

**Manage Registered Name Verification – R2**

**Functional Specification**

**Version 0.1**

**Release 2023 December**

ESDC Benefit Delivery Management

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**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 05/08/2023 | .01 | Initial Draft | Nicole King  Meena Tanwar |
|  |  |  |  |
|  |  |  |  |

# Purpose

This document captures Cúram specification for **configuring** verifications (standard or conditional) for registered name and identification. When verifications are triggered, the system identifies whether verification is required for the evidence or not based on the specified configuration.

Verification configuration details are in the following Evidence Verification Configuration sheets at [Evidence Verification Inventory\_OAS R1-R2.xlsx](https://014gc.sharepoint.com/:x:/r/sites/OAS-BDM/Curam/01%20-%20Design/Deliverables/Case%20Management/FDD/Design%20Documents/In-Review/Evidence%20Verification%20Inventory_OAS%20R1-R2.xlsx?d=wbe5b0ff96440451fa1b3f16922d72d50&csf=1&web=1&e=O0Mutd) > Registered Name

# Originating Documents

## 2.1 User Story Traceability

<<Specify any user story originating documents>>

|  |  |
| --- | --- |
| **Use Case Name** | **User Stories associated** |
| * Generate Verification- Name | [121090](https://dev.azure.com/VP-BD/BDC/_workitems/edit/121090) -- [319-214 Generate verification for name](https://014gc.sharepoint.com/:w:/r/sites/OAS-BDM/_layouts/15/Doc.aspx?sourcedoc=%7B9319D135-6EA1-410C-9AE2-290CDC281D4F%7D&file=319-214%20Generate%20verification%20for%20name.docx&action=default&mobileredirect=true&cid=8b44262c-1334-4586-b318-f7e4cc23b9ab) |
| * Resolve Name Verification | [52717](https://dev.azure.com/VP-BD/BDC/_workitems/edit/52717) -- [319.1-202 Ability to resolve verification for name evidence](https://014gc.sharepoint.com/:w:/r/sites/OAS-BDM/_layouts/15/doc2.aspx?sourcedoc=%7B7E461A82-45FD-49A2-8E32-B8CD1D69FD65%7D&file=319.1-202%20Ability%20to%20resolve%20verification%20for%20name%20evidence.docx&action=default&mobileredirect=true&cid=8f582524-7450-4222-8682-02a1f2010d4d) |

## Foundation FDDs Reference

Not Applicable

## Additional References

* [Evidence Verification Inventory\_OAS R1-R2.xlsx](https://014gc.sharepoint.com/:x:/r/sites/OAS-BDM/Curam/01%20-%20Design/Deliverables/Case%20Management/FDD/Design%20Documents/In-Review/Evidence%20Verification%20Inventory_OAS%20R1-R2.xlsx?d=wbe5b0ff96440451fa1b3f16922d72d50&csf=1&web=1&e=O0Mutd)
* [R2 Task Configuration.xlsx](https://014gc.sharepoint.com/:x:/r/sites/OAS-BDM/Curam/01%20-%20Design/Deliverables/Case%20Management/FDD/Design%20Documents/In-Review/R2%20Task%20Configuration.xlsx?d=waff9bad7d7d041a4850e5ca80d03036c&csf=1&web=1&e=klOLaV)
* [Person -Registered Name Verification Rules Table.xlsx](https://014gc.sharepoint.com/:x:/r/sites/OAS-BDM/Curam/01%20-%20Design/Deliverables/Participant%20Management/FDD/Design%20Documents/Draft/Manage%20Name%20Verification-R2/Person%20-Name%20Status%20Verification%20Rules%20Table.xlsx?d=w5c31569460f5473bb9aa9019df236c2b&csf=1&web=1&e=cKyUDB)
* [FDD - Manage Verifications - R2.docx](https://014gc.sharepoint.com/:w:/r/sites/OAS-BDM/Curam/01%20-%20Design/Deliverables/Case%20Management%201/FDD/Design%20Documents/Approved/Release%202/FDD%20-%20Manage%20Verifications%20-%20R2.docx?d=wdf73fd3627ef4195b8835b2c76c0dbbc&csf=1&web=1&e=jLo1Uc)

# Definitions, Acronyms, and Abbreviations

<<Specify the definitions, acronyms and abbreviations of the terminology used in this document>>

|  |  |
| --- | --- |
| *Term* | Definition |
| *Cúram* | [IBM](https://www.ibm.com/docs/en/spm) Cúram Social Program Management |
| *ESDC* | Employment and Social Development Canada |
| *OAS* | Old Age Security |
| *OOTB* | Out of the Box |
| *AC* | Application Case |
| *IC* | Integrated Case |
| *Person* | An individual who has registered with the organization, usually to apply for benefits. |
| *Prospect Person* | An individual who is registered with the organization who has either supplied insufficient information to be registered as a person or the organization does not wish to register the prospect person as a person in the system. |
| *User* | ESDC (Employment and Social Development) staff / representative |
| *Verification* | Verification is the process of checking the accuracy of the information that is provided by clients who are applying for or receiving benefits under the OAS Program. |

# Configure Name Verification

## Description

The purpose of this document is to describe the configuration requirements for the verification of the Registered Names evidence.

Registered Names evidence will use conditional verification rules to determine when a verification is required on Person/Prospect Person. When Registered Names evidence is captured/updated on Person/Prospect Person or any of the dependent evidence is created/updated/deleted, the verification engine is called to determine whether evidence data requires verification on the person/prospect person. As the dependent data can change over time even after activation of the existing Registered Names evidence, a verification may be created on the previously activated evidence. See training consideration for detailed steps on how ESDC rep will resolve such situations. Verification of this evidence is mandatory at application case and an ESDC Rep can only authorize the benefit to which the evidence is applicable to once the verification has been cleared by adding proof. Sometimes there are additional tolerances that can be applied by an ESDC rep and considered acceptable to clear the outstanding verification without reaching out to the client (see training consideration #3)

When system assesses whether evidence requires verification, it may result in a verification or may clear a verification (if it exists) depending on the outcome from verification engine.

## Business Scenarios

* Registered Name evidence is created on person/prospect person.
* Registered Name evidence is updated on person/prospect person.
* Dependent evidence(s) that impact Registered Names on a person/prospect person are created.
* Dependent evidence(s) that impact Registered Names on a person/prospect person are updated.
* Dependent evidence(s) that impact Registered Names on a person/prospect person are deleted.

## Actors

* User
* System

## Pre-conditions

N/A

## Process Flow Diagram Reference

N/A

## Main Flow

1. System or user creates/updates evidence that is used by verification rules.

2. System executes the verification determination as per defined configuration in Evidence Verification Inventory\_OAS R1-R2.xlsx

3. System creates an outstanding verification. **[A\_01] – No verification required.**

4. System creates a task to send correspondence to the client requesting the proof for outstanding verification

1. [Task- 109](https://014gc.sharepoint.com/:x:/r/sites/OAS-BDM/Curam/01%20-%20Design/Deliverables/Case%20Management/FDD/Design%20Documents/In-Review/R2%20Task%20Configuration.xlsx?d=waff9bad7d7d041a4850e5ca80d03036c&csf=1&web=1&e=klOLaV) is created when outstanding verification is created for person level evidence-Name

## Alternate Paths

**[A\_01] – No verification required.**

1. System removes outstanding verification if one was previously created.

2. System closes task related to sending correspondence for the removed outstanding verification.

## Exception Paths

N/A

## Post-conditions

• Verification is created or removed for evidence.

• Task is created or closed for evidence verification.

## Business Rules

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Serial#* | *Business Rule* | *Comment* | *English Message* | *French Message* |
| BR-01 | In addition to Registered Names evidence updates (create/edit), changes to following evidence will result in verification ruleset for Names to be triggered again on person/prospect person.   * SIN Identification Status |  |  |  |

## Additional Notes

* If the name record has been verified once by adding a proof, this evidence record will not require to be reverified unless the respective evidence data changes. Example: Susan reported she got married and her last name has changed from Smith to Talbert, and she provided proof, the status of the verification was changed to ‘Verified’. If the name data is still the same a new verification item will not be created irrespective of the changes to dependent evidence. However, if the first name or last name is changed, system will retrigger the verification based on the updated evidence record.
* When a name is updated, and a verification is required the benefits will continue to be paid in the person’s active name evidence.
* The documents on Name details evidence inventory (Verification Item Utilization) are captured as per the preferred sort order provided.

## Screen Mock-up Diagram

N/A

## Screen Mock-up Field Specifications

N/A

## Other Related Diagrams

N/A

# Future Design Considerations

1. Automatically sending a correspondence (ISP-0583) requesting the client to provide proof is not in the current scope of OAS. This may be automated in future. As per current design, system will create a task for the user to send the appropriate correspondence and merge various requests into a single correspondence manually, where possible. #7 on [Future Design Consideration Tracker.xlsx.](https://014gc.sharepoint.com/:x:/r/sites/OAS-BDM/_layouts/15/Doc.aspx?sourcedoc=%7BB52DB2A0-2F85-4D4D-B7C2-CCE12E56AE2D%7D&file=Future%20Design%20Consideration%20Tracker.xlsx&action=default&mobileredirect=true)
2. Automatically initiating a timeline for tracking a response from client based on the correspondence sent (could include one or more outstanding verifications, missing information, incomplete data), with various exception paths (reminder, mail delays, client requested) is not in the current scope of OAS. This may be automated in future. As per current design, system allows to create task with bring-forward date for follow-ups as required. #8 on [Future Design Consideration Tracker.xlsx .](https://014gc.sharepoint.com/:x:/r/sites/OAS-BDM/_layouts/15/Doc.aspx?sourcedoc=%7BB52DB2A0-2F85-4D4D-B7C2-CCE12E56AE2D%7D&file=Future%20Design%20Consideration%20Tracker.xlsx&action=default&mobileredirect=true)

# Training Considerations

1. If client is receiving benefits and the name is updated and there is an outstanding verification (not verified) the benefits will continue to be paid, in the active name (verified) on the case. The payments maybe returned for a mismatched name.
2. A new benefit application will not be approved if there is an outstanding name verification. The Name verification must be cleared for the application to be approved.
3. If the SIN/SIR returns a name mismatch and manual tolerance can be applied such as nickname, the Name verification can be cleared without an attachment. It is expected that a comment is entered stating the tolerance used or reason name verification was cleared.