# Issues

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| # | Description | Assigned To | Status |
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# Description

The purpose of this use case is to depict all essential steps, at a high-level, for reviewing an application. The steps are further details in lower level use cases.

# Primary actor(s)

1. Service agent

# Main Flow

1. Service agent logs into the public portal (See use case Mid\_Level\_User\_Management.doc)
2. Service agent selects a pending provider profile to review (UC139)
3. Service agent reviews changes to the following information from the prior version and:
   1. Marks organization information as reviewed (UC114) [UC082,UC003]
   2. For each facility location:
      1. Approves or denies the facility location information (UC146) [UC009,UC012]
      2. Approves or denies each facility location service (UC064) [UC017,UC013]
      3. Marks service information as reviewed (UC148) [UC113]
      4. Approves or denies each secondary service (UC123) [UC112]
      5. Marks each affiliated individual provider as reviewed (UC149) [UC011]
      6. Marks PCA agency personnel list as reviewed (UC115) [UC137]
   3. Approves or denies each credential (UC066) [UC028]
   4. Marks each owner/authorized person as reviewed (UC150) [UC031, etc.]
   5. Marks each provider a third party biller is billing on behalf of as reviewed (UC065) [UC032]
   6. Marks each third party biller as reviewed (UC151) [UC010]
   7. Marks each agreement, addendum, and assurance statement as reviewed (UC067) [UC034]
   8. Marks application fee/hardship exception as reviewed (UC116) [UC093]
4. Service agent creates “stub MMIS legacy records” by selecting/entering the following:
   1. Provider type, facility location, screening date, and additional information for MMIS provider type 33 (UC070)
   2. One or more services of the facility location with the same NPI (UC069)
   3. One or more secondary services (UC117)
   4. One or more credentials and if applicable, entering the license type (UC118)
   5. Service agent can default and/or manage codes:
      1. Category of service (UC071)
      2. Specialty codes (UC073)
      3. Major programs (UC072)
      4. Package service codes (UC119)
      5. Enhanced service codes (UC152)
   6. If PCA, make determination if new or existing (UC063)
5. Service agent indicates review is complete (UC095)
6. System performs the following:
   1. Sends data to MMIS (UC126)
   2. Receives data back from MMIS (UMPI, Legacy ID, Status, etc.) (UC074)
   3. Zips each provider profile report and attachments for each stub record and sends to FileNet (UC125)
   4. System email to provider enroller that determination has been made (UC076)
7. Use case ends

## Related use cases

1. Service agent reviews their work queue and select provider profile to review (UC004)
2. Service agent clicks on a related links (UC140)
3. Service agent reviews key performance metrics (UC142)
4. Service agent searches for a provider profile (UC143)
5. Service agent release NPI (UC084)
6. Service agent reassigns a provider profile (UC100)
7. Service agent enter notes related to review of the provider profile (UC068)
8. Service agent send provider profile back to provider enroller or denies (UC095) and system sends email (UC076)
9. Service agent overrides rules (UC097)

# Change Control

| Version | Date Revised | Revised By | Revisions |
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