**JIRA Story Mockup: Healthcare Scenario**

**Title**

Enable Appeal Status Tracking for Member Support Team

**User Story**

**As a** patient services representative,  
**I want** to view the real-time status of a member’s appeal case,  
**So that** I can provide accurate updates to the member and escalate time-sensitive issues when necessary.

**Description**

This functionality will be added to the internal Member Support Dashboard. It should retrieve appeal case data via an API connected to the backend CGA system and display it in a readable format. Only the most recent appeal per member should be shown by default.

**Acceptance Criteria (Gherkin Format)**

**Scenario 1: View appeal case status**

Given I am logged into the internal support dashboard

And I have searched for a member using their ID

When I access the 'Appeals' section for that member

Then I should see the most recent appeal case status

And the last updated timestamp

**Scenario 2: No appeal cases for a member**

Given I am on the member’s Appeals section

And there are no existing appeal cases

When the section loads

Then I should see a message: “No appeals found for this member.”

**Scenario 3: Appeal status is 'Closed'**

Given I am viewing an appeal with a status of 'Closed'

When I click on the case ID

Then I should see the resolution notes and the closure date

**Attachments**

* Wireframe: appeals\_dashboard\_mockup\_v2.png
* API Spec: appeal\_status\_endpoint\_v1.pdf

**Dependencies**

* Backend CGA system must expose appeal status API
* Access control roles must allow patient services to view this data

**Test Notes**

* Validate all scenarios via UAT before release
* Use test data with known appeal statuses in QA environment

**Linked Issues**

* Bug: CGA-998 (Appeal date not updating correctly)
* Task: CGA-1030 (Update support team training materials)