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### Background

Libra Women's Health is OBGYN practice group with network of nearly 600 healthcare providers, offering services in OB/GYN, Breast Health and Genetic Counseling.

Libra Health started with ten OBGYN doctors experienced back in 2016, credentialing provider with excel spreadsheet was very easy to manage considering the few providers in the organization.

Libra Health started out as small organization with focus on gynecology services in 2016 with a group of two physicians who graduated from college together and wanted to create a more caring, connected and progressive healthcare community that improves women's health. The two physicians are Cheryl Smith and Elizabeth Dawn. The two physicians started out alone and gradually built up numbers as other physicians joined the organization. They run office administration manually with lots of paperwork and excel spreadsheets.

In April 2018, Libra Health decided to expand and become a group of OBGYN doctors. They began acquisition of practices under the umbrella of Libra Health which means, the new practice joins Libra Health, retains their practice name and location but functions administratively under Libra Health. Libra Health provides EHR system, manage their day to day administration which allows physicians to focus more on better service delivery for patients.

### Business Problem

Credentialing was done with documentation on excel spreadsheet. Providers demographic information was saved on these spreadsheets in regular folders which are accessible to anyone and can give access to HIPAA violation because data is not stored in safe systems.

The frustration of enrolling providers with insurance payor is another major problem. With the number multiple insurance payors across the United States. It became increasingly difficult to monitor and follow through with provider applications thus leading to loss in revenue.

The concept of Doc-enroll was born out of frustration and credentialing inefficiencies encountered. Hence the need arises:

- For centralized coordination of credentialing process.
- To coordinate onboarding process and provide smooth provider enrollment process
- To monitor license expirations was another major issue.

Given all these challenges. Libra Health has contacted Braven IT Technologies to build an application that will support provider onboarding and enable smooth credentialing process.

**Requirements Owner:** Cheryl Smith and Elizabeth Dawn.

### Goals

To build credentialing onboarding application for Libra Health



### Assumptions

User would be able to access “Home” page, view all information listed from all browsers of any internet enabled device (laptop, phone, iPad), then onboard new providers.

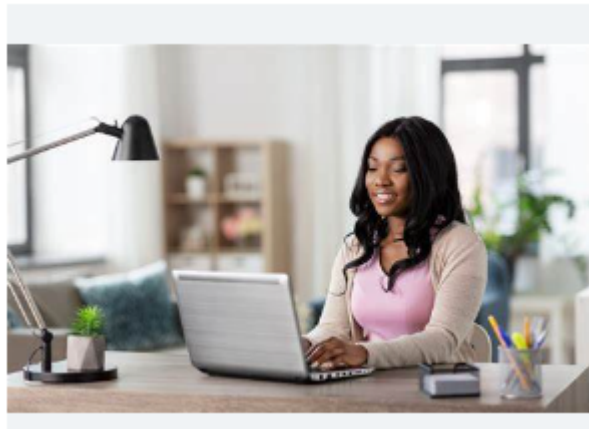
### Areas of System Affected

Area of System Affected	Y/N	Comments
Homepage	Y	
Manage Credentials Page	Y	Onboard provider

### Actors and Personas

Actor	Persona	Comments
Physician	<p>Greg is a 32 year old doctor who just completed his Residency and has been employed by Libra Health as OBGYN doctor</p> 	Greg would use his computer to access link that will enable him complete onboarding process
HR Recruiter	 <p>Sandra is a 28 year old Human Resource recruiter. She recruits new doctors and existing ones to join the rapid growing Libra Health. Due to high demand for medical providers, Sandra needs an effective and efficient software that will make her job easier.</p>	Sandra will send onboarding links to providers thorough her laptop and verify all demographics before sending information to credentialing department.

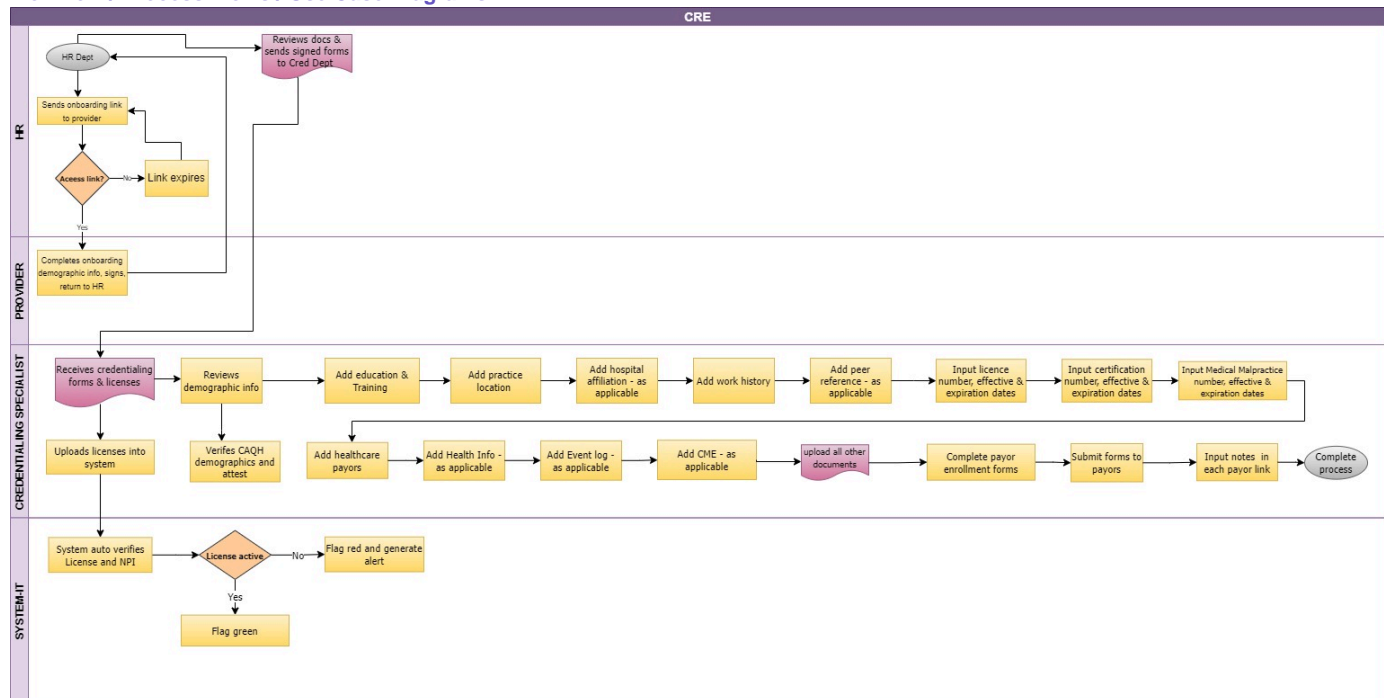
## Credentialing Specialist



Nicole is a 35 year old Credentialing Specialist with Libra Health. She has been working the organization for 14 months using excel spreadsheet to enroll providers with payor and save their information in local folder

Nicole would be able to add provider information online, update provider demographics and enroll them with payor

## Workflow / Process Flows / Use Case Diagrams



## Non-Functional Requirements

Non functional requirement category	Non functional requirement
Performance Requirement	The system shall support up to 5000 users per hour, shall provide 3 seconds or less response time on all major browsers
Scalability Requirements	The system shall be scalable enough to support 10,000 visits at the same time while maintaining optimal performance
Usability Requirements	The error rate of users onboarding providers and submitting applications and payment details at checkout shall not exceed 10 percent.
Compatibility Requirement	The system shall support OS and Android devices up to the newest versions of iPhone 16, Android 13, MacOS and windows 11
Availability Requirement	The system shall be available to user 98 percent of time and every month during business hours.

## Functional Requirements

Requirement ID	User_Story	Requirements
#1 Sign Up	<p>As a user</p> <p>I want to be able to access the Banner</p> <p>So that I can view Listed links</p>	<ol style="list-style-type: none"> <li>The system shall display the following on Banner <ul style="list-style-type: none"> <li>• <b>Org logo with Doc-Enroll text</b></li> <li>• <b>Doc-Enroll with text</b> “Provider Onboard Made Easy” <b>under</b></li> <li>• <b>Support</b></li> <li>• <b>Resources</b></li> <li>• <b>New Features</b></li> <li>• <b>Settings</b></li> <li>• <b>Sign Up</b></li> </ul> </li> <li>The system shall redirect to “Sign In” when user clicks “Sign Up”</li> <li>The system shall display the following on “Sign In” page <ul style="list-style-type: none"> <li>• <b>Org log with text “Doc-Enroll”</b></li> <li>• <b>Sign in under logo</b></li> <li>• <b>Email</b></li> <li>• <b>Email text box</b></li> <li>• <b>Password</b></li> <li>• <b>Password text box</b></li> <li>• <b>Remember me with checkbox</b></li> <li>• <b>Sign in field with purple border</b></li> <li>• <b>Need help signing in?</b></li> <li>• <b>Back to sign in</b></li> </ul> </li> <li>The system shall display the following when user views Home page <ul style="list-style-type: none"> <li>• <b>Banner in purple background</b></li> <li>• <b>Org name and logo on the left</b></li> <li>• <b>Welcome joe doe (Name)</b></li> <li>• <b>Text “Support”</b></li> <li>• <b>Graduate cap icon with org name U</b></li> <li>• <b>Text “New Features” with announcement icon</b></li> <li>• <b>Text “Sign out” all on left side</b></li> </ul> </li> <li>The system shall highlight any of the text when user hovers on it</li> <li>The system shall display navigation bar in blue under the Header banner on the Home</li> <li>The system shall display the following text on the Navigation bar from the left side: <ul style="list-style-type: none"> <li>• <b>Team</b></li> <li>• <b>Forms</b></li> <li>• <b>Tracking</b></li> <li>• <b>Logins</b></li> <li>• <b>Notes</b></li> </ul> </li> <li>The system shall display “Team” already selected with white underline.</li> <li>The system shall underline any of the texts listed above when user hovers on it.</li> <li>The system shall display org logo, name and location in white background with a drop-down arrow on the body of Home page to the left</li> <li>The system shall display text box “Add Provider” with human icon and + sign to the right of body of Home-page.</li> </ol>

		<p>11. The system shall display text box "Message" with and envelope icon after "add Provider" to the right of Body</p> <p>12. The system shall display "?" question mark icon after text box "Message"</p> <p>13. The system shall display text box "Alerts" with warning icon in the center of Homepage body with a drop-down arrow.</p> <p>14. The system shall display on the left side of Home page body textbox "All" with drop-down arrow under text box "Alerts"</p> <p>15. The system shall display blue background row with three columns inserted in white background.</p> <p>16. The system shall display the following in the blue background row in white fonts:</p> <ul style="list-style-type: none"> <li>• <b>Provider</b></li> <li>• <b>Tags</b></li> <li>• <b>Compliance with "?" in white circle icon</b></li> <li>• <b>Actions "?" in white circle icon</b></li> </ul> <p>17. The system shall display a white text box with 77.60 width column under text "provider"</p> <p>18. The system shall display text: "Search for a provider by name or NPI..." within the white text box</p> <p>19. The system shall display a white text box with 28.25 width column under "Tags" with a drop down arrow</p> <p>20. The system shall display a white text box with 28.25 width column under "Compliance" with a drop down arrow.</p> <p>21. The system shall display rows listing providers.</p> <p>22. The system shall display the following on each provider row.</p> <ul style="list-style-type: none"> <li>• <b>Circle icon for picture or provider name</b></li> <li>• <b>Name of provider and title</b></li> <li>• <b>Specialty of provider under each name</b></li> <li>• <b>Provider location tags under "Tag" column</b></li> <li>• <b>Alert Status under "Compliance column</b></li> <li>• <b>Short cut icons as listed below:</b></li> <li>• <b>Envelope icon for New Invitation</b></li> <li>• <b>Physician icon for Manage credentials</b></li> <li>• <b>Pencil icon for Edit</b></li> <li>• <b>Cloud icon for Document Upload</b></li> <li>• <b>Icon for CME upload</b></li> <li>• <b>Icon to activate or de-activate provider.</b></li> </ul> <p>23. The system shall highlight all text and display corresponding URL when user hover on any of them</p> <p>24. The system shall redirect to corresponding page when user clicks on any of them.</p> <p>25. The system shall redirect to corresponding pages when user clicks on any of the short cuts</p>
<p><b>2. Add Provider</b></p> <p><b>3. Add Facility Page</b></p>	<p>As a user</p> <p>I want to be able to view "Add Provider" link</p>	<p>26. The system shall display highlight Add Provider text box when user hover on it</p> <p>27. The system shall redirect to "Add Provider" pop up page when user clicks on "Add Provider" text box field</p>

So that I can input provider demographics

28. The system shall display drop down list of all practice locations available when user click the Teams box field.

29. The system shall display "X" on the top right side of the pop up box.

30. The system shall display the following on the Add provider page:

- Teams
- Teams text box with practice location insert
- The system shall highlight practice location when user hovers on it
- Text "Tag"
- Tag text box
- Provider Name with asterisk \*
- Check box with text "Add a facility Name instead with check box icon
- Text box with "Type a provider name..." under "Tag"
- Text "Provider Title" with asterisk
- Text box for Provider Title with drop-down icon
- Text "Specialty List" with asterisk\*
- Text box for "Specialty List"
- Text "Provider Email" with asterisk\*
- Text box for "provider Email"

31. The system shall display selectable grey rectangle background box with text "Cancel"

32. The system shall display selectable blue rectangle background text field "Save"

33. The system shall populate added provider's name under Provider column

34. The system shall display highlight Add Provider text box when user hover on it

35. The system shall redirect to "Add Facility" pop up page when user clicks on "Add Provider" text box field

36. The system shall display drop down list of all practice locations available when user click the Teams box field

37. The system shall display "X" on the top right side of the pop up box.

38. The system shall display the following on the Add provider page:

As a user

	<p>I want to be able to view "Add Facility"</p> <p>So that I can input facility demographics</p>	<ul style="list-style-type: none"> <li>• <b>Teams</b></li> <li>• <b>Teams text box with practice location insert</b></li> <li>• <b>The system shall highlight practice location when user hovers on it</b></li> <li>• <b>Text "Tag"</b></li> <li>• <b>Tag text box</b></li> <li>• <b>Facility Name with asterisk *</b></li> <li>• <b>Check box with text "Add a facility Name instead with check box icon"</b></li> <li>• <b>Text box with "Type a facility name..." under "Tag"</b></li> <li>• <b>Text "Facility Title" with asterisk.</b></li> <li>• <b>Text box for Facility Name with drop-down icon</b></li> <li>• <b>Text "Specialty List" with asterisk*</b></li> <li>• <b>Text box for "Specialty List"</b></li> <li>• <b>Text "Provider Email" with asterisk*</b></li> <li>• <b>Text box for "provider Email"</b></li> </ul> <p>39. The system shall display selectable grey rectangle background box with text "Cancel"</p> <p>40. The system shall display selectable blue rectangle background text field "Save"</p> <p>41. The system shall redirect to Teams page and populate enrolled provider's name.</p>
<p><b>3. Manage Credentials</b></p> <p><b>4. Footer</b></p>	<p>As a user</p> <p>I want to be able to navigate to "Manage Credentials" page</p> <p>So that I can upload providers demographics and documents</p> <p>As a user</p> <p>I want to be able to view the Footer</p> <p>So that I can view information listed</p>	<p>42. The system shall redirect to "Manage Credentials" page when user clicks on provider name.</p> <p>43. The system shall display Header and Navigation bar that is consistent with Home page</p> <p>44. The system shall display provider name "John Doe" with a drop-down icon and text "Personal Info" in the center of the page.</p> <p>45. The system shall display text "last updated: 10 /26/2022" at the right upper part of the page under Navigation bar</p> <p>46. The system shall display the following on the side bar:</p> <ul style="list-style-type: none"> <li>• <b>Personal Info with check box</b></li> <li>• <b>Education &amp; Training</b></li> <li>• <b>Practice /Employer</b></li> <li>• <b>Facility Affiliations</b></li> <li>• <b>Work History</b></li> <li>• <b>Peer References</b></li> <li>• <b>Licenses</b></li> <li>• <b>Certificates</b></li> <li>• <b>Medical Malpractice</b></li> <li>• <b>Healthcare Payors</b></li> <li>• <b>Health Info</b></li> <li>• <b>Event Log</b></li> <li>• <b>CME</b></li> <li>• <b>Documents</b></li> <li>• <b>Summary</b></li> </ul> <p>47. The system shall display text "Save" on blue background column on the right of body.</p>

48. The system shall display the following texts and fields in columns on the body of Manage Credentials page

- Prefix
- Prefix field with drop down arrow
- First Name
- First Name field box showing provider name under "First Name"
- Middle Name
- Middle Name field box with text "Middle Name" under the text above
- Last Name
- Last Name field box with text "Last Name in box"
- Suffix (More Names (0) with + icon
- Suffix field with drop down arrow under
- Provider Title with Specialty List text and + sign
- Provider Title field with X icon and dropdown arrow
- Telemed Exp.
- Telemed Exp field with dropdown arrow
- Fluent Languages with question mark ? icon
- Fluent Languages field with text "Select Languages...."
- Contact Information text (non selectable and underlined)
- Emergency contact (0) with + sign hyperlink underlined
- Work Email
- Work email field with email address and check sign field
- Personal Email
- Personal email field
- Home Phone #
- Home phone number field under
- Mobile Phone # with phone icon
- Mobile phone number field
- Home Address
- More addresses () with + icon on same row with Home address
- Address text
- Address 1 field column under Address
- Address 2 text
- Address 2 field column
- City text
- City field column
- State/Province text
- State/Province field with drop down arrow
- Zip/Postal Code text
- Zip/Postal Code field column under Address field
- County text
- County field column under Address 2 field
- Country text
- Country field column under City field with dropdown arrow
- Birth Information row
- More Birth info hyperlink (0) with + sign
- Gender text
- Gender field with drop down arrow
- Date of birth text
- Date of birth field with calendar icon
- Birth city text
- Birth city field
- Birth State text
- Birth State field with drop down arrow
- Birth County text
- Birth County field
- Birth Country text



- Birth Country field
- Country of Citizenship text
- Country of Citizenship field
- Citizenship/Work Authorization text
- Citizenship/Work Authorization field
- Authorized to work in U.S? with check box above C/Wrk Auth field
- Identification row
- Additional ID (0) with + sign
- Driver License or ID # with ? icon text
- Driver License or ID # with ? icon column field under with locked key icon
- State Issued text
- State Issued field
- Issue date text
- Issue Date field showing mm/dd/yyyy with calendar icon
- Expiration Date text
- Expiration Date field showing mm/dd/yyyy with calendar icon
- NPI # with search circle arrow
- Updated date in front of NPI
- NPI field under
- Social Security # ? icon text
- Social Security # ? icon field
- CAQH Row
- CAQH Provider ID # text with reroute icon
- CAQH Field column under
- Issue Date text
- Issue Date field with mm/dd/yyyy and calendar icon
- Last Attestation Date text
- Last Attestation Date text with mm/dd/yyyy and calendar icon
- Reattestation date text
- Reattestation date text with mm/dd/yyyy and calendar icon
- CAQH Enabled text
- CAQH enable field with dropdown arrow
- Account Manager text
- Account Manager field with dropdown arrow
- Account Status text
- Account status filed with grop down arrow
- Save column at the bottom of page

49. The system shall display footer in black background with the following selecatable texts

- **©2022 Doc Health**
- **Terms & Privacy**
- **Refer a Friend**

50. The system shall display a chat box with text Chat and icon on the footer