**Cougar Health**

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| Application | Use Case | Operations | Actions |
| **ENROLLEES** | **Create account** | Choose plan | Ex. Click create account, enter email information, choose plan, submit account info |
| **->** | **Add Beneficiary** | Edit insurance plan | Ex. Click edit my plan, add enrollee, select plan (basic/extended), add info\* |
| **->** | **Add Dependent** | Edit insurance plan | Ex. Click edit my plan, add dependent, add info\* |
| **->** | **Display Plan Info** | View insurance plan | Ex. Click view my plan, program displays overview of plan, ability to modify plan, and charges |
| **->** | **Create Enrollee Pin** | Set up call in PIN for enrollees only | Ex. Click edit my plan, create call in PIN, enter new PIN |
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| **HSPs** | **Create account** | Create account | Ex. Create HSP account, includes company name, benefits offered, personal contact info, remittance address. Optionally add, bank name, account number, and routing number for direct deposit |
| **->** | **Submit Services** | Submit electronic service bill | Ex. Click Create E-Bill, enter info such as policy number, patient enrollee, services provided, charge of services |
| **->** | **Display Service Bill** | Displays overview of service performed by HSP | Ex. Click Submit E-Bill, take information inputted and shows amount allowed for service, enrollee is responsible for, Cougar Health is responsible for. Make Statement printable |
| **->** | **Create HSP Pin** | Set up call in pin for HSP only | Ex. Click edit my account, create call in PIN, enter new PIN |

\*Benificiarys information requires full name, SSN, mailing address, billing address, contact info (phone/email)

\*Dependants information requires full name, SSN, contact info, relationship to primary enrollee.