Panel ID Walkthrough with Diane

Thursday, April 1, 2021

2:31 PM

**Eric:** We want to get a better understanding of the Panel Claim Adopting process.

**Diana:** What are you trying to find there?

**Eric:** Do they get access to the files and libraries once granted access?

**Diana:** If you don’t have the panel level authority, you can get screen access. (I can see the screen, but I can't do anything on the screen)

**Eric:** Is that by default for every screen?

**Diana:** I think it is specific to certain screens and panels. Like plan options. You can see only plan options. You can see like employee etc. except for customer care. But from product support perspective, I cannot see.

**Eric:** He also mentioned that there are owners for specific screen. For ex. We need to speak to the owner of the manual claims screen.

**Diana:** You will need to speak to Pranav. He is the owner of this screen. You can bring one of his senior advisors to get clarity etc.

**Eric:** In general. The security of the manual claims screen. That will be directed to Pranav right?

**Diana:** Yes, he is the system owner.

Only business has access to edit on the screen or make changes to the screen. That is application role code. We (Diana) don’t have panel level access to make any changes.

**Sarah:** If you have this specific screen, then you have access to the file level

**Diana:** No one has access to the data file, except for Mitch's team. We have like a DI box but not access to the files. I will just get an error saying "You can't see this" in the DI box. - You don’t have access to view this (From the display screen)

**Lucia:** What screens do you have access to?

**Diana:** we have access to eligibility screen. Most screen in production. We don’t have access to all the screen and some financial screens, we don’t have access. We download from PROD environment and work offline. We do it in a different environment. We only suggest changes based on our review, and then we suggest these to the application team responsible who then drives back to the PROD or follows up on our recommendation.

**NEXT STEPS**

Ask **Pranav**

* How are you propagating the rules for access into the green screen > PROD

**Pranav** owns the manual claims screen

Conway owns the operating system where the files reside in the Manual Claims.

Benefit testers are all part of the business side. (**Mitch, Diane**, etc are on the IT side)

UAT- User Acceptance testing - With the business side.

Questions to **Pranav**:

1. How are you and team creating the rules for access to these green screens?
2. Who has access to prod. since Pranav & Team manage the screens? Benefit testers/Devs? Panel IDs, Libraries

* What are the processes entailing a manual claim being submitted and approved into production?