-AP-045	The Solution shall allow user roles, as defined by Puerto Rico, to generate a Confirmation of Withdrawal, pre-populated with values, in accordance with Puerto Rico's -defined template.	Fit	When an appeal case is closed with a reason of 'Client Withdrawn', the system will generate a notice for the beneficiary.	N/A
FR-AP-042	The Solution shall have the ability to generate a Request to Withdraw Appeal Form, pre-populated with appropriate information according to Puerto Rico's program, and merged into a resolution notice packet.	Gap	PRMP does not use a resolution notice packet. PRMP does not have a defined Withdraw Appeal Form.	
FR-AP-039	The Solution shall have the ability to generate an appeals-related Request for Additional Information notice. (The content and layout of this notice is different from an application-related verification request for information.)	Fit	Appeals workers can utilize the Request for Contact Notice defined in the Notices and Forms FDD for this purpose.	N/A
FR-AP-017	The Solution shall automatically indicate that recoupment is due when a final hearing outcome is ineligibility and an appellant has elected benefits continuance within the appeals process.	Gap	PRMP does not allow appellants to elect to continue benefits and they do not look for recoupment. That is something the Fraud office looks into. Appeals	



I.4.2.h.ii-2 Completed Enhanced Appeals

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
			workers can always report a case to the fraud team if necessary.	

Table 14: Requirements Matrix

16 Deliverable Schedule

This section contains the dates of submissions, reviews, and revisions.

FDD Submission Schedule	
FDD Submission Date:	
Acknowledge Receipt:	
PRMP Draft Review and Comment Period:	

Table 15: FDD Submission Schedule