# 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 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) [Seems like each use case will need updating because want SA to know which pages have been reviewed especially in revalidation mode]
   3. Approve or deny each of the following:
      1. Healthcare and waivered service (UC064)
      2. Credential (UC066)
      3. Agreements, addendums, and assurance statements (UC067)
   4. Enter notes (UC068)
4. If applicable, service agent send provider profile back to provider enroller (UC108) and system sends email (UC076)
5. Service agent enters stub MMIS legacy records (facility location, provider type, and NPI) (UC69), for each MMIS legacy record service agent, enters:
   1. If applicable, the address for the MMIS 33 provide type record (UC097)
   2. Screening date (UC070)
   3. Category of service: System defaults (UC071) and service agent can update(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)
6. Service agent completes review (UC095) or returns to queue for a different service agent to review (UC124)
7. 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, Status, etc.) (UC074)
   4. System email provider enroller that determination has been made (UC076)
8. Use case ends

## Related use cases

1. Service agent reviews their work queue (UC004)
2. Service agent clicks on a related links (UC140)
3. Service agent reviews key performance metrics (UC142)
4. Service agent updates their user profile information (UC141)
5. Service agent searches for a provider profile (UC143)
6. Service agent release NPI (UC084)
7. Service agent assigned application to provider enroller it was started on behalf of (UC100)
8. ~~Service agent selects a provider profile to review (UC123)~~ [delete this use case]

# Change Control

| Version | Date Revised | Revised By | Revisions |
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