# Issues

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| # | Description | Assigned To | Status |
| 1 | New services will be added and existing services will be "retired". Ideally services would have a feature (such as a start date and end date, or an active indicator) to manage their lifecycle.  Per Angie, this is a "nice to have" and may be implemented a later date. It is in the use case list as UC084. |  | Closed |
| 2 | This use case was originally authored with the system displaying a list of all services, and then the user selects/unselects one or more services in the list, and finally adds additional information while still in the list. This approach did not clearly allow the user to selects the same service multiple times, each with a different NPI.  To accommodate selecting the same service multiple times, the use case was changed to the current style. |  | Closed |
| 3 | For targeted case management, the counties are required. Decision is that counties will be part of the credential page because the county agreement must be uploaded. |  | Closed |
| 4 | What should the use case flow be for Service Specific Information?  For organizations, there are about 25 services that trigger about 10 Service Specific Information attributes. Of the 10 or so Service Specific Information attributes, one is service level and all others are facility level (no global level).  The service level, facility id, is in this use case. The facility level are in UC113.  Note: The one service level was changed to facility level, so currently no service specific information in this use case. |  | Closed |
| 5 | What should the use case flow be for Secondary Services?  For organizations, there are about 50 services that trigger about 25 Secondary Service attributes, all of which are simple checks to indicate secondary service is performed. They are a mix of facility level and global level.  Since secondary services need CRUD operations independent of the facility location services, they were split out into UC112. |  | Closed |
| 6 | Does this use case require a view flow? Scenario is that a user wants to review the services were performed at an inactive facility location. No, the user must use the provider profile report (UC111). |  | Closed |
| 7 | The requirements do not allow a service that is not in MMIS to have an end date. This is an issue if an MPSE provider wants to bill for services they performed in the past but no longer provide when entering their provider profile. The workaround is for the MPSE provider to submit the service without an end date, get it approved, and then update the profile with an end date. The workaround assumes that the credential is current or that if the credential expired when service was stopped, that the rules do not stop the transaction. |  | Closed |
| 8 | What should happen to related records when a facility location service is ended, reinstated, or deleted?   * Related records are not impacted/changed when a facility location service is ended or reinstated * When a delete occurs, the records directly related to the deleted facility location service are deleted, which is the provider identifiers |  | Closed |
| 9 | Post R1 Reinstate Enhancement  Currently, UC017 allows the provider enroller to reinstate a service by answering “No” to the question “was there a break in eligibility…” There are no other controls over the reinstating a service.  The future enhancement request is to restrict the ability of the provider enroller to reinstate services to a 30 day windows from the later of the close date or date the close operation was executed. See attached scenarios.  If there was no break in eligibility but more than 30 days passed, the provider enroller would need to contact the service agent, who would override the rule.  Justification: It is advantageous for provider enroller to claim there was no break in service because they don’t need to pay reenrollment fees and they can submit claims for the gap period. By implementing this change, the ability for provider enrollers incorrectly claim no break in service is reduced.  Impact of not implementing: Without the change, the service agents must enforce the reinstate policy manually. The service agents will have a “Difference Report” that displays the products as of the last provider profile version and as in their current state. Using this report, the service agent can determine if the reinstate warrants further investigation.  Note: The requirements for the “Difference Report” have not been written, it is part of the Service Agent Review flow. |  | Closed |

# Description

This use case describes managing the services provided by a facility location of an organization provider profile.

# Main flow: Add services

## Primary actor(s)

1. User
2. Service agent

## Precondition(s)

1. The facility location is active

Note: If the facility location is inactive, this use case cannot be invoked. Information is available via UC111 Provider profile report. See issue 6 in this use case for additional information.

## Steps

1. User invokes option to manage the services performed by the facility location (also known as the facility location services)
2. System displays a list of the previously entered facility location services
3. User invokes option to add a facility location service
4. System displays a list of applicable services – see business rules 138, 139
5. User selects a service
6. User performs the following for the service:
   1. Enters the start date
   2. If applicable, enters provider identifiers (NPI or UMPI) – see UC013 User Manage Organization Service Provider Identifier
7. System validates the facility location service – see object model for required attributes and business rules 39, 48, 42, 45, 46, 50, 40
8. Steps 3 – 7 are repeated for each service
9. User indicates they are finished managing facility location services
10. System validates – see business rule 43
11. Use case ends

## Alternate flow: Update services not "in MMIS”

This flow begins after step 2 of the main flow.

1. User select a facility location service that is not in MMIS and invokes update option
2. Continue with step 6 of the main flow

## Alternate flow: Update active service “in MMIS”

This flow begins after step 2 of the main flow.

1. User selects a facility location service that is in MMIS and not ended
2. System displays fields as read-only
3. Continue with step 6.2 of the main flow

## Exception flow: Cannot update ended service

When a facility location service is ended, the facility location service cannot be updated. The only option is to reinstate the service.

## Alternate flow: Delete services not "in MMIS"

This flow begins after step 2 of the main flow.

1. User selects a facility location service that is not in MMIS and invokes delete option
2. System displays a warning message
3. User chooses to continue
4. System deletes the facility location service and:
   1. The provider identifiers of the facility location service
   2. The credentials of the provider profile that are no longer required (orphaned credentials)
5. Continue with step 8 of the main flow

## Exception flow: Cannot delete service "in MMIS"

When a facility location service is in MMIS, the service cannot be deleted.

## Alternate flow: End service “in MMIS”

This flow begins after step 2 of the main flow.

1. User selects a facility location service that is in MMIS and is not ended and invokes the option to end
2. User enters end date and optionally selects an end reason – see Termination\_Reasons.xls
3. System validates end date - see business rules 41
4. Continue with step 8 of the main flow

## Exception flow: Cannot end service not "in MMIS"

When a facility location service is not in MMIS, it cannot be ended. If the service is no longer needed, it must be deleted.

## Alternate flow: Reinstate service not reviewed and approved

This flow begins after step 2 of the main flow.

1. User selects an ended facility location service that is active in MMIS and invokes the reinstate option
2. System warns user that this action will reinstate this service
3. User chooses to proceed
4. System removes the end date and end reason
5. Continue with step 7 of the main flow (rules must verify that reinstating this service does not create a duplicate or overlapping service)

## Exception flow: Provider enroller cannot reinstate if service is inactive in MMIS

An ended facility location service that is inactive in MMIS cannot be reinstated by the provider enroller.

## Alternate flow: Service agent reinstate service

This flow begins after step 2 of the main flow.

1. Service agent selects an ended facility location service that is inactive in MMIS and invokes the reinstate option
2. System warns user that the service should only be reinstated if it has been confirmed that the provider was both continuously providing this service and eligible to provide this service
3. Service agent chooses to continue
4. System removes that end date and end reason
5. Use case ends

# Change Log

| Version | Date Revised | Revised By | Revisions |
| --- | --- | --- | --- |
| 1 | 1/20/2015 |  | Initial draft to Angie for review |
| 2 | 1/21/2015 | David M | Added step to reinstate service information user not to proceed if gap in service |
| 3 | 1/22/2015 | David M | Clarified rules:   * Must have either a service or a waivered service * Consider closing facility location if all services and waivered services have end dates |
| 4 | 1/26/2015 | David M | Renamed "facility location service" to "facility location healthcare service", underlining, a few clarifications |
| 5 | 2/11/2015 | David M | Refactor for versioning, move rules |
| 6 | 2/13/2015 | David M | Remove reference to rules 43 and 44, those rules now referenced from UC009 |
| 7 | 2/18/2015 | David M | Updated for the additional information related to a healthcare service |
| 8 | 3/6/2015 | David M | * Removed agency id since it is the same as the facility id * Remove rules 105 and 106 that related to agency id * Facility id is not required so removed rule 101 which makes it required * Fixed "Alternate flow: Terminate service in MMIS" line 2 should be user not system |
| 9 | 3/27/2015 | David M | Updated for service requirements and add-on services |
| 10 | 4/15/2015 | David M | * Remove view flow * Reference the secondary service use case |
| 11 | 4/23/2015 | David M | Added facility id |
| 12 | 4/27/2015 | David M | Refactoring related to duplicate logic clarification:   * Add reference to rule 50 * Remove reference to rule 108 |
| 13 | 5/8/2015 | David M | Removed facility id |
| 14 | 5/14/2015 | David M | Clarify delete, close, and undo close requirements |
| 15 | 6/2/2015 | David Marsh | Added warning message to delete flow |
| 16 | 6/23/2015 | David Marsh | * Provider enroller cannot reinstate once end is in MMIS * Service agent can reinstate even if end is in MMIS |
| 17 | 9/1/2015 | David Marsh | Added requirement to delete flow that orphaned credentials must be deleted. |