INSURANCE TECHNOLOGIES

Enrollment Workflow 2.22 December

FIRELIGHT BASE

FireLight®

Platform

ENROLLMENT WORKFLOW 2.22 DECEMBER

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iConnect 236720 Design Approach - Enrollment Workflow 2.22 December

The purpose of the following workflow is simplification of the Application build & Participant signature aspects of the enrollment process. This new functionality will improve the workflow experience for Agents and Case Managers (CM). The streamlining of this functionality will allow users to manage the workflow much more efficiently and allow the sponsoring carrier to enter a market involving larger group/enrollment scenarios.

A new activity module will be created in FireLight to support this new workflow. Major aspects of this activity will include the following:

Case Managers will be the primary FireLight users in the workflow. The CM will access FireLight through their existing SSO.

Case Managers will start the new enrollment activity by selecting it from the FireLight home page. On selection, the activity will launch and will present 3 data collection screens/views.

"Plan" page – Plan information will be collected on the first screen. Plan information may include, but is not limited to Employer ID (required), Employer Name, Ownership, Plan Type, etc. Full definition of information collected to be defined. This information will be passed via common tag to linked/child applications that will be created for each participant. Data collected/required will vary by organization. It may be necessary to assure fully completed plan information exists prior to allowing navigation to the Participant page.

"Participant" page – The participant page will allow addition, deletion, and update of participants in the plan. The primary method of adding participant information will be through census upload. The Participant page will be presented in a grid view with columns to be defined. The grid view must support validation to identify situations where required information is not present or is formatted incorrectly.

Census Upload – The Census will include participant demographic information and may include product/benefit information. Product information included will be used for the purpose of stubbing out product applications for each participant. For this reason, the product/benefit fields included in the census upload will vary by Product Type.

Manual addition, deletion, and update of records/rows of the participant page grid should be supported. For smaller groups, the user may choose to simply add/edit participant information directly. In this scenario, there will need to be functionality to trigger stubbing out of new or edit of existing applications.

This page will display a link for each application "stubbed out" through the census and manual entry process.

Case Managers will use existing FireLight functionality to share the Enrollment activity with the agent of record on the case.

Information of the agent of record on the case will appear on the application and not information for the Case Manager. Need to determine the best means to accomplish this.

Verify that agents will have visibility of all child/linked applications associated with the enrollment/parent activity.

Case Managers will be able to send multi-life/batch signature requests to participants: The system will support multi-life/batch:

“Signature Only”

“Client Fill and Sign”

Type of signature required will be driven by the signer type/role in relation to the application.

Agents will have visibility of their cases, and only their cases through the share initiated by the Case Manager.

Agents will not be required to interact with or sign Applications.

Permissions of what the agent can do with the applications will be defined by group/role permissions.

Impacts:

Activities - a new activity will be created for Enrollment

Client Fill and Sign - will hook into new enrollment functionality; existing client fill and sign will not change

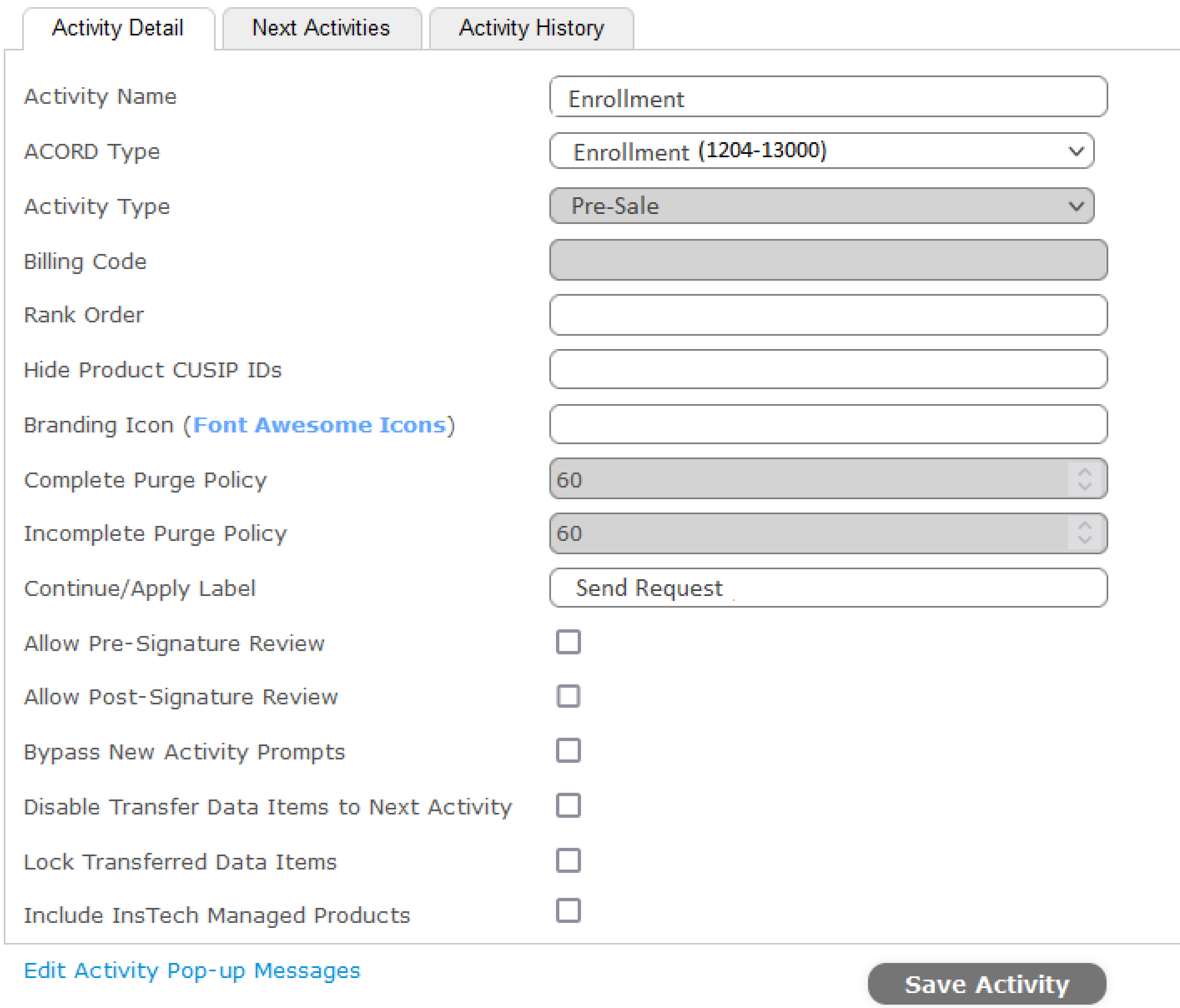
Emails - Existing emails for client fill and sign will not change, but will be sent out to participants through send request on the participant's page

UI - a new plan page and participant page will be applied for the enrollment functionality. This will closely mirror the multiple activities functionality that already exists

1 Enrollment: Admin Set up

1.1 Enrollment: Create a new Activity

A new activity will need to be created to support the enrollment functionality. The new Activity will be "Enrollment" and it will be associated with the ACORD Type of Multiple Activities which is 1204, and the subtype will be 13000. It will be associated with the Pre-Sale Activity Type.



Acceptance Criteria

- An ACORD Type of Enrollment will be set to 1204-13000
- The Activity Type associated with Enrollment is Pre-Sale
- The Activity Name will default to Enrollment, but it editable

1.2 Enrollment: Create new Dataitem for Group ID

A new dataitem will need to be created in order to capture a unique identifier for Group ID. This tag will be called "FLI_GROUP_ID"

Acceptance Criteria

- FLI_GROUP_ID will be used to collect a unique identifier to tie the application and the participant back to a batch enrollment process

2 Enrollment: App Set up

2.1 Enrollment: Create new workflow for Enrollment - Plan Design

The enrollment functionality will need a new workflow. This workflow will contain a 2-step process: The Plan type and the participant's page.

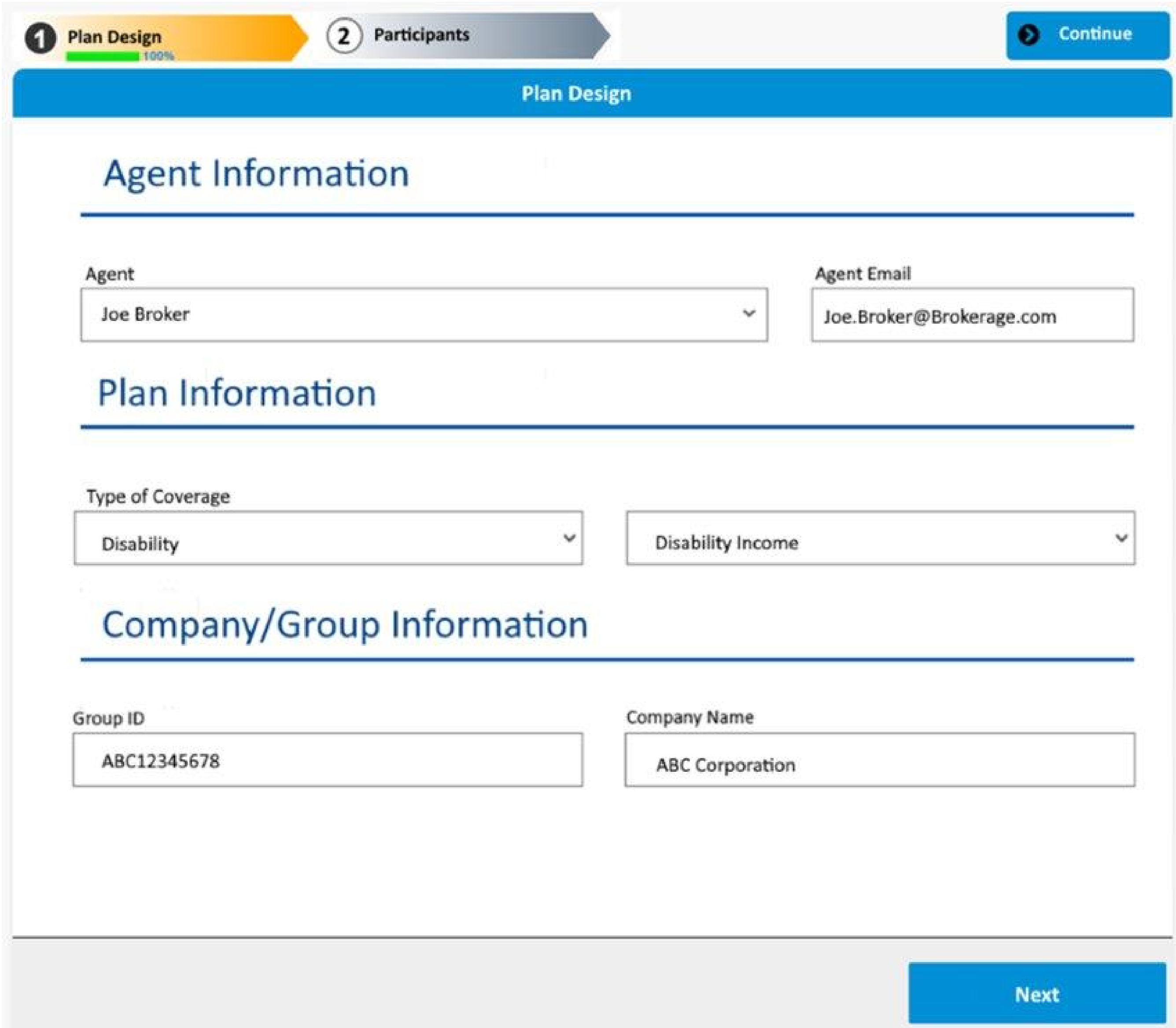
The plan type should be wizard onlybut will need to contain a unique identifier called the Group ID that will tie the application back to the batch enrollment process.

The following optional fields should also be considered to be added by organizations:
-Agent
-Agent Email
-Type of Coverage
-Company Name

The Agent and Agent Email should be added if the agent is not participating in capturing the information on each participant.

This information will be applied to all of the participant's applications and will tie these groups of applications together.

When the user clicks "Next" they will be taken to the participant page (covered in story 25363)

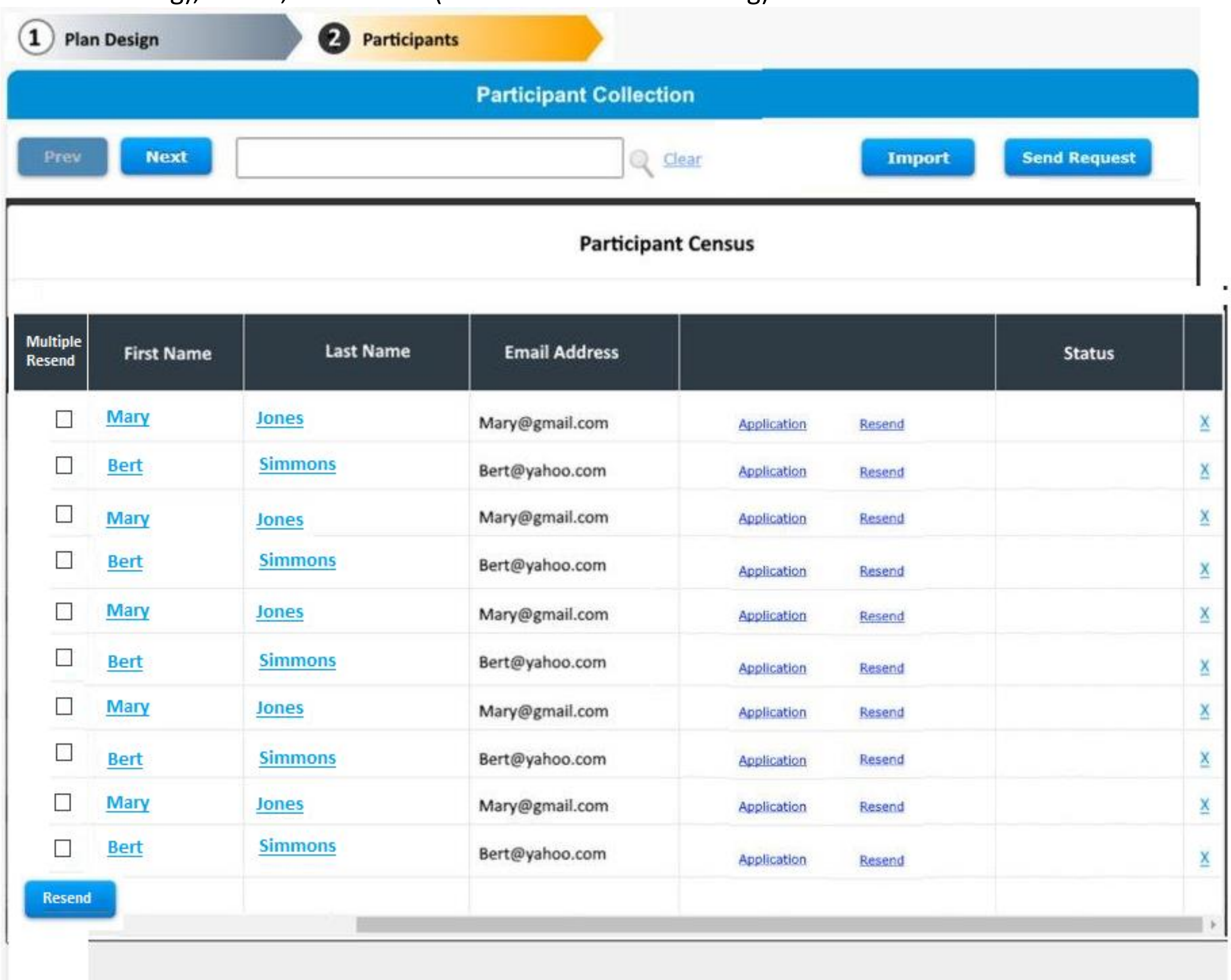


Acceptance Criteria

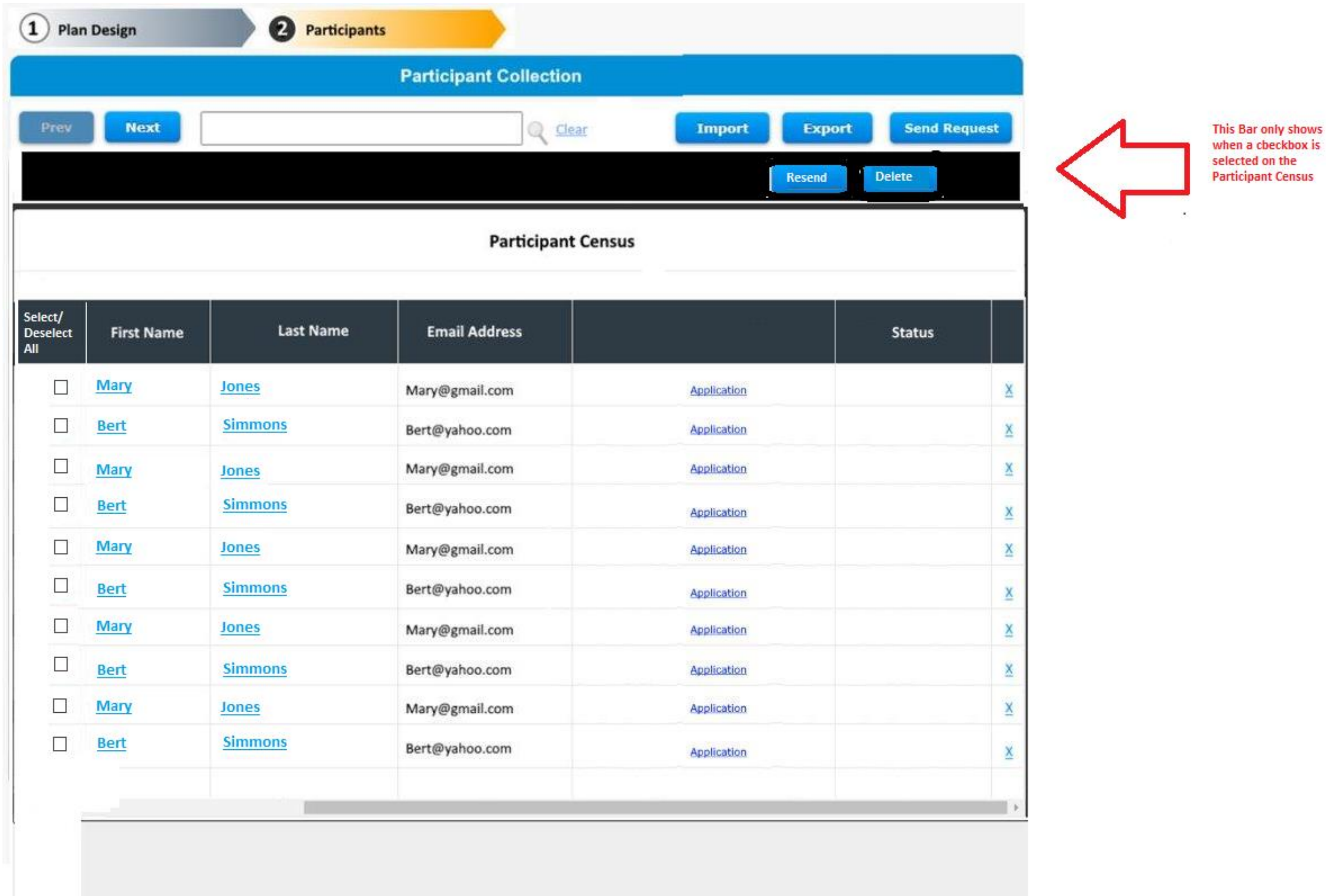
- The Plan Design page will show the information needed to tie participants to a batch enrollment.
- The Plan design will need to capture a Group ID (unique identifier) that will tie the application back to the participant in this batch enrollment.
- The plan design page could also contain the following information: Agent, Agent Email, Type of Coverage, and Company Name
- Each of the dataitems are editable but could be prefilled based on the participant census
- These dataitmes will be common tags to be captured on the Application.
- Localization will need to be applied
- This is WCAG Compliant

2.2 Enrollment: Create a new Workflow - Add a new page that will house Participants

Once the user clicks on Next from the Plan Design, they will land on the Participant page. This page will show 7 columns: Select/Deselect all, participants First name, last name, email address, actions (which has no heading), status, and Delete (which also has no heading). These columns can also be sortable.



The first column will allow the user to select or deselect all of the users at once, or individually. Once a participant is clicked, then a column on the top of the page will display allowing the user to either resend the request or delete the participant.



The First name and last name will open a new dialog showing additional details of the participant (covered in story 25364). The first name, last name, and email address can be edited in the table, but the rest of the information that is uploaded in the census will be locked down and will be one-directional to the application.

In the Actions column, 1 hyperlink is available: Application. Application will take the user to the application that they have chosen (for day 1, this will only be 1 application per participant). The Application will show based on the CUSIP that is uploaded in the census.

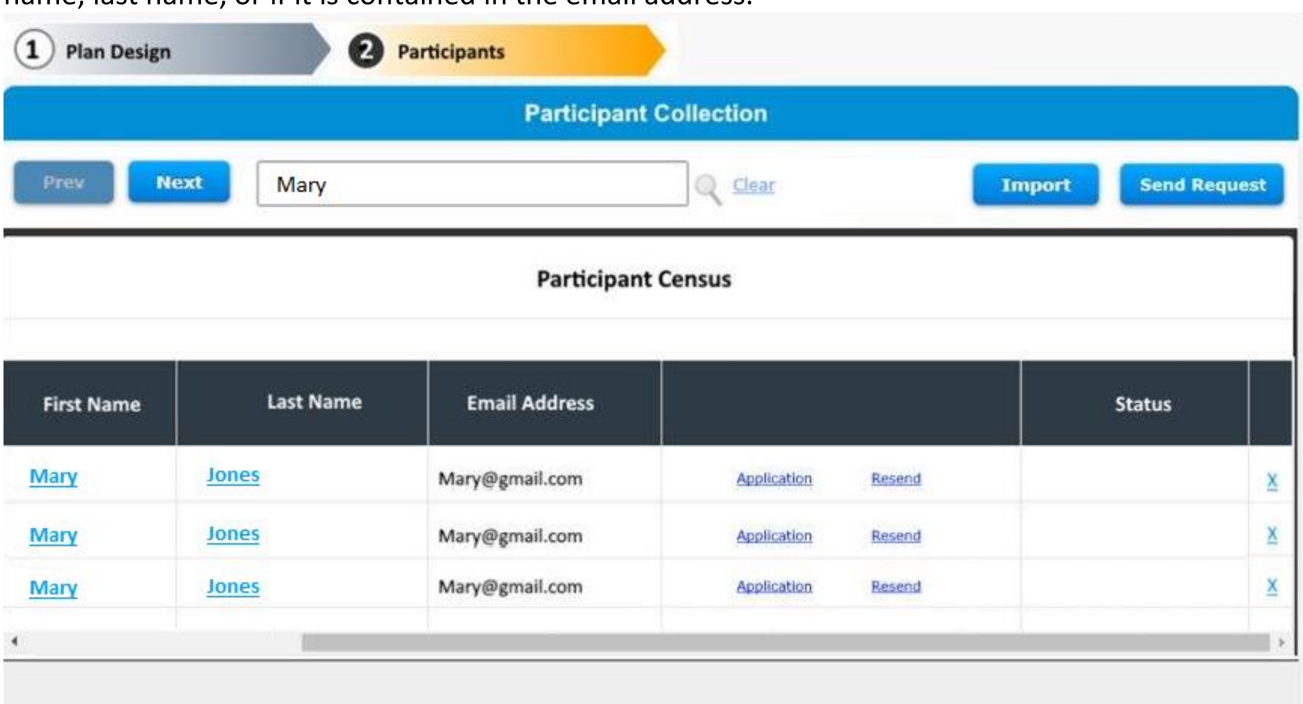
The Status column will show the current status of the application (covered in story 25446), and will also show an error count (covered in Story 26123)

At the end, of the participant's row will be an "X" hyperlink, where the participant can be deleted individually. If the X is clicked, a dialog asking if the user is sure that the participant should be deleted will appear. This dialog will ask "Are you sure you want to delete this participant?". Below this phrase will be a "Yes" button, which will delete the user and close the dialog box. Additionally, there will be a "Cancel" button, which will close the dialog box and the user will not be deleted.

On the top of the page will show a previous and next buttons (if applicable), a search feature, a clear hyperlink to clear the search bar, an import and send request buttons.

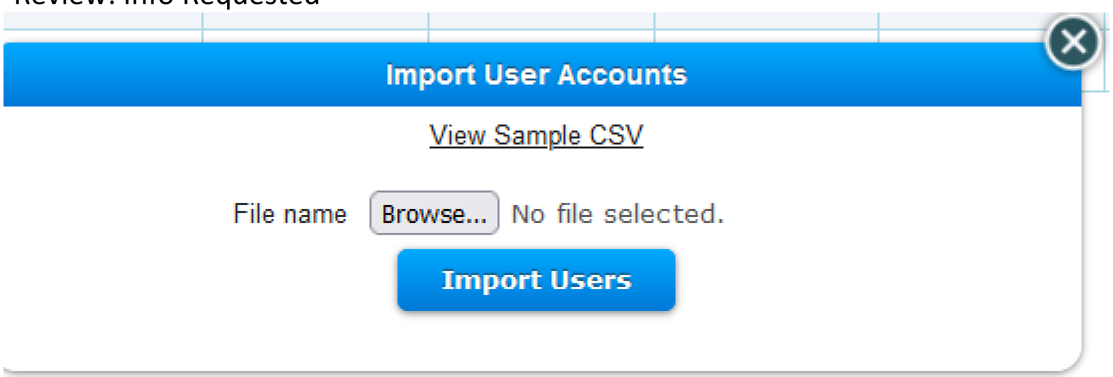
The Prev/Next buttons - this will allow the user to scroll through the census list if there is a large list. The Prev button will be disabled if the list is on the first page. The Next button will disable if it's on the last page.

The search function will allow the user to search any of the fields that are showing. For example, the user can type in "Mary" and all of the values with "Mary" will show, whether it be the participants first name, last name, or if it is contained in the email address.



Import - The Participant Census can be uploaded from a csv spreadsheet using the Import button. The CSV will list the user's first name, last name, and email address. A sample of this format has been attached. When the import button is clicked, a dialog box will show a browse function, and once the file is chosen, it will show next to the browse button. The user then can click on the "Import Users"

button and it will upload the participants. A sample CSV will also be listed, so the users can create a CSV from what is provided in FireLight. [This functionality already exists within the FireLight Access environment]
When the application is in a locked state, the participant page information will not be able to be updated as well. This will be based on display status will include the following display statuses:
-Client Request Complete
-Complete
-In Signatures
-Pending Client Request
-Pending Signatures
-Pending Transmission
-Signatures Complete
-Submit Requested
-In Review
-Pending Review
-Review: Approved
-Review: Declined
-Review: Info Requested



This button will just upload the information but will not automatically send the emails to the participants.

Send Request - Once the participants are in place, the Send Request button can be clicked. This button will proceed to send out the email to each participant so they can fill out and sign their applications.

Acceptance Criteria

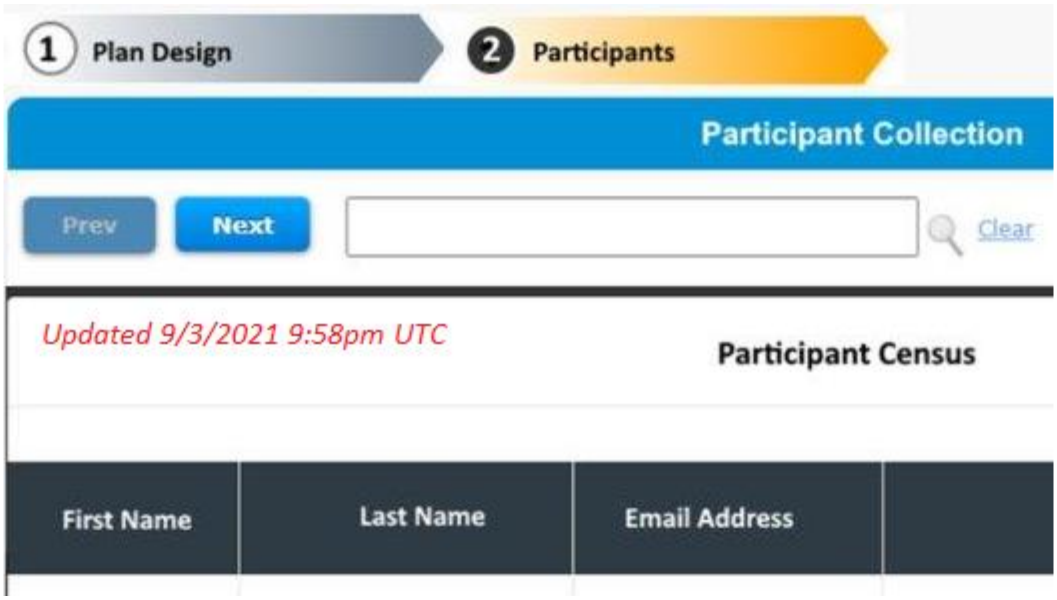
- The participant's page will show the list of participants that the organization is wanting to upload from their census.
- The top of the participant's page will show a previous (prev) button, Next button, a search textbox, a magnifying glass to initiate the search, a clear hyperlink, Import button, export button, and send request button.

- The Prev button and next button will show the previous or next page from the participant census. Prev button will be disabled if the user is on the first page. The Next button will be disabled if the user is on the last page.
- The search textbox will let a user type a value in and when the magnifying glass is clicked, the Participant Census will filter down to show what was typed in the box (For example, if "Mary" is typed in the box, the census will only show fields with "Mary")
- The Clear hyperlink will clear the search textbox allowing the user to type in a new entry.
- The Import button will bring up a small dialog box that will allow the user to browse for a CSV spreadsheet to upload. This dialog box will contain browsing capability, and once the file is chosen, the name will show next to the browse button.
- "Import Users" button will import the participant list from the CSV file. This function will not send an email automatically to the participants.
- "View Sample CSV" will provide the user with a proper upload document so users can build their CSV list accordingly.
- Send Request button will send the client fill and sign email to the participants upon clicking the button.
- The participant Census will show 7 columns: Select/Deselect All, First Name, Last Name Email Address, An actions column (unmarked), Status, and a delete column (unmarked).
- If a participant checkbox is clicked, a separate column will display on the top showing a resend and a delete button. The resend will resend an email to the participant, and the delete will delete the participant from the census list.
- The columns in the grid will be sortable
- The First name and Last name are hyperlinks that will open an additional dialog box (covered in story 25364)
- The First Name, Last Name, and Email address information can be updated with a new import. This information is one-directional, going from the participant page to the application only.
- When the display statuses show the application in a locked state, the first name, last name, and email address will not be updated. These statuses include: Client Request Complete, Complete, In Signatures, Pending Client Request, Pending Signatures, Pending Transmission, Signatures Complete, Submit Requested, In Review, Pending Review, Review: Approved, Review: Declined, Review: Info Requested
- This will be WCAG compatible
- Localization will apply

2.3 Enrollment: Add "Update Timestamp" in Participant page

The Participant page will show the last time the status has been updated. A "Updated at DATE TIME" will be listed on the left-hand top side of the page. This will show the last time this page has been updated with the status information.

This update will be for the child applications, and will only apply for this participant page

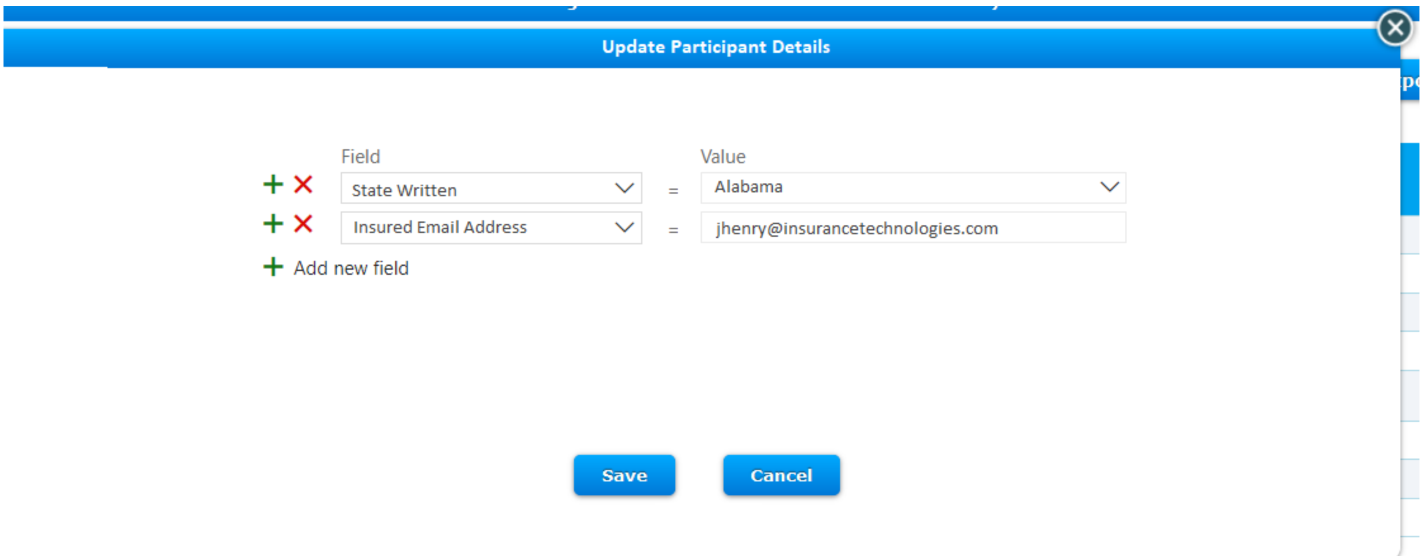


Acceptance Criteria

- The Updated DATETIME will show on the left-hand screen on the top above the Participant Census. This will let the user know when the last update for status has occurred.
- This will update each time the activity has been entered.
- This update will be for the child applications
- This update will only apply for the participant page
- Localization is available for this timestamp
- This is WCAG Compliant

2.4 Enrollment: Create new dialog box for participant details

A dialog box will appear after the First name/Last Name hyperlink is clicked on the participant page. This dialog box will contain a dropdown that will show all of the labels from the DI Census [A copy of the DI Census that contains the valid fields is attached]. Once an option is chosen, either a dropdown will show in the value box displaying the values associated with that label (i.e., State Written= Alabama), or will show a textbox so the value can be edited (i.e., Insured email address = name@test.com). An addition icon will show to add more label dropdowns and Value boxes to show. Additionally, an X will show to remove that box.



Acceptance Criteria

- When the participant's name is clicked on the participant page, a dialog box will show containing a dropdown label box, and a values box (which will be a dropdown or textbox depending on the values associated with the label box)
- An addition icon will show to add an additional row of label boxes and value boxes
- An X icon will show next to the row to delete the row
- The dialog box contains an "X" at the top right-hand corner that will close the dialog box
- At the bottom of the dialog box, the "Save" button will save any changes that are made to the text boxes, and the save will also close the dialog box.
- The "Cancel" button will not save any changes made to the text and will close the dialog box.
- WCAG compliant
- Localization will apply

2.5 Enrollment: The Display Statuses for each participant

The Display status of the application will show up on the participant page for each participant that has received the application to review, fill out, and sign. These statuses will be the same status as what is already reflected in the All Activities page. They are below:

-Data Entry

-Client Request Complete

-Complete

-In Signatures

-Pending Client Request

-Pending Signatures

-Pending Transmission

-Signatures Complete

-Submit Requested

-In Review

-Pending Review

-Review: Approved

-Review: Declined

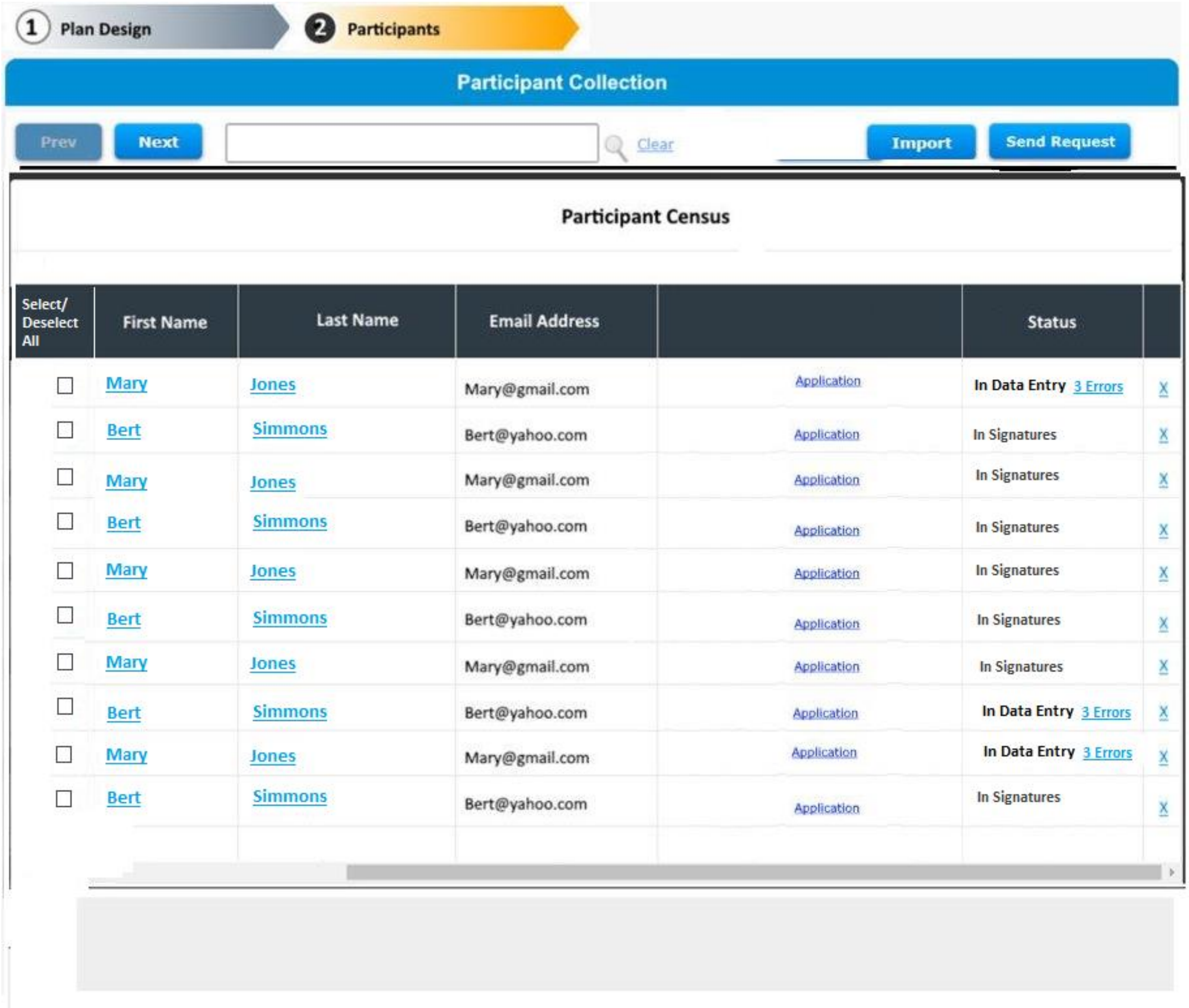
-Review: Info Requested

Acceptance Criteria

- The following display statuses can apply to the status column in the Participants Page: Data Entry, Client Request Complete, Complete, In Signatures, Pending Client Request, Pending Signatures, Pending Transmission, Signatures Complete, Submit Requested, In Review, Pending Review, Review: Approved, Review: Declined, Review: Info Requested
- Each row can show a different status for each participant
- Localization will be available

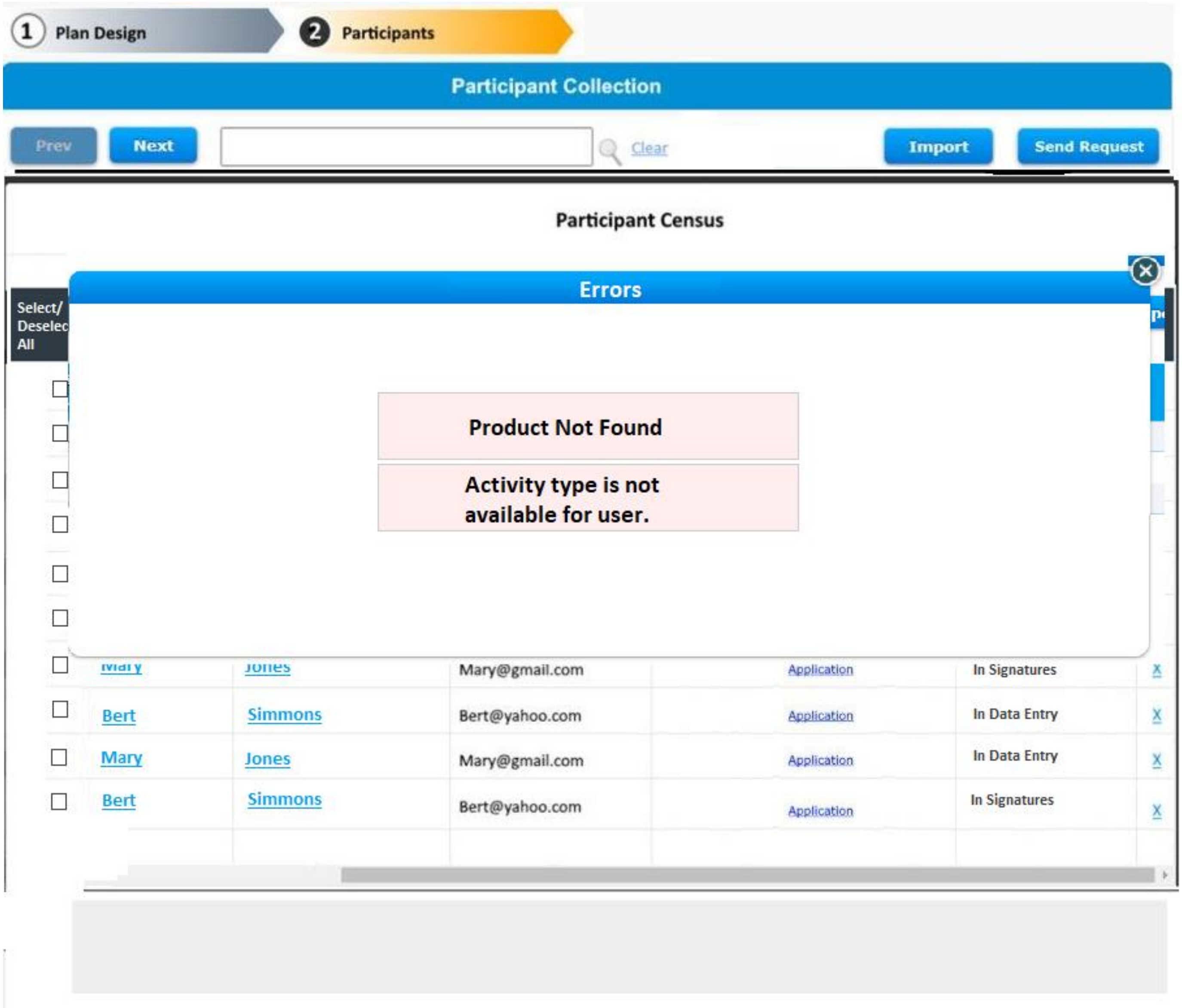
2.6 Enrollment: Add Error Count to Status column in Participant page

We'll need to add in an error count on the status column to show what errors are occurring within the application for that participant. The status column will show how many errors that are occurring in the application and will show by a hyperlink.



Select/ Deselect All	First Name	Last Name	Email Address		Status	
☐	Mary	Jones	Mary@gmail.com	Application	In Data Entry 3 Errors	X
☐	Bert	Simmons	Bert@yahoo.com	Application	In Signatures	X
☐	Mary	Jones	Mary@gmail.com	Application	In Signatures	X
☐	Bert	Simmons	Bert@yahoo.com	Application	In Signatures	X
☐	Mary	Jones	Mary@gmail.com	Application	In Signatures	X
☐	Bert	Simmons	Bert@yahoo.com	Application	In Signatures	X
☐	Mary	Jones	Mary@gmail.com	Application	In Signatures	X
☐	Bert	Simmons	Bert@yahoo.com	Application	In Data Entry 3 Errors	X
☐	Mary	Jones	Mary@gmail.com	Application	In Data Entry 3 Errors	X
☐	Bert	Simmons	Bert@yahoo.com	Application	In Signatures	X

When the error hyperlink is clicked, a new dialog box will appear showing the error message:



When this link is clicked, a dialog box will appear that will show all of the errors that are occurring within the application. There will be an X on the top right-hand corner that will be able to close the dialog box.

Acceptance Criteria

- If the CSV upload has errors with the CreateActivity, an error count will appear in the status.
- Each error count will be a hyperlink
- When a user clicks on the hyperlink is clicked, a dialog box shows the error details
- The X on the dialog box will close the dialog box

2.7 Enrollment: Auditing

The Enrollment audit should be included in the next activity. This should mirror how we are doing this with Multiple Activity.

Acceptance Criteria

- The audit from the Enrollment will be sent to the next activity (mirror how we are doing that in Multiple Activities)
- The audits on both the Enrollment and the next activity will include an audit record of the linkage.

2.8 Enrollment: Create a new report for Enrollment

Create a new activity report that will show the enrollment process. This report will be a detailed activity report and will be available to be sent to the organization via email on a daily, weekly, or monthly basis.

The columns for this report will be Agent ID, Agent Name, Group ID, Application Name, Status (Application status), Product Name, Create Date, Last Activity, Elapsed Days

This report will be sortable by the Status column, and then by the Application Name based on alphabetical order.

FireLight Enrollment Report
Active Applications

Start Date: 6/1/2015 12:00:00 AM
Organization: Peak Life Insurance

Agent ID	Agent Name	Group ID	Application Name	Status	Product Name	Create Date	Last Activity	Elapsed Days

Acceptance Criteria

- A detailed activity report will show the enrollment activity for each organization.
- The Activity report can be sent to the organization via email on a daily, weekly, or monthly status

- The Enrollment report contains the following columns: Agent ID, Agent Name, Group ID, Application Name, Status, Product Name, Create Date, Last Activity, and Elapsed Days
- This report will be sortable base first on the status in alphabetical order, and then the Application Name in alphabetical order

A completed report will be sent to the PO for review and approval

3 Enrollment: Back-End

3.1 Enrollment: Participant list will need to be stored to database

Acceptance Criteria

- The database will contain any and all participant information for the organization. This could be as little as a couple of people to as many as 10,000.
- The Participant list that will be captured and stored in the database will contain First name, last name, and email address, as well as including the attached DI census list (if each field is applicable)

3.2 Enrollment: Participant status will be updated by leaving activity and re-entering

The agent can receive an update on the status by leaving the enrollment activity, and re-entering. This will provide the latest update.

Acceptance Criteria

- By leaving the activity, and re-entering, an agent will see the latest status
- The updated at 25388 will be updated with the latest timestamp upon re-entering the activity.

3.3 Enrollment: Alter Client Fill and Sign for the Enrollment functionality

The current functionality of client fill and sign will need to be connected with the new enrollment process. When the "Send Request" button is clicked, an email will be sent to the participant and the client fill and sign process will occur.

For this workflow, we need to make sure a primary participant is being chosen to complete the client fill and sign portion, and the secondary signer will just sign the application. The Primary participant will be in the participant census, and the secondary (if applicable) will be listed on the plan page.

We will need to change the logic of the client fill and sign dialog to look at what signers exist in the application being created for the participant.

Acceptance Criteria

- When a participant is sent an email, the client will enter the client fill and sign workflow
- A secondary user (i.e. owner of the policy) will be able to sign the application after the primary participant has filled out the application

3.4 Enrollment: CSV Parsing will fail if errors occur

When there are errors on the CSV file, the parsing of the CSV will fail

Acceptance Criteria

- CSV Parsing will fail if errors occur
- al