SAMPLE BUSINESS REQUIREMENT DOCUMENT

7/30/2013
Blue Cross Blue Shield
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Contents

VERSION HISTORY

Version Number	Date	Description	Author	Reviewed By	Approved By
1.0		Business Requirement for Get Health Insurance Quote	Nahush Gupte	Jin Noh	Scott Turner
1.1		Insert Use case and Activity diagram for the BR requirement 54	Nahush Gupte	Jin Noh	Scott Turner
1.2		Inserted Gap Analysis diagram for the BR Requirement 54	Nahush Gupte	Jin Noh	Scott Turner

INTRODUCTION:

This document will provide the users with a formal written high level description of what the proposed system will do. This document gives the AS-IS and TO-BE diagram for the proposed system. This is an enhancement project.

BUSINESS RULES:

1. The Office for Civil Rights enforces the HIPAA Privacy Rule, which protects the privacy of individually identifiable health information; the HIPAA Security Rule, which sets national standards for the security of electronic protected health information; Blue Cross Blue Shield (BCBS) will uphold these rules.
2. BCBS, or our email messaging, text alerts, or voice messaging alerts programs, you consent to BCBS's collection and use of your personal information as set forth in this privacy policy. If you do not agree with this policy or any of its terms, you may choose to opt out of the service.
3. Any private, confidential, patient information will not be sent out via email, text, or voice message unless prior authorization from the patient/customer has been given via either handwritten or electronic signature.
4. On October 1, 2014, the ICD-9 code sets used to report medical diagnoses and inpatient procedures will be replaced by ICD-10 code sets.
5. Please note, the change to ICD-10 does not affect CPT coding for outpatient procedures and physician services.
6. All quotes provided online are subject to change under the discretion of BCBS.

BUSINESS REQUIREMENTS:

1. Allow the user to shop for health insurance and receive a free quote.
2. Allow the ability for current members to access their account.
3. Allow users to find a doctor or hospital that Blue Cross Blue Shield covers.
4. Give the user quick information slides about upcoming events, projects, and public health efforts.
5. Provide members with exclusive media about BCBSA, national policy news and press releases.
6. Provide the ability for the user to learn about BCBS health insurance terms and conditions.
7. Provide the ability for the user to search for urgent care locations.
8. Allow the user to register for a career profile.

DETAILED USE CASE- 1

Name	Allow the User to shop for health insurance and receive a free quote: Req-54 in BRD
Unique ID	0.01
Primary Actor	User/Customer
Secondary Actor	Database
Brief Description	Customer wants to shop on the website for BCBS health insurance and receive a quote
Glossary	
Priority	High
Frequency	Medium
Trigger	Enter button
Pre-condition	User must know their zip code of interest.
Post-condition	User receives the various plans with their quotes.

Happy Path	User Flow	System Response
	1. User clicks in the text box which is located under the label "Request a quote from your local Blue company."	1.
	2. User enters the zip code of their interest.	2.
	3. User clicks the enter button located directly to the right of the text box.	3. User is taken to a page which shows them that they can sign up for "Individual & Family Health Insurance" This is the only option for visitors to the site and they must select it if it is not already selected for them.
	4. User must select "Individual &	4.

	Family Health Insurance" This is the only option for visitors to the site and they must select it if it is not already selected for them.	
	5. User must then enter their zip code of interest.	5.
	6. User clicks the "Get Quotes" button.	6. User is taken to a page where they must enter in addition information such as gender and date of birth.
	7. User must select their gender from drop down menu.	7.
	8. User enters in their date of birth.	8.
	9. If the User has a Spouse that they want covered under the plan then they can also enter in their Spouses information.	9.
	10. If User wants to cover Spouse under the plan then they must enter in the Spouses gender.	10.
	11. If User wants to cover Spouse under the plan then they must enter in the Spouses date of birth.	11.
	12. If the User has children that they need/want to cover under the health insurance plan then they can enter up to 5 children and their corresponding gender and date of birth.	12.
	13. User can determine which month they want their coverage to start on up to three months in the future from a dropdown menu. Each coverage start date is from the first of the month.	13.

	User Flow	System Response
	14. User then makes sure that the zip code is correct and can select the County in which they have an interest in.	14.
	15. User then clicks the button which says "Get Quotes"	15. User is directed to a page which shows a list of coverage plans and their corresponding prices.
	16. User can select the desired plan by clicking the "Apply" button.	16. User is directed to a page which requires them to enter in additional information.
Alternate Path	User Flow	System Response
	1. User enters in zip code.	1.
	2. User clicks enter button.	2. Zip code is wrong, so it redirects User to an Error page which has a label named "Error" and also has a label below the first label named "Error", "Error! Your search did not return any results." Also has a hyperlink which says "Go back and retry your search."
	3. User clicks the hyperlink which says "Go back and retry your search."	3. Takes User to another page which is titled with a label saying "Shop for Health Insurance"
	4. User then clicks in the text box which has a label within the text box which says "Enter Zip Code"	4.
	5. User clicks the enter button.	5. User is taken to a page which shows them that they can sign up for "Individual & Family Health Insurance" This is the only option for visitors to the site and they must select it if it is not already selected for them.
	6. User does not enter date of birth.	6. User will get an "Important Message:" notice. Will prompt

|		user to "Please enter a valid date of birth (e.g. 01/25/1980)"
	7. User then clicks "Get Quotes" button.	
Exception Path	User Flow	System Response
	1. System error such as website down or cannot access database.	1. User gets directed to an Error page with apology.
	2. No health care plans uploaded onto the website for User to search.	2. User gets directed to an Error page with apology.

DETAILED USE CASE -2

Name	Allow the ability for current members to access their account: Req-60 in BRD
Unique ID	0.01
Primary Actor	User/Member of BCBS
Secondary Actor	Database
Brief Description	Allow the ability for current Members to access their account/s.
Glossary	
Priority	High
Frequency	High
Trigger	User clicks the button "Already a Member?"
Pre-condition	User must be a Member.
Post-condition	User will be able to view a page with their account information.

Happy Path	User Flow	System Response
	1. User clicks on the button called "Already a Member?"	1. User is directed to a page where they can enter in their first three letters of the Identification Number on their member ID card.
	2. User then enters in the first three letters of the Identification Number on their member ID card.	2.
	3. User clicks the enter button.	3. User is then connected to their local BCBS company's website to gain access to your member benefits. In my case I typed in random letters and came to the following (Michigan) website: http://www.bcbsm.com/

	User Flow	System Response
	4. User then clicks the login button.	4. A dropdown menu is presented with the ability for the user to enter their username and password.
	5. User clicks in the text box under the label which says "Username:"	5.
	6. User can then enter their username.	6.
	7. User clicks in the text box under the label which says "Password:"	7.
	8. User can then enter their password.	8.
	9. User clicks the Log In button.	9. User is directed to their member account page.
Alternate Path	User Flow	System Response
	1. User enters incorrect first three letters of the Identification Number on their member ID card.	1. User is directed to an Error page which has a label named "Error" and also has a label below the first label named "Error", "Error! Your search did not return any results." Also has a hyperlink which says "Go back and retry your search."
	2. User enters incorrect username or password.	2. User is directed to a Login Help page and gets an error message which says "Your User Name and/or Password is invalid." Error message is in the color red.
	3. User doesn't enter any characters in username.	3. User gets an immediate error message on the dropdown menu where they are attempting the Login which says "Please enter a username." Error message is in the color red.
	4. User doesn't enter any	4. User gets an immediate error message on the dropdown menu

|	characters in password.	where they are attempting the Login which says "Please enter a password." Error message is in the color red.
Exception Path	User Flow	System Response
	1. System error such as website down or cannot access database.	1. User gets directed to an Error page with apology.
	2. No health care plans uploaded onto the website for User to search.	2. User gets directed to an Error page with apology.

USE CASE DIAGRAM
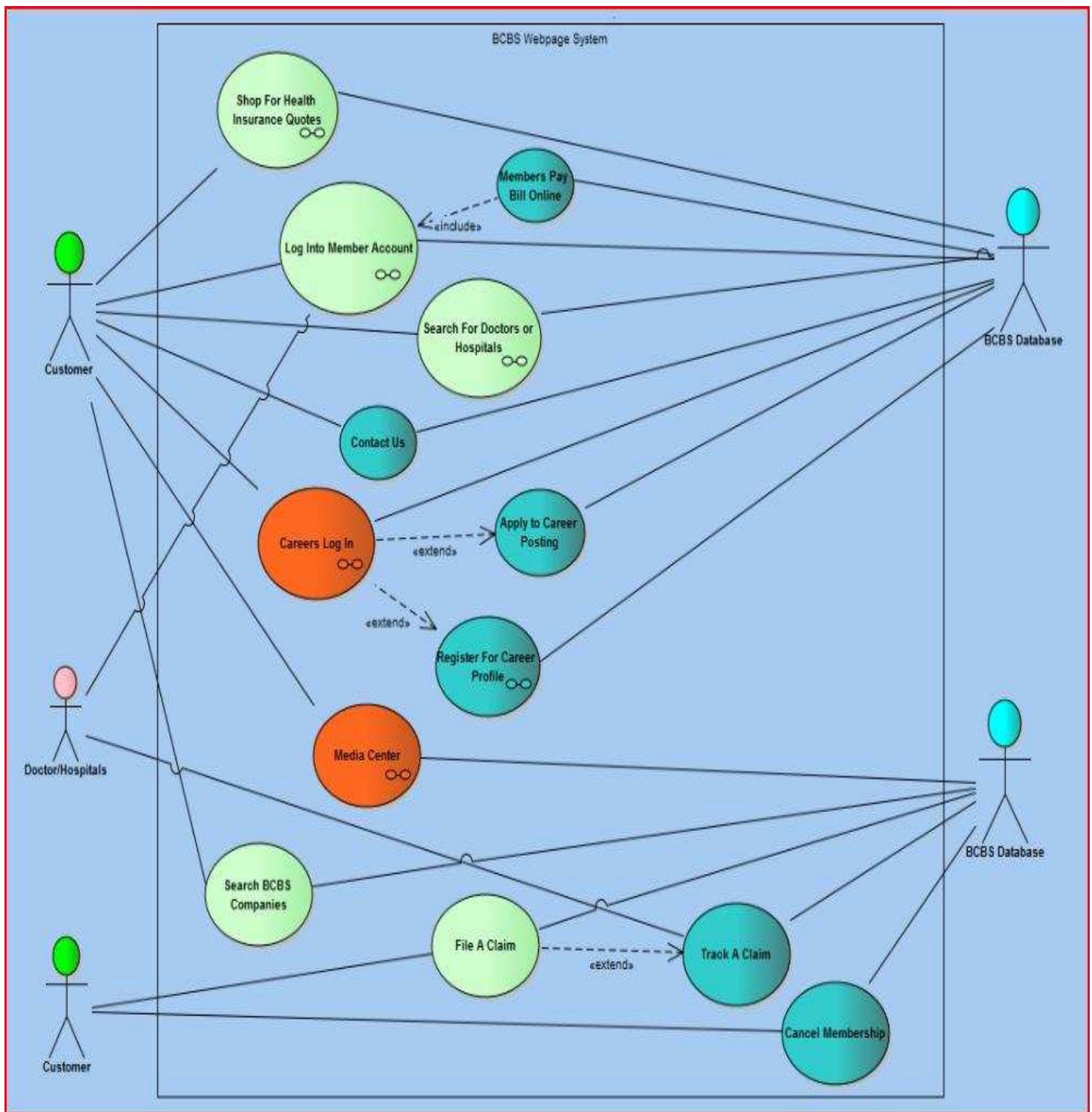
ACTIVITY DIAGRAMS

Register for Career Profile

Blue Cross Blue Shield Website Use Case Diagram and Corresponding Activity Diagrams.eap
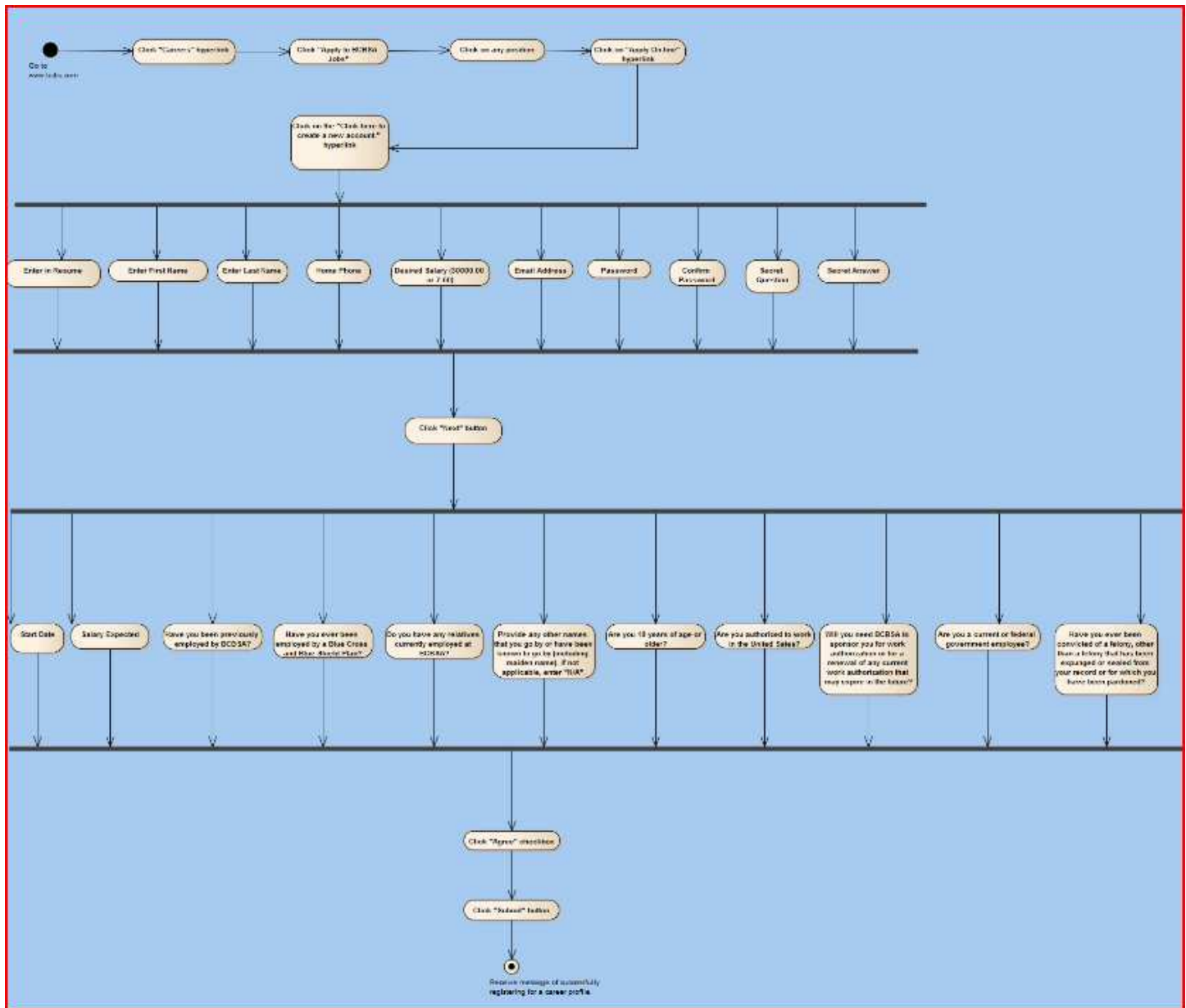
Shop For Health Insurance Quotes

Blue Cross Blue Shield Website Use Case Diagram and Corresponding Activity Diagrams.eap
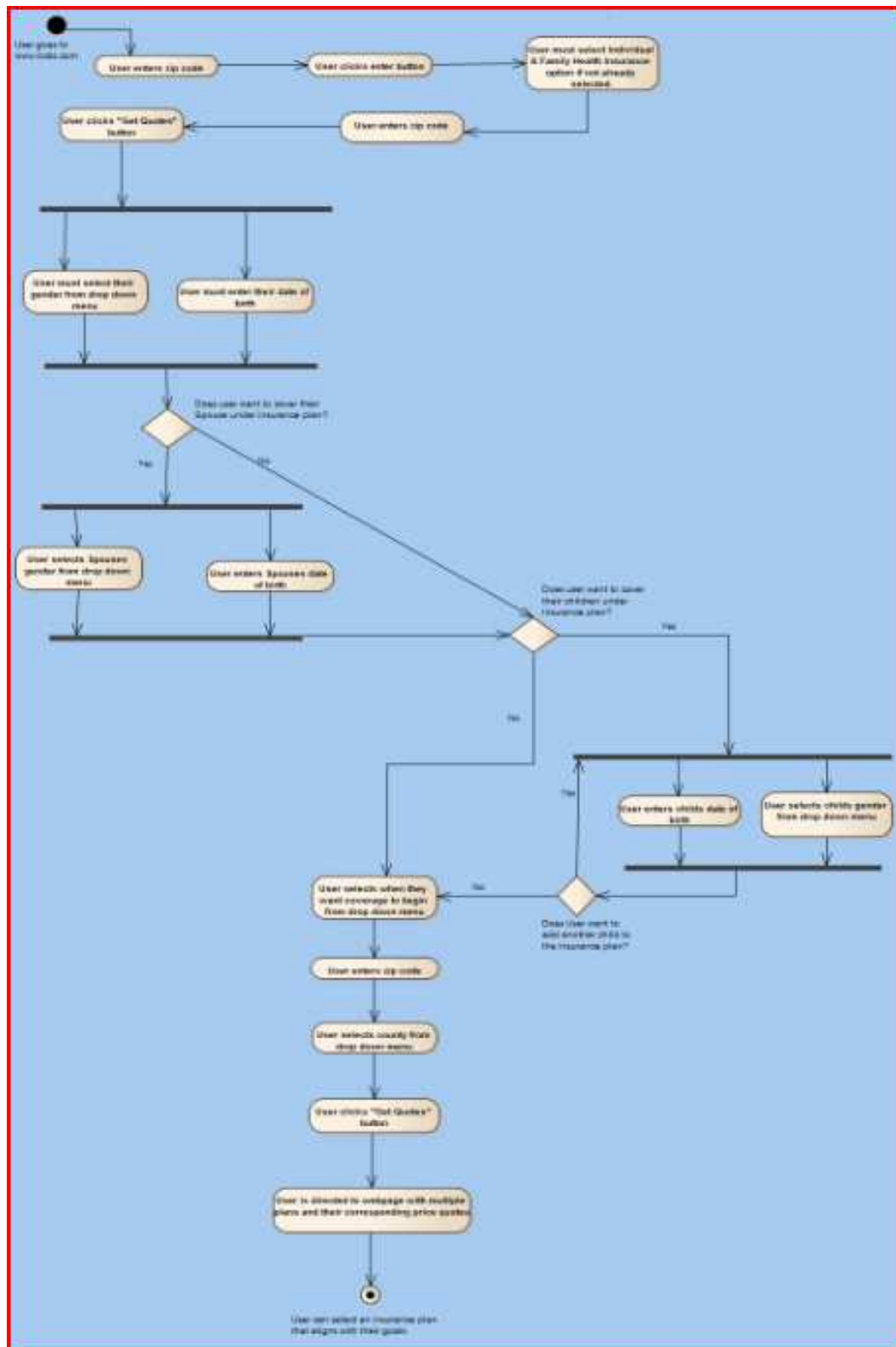
GAP ANALYSIS

AS-IS DIAGRAM

User Searches For Doctors or Hospitals (AS IS)

User	User goes to www.bcbs.com website → Searches for Doctors/Hospital → Selects Doctors or Hospitals of interest for comparison → User selects Doctor or Hospital of their choice
BCBS Database	Access providers
External Database (Google)	Access Google Maps based on Zip Code provided by the user
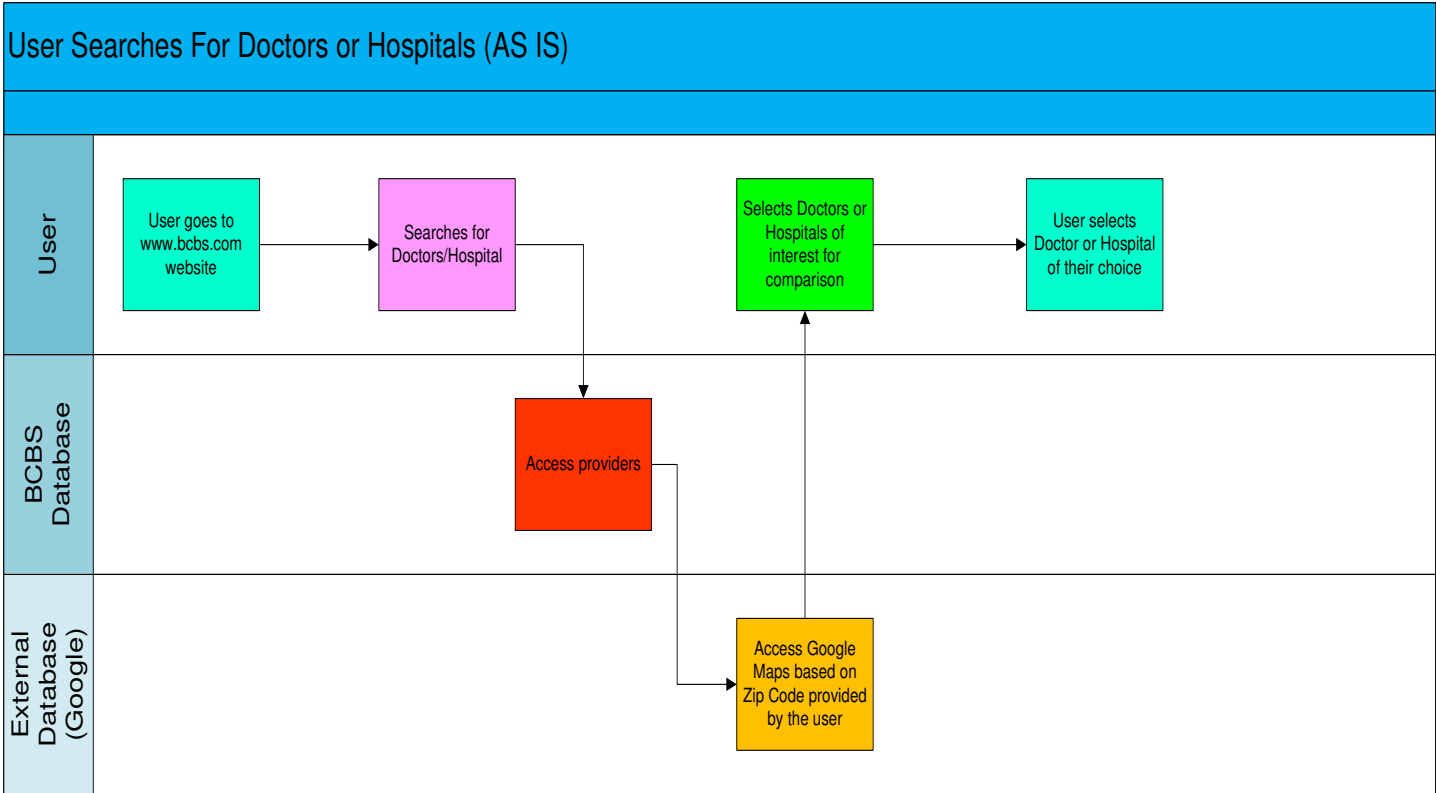
TO-BE PROCESS FLOW DIAGRAM

User Searches For Doctors or Hospitals (TO BE)

User	User goes to www.bcbs.com website → User Searches for Doctors/Hospital	User selects Doctors or Hospitals of interest for comparison → User selects Doctor or Hospital of their choice
BCBS Database	Access providers based on Zip Code provided by the user	
External Database (Google)	Access Google Maps based on Zip Code provided by the user	
External Database (Doctors or Hospital)		Access individual Doctor or Hospital calendar for convenient scheduling of appointments

Provides customers the ability to quickly and easily schedule appointments. Idea is to decrease schedule conflicts and provide hassle free scheduling.