GOVERNMENT OF PUERTO RICO

Department of Health
Medicaid Program

Completed Renewals FDD
Deliverable I.4.2.n.ii

PREE Project
Government of Puerto Rico

Version 2.8
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Contract #2019-DS-0574

Document Revision History

Version Number	Date	Description
0.1	05/16/19	Initial Draft
0.2	05/25/19	Peer Review
0.5	06/10/2019	QC Review
0.8	06/11/2019	Initial Draft for Review
0.9	06/20/2019	Final Draft for Review
0.9	07/16/2019	Final Draft for Review – Round 2 – Interview slot creation logic added
0.9	07/25/2019	Final Draft for Review
1.0	07/29/2019	Final Submission
1.1	10/21/2019	FDD updates based on CR-42: ▪ Updated Ex Parte process to exempt the PDCs with a Spenddown category from the Ex Parte process. ▪ Test scenario RN-BAT-001 updated to validate a PDC with a Spenddown category is excluded from the Ex Parte process.
1.2	10/23/2019	FDD updates based on CR-42 CIM Comments Final Draft for Review.
1.3	10/28/2019	FDD updates based on CR-42 CIM Comments Review Session.

Version Number	Date	Description
1.4	10/28/2019	FDD updates based on CR-45: ▪ Modified the Recertification Interview Batch to include the "Manual Recertification" group to be scheduled for an interview. ▪ Added the Medicaid Auto Termination Recertification to the FDD. This batch is being modified to include Recertification Records status of "Manual Recertification". FDD updates based on Ex Parte Process: ▪ Documented the 2 individual batches, RRV Case Identification Batch and Ex Parte Recertification Batch, of the Ex Parte Process instead of documenting it together. ▪ Updated the Acronyms table to include RRV
1.5	10/29/2019	CR-45: Final Draft for Review
1.6	11/13/2019	FDD updates based on CR-45 CIM Comments Final Draft for Review
1.7	5/3/2021	FDD updates based on CR-53: ▪ Interview List
1.8	6/04/2021	CR53 – Updates made to <CR53> Scheduling Interviews to include the ability to only be able to select from available slots. Modifications will be deployed within PREE during the Stabilization Release. CR103 – Updates made to <Ex Parte Process> Ex Parte Recertification Batch (Modify)to prevent renewal of benefits when recipient is a Verification Dependent of an unverified evidence. Modifications will be deployed within PREE during the Stabilization Release.
1.9	07/15/2021	Final Submission CR 53 and 103

Version Number	Date	Description
2.0	10/22/2021	Initial Draft for Review: FDD updates based on CR-143: ▪ Modified the Recertification List and New Recertification pages to account for scenarios where a client attempts to renew their benefits within 90 days after their certification period ended. ▪ Modified Auto Termination Recertification batch to close PDC after 90 days has passed.
2.1	11/30/2021	Final Draft for Review based on CIM comments provided for CR 143
2.2	12/07/2021	Added updated training consideration in relation to CR-143. PRMO-565: Initial Draft for Review: FDD updates based on PRMP's request to extend the recertification period from 3 to 4 months.
2.3	12/14/2021	Final Draft for Review based on CIM comments for PRMO 565
2.4	12/15/2012	Final Submission for Sign Off for PRMO 565
2.5	08/25/2022	Initial draft for review: Updates based on PRMO-1514 – Cease Automated Appointment Scheduling for Renewals
2.6	12/16/2022	PRMO-1802 Ability to have Positive Changes for Recert during PHE period. (Cancelled)
2.7	1/19/2023	PRMO-2819, PRMO-2818 Updated the FDD to reference an application property for the renewal period. The renewal period has also been changed to be 2 months.
2.7	2/7/2023	PRMO-2986 Removed the exclusion of PDCs in Auto-eligibility category from RRV batch process and added IV-E Foster Care to be excluded. Updated the Ex Parte recertification batch process
2.7	3/1/2023	PRMO-2532: Added step to update the Application Method in the Ex Parte recertification batch
2.8	6/12/2023	PRMO-3388 Pending CW Disposition Flag, Pending Action Batch and addition of Adverse Action, Pending Action Report Batch

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1 Acronyms

Table 1: Acronyms

Acronym	Definition
FDD	Functional Design Document
FDSH	Federal Data Services Hub
IC	Integrated Case
IV&V	Independent Verification and Validation
JAD	Joint Application Design
NOD	Notice of Decision
OOTB	Out of The Box
PDC	Product Delivery Case
PMO	Project Management Office
PREE	Puerto Rico Eligibility and Enrollment
PRMP	Puerto Rico Medicaid Program
RFI	Request for Information
<Ex Parte Process> RRV	**Renewal and Redetermination Verification**
SI	System Integrator
SQL	Sequence Query Language

2 Introduction

2.1 Purpose

The purpose of the Renewals Functional Design Document (FDD) is to present the design components that outline the process to renew a recipient's 12-month benefit period.

2.2 Scope

The Renewal FDD will document all the modifications/additions made to the Out of The Box (OOTB) screens, batches, and tasks needed for PRMP to complete the yearly recertifications required to renew recipient benefits.

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 the recertification process. Notices and the generation of notices are also not in scope as they are part of the Notices and Forms FDD. The interfaces being used as part of the Electronic Verification process will be covered in the applicable interfaces FDD's. Reports needed by management will be covered in the Management Reports FDD.

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
Melissa Mejías Pérez	PRMP
Ralph Leask	PRMP
Raquel Ortega	PRMP
Alimari Ortega	SI

Attendees	Organization
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
Elena Lockwood	PMO
James Kenfield	PMO
Kristen Frey	PMO
Magda Chavez	PMO
Stefanie Gonzalez	PMO
Vaidehi Padte	PMO
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

3 Key Assumptions

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

- The artifacts documented in this FDD serve as a direct input for the development effort. All documented designs have been technically assessed for feasibility; however, there may be instances during the build process in which 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 commences.

- The term 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 following regulations, the Puerto Rico Medicaid State Plan and Puerto Rico public policy.
- OOTB functionality which meets the state's needs, will not 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 IBM website.
- The PREE Glossary document is available on the PREE SharePoint.
- <PRMO-2819> The period defined as the "Annual Recertification Period" ~~The last <PRMO-565> 4 3 months of the certification period~~ is considered as the Recertification Period.
- To successfully calculate the interview schedule by the Recertification Interview batch, the PRMP Yearly Holiday Calendar must be available prior to the start of the new year and entered in PREE. Also, each local office must provide the number of caseworkers available two months in advanced.
- Once a process for completing a recertification via phone is defined, a business process will be established.

4 Business Processes

The business processes included in this section leverage input received from caseworkers during Case Management Joint Application Design (JAD) sessions. The process flows represent a high-level overview of the steps to be followed in PREE by the different types of users to recertify or renew member benefits.

4.1 Annual Recertification Period <PRMO-2819>

The length of the period that the Annual Recertification Process is conducted.

Description	Value
Number of months prior to the end of an active beneficiaries' eligibility that the Annual Recertification Process is conducted.	2

4.2 Annual Recertification Process

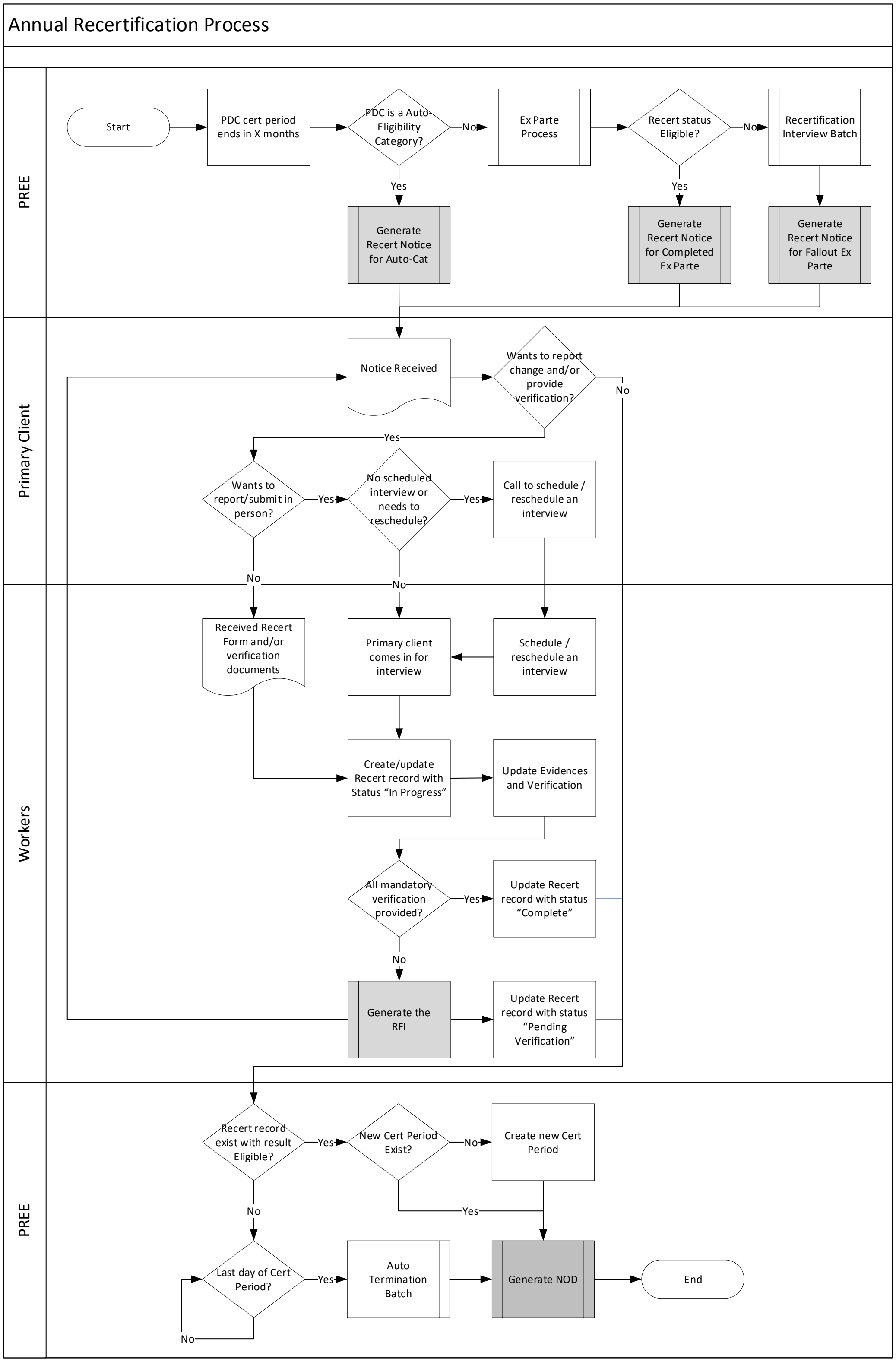
The Annual Recertification Process applies to all active beneficiaries and is conducted during <PRMO-2819> the period defined as the "Annual Recertification Period", ~~during the last <PRMO-565> 4 3 months~~ which is prior to the end of the beneficiaries' eligibility.

When a caseworker tries to complete a recertification after the expiration date of the certification period, the caseworker will submit a new application via the Integrated Case (IC). If the caseworker has the recertification application form, then the caseworker can use the information provided to make the applicable updates on the IC evidences.

The process flow below is a high-level overview of PRMP's Annual Recertification Process.

Boxes in gray reflect the processes to generate notices identified as part of the recertification process. Notices that are part of the recertification process will be added and/or consolidated during the Notices and Forms JADs. The Notices and Forms FDD will contain the final list of notices and their triggers.

Figure 1: Annual Recertification Process <CR-45> <PRMO-556><PRMO-2819> <Ex Parte Process>



4.2.1 Detailed Steps

Due to the complexity of this process flow, detailed steps will not be provided. A high-level description of this process flow will be provided instead.

Start of recertification period

The annual recertification period starts <PRMO-2819>~~<PRMO-565> 4 3 months~~ prior to the end of the certification period, as defined by the "Annual Recertification Period", and ends on the last day of the certification period. The following will occur during the 1st day of the recertification period.

<Ex Parte Process> Ex Parte Process ~~Batch~~

The Ex Parte Process ~~batch~~ consist of two batches: RRV Case Identification Batch and Ex Parte Recertification Batch. This process will identify all beneficiaries who are not in an Auto-Eligibility <CR-42> or a Spenddown category and whose certification period ends <PRMO-2819> at the end of the period defined as the "Annual Recertification Period" ~~in <PRMO-565> 4 3 months~~. Then, the Ex Parte Process ~~batch~~ will attempt to revalidate each mandatory verification item that expires using Federal Hub web services and other interfaces. Expiration logic is within the Verification and Evidence FDD.

The Verification and Evidence FDD will contain a list of all evidences that expire. The Ex Parte Process ~~Batch~~ will ~~assign~~ update the recertification record with the status "Ex Parte Complete" for all beneficiaries who have no pending verification items ~~a new recertification record with the status "Ex Parte Complete"~~. The new certification period will begin the day after the current certification period ends. If the beneficiary is still eligible for the current category, this will conclude their recertification evaluation. If the beneficiary is ineligible for the current category, an interview will be scheduled.

<PRMO-1514> ~~**Schedule Interview Process**~~

~~An interview will be scheduled with all primary applicants with beneficiaries up for recertification and have items that were not verified by the Ex Parte <Ex Parte Process> Process OR were deemed ineligible when the recertification record status was set to "Ex Parte Complete". Recertification interviews will be scheduled with the Primary Client in the Integrated Case (IC).~~

Recertification Notices

Beneficiaries with a certification period that ends <PRMO-2819> within the period defined as the "Annual Recertification Period", ~~within the next <PRMO-565> 4 3 months~~ will be notified about the required actions needed to recertify based on the result of the Ex Parte Process ~~Batch~~. All beneficiaries will fall into one of the following categories:

- <PRMO-2986> Recertification not attempted because beneficiary is in ~~an Auto-Eligibility~~ <CR-42> ~~or~~ Spenddown Category or IV-E Foster Care.

- Recertification completed by Ex Parte Process ~~Batch~~
- Recertification attempted to be completed by Ex Parte Process ~~Batch~~ but has unverified items or was deemed ineligible.

On-going during beneficiary recertification period

The Primary Client will receive a notice with instructions to complete the recertification process for all the beneficiaries in the IC due for recertification. The Primary Client will have until the end of the beneficiary's recertification period to complete the recertification.

If the Primary Client wants to report change(s) and/or submit documents required for recertification(s), they have the option to complete the process in person. If the Primary Client does not have a scheduled interview or needs to reschedule an existing interview, he/she can call the Call Center or visit their preferred office to schedule/reschedule an interview. Alternatively, he/she can mail/fax/drop off the documents.

<PRMO-3388> Once caseworkers or other authorized user. (See Security and Org Matrix for the list of Users able to complete this action) receive documentation for the recertification process (in person or sent to office), the user will proceed to the Integrated Case action menu and set the cases as "Documents Received".

When ready to process the recertification, the caseworker will access the applicable PDCs and create/update the Recertification Record with an "In Progress" status. The caseworker will update the evidences and add verification as applicable.

<PRMO-3388> The "Documents Received" flag can only be triggered when:

1. An Online Renewal (ApplicationType = 62701) has been submitted during this recertification period;
2. Verification document related to a renewal uploaded and submitted by a client online; or
3. By manually clicking the "Documents Received" button on the Integrated Case action menu.

The "Documents Received" flag will be set to Y for all PDCs on an Integrated Case that meet the below criteria:

a. PDC status is "Active";
b. PDC is within its renewal period;
c. PDC's "Documents Received" flag is set as 'No'/ not yet active
d. PDC's corresponding Recertification record is **not** 'Eligible', 'Eligible-Other', or 'Ineligible'; and
e. Beneficiary (Corresponding MPI) Date of Death is not populated.

If all mandatory items are verified, the caseworker will update the recertification record and change the status to "Complete". Once the recertification record is set to

"Complete", the beneficiary is assessed to determine eligibility for the next certification period. If eligible, a new certification period will begin the day after the current certification period end date. A notice will be sent with the recertification result. <PRMO-3388> "Once the status of the recertification record is set to complete if the "Documents Received" flag is set to Y then change to N"

If all mandatory items are not verified, the caseworker will update the recertification record and change the status to "Pending Verification". A Request for Information (RFI) will be generated to make the beneficiary aware of the required additional documents needed to complete the recertification process. <PRMO-3388> Once this RFI is triggered, the "Documents Received" flag should be change from "Y" to "N" for the PDCs on corresponding the IC that were pending action. (Pending Response to discussed RFI scenarios)

<PRMO-3388> If a beneficiaries Date of Death evidence is populated then the "Documents Received" flag should be changed from "Y" to "N" on their corresponding PDC (s).

<CR-45> Start of the Adequate Notice Period

On the day the Adequate Notice Period starts, if the person's recertification has not been completed, then a Notice of Termination will be sent. See Notice and Form FDD for additional information.

Recertification Completed

When a beneficiary's recertification is processed, a decision will be determined for the new certification period. A Notice of Decision (NOD) is generated.

<PRMO-3388> Adverse Action Period and Criteria only during Renewals

IF a beneficiary's recertification is completed during the last 10 days of the Month (e.g. Completed on May 21st thru May 31st.).

AND it meets any of the following criteria:

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

THEN:

1. Their current benefits are extended until the end of the following Month.
2. Their current Certification End Date is extended until the end of the following Month.
3. Their new Certification Start date is the Month after the extension.

Figure 2: <PRMO-3388> Renewals Adverse Action Scenarios

Renewals Adverse Action Scenarios.xlsx

Last day of the certification period

<PR-14523> On the last day of the certification period + 90 days, the OOTB Auto Termination Recertification batch will automatically close the applicable Product Delivery Cases (PDC's) effective the day the certification period ends. For example, if the certification period ends on June 30th, the PDC will be closed on the night of ~~June 30th~~ September 28th. Applicable PDC's include:

- PDC's that do not have a Recertification Record – this implies the beneficiary did not attempt to complete the recertification process.
- PDC's with a Recertification Record with status "Pending Verifications" – this implies the beneficiary attempted to complete the recertification, but it was incomplete and not all required documents were submitted.
- PDC's with a Recertification Record with status "Complete" and eligibility determination result "Ineligible" - this implies the beneficiary completed the recertification process, but the current information led to an ineligibility result.
- <CR-45> PDC's with a Recertification Record with status "Manual Recertification" – this implies the Ex Parte Process was completed, but beneficiary was deemed ineligible and the beneficiary did not attempt to complete the recertification process.

~~At the end of the recertification process, each beneficiary's recertification result will be provided in the Notice of Decision (NOD) and delivered to the beneficiary, by mail or in person.~~

5 Screen Modifications

This section contains screenshots that are modified based on PREE requirements and/or JAD discussions. There are two types of screenshots: "Modify" and "New". "Modify" screens are Cúram "Out of the Box" screens with modifications. Each modification is identified by a numbered red square that references the description in text below the screen. "New" are new screens created based on specific requirements or user requests. The new screens include numbers which reference the description in the text below the screen.

5.1 Office Schedule and Calendar

The Location page allows workers with the admin role, as defined in the Security and Organizational Structure FDD, to view a list of PRMP office locations recorded in PREE. Prior to the start of each year, workers with the admin role will update the "parent" Location Calendar with all the known holidays and blocked hours. These holidays and blocked hours will then be applied to the local office's Location Calendar. If a particular office has a unique schedule, then workers with the admin role will be able to update the particular office's Location Calendar.

5.1.1 Schedule

The Schedule page allows workers with the admin role to enter the parameters needed to generate the slots for the office location per shift.

Once a Schedule is created, then all the slots will be generated, using the parameters entered. If there is an error, workers with the admin role can update the parameters.

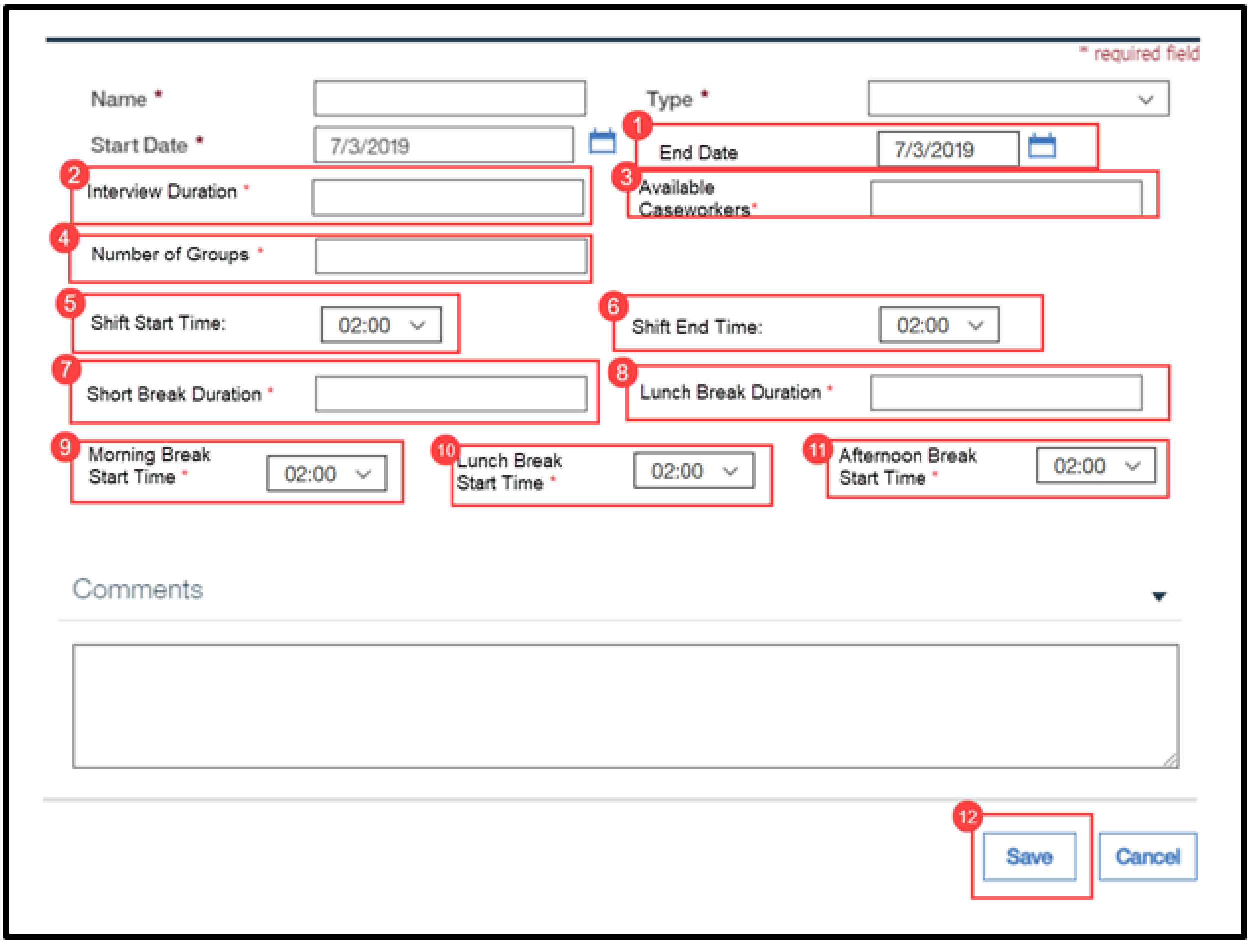
The creation and modification of the Schedule must be done a month in advance to ensure successful scheduling of interviews for recertification by the Recertification Interview Batch.

When a parameter changes, workers with the admin role will need to update the End Date of the outdated Schedule and then create a New Schedule with the new parameters.

Technote: The same modification made to the New Schedule, also applies to the Edit Schedule.

5.1.1.1 Screenshot (Modify)

Figure 3: Schedule



5.1.1.2 Description of Modifications and Additions

1. End Date

Date, New, Optional

Add new field End Date to allow workers with the admin role to enter the End Date for when the parameter expires for the office location.

2. Interview Duration

Number in Minutes, New, Mandatory

Add new field Interview Duration to allow workers with the admin role to enter the duration of interviews for the office location.

3. Available Workers

Number, New, Mandatory

Add new field Available Caseworkers to allow workers with the admin role to enter the number of available caseworkers for the office location.

4. Number of Groups

Number, New, Mandatory

Add new field Number of Groups to allow workers with the admin role to enter the number of groups for the office location.

5. Shift Start Time

Time, New, Mandatory

Add new field Shift Start Time to allow workers with the admin role to enter the start time of the shift for the office location.

6. Shift End Time

Time, New, Mandatory

Add new field Shift End Time to allow workers with the admin role to enter the end time of the shift for the office location.

7. Short Break Duration

Number in Minutes, New, Mandatory

Add new field Short Break Duration to allow workers with the admin role to enter the duration of short breaks for the office location.

8. Lunch Break Duration

Number in Minutes, New, Mandatory

Add new field Lunch Break Duration to allow workers with the admin role to enter the duration of lunch breaks for the office location.

9. Morning Break Start Time

Time, New, Mandatory

Add new field Morning Break Start Time to allow workers with the admin role to enter the start time of the morning breaks for the office location.

10. Lunch Break Start Time

Time, New, Mandatory

Add new field Lunch Break Start Time to allow workers with the admin role to enter the start time of the lunch breaks for the office location.

11. Afternoon Break Start Time

Time, New, Mandatory

Add new field Afternoon Break Start Time to allow workers with the admin role to enter the start time of the afternoon breaks for the office location.

12. Save

Button, Modify

When Save is clicked:

- If Start Date is not on the 1st day of the month, then display error message "Start Date must start on the 1st day of the month".
- When an End Date is entered, if the End Date is not on the last day of the month from the Start Date display error message "End Date must be the last day of the month".
- When an End Date is entered, if the End Date is not after the Start Date display error message "End Date must be after the Start Date".
- If Interview Duration is blank, then display error message: 'Interview Duration' must be entered.
- If Available Caseworkers is blank, then display error message: 'Available Caseworkers' must be entered.
- If Number of Groups is blank, then display error message: 'Number of Groups' must be entered.
- If Shift Start Time is blank, then display error message: 'Shift Start Time' must be entered.
- If Shift End Time is blank, then display error message: 'Shift End Time' must be entered.
- If Short Break Duration is blank, then display error message: 'Short Break Duration' must be entered.
- If Lunch Break Duration is blank, then display error message: 'Lunch Break Duration' must be entered.
- If Morning Break Start Time is blank, then display error message: 'Morning Break Start Time' must be entered.

- If Lunch Break Start Time is blank, then display error message: 'Lunch Break Start Time' must be entered.
- If Afternoon Break Start Time is blank, then display error message: 'Afternoon Break Start Time' must be entered.

When Save is clicked and there are no errors, then generate all the Slot records. If Slot records already exist, delete the existing Slot records and regenerate the Slots records. To generate the Slot records, use the following logic:

Table 3: Data Requirements for Slot Records

Field Name	Data	Comments
Name	Name	<Start Time – End Time> Slot
Frequency	Frequency	Daily – Every weekday
Start Time	<Start Time>	First slot start time is the Shift Start Time. Each new Slot after will have a Start Time of pervious Start Time plus the Interview Duration time. A Slot Start Time cannot start at a time that that is the same or later than the Shift End Time. If this occurs, do not create slot record.
End Time	Start Time + Interview Duration	The End Time cannot be greater than the Shift End Time. If this occurs, do not create slot record.
Start Date	Location Schedule Start Date	The Start Date will be the Location Schedule Start Date
End Date	Location Schedule End Date	

Maximum Appointments	**If** the Slot is DOES NOT overlaps with the Morning Breaks, Lunch Breaks, or Afternoon Breaks **Then** Maximum Appointments = Available Caseworkers * (100% + No Show%) **Else** Maximum Appointments = (Available Caseworker/Number of Groups) * (100% + No Show%)	Round to nearest whole number for <Available Caseworker/Number of Groups> No Show = <the average number of Interview records of type Recertification with status not set to “Completed” or “Canceled” for the previous 6 months>. Round to nearest whole number. Morning Break = <Morning Break Start Time> + <Number of Groups>*<Short Break Duration> For example: Morning Break Start Time: 9:00 am Number of Groups = 2 Short Break Duration = 15 mins Then the Morning Break is from 9:00 am – 9:30 am. Lunch Break = <Lunch Break Start Time> + <Number of Groups>*<Lunch Break Duration> For example: Lunch Break Start Time: 11:30 am Number of Groups = 2 Short Break Duration = 60 mins Then the Lunch Break is from 11:30 am – 1:30 pm. Afternoon Break = <Morning Break Start Time> + <Number

Field Name	Data	Comments
		of Groups>*<Short Break Duration> For example: Afternoon Break Start Time: 2:00 pm Number of Groups = 2 Short Break Duration = 15 mins Then the Morning Break is from 2:00 pm – 2:30 pm.

Technote: For the first 6 months post go-live, the number of No Show from MEDITI 2 is needed to calculate the Maximum Slots.

5.1.2 Slot

The Slot page will be used by workers with the admin role to override the Maximum Appointments allowed for a slot for the designated time frame. A Slot record must be created for each slot that needs to be overridden, but that record can be applied for the designated timeframe, driven by the Start Date and End Date.

Technote: The same modification made to the New Slot, also applies to the Edit Slot.

5.1.2.1 Screenshot (Modify)

Figure 4: Slot

5.1.2.2 Description of Modifications and Additions

1. Start Date

Calendar, Modify, Mandatory

Make Start Date a mandatory field.

2. End Date

Calendar, Modify, Mandatory

Make End Date a mandatory field.

3. Maximum Appointments

Number, Modify

Rename “Maximum Work Item” to “Maximum Appointments”.

Frequency

Search, Remove

Remove Frequency.

End Time

Time, Remove

Remove End Time. End Time will be defaulted to the Start Time plus Interview Duration.

4. Save

Button, Modify

When Save is clicked:

- If Start Time does not match the Start Time of the existing Slots, then display error message: Enter a valid Slot 'Start Time’.
- If Start Date is blank, then display error message: 'Start Date' must be entered.
- If End Date is blank, then display error message: 'End Date' must be entered.

When Save is clicked and there are no errors, then set End Time to be the Start Time plus Interview Duration.

5.1.3 Location Schedules

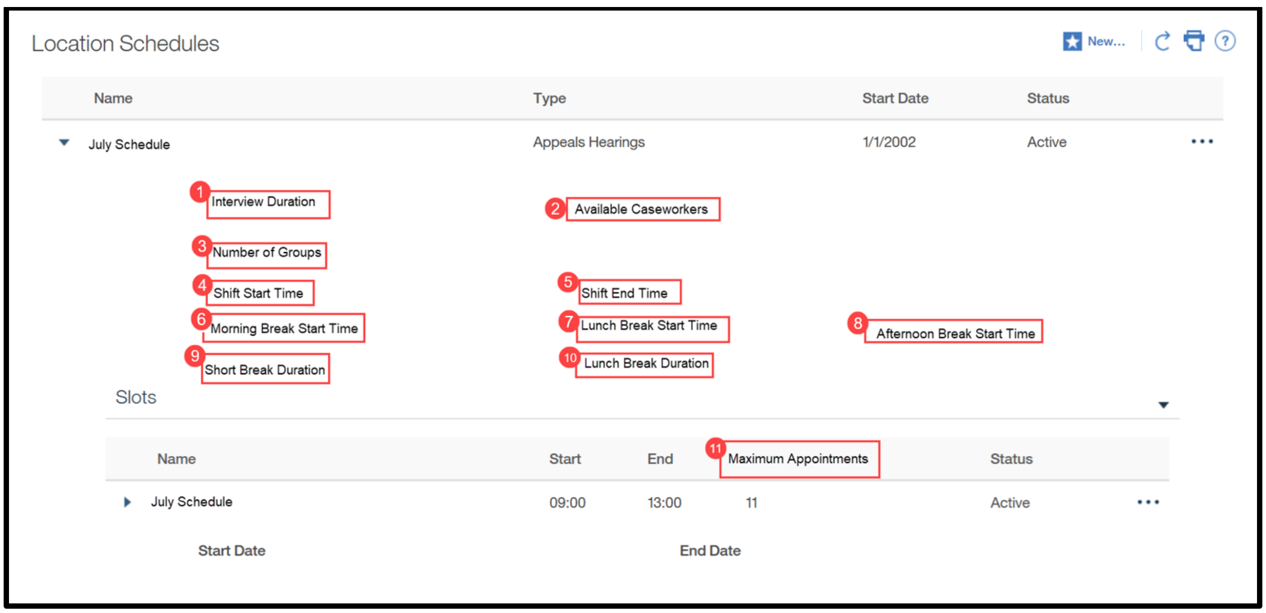
The Location Schedules page allows workers with the admin role to view the schedules for the selected local office. This page is being modified to display the information entered on the Schedule page, including: Interview Duration, Available Caseworkers, Number of Groups, Caseworkers per Group, Shift Start Time, Shift End Time, Short Break Duration, Lunch Break Duration, Morning Break Start Time, Lunch Break Start Time, and Afternoon Break Start Time.

The Schedules cluster will need the same modification made to the Location Schedule to remain in sync.

Technote: The same modification made to the Location Schedules page, also applies to the Schedules cluster on the Location Home page.

5.1.3.1 Screenshot (Modify)

Figure 5: Location Schedules



5.1.3.2 Description of Modifications and Additions

1. Interview Duration

Static Text, New

Add new field Interview Duration to display the value entered.

2. Available Caseworkers

Static Text, New

Add new field Available Caseworkers to display the value entered.

3. Number of Groups

Static Text, New

Add new field Number of Groups to display the value entered.

4. Shift Start Time

Static Text, New

Add new field Shift Start Time to display the value entered.

5. Shift End Time

Static Text, New

Add new field Shift End Time to display the value entered.

6. Morning Break Start Time

Static Text, New

Add new field Morning Break Start Time to display the value entered.

7. Lunch Break Start Time

Static Text, New

Add new field Lunch Break Start Time to display the value entered.

8. Afternoon Break Start Time

Static Text, New

Add new field Afternoon Break Start Time to display the value entered.

9. Short Break Duration

Static Text, New

Add new field Short Break Duration to display the value entered.

10. Lunch Break Duration

Static Text, New

Add new field Lunch Break Duration to display the value entered.

11. Maximum Appointments

Column, Modify

Rename "Maximum Work Item" to "Maximum Appointments".

Frequency

Text, Remove

Remove Frequency.

Position Availability

Cluster, Remove

Remove Position Availability cluster.

5.1.4 Location Calendar

The Location Calendar page allows workers with the admin role to add or modify events for the selected location, including holidays and blocked hours.

5.1.4.1 Screenshot (Modify)

Figure 6: Location Calendar – List View

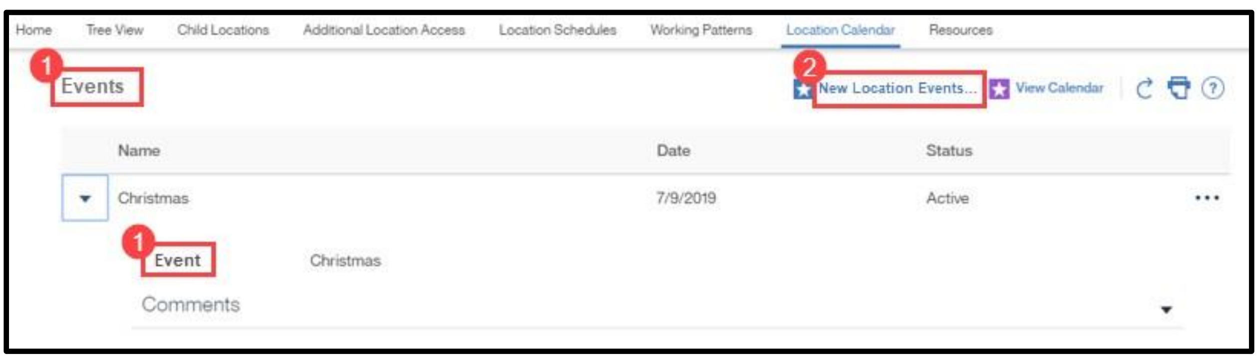
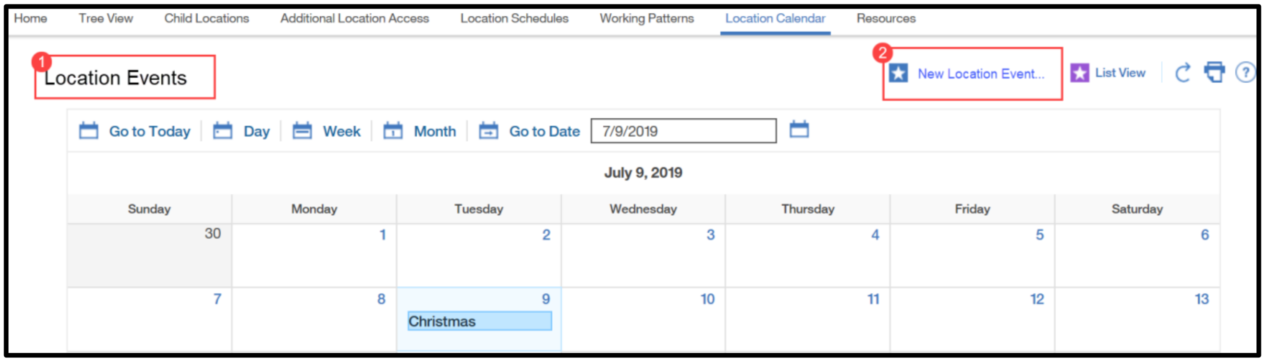


Figure 7: Location Calendar – Calendar View



5.1.4.2 Description of Modifications and Additions

1. Events

Title, Modify

Rename "Holidays" to "Events".

2. New Location Events

Button, Modify

Rename "New Location Holiday…" to "New Location Events…".

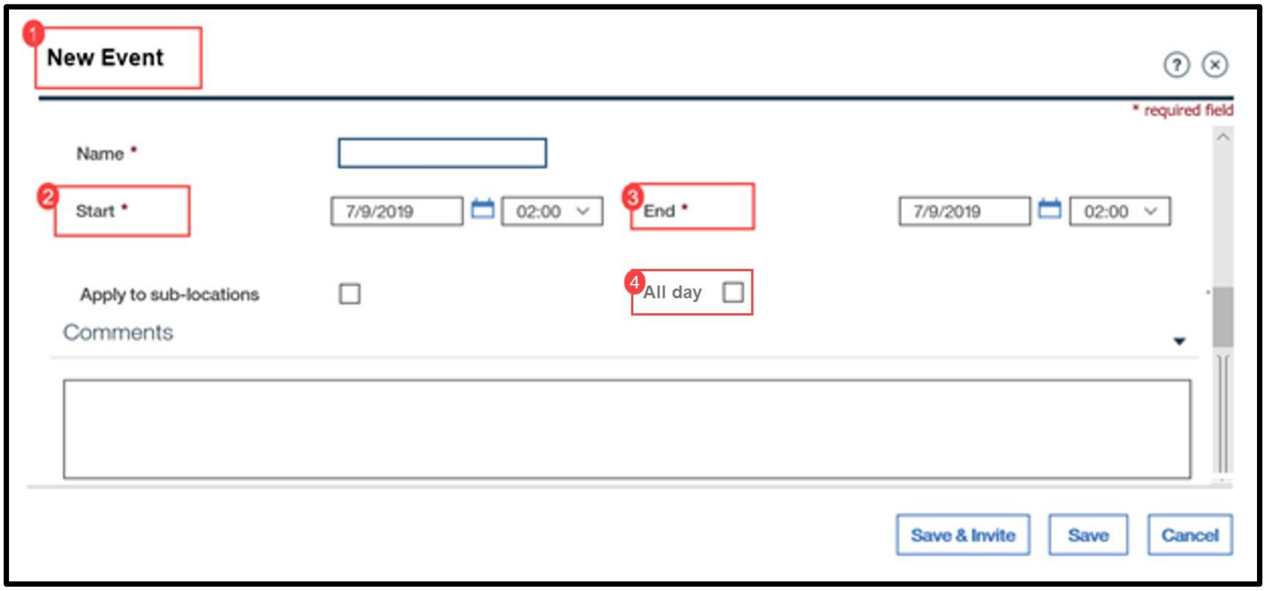
5.1.5 Event

The Event page allows workers with the admin role to add/edit events to the selected local office's Location Calendar.

Technote: The same modification made to the New Event, also applies to the Edit Event.

5.1.5.1 Screenshot (Modify)

Figure 8: Event



5.1.5.2 Description of Modifications and Additions

1. Event

Title, Modify

Rename “Holiday” to “Event”.

2. Start

Date/Time, New, Mandatory

Add Start to allow workers with the admin role to enter the selection for date and a selection for time for the Event.

3. End

Date/Time, New, Mandatory

Add End to allow workers with the admin role to enter the selection for date and a selection for time for the Event.

4. All Day

Check box, New, Optional

Add All Day check box to allow workers with the admin role to select an option to create the Event for the entire day. This function should work with the same logic as the All Day check box on the New Activity page.

Date

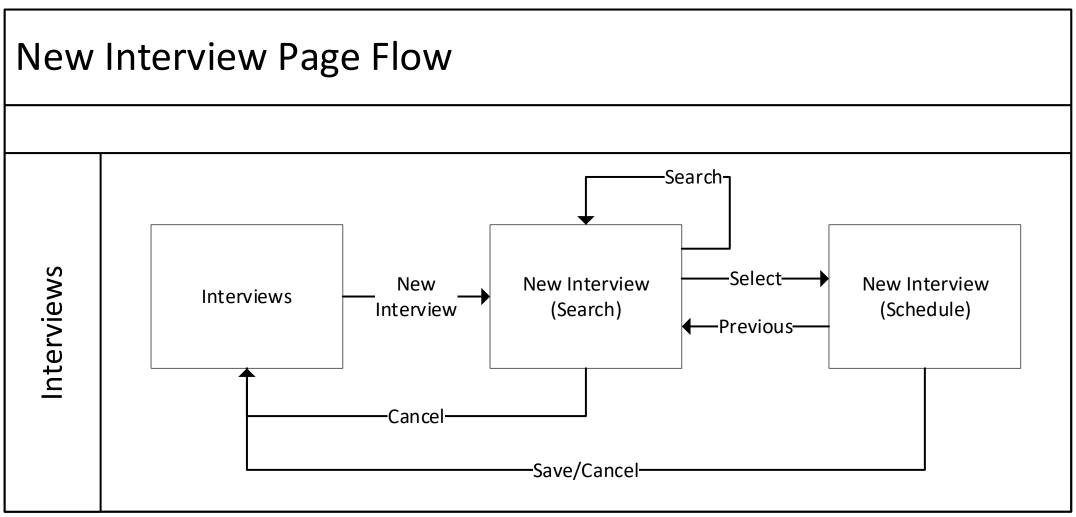
Date, Remove

5.2 <CR53> Scheduling Interviews

This section contains the enhancement to the interview scheduling process. These changes apply to the Interviews section within Prospect Person, Person, and Integrated Case.

~~The Interview page allows the worker to designate a place and time for an interview to occur. This page is being modified to include a systematic way to assign the Location, End Date, and Time of a new interview. Once an interview is scheduled, a notice is generated to inform the member. The notice will be part of the Notices and Forms FDD.~~

Figure 9: New Interview Page Flow



5.2.1 <CR53> Interviews

The Interviews page display a list of interviews scheduled for the person or case. The New Interview button is being modified to navigate the worker to the new page 'New Interview – Search'.

5.2.1.1 Screenshot (Modify)

Figure 10: Interviews

5.2.1.2 Description of Modifications and Additions

1. New Interview

Button, Modify

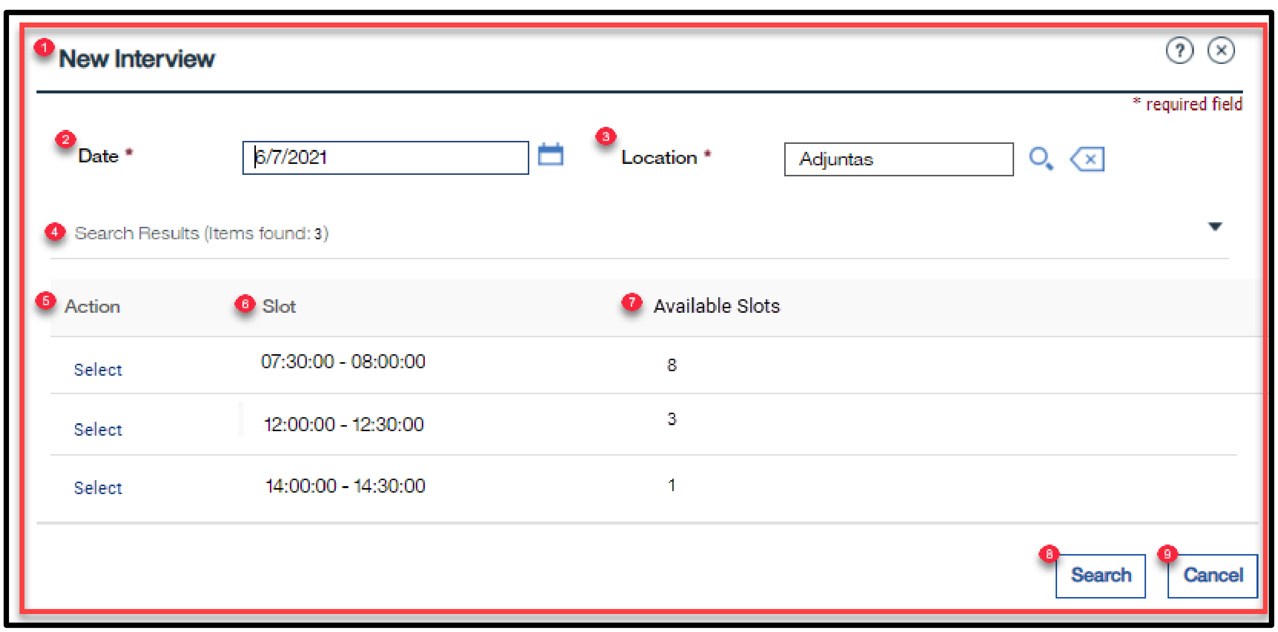
When 'New Interview' button is clicked, display the New Interview – Search page.

5.2.2 <CR53> New Interview - Search

The New Interview – Search page is a new page that will provide workers with the ability to select an available time slot within the specified Date and Location. When the worker enters the date, selects the location, and then clicks on Search, the page will display all the available slots.

5.2.2.1 Screenshot (New)

Figure 11: New Interview – Search



5.2.2.2 Description of Modifications and Additions

1. New Interview

Title, New

Set the title to 'New Interview'.

2. Date

Calendar, New

Add new Date field. Default to current date.

3. Location

Search, New

Add new Search field to allow worker to search and select the location where the interview is to be scheduled. Default to blank.

4. Search Results (Items found: #)

Static Text, New

This static text will display the number of items found when Search is clicked.

5. Action (Select)

Column, New

This column will display the Select link by each result. When select is clicked, then display New Interview – Schedule page.

6. Slot

Column, New

This column will display each Slot with availability greater than 0 for the Date and Location entered when the Search button was clicked.

7. Available Slots

Column, New

This column will display the number of availabilities for each Slot listed.

8. Search

Button, New

When Search is clicked

- If the Date is blank, then display error message: 'Date' must be entered.
- If Date is in the past, then display error message: 'Date' cannot be in the past.
- If the Location is blank, then display error message: 'Location' must be entered.

If there are no issues, then display available slots for the entered date and selected location. Update number of items found.

9. Cancel

Button, New

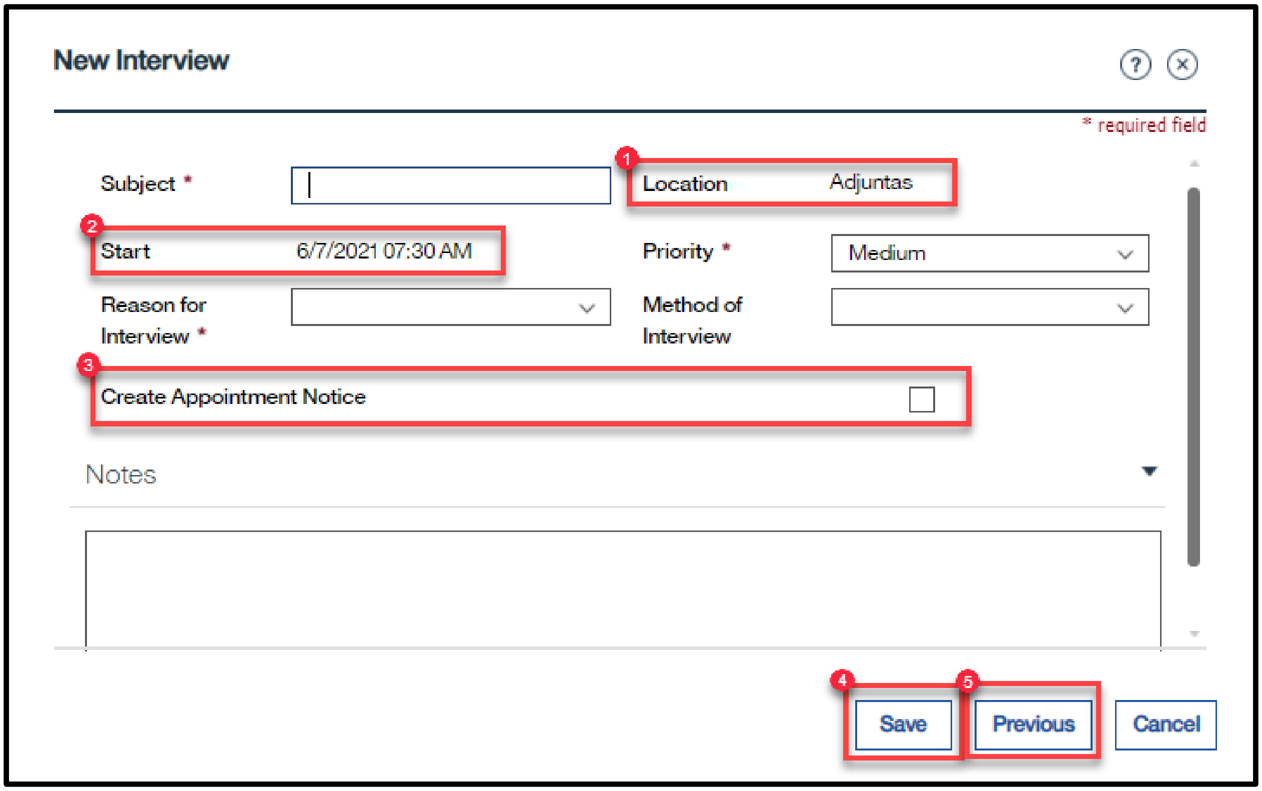
When Cancel is clicked, close the page.

5.2.3 <CR53> New Interview - Schedule

Once the worker selects a slot from the New Interview – Search page, the location and start time will display as static text on the New Interview – Schedule page. On this page, the worker will fill out the form, indicate if an Appointment Notice should be generated, then schedule the interview by clicking Save.

5.2.3.1 Screenshot (Modify)

Figure 12: New Interview – Schedule



5.2.3.2 Description of Modifications and Additions

1. Location

Static Text, ~~Dropdown, Mandatory,~~ Modify

Display the Location selected from the New Interview – Search page.

~~Change the Location from a textbox to a dropdown. Workers will be able to select the office in which the interview will take place.~~

~~Technote: See PRLocalOffice Code table for list of valid values~~

2. Start

Static Text, Modify

Display the start date and time selected from the New Interview – Search page.

3. Create Appointment Notice

Checkbox, New, Conditional

The Create Appointment Notice checkbox is being added to allow workers to indicate when an Appointment Notice should be generated. Only display this field when the interview is scheduled from the IC.

End

Calendar, Remove

4. Save

Button, Modify

When Save is clicked

- ~~If the Location is blank, then display error message “Select a Location”.~~
- ~~If the Start Date is not on a working day for the selected location, then display error message: ’Start Date’ must be on a working day.~~
- ~~If the Start Time does not match one of the Slot records of the selected location, then display error message: Not a valid ’Start Time’ for <Location>.~~
- ~~If the number of scheduled appointments is greater than the Maximum Appointments for the selected Start date and time slot for the location, then display error message: No available appointments available for <Start Date and Time> for <Location>.~~

If there are no issues, then create the Interview record with:

- The End Date equal to the Start Date
- The End Time equal to the Start Time plus Interview Duration.
- The assigned worker to blank.

  Note: This modification is being made because interviews are conducted at an office level, not the caseworker level. A caseworker can still be assigned to an Interview using the Assign link on the Action Menu.
- Also generate the Appointment Notice if the “Create Appointment Notice” is checked. ~~If the Reason for Interview is “Initial Application”, do not generate the Appointment Notice, unless the “Create Appointment Notice” is checked~~

5. Previous

Button, New

When ‘Previous’ is clicked, navigate back to the New Interview – Search page.

5.3 Office View

The Office View is a new page that will display the scheduled interviews and the Office Capacity by office location. This information can be viewed in 3 ways: month, week, and day.

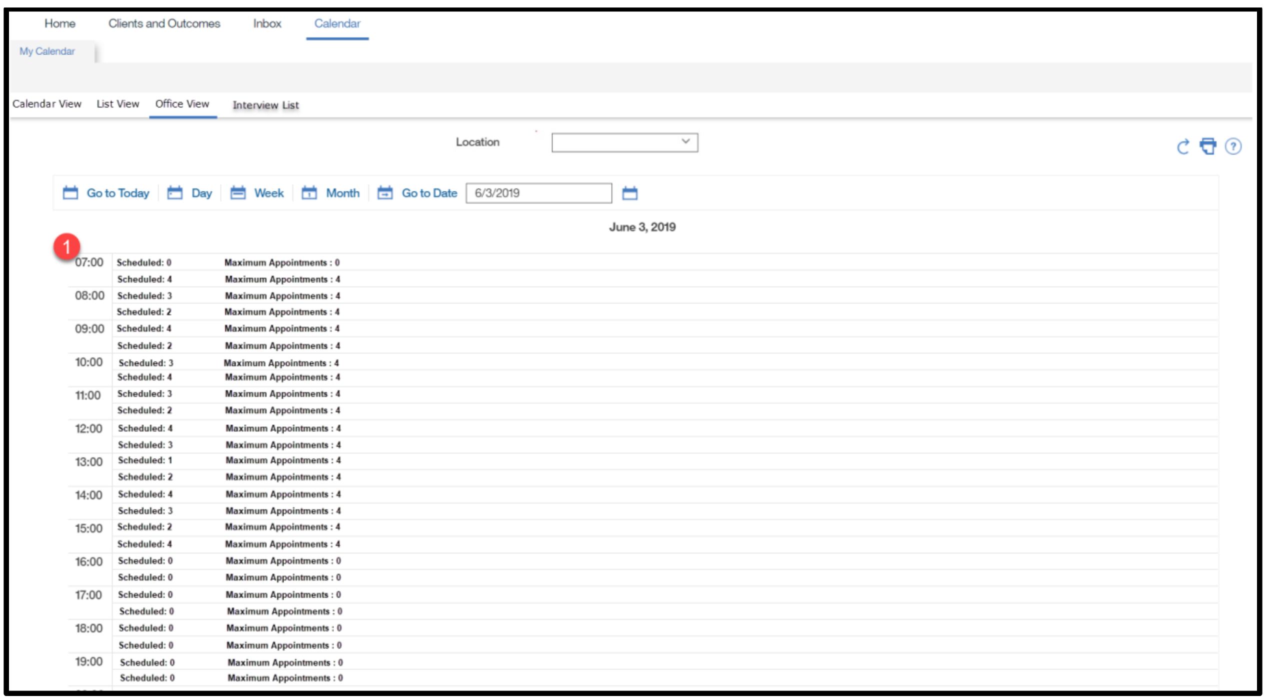
Technote: Each location will have a set of Slots for the month within the Location Schedule. Each month can have multiple Schedules for the same month because a single location may have multiple shifts. Make sure to add up the total number of all the Slots for the months.

5.3.1 Day View

The Day view will display the total number of scheduled interviews and maximum appointments per timeslot. This view will allow workers to determine which timeslots are available per office.

5.3.1.1 Screenshot (New)

Figure 13: Office Day View Calendar



5.3.1.2 Description of Modifications and Additions

1. Day View Calendar

Day Calendar, New

Using the same logic from the OOTB Calendar View Page, the Office View page will display the day's schedule. Every slot represents a window based on the Interview Duration. Each slot will display the total number of scheduled interviews and the maximum appointments. The maximum appointments represent the same number as the one listed on the selected office's Location Schedules, except for:

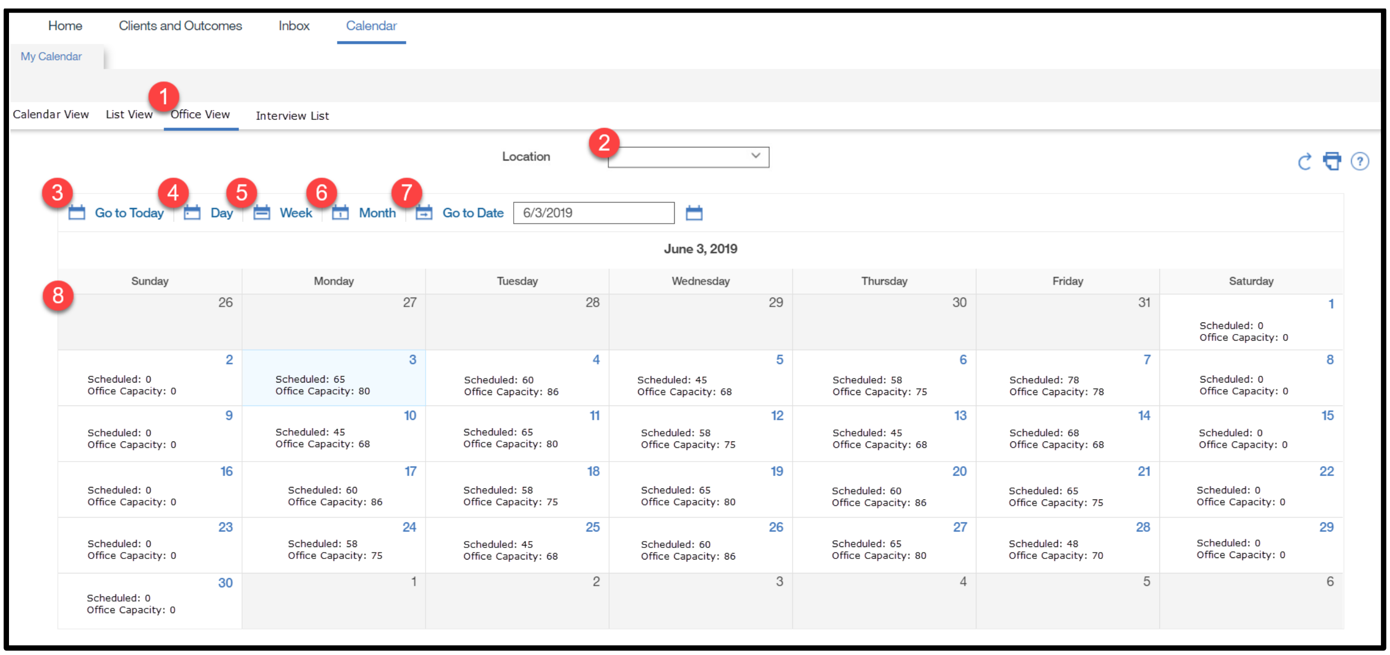
- Hours during Weekends, Events and outside Shift Hours, which will be 0
- Manually created Slot records. If a Slot record was created, the maximum appointments listed overrides the maximum appointments listed on the generic Slot records.

5.3.2 Month View

The Month view will display the total number of scheduled interviews and the Office Capacity for every day of that month. The Office Capacity is the sum of all the maximum appointments listed on the Day View.

5.3.2.1 Screenshot (New)

Figure 14: Office Month View Calendar



5.3.2.2 Description of Modifications and Additions

1. Office View

Tab, New

This new tab will direct the worker to view the Office Calendar. Using the same logic from the OOTB Calendar View Page, the Office View page will display a month calendar defaulted to the current month in blank. Once the location is selected, then the page will refresh to populate the calendar of the selected location.

2. Location

Dropdown, New, Mandatory

The Location dropdown will contain a list of all the offices. The worker must first select an office location in order to view selected location's calendar.

3. Go to Today

Button, New

Using the same logic from the OOTB Calendar View Page, this will direct the worker to the Month View which includes the current date.

4. Day

Button, New

Using the same logic from the OOTB Calendar View Page, this will direct the worker to the Day View of the selected date.

5. Week

Button, New

Using the same logic from the OOTB Calendar View Page, this will direct the worker to the Week View of the week of the selected date.

6. Month

Button, New

Using the same logic from the OOTB Calendar View Page, this will direct the worker to the Month View of the month of the selected date.

7. Go to Date

Button, New

Using the same logic from the OOTB Calendar View Page, this will direct the worker to the Month View which includes the date entered.

8. Month View Calendar

Month Calendar, New

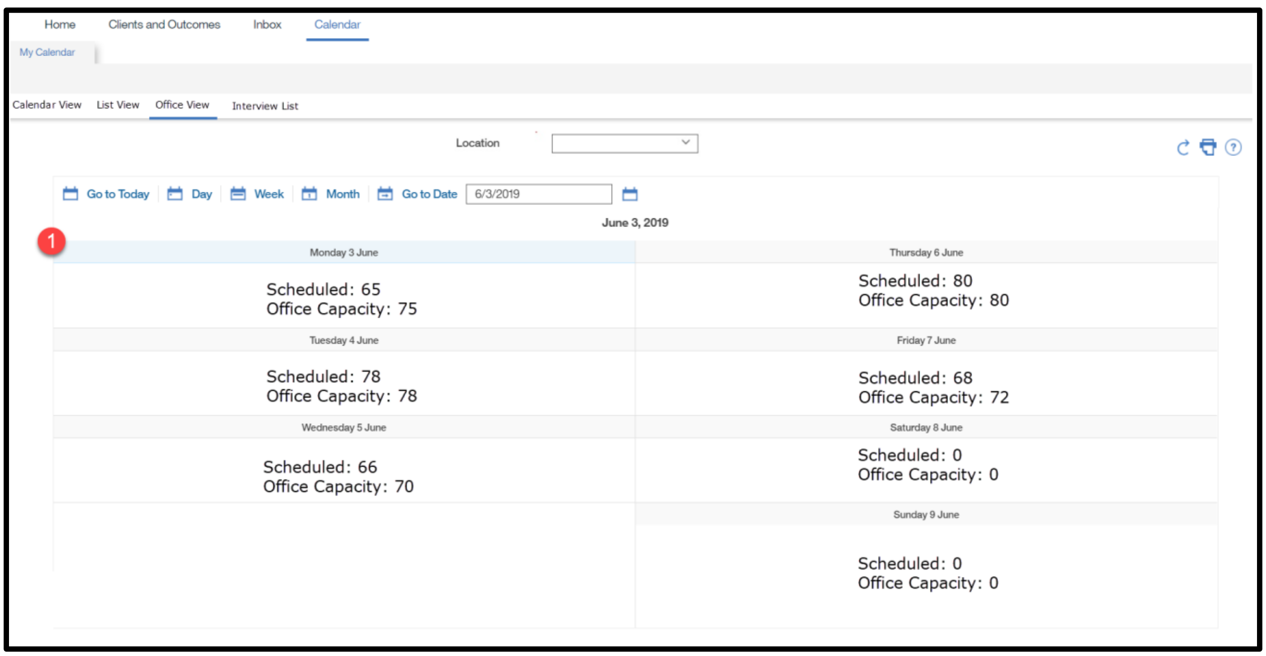
Populate each day in the month with the total amount of scheduled interviews and office capacity. The Scheduled field is the number of scheduled interviews for that day. The Office Capacity field is the sum of all the Maximum Appointments for that day.

5.3.3 Week View

The Week view will display the total number of scheduled interviews and the office capacity for the selected week.

5.3.3.1 Screenshot (New)

Figure 15: Office Week View Calendar



5.3.3.2 Description of Modifications and Additions

1. Week View Calendar

Week Calendar, New

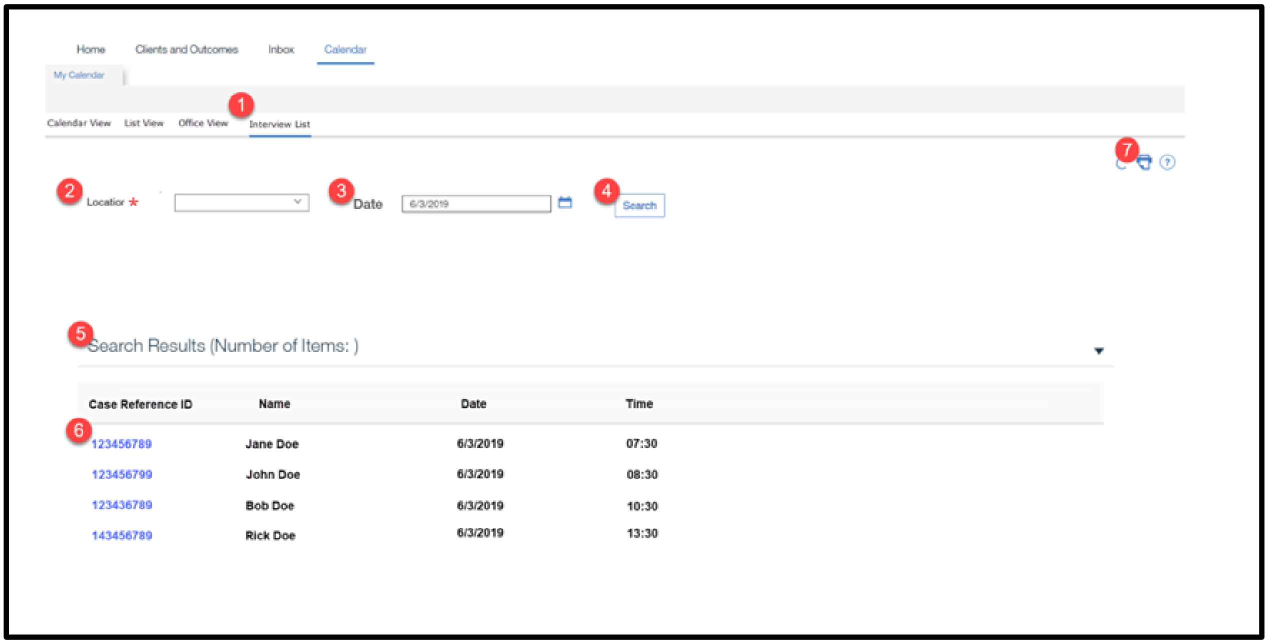
Using the same logic from the OOTB Calendar View Page, the Office View page will display the week calendar for the selected date. Populate each day of the week with the total amount of Scheduled interview and Office Capacity. The Scheduled amount is the number of scheduled interviews for that day. The Office Capacity is the sum of all the Maximum Appointments for that day.

5.4 Interview List

The Interview List page allows workers to view a list of scheduled interviews by office location and date. The Case Refence ID link will direct the worker to the IC with the scheduled interview.

5.4.1 Screenshot (New)

Figure 16: Interview List



5.4.2 Description of Modifications and Additions

1. Interview List

Tab, New

The Interview List allows a worker to view the scheduled interviews assigned to a certain location and date.

2. Location

Dropdown, New, Mandatory

The Location dropdown will contain a list of all the offices. The worker must select an office location to view the selected location’s capacity.

3. Date

Date, New, Mandatory

Default to current date.

4. Search

Button, New

When clicked on, search results will be populated according to the location and date set by the worker. If Location or Date is blank, display error message "Please select a location and time".

5. Search Results

Results Table, New

The Search Results table will display columns: Case Reference ID, Name, Date, and Time. The table will populate all interviews that match the location and date entered by the Worker. Since the interviews are scheduled at the IC or Application level, display the Primary Client under the Name column.

6. Case Reference ID

Link, New

This will be a link to direct the worker to the IC homepage.

7. Print

Button, New

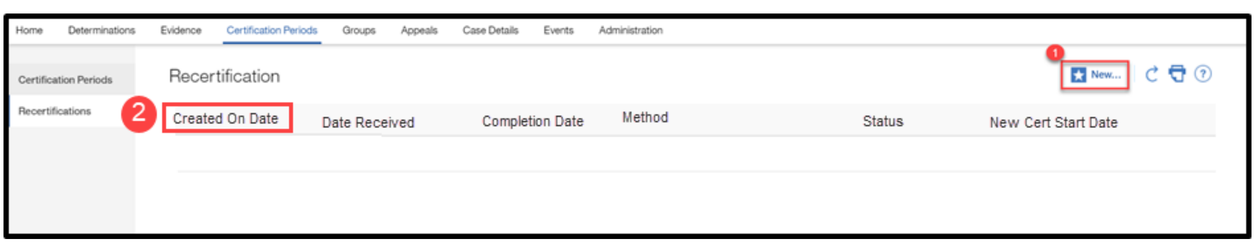
Use the same logic from the OOTB print icon to allow workers to print the result.

5.5 <CR-143> Recertification List

The Recertification List page allows case workers to create a new recertification record or view a list of recertification records per PDC.

5.5.1 Screenshot (New)

Figure 17: <PRMO-3388> Recertification List



5.5.2 Description of Modifications and Additions

1. New

Button, Modify

The new button allows a case worker to manually create a recertification record. When Save is clicked:

- If the PDC's current certification period end date <PRMO-2819> does not fall within or at the end of the period defined as the "Annual Recertification Period" ~~is greater than <PRMO-565> 4 3 months from today's date~~, then display error message "This PDC cannot be recertified as it is not within the renewal period".

Technote: Only MEDITI3G users with the Functional Admin role should be allowed to manually create a recertification record if there are more <PRMO-2819> months than what is defined as the "Annual Recertification Period" ~~<PRMO-565> 4 3 months~~ remaining on the certification period.

<PRMO-3388> If the recertification has been completed and has a status of Eligible or Eligible-Other, no edits should be allowed on the recert record. The edit functionality will be disabled for those records.

2. <PRMO-3388> Created On Date

Column, New

The Column is populated with the date the recert record was created.

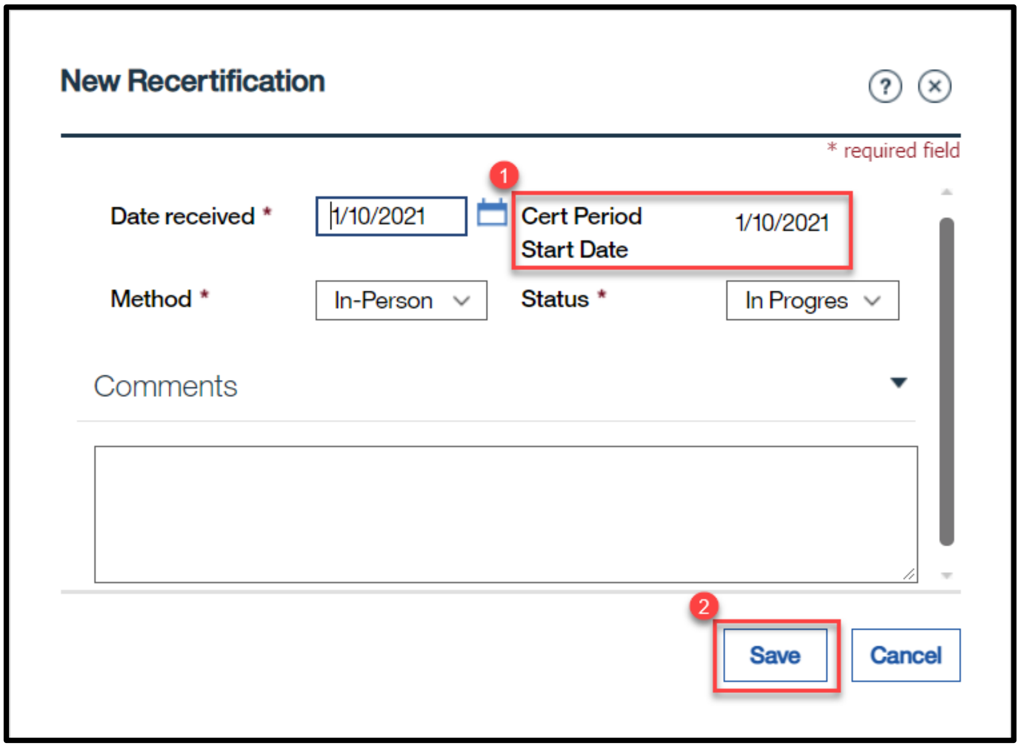
Spanish: Fecha de creación

5.6 <CR-143> New Recertification

The New Recertification page allows case workers to enter information related to the creation of a new recertification record.

5.6.1 Screenshot (New)

Figure 18: New Recertification



5.6.2 Description of Modifications and Additions

1. Cert Period Start Date

Date, Modify, Read-Only

This field should be modified to be read-only and should be set systematically when new recertification record is being created manually or by a batch. The new 'Cert Period Start Date' should be set to the 1st day of the month that follows the PDC's current certification period end date.

Technote: MEDITI3G users with the role of 'PRFunctionalAdmin' should be able to modify the 'Cert Period Start Date'.

2. Save

Button, Modify

This button allows a case worker to save a new recertification record. If this 'Save' button is clicked and the most recent certification period end date is more than 90 days in the past, display the following error message "This PDC cannot be recertified as it is not within its renewal period".

Technote: Add a new validation that does not allow a recertification record to get updated if the most recent certification period end date is more than 90 days in the past.

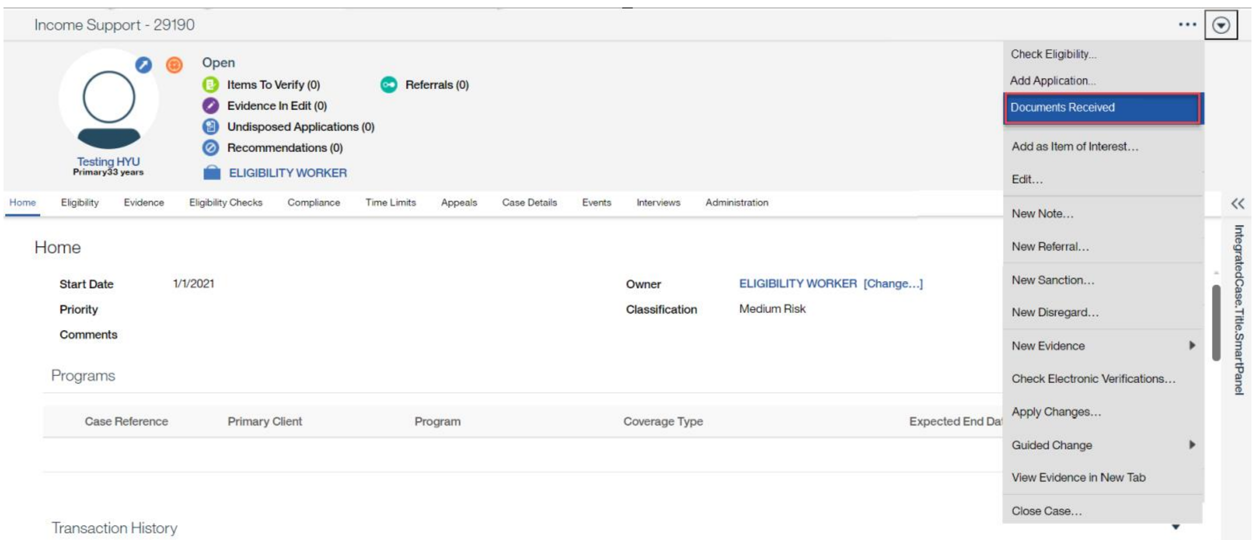
Technote: Remove the validation that does not allow a recertification record to get updated if there is not a current certification period on the PDC.

5.7 <PRMO-3388>Documents Received

The New Documents Received action menu link allows authorized system users to flag PDCs with an active recertification period when client documents are submitted.

5.7.1 Screenshot (New)

Figure 19: Documents Received



5.7.2 Description of Modifications and Additions

Documents Received

Action Menu, New

Spanish: Documentos Recibido

This action menu button should be enabled when a PDC on the respective Integrated Case is within its renewal period.

Technote: This button should be enabled for MEDITI3G users with the following security roles:

- ***PRAPPEALWORKER***
- ***PRSUPERVISORROLE***
- ***PRFUNCTIONALADMIN***

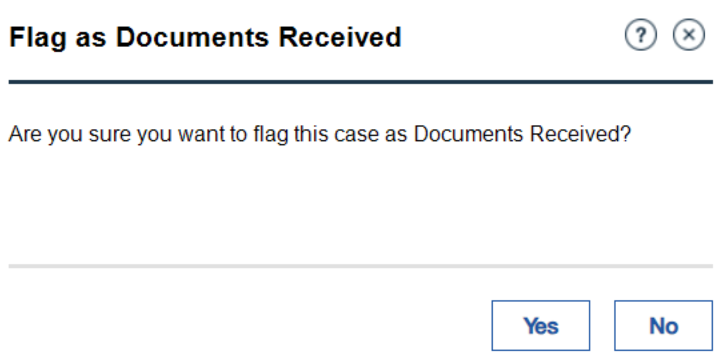
- ***PRCASEWORKERSD***
- ***PRCASEWORKERROLE***
- ***PRAUXILIARYCLERKROLE***
- ***PROFFICECLERKROLE***
- ***PRCALLCENTER***
- ***PRTECHHELPDESK***
- ***PRQCREVIEWER***
- ***PRQCSUPERVISOR***

5.8 <PRMO-3388>Documents Received Validation

The Documents Received validation should appear whenever the Documents Received flag is triggered manually on an Integrated Case.

5.8.1 Screenshot (New)

Figure 20: Documents Received Validation

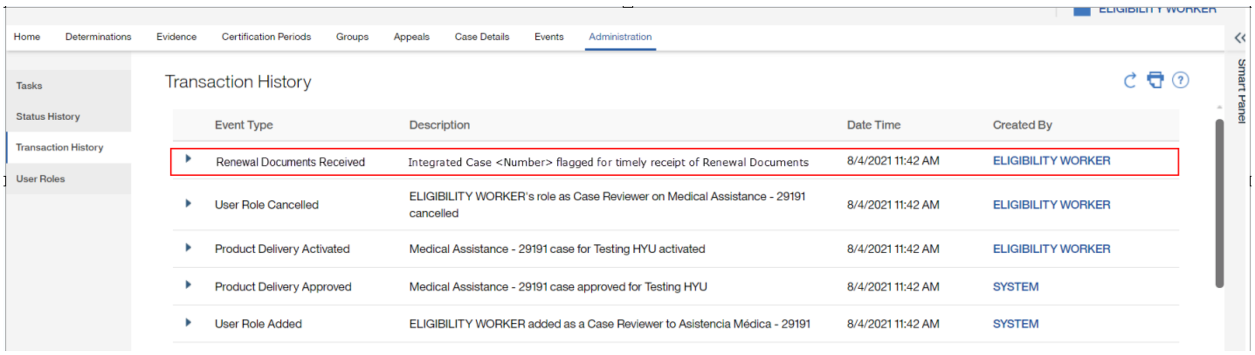


5.9 <PRMO-3388>Transaction History

The Transaction History list page should be populated whenever the Documents Received flag is triggered (manually or by the system) on an Integrated Case.

5.9.1 Screenshot (Modify)

Figure 21: Transaction History



5.9.2 Description of Modifications and Additions

Event Type

Column, Modify

This column should be populated with "Renewal Documents Received" when the Documents Received button is triggered (manually or by the system) on the respective Integrated Case.

Spanish:

Description

Column, Modify

This column should be populated with "Integrated Case <Number> flagged for timely receipt of Renewal Documents" when the Documents Received button is triggered (manually or by the system) on the respective Integrated Case.

Spanish:

Date Time

Column, Modify

This column should be populated with the date and time the Documents Received button is triggered (manually or by the system) on the respective Integrated Case.

Spanish:

Created By

Column, Modify

This column should be populated with the user name of the worker that selected the Documents Received button on the Integrated Case. Alternately, this column should display "System" when the Documents Received flag is set due to receipt of online information.

Spanish:

5.10 <PRMO-3388>Renewals Pending Action Scenarios

The Renewals Pending Action Scenarios provide detailed descriptions of the various scenarios and their expected outcomes.

Figure 22: Renewals Pending Action Scenarios

Renewals Pending Action Scenarios.xlsx

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 with the Renewal process.

6.1 <Ex Parte Process> RRV Case Identification Batch ~~Ex Parte Process~~ (Modify) <PRMO-2819><PRMO-2986>

The Ex Parte process is a series of batches that will <Ex Parte Process> attempt to automatically renew ~~use third party data sources (interfaces) to verify all unverified mandatory items for~~ all beneficiaries with a certification period ending <PRMO-2819> at the end of the period defined as the “Annual Recertification Period”, ~~in <PRMO-565> 4 3 months,~~ except for beneficiaries in <PRMO-2986> ~~an Auto-Eligibility <CR-42> or~~ a Spenddown category or IV-E Foster Care.

<Ex Parte Process> The first batch in the Ex Parte process is the Renewal and Redetermination Verification (RRV) Case Identification Batch. The RRV Case Identification Batch will identify all beneficiaries with a certification period ending <PRMO-2819> at the end of the period defined as the “Annual Recertification Period” ~~in <PRMO-565> 4 3 months~~ and not in <PRMO-2986>~~an Auto-Eligibility or~~ a Spenddown category or IV-E Foster Care. This batch will create a new Recertification Record and set the status to In Progress for these beneficiaries. Then a request for electronic verification from third party data sources (interfaces) is sent to attempt to reverify evidence items that require reverification for recertification. They are allotted 10 days to complete this process. See the Evidence Verification Mapping spreadsheet for the evidences which have an expiration. Evidences which have expired at the start of the recertification process must be reverified. ~~If the Ex Parte process can reverify all the required evidence(s) for the PDC, then a new certification period is generated and set to start the day after the current certification period ends.~~

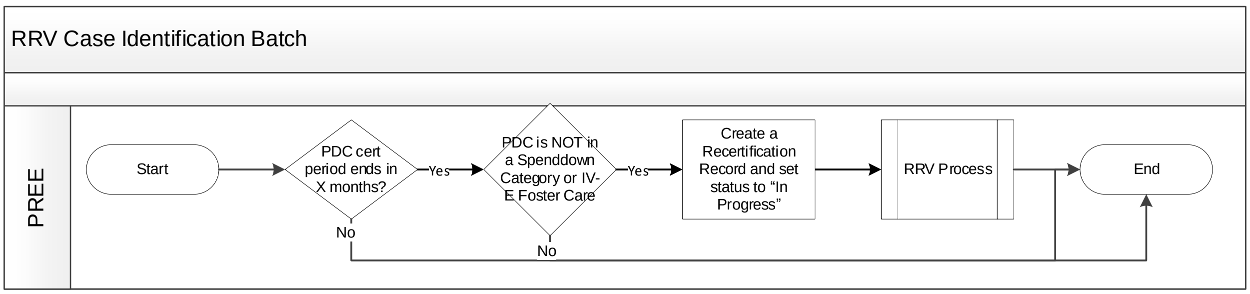
~~If the Ex Parte process cannot reverify all the required evidence(s) for the PDC, then the PDC will be picked up by the Recertification Interview Batch.~~

The information that the <Ex Parte Process> ~~Electronic Verification~~ RRV will be able to verify will depend on the interfaces available at the time of the call and the type of information verified by those interfaces. For more information about interfaces, please refer to the applicable interface FDD's.

6.1.1 High Level Steps

<Ex Parte Process> ~~The items in gray represent the modification being made to the Ex Parte Batch to meet PRMP policy.~~

Figure 23: <CR-42> <Ex Parte Process> ~~Ex Parte Batch~~ RRV Case Identification Batch <PRMO-2819><PRMO-2986>



<CR-42><Ex Parte Process>

6.1.2 Predecessor

No modification identified.

6.1.3 Successor

Recertification Interview Batch

6.1.4 Execution Frequency

Automatically on the night of every 1st day of the month.

6.1.5 Inputs

To be identified by the development team.

6.1.6 Outputs

To be identified by the development team.

6.1.7 Detailed Steps

- **IF** PDC certification period ends <PRMO-2819> at the end of the period defined as the "Annual Recertification Period" ~~in <PRMO-565> 4 3 months~~
- **<CR-42> AND IF** PDC is not <PRMO-2986>~~an Auto-Eligibility category **OR**~~ in a Spenddown category or IV-E Foster Care (Please see the MAGI FDD for <PRMO-2986>~~the list of Auto-Eligibility categories and~~ the Rules PREE Program Hierarchy for the list of Spenddown categories)
- <Ex Parte Process> **THEN** Create a new Recertification Record and set status to "In Progress"

- **THEN** ~~Complete~~ Start the ~~Electronic Verification, including the Renewal and Redetermination Verification Batch~~ RRV process, which will call on the federal and local interfaces, as available, to request verification.
- ~~**AND IF** All items were verified~~
- ~~**THEN** Create Recertification record on PDC with status of "Ex Parte Complete"~~
- ~~**AND THEN** Create new certification period and set Start Date to the day after the current certification period ends~~

Technote: The Ex Parte Part 1 Batch and RRV Batch are being consolidated and named RRV Case Identification Batch. The Electronic Verification process needs to support renewal and redetermination verification from federal and local agencies, as they become available. ~~The Ex Parte Batch will split in two to accommodate Renewal and Redetermination Verification process and the verification process from local agencies.~~ <Ex Parte Process>

6.1.8 Control Report

Add:

Number of PDC's with certification period ending <PRMO-2819> at the end of the period defined as the "Annual Recertification Period" ~~in <PRMO-565> 4 3 months: <Number>~~

Number of Auto-Eligibility category PDC's with certification period ending <PRMO-2819> at the end of the period defined as the "Annual Recertification Period" ~~in <PRMO-565> 4 3 months: <Number>~~

<CR-42> Number of Spenddown category PDC's with certification period ending <PRMO-2819> at the end of the period defined as the "Annual Recertification Period" ~~in <PRMO-565> 4 3 months: <Number>~~

<CR-42> Number of <PRMO-2986>~~Non-Auto-Eligibility and~~ Non-Spenddown category and IV-E Foster Care PDC's with certification period ending <PRMO-2819> at the end of the period defined as the "Annual Recertification Period" ~~in <PRMO-565> 4 3 months: <Number>~~

~~Number of PDC's that were able to be recertified by batch: <Number>~~

~~Number of PDC's that were unable to be recertified by batch: <Number>~~<Ex Parte Process>

Remove:

Number of ABD and MAGI PDC's within 11th month of Certification Period: <Number>

Number of ABD and MAGI PDC's deemed eligible: <Number>

Number of ABD and MAGI PDC's deemed ineligible: <Number>

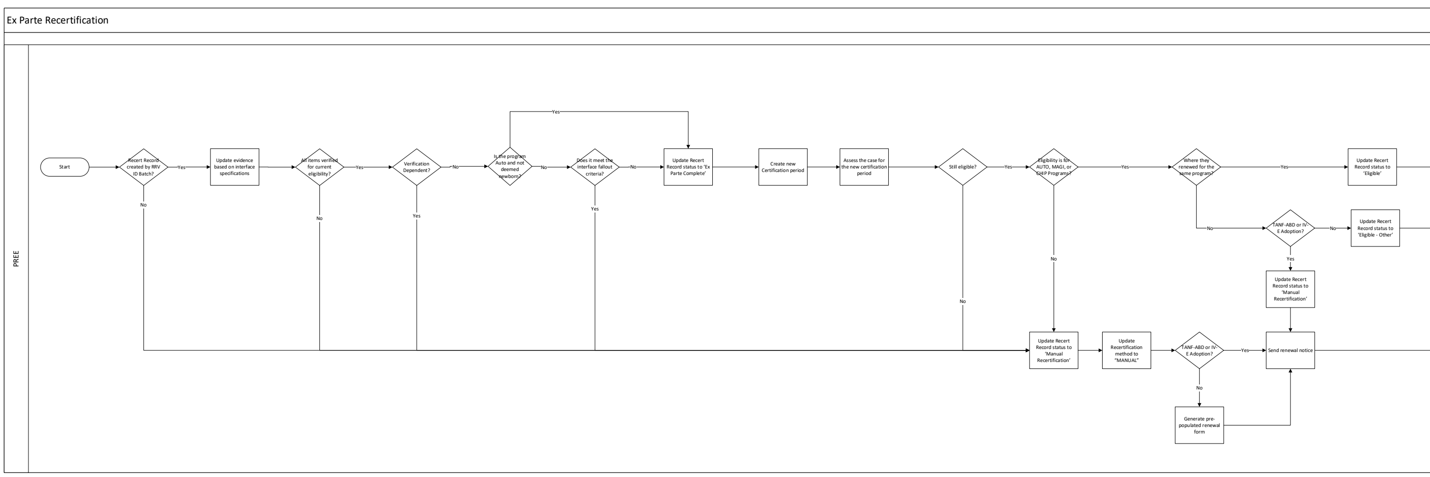
Number of ABD and MAGI PDC's that were unable to be recertified by batch: <Number>

6.2 <Ex Parte Process> Ex Parte Recertification Batch (Modify)

The second batch in the Ex Parte Process is the Ex Parte Recertification Batch. This batch will apply all the verifications received from the RRV response file. Beneficiaries with all evidences verified will be evaluated for a new certification period.

6.2.1 High Level Steps

Figure 24: Ex Parte Recertification Batch <CR103><PRMO-2986>



6.2.2 Predecessor

To be identified by the development team.

6.2.3 Successor

To be identified by the development team.

6.2.4 Execution Frequency

Automatically on the night of every 10th day of the month.

6.2.5 Inputs

To be identified by the development team.

6.2.6 Outputs

To be identified by the development team.

6.2.7 Detailed Steps

<PRMO-2986>

- SET the Method and Status of the recertification period as follows:
  - Method = 'Ex Parte'
  - Status = 'In Progress'
- **IF** Recertification Record was created by RRV Case Identification Batch on the 1st of the month
  - **THEN** Update the evidence and verifications based on specifications defined for each interface
  - SET the following Outstanding Verifications to "Verified" with the Item of "Self-Attestation":
    - Living Arrangement – Only for type "Home"
    - Household Composition
    - Address
  -
  - **IF** All items were verified for eligibility of the current program.
  - **AND** The recipient isn't a Verification Dependent. The process checks which household member(s) benefit depends on the verification of each evidence.
  - **AND** The program is NOT AUTO or it is Deemed Newborn
    - **OR** It does not meet the Interface Fallout criteria
      - **<PRMO-2818> Fallout criteria:**
        - DOL and Hacienda Batches are Successful (BatchResponseCode = 0)
        - DOL and Hacienda Individual Response is Successful, Record Not found or SSN does not Exist (0, 2 or 10 respectively).
  - **THEN**
    - Update the Recertification Record status to "Ex Parte Complete"
    - Create a new certification period
    - Assess the case for the new certification period

    - **IF** The beneficiary is still eligible for AUTO, MAGI, or CHIP program
    - **AND** The beneficiary renewed for the same program
      - **THEN**
        - Update the recertification record status to 'Eligible'
        - Send the notice of decision
    - **ELSE**
      - **IF** their current program is AABD or Title IV-E Adoption
      - **THEN**

- Update the recertification record status to "Manual Recertification"
- Send the Renewal Notice

- **ELSE**
  - Update the recertification record status to 'Eligible - Other'
- Send the Notice of Decision

- **ELSE**
  - Manual Recertification (see below)

- **ELSE**
  - Manual Recertification (see below)

- **ELSE**
  - Manual Recertification (see below)

Manual Recertification:

- <PRMO-2532> Update the recertification method to "MANUAL"
- **IF** the program is AABD or Title IV-E Adoption
- **THEN**
  - Send the renewal notice
- **ELSE**
  - Generate the prepopulated renewal form
  - Send the renewal notice

Technote: Manual Recertification is a new status for Recertification Records. It can only be set by a batch. This new status will allow a worker to continue the recertification process, as needed, when the RRV process was able to verify all pending verification, but the beneficiary was found ineligible.

6.2.8 Control Report

Number of PDC's that were able to be recertified by batch with status "Eligible": <Number>

Number of PDC's that were unable to be recertified by batch: <Number>

Number of PDC's with status "Manual Recertification": <Number>

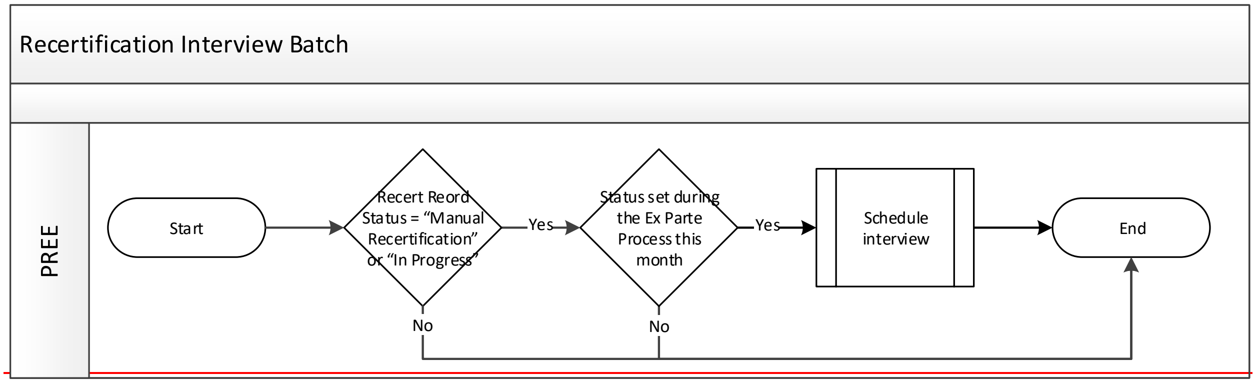
6.3 <PRMO-1514> ~~Recertification Interview Batch (New)~~

~~The purpose of the Recertification Interview Batch is to conduct a mass scheduling of interviews with the Primary Client of the IC with PDC's that were not able to be~~

~~recertified by the Ex Parte process. This section will contain the detailed batch process.~~

~~6.3.1 High Level Steps~~

~~<CR-45> Figure 25: Recertification Interview Batch~~



~~<CR-45>~~

~~6.3.2 Predecessor~~

~~<Ex Parte Process> Ex Parte Recertification Batch Ex Parte Batches.~~

~~6.3.3 Successor~~

~~Recertification Notice Batch.~~

~~6.3.4 Execution Frequency~~

~~<Ex Parte Process> Automatically on the night of every 10th day of the month.~~

~~<CR> Every month after Ex Parte process is fully completed <CR>. <Ex Parte Process>~~

~~6.3.5 Inputs~~

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

~~6.3.6 Outputs~~

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

~~6.3.7 Detailed Steps~~

- ~~<CR-45> **IF** IC has a PDC that was unable to be recertified by the Ex Parte process~~
- ~~**IF** The Recertification Record status is "Manual Recertification" or "In Progress"~~
- ~~**AND IF** The Status was set during the Ex Parte Process this month <CR-45>~~
- ~~**THEN** Schedule Interview~~

~~6.3.7.1 Schedule Interview~~

~~Create a new Interview record on the IC with the following values:~~

~~Table 4: Data Requirements for Interview~~

~~Field~~	~~Value~~	~~Comments~~
~~Subject~~	~~Recertification Interview with <Primary Client's Name>~~	
~~Location~~	~~<Location>~~	~~PRMP local office associated to Primary Client's private address.~~
~~Start Date~~ **~~Start Time~~**	~~<Date>~~ ~~<Next Available Time Slot>~~	~~Interview will be scheduled at random, for any available slots during the <PRMO-565> following month prior to the month in which the certification period ends. Interviews cannot be scheduled during the weekends and Event's hours.~~ ~~Ensure that 10% of the total Office Capacity (the sum of all the Office Capacity for the location for the month) are blocked off to be used for manual interview scheduling. Meaning, select 10% of the available appointment slots and block them off from being picked for auto scheduling. The remaining appointment slots are available for auto scheduling. If the available appointment slots for auto scheduling is less than the number of IC's that needs to be scheduled an interview, then, at random, select Slot record to over allocate until all IC's have a scheduled interview.~~
~~End Date~~	~~Start Date~~	
~~End Time~~	~~Start Time + <Interview Duration>~~	
~~Priority~~	~~Medium~~	
~~Reason for Interview~~	~~Recertification~~	

~~Field~~	~~Value~~	~~Comments~~
~~**Note**~~	~~The following recipient's certification ends on <DDMMMYYYY>:~~ ~~<Person's Name> - <PDC Reference Number>~~	~~Only list the PDC's in the IC that were unable to be recertified by Ex Parte process.~~ ~~Example of DDMMMYYYY = 31Dec2019~~

~~6.3.8 Control Report~~

~~Control Report Name: Recertification_Interview_Batch _<date-time>~~

~~Total number of interviews scheduled: <Number>~~

~~Batch Start Time: <Start_Time>~~

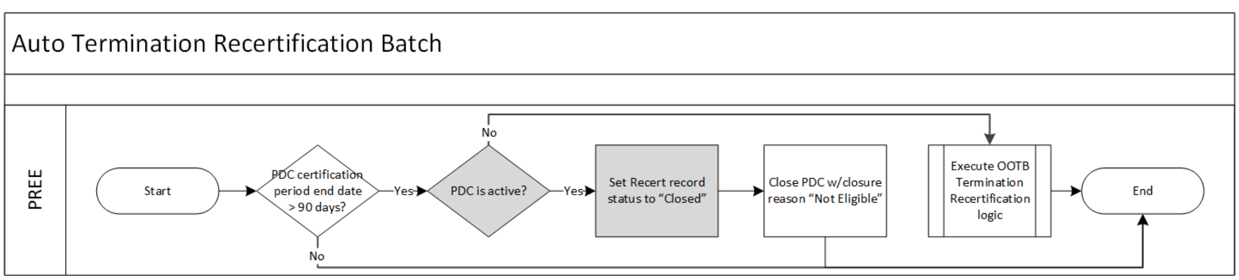
~~Batch Finish time: <Finish_Time>~~

6.4 <CR–45> Auto Termination Recertification Batch (Modify)

The purpose of the Auto Termination Recertification Batch is to close the PDCs when the certification period ends and there is not a new eligible certification period. This batch is being modified to add the logic for closure reason for Recertification Records status of "Manual Recertification".

6.4.1 High Level Steps

Figure 26: <CR-143> Auto Termination Recertification Batch



6.4.2 Predecessor

To be identified by the development team.

6.4.3 Successor

To be identified by the development team.

6.4.4 Execution Frequency

Automatically on the last night of the month.

6.4.5 Inputs

To be identified by the development team.

6.4.6 Outputs

To be identified by the development team.

6.4.7 <CR-143> Detailed Steps

IF the most recent PDC certification period ~~ends today~~ end date is 91 calendar days or more from today's date

AND IF the PDC's status is Active

~~**AND IF** A Recertification Record exists with status "Manual Recertification"~~

THEN Close the PDC with closure reason of "Not Eligible" AND Recertification record status to "Closed"

Else Continue with the OOTB Auto Termination Logic

> ***Technote: The Auto Termination Recertification Batch is referring to the OOTB batch call Medicaid Auto Termination Recertification Batch. ~~Manual Recertification is a new status for Recertification Records.~~ This batch is being updated to close PDCs where the renewal has not been completed within 90 days of the most recent certification period end date. ~~include the closure reason for PDC's with Recertification Records status of "Manual Recertification"~~. The other scenarios covered in the batch still applies and are not being removed.***

6.4.8 Control Report

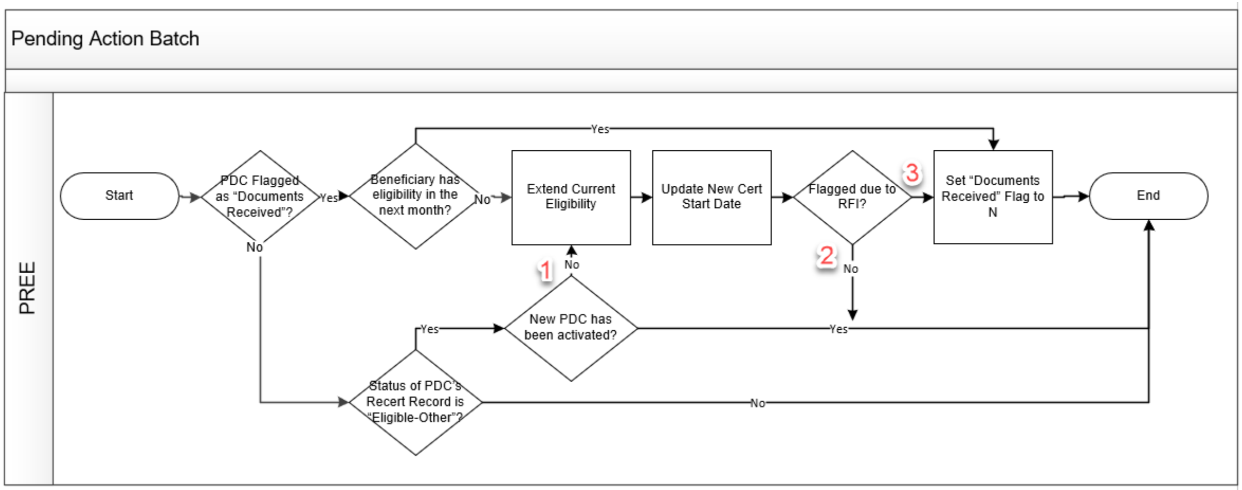
To be identified by the development team.

6.5 <PRMO-3388> Pending Action Batch (New)

The purpose Pending Action Batch is to identify the PDCs which are still flagged as Documents Received and extend them until the end of the following month.

6.5.1 High Level Steps

Figure 27: Pending Action Batch



6.5.2 Predecessor

Executed before the Daily_1 batches

6.5.3 Successor

To be followed by the Daily_1 batches

6.5.4 Execution Frequency

Automatically on the last night of the month.

6.5.5 Inputs

To be identified by the development team.

6.5.6 Outputs

To be identified by the development team.

6.5.7 Detailed Steps

IF the Active PDC is Flagged for "Documents Received".

IF Beneficiary does not have Eligibility in the following month

THEN Extend Current Eligibility (Same Aid Code, Coverage Code and Co Pay Amount) until the end of the following month with the Forced Eligibility Reason of "Pending Case Worker Action". **Spanish translation:** ***Acción pendiente por un Técnico***

AND Update the New Cert Start Date in the Recertification Record to begin the 1st day of the month after the extension.

IF The "Documents Received" flag was set by an RFI being triggered on or within the cutoff date. NOTE: Cutoff date is 10 days before the end of the month.

THEN Set "Documents Received Flag" to N

ELSE IF the Status of the PDC Recertification Record is "Eligible-Other" and the new PDC has not been activated

THEN Extend Current Eligibility (Same Aid Code, Coverage Code and Co Pay Amount) until the end of the following month with the Forced Eligibility Reason of "Pending Case Worker Action". **Spanish translation:** ***Acción pendiente por un Técnico***

AND Update the New Cert Start Date in the Recertification Record to begin the 1st day of the month after the extension.

ELSE Do not Extend

Setting Extension Reason: The following Extension Reasons are set:

1. "Pending Activation"
2. "Pending Action"
3. "RFI"

6.5.8 Control Report

i. Person Number / MPI *(Display the MPI of the Beneficiary's whose benefits are being renewed)*

ii. IC Number *(Display Beneficiary's IC associated with PDC that within renewal period)*

iii. PDC Number *(Display Beneficiary's PDC number that within renewal period)*

iv. Evaluation Type *(Display 'MAGI', or 'non-MAGI' based on the category of the benefits currently being renewed)*

v. Office *(Display the office associated to the Beneficiary's case)*

vi. Region *(Display the region associated to the Beneficiary's case)*

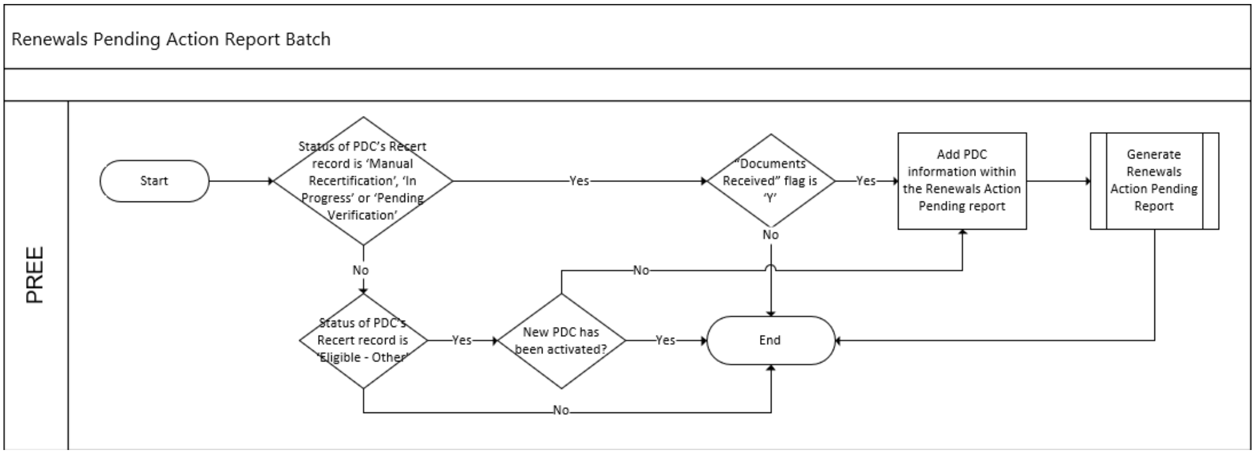
vii. *Extension Reason (Display 'Pending Action' if reason for extension was due to documents received. Display 'RFI' is reason for extension was due to RFI being sent during the last 10 days of the Month. Display "Pending Activation" if reason for extension is due to pending activation of other PDC.)*

6.6 <PRMO-3388> Pending Action Report Batch (New)

The purpose of the Pending Action Report Batch is to generate the Renewals Action Pending report that displays the cases that are within their renewal cycle that are awaiting action from the case worker.

6.6.1 High Level Steps

Figure 28: Pending Action Report Batch



6.6.2 Predecessor

Discuss

6.6.3 Successor

Discuss

6.6.4 Execution Frequency

Automatically Daily

6.6.5 Inputs

To be identified by the development team.

6.6.6 Outputs

To be identified by the development team.

6.6.7 Detailed Steps

Generate Renewals Action Pending report and include the below data points for the PDCs that match the below criteria:

b. Status of the Recertification record is 'Manual Recertification', 'In Progress', or 'Pending Verifications' AND the "Documents Received" flag is "Y", **OR**

c. Status of the Recertification record is 'Eligible – Other' AND new PDC is not activated.

d. Report data points:

   i. Person Number / MPI *(Display the MPI of the Beneficiary's whose benefits are being renewed)*

ii. IC Number *(Display Beneficiary's IC associated with PDC that within renewal period)*

iii. PDC Number *(Display Beneficiary's PDC number that within renewal period)*

iv. Evaluation Type *(Display 'MAGI', or 'non-MAGI' based on the category of the benefits currently being renewed)*

v. Office *(Display the office associated to the Beneficiary's case)*

vi. Region *(Display the region associated to the Beneficiary's case)*

vii. Documents Received but not processed *(Display 'Yes' if the PDC's 'Documents Received' flag is 'Y', else display 'No')*

viii. # of Days since documents was received *(Calculate the number of days by the Most recent date PDC's "Document Received" flag was set to 'Y' from the batch run date)*

ix. Completion pending PDC Activation *(Display 'Yes' if the status of the Recertification record is 'Eligible – Other' AND new PDC is not activated, else display 'No')*

x. # of Days PDC has been pending Activation *(Calculate the number of days since the PDC's Recertification status was set to 'Eligible – Other' from the batch run date)*

xi. Original Certification Period End Date *(Display the original certification end date associated with this renewal. For example, if prior to any extension this PDC's certification period is 1/1/2022 – 12/31/2023, and during the PDC's renewal period it was extended twice with the new certification period end date set to 2/29/2024. If the report is run in February 2024, the 'Original Certification Period End Date should display as '12/31/2024')*

xii. Status of the Recertification Record *(Display the status of the most recertification record on the PDC)*

xiii. New PDC was activated *(Display 'No', if the status of the PDC's recertification record is 'Eligible – Other' AND the new PDC was not activated. Display 'Not Applicable', if the status of the PDC's recertification record is 'Manual Recertification', 'In Progress', or 'Pending Verifications'. Display 'Yes', if the status of the PDC's recertification record is 'Eligible – Other' AND the new PDC was activated.)*

e. Place the Renewals Action Pending report on PRMP's SFTP.

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 PRMP's requirements associated with the Renewal process.

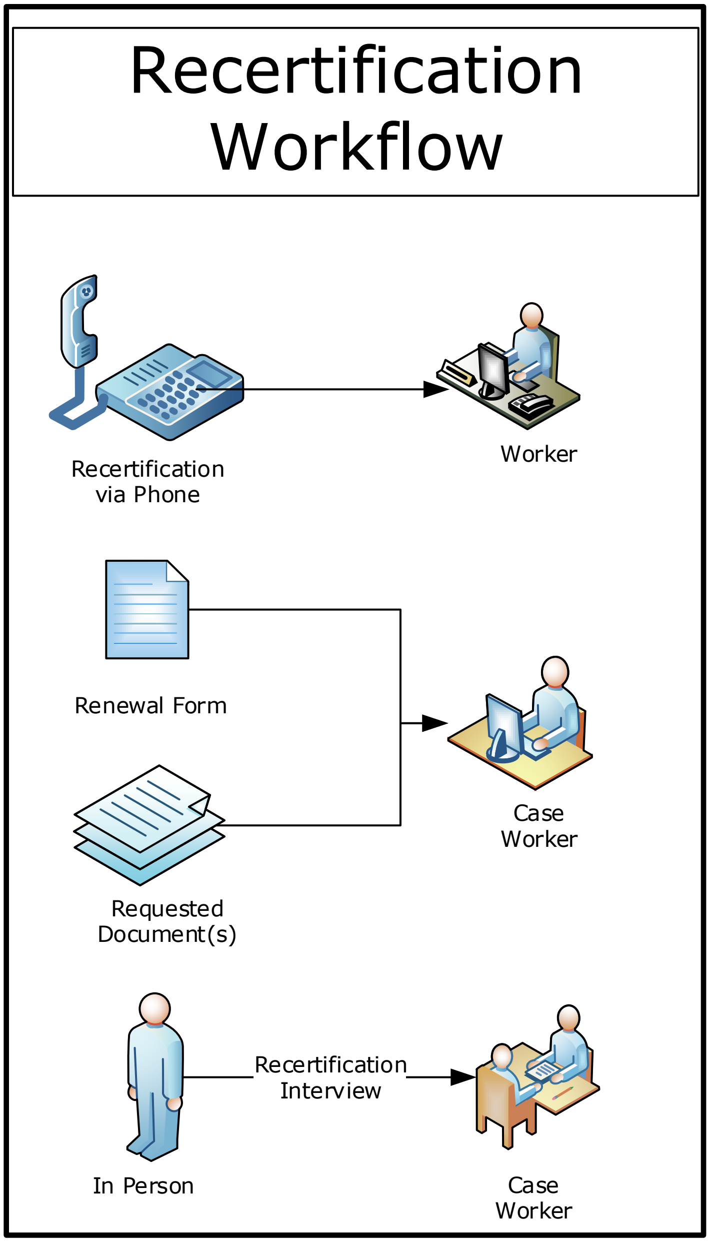
7.1 Recertification Workflow

No alerts or tasks were identified in PREE to notify caseworkers of the need to complete a recertification by phone, paper, or in person.

Recertifications triggered by the Citizen Portal will be documented in the Medical Application Citizen Portal FDD.

PRMP has not decided who will process recertification via phone.

Figure 29: Recertification Workflow



7.1.1 Tasks

7.1.1.1 Authorize New Decision – Recertification (Remove)

The Authorize New Decision task notifies the caseworker that a new decision is available for authorization. The PRMP process will include authorizing the new decision real time to avoid sending an inaccurate Notice of Decision (NOD) to the recipients due to potential delays in the authorization of new decisions.

8 Development Considerations

The Development Considerations section contains additional information for the development team to take into consideration during the development phase of this FDD.

8.1 Primary Client

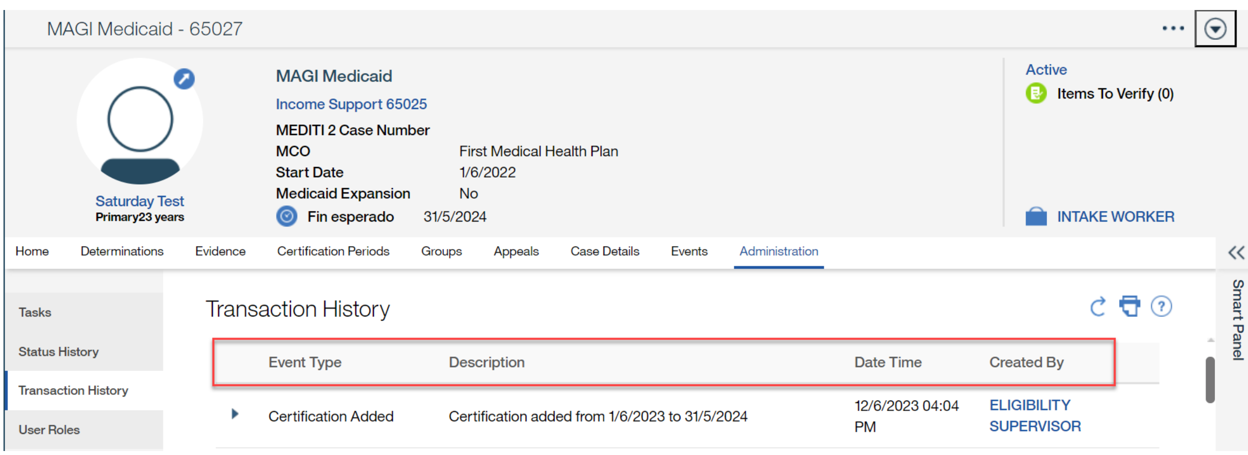
All mentions to the Primary Client refer to the primaryClient as stored on the CaseHeader table.

8.2 <PRMO-3388> PDC Transaction History

The following Events Type need to be added and recorded in the Transaction History

Triggered by	Event Type	Description	Date Time	Created By
Adverse Action during Renewals	Adverse Action	Certification Extended from DD/MM/YYYY to DD/MM/YYYY	Time action took place	If User Completed the Renewal then the User Name If System Completed the Renewal then SYSTEM.
Documents Received Flag Set to Y	Renewal Documents Received	Integrated Case <Number> flagged for timely receipt of Renewal Documents	Time action took place	If Flagged by User then the User Name If System triggered the Flag then SYSTEM

Triggered by	Event Type	Description	Date Time	Created By
Documents Received Flag Set to N	Documents Received flag Removed	Integrated Case <Number> Documents Received flag Removed. Reason: <RFI, Recert Completed, Extension Batch, Deceased, Case Closure, Unexpected Renewal>	Time action took place	SYSTEM
Pending Action Batch	Pending Action Extension	Certification Extended from DD/MM/YYYY to DD/MM/YYYY	Time action took place	SYSTEM



9 Training Considerations

The Training Considerations section contains additional information for the training team to take into account when creating training documents.

9.1 Interviews

When scheduling interviews, workers can use the Office View under Calendar to find an available slot to schedule an interview that is convenient for the requestor. Once a slot is identified, the worker will schedule the interview within the IC or Application. The Start Time on the Interview record must be a valid Start Time per the slots defined in the office's Location Schedule for the selected date.

If a person calls to reschedule an interview or comes before the scheduled interview, then the worker must set the Interview record to Cancel. Canceling the Interview record will allow the slot to be made available.

When a person comes to the office on the scheduled date, the worker must set the Interview record to Complete even if the purpose of the interview was not completed. "Complete" on an Interview record means that the person came to the office as scheduled.

If an interview needs to be scheduled with a particular worker, then the worker can be added to the scheduled interview using the Invite functionality. Once invited, the appointment will appear on the worker's Calendar.

9.2 Workers with the admin roles

When PRMP's annual calendar is made available prior to the start of the new year, the workers with the admin role will need to identify all the holidays for the new year. Each holiday needs to be entered in the "parent" Location Calendar and then applied to each office's Location Calendar. PREE needs this step to produce accurate Slot records for each office's Location Schedule for the month.

To generate the appointment schedule slots, the workers with the admin role need to enter the values to all the mandatory parameters listed on the Schedule page. Each time one of the parameters changes, the workers with the admin role will need to add an End Date to the current Schedule and create a new Schedule using the new values. The most likely parameter to change often is the Available Caseworker field. Each month, the workers with the admin role will need to validate that the number of available workers is still accurate. For example, in January the number of available caseworkers for March needs to be entered. When creating the Schedule, the workers with the admin role will enter the following. These parameters can change as needed by PRMP.

Table 5: Data Requirements for New Schedule page

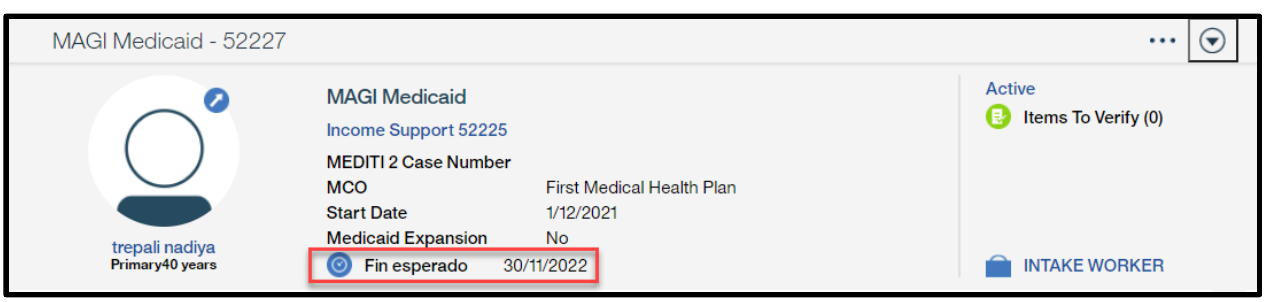
Field Name	Data	Comments
Name	<Month YYYY> Schedule	This identifies the start of the Schedule.
Type	Client Self Scheduled Appointment	
Start Date	1st day of the month	

Field Name	Data	Comments
End Date	<blank>	This can be added when the Schedule end date is known, either at creation or in the future.
Interview Duration	30	The standard length of the Interview.
Available Workers	<Number of caseworkers available at that location>	This information will be collected and validated on a monthly basis.
Number of Groups	2	
Shift Start Time	7:30 AM	
Shift End Time	4:00 PM	
Short Break Duration	15	
Lunch Break Duration	60	
Morning Break Start Time	9:00 AM	
Lunch Break Start Time	11:30 AM	
Afternoon Break Start Time	2:00 PM	

9.3 Late Recertification

<CR-143> When a recertification is not completed on time, the PDC will not be closed by the Auto Termination Recertification batch the night the certification period ends. The PDC will remain in Active status with the certification period unchanged. The caseworker can view the PDC's most recent certification period on the PDC's context panel (example displayed below).

Figure 30: PDC Context Panel showing Certification Period



~~However, caseworkers will be able to process past due recertification for the following scenarios:~~

1. ~~PRMP is at fault for not completing the recertification on time - recipient is not penalized because all required documents were submitted on time, but PRMP was not able to complete the recertification. In this scenario, the caseworker will need to inform the supervisor. The supervisor will be able to reopen the closed PDC. At this point, the caseworker can follow the same recertification process as a timely recertification.~~
2. ~~PRMP is NOT at fault for not completing the recertification - recipient did not submit all required documents on time. In this scenario, the caseworker will submit an application from the IC and select the appropriate applications.~~

10 Reporting Considerations

There are no reporting considerations identified for PREE Renewals 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 Renewal FDD.

11.1 Use Case 1: Complete a Recertification

11.1.1 Description

This use case will instruct the caseworker on how to complete a recertification.

11.1.2 Actors

Worker.

11.1.3 Pre-Conditions

Beneficiary drops off document(s) for recertification or comes in for an in-person recertification. Caseworker completes Use Case “Search for an IC” as described in the Case Management FDD.

11.1.4 Post-Conditions

Worker locates the application.

11.1.5 Main Scenario

1. Worker checks if an interview was scheduled. If the person came on the scheduled date, then the caseworker will set the record to “Complete”. If the person came before the scheduled date, then the caseworker will set the record to “Cancel”. If the person came after the scheduled date, then no action is needed.

2. Worker identifies all the PDC's within the recertification period from the IC homepage.
3. For each PDC within the recertification period, the caseworker will navigate to the PDC and create a new Recertification record by entering the date the recertification process began, the start of the new certification period, the recertification method and set the status to "In Progress".
4. Worker updates evidences and adds verification, if applicable.
5. Worker applies the change(s), if applicable.
6. Worker returns to each "In Progress" Recertification record and updates the status to "Complete".
7. Each completed Recertification record will provide an eligibility result.
8. Worker navigates to the Certification page and sees the new certification period for the eligible beneficiary.
9. End Use Case.

11.1.6 Extensions

11.1.6.1 Extension 1 (After Main Scenario, Step 4)

This extension happens when there is pending verification(s).

1. Worker returns to each "In Progress" Recertification record and updates the status to "Pending Verification".
2. Worker generates RFI.
3. End Use Case.

11.1.6.2 Extension 2 (Before Main Scenario, Step 1)

This extension happens when the attempt to complete the recertification process begins 90 days before the certification period expiration date and PRMP was at fault for the late recertification.

1. Supervisor reviews the circumstances of the late recertification and determines if a late recertification can be completed.
2. Supervisor re-opens the applicable PDC's.
3. Return to Main Scenario Step 1.

11.1.6.3 Extension 3 (Before Main Scenario, Step 1)

This extension is when the attempt to complete the recertification process begins within 90 days from the certification expiration date and the agency is NOT at fault for the late recertification.

1. Worker completes Use Case "Submit an application through the IC".
2. End Use Case.

11.1.6.4 Extension 4 (Before Main Scenario, Step 1)

This extension occurs when the recertification was completed and the person is eligible, but there is a change to be reported prior to the start of the new certification period.

1. Worker completes Use Case "Process a change of circumstances" as described in the Case Management FDD.
2. End Use Case.

11.1.7 Frequency

Per Worker, a few times 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 page.
- IC page.
- PDC page.

11.1.8.3 Usability / Accessibility

No special usability requirements.

11.1.8.4 Other

No other requirements.

11.2 Use Case 2: Scheduling an Interview record

11.2.1 Description

This use case will instruct the worker on how to schedule an Interview record.

11.2.2 Actors

Worker.

11.2.3 Pre-Conditions

Worker completes Use Case "Search for an IC" in the Case Management FDD.

11.2.4 Post-Conditions

No post-conditions.

11.2.5 Main Scenario

1. Worker views the office's Day View calendar and identifies an available timeslot that is convenient for the person requesting the interview at the wished location.
2. Worker navigates back to the person's IC.
3. Worker schedules new interview using the Interview subtab located in the IC.
4. Worker enters all the required fields.
5. Worker clicks Save and the interview is scheduled.
6. End Use Case.

11.2.6 Extensions

No extensions.

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:

- IC page.
- Interview page.
- Office View page.

11.2.8.3 Usability / Accessibility

No special usability requirements.

11.2.8.4 Other

No other requirements.

11.3 Use Case 3: Creating a Location Schedule

11.3.1 Description

This use case will instruct the worker with the admin role on how to create the schedule and slot for an office.

11.3.2 Actors

Worker with the admin role.

11.3.3 Pre-Conditions

Worker with the admin role obtains all the parameters needed to generate the slots for interviews and the maximum appointments per slots.

11.3.4 Post-Conditions

No post-conditions.

11.3.5 Main Scenario

1. Worker accesses the Location module associated to the office.
2. Worker creates New Schedule from the Location Schedules page.
3. Worker enters all the required fields.
4. Worker clicks Save and all the possible Slots for the day are generated with the number of maximum appointments per slot.
5. End Use Case.

11.3.6 Extensions

No extension.

11.3.7 Frequency

Once a month.

11.3.8 Special Requirements

11.3.8.1 Performance

No special performance requirements.

11.3.8.2 Security

Must have access to:

- Location page.

11.3.8.3 Usability / Accessibility

No special usability requirements.

11.3.8.4 Other

No other requirements.

11.4 Use Case 4: Modify Certification Period

11.4.1 Description

This use case will instruct the supervisor on how to modify a certification period.

11.4.2 Actors

Supervisor.

11.4.3 Pre-Conditions

Supervisor has identified a need to modify a person's certification period.
Supervisor completes Use Case "Search for a PDC" in the Case Management FDD.

11.4.4 Post-Conditions

No post-conditions.

11.4.5 Main Scenario

1. Supervisor navigates to the Certification tab.
2. Supervisor clicks on Edit from the Action Menu for the certification period that the supervisor wants to modify.
3. Supervisor updates the Start Date and/or the End Date then clicks on Save.
4. End Use Case.

11.4.6 Extensions

No extensions.

11.4.7 Frequency

As needed by the Supervisor.

11.4.8 Special Requirements

11.4.8.1 Performance

No special performance requirements.

11.4.8.2 Security

Supervisor must have access to:

- PDC page

11.4.8.3 Usability / Accessibility

No special usability requirements.

11.4.8.4 Other

No other requirements.

11.5 Scenarios

11.5.1 Scenario 1: Office Schedule and Calendar

The scenarios described within Office Schedule and Calendar are related to the modifications made to the Location Schedule and Location Calendar module.

Table 6: Office Schedule and Calendar

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
RN-OSC-001	This is to validate that a worker with an admin role can enter all the parameters needed to generate the Slot records that will be used for scheduling appointments and avoid overallocation.	Worker with an admin role locates the office's Location modules and creates a new Schedule with the current parameters.	The new schedule record is created and all the Slot records are generated with the correct value of maximum appointments.
RN-OSC-002	This is to validate that a worker with an admin role cannot save a new Schedule if the Start Date is not the 1st day of a month.	Worker with an admin role attempts to create a Schedule with a Start Date that is not the 1st day of a month.	Error message appears prompting "Start Date must start on the 1st day of the month".
RN-OSC-003	This is to validate that a worker with an admin role cannot save a new Schedule if the End Date is not on the last day of the month from the Start Date.	Worker with an admin role attempts to create a Schedule with an End Date that is not on the last day of the month from the Start Date.	Error message appears prompting "End Date must be the last day of the month".

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
RN-OSC-004	This is to validate that a worker with an admin role cannot save a new Schedule if the End Date is not after the Start Date.	Worker with an admin role attempts to create a Schedule with an End Date that is not after the Start Date.	Error message appears prompting "End Date must be after the Start Date".
RN-OSC-005	This is to validate that a worker with an admin role cannot save a new Schedule record with any Mandatory field(s) blank.	Worker with the admin attempts to create a new Schedule with one or more Mandatory fields blank.	Correct Error message appears.
RN-OSC-006	This is to validate that a worker with an admin role cannot modify an existing Schedule's Start Date to a date that is not the 1st day of a month.	Worker with the admin attempts to edit a Schedule with a Start Date that is not the 1st day of a month.	Error message appears prompting "Start Date must start on the 1st day of the month".
RN-OSC-007	This is to validate that a worker with an admin role cannot save an edit Schedule record with any Mandatory field(s) blank.	Worker with the admin attempts to save an edit Schedule with one or more Mandatory fields blank.	Correct Error message appears.
RN-OSC-008	This is to validate that a worker with an admin role can add a Slot and identify the Maximum Appointments amount.	Worker with an admin role creates a Slot to an existing Location Schedule record.	Slot is created.

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
RN-OSC-009	This is to validate that a worker with an admin role can create an Event with a designated Start Time and End Time.	Worker with an admin role creates an Event.	The Event is added to the Location Calendar with the designated Start Time and End Time.

11.5.2 Scenario 2: Interviews

The Interview scenarios described below are related to the modifications made to the Interview pages.

Table 7: Interviews

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
RN-INT-001	This is to validate that a worker cannot schedule an interview without selecting a location.	Worker creates a new Interview record without selecting a specified location.	Error message appears prompting "Select a Location".
RN-INT-002	This is to validate that a worker cannot schedule an interview with a Start date on a non-working day.	Worker attempts to create a new Interview record with a Start date during a non-working day.	Error message appears prompting "Invalid Start Date. Start Date must be on a working day".
RN-INT-003	This is to validate that a worker cannot schedule an interview with a Start time not on one of the Slot records of the selected location.	Worker attempts to create a new Interview record with an invalid Start time.	Error message appears prompting "Not a valid 'Start Time' for <Location>.".

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
RN-INT-004	This is to validate when a worker creates an Interview record without issues, the worker isn't automatically assigned to the interview.	Worker successfully creates a new Interview record.	The worker is not assigned to the Interview record. The worker does not see the Interview appointment on their Calendar.
RN-INT-005	This is to validate that a worker cannot create an Interview record if it exceeds the Maximum Appointments amount for that slot.	Worker cannot create an interview record If the number of scheduled appointments is the same or greater than the Maximum Appointments for the selected Start date and time slot for the location.	Error message appears prompting: No available appointments available for <Start Date and Time> for <Location>.

11.5.3 Scenario 3: Office View

The scenarios described below are related to the Office View new pages.

Table 8: Office View

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
RN-OFF-001	This is to validate that a worker can see the number of Scheduled Interviews and the Maximum Appointments for the specified location and month.	Worker navigates to the Office View tab under the Calendar section and selects an office location and month.	The correct location and month are displayed with Scheduled Interviews and the Maximum Appointments calculated correctly.

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
RN-OFF-002	This is to validate that a worker can see the number of Scheduled Interviews and the Office Capacity for the specified location and week.	Worker navigates to the Office View tab under the Calendar section and selects an office location and week.	The correct location and week are displayed with Scheduled Interviews and the Office Capacity calculated correctly.
RN-OFF-003	This is to validate that a worker can see the number of Scheduled Interviews and the Office Capacity for the specified location and day.	Worker navigates to the Office View tab under the Calendar section and selects an office location and day.	The correct location and day are displayed with Scheduled Interviews and the Office Capacity calculated correctly.

11.5.4 Scenario 4: Interview List

The scenarios described within Interview List are related to the new Interview List page.

Table 9: Interview List

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
RN-INV-001	This is to validate that a worker can obtain a list of all the scheduled interviews for a specific location and date.	Worker conducts a search to obtain a list of scheduled interviews for a specific location and date.	All scheduled interviews are displayed according to the specified location and date.
RN-INV-002	This is to validate that a worker can be directed to the IC from the Interview List.	Worker obtains the list of scheduled interviews for the specific location and date. Worker now clicks on the case reference number.	Worker will be directed to the IC.

11.5.5 Scenario 5: Batches

The scenarios described below are related to the modification made to the Ex Parte Process and the new Recertification Interview Batch.

Table 10: Batches

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
RN-BAT-001	This is to validate that the <Ex Parte Process> RRV Case Identification Batch ~~Ex Parte Process~~ will attempt to reverify all PDC's that meet the following criteria: - PDC's certification period ends <PRMO-2819> at the end of the period defined as the "Annual Recertification Period" ~~in <PRMO-565> 4 3 months~~ - PDC's are not in an Auto-Eligibility category - <CR-42> PDC's are not in a Spenddown category	The <Ex Parte Process>RRV Case Identification batch is automatically triggered on the 1st day of the month.	The <Ex Parte Process> RRV Case Identification Batch ~~Ex Parte Process~~ only attempted to reverify the expired evidences for PDC's with certification period ending <PRMO-2819> within or at the end of the period defined as the "Annual Recertification Period" ~~in <PRMO-565> 4 3 months~~ and are not an Auto-Eligibility <CR-42> or a Spenddown category. <Ex Parte Process> A new Recertification record is created for this population with a status of "In Progress".

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
RN-BAT-002	This is to validate that the Ex Parte <Ex Parte Process> Recertification Batch ~~Process~~ will update the ~~create a~~ Recertification record with status "Completed by Ex Parte" and create a new Certification record for PDC's with no unverified evidence.	<Ex Parte Process> The Ex Parte Recertification batch is automatically triggered on the 10th day of the month.	<Ex Parte Process> The Ex Parte Recertification Batch updated the ~~created a~~ Recertification record with status "Completed by Ex Parte" and created a new Certification record for each PDC's with no unverified evidence.

RN-BAT-003	This is to validate that the Recertification Interview Batch will schedule an interview for all IC's with a PDC that meets the following criteria: - <CR-45> A Recertification Record with status "In Progress" was created the by the RRV Case Identification Batch - A Recertification Record with status "Manual Recertification" was created the by the Ex Parte Recertification Batch - ~~PDC was picked up by the Ex Parte Process~~ - ~~PDC has unverified evidence~~	<CR-45> The Interview Recertification Batch is automatically triggered after the Ex Parte Recertification batch is completed.	<CR-45> An interview was scheduled for each IC with a PDC that meets the following criteria: - A Recertification Record with status "In Progress" was created the by the RRV Case Identification Batch - A Recertification Record with status "Manual Recertification" was created the by the Ex Parte Recertification Batch - ~~PDC was picked up by the Ex Parte Process~~ - ~~PDC has unverified evidence~~ The Interview Start Date is no earlier than the <PRMO-565> 1st of the ~~following~~ month prior to the month in which the certification period ends and no later

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
			than the end of the same ~~following~~ month. The Interview record can be viewed on the IC Interviews page.
<CR-45> RN-BAT-004	This is to validate that at the end of a Certification Period, if there is not a new Certification Period and there is a Recertification Record with status "Manual Recertification" the PDC closure reason is "Not Eligible".	Medicaid Auto Termination Recertification Batch is executed on the last day of the month.	All PDC's without a new Certification Period and a Recertification Record with status "Manual Recertification" closure reason is "Not Eligible".

12 Related Documents

This section contains a list of all the documents that are part of deliverable I.4.2.n.i. Renewals FDD is the only document part of deliverable I.4.2.n.i.

13 Requirements Matrix

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

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

Table 11: Requirements Matrix

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-CM-028	The Solution shall have the ability to automatically trigger eligibility case redeterminations/recertification's frequency outlined in Puerto Rico's plan.	Fit	PREE is set to automatically trigger recertification <PRMO-2819> at the start of the period defined as the "Annual Recertification Period". ~~<PRMO-565> 4 3 months prior to the end of the current certification period.~~	OOTB – Approved by Raquel Ortega 6/18/2019
FR-CM-029	The Solution shall have the ability to update the member's scheduled date for the next redetermination/recertification, upon completion of a redetermination/recertification process or upon completion of an appeals case that revised a member's effective date.	Fit	PREE requires caseworkers to set the next certification start date when completing the recertification record. Caseworkers with the appropriate security access can modify the certification end dates.	OOTB – Approved by Raquel Ortega 6/18/201

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-CM-031	The Solution shall have the ability to automate the renewal/recertification if the application information remains the same or if verified information through the Federal Data Services Hub (FDSH)/ Puerto Rico data sources meets Centers for Medicare and Medicaid Services (CMS) reasonably compatible rules for income and household size.	Fit	The Ex Parte process is being modified to automatically attempt to recertify the applicable beneficiaries per PRMP policy.	N/A
FR-CM-032	The Solution shall have the ability to automatically reschedule recertification dates to align renewal dates for multiple members of the same case, in accordance with Puerto Rico's program rules.	Fit	PREE can be customized to automatically reschedule recertification dates to align renewal dates for multiple members in the same case. PRMP does not have a policy for alignment of certification periods and decided not to implement an alignment process for recertification.	N/A

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-CM-034	The Solution shall allow members to renew eligibility without returning the pre-populated review form	Fit	Workers with the appropriate access to the PDC will be able to complete a recertification for a member without the pre-populated review form.	OOTB – Approved by Raquel Ortega 6/18/201
FR-CM-035	The Solution shall allow members to renew eligibility up to a business rule configurable number of days (Reconsideration Period typically 90 days) after the scheduled review.	Fit	PREE is currently configured to allow the completion of a member's recertification <PRMO-2819> during the period defined as the "Annual Recertification Period". ~~<PRMO-565> 4 3 months prior to the end of the current certification period~~.	OOTB – Approved by Raquel Ortega 6/18/201

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-INT-060	The Solution shall provide the capability for members to renew Medicaid eligibility through all modes (online, phone, fax, mail, in person.	Fit	Workers with the appropriate access to the PDC will be able to complete a recertification for a member who wants to renew via phone, fax, mail, or in person. Member's will be given the option to renew online with the release of the Citizen Portal.	OOTB – Approved by Raquel Ortega 6/18/201

14 Issue Register

Table 12: Issue Register

Issue #	Issue	Resolution	Resolution Date
EE-AI00748	Obtain additional information related to the recertification interview scheduling process from Truenorth.		

15 Deliverable Schedule

Table 13: Deliverable Schedule

FDD Submission Schedule	
FDD Submission Date:	6/10/2019
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