Rule/Edits Override

# Example

A physician from TN moves to Ely MN. The physician has a guest license issued by MN and is working toward MN physician licenses but has not completed all requirements. There are only two other Medicaid physicians in Ely and one is out on maternity leave. The case is reviewed by policy and the decision is made to approve the enrollment despite guest licenses not typically being accepted.

# Frequency

The above situation occurs infrequently, maybe once a year. As more rules are added, the frequency of needing to override the rules will likely increase. For example, rules require that roles such as managing employee have continuous coverage from date a facility location provides a service to the date no services are provided at the facility location. If there is a one day break in a facility manager, the rules will stop the service agent from proceeding.

# Options

## Full Functionality

* Provider enroller is entering provider profile
* Rules fire, displaying description of error condition
* Provider enroller calls service agent
* Service agent disables rules on page (only for this version of the provider profile) and enters reason
* Provider enroller is allowed to proceed because rules are not firing

## Minimal Functionality

* Provider enroller is entering provider profile
* Rules fire, displaying description of error condition
* Provider enroller calls service agent
* Service agent tells provider enroller to complete the paper app (which will be around for years)
* Provider enroller enters the profile
  + Using MMIS terms, “fatal edits” must be corrected, “soft edits” are warnings and can be ignored
  + Most rules are “fatal edits” for provider enroller (Code 1 address validation is a soft edit)
  + Some rules are “fatal edits” and others are “soft edits” for the service agent
    - Things like SSN length and Luhn Algorithm are hard edits for SA
    - Credential and role dates are soft edits for SA
* Service agent review profile via the pdf report

# Decision

* The minimal functionality is enough for release 1.
* This option may not resolve all issues. For example, if there is a case where an alternate license would be allowed as an exception. However, the user interface does not make the alternate license available because only licenses tied to the selected services are available.