### **Broker Automation Workflow Simulation**

# Step 1: New Lead Intake – Incoming Email Detected

#### System (n8n Gmail Trigger):

! "New email received from you:

'Hi, I'm looking for a broker to help with self-direction. Are you available?"

System: Automatically logs your details into Google Sheets under "Leads."

### System Reply (Automated Email):

"Thank you for reaching out! Please complete this intake form to help us better understand your needs:

f [Simulated Form Link]"

# System Pauses: Waiting for You to Fill Out the Form

Please reply with your **simulated intake form details.** Example:

Name: John Smith

Preferred Services: Budgeting, SAP

Contact: john.smith@email.com

Preferred Meeting Times: Mondays at 2 PM

#### Step 2: Intake Form Received

#### System (n8n Google Sheet Log):

New Lead Logged:

Name: Joshua Burt

• Service Requested: Start-Up Broker Services

• Email: peacemaker1nn@gmail.com

Preferred Meeting Time: Monday, July 3rd at 12:00 PM

### System (n8n Google Calendar Check):

Broker availability confirmed for Monday, July 3rd at 12:00 PM.

#### System (n8n Monday.com Task Creation):

✓ Task Created: "Intake Meeting with Joshua Burt"

• Status: Scheduled

• Time: Monday, July 3rd at 12:00 PM

#### **System Reply (Automated Email):**

"Hi Joshua,

Your intake meeting is scheduled for Monday, July 3rd at 12:00 PM.

We look forward to connecting with you! Please let us know if you need to reschedule."

### Step 3: Budget Development (Updated Process)

- Meeting Completed (Simulated).
- Manual Action: Broker updates the client's status in the Google Sheet (or Monday.com) from "New Lead" to "Interested."

### Automation Trigger:

When the client's status is updated to "Interested," the system **automatically sends the Broker Agreement** to the individual's email address.

#### ✓ Broker Agreement Process:

- The individual receives the Broker Agreement.
- The individual fills out and signs the Broker Agreement.
- The signed agreement includes:
  - Client name
  - Contact information
  - Care Manager's name and contact information
  - Service selection (Start-Up Broker Services, SAP, etc.)
  - Preferred meeting times (if provided)
  - Any additional required details

#### System Check:

When the signed Broker Agreement is received:

The system automatically checks the agreement for all required fields.

• If **any required information is missing**, a notification is sent to the broker (you) via Monday.com or email to review the document.

### ✓ If Complete:

- The system **automatically creates the Start-Up Budget** using the submitted Broker Agreement details.
- A confirmation email is automatically sent to:
  - The individual (client)
  - The Care Manager (contact info pulled from the signed agreement)

#### ✓ If Incomplete:

- The system sends a follow-up email to the individual requesting the missing information.
- The system flags the Monday.com task as "Incomplete Documentation" until resolved.
- Revised Step 3 (with the document request added)
- Meeting Completed (Simulated).
- Manual Action: Broker updates the client's status in Google Sheets or Monday.com to "Interested."

### Automation Trigger:

When the client's status is updated to "Interested," the system **automatically sends the Broker Agreement** to the individual's email.

### **✓** Broker Agreement Process:

- The individual fills out and signs the Broker Agreement.
- The system verifies that all required fields are filled out:
  - Client name
  - Contact information
  - Care Manager's name and contact information
  - Services selected

Meeting preferences

### System Action:

• If **any required information is missing,** the system notifies the broker via Monday.com or email to review the submission.

### ✓ When the Broker Agreement is fully completed:

- Automatic email is sent to both the Individual and the Care Manager.
- Email requests a specific list of required documents to support the Initial Budget.
- The Care Manager's email is automatically pulled from the signed Broker Agreement.

### Next Trigger:

- Once all documents are collected and confirmed, the system moves to Initial Budget creation (Step 5).
- This means the document request belongs at the end of Step 3.

It happens immediately when the Broker Agreement is successfully completed.

Please review this update.

When you confirm you're happy with this change, I can proceed to **Step 6: CNBA Processing.** 

- Step 3: Budget Development (Fully Updated)
- Meeting Completed (Simulated).
- Manual Action:

The broker updates the client's status in Google Sheets or Monday.com to "Interested."

#### Automation Trigger:

When the status is changed to "Interested," the system **automatically sends the Broker Agreement** to the individual's email.

### Broker Agreement Process:

- The individual fills out and signs the Broker Agreement.
- The Broker Agreement must include:
  - o Client's full name
  - Client's contact information
  - o Care Manager's full name, phone number, and email
  - Selected services (Start-Up Broker Services, SAP, etc.)
  - Preferred meeting times
  - o Any other required intake details

### System Verification:

- When the Broker Agreement is submitted, the system automatically checks for missing information.
- If required fields are missing:
  - o A **notification is automatically sent to the broker** via Monday.com or email.
  - o The system flags the task as "Incomplete Documentation."

### Automatic Document Request:

- Once the Broker Agreement is fully completed and signed:
  - The system **automatically sends an email** to the Individual and the Care Manager.
  - This email requests the following required documents:
    - Most recent Life Plan
    - Level of Care Eligibility (LOC) Form
    - Notice of Decision (NOD)

- DDP2 Profile
- Service Authorization Letter (if applicable)
- Care Manager Contact Sheet
- Current Safeguards or Behavior Support Plans (if applicable)
- Recent Psychological Evaluation (if required)
- The Care Manager's contact information is automatically pulled from the signed Broker Agreement.

### Next Steps:

- Once all documents are received, the system:
  - Automatically creates the Start-Up Budget using the information from:
    - The signed Broker Agreement
    - The Start-Up Budget form
    - The intake details logged in Google Sheets or Monday.com
  - Automatically saves the budget to the client's Google Drive folder using the naming format:
    - Burt\_Budget\_2025-07-01
- The system updates Monday.com task status to "Start-Up Budget Created."
- A confirmation email is sent to:
  - The Individual
  - The Care Manager
  - The Broker (you)

# Step 4: Budget Submission

✓ Trigger: Start-Up Budget is automatically created and saved in the individual's Google Drive folder.

# Automation Steps:

- The system sets a Monday.com task labeled: "Budget Ready for Submission."
- A **Cron job is scheduled to send reminders** every 3 days if the budget has not been submitted.

#### Automatic Submission:

- The system automatically sends the Start-Up Budget to the Fiscal Intermediary (FI) via email or API once all required fields are confirmed.
- The budget is automatically filed in the client's Google Drive folder under the correct naming convention:
   Burt\_Budget\_2025-07-01

#### Tracking and Status:

- Monday.com automatically updates the budget task status to "Submitted" and starts tracking the approval process.
- Real-time status updates (Submitted → Awaiting Approval → Approved) are logged in Monday.com.

#### Notifications:

- The system **sends an automatic email** to the broker (you) when:
  - Submission is successful.
  - o Additional information is requested by the FI.
  - Approval is received.

#### ✓ If the Fiscal Intermediary Requests Revisions:

- The system **automatically sends an alert** to the broker with the requested changes.
- Monday.com task status changes to "Revision Requested" until updates are completed and resubmitted.

# 🔽 Step 4: Budget Submission (As Previously Written)

### Trigger:

The Start-Up Budget is automatically created and saved in the individual's Google Drive folder.

## Automation Steps:

- The system creates a Monday.com task labeled: "Budget Ready for Submission."
- A **Cron job is scheduled to send reminders** every 3 days if the budget has not been submitted.

### Automatic Submission:

- The system automatically sends the Start-Up Budget to the Fiscal Intermediary
  (FI) via email or API once all required fields are confirmed.
- The budget is automatically filed in the client's Google Drive folder using the naming convention:

Burt\_Budget\_2025-07-01

### Tracking and Status:

- Monday.com tracks the budget task status:
  "Submitted → Awaiting Approval → Approved → Revision Requested"
- Real-time status updates are logged and visible to the broker.

### Notifications:

- The system automatically sends email alerts to the broker (you) when:
  - The submission is successful.
  - The FI requests additional information.
  - The budget is approved.

# If FI Requests Revisions:

- The system automatically sends an alert to the broker with the requested changes.
- Monday.com task status changes to "Revision Requested."
- Upon correction, the system automatically resubmits the budget.

- **✓** Step 5: Initial Budget Approval (Updated for Simulation)
- ✓ Trigger:

The **Start-Up Budget has been approved.** The Initial Budget phase begins.

# Automation Steps:

- The system auto-generates the Initial Budget template using:
  - Data from the signed Broker Agreement
  - Data from the Start-Up Budget
  - o Data from intake notes in Google Sheets or Monday.com
  - Critical: The system also pulls required data from the documents provided by the Care Manager:
    - Life Plan
    - Level of Care Eligibility (LOC) Form
    - Notice of Decision (NOD)
    - DDP2 Profile (scores pulled here)
    - Service Authorization Letters
    - Safeguards or Behavior Plans
    - Psychological Evaluations (if applicable)

(We will detail exactly which document provides each budget field later.)

- Monday.com automatically creates a task:
  "Initial Budget Ready for Submission"
- A Cron job is set to send follow-up reminders every 3 days until submission.

# Submission Process:

• The Initial Budget is **automatically submitted to the FI** via email or API when completed.

• The Initial Budget is **saved to the individual's Google Drive folder** using the naming convention:

Burt\_InitialBudget\_2025-07-10

# Tracking and Status:

• Monday.com task status tracks:

Submitted → Awaiting Approval → Approved → Revision Requested

### Notifications:

- The system sends automatic updates to:
  - The broker (you)
  - o The individual
  - o The Care Manager

### **Trigger points:**

- When the Initial Budget is submitted
- When revisions are requested
- When the Initial Budget is approved

### If Revisions Are Requested:

- Monday.com status updates to "Initial Budget Revision Requested"
- The system sends an email with revision notes to the broker.
- Once revisions are complete, the system automatically resubmits the updated Initial Budget.
- Step 6: CNBA (Consolidated Budget and Notification Amendment) Processing

(Manual Data Collection + Partial Automation)

Key Reminder:

A CNBA is only required if the Initial Budget has been approved and a change is needed.

### Trigger:

The broker identifies that changes to the Initial Budget are required based on a **live** meeting with the individual.

# Step-by-Step Process:

### 1. Meeting Held (Manual Process)

- The broker meets with the individual to discuss the required budget changes.
- Data is collected manually during this meeting.

### 2. Draft CNBA Creation (Semi-Automated)

- The broker can use a GPT-assisted system to draft the CNBA form based on the meeting notes.
- The broker manually reviews, corrects, and finalizes the CNBA to ensure accuracy.

### 3. File Logging (Automation Trigger)

- The broker manually saves the finalized CNBA form (PDF) in the individual's Google Drive folder.
- When the CNBA is saved in the Google Drive folder (correctly named), the system detects the file and **triggers the next automation step.**

#### 4. Document Review & Signature Request (Automated)

- The system automatically sends an email to the individual that:
  - Explains the CNBA changes in simple terms.
  - Provides the CNBA PDF for review.
  - Requests the individual's signature to confirm the changes.

#### 5. CNBA Package Sent to FI (Automated)

- Once the individual signs the CNBA:
  - o The system automatically sends an email to the FI.
  - o The email includes the following required attachments:
    - V The signed CNBA PDF
    - The updated Excel Initial Budget reflecting the changes
    - The current Staff Action Plan (SAP)
    - The most recent finalized Life Plan (system will confirm the finalized document by checking the file naming convention or a manual confirmation step)

## 6. Status Tracking (Automated)

- The system updates the CNBA task status in Monday.com:
  - o Submitted → Awaiting Approval → Approved → Revision Requested
- Real-time tracking is visible to the broker and the team.

#### Notifications:

- The system sends automatic updates to:
  - The broker (you)
  - o The individual
  - o The Care Manager
- · Updates are sent when:
  - o The CNBA is submitted
  - Revisions are requested by the FI
  - o The CNBA is approved

## If Revisions Are Requested:

- Monday.com task status updates to "CNBA Revision Requested."
- The system sends a detailed email to the broker outlining what needs to be corrected.
- The broker updates the CNBA package, saves it, and the system **automatically** resubmits the corrected files.

### Key Process Notes:

- The creation of the CNBA is broker-led and manually generated based on live data from the meeting.
- The **automation only starts once the broker manually saves the CNBA file** in the individual's Google Drive folder.
- The **email to the individual includes a plain-language explanation** of the budget changes to ensure understanding before signing.

# Step 7: Staff Action Plan (SAP) Processing

# Trigger:

The SAP is created during the **Start-Up phase** after the Broker Agreement is signed and the required Life Plan is submitted by the Care Manager.

# Automation Steps:

#### 1. Life Plan Submitted

- The Care Manager provides the most recent Life Plan as part of the initial document request.
- The broker saves the Life Plan in the individual's Google Drive folder.

### 2. SAP Generated via GPT Bot (Automated)

- The system automatically sends the Life Plan to the broker's custom GPT bot.
- The GPT bot generates a draft SAP using data from the Life Plan, including:

- Service goals
- o Supervision levels
- Health and safety details
- Staff action steps aligned to the individual's Life Plan outcomes

#### 3. Broker Manual Review

- The broker reviews the GPT-generated SAP for accuracy and compliance.
- The broker manually corrects or updates the SAP as needed.

### 4. Final SAP Filing (Automation Trigger)

- Once finalized, the broker saves the SAP (PDF) in the individual's Google Drive folder.
- The system detects the saved SAP and triggers the next automation step.

### 5. System Updates and Notifications

- The system automatically:
  - o Creates or updates the Monday.com task to track SAP status:

### **Drafting** → Submitted → Finalized

- Sends confirmation emails to:
  - The broker (you)
  - The individual
  - The Care Manager

### 6. Ongoing SAP Tracking

- The SAP is:
  - o Included in the Initial Budget submission package.

- Included in CNBA packages if future changes occur.
- The system monitors the individual's Google Drive folder for future Life Plan updates.
- If a new Life Plan is saved, the system flags the SAP for review and potential update.

### Document Management:

- The finalized SAP is automatically filed in the individual's Google Drive folder.
- The SAP is logged and tracked in Monday.com for ongoing reference.
- Let me know if you're ready to continue to **Step 8: Billing Automation** or if you'd like to make any adjustments to this step.

Ask ChatGPT

Step 8: Billing Automation (With Broker Billing Bot)

### Trigger:

The billing process is triggered based on the **weekly or monthly billing cycle** set for each individual.

# Automation Steps:

### 1. Billing Cycle Begins (Automated)

• The system automatically starts the billing process at the beginning of each billing cycle using **Cron jobs** in n8n.

### 2. Client-Specific Billing Entry Creation (Automated)

- The system automatically:
  - Pulls client-specific service data from Google Sheets, Monday.com, or service records.
  - Sends this data to the Broker Billing Bot for processing.

#### 3. Broker Billing Bot Processing (Automated)

- The Broker Billing Bot automatically:
  - Writes the billing entry in the correct format required for your billing portal.
  - Selects the correct service type provided to each individual (e.g. Start-Up Broker Services, Community Habilitation, SAP, etc.).
  - o Generates ready-to-use billing statements for each client.

#### 4. Billing Document Generation

- The system saves the billing files in the client's Google Drive folder using standardized naming:
  - Example: Burt\_Billing\_July2025.pdf
  - Example: Burt\_Billing\_Summary\_July2025.xlsx
- The system can also generate an optional **master billing summary sheet** with all clients listed for easy tracking.

#### 5. Data Preparation for Manual Portal Submission

- The billing files are automatically formatted for **easy copy-paste into your billing portal.**
- All files are stored in a clean, client-specific format to speed up manual submission.

### 6. System Notifications

- The system automatically sends email alerts to the broker (you) when:
  - Billing files are ready.
  - Any required information is missing or incomplete.
  - o Billing deadlines are approaching (reminders managed by Cron jobs).

### 7. Billing Revisions

- If corrections are needed:
  - Monday.com task status updates to "Billing Revision Needed."
  - The system sends an automatic email listing which client's billing needs correction.
  - o The broker revises the record, and the system updates the billing file.

### Document Management:

- All billing files are automatically saved in each client's Google Drive folder, organized by month and year.
- A master billing log can also be generated to track all submissions across all clients.

# Note:

- Billing files are **not sent to the FI via email.**
- The broker manually copies the billing entries into the external billing portal.
- ✓ Please review this version.

If this looks good, we can:

- Continue the simulation
- Summarize the entire workflow
- Start mapping nodes for n8n

Let me know your next step!

Ask ChatGPT