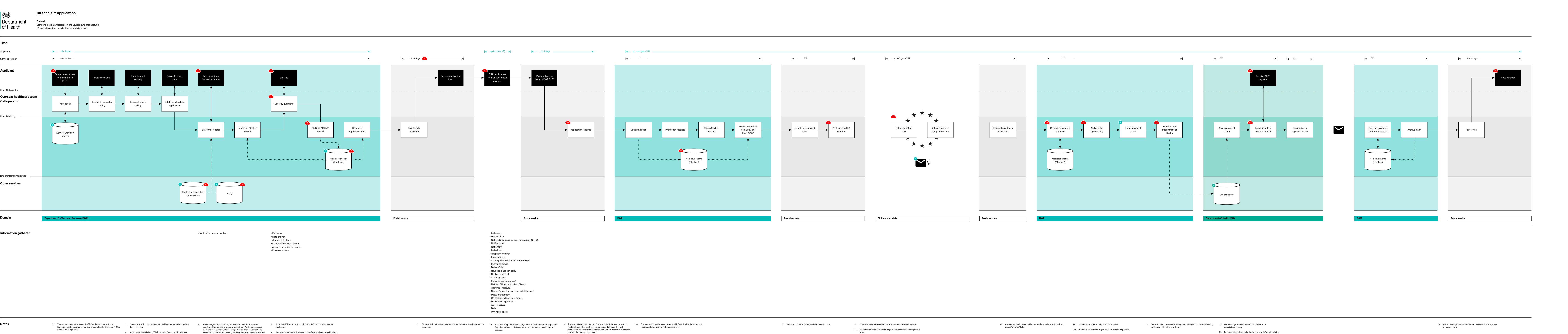
supplied Excel document.

24. At the point of receiving payment the user has not had any

following up with the the team themselves.

feedback since submitting the claim, unless they have been



OHT also needs to distinguish between state and private healthcare

KeyNote Pain point → Service process ¬¬→ Eventual process (thresholds etc) ···· Information flow → Must agree / validate

designate tasks as they work on them - i.e. 'post call work' etc. record alone is used to qualify.

2. Workflow system allows call operators to answer calls, they must also searches. First port of call to identify PRC recipients. Presence of down considerably.

has been used to find a Medben record, the operator has then

though enough data has actually been gathered already.

from CIS to Medben, either with copy + paste or by hand.

7. Medben system seems to basically be a database of "claims" per

be used additionally to find out more about an applicant. NIRS seems generation of templated letters) for PRC claims, more time and effort 10. Medben and CIS share a lot of data, which is manually transferred

5. NIRS is a web based view of national insurance contributions and can individual. While it does provide some service to the operator (the

is spent adding data to records.

continued to try to get three correct "security" answers — even