# 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 (UC014)
2. System takes service agent to their landing page (UC004)
3. Service agent selects a provider profile to review (UC123)
4. Service agent performs the following steps to review the provider profile:
   1. Review changes from last approved application (UC062) and status change history (UC079)
   2. Review all information on application and update as necessary (reuse UCs)
   3. Approve or deny each of the following:
      1. Healthcare and waivered service (UC064)
      2. Credential (UC066)
      3. County contract (UC065)
      4. Form (UC067)
   4. Enter notes (UC068)
5. If applicable, service agent send provider profile back to provider enroller (UC108, UC076)
6. System derives legacy providers (records to create for MMIS) (UC026)
7. Service agent can override the derived legacy providers (UC69)
8. For each MMIS legacy record service agent reviews , adjusts, enters:
   1. If applicable, the address for the MMIS 33 record (UC097)
   2. Screening date (UC070)
   3. Category of service (UC071, UC072)
   4. Specialty codes (UC073)
   5. Major programs (UC072)
   6. Package service codes (UC073)
   7. Enhanced service codes (UC073)
   8. If PCA, make determination if new or existing (UC063)
9. Service agent completes review (UC095) or returns to queue for a different service agent to review (UC124)
10. System performs the following:
    1. Summary of application and attached documents extract to FileNet (UC125)
    2. Move data to MMIS (UC126)
    3. Get information back from MMIS (UMPI, Legacy ID, etc.) (UC074)
    4. System update in MMIS for each controlled line item (UC074)
    5. System email provider enroller that determination has been made (UC076)
11. Use case ends

# Change Control

| Version | Date Revised | Revised By | Revisions |
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