GOVERNMENT OF PUERTO RICO

Department of Health
Medicaid Program

Completed Case Management FDD
Deliverable I.4.2.e.ii

PREE Project
Government of Puerto Rico

Version 2.7
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Document Revision History

Version Number	Date	Description
0.1	2/13/2019	Initial Draft
0.2	05/23/2019	Peer Review
0.5	05/31/2019	QC Review
0.8	05/31/2019	Initial Draft for Review
0.9	06/14/2019	Final Draft for Review
1.0	06/18/2019	Final Submission
1.1	09/17/2019	CR-18: Removed Adverse Action Exception related to the Commonwealth eligibility end date within Section 5.3.6.2.2.1. Modified test scenario to validate the Commonwealth eligibility end date within Section 11.9.6.
1.2	09/19/2019	Final Submission for CRs 18, 27, 28, 34 and 35
1.3	10/29/2019	FDD updates based on CR-45: ▪ Updated the definition of an Adverse Action to exclude persons who are less than 21 years old and women who are pregnant. ▪ Updated the definition of a Positive change. ▪ Clarified the logic to determine the start date for the new decisions, including decisions that do and do not meet the Adverse Action. ▪ CR-45: Final Draft for Review.
1.4	11/13/2019	FDD updates based on CR-45 CIM Comments Final Draft for Review
1.5	03/25/2020	CR 91 – Updates made to remove the Overdue Pending Verification Closure Batch within section 6.2 Initial Draft for Review
1.6	04/01/2020	CR 91 – Updates made to section 4.2 to remove the Overdue Pending Verification Batch from the process flow and detailed steps.
1.7	04/01/2020	CR 91- Final Submission

Version Number	Date	Description
1.9	12/18/2020	<CR147> Initial Draft for Review – Updates made to Personal Information section

2.0	1/26/2021	Updates made to the following sections per CR156: • Positive Decision • <CR-156> **WHEN** the Changed Decision is accepted FOR Medical Expansion Cases **IF** Applied Change Date <= Public Health Emergency (PHE) End Date **AND** there is a change **THEN** • Create and activate a new Forced Eligibility evidence ○ Benefit = Current Benefit ○ Reason = PHE ○ End Date = the earlier date between PHE and Cert End Date • Accept the new Changed Decision record triggered by the activation of the Forced Eligibility Evidence. FOR Non-Medicaid Expansion Cases **IF** PHE End Date > CERT End Date **THEN** Update the Cert End Date = PHE End Date **AND** • Create and activate a new Forced Eligibility evidence ○ Benefit = Current Benefit ○ Reason = PHE ○ End Date = PHE End Date • Accept the new Changed Decision record triggered by the activation of the Forced Eligibility Evidence. NOTE #1: A Forced Eligibility Evidence would not be created for a “No Change” scenario. NOTE #2: Only create a new Forced Eligibility record when a Forced Eligibility record does not exist for the period. • Negative Decision • Adverse Action Exception • <CR156> Close Case • <CR156> Extension Batch (Modify)

Version Number	Date	Description
		• <CR156> COVID Exception • Development Considerations
2.1	03/02/2021	Final Submission for CR 156
2.2	04/06/2021	Initial Draft for Review - Updates made to the following sections per CR153 Part 2: • Product Delivery Case
2.3	04/20/2021	Final Submission for CR 153 Part 2
2.4	06/04/2021	Initial Draft to Review CR103 – updated the following sections to prevent applicants from receiving and beneficiaries from continue to receive benefit when they are a Verification Dependent of an unverified evidence. Modifications will be deployed within PREE during the Stabilization Release. ▪ Apply Changes (Modify) ▪ Overdue Pending Verification Closure Batch <CR103> <CR91> (~~Remove~~ Modify) ▪ <CR103> Verification Dependent Check Process (New)
2.5	7/7/2021	Final Draft for Review: FDD updates based on CR-103 CIM Comments
2.6	07/15/2021	Final Submission for CR 103
2.7	8/25/2022	Initial draft for review: Updated PDC Closure Batch for PRMO-1489

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1 Acronyms

Table 1: Acronyms

Acronym	Definition
ADFAN	Administración de Familias y Niños
CHIP	Children's Health Insurance Program
COC	Change of Circumstance
DOB	Date of Birth
FDD	Functional Design Document
GUI	Graphical User Interface
IBM	International Business Machines
IC	Integrated Case
IEG	Intelligent Evidence Gathering
IV&V	Independent Verification and Validation
JAD	Joint Application Design
MAGI	Modified Adjusted Gross Income
MCO	Managed Care Organization
MOE	Maintenance of Effort
NOAA	Notice of Adverse Action
NOD	Notice of Decision
OOTB	Out of the Box
OPM	Oficina de la Procuradora de las Mujeres
PDC	Product Delivery Case
PHE	Public Health Emergency
PMO	Project Management Office
PRDoH	Puerto Rico Department of Health
PREE	Puerto Rico Eligibility and Enrollment
PRMP	Puerto Rico Medicaid Program
RFI	Request for Information
SI	System Integrator
SME	Subject Matter Expert
SQL	Structured Query Language

2 Introduction

2.1 Purpose

The purpose of the Case Management Functional Design Document (FDD) is to present designs specific to managing Integrated Cases (IC) and Product Delivery Cases (PDC).

2.2 Scope

The scope is to describe the business processes and modifications/additions made to the Out of The Box (OOTB) functionality related to:

- Case Management and its lifecycle
- Workflow, Tasks, and Alerts functionalities
- Change of Circumstances (COC) functionality

2.3 Not in scope

Details related to reports, interfaces, and notices will be covered in separate FDD's. This design does not include database schemas, Structured Query Language (SQL) queries, Decision Summary Table implications, and other technical details required to fully implement Case Management processing. Please refer to the following FDD's for more information: MAGI Display Rules FDD, Security and Organizational Structure FDD, Code Tables FDD within the Evidence and Verification FDD, Notices and Forms FDD, Medical Application Citizen Portal FDD, Intake/Application Processing FDD and interface FDD's.

2.4 Team Members

Table 2: Team Members

Attendees	Organization
Evelyn Santos	PRMP
Helen B Quiñones Cordero	PRMP
Jasmine Casado Zayas	PRMP
Jesús Ayala De León	PRMP
Joenelly Olmo Encarnación	PRMP
Lourdes Arroyo	PRMP
Lourdes J. Torres Santiago	PRMP
Marleen Pérez	PRMP

Attendees	Organization
Melissa Mejías Pérez	PRMP
Ralph Leask	PRMP
Raquel Ortega	PRMP
Alimari Ortega	SI
Beth McKeon	SI
Charlene Worley	SI
Chris Staten	SI
Enrique Martinez	SI
Jose Rodriguez	SI
Kelli Robinson	SI
Ryon Johnson	SI
Sachin Shah	SI
Stephanie Nieves	SI
John Gough	IV&V
Kelvin Jarrett	IV&V
Marjorie Figueroa Nazario	IV&V
Mary Ann Brake	IV&V
Monica Morales	IV&V
Ronda Harris	IV&V
Elena Lockwood	PMO
James Kenfield	PMO
Kristen Frey	PMO
Magda Chavez	PMO
Stefanie Gonzalez	PMO
Vaidehi Padte	PMO

3 Key Assumptions

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

- The worker portal functionality represented within this document is based on Cúram Version 7.0.6 and customizations from other Cúram implementations.
- The artifacts documented in this FDD serve as direct input for the development effort. All documented designs have 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 to Puerto Rico Medicaid Program (PRMP) for review and approval before any build activity starts.
- The acronym "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 Puerto Rico Eligibility and Enrollment (PREE) requirements.
- PRMP recognizes the practicality of accepting this assumption but conditions it on the features not documented within design documents being in compliance with regulations, the Puerto Rico Medicaid State Plan and Puerto Rico public policy.
- OOTB 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.
- The OOTB Software documentation for Cúram can be obtained at the International Business Machines (IBM) website.
- The Case Management team is responsible for how the reported changes are recorded in PREE. The Rules team is responsible for how the reported changes will impact each recipient's benefit, including protected categories.

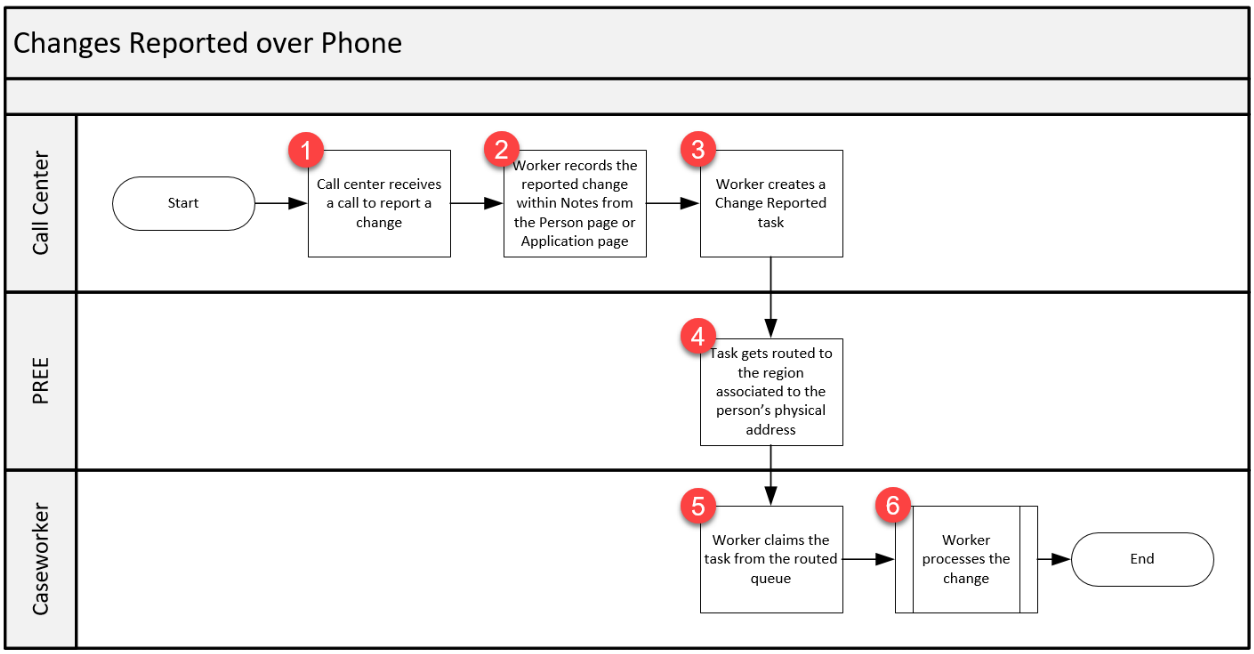
4 Business Processes

The business processes illustrated below provide a high-level overview of the actions taken by PRMP workers to manage cases. These business processes were prepared during Case Management Joint Application Design (JAD) sessions and are subject to change as needed per PRMP.

4.1 Changes Reported over the Phone

Below is a high-level description of changes reported over the phone and recorded by the Call Center, a team that lacks the security access to update evidences and process the change.

Figure 1: Changes Reported over the Phone



4.1.1 Detailed Steps

1. Call Center receives a call to report a change

The Call Center worker receives a call from an individual who wants to report a change.

2. Worker records the reported change within Notes on the Person page

The Call Center worker searches for the individual's Person Page and creates a new Note. In the new Note, the Call Center worker will document changes the individual is reporting.

3. Worker creates a Change Reported task

The Call Center worker generates a Change Reported task within the Person Page.

4. Route Task to the region associated to the person's private address

The Change Reported task will be routed to the regional queue associated to the region the person's private address belongs to.

5. Worker claims the task from the routed queue

Caseworker will claim the task from the assigned regional queue.

6. Worker processes the change

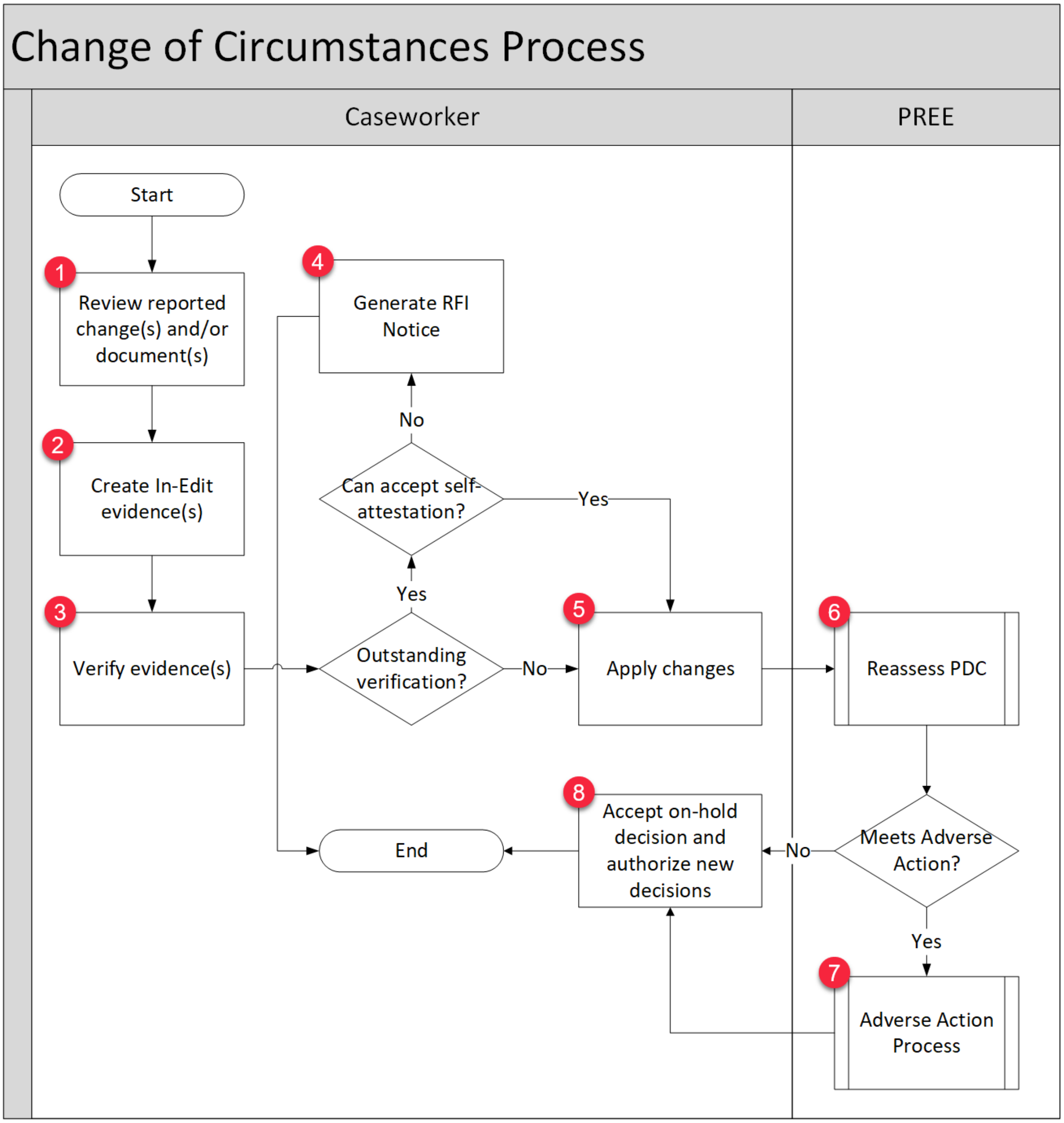
Caseworker processes the change. The change can cause recipient(s) to remain eligible or become ineligible depending on the Change of Circumstances process.

4.2 Change of Circumstances Process

The Change of Circumstances process flow shows the role that workers and PREE play in managing mid-certification changes to a case once the initial eligibility decision has been made in PREE.

The COC process addresses reported change(s) in an individual's life that occur before the last 3 months of the certification period. Changes in an individual's life could be a change of job, a change of residence, etc. If a change occurs within the last 3 months of the certification period, it is considered a part of the recertification process and not a COC. A COC may result in an adjustment in the individual's coverage type, copay amount, or potential termination.

Figure 2: Change of Circumstance <CR91>



<CR91>

4.2.1 Detailed Steps

1. Review reported change(s) and/or document(s)

Changes can be reported in person, by phone, or by mail/fax to a PRMP office. Verification documents can be submitted in person or by mail/fax to a PRMP office. For changes reported by phone, they are directed to the Call Center and a Change Reported task is created. A caseworker will claim the task and review the notes entered by the Call Center. Changes reported via the Citizen Portal will be discussed during a later phase. Changes reported via an interface will be discussed during that specific interface JAD.

2. Create in-edit evidence(s)

All reported changes and documents submitted will be reviewed by the caseworker to determine which evidence(s) to add and/or modify. The worker will add and/or modify evidence(s) per the reported change(s) and/or review in-edit evidence(s).

3. Verify evidence(s)

Evidence(s) that require mandatory verification may be validated by external agencies (interfaces). To verify, the worker can use the Electronic Verification button and/or supporting document(s) submitted by the individual.

<CR91>

4~~a~~. Generate Request for Information (RFI) Notice

When additional mandatory verification is needed and self-attestation is not acceptable, the worker will generate an RFI notice to inform the individual about the need to provide additional information to process the reported change. These changes will be left in-edit until proper verification is provided.

~~**4b. Start the Overdue Verification Batch**~~

~~For all outstanding evidence(s) that still require verification, the PDCs that require the verification will be terminated for failure to provide verification. The evidences will remain unverified and in-edit.~~

~~<CR91>~~

5. Apply change(s)

Once all the necessary proof is provided, the worker will apply the change(s) to the case.

6. Reassess PDC

When "Apply Changes" is clicked, PREE will automatically reassess all active PDCs on the integrated case.

7. Start the Adverse Action Process

If a reassessed PDC meets the Adverse Action criteria, then the Adverse Action process will start.

8. Accept on-hold decision and authorize new decisions

The worker will accept the decision. If the decision is a termination and there is another category the person is eligible for, then the worker will authorize the new decision. The effective date will be determined by the system based on a variety of criteria.

5 Screen Modifications

This section contains screenshots of pages that will be modified based on PREE requirements and/or JAD discussions. There are two types of screenshots. The first type is "Modify": Cúram "Out of the Box" screens with modifications. Modifications are identified by a numbered red square that references the description in text below the screen. The second type is "New": screens created based on PREE requirements that were not part of the OOTB solution. The new screens include numbers which reference the description in the text below the screen.

5.1 Person

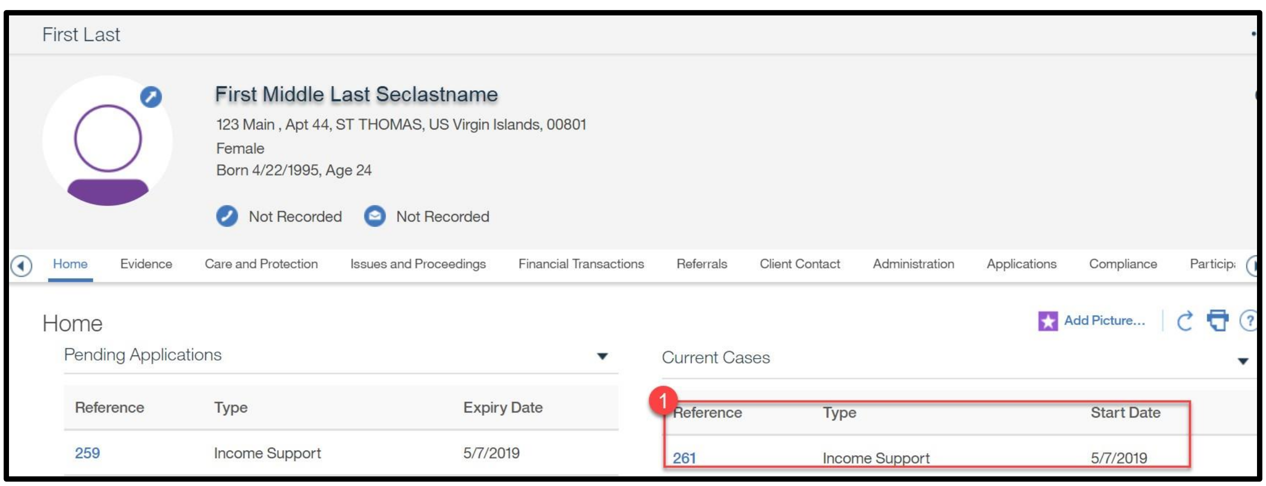
The Person module contains information concerning the client selected. The information is available under each tab displayed on the Person page.

5.1.1 Person Homepage

The Person Homepage displays information concerning the individual, including applications, IC, PDC, and demographic information.

5.1.1.1 Screenshot (Modify)

Figure 3: Person Homepage



5.1.1.2 Description of Modifications and Additions

1. Current Cases

Table, Modify

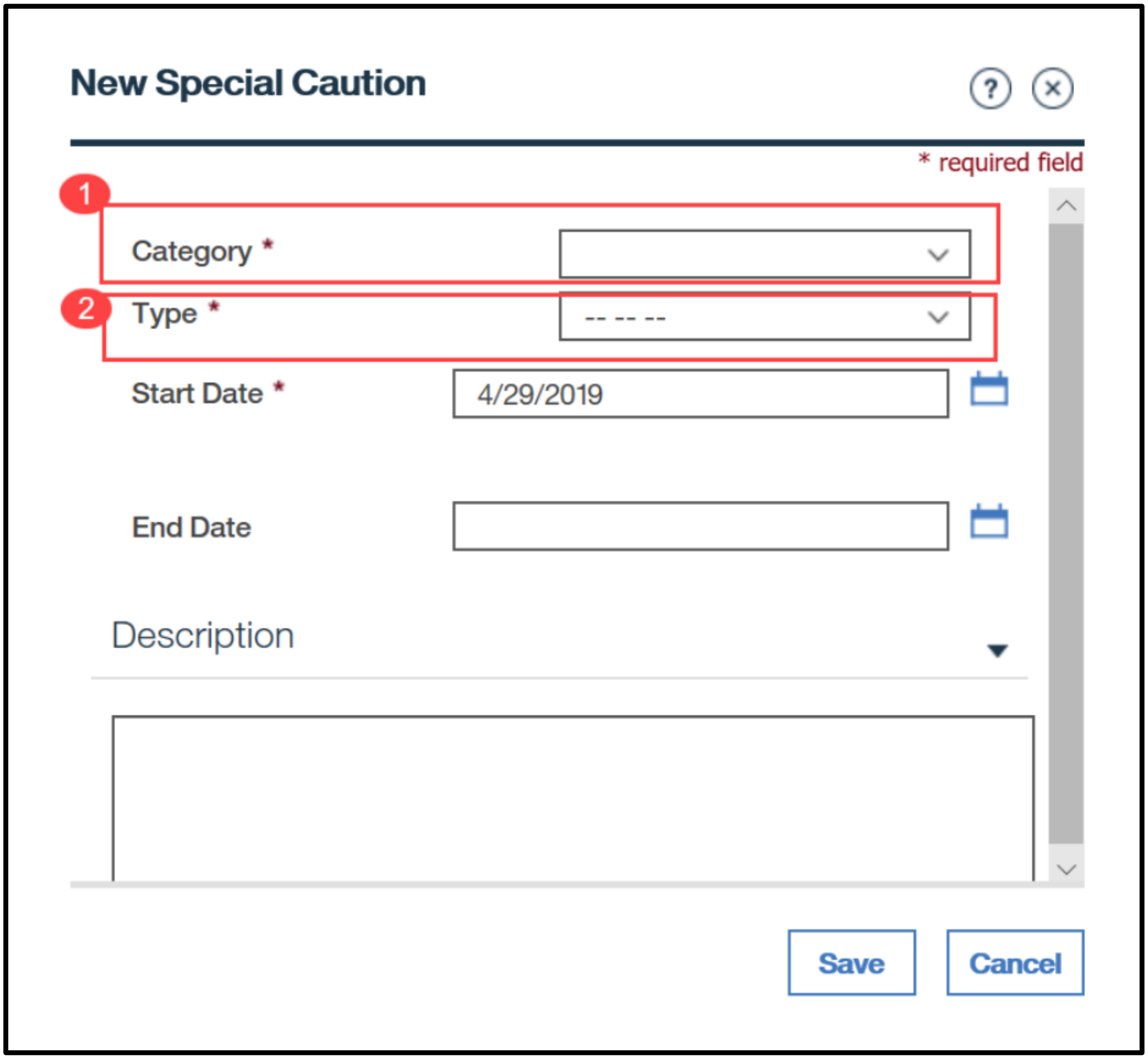
Only display Open IC and Active PDC’s.

5.1.2 New Special Caution

The Special Caution page will be used to flag people who are referred by Administración de Familias y Niños (ADFAN) or the Oficina de la Procuradora de las Mujeres (OPM) Which is displayed on their Person page. Adding this flag will be limited to a security role. This will be covered within the Security and Organizational Structure FDD.

5.1.2.1 Screenshot (Modify)

Figure 4: New Special Caution



5.1.2.2 Description of Modifications and Additions

1. Category

Dropdown, Modify

The Category dropdown values were updated in the Code Tables FDD.

Tech Notes: See SpecialCautionCategory Code table for list of valid values.

2. Type

Dropdown, Modify

The Type dropdown values were updated in the Code Tables FDD.

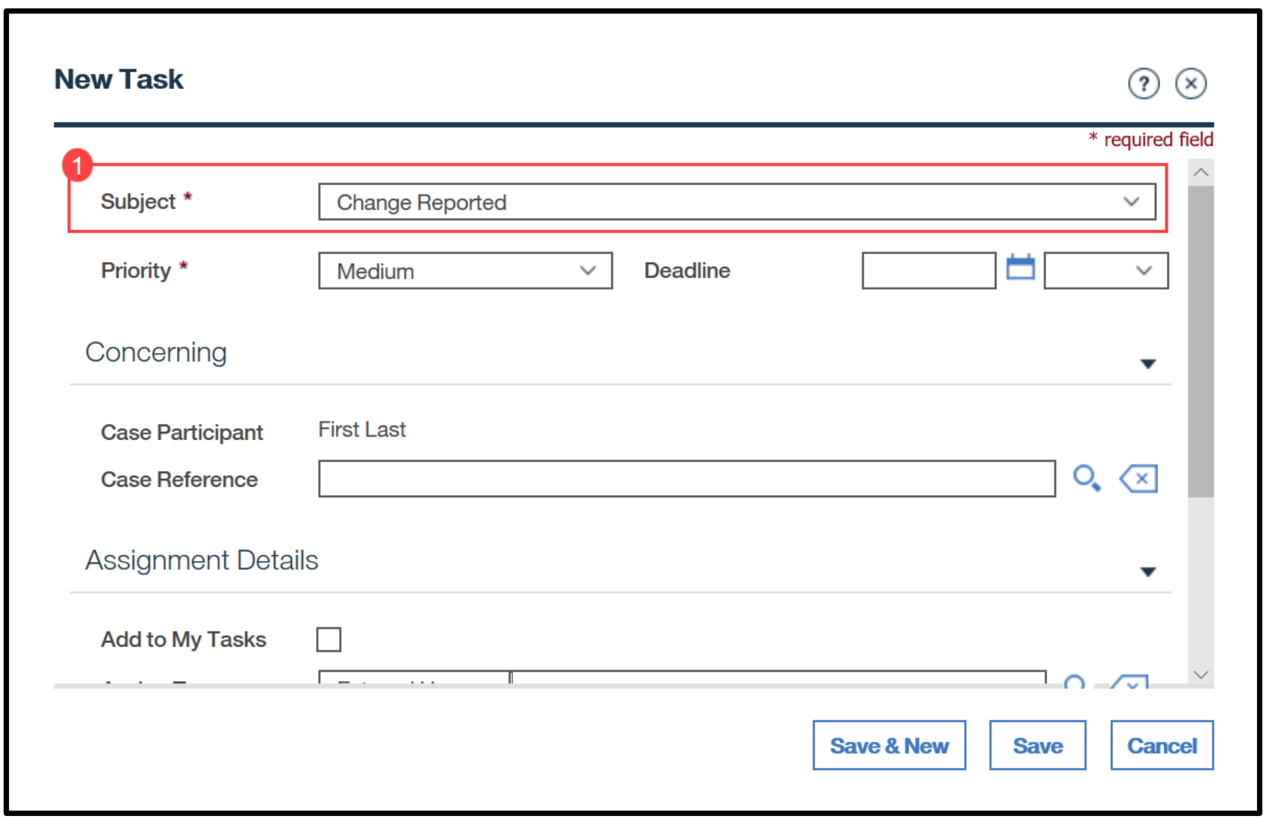
Tech Notes: See SpecialCautionType Code table for list of valid values.

5.1.3 New Task

The New Task page allows a worker to manually add a task to PREE with a preset subject title. The task will be systematically routed to the appropriate queue. See Tasks, Alerts, Work Queues section.

5.1.3.1 Screenshot (Modify)

Figure 5: New Task (Person Page Level)



5.1.3.2 Description of Modifications and Additions

1. Subject

Dropdown, Modify

The Subject dropdown values were updated in the Code Tables FDD.

Tech Notes: See VITaskSubject Code table for list of valid values

5.2 Application

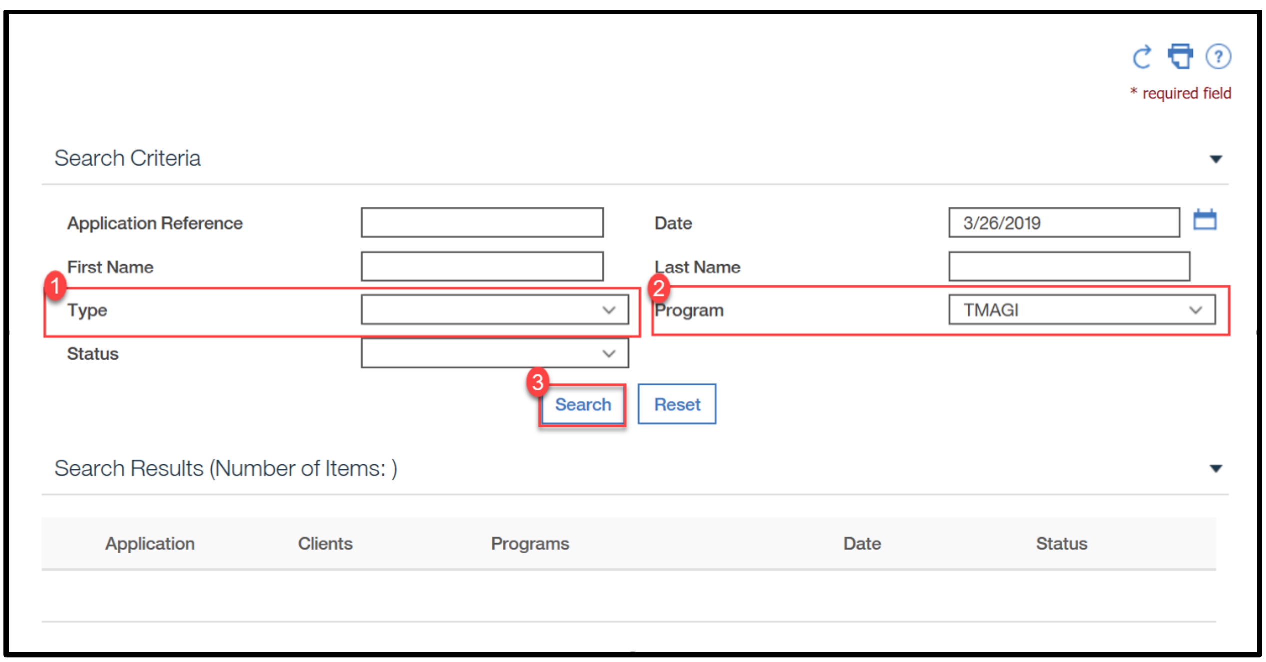
The Application module contains information concerning the application selected. The information to view is available under each tab accessible from the Application module.

5.2.1 Application Search

The Application Search page allows a user to search for applications within PREE. Applications can be searched regardless of their status.

5.2.1.1 Screenshot (Modify)

Figure 6: Application Search



5.2.1.2 Description of Modifications and Additions

1. Type

Dropdown, Modify, Optional

Modify the Application Type in the Code Tables FDD to display only the application types values applicable to Puerto Rico.

Tech Notes: See ApplicationType Code table for list of valid values.

2. Program

Dropdown, Modify, Optional

Modify the Program Type in the Code Tables FDD to display only the program types values applicable to Puerto Rico.

Tech Notes: See ProgramType Code table for list of valid values.

3.Search

Button, Modify

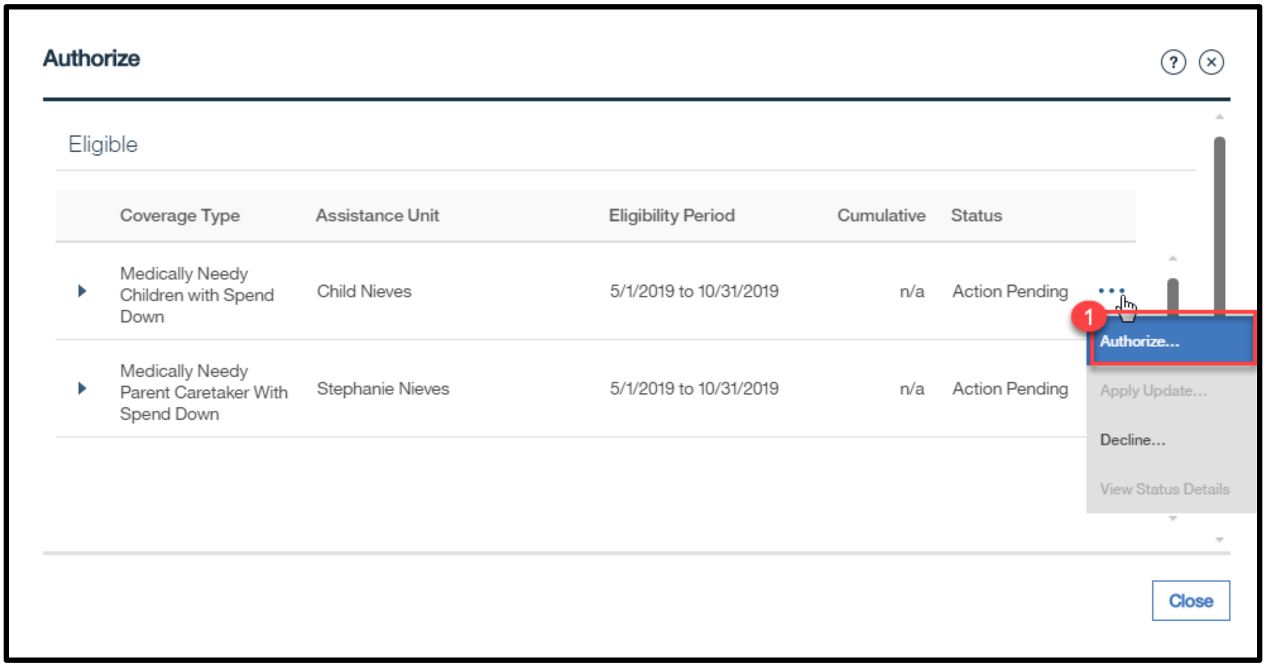
When clicked, the search result will not be accent or case sensitive.

5.2.2 Authorize

The Authorize page allows the caseworker to authorize the eligibility decision for each applicant during the application process rather than waiting for the overnight batch.

5.2.2.1 Screenshot (Modify)

Figure 7: Authorize



5.2.2.2 Description of Modifications and Additions

1. Authorize

Button, Modify

When clicking the Authorize button, if a preferred Managed Care Organization (MCO) is selected, then assign the selected MCO. If a preferred MCO is not selected, then assign an MCO using a round robin method. If the individual was previously eligible within the last 6 months and had a MAO, then assign the MAO instead of the MCO, regardless if a preferred MCO was selected.

> ***Tech Notes: For members who needs to be assigned an MCO will be assigned one by using the round robin method. This may cause each household member to have a different MCO, which is acceptable.***

5.3 Integrated Case

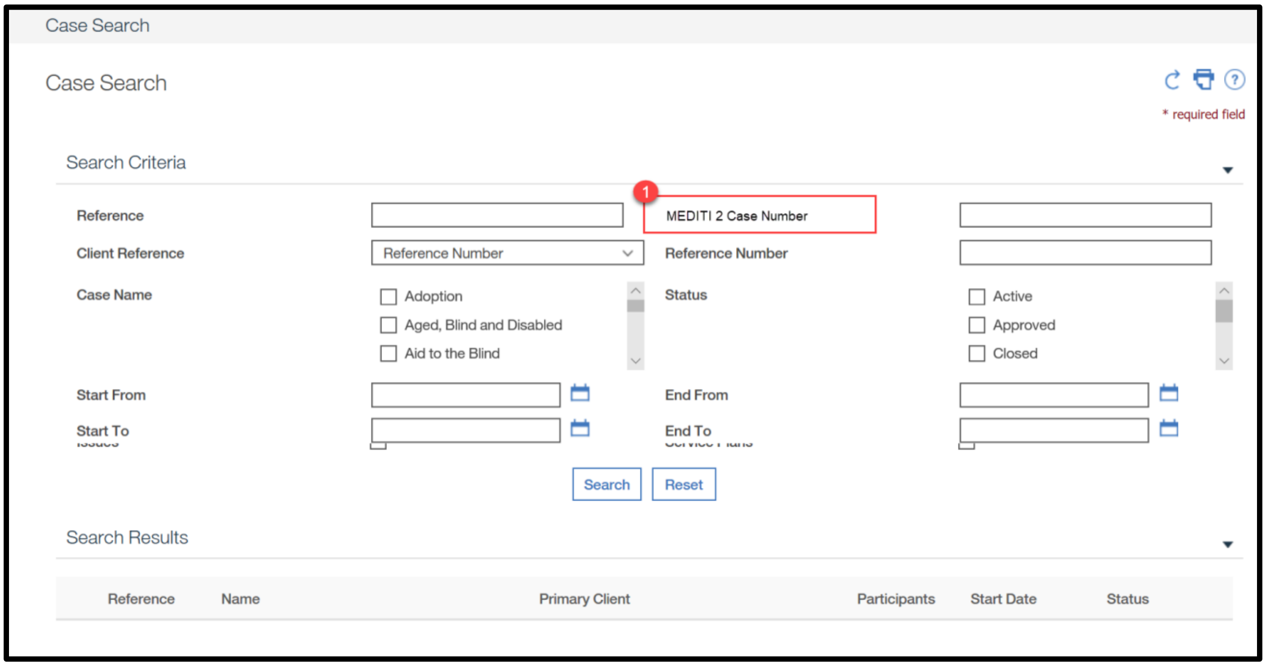
The Integrated Case (IC) is a module which contains details about a case, including information about case members' incomes, resources, expenses, and etc. Cúram contains different types of IC's, but in PREE "Income Support" is the only type of IC being used.

5.3.1 Case Search

The Case Search page allows a user to search for an IC or PDC using search criteria such as the PREE Case Reference Number or the MEDITI 2 Case Number.

5.3.1.1 Screenshot (Modify)

Figure 8: Case Search



5.3.1.2 Description of Modifications and Additions

1. MEDITI 2 Case Number

Textbox, Modify, Optional

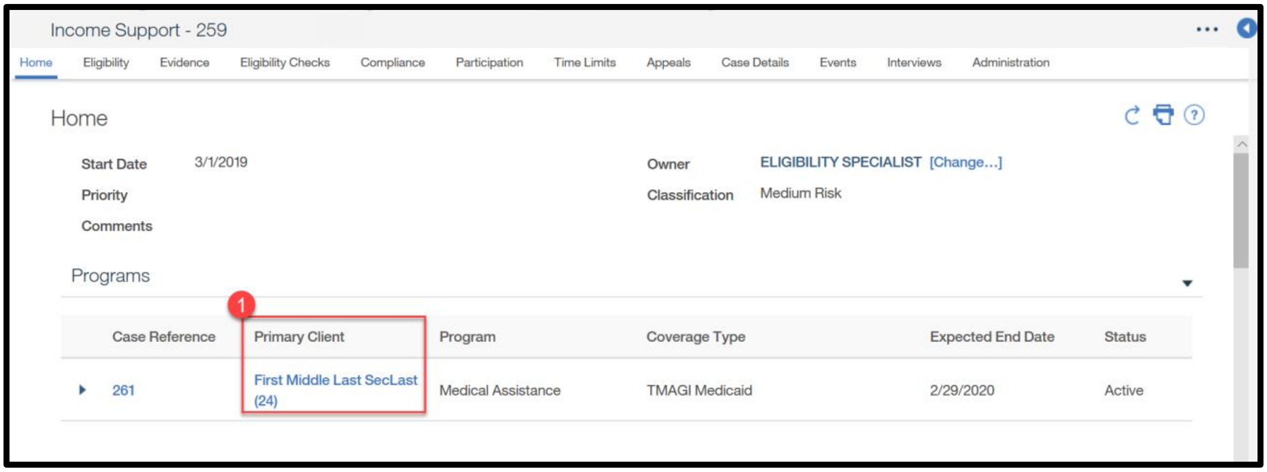
Change "CARIBS/VIMS Case Number" to "MEDITI 2 Case Number".

5.3.2 Income Support Homepage

The Income Support Home page contains general information about the IC such as the Program Type and Coverage Type for all PDC's.

5.3.2.1 Screenshot (Modify)

Figure 9: Income Support HomePage



5.3.2.2 Description of Modifications and Additions

Programs Section

1. Primary Client

Column, Modify

Change this column to display the full name of the recipient on the PDC. The full name includes First Name, Middle Name, Last Name, and Second Last Name.

> ***Tech Notes: This is the person receiving the benefit on the PDC. The Person full name will include: First Name + Middle Name + Last Name + Second Last Name.***

5.3.3 Guided Change

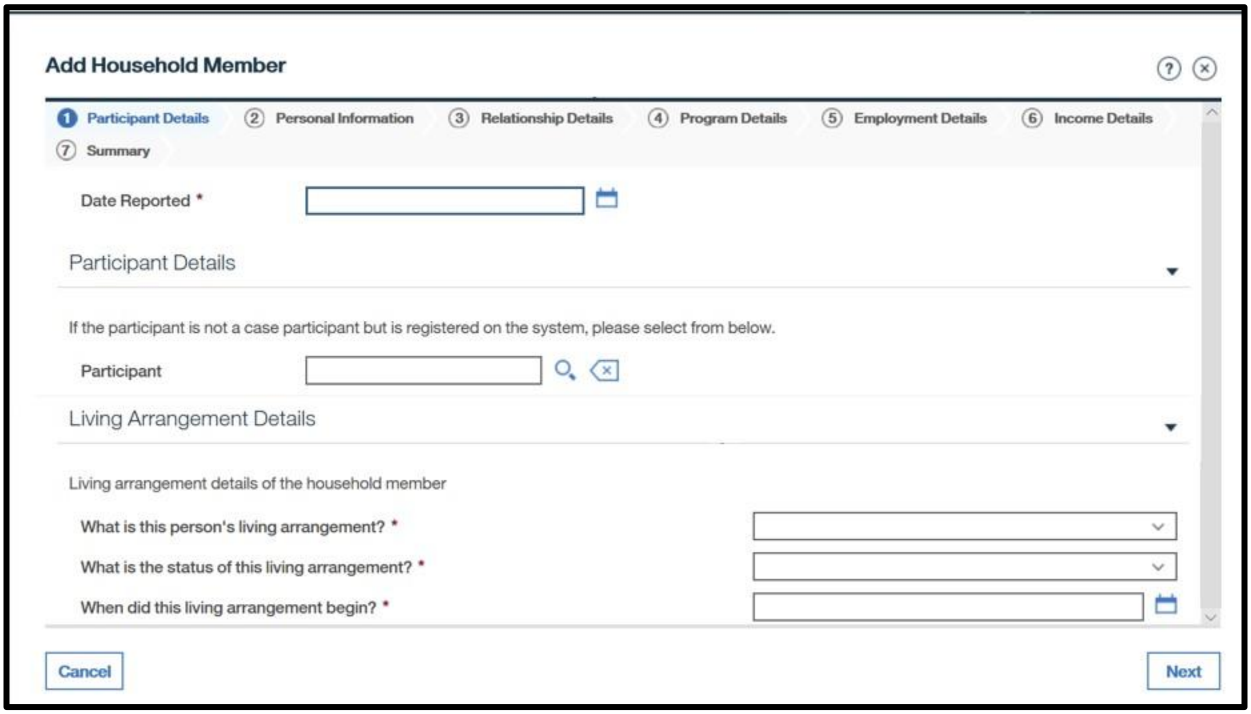
The Guided Change feature allows workers to input all the necessary information needed to add a new household member to the IC.

5.3.3.1 Participant Details

The Participant Details page allows for the entry of information (i.e., name, gender, and date of birth (DOB)) of the new household member. The ability to add a non-registered individual was removed from the Participant Details cluster because it is the worker's responsibility to register the new individual first. The Register a Person page uses the Person Match process to avoid duplicity.

5.3.3.1.1 Screenshot (Modify)

Figure 10: Add Household Member - Participant Page



5.3.3.1.2 Description of Modifications and Additions

Participant Details cluster

If the participant is not registered on the system, complete the details below.

Text, Remove

First Name

Textbox, Remove

Last Name

Textbox, Remove

Date of Birth

Date, Remove

Gender

Dropdown, Remove

Marital Status

Dropdown, Remove

Address Details Cluster

Address Details

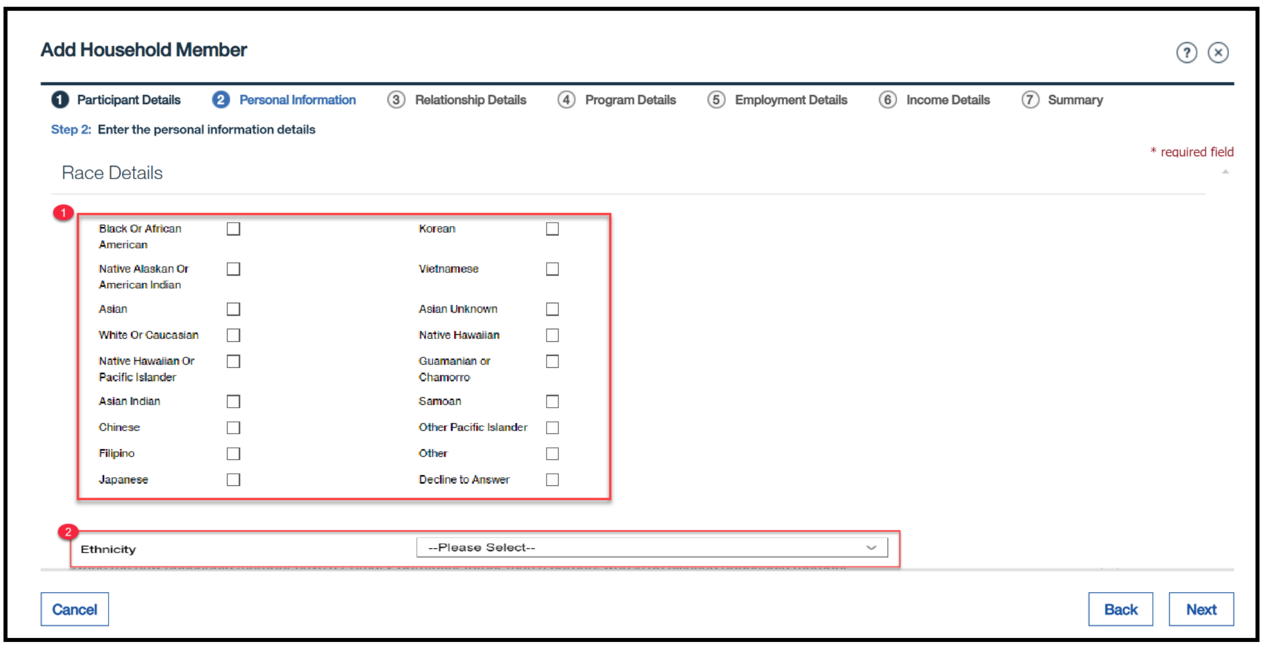
Cluster, Remove

5.3.3.2 Personal Information

The Personal Information page is used to gather additional information about the individual being added.

5.3.3.2.1 Screenshot (Modify)

Figure 11: Add Household Member - Personal Information Page <CR147>



Description of Modifications and Additions

Race Details Cluster

One selection under this cluster is mandatory to be selected.

<CR147>

~~1. Other~~

~~Check box, New~~

~~Add a new Check box, Other, to allow users to select Other for a person's race.~~

~~2. Decline to Answer~~

~~Check box, New~~

~~Add a new Check box, Decline to Answer, to allow users to decline to identify a race.~~

1. Race Cluster

Check box, Modify, Conditional

The list of races to select from is being updated with the following:

Black or African American
Native Alaskan or American Indian
Asian
White or Caucasian
Native Hawaiian or Pacific Islander
Asian Indian
Chinese
Filipino
Japanese
Korean
Vietnamese
Asian Unknown
Native Hawaiian
Guamanian or Chamorro
Samoan
Other Pacific Islander
Other
Decline

2. Ethnicity

Dropdown, New, Conditional

Add a new dropdown, Ethnicity, to allow users to select the ethnicity of the person being added.

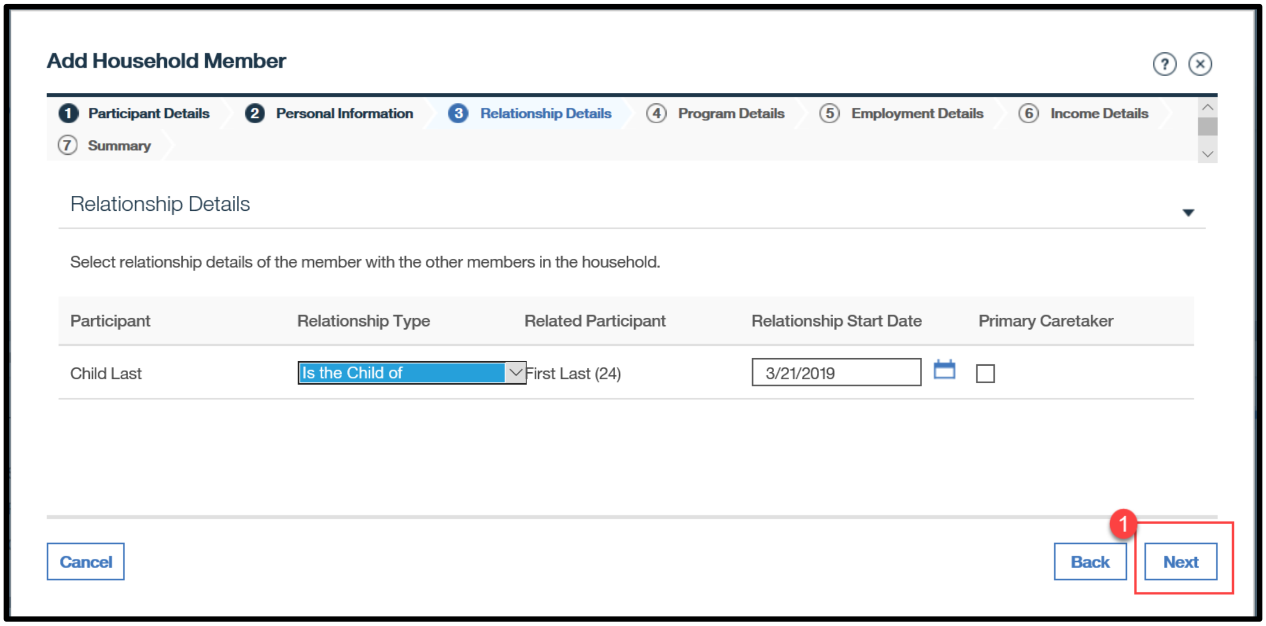
Technotes: See Ethnicity Code table for list of valid values.

5.3.3.3 Relationship Details

The Relationship Details page is used to gather relationship information between the individual being added and those already existing on the case.

5.3.3.3.1 Screenshot (Modify)

Figure 12: Add Household Member - Relationship Details Page



5.3.3.3.2 Description of Modifications and Additions

Relationship Details Cluster

1. Next

Button, Modify

When the Next button is clicked, display the Program Details page.

5.3.3.4 Program Details

The Program Details page is used to gather information regarding the evaluation type Modified Adjusted Gross Income (MAGI)/Non-MAGI and MCO.

5.3.3.4.1 Screenshot (Modify)

Figure 13: Add Household Member - Program Details Page

5.3.3.4.2 Description of Modifications and Additions

1. Health Benefits

Cluster, New

2. Does this person want to apply for health benefits?

Dropdown, New, Mandatory

Default to blank.

Tech Notes: See YesNo Code table for list of valid values.

3. Evaluation Type

Dropdown, New

This question will provide the applicant the option to select the preferred evaluation type. The default value is “MAGI and Non-MAGI”, indicating an evaluation of both MAGI and Non-MAGI.

Tech Notes: See PREvaluationType Code table for list of valid values.

4. Select the applicant’s preferred Managed Care Organization (MCO).

Dropdown, New, Optional

This field allows the applicant to indicate their preferred MCO provider.

Tech Notes: See PRManagedCareOrganization Code table for list of valid values.

Work Registration

Cluster, Remove

This Cluster is being removed since this information is not needed for Medicaid Assistance.

Household Meal Group

Cluster, Remove

This Cluster is being removed since this information is not needed for Medicaid Assistance.

5. Next

Button, Modify

When the Next button is selected, display the Employment Details page.

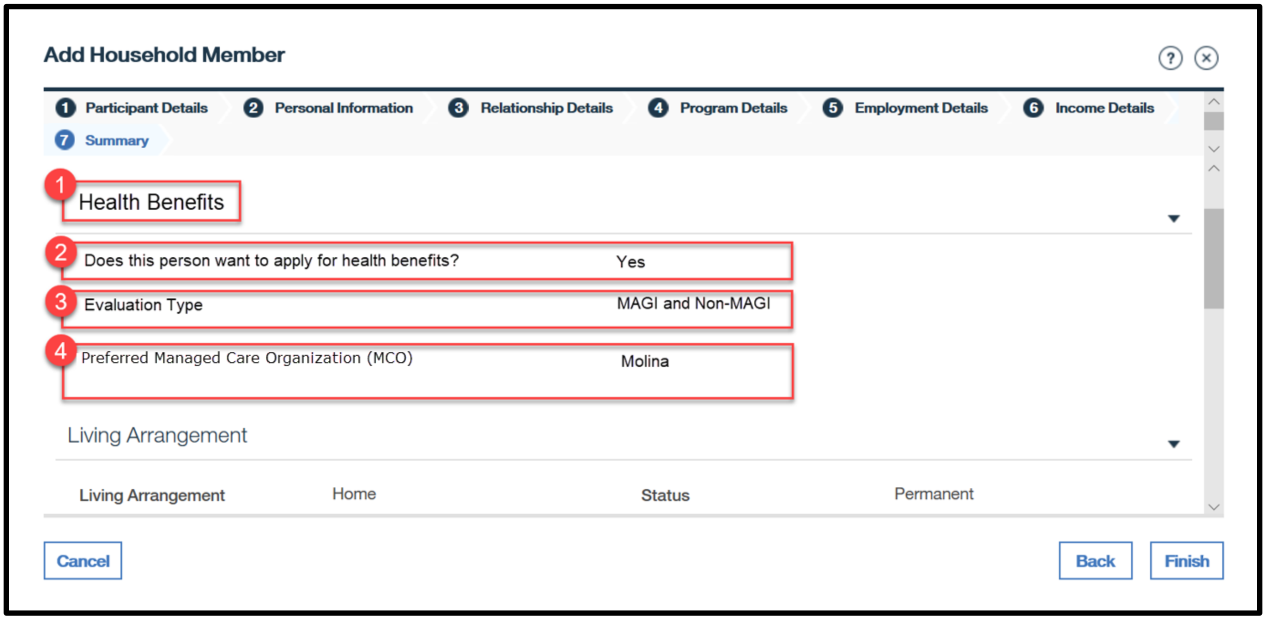
5.3.3.5 Summary

The Summary page provides a summary of the information entered on the previous pages. If an error is discovered, the worker can return to the page that contains the error and modify the information before moving forward.

The Summary page is being updated with the new and modified fields that were added to the Guided Change script.

5.3.3.5.1 Screenshot (Modify)

Figure 14: Add Household Member - Summary



5.3.3.5.2 Description of Modifications and Additions

1. Health Benefits

Cluster, New

2. Does this person want to apply for health benefits?

Static Text, New

3. Evaluation Type

Static Text, New

4. Preferred Managed Care Organization (MCO).

Static Text, New

5.3.4 New Application

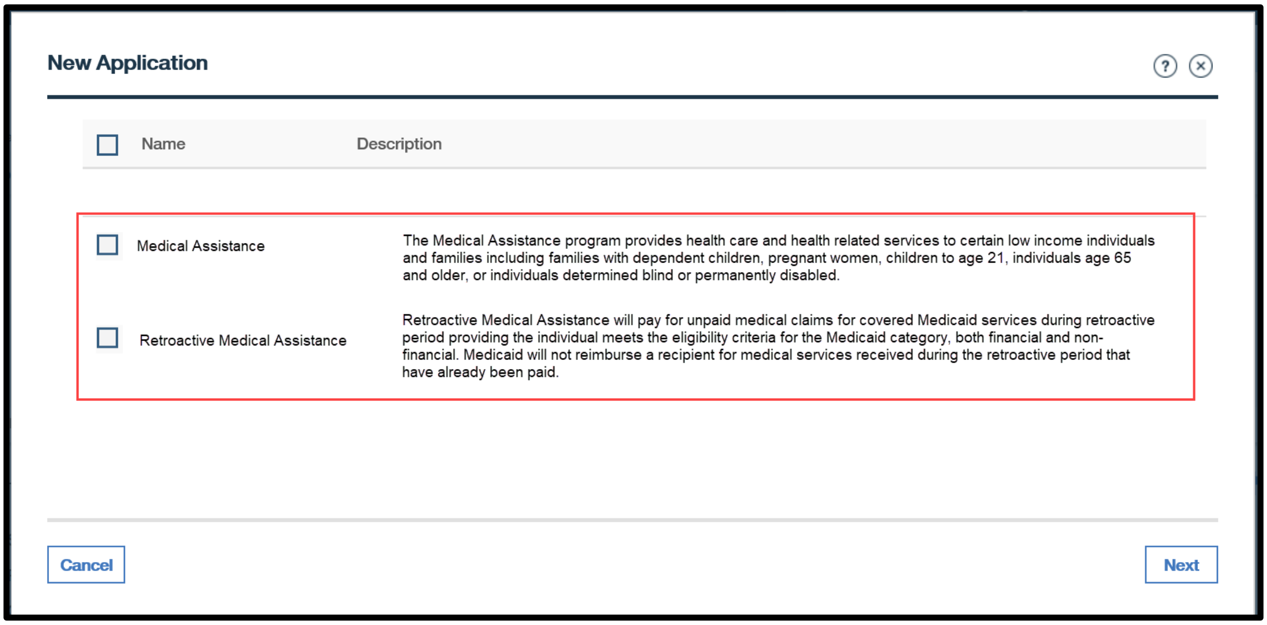
The New Application wizard provides the worker with the ability to add a new application from the IC to simplify the reapplication process for a person who is part of an open IC. Restoring the OOTB code for this functionality will allow the worker to select the application from the IC, the program, and the primary client, and then view the Client's Rights and Responsibilities page.

5.3.4.1 New Application

The New Application page allows the worker to select the application type.

5.3.4.1.1 Screenshot (Modify)

Figure 15: New Application Page



5.3.4.1.2 Description of Modifications and Additions

Cash Assistance

Checkbox, Remove

Cash Assistance will not be listed as an assistance application type.

Supplemental Nutrition Assistance Program

Checkbox, Remove

Supplemental Nutrition Assistance Program will not be listed as an assistance application type.

CHIP (Children's Health Insurance Program)

Checkbox, Remove

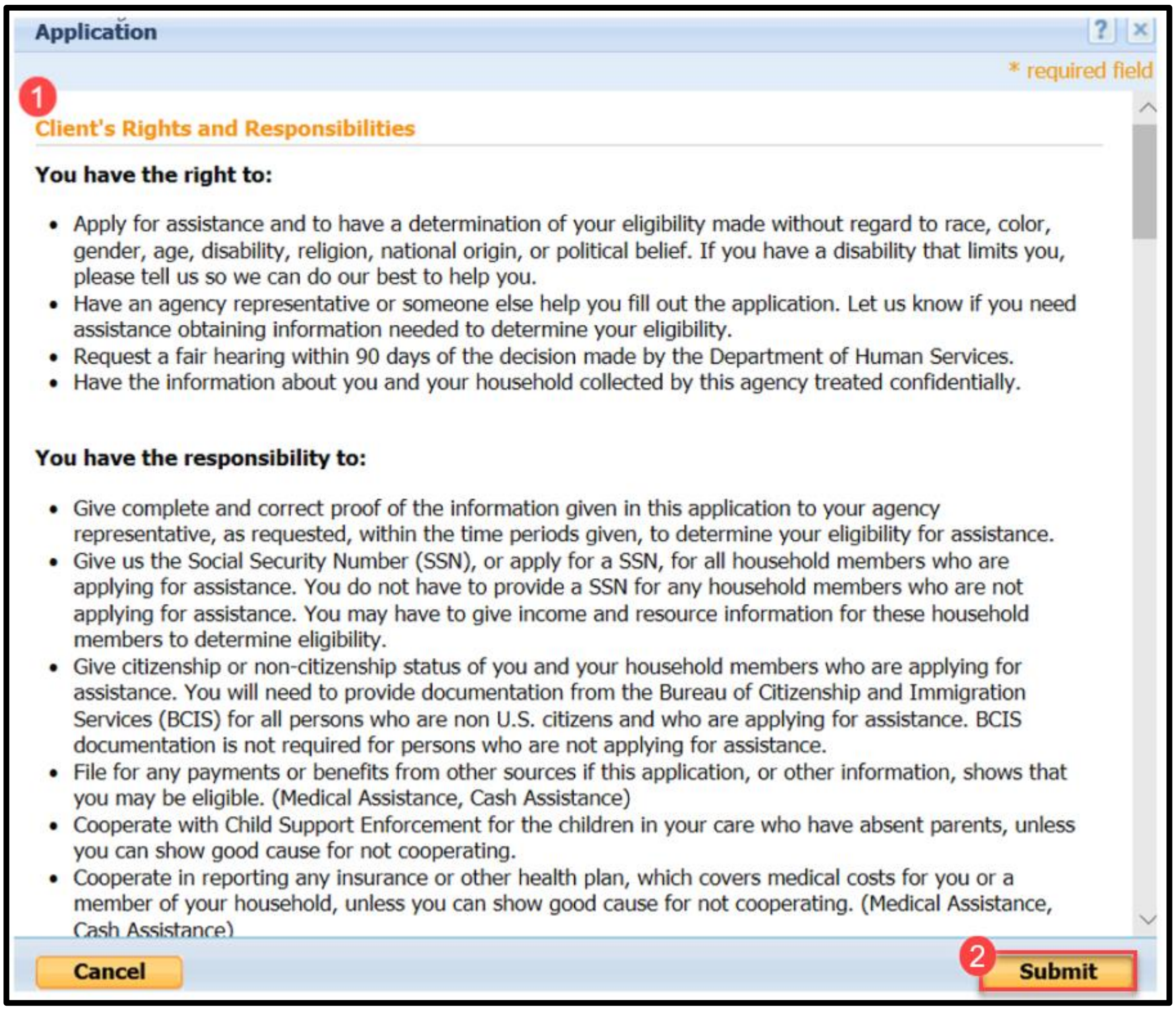
CHIP will not be listed as an assistance application type.

5.3.4.2 Client's Rights and Responsibilities

The "Client's Rights and Responsibilities" page will be updated to add the Rights and Responsibilities statement required by PRMP.

5.3.4.2.1 Screenshot (Modify)

Figure 16: Client's Right and Responsibilities



5.3.4.2.2 Description of Modifications and Additions

1. Client's Rights and Responsibilities

Change the verbiage on the Rights and Responsibilities page to the following:

Rights and Responsibilities

I surrender to the Puerto Rico Medicaid Program any right of reimbursement for remuneration, wrongful premium payments, or any other payment not mentioned, used for my medical expenses or used by any person in my household in that regard. I pledge to collaborate with the Puerto Rico Department of Health officials and/or the Medicaid Anti-Fraud Unit with any necessary information needed to identify, manage, and/or recover any improper disbursements.

If anyone on this application is eligible for benefits, I know I will be asked to cooperate with the agency that collects medical support from an absent parent. If I think that cooperating to collect medical support will harm me or my children, I can tell Medicaid and I may not have to cooperate.

Authorization and Certification

I understand that by federal regulation I must provide my Social Security Number and the Social Security Numbers for all persons on the application who want health care coverage, as a requirement for eligibility to the benefits provided by the Puerto Rico Medicaid Program.

I authorize the Puerto Rico Medicaid Program to use all the information provided in this application, including my Social Security Number and the Social Security Numbers of other persons on the application. I also authorize the exchange of information with public agencies (state/federal) and/or private entities, to corroborate household incomes and resources, household composition as well as citizenship or immigration status. I understand that the Puerto Rico Medicaid Program can request information from the Puerto Rico Department of Treasury, Department of Transportation, and Department of the Family, the federal Internal Revenue Service, Department of Homeland Security, and the Social Security Administration and any other entity. I understand that the Puerto Rico Medicaid Program can verify my credit report, and the credit report of all persons on the application through an authorized agency.

I certify that the answers to questions on this application to the Puerto Rico Medicaid Program are true to the best of my knowledge. I know that I may be subject to penalties and federal and/or Puerto Rican law if I provide dales or untrue information and that I may also be required to return funds spent on my behalf.

Legal Warnings

Altering, modifying, adding dates of issuance, effectiveness or termination or the reproduction in any form of the ID Card of the Government Health Plan to obtain fraudulent services, constitutes a violation of the law. No person may purchase, obtain, or use an ID Card of the Government Health Plan without being certified as eligible through the Puerto Rico Medicaid Program. Transferring or lending an ID Card of the Government Health Plan to another person is prohibited by law. Every beneficiary certified as eligible by the Puerto Rico Medicaid Program should be the sole user of the Government Health Plan ID Card issued to him or her, on which they will appear identified with their legal name.

It’s an obligation of the undersigned beneficiary to inform the Puerto Rico Medicaid Program of any changes affecting any person on the application who is made eligible. This includes changes such as an increase or decrease of income or resources, change of residence, coverage under any other health insurance, changes in family composition (such as by death or birth of a new child), or any other changes that may affect his or her eligibility. The beneficiary must report any such changes within 30 days of the occurrence of such change. Changes can be reported by the beneficiary at any local office of the Puerto Rico Medicaid Program, or may also be reported using regular mail or fax. If the beneficiary opts for regular mail or fax method, it is the responsibility of the beneficiary to keep evidence of the transaction.

Any person that incurs in a fraudulent act with the purpose to obtain benefits provided by the Puerto Rico Medicaid Program will be excluded as a participant and will be referred to the Puerto Rico Medicaid Anti-Fraud Unit, and/or the federal Department of Justice.

The Puerto Rico Medicaid Program does not discriminate on the basis of race, color, national origin, age, sex, sexual orientation, gender identity or disability.

☐ Confirmed that client has read or been made aware of his/her rights and responsibilities, of the department's policy, and has authorized the use and release of the information supplied on the application as described above.

2. Submit

Button, Modify

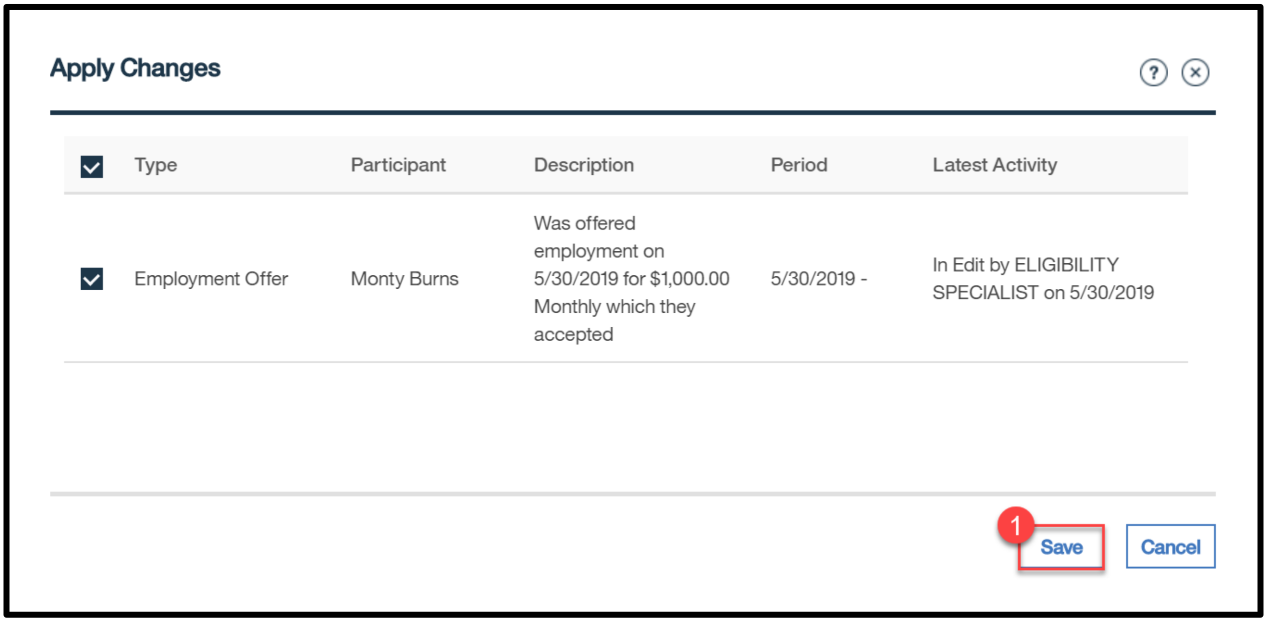
The user must select the "Confirmed that client has read or been made aware of his/her rights and responsibilities, of the department's policy, and has authorized the release of the household information" check box before being allowed to submit the application.

5.3.5 Apply Changes (Modify)

The Apply Changes page allows the worker to apply the in-edit evidence changes and start the reassessment as part of the COC process.

5.3.5.1 Screenshot (Modify)

Figure 17: Apply Changes



5.3.5.2 Description of Modifications and Additions

1. Save

Button, Modify

When clicking the Save button on the Apply Changes Page, all recipients within the COC period will be reassessed, except pregnant women and women reporting pregnancy. The COC period includes all months prior to the last 3 months of the current certification period. If the evidence being applied impacts an individual within his/her recertification period, then the change will be waived until the end of the certification period.

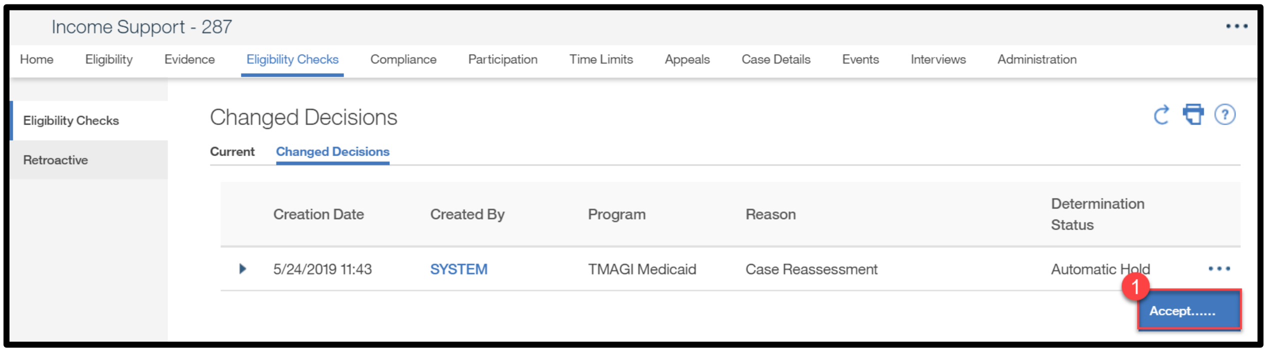
<CR103> Prior to activating each evidence, the system will check if verification is required for any of the recipients. See <CR103> Verification Dependent Check Process (New) on how to determine if the recipient is a Verification Dependent. If verification is required, then do not activate the evidence and display the unverified evidence error message. **Note** this enhancement will continue to only apply to recipients.

5.3.6 Changed Decisions (Modify)

When a change is applied on an IC, all the PDCs in the IC will be reassessed by the system and can cause a change in the current decisions. All changed decisions are placed on Automatic Hold. The worker will have the ability to accept the on-hold decisions generated by PREE. If the on-hold decision is not accepted by a worker, then it will be automatically accepted during the nightly batch process.

5.3.6.1 Screenshot (Modify)

Figure 18: Changed Decisions



5.3.6.2 Description of Modifications and Additions

1. Accept

Button, Modify

<CR-45> When a change is accepted, the ~~change~~ effective date of the change is driven by the type of decision. Any decision that does not meet the Negative Decisions definition criteria defined below will go into effect once the Change Decision is accepted. ~~See sections 5.3.6.2.1 and 5.3.6.2.2 below for definition of Positive and Negative and the effective dates per decision type.~~

Tech Note: The same logic will need to be applied when the system accepts the changes. The Accept behavior should be the same, regardless of how it was triggered.

5.3.6.2.1 Positive Decision

Definition: <CR-45> A decision is considered positive if it does not meet the Negative Decision criteria. ~~at least one of the following is true:~~

- ~~Person's coverage code goes from a higher number to a lower number, resulting in a copay decrease.~~
- ~~Person's eligibility changes from any category under Commonwealth to any Medicaid (MAGI or non-MAGI) category.~~

Decision Effective Date: Date the change was applied.

<CR-156>

WHEN the Changed Decision is accepted
FOR Medical Expansion Cases

IF Applied Change Date <= Public Health Emergency (PHE) End Date **AND** there is a change

THEN

- Create and activate a new Forced Eligibility evidence
  - Benefit = Current Benefit

    - Reason = PHE
    - End Date = the earlier date between PHE and Cert End Date
- Accept the new Changed Decision record triggered by the activation of the Forced Eligibility Evidence.

FOR Non-Medicaid Expansion Cases
IF PHE End Date > CERT End Date
THEN Update the Cert End Date = PHE End Date **AND**

- Create and activate a new Forced Eligibility evidence
    - Benefit = Current Benefit
    - Reason = PHE
    - End Date = PHE End Date
- Accept the new Changed Decision record triggered by the activation of the Forced Eligibility Evidence.

NOTE #1: A Forced Eligibility Evidence would not be created for a "No Change" scenario.

NOTE #2: Only create a new Forced Eligibility record when a Forced Eligibility record does not exist for the period.

5.3.6.2.2 Negative Decision

Definition: <CR-45> A decision is considered negative if at least one of the following is true:

- Person is ineligible.
- Person's coverage code goes from a lower number to a higher number, resulting in a copay increase, except for 1) children under the age of 21 and, 2) a woman who is pregnant.
- Person's eligibility changes from any category under Medicaid (MAGI or non-MAGI) to any Commonwealth category, except for 1) children under the age of 21 and 2) a woman who is pregnant.

Recipients with a negative decision will go through the Adverse Action Process, except if the negative decision meets the Adverse Action Exception.

Decision Effective Date: <CR-45> The last day of the month in which the last day of the Adequate Notice Period falls. Refer to the Notices and Forms FDD for how to calculate the Adequate Notice Period. ~~End of the month of the expiration date on the Notice of Adverse Action (NOAA). See Notices and Forms FDD for the expiration date of the NOAA.~~

~~Person's eligibility changes from any category under Medicaid (MAGI or non-MAGI) to any Commonwealth category. Recipients with a negative decision will go through the Adverse Action Process, except if the negative decision meets the Adverse Action Exception.~~

FOR Medicaid Expansion cases:

WHEN the Changed Decision is accepted
IF Applied Change Date <= PHE End Date
AND Adverse Action End Date <= PHE End Date
THEN

- Create and activate a new Forced Eligibility evidence
  - Benefit = Current Benefit
  - Reason = PHE
  - End Date = the earlier date between PHE and Cert End Date
- Accept the new Changed Decision record triggered by the activation of the Forced Eligibility Evidence.

AND IF Decision = Ineligibility **AND** PHE End Date < Cert End Date
THEN Set Cert End Date = PHE End Start Date

FOR Non-Medicaid Expansion Cases

IF PHE End Date > CERT End Date **THEN** extend the certification period = PHE End Date
THEN

- Create and activate a new Forced Eligibility evidence
  - Benefit = Current Benefit
  - Reason = PHE
  - End Date = PHE End Date
- Accept the new Changed Decision record triggered by the activation of the Forced Eligibility Evidence.

NOTE #1: Only create a new Forced Eligibility record when a Forced Eligibility record does not exist for the period.

5.3.6.2.2.1 Adverse Action Exception

Not all negative decisions are entitled to receive adequate notice of the negative decision. In these instances, the effective date will be as specified below.

Table 3: Adverse Action Exceptions and Effective Date

Exceptions	Effective Date	Comments
<CR-18> **~~Commonwealth~~**	~~Date the change was applied~~	~~If the ineligible recipient's benefit category is one of the Commonwealth categories, then the termination begins on the day the change was applied~~
Household member is deceased	Date of death	
Moved out of Puerto Rico	Start date on the Addresses evidence with: Address Type = private address State <> Puerto Rico	This means the person no longer lives in Puerto Rico.
Voluntary request for termination	Same day of the request	
Receiving medical benefit from a different state	End of the month the Benefit evidence was applied with: Type = Medical Assistance State <> Puerto Rico	The process on how the Benefit evidence will be activated for PARIS match scenarios will be discussed during the appropriate Interface JAD sessions.
<CR156> COVID Exception	PDC Closure Date when the closure reason is "COVID Exception"	

5.4 Product Delivery Case

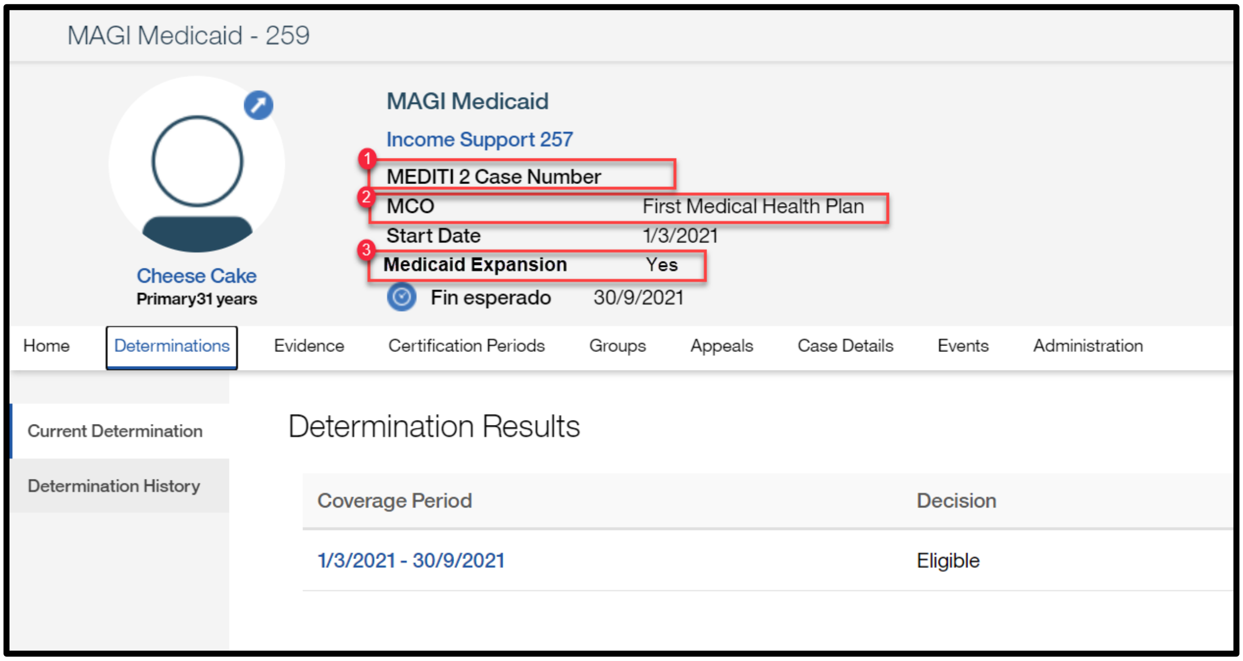
The PDC module will display the benefit category of the individual that is receiving the benefit.

5.4.1 Product Delivery Case Display Panel

The PDC Display Panel will display the MEDITI 2 Case Number associated with the category the individual received from MEDITI 2.

5.4.1.1 Screenshot (Modify)

Figure 19: Product Delivery Case Display Panel <CR153Part2>



5.4.1.2 Description of Modifications and Additions

1. MEDITI 2 Case Number

Text, Modify

Change “VIMS Case Number” to “MEDITI 2 Case Number”.

2. MCO

Text, New

Display the name of the MCO assigned to the person.

<CR153Part2>

3. Medicaid Expansion

Text, New

This field will indicate if the current eligibility is due to the Medicaid Expansion rules or not. Display 'Yes' if the recipient Current Determination decision is 'Eligible' due to the Medicaid Expansion rules. Else, display 'No'.

5.4.2 <CR156> Close Case

The Close Case page allows a user to manually close a PDC, resulting into a termination in benefits.

5.4.2.1 Screenshot (Modify)

5.4.2.2 Description of Modifications and Additions

1. Save

Button, Modify

When Save is clicked,

IF the Reason is not one of the following:

- ~~Death of the Beneficiary~~
- Voluntary Request for Termination

- COVID Exception

AND Closure Date <= PHE End Date

THEN Display the following soft warning message: *Per the COVID Public Health Emergency, a beneficiary's benefit should not be terminated. Please contact your supervisor for additional guidance prior to clicking Save.*

6 Batch Modifications

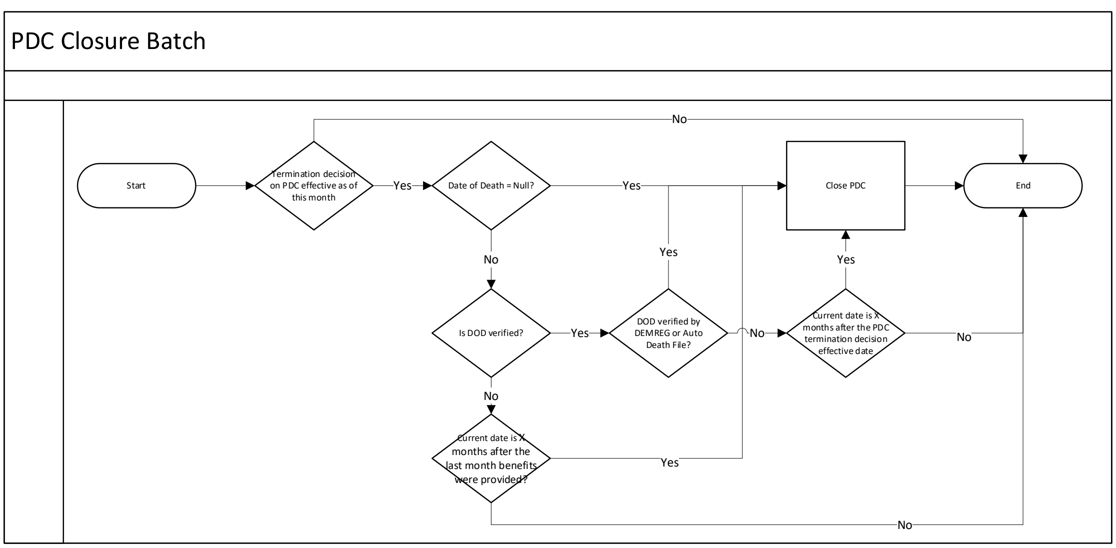
The Batch Modifications section will provide a detailed list of all the batch processes being modified, added, or removed per the PRMP requirements associated to any case management process.

6.1 PDC Closure Batch (New) <PRMO-1489>

The purpose of this batch is to automatically close any open PDC's at the end of the month after the ineligibility decision goes into effect. The primary applicant's date of death must be checked, including if it has been verified and by whom before the PDC can be closed.

6.1.1 High Level Steps

Figure 20: PDC Closure Batch



6.1.2 Predecessor

Adverse Action Process

Auto Termination

6.1.3 Successor

The successor will be determined by the development team.

6.1.4 Execution Frequency

Monthly

6.1.5 Inputs

The inputs for this batch will be determined by the development team.

6.1.6 Outputs

The outputs for this batch will be determined by the development team.

6.1.7 Detailed Steps

- **IF** PDC has ineligibility decision effective during this month

AND

- Beneficiary's Date of Death is NULL

  OR
- Beneficiary's Date of Death is NOT Null AND verified
  AND
  - Date of Death Verification Item is DEMREG or Auto Death File

  OR
- Beneficiary's Date of Death is NOT Null AND verified
  AND
  - Date of Death Verification Item is NOT DEMREG or Auto Death File
  AND
  - The current date is X months after the PDC termination decision effective date

  OR
- Beneficiary's Date of Death is NOT NULL and unverified
  AND
  - The current date is X months after the last month benefits were provided

- **THEN** Close the PDC

6.1.8 Control Report

Control Report Name: PDCClosure <date-time>

NumberClosedPDC: <Number>

Batch Start time: <date-time>

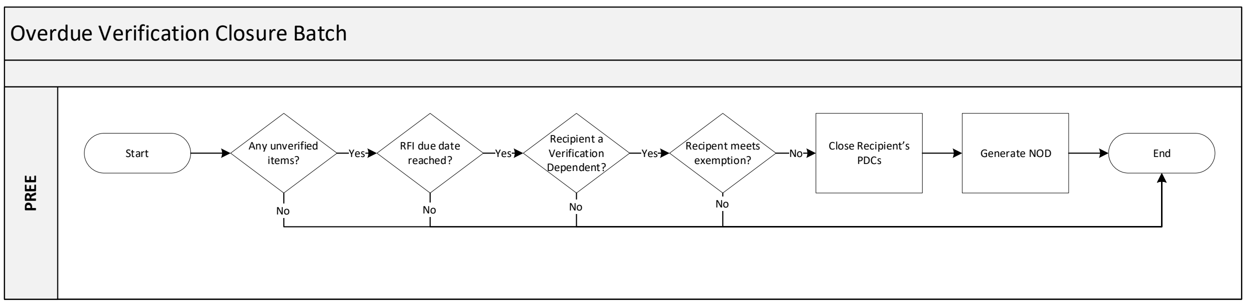
Batch Finish time: <date-time>

6.2 Overdue Pending Verification Closure Batch <CR103> <CR91> (~~Remove~~ Modify)

The purpose of this batch is to automatically terminate coverage of Verification Dependents when verification was not provided by the RFI due date. ~~for the household members that reported a change but did not provide the requested verification by the RFI due date.~~ ~~This batch is to be removed from PREE.~~ The RFI due date is defined in the Notices and Forms FDD.

6.2.1 High Level Steps

Figure 21: Overdue Pending Verification Closure Batch



6.2.2 Predecessor

~~The predecessor will be determined by the development team.~~

No Change

6.2.3 Successor

~~The successor will be determined by the development team.~~

No Change

6.2.4 Execution Frequency

~~Daily~~

No Change

6.2.5 Inputs

~~The inputs for this batch will be determined by the development team.~~

No Change

6.2.6 Outputs

~~The outputs for this batch will be determined by the development team.~~

No Change

6.2.7 Detailed Steps

- ~~**IF** the RFI due date for the COC has been reached~~

- ~~**AND IF** there are evidence(s) in-edits with outstanding mandatory verification~~
- ~~**THEN** Close all PDCs which verification is mandatory for the unverified evidence~~
- **IF** the IC have any unverified item
- **AND IF** RFI due date is reached
- **AND IF** Recipient is a Verification Dependent. See <CR103> Verification Dependent Check Process (New)for information on how to determine if the recipient is a Verification Dependent.
- **AND IF** Recipient doesn't meet the following exemption.

  Exemptions Defined:
  - Recipient is within Recert Period
  - Recipient is pregnant or within post-partum
  - Deemed Newborns
- **THEN** Close each PDCs with:
  - Reason = Failure to Provide Verification
  - Close Date = End of Month
- **AND** Generate NOD

6.2.8 Control Report

Control Report Name: OverduePendingVerification <date-time>

Number of Medicaid programs closed for overdue pending verification: <Number>

Batch Start time: <Start_Time>

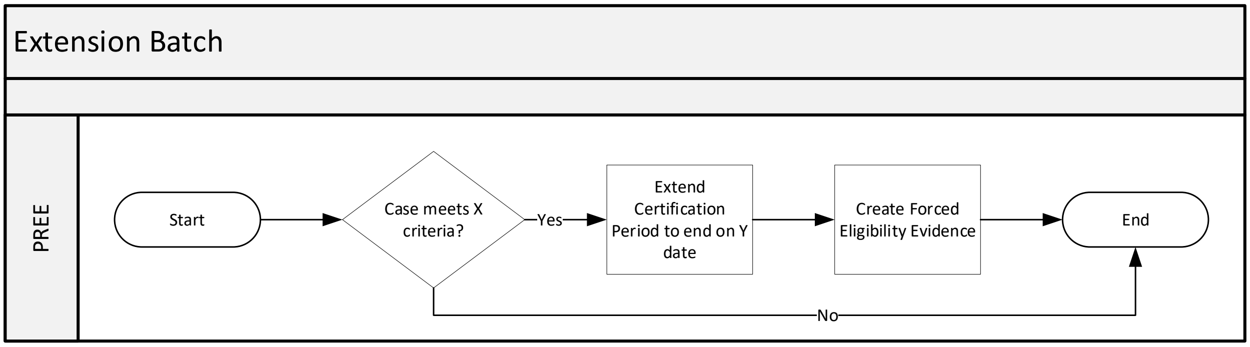
Batch Finish time: <Finish_Time>

Remove counts for all non-Medical Assistance programs.

6.3 <CR156> Extension Batch (Modify)

The purpose of this batch is to extend the certification period for cases which meet PRMP specified criteria. This batch is being modified to support PHE.

6.3.1 High Level Steps



6.3.2 Predecessor

No change

6.3.3 Successor

No change

6.3.4 Execution Frequency

Upon request

6.3.5 Inputs

No Change

6.3.6 Outputs

No Change

6.3.7 Detailed Steps

Gathers all cases that meet X criteria THEN

1. Extend the Certification Period to Y date
2. Create and activate a new Forced Eligibility evidence
    - Benefit = Current Benefit
    - Reason = PHE
    - End Date = Y Date

Note: PRMP will need to provide the criteria (X) and the date (Y) upon request to execute the Extension Batch.

6.3.8 Control Report

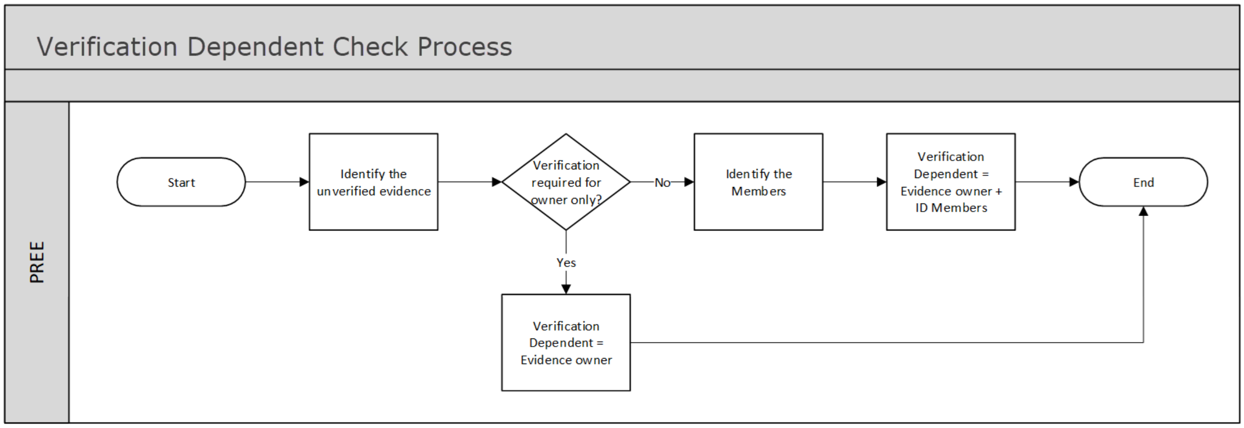
No change

6.4 <CR103> Verification Dependent Check Process (New)

The Evidence Verification Dependent Check is the process of checking which household member(s) benefit depends on the verification of each evidence.

6.4.1 High Level Steps

Figure 22: Verification Dependent Check Process



6.4.2 Predecessor

N/A

6.4.3 Successor

N/A

6.4.4 Execution Frequency

On demand, as part of the following process:

- Application Denial Batch (Intake Application FDD)
- Apply Changes (Case Management FDD)
- Authorization of benefit at Application, COC, and Renewal (Enhanced Workload FDD)
- Ex Parte Batch (Renewal FDD)
- Overdue Verification Batch (Case Management FDD)

6.4.5 Inputs

N/A

6.4.6 Outputs

N/A

6.4.7 Detailed Steps

When a process calls for the Verification Dependent Check, then identify the unverified evidence

- **IF** verification of the unverified evidence is only required for the evidence owner

- **THEN** Verification Dependent = Evidence Owner
- **ELSE** Verification Dependent = Evidence Owner AND each member the Evidence Owner is part of the Financial Unit and/or Household Unit

  NOTE #1: Please review the Verification Dependent column within the Evidence Verification Mapping to determine the dependents for each unverified evidence.

  NOTE #2: During benefit authorization, use the financial unit and household unit of the program person is being authorized or found eligible for.

6.4.8 Control Report

N/A

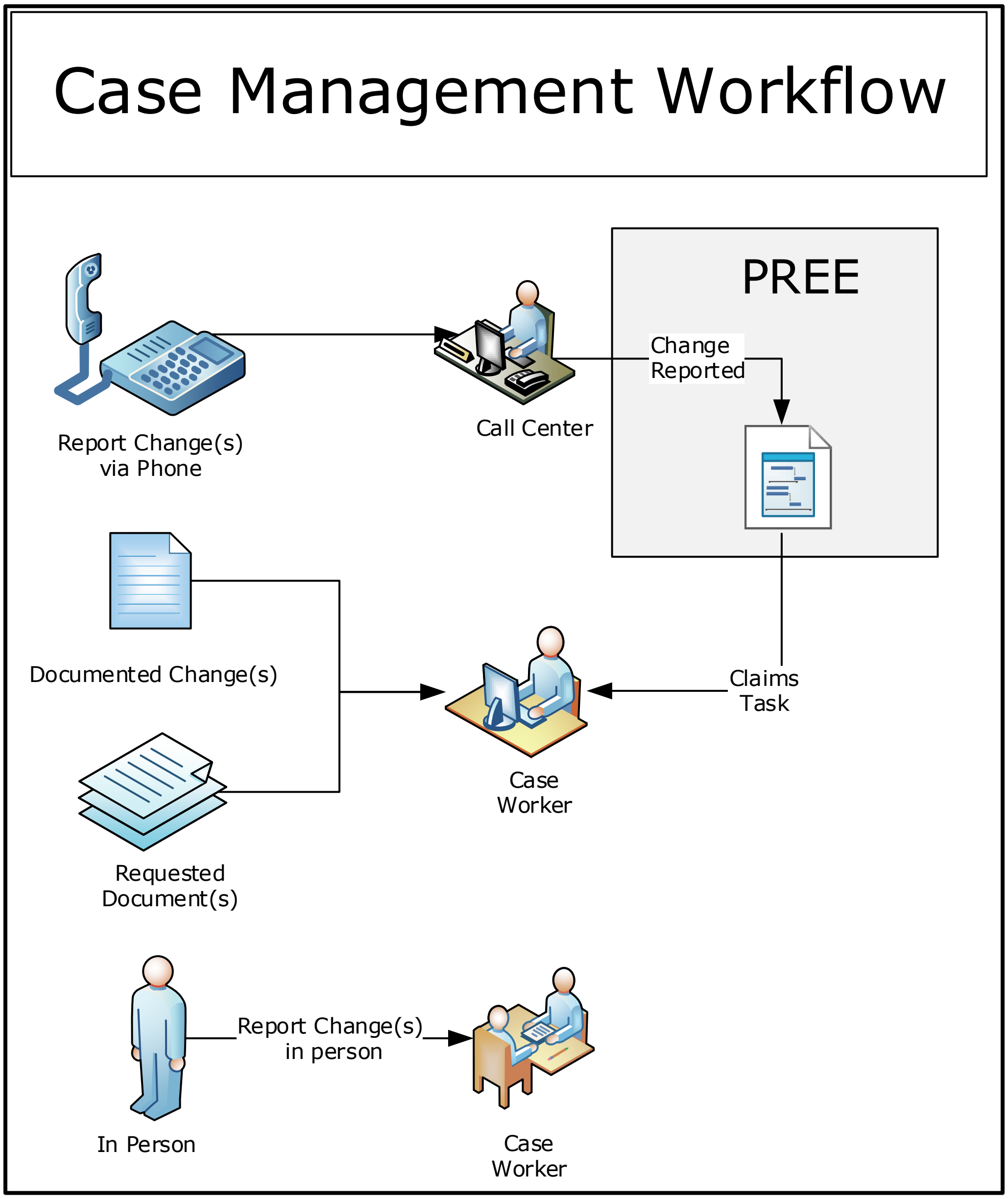
7 Tasks, Alerts, Work Queues

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 Case Management FDD.

7.1 Case Management Workflow

PREE will alert workers of changes reported via phone, Citizen Portal, and external sources (interface). Tasks triggered by changes reported over the phone will be routed as depicted in the task below. Tasks triggered by changes reported via the Citizen Portal will be documented in the Medical Application Citizen Portal FDD and external sources will be documented within the specific interface FDD’s.

Figure 23: Case Management Workflow



7.1.1 Work Queues

The following queues are to be removed in PREE:

- STT/STJ Supervisor Queue
- STX Supervisor Queue
- STT/STJ Application Processing Queue
- STX Application Processing Queue

- STT/STJ Documents Received Queue
- STX Documents Received Queue
- STT/STJ Change of Circumstances Queue
- STX Change of Circumstances Queue
- STT/STJ Periodic Reporting Queue
- STX Periodic Reporting Queue
- STT/STJ Medicaid Recertification Queue
- STX Medicaid Recertification
- Banco Popular Work Queue

7.1.2 Tasks

7.1.2.1 Change Reported (Modify)

The Change Reported task is a task that will be generated by workers, such as Call Center Workers or Caseworkers, to record changes reported by a member. The allocation strategy is being modified as stated below.

Figure 24: Change Reported

Task ☒ Notification ☐ Name: Change Reported	
Purpose: To notify the Caseworker that a change has been reported by a case participant.	
Trigger(s): Created by worker using New Task within Person.	
Allocation Type	User☐ Position☐ Job☐ Org Unit☐ Queue☒
Allocation Strategy	Task will be routed to the regional queue associated to the closest region the Person's private address. Queue options are: ▪ Arecibo ▪ Bayamón ▪ Caguas ▪ Mayagüez ▪ Ponce ▪ Metropolitana ▪ Fajardo If the person's private address is not in Puerto Rico, the task will be assigned to any queue at random.

Links	Link	Yes ☒ No ☐
	Primary Action Link	▪ If the task is created at the Person level for a person who has an IC within PREE, then display: – View Integrated Case <Reference Number> ▪ If the task is created at the Person level for a person who does not have an IC within PREE, then display: – View Person <Reference Number>
	Supporting Information Link	None
Subject	Subject Text	▪ If the task is created at the Person level for a person who has an IC within PREE, then display: – Change Reported for Integrated Case - <Integrated Case Number> ▪ If the task is created at the Person level for a person who does not have an IC within PREE, then display: – Change Reported for Person - <Person Reference Number>
Task Details	Deadline Strategy	Yes ☒ No ☐
	Deadline Strategy Details	Due Date is 10 days, if left blank. Else it's the date manually set by the person who creates the task;

	Escalation Strategy	If the deadline has passed, the task has been claimed by a worker, and the task is not yet completed, a notification should be created to alert the worker’s supervisor. **Notification Subject:** ▪ If the task is created at the Person level for a person who has an Integrated Case within PREE, then display: – A change has been reported for Integrated Case <Case #> has not been processed and the deadline has passed. ▪ Display if the task is created at the Person level for a person who does not have an Integrated Case within PREE, then display: – A change has been reported for <Person First and Last Name> <Person Reference #> has not been processed and the deadline has passed.
	Deadline Override Allowed	Yes ☐ No ☒
	Task Priority	Low ☐ Medium ☒ High ☐
	Manual Forwarding Allowed	Yes ☐ No ☒

Task/Notification Body Details	Message Body Text	If the task is created at the Person level for a person who has an Integrated Case within PREE, then display: – Change of Circumstance reported for case <Integrated Case Number> If the task is created at the Person level for a person who does not have an Integrated Case within PREE, then display: – Change of Circumstance reported for person <Person Reference Number>
Other special processing instructions:		

7.1.2.2 Authorize New Decision - COC (Remove)

The Authorize New Decision task notifies the worker that a new decision is available for authorization after the ineligible decision of the current category was accepted. PRMP process will include accepting change decisions and authorize new decision on real time to avoid inaccurate Notice of Decision (NOD) and/or NOAA to be sent to the recipients due to delay in authorizing the new decision.

8 Development Considerations

For code table values for the new and modified dropdowns, please refer to the Code Table FDD within the Evidence and Verification FDD.

<CR-156> A Medicaid Expansion ‘flag’ will be added to each application submitted during the ME period.

9 Training Considerations

9.1 Comment Box vs Notes

Information related to a person should be recorded on the Person Note page. Information related to a case should be recorded on the Case Note page. Information related to an evidence can be added to the page level “Comment” box. Page level “Comment” box has a character limit of 500 characters. “Notes” within the module level, including Person, Application, IC, PDC, Appeals, etc., has a character limit of 30,720 characters. All notes are timestamped. Workers can edit a note by adding a new entry to the existing Note. Workers can also delete a note, but it will not be moved from the Note list page. When a note is deleted, it no longer allows workers to edit the note.

9.2 Call Center Training

When a person reports a change by phone, the Call Center may be required to document the reported change(s). If so, the Call Center workers will need to be trained to collect the requested information based on the reported change and record the information within the Notes at the Person or IC level, depending on the Call Center security access in PREE. Then, a Change Reported task needs to be created by the Call Center worker and the Assigned field will be left blank. This will trigger PREE to update the Change Reported task as defined within Section 7 Tasks, Alerts, and Work Queues.

9.3 Tasks

Case Management Subject Matter Expert’s recommend caseworkers will need to be trained to check for open tasks whenever a case is touched as best practice.

The supervisors’ security role will need to include the privilege to modify all tasks, including, reallocating and forwarding the tasks. Supervisors will need to be trained on how to manage the allocation of tasks within their regional queue. This will help to identify when the region is behind on completing their tasks. Final determination of supervisors’ security role will be discussed as part of the Security and Organization Structure FDD.

Workers should be trained on PRMP guidelines to allocate tasks to other users versus queues when a new task is created.

PRMP will need to provide guidelines on how to prioritize among assigned tasks, work queues, physical documents to process, and in-person visits.

9.4 Special Caution

The Supervisors are responsible for ADFAN or OPM cases that need a Special Caution flag at the person level from the Issues and Proceedings tab. This flag will help workers easily identify individuals within PREE that should only be worked by authorized workers. Similarly, these authorized workers will also be responsible for removing the flag when the person is no longer apart of ADFAN or OPM.

9.5 Processing Changes

Workers should not delete evidences in PREE, unless it was entered by mistake. If the information on the evidence has expired, then the worker should add the appropriate end date to that evidence. Any new information reported should be added as a new evidence, and not as an overwrite to an existing evidence, except when the worker is correcting an error on the existing evidence.

9.6 Duplicate health benefits

If another State calls to request termination of an individual's coverage, the worker will be responsible to enter the appropriate end dates to terminate the coverage.

9.7 Removing a household member

When a non-credible source reports that a person is no longer living in the home (i.e., person moves out of Puerto Rico or moves to a new home in Puerto Rico), the worker will start the removing a person process and generate the RFI. If the person fails to comply by the RFI due date, only the impacted PDCs will be terminated.

When child moves from one IC to another and the child is currently categorized as a Maintenance of Effort (MOE), a supervisor will need to create a forced eligibility record in the new IC for the child to remain as MOE for the remaining months. Meaning if the child is MOE for 3 months, the forced eligibility record will be for 9 months since a child can only be MOE for 12 months.

9.8 Primary Client is no longer in household

When the Primary Client is no longer a part of the household (i.e., moved out or died), the remaining members will need to be removed from the current IC. A new application will need to be submitted from the Person page of the individual identified as the new primary client. The information of all other members can be collected via the Intelligent Evidence Gathering (IEG) or by using the Guided Change feature.

9.9 Adding a new home member

When adding a new member to the IC or application, the worker should use the Guided Change.

9.10 <CR156> COVID Exception

For the following scenarios, caseworker will need to close the beneficiary's PDC with Reason of 'COVID Exception':

- Child is being removed from home and being placed in Foster Care.
- Beneficiary is being removed from home and being placed in OPM.
- Beneficiary is being removed from home and being placed in a correctional institution.

This closure reason will allow the caseworker to close the PDC on the set date and process a new application.

10 Reporting Considerations

There are no reporting considerations identified for this Case Management FDD.

11 Use Cases and Scenarios

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

11.1 Use Case 1: Search for a Person

11.1.1 Description

This use case will instruct the worker on how to search and locate an existing person within PREE.

11.1.2 Actors

Worker.

11.1.3 Pre-Conditions

Worker has access to PREE. Person profile already exists in PREE.

11.1.4 Post-Conditions

Worker can view the Person's profile details.

11.1.5 Main Scenario

1. Worker searches for individual using "Search for a Person" link within the Quick Links or Person Search page within Clients and Outcomes tab.
2. Worker successfully locates the individual's record in Search Results section.
3. Worker clicks on the Person link to access the Person profile page.
4. End Use Case.

11.1.6 Extensions

- No extensions identified.

11.1.7 Frequency

Per worker, as needed per day.

11.1.8 Special Requirements

11.1.8.1 Performance

No special performance requirements.

11.1.8.2 Security

Worker must have access to:

- Person Search page.

- Person Profile page.

11.1.8.3 Usability / Accessibility

No special usability requirements.

11.1.8.4 Other

No other requirements.

11.2 Use Case 2: Search for an Application

11.2.1 Description

This use case will instruct the worker on how to search and locate an existing application.

11.2.2 Actors

Worker.

11.2.3 Pre-Conditions

Worker has access to PREE. Application already exists in the system, regardless of the application status.

11.2.4 Post-Conditions

Worker locates the application.

11.2.5 Main Scenario

5. Worker searches for application using "Search for an Application" link within the Quick Links or Application Search page within the Clients and Outcomes tab.
6. Worker successfully locates the individual's application in Search Results section.
7. Worker clicks on the Reference Link to access the Income Support Application page.
8. End Use Case.

11.2.6 Extensions

11.2.6.1 Extension 1 (Before Main Scenario, Step 1)

This Extension is to search for the application from the Person page.

1. Complete the "Search for a Person" Use Case.
2. Navigate to the Application tab from the Person page.
3. Worker locates the application within the applications listed on the Application page.
4. Return to Main Scenario Step 3.

11.2.6.2 Extension 2 (Before Main Scenario, Step 1)

This Extension is to search for the application from the IC page.

1. Complete the "Search for a Case" Use Case.
2. Navigate to the Application tab from the IC page.
3. Worker locates the application within the applications listed on the Application page.
4. Return to Main Scenario Step 3.

11.2.7 Frequency

Per Worker, a few times per day.

11.2.8 Special Requirements

11.2.8.1 Performance

No special performance requirements.

11.2.8.2 Security

Worker must have access to:

- Application Search page.
- Person Search page.
- Person page.
- Income Support Application page.
- Income Support page.

11.2.8.3 Usability / Accessibility

No special usability requirements.

11.2.8.4 Other

No other requirements.

11.3 Use Case 3: Search for an IC

11.3.1 Description

This use case will instruct the worker on how to search for an IC, so the worker can review the IC details.

11.3.2 Actors

Worker.

11.3.3 Pre-Conditions

Worker has access to PREE, and IC exists in PREE.

11.3.4 Post-Conditions

Worker can locate the IC.

11.3.5 Main Scenario

1. Worker searches for the IC using the "Search for a Case" link within the Quick Links or the Case Search page within the Clients and Outcomes tab.
2. Worker successfully locates the IC in Search Results section.
3. Worker clicks on the Reference Link to access to the Income Support page.
4. End Use Case.

11.3.6 Extensions

11.3.6.1 Extension 1 (After Main Scenario, Step 2)

This Extension is to search for the IC from the Person page.

1. Complete the "Search for a Person" Use Case.
2. Worker locates the IC within the Current Cases listed on the Person page.
3. Return to Main Scenario Step 3.

11.3.7 Frequency

Per Worker, a few times per day.

11.3.8 Special Requirements

11.3.8.1 Performance

No special performance requirements.

11.3.8.2 Security

Worker must have access to:

- Case Search page.
- Person Search page.
- Person page.
- Income Support page.

11.3.8.3 Usability / Accessibility

No special usability requirements.

11.3.8.4 Other

No other requirements.

11.4 Use Case 4: Search for a PDC

11.4.1 Description

This use case will instruct the worker on how to search for a PDC, so the worker can view the recipient benefit details.

11.4.2 Actors

Worker.

11.4.3 Pre-Conditions

Worker has access to PREE and PDC exists in PREE.

11.4.4 Post-Conditions

Worker can locate the PDC.

11.4.5 Main Scenario

1. Worker searches for the PDC using the "Search for a Case" link within the Quick Links or the Case Search page within the Clients and Outcomes tab.
2. Worker successfully locates the PDC in the Search Results section.
3. Worker clicks on the Reference Link to access to the PDC page.
4. End Use Case.

11.4.6 Extensions

11.4.6.1 Extension 1 (Before Main Scenario, Step 1)

This Extension is to search for the PDC from the Person page.

1. Complete the "Search for a Person" Use Case.
2. Worker locates the PDC within the Current Cases listed on the Person page.
3. Return to Main Scenario Step 3.

11.4.6.2 Extension 2 (Before Main Scenario, Step 1)

This Extension is to search for the PDC from the IC page.

1. Complete the "Search for an IC" Use Case.
2. Worker locates the PDC within the Program table on the IC page.
3. Return to Main Scenario Step 3.

Note: this is the scenario most likely to be followed by the workers.

11.4.7 Frequency

Per Worker, as needed per day.

11.4.8 Special Requirements

11.4.8.1 Performance

No special performance requirements.

11.4.8.2 Security

Worker must have access to:

- Case Search page.
- Person Search page.
- Person page.
- Income Support page.
- PDC page.

11.4.8.3 Usability / Accessibility

No special usability requirements.

11.4.8.4 Other

No other requirements.

11.5 Use Case 5: Submit an application through the IC

11.5.1 Description

This use case will instruct the worker on how to submit an application from the IC page.

11.5.2 Actors

Worker.

11.5.3 Pre-Conditions

Worker completes Use Case "Search for an IC". A person on an open IC wants to apply for Medical Assistance and/or Retroactive Medical Assistance.

11.5.4 Post-Conditions

Worker completes Use Case "Process an application with applicant NOT in person" or "Process an application with applicant in person". These use cases can be found in the Intake/Application Processing FDD.

11.5.5 Main Scenario

1. Worker selects New Application from the IC.
2. Worker selects the primary client of the new application.
3. Worker selects the program type: Medical Assistance and/or Retroactive Medical Assistance.

4. Worker explains the Rights and Responsibilities to the individual and submits the application.
5. Workers updates all the evidences, as needed.
6. End Use Case.

11.5.6 Extensions

No extensions.

11.5.7 Frequency

Per Worker, a few times per day.

11.5.8 Special Requirements

11.5.8.1 Performance

No special performance requirements.

11.5.8.2 Security

Worker must have access to:

- Case Search page.
- Income Support Case page.
- Income Support Application page.

11.5.8.3 Usability / Accessibility

No special usability requirements.

11.5.8.4 Other

No other requirements.

11.6 Use Case 6: Adding Retroactive Medical Assistance after Application is submitted

11.6.1 Description

This use case will instruct the worker on how to submit a Retroactive Medical Assistance application through either the Person profile or from the IC page.

11.6.2 Actors

Worker, Supervisor.

11.6.3 Pre-Conditions

Applicant asked the worker to also be evaluated for Retroactive Medical Assistance after the submission of the Medical Assistance application.

11.6.4 Post-Conditions

Worker completes Use Case "Process an application with applicant NOT in person" or "Process an application with applicant in person". These use cases can be found in the Intake/Application Processing FDD.

11.6.5 Main Scenario

1. Worker accesses the application submitted, but not disposed.
2. Worker will navigate to the Programs page and select Retroactive Medical Assistance as a new program.
3. Workers update all the evidences, as needed, including the Medical Expenses evidence.
4. End Use Case.

11.6.6 Frequency

Per Worker, a few times per day.

11.6.7 Special Requirements

11.6.7.1 Performance

No special performance requirements.

11.6.7.2 Security

Worker must have access to:

- Case Search page.
- Person Search page.
- Income Support Case page.
- Income Support Application page.

11.6.7.3 Usability / Accessibility

No special usability requirements.

11.6.7.4 Other

No other requirements.

11.7 Use Case 7: Process a change of circumstances

11.7.1 Description

This use case will instruct the worker on how to process changes reported and/or record supporting documents provided in person, by paper, or over the phone.

11.7.2 Actors

Worker, Supervisor.

11.7.3 Pre-Conditions

Complete Use Case 3 “Search for an IC”.

11.7.4 Post-Conditions

The reported change is processed.

11.7.5 Main Scenario

1. Worker adds and/or modifies all the necessary evidence(s) on the Person page, if applicable.
2. Worker adds and/or modifies all the necessary evidence(s) on the IC page, if applicable.
3. Worker verifies mandatory evidence(s) using supporting documents and/or electronic verification.
4. Worker clicks on Check Eligibility and reviews the decision.
5. Worker activates the on-hold change decision(s).
6. Worker accepts the change decision for each PDC, if applicable.
7. Worker authorizes new decisions generated, if applicable.
8. Worker activates new PDC’s, if applicable.
9. End Use Case.

   Note: At the end of the business day, if the worker does not generate the NOD/NOAA, the Nightly Batches will generate the NOD and/or NOAA to be mailed out.

11.7.5.1 Extension 1 (Before Main Scenario, Step 1)

This Extension is when the change was recorded via a Task.

1. Worker claims a task for Change Reported.
2. Worker reviews the details on Notes.
3. Return to Main Scenario Step 1.

11.7.5.2 Extension 2 (After Main Scenario, Step 7)

This Extension is when the worker wants to generate the NOD/NOAA.

1. Worker generates NOD/NOAA.
2. Worker provides the notice to the individual.
3. End Use Case.

11.7.5.3 Extension 3 (After Main Scenario, Step 3)

This Extension is when the worker does not have all acceptable supporting verification documents for the change.

1. Worker generates RFI and adds comments, as needed.

2. End Use Case.

11.7.6 Frequency

Whenever the Person reports a COC on a case, may be multiple times per day.

11.7.7 Special Requirements

11.7.7.1 Performance

No special performance requirements.

11.7.7.2 Security

Worker must have access to:

- Case Search page.
- Person Search page.
- Income Support Case page.
- PDC page.

11.7.7.3 Usability / Accessibility

No special usability requirements.

11.7.7.4 Other

No other requirements.

11.8 Use Case 8: Using Guided Change to add new member

11.8.1 Description

This use case will instruct the worker on how to add a new member using the Guided Change feature.

11.8.2 Actors

Worker.

11.8.3 Pre-Conditions

New member is already registered and known in PREE. To do so complete Use Case "Register a new Person" in the Intake/Application Processing FDD.

11.8.4 Post-Conditions

Worker continues with step 3 of Use Case "Process a change of circumstances" if the new household member is not seeking health benefits OR Use Case "Submit an application through the IC" if the new household member is seeking health benefits.

11.8.5 Main Scenario

1. Worker selects Add a Member under Guided Change from the Action menu.
2. Worker adds new member using the Participant search function.

3. Worker completes the Guided Change wizard.
4. End Use Case.

11.8.6 Extensions

11.8.6.1 Extension 1 (Before Main Scenario, Step 4)

This Extension is when the added household member is not seeking health benefits.

1. Complete Use Case "Process a change of circumstances" - Step 3.
2. End Use Case.

11.8.6.2 Extension 1 (Before Main Scenario, Step 4)

This Extension is when the added household member is seeking health benefits.

3. Complete Use Case "Submit an application through the IC".
4. End Use Case.

11.8.7 Frequency

Per Worker, a few times per day.

11.8.8 Special Requirements

11.8.8.1 Performance

No special performance requirements.

11.8.8.2 Security

Worker must have access to:

- Guide Change function.
- Income Support Case page.

11.8.8.3 Usability / Accessibility

No special usability requirements.

11.8.8.4 Other

No other requirements.

11.9 Scenarios

11.9.1 Scenario 1: Person

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
CM-PER-001	This is to validate that only open IC's and active PDC's display under the Current Cases table.	Navigate to the Person Homepage of a person with an open IC, a closed IC, an active PDC, and a closed PDC.	Only open IC and active PDC(s) are displayed under the Current Cases table within the Person Homepage.
CM-PER-002	This is to validate that a flag can be added to a person using the Special Caution process and that the flag will be displayed in the context panel for individuals identified as Foster Care Title IV-E or Domestic Violence by the worker.	Add a flag using the Special Caution process.	The flag is displayed on the context panel on the Person page to indicate the person is either Foster Care Title IV-E or Domestic Violence.

11.9.2 Scenario 2: Application

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
CM-APP-001	This is to validate that an application can be searched by the PRMP application types and programs.	Search for an application by including the application type and program.	Only PRMP application types and programs are listed in the dropdown.

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
CM-APP-002	This is to validate that when a decision is authorized at application, if the applicant meets the following, then assign the selected MCO: ▪ Applicant selected a preferred MCO ▪ Applicant was not previously eligible within the last 6 months with an assigned MAO	At application, the applicant selected a preferred MCO and was not previously eligible within the last 6 months with an assigned MAO. An eligible decision was authorized.	The selected MCO is assigned to the applicant.
CM-APP-003	This is to validate that when a decision is authorized at application, if the applicant meets the following, then assign the previously assigned MAO: ▪ Applicant selected a preferred MCO ▪ Applicant was previously eligible within the last 6 months with an assigned MAO	At application, the applicant selected a preferred MCO and was previously eligible within the last 6 months with an assigned MAO. An eligible decision was authorized.	The previously assigned MAO is assigned to the applicant.

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
CM-APP-004	This is to validate that when a decision is authorized at application, if the applicant meets the following, then assign the previously assigned MAO: ▪ Applicant did not select a preferred MCO ▪ Applicant was previously eligible within the last 6 months with an assigned MAO	At application, the applicant did not select a preferred MCO and was previously eligible within the last 6 months with an assigned MAO. An eligible decision was authorized.	The previously assigned MAO is assigned to the applicant.
CM-APP-005	This is to validate that when a decision is authorized at application, if the applicant meets the following, then an MCO will be assigned to the applicant using the round robin method: ▪ Applicant did not select a preferred MCO ▪ Applicant was not previously eligible within the last 6 months with an assigned MAO.	A decision at application was authorized and the applicant did not select an MCO.	An MCO is assigned to the applicant using the round robin method.

11.9.3 Scenario 3: Integrated Case

Scenario Number	Scenario Explanation	Description	Expected Outcome
CM-IC-001	This is to validate that a case can be located by using the MEDITI 2 case number on the Case Search page.	Search for a case by using MEDITI 2 case number on the Case Search page.	The case is found in PREE.
CM-IC-002	This is to validate that the full name of the Primary Client with a Middle Name and Second Last Name is displayed on the Primary Client column on the Program table within the IC page.	Access the IC and review the name of the Primary Client listed within the Program table.	The Primary Client's full name is displayed, including the First Name, Middle Name, Last Name, and Second Last Name.
CM-IC-003	This is to validate that the benefit recipient of the PDC is the individual listed under the Primary Client column on the Program table within the IC page.	Access the IC and review the name of the Primary Client listed within the Program table.	The Primary Client listed is the benefit recipient of the PDC.
CM-IC-004	This is to validate that an application can be submitted from the IC.	Access the IC and select to add a New application.	The application is submitted from the IC and worker can process the application as normal.
CM-IC-005	This is to validate that the Guided Change functionality can collect information about seeking health benefits, evaluation type, and preferred MCO.	Worker uses the Guide Change functionality to add a new home member to the IC.	The worker is able to indicate the answers to seeking health benefits, evaluation type, and preferred MCO provided by the individual.

Scenario Number	Scenario Explanation	Description	Expected Outcome
CM-IC-006	This is to validate that when Apply Changes is used, only recipients within the COC period will be reassessed, except for pregnant women and women reporting pregnancy.	Worker uses the Apply Changes to apply the in-edit evidence changes to reassessed.	The worker will apply the in-edit evidence changes and will start the reassessment.

11.9.4 Scenario 4: Product Delivery Case

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
CM-PDC-001	This is to validate that the MEDITI 2 Case Number is populated on the MEDITI 2 Case Number field for a PDC that was converted from MEDITI 2.	Access a converted PDC and review the MEDITI 2 Case Number field.	The MEDITI 2 Case Number field is populated on the PDC with the case number from MEDITI 2.
CM-PDC-002	This is to validate that the MEDITI 2 Case Number field is blank on the PDC for a PDC that was generated in PREE.	Access a PDC that was generated in PREE and review the MEDITI 2 Case Number field.	The MEDITI 2 Case Number field is blank.

11.9.5 Scenario 5: Workflow and Tasks

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
CM-WFT-001	This is to validate that the Change Reported Task created on the Person page is routed to the Change Reported Queue for the appropriate region associated to the person's private address.	Create a Change Reported Task from the Person page.	The Change Reported Task is displayed in the correct Region Queue according to the person's private address.
CM-WFT-002	This is to validate that the Change Reported Task created on the Application page is routed to the Queue associated to the region of the primary person's private address.	Create a Change Reported Task from the Application page.	The Change Reported Task is displayed in the correct Region Queue according to the primary person's private address.
CM-WFT-003	This is to validate that if a change causes a person to be eligible for a different category resulting in a new PDC, the Authorize New Decision – COC task is not generated.	Worker accepts a Change Decision that triggers the generation of a new PDC for the recipient.	The Authorize New Decision – COC task is not generated.

11.9.6 Scenario 6: Change of Circumstances

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
COC-PR-001	This is to validate that when a change is processed and the result is positive, then the change goes into effect on the same day.	A change is processed, and the result is positive.	The effective date of the new decision is on the same day the change is processed.
<CR-18> COC-PR-002	This is to validate that when a change is processed, if the person currently receiving Commonwealth coverage is deemed ineligible on the 4th day of the month; the change should go into effect on the last day of the month in which the change was processed.	A change is processed, and the result is termination for a person in a Commonwealth category.	The effective date of the termination is on the last day of the month in which the change is processed.
COC-PR-003	This is to validate that when a change is processed, if the result is negative because the person is deceased, then it meets the Adverse Action exception and the change will go into effect on the date of death.	A change is processed, and the result is termination for the deceased person.	The effective date of the termination is on the date of death.

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
COC-PR-004	This is to validate that when a change is processed, if the result was termination because the person has moved out of Puerto Rico, then it meets the Adverse Action exception and the change goes into effect on the date the person moved out of Puerto Rico.	A change is processed, and the result is termination for the person who has moved out of Puerto Rico.	The effective date of the termination is on the date of the move.
COC-PR-005	This is to validate that when a change is processed, if the result was termination because the person is scheduled to move out of Puerto Rico on a set date, then it meets the Adverse Action exception and the change goes into effect on the date the person is moving out of Puerto Rico.	A change is processed, and the result is termination for the person who has a planned date to move out of Puerto Rico.	The effective date of the termination is on the date set for moving out of Puerto Rico.

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
COC-PR-006	This is to validate that when a person voluntary requests for termination, then it meets the Adverse Action exception and the change goes into effect on the same day the request is processed.	The worker closes the PDC with a closure reason of "Voluntary Request for Termination".	The effective date of the termination is on the same day the request is processed.
COC-PR-007	This is to validate that at the end of the month, all PDC's with a termination accepted within the month will have a Closed status.	It is the end of the month and there was a termination within the month.	The PDC Closure Batch is executed and set all the PDC's status with a termination accepted within the month to Closed.

12 Related Documents

Document

13 Issue Register

Issue#	Issue	Resolution	Resolution Date
EE-AI00768	Obtain revised version of the Rights and Responsibilities	Open	N/A

14 Requirements Matrix

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

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-AL-002	The Solution shall provide a process to manually create, assign, reassign, update, and delete alerts based on user roles and Puerto Rico program rules.	Fit	PREE allows users to manually create, assign, reassign, update, and close tasks.	OOTB – accepted by Raquel 10Jun2019
FR-AL-003	The Solution shall generate alerts to notify user roles, as defined by Puerto Rico, when case/tasks are assigned based on work flow parameters and Puerto Rico program rules.	Fit	PREE Task Inbox and Dashboards will be used to notify workers of alert-based tasks assigned to the worker.	OOTB – accepted by Raquel 10Jun2019
FR-AL-004	The Solution shall be capable of automatically assigning and reassigning alerts based on work flow parameters, user roles, program rules and business needs.	Fit	PREE Workflow engine is configurable to allow tasks to be assigned and reassigned per PRMP's business needs.	OOTB – accepted by Raquel 10Jun2019
FR-AL-005	The Solution shall display, sort, filter, and close/archive alerts and tasks, via a dashboard view, based on work flow parameters, user roles and program rules.	Fit	PREE Task Inbox allows users to view, sort, and close assigned tasks. PREE Task Query allows users to filter tasks as needed.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-AL-006	The Solution shall display detailed alerts, via a dashboard view for the Case Workers and supervisors.	Fit	PREE Task Inbox and Dashboards will be used to display detailed system-wide alerts and tasks.	OOTB – accepted by Raquel 10Jun2019
FR-AL-007	The Solution shall be capable to identify, generate, and display alerts, via a dashboard view, for deadlines, pending tasks, overdue actions and other information as defined by Puerto Rico.	Fit	PREE Dashboard allows the user to view deadlines, pending tasks, and overdue actions.	OOTB – accepted by Raquel 10Jun2019
FR-AL-008	The Solution shall have the ability to sort alerts and tasks, via a dashboard view, based on user roles and program rules.	Fit	PREE allows the user to sort tasks according to Subject, Priority, Deadline, and Status.	OOTB – accepted by Raquel 10Jun2019
FR-AL-009	The Solution shall have the ability to filter alerts and tasks, via a dashboard view, based on user roles and program rules.	Fit	PREE allows the user to filter tasks using the Task Query.	OOTB – accepted by Raquel 10Jun2019
FR-AL-010	The Solution shall have the ability to close/archive alerts automatically when required action is complete.	Fit	PREE Workflows are configurable. Any workflow can be configured to automatically close tasks when the required action is completed per PRMP’s business rules.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-AL-012	The Solution shall automatically generate an alert related to expired task deadlines, based on Puerto Rico Medicaid Program's rules for timeliness.	Fit	PREE Workflows are configurable. Any workflow can be configured to automatically generate a task related to expired task deadlines per PRMP's business rules.	OOTB – accepted by Raquel 10Jun2019
FR-AL-013	The Solution shall provide the capability to specify the timing and events that trigger automatically generated alerts.	Fit	PREE has workflows that will trigger automatically generated modals and informational messages.	OOTB – accepted by Raquel 10Jun2019
FR-AL-015	The Solution shall support consolidating alerts into a single alert. Note this requirement is not satisfied by generation of reports.	Fit	PREE allows for the consolidation of informational alerts into a single entity.	OOTB – accepted by Raquel 10Jun2019
FR-CM-009	The Solution shall allow closed eligibility cases to be re-opened based on User Roles within Puerto Rico's -defined time period without requiring a new application or re-entry of data.	Fit	PREE allows closed eligibility cases to be re-opened, based on security roles, within defined time period without requiring a new application or re-entry of data. PRMP defined the time period to be the last day of the month the ineligibility was applied.	OOTB – accepted by Raquel 10Jun2019
FR-CM-012	The Solution shall provide the capability to select templates to generate case notes, with distinct templates for Eligibility Case Notes and Appeals Case Notes.	Fit	PREE Case template allows the user to enter the subject of the note and to select the priority and sensitivity of the case note.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-CM-014	The Solution shall allow user roles, as defined by Puerto Rico, to move or copy: - eligibility case notes from one eligibility case to another eligibility case, or- appeals case notes from one appeals case to another appeals case.	Fit	PREE allows users to copy the note entered and paste it into another note.	OOTB – accepted by Raquel 10Jun2019
FR-ED-095	The Solution shall have the ability to deny or terminate eligibility effective any day of the month based on Puerto Rico's policies.	Fit	PREE will terminate date is configurable to go into effect on the date specified by PRMP.	OOTB – accepted by Raquel 10Jun2019
FR-ED-111	The Solution shall have the ability to provide alerts upon receipt of information from an Applicant/member or data source to assigned or next available Case Worker.	Fit	Tasks can be used to provide an alert upon receipt of information from an applicant/member via an interface and assign it to a specific worker or next available worker via a queue.	OOTB – accepted by Raquel 10Jun2019
FR-GEN-004	The Solution shall provide a user interface in Spanish and English for the Case Worker Portal.	Fit	PREE portals will be available in both English and Spanish. MEDITI 2 Spanish will be used as guidelines when translating the portals into Spanish.	N/A

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-GEN-005	The Solution shall provide an online help function in Spanish and English.	Fit	PREE online help functions will be available in both English and Spanish. MEDITI 2 Spanish will be used as guidelines when translating online help into Spanish.	N/A
FR-INT-015	The Solution shall have a dynamic user-interface and workflow based on information provided by the user.	Fit	PREE Workflows is configurable. Any workflow can be configured to be driven by information provided by a user.	OOTB – accepted by Raquel 10Jun2019
FR-INT-026	The Solution shall display all current user specified preferences (if existing) or default preferences (if none exist) and allow the user to confirm or change preferences.	Fit	PREE allows a user to set preferences on the Home page and each list on any page can be sorted per user preference.	OOTB – accepted by Raquel 10Jun2019
FR-INT-038	The Solution shall provide a mechanism to manually navigate/skip to any screens that the user is authorized to access.	Fit	PREE allows user to navigate to any page that the user is authorized to access via tabs, links and menus.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-INT-061	The Solution shall be capable of accepting a newly submitted application for healthcare and process it as a change of circumstance when: i. The Applicant is a member who is receiving existing benefits, or ii. The Applicant has an online account and previously submitted healthcare applications.	Fit	PREE can process a newly submitted application as a change of circumstance via Evidence management.	OOTB – accepted by Raquel 10Jun2019
FR-INT-087	The solution shall have the capability to search based on single or multiple search criteria (see FR-INT-085).	Fit	PREE allows users to search using multiple criteria on the different Search pages.	OOTB – accepted by Raquel 10Jun2019
FR-INT-088	The Solution shall allow user roles, as defined by Puerto Rico, to save their search criteria.	Fit	PREE allows users to "save" the search criteria using the Case Query functionality.	OOTB – accepted by Raquel 10Jun2019
FR-INT-089	The Solution shall display search results in order of relevancy (i.e. matches meeting most criteria) and other criteria defined by Puerto Rico.	Fit	PREE search results are displayed in order of relevancy. User can also change the sorting using the column.	OOTB – accepted by Raquel 10Jun2019
FR-INT-090	The Solution shall allow user roles, as defined by Puerto Rico, to refine search results by adding additional search criteria which is applied to the existing search results.	Fit	PREE allows user to refine the search results by adding criteria within the Case Search functionality.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-INT-091	The Solution shall allow sorting and filtering of search results by search criteria.	Fit	PREE displays search results with first name, middle name, last name, second last name, and person number and can be sorted according to the columns in the Search Results.	OOTB – accepted by Raquel 10Jun2019
FR-INT-092	The Solution shall display search results in summary form (subset of search criteria such as first name, last names and age) and detail (display all search criteria).	Fit	PREE displays search results with first name, middle name, last name, second last name, and person number.	N/A
FR-INT-093	The Solution shall allow authorized user roles to perform partial text search (or fuzzy search), phonetic search and value range (e.g., dates, age, zip codes, regions and facilities) search.	Fit	PREE allows the user to perform a search using partial text, phonetic search (Sounds Like), date of birth, address, and region.	OOTB – accepted by Raquel 10Jun2019
FR-INT-095	The Solution shall have the ability to present search results in small groups of data with Next/Back paging capability for multiple pages.	Fit	PREE allows the user to group search results into multiple pages.	OOTB – accepted by Raquel 10Jun2019
FR-INT-111	The Solution shall have the ability to collect Applicant/household information and share across multiple programs.	Fit	PREE contains an Evidence dashboard that is used across multiple programs.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-WM-002	The Solution shall include a workflow engine that can be used, based on user role, to describe multi-step workflows and can manage the execution, priority, implementation and tracking of those workflows and task checklists.	Fit	PREE Workflows are configurable. Any workflow can be configured to include multi-step workflows and can manage the execution, priority, implementation, and tracking of those workflows and task.	OOTB – accepted by Raquel 10Jun2019
FR-WM-003	The Solution shall have the ability to generate tasks and route them to users or groups of users (queues) for later assignment. The workflow requirements are described using the following terms: i. Workflow - this consists of one or more tasks. ii. Task - a discrete step or process in a workflow that may be assigned to an individual or may be an automated process. iii. Workflow Engine - the software component that runs and manages the workflows and the step by step execution.	Fit	PREE Workflows are configurable. All tasks generated by PREE will include the allocation logic within a workflow.	OOTB – accepted by Raquel 10Jun2019
FR-WM-004	The Solution shall provide an escalation process for tasks and alerts based on workflow parameters, user roles and program rules.	Fit	PREE Workflows is configurable. All tasks generated by PREE will include an escalation logic.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-WM-006	The Solution shall include the capability to assign tasks/cases to staff based on defined business rules.	Fit	PREE has the capability to assign tasks/cases to the specific user or group of users according to PRMP's business rules.	OOTB – accepted by Raquel 10Jun2019
FR-WM-007	The Solution shall include the capability to route work to the next person in a workflow based on process outcomes.	Fit	PREE has the capability to route a task/work to the next person available according to the workflow process.	OOTB – accepted by Raquel 10Jun2019
FR-WM-009	The Solution shall provide a method to manually reassign workload based on user input.	Fit	PREE has the capability to have a task reassigned from one user to another.	OOTB – accepted by Raquel 10Jun2019
FR-WM-010	The Solution shall support a visual/modeling tool to define business process flows.	Fit	PREE contains a visual tool to define business process flows.	OOTB – accepted by Raquel 10Jun2019
FR-WM-012	The Solution shall provide the capability to link a workflow to one or more workflows.	Fit	PREE allows for multiple workflows to be linked to each other.	OOTB – accepted by Raquel 10Jun2019
FR-WM-015	The Solution shall provide user Inbox lists to be sorted by criteria defined by Puerto Rico.	Fit	PREE has an Inbox for each user. The Inbox can be sorted by Subject, Deadline, and Priority.	OOTB – accepted by Raquel 10Jun2019
FR-WM-016	The Solution shall allow work groups to be defined as collections of individuals and/or roles and/or other work groups and/or organizations.	Fit	PREE allows work groups to be defined according to the organization and by user roles.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-WM-017	The Solution shall allow restricted user roles the ability to create a new workflow or modify an existing workflow, with no technical knowledge, so that different tasks are created and assigned using different rules.	Fit	PREE allows the addition and modification of workflows based on security roles.	OOTB – accepted by Raquel 10Jun2019
FR-WM-018	The Solution shall allow user roles the ability to create a new task type, with no technical knowledge, and associated criteria, as defined by Puerto Rico. An associated criterion includes, but is not limited to: i. Initiation event/rule ii. Notification requirements iii. Assignment or queue rule iv. Disposition/deletion event/rule	Fit	PREE allows the addition and modification of workflows based on security roles.	OOTB – accepted by Raquel 10Jun2019
FR-WM-019	The Solution shall allow tasks, based on task type, to be manually completed.	Fit	PREE allows for tasks to be manually closed.	OOTB – accepted by Raquel 10Jun2019
FR-WM-020	The Solution shall allow tasks to be automatically completed by a system action.	Fit	PREE allows for tasks to be automatically closed by a pre-defined system action.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-WM-021	The Solution shall allow tasks to track/include details as defined by Puerto Rico. Task details include, but are not limited to: i. Task start date and time ii. Task end date and time iii. Priority history iv. Original due date v. Assignment history vii. Appeals Process Clock value viii. Appeals Process Clock compliance status	Fit	PREE can track tasks and include details of that task. Tasks include the following data: i. Task start date and time ii. Task end date and time iii. Priority history iv. Original due date v. Assignment history The following are tracked within the Appeals modal: i. Appeals Process Clock value ii. Appeals Process Clock compliance status	OOTB – accepted by Raquel 10Jun2019
FR-WM-022	The Solution shall have the ability to automatically assign a due date to a task/case.	Fit	PREE has the capability to automatically assign a priority to a task.	OOTB – accepted by Raquel 10Jun2019
FR-WM-024	The Solution shall allow have the ability to automatically assign a priority/criticality to a task/case.	Fit	PREE has the capability to assign a priority to a task and to assign a sensitivity to a case.	OOTB – accepted by Raquel 10Jun2019
FR-WM-027	The Solution shall allow tasks to be escalated to a user role, as defined by Puerto Rico, based on configurable date triggers for a type of task, e.g., 1 day past due.	Fit	PREE has the capability to escalate a task to a user's supervisor according to a date past due.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
G1-US-001	The System shall provide a user interface that shall be simple and consistent throughout all areas and functions of the System.	Fit	PREE offers a user interface that is simple to use with a consistent look and functionality throughout the system.	OOTB – accepted by Raquel 10Jun2019
G1-US-002	The System shall minimize the number of mouse clicks/user interactions to complete any action.	Fit	PREE minimizes mouse clicks as much as possible by including features that will be systematically completed.	OOTB – accepted by Raquel 10Jun2019
G1-US-003	The System shall use a Graphical User Interface (GUI) to help the user navigate to the next logical step in the workflow, or freely navigate to other parts of the System functionality, and then allow the user to return to complete the in-process task.	Fit	PREE allows the user to navigate within a case/page or to different cases by using the “tabs” functionality.	OOTB – accepted by Raquel 10Jun2019
G1-US-008	The System shall allow the users to easily navigate to a variety of functions available to them without having to move sequentially through excessive menus and screens.	Fit	PREE allows the user to navigate within a case/page or to different cases by using the “tabs” functionality.	OOTB – accepted by Raquel 10Jun2019
G1-US-010	The System shall include Drill down and Look up functionality to minimize time required for access to more detailed information.	Fit	PREE allows the user to navigate to additional areas using links within the system. For example, a user may be in an IC and can navigate to the Person page by selecting a link.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
G1-US-011	The System shall include Multi-tasking and Multiple window capability, including split screens. All windows shall be closed and all sessions shall be terminated when a logoff is pressed in one window or a session times out.	Fit	PREE allows multi-tasking. When windows are closed or a user logs off from the system, all sessions are terminated.	OOTB – accepted by Raquel 10Jun2019
G1-US-012	The System shall include Search capabilities to allow retrieval by name, DOB, member ID, case number or others as defined by the PRDoH during the Joint Application development (JAD) sessions. This should include Last name, First name, Paternal and Maternal Last name combinations and Alias'.	Fit	The search process in PREE is being modified to include Middle name, Second Last name and Region.	N/A
G1-US-013	The System shall include the ability to tab and mouse through data fields and screens and to change tab order.	Fit	PREE allows the user to tab forwards and backwards through all data fields on a screen.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
G1-US-014	The System shall provide users with a clearly marked "emergency exit" for the instances when a user mistakenly chooses a function and such "emergency exit" must be simple with minimal dialogue.	Fit	PREE allows the user to “cancel” an action.	OOTB – accepted by Raquel 10Jun2019
G1-US-015	The System shall follow standardized conventions and limit the use of words, situations, or actions that have multiple meanings.	Fit	PREE has multiple ways to complete certain actions, but the actions perform the same function. The wording within PREE is concise and not confusing for the worker.	OOTB – accepted by Raquel 10Jun2019
G1-US-016	The System shall eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.	Fit	PREE has multiple error messages that a user must comply with before being able to proceed. PREE also contains multiple confirmation options for certain actions.	OOTB – accepted by Raquel 10Jun2019
G1-US-017	The System shall minimize the need for users to memorize by making options visible.	Fit	PREE organizes data by Person, Case, and Product Delivery Case. Users have a home page with a navigation pane, and quick links to common features such as Person search, case search, etc.; thereby presenting information in logical containers.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
G1-US-020	The System shall cater to both inexperienced and experienced users and shall provide accelerators (e.g. onscreen short cuts, hot-keys, alternate workflows, etc.) to speed up the interaction for the expert user.	Fit	PREE uses multiple ways to navigate around in the system (i.e., tabs, links, action menus, etc.).	OOTB – accepted by Raquel 10Jun2019
G1-US-022	The System shall express its error messages in plain language, precisely indicate the problem, and constructively suggest a solution.	Fit	PREE's current error messages are in plain language that precisely indicate the problem and suggests a solution.	OOTB – accepted by Raquel 10Jun2019
G1-US-023	The System shall use colors to enhance user experience and System usability while complying with all disability requirements notated elsewhere in these requirements.	Fit	PREE uses colors that allow a user to have an experience that is easy to read and understand. When a question or field is mandatory a red asterisk is displayed.	OOTB – accepted by Raquel 10Jun2019
G1-US-024	The System shall allow the user to navigate to any functional component from a client landing page.	Fit	PREE allows the user to access the IC and PDC from the client's person page.	OOTB – accepted by Raquel 10Jun2019
G1-US-025	The System shall alert the user with information relevant to required next steps.	Fit	PREE generates tasks and alerts when next steps are required.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
G1-US-026	The System shall provide drop down and list boxes for all key entry, and text entry shall display existing values for selection (system-based auto fill) (but specifically disallow client browser-based auto fill).	Fit	PREE contains multiple dropdown fields to select a code. When a code list is long, the user may type in the word or option they are looking for and the system will display the results.	OOTB – accepted by Raquel 10Jun2019
G1-US-027	The System shall accommodate point and click selection and check box entry for all relevant data entries to ensure that the user does not have to enter textual data that may already be available to the System.	Fit	PREE allows for the selection of data that is already available within the system. Check boxes are available for selection throughout the system.	OOTB – accepted by Raquel 10Jun2019
G1-US-028	The System shall facilitate data entry and shall contain pop-up list boxes for all code fields in all processing windows and allow selection of the entry with use of hot keys.	Fit	PREE contains multiple dropdown fields to select a code. When a code list is long, the user may type in the word or option they are looking for and the system will display the results.	OOTB – accepted by Raquel 10Jun2019
G1-US-029	The System shall provide field level on-screen edits with limited user override capabilities.	Fit	PREE contains field level help on each page. The user is presented with an error message when the screen edits cannot be overridden. The error messages are concise as to what must be updated to allow the user to move forward.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
G1-US-032	The System shall have a cursor that shall automatically advance to the next logical input field when the maximum allowed numbers of characters have been entered for the keyed field or when the user presses the "Tab" key.	Fit	PREE allows the cursor to move to the next field when the “Tab” key is selected.	OOTB – accepted by Raquel 10Jun2019
G1-US-033	The System shall provide the option of having a selection from the drop-down boxes automatically and allow the user to tab to the next input field.	Fit	PREE contains multiple dropdown fields for the selection of a code and allows the user to tab to the next input field.	OOTB – accepted by Raquel 10Jun2019
G1-US-034	The System shall provide validation checks at the time of each field entry as the default mechanism.	Fit	PREE provides validation checks when the Save or Next buttons are selected. If an error occurs, an error message is displayed to the user.	OOTB – accepted by Raquel 10Jun2019
G1-US-035	The System shall identify invalid entries to the user immediately.	Fit	PREE provides validation checks when the Save or Next buttons are selected. If an error occurs, an error message is displayed to the user.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
G1-US-036	The System shall provide the ability to suggest or automatically change entries that do not conform to data entry standards, to be defined in the detailed System design and meta data models in collaboration with the PRDoH.	Fit	PREE provides validation checks when the Save or Next buttons are selected. If an error occurs, an error message is displayed to the user with suggestions on how to correct the issue.	OOTB – accepted by Raquel 10Jun2019
G1-US-038	The System shall be designed to include logical transitions between screens and level of detail during navigation.	Fit	PREE is designed so that the user knows which screen they are on at any time. The tab functionality displays the name of the screen and the navigation panel lists the section of the screen being accessed.	OOTB – accepted by Raquel 10Jun2019
G1-US-039	The System shall provide templates for data entry with identified mandatory and optional data fields.	Fit	PREE identifies the mandatory fields with a red asterisk. Data entry fields are in a consistent and logical format.	OOTB – accepted by Raquel 10Jun2019
G1-US-040	The System shall allow incomplete data sets to be saved for completion of the workflow at a later time.	Fit	PREE allows the worker to save the data entered on a variety of pages within PREE and complete at a later time, as long as the mandatory fields on the page contain data.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
G1-US-041	The System shall highlight and flag required and incomplete data fields.	Fit	PREE identifies required fields using the red asterisk. If the required field is not completed or incomplete information is entered, an error message will display identifying the issue.	OOTB – accepted by Raquel 10Jun2019
G1-US-042	The System shall include a graduated system of alert levels to allow users to determine urgency and relevancy.	Fit	PREE's Task priority field is used to set the alert level which will allow users to determine urgency/relevancy of the task.	OOTB – accepted by Raquel 10Jun2019
G1-US-043	The System shall allow configuration of alerts by a user, for a user by a supervisor, and for a user by a System administrator.	Fit	PREE's Task functionality has the capability to change the task by the user, supervisor, or system administrator.	OOTB – accepted by Raquel 10Jun2019
G1-US-046	The System shall prevent users from re-entering data due to validation errors, if the system can auto-correct based on the data already entered, or provide a visual alert to allow the user to navigate to the entry error to make corrections.	Fit	PREE will display an error message identifying the issue. The user will be allowed to tab or use the mouse to navigate to the data field to correct the issue.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
G1-US-047	The System shall enable central workflow alerts and transactional status. The System shall centralize pending work items in centralized queues and allow grouping by attributes including, but not limited to, location, type (walk in, phone) and System defined priority.	Fit	PREE will send tasks to assigned work queues by Region. Users will be allowed to search for a particular task.	OOTB – accepted by Raquel 10Jun2019
G1-US-048	The System shall have the capability to push messages to the intended workers without requiring them to specifically inquire for the data.	Fit	PREE has the capability to send Tasks to a specific worker that can include a message.	OOTB – accepted by Raquel 10Jun2019
G1-US-059	The System shall support fuzzy search, Soundex search and/or display a match score/rating (e.g. %)	Fit	PREE has a Soundex search that was extended as part of the Intake design.	N/A
G5-SE-007	The System shall establish a life-cycle view of each case and have the ability to track and report on the status of each case throughout the Life of the Case.	Fit	PREE has the capability to track all states and maintain an audit trail of all changes made. Throughout the life of the case, workers can add notes as need to track and report the changes within the case.	OOTB – accepted by Raquel 10Jun2019

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
G5-SE-008	For each step in the life-cycle, the System shall establish and track states, e.g., in process, missing data, complete, approved, disapproved, etc. and have the ability to report on the status/state of each Case.	Fit	PREE has the capability to track and display all states and maintain an audit trail of all changes made. These different states can then be used for reporting.	OOTB – accepted by Raquel 10Jun2019

15 Deliverable Schedule

FDD Submission Schedule	
FDD Submission Date:	June 3, 2019
PRMP Draft Review and Comment Period:	5 Business Days after receipt of draft FDD submission
Final Submission Due:	3 Business Days after receipt of draft comments
PRMP Final Approval Period:	2 Business days after receipt of updated deliverable version