

<b>EE Provider Enrollment</b>	
<b>Inquire Provider Information</b>	
<b>Item</b>	<b>Details</b>
<b>Description</b>	The <b>Inquire Provider Information</b> business process receives requests for provider enrollment verification from authorized providers, programs or business associates; performs the inquiry, and prepares the response information for the <b>Send Outbound Transaction</b> .
<b>Trigger Event</b>	<p>Interaction based Trigger Events:</p> <ul style="list-style-type: none"> <li>Receive eligibility inquiry via Automated Voice Response System (AVRS).</li> </ul> <p>Environment-based Trigger Events:</p> <ul style="list-style-type: none"> <li>Receive provider enrollment verification request from <b>Receive Inbound Transaction</b>.</li> </ul>
<b>Result</b>	<ul style="list-style-type: none"> <li>Provider enrollment verification response that may include information such as enrollment start/end dates, provider type, and specific specialties provided.</li> <li>If applicable, response sent with eligibility inquiry information via AVRS.</li> <li>Tracking information as needed for measuring performance and business activity monitoring.</li> </ul>
<b>Business Process Steps</b>	<ol style="list-style-type: none"> <li><b>START:</b> Receive provider enrollment verification information from <b>Receive Inbound Transaction</b>.</li> <li>Agency logs enrollment verification request.</li> <li>Validate requestor's authorization to receive requested information.</li> <li>Find requested provider's enrollment verification information.</li> <li>Agency logs response.</li> <li>If applicable, send eligibility inquiry response via AVRS.</li> <li><b>END:</b> Send response to requestor via <b>Send Outbound Transaction</b>.</li> </ol>
<b>Shared Data</b>	<p>Provider data store including:</p> <ul style="list-style-type: none"> <li>Provider demographics</li> <li>Provider network</li> <li>Contract information           <ul style="list-style-type: none"> <li>Type</li> <li>Specialty</li> <li>Enrolled Program</li> <li>Jurisdiction</li> <li>Payment Information</li> </ul> </li> <li>Provider taxonomy</li> <li>Service Location Information</li> </ul>

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<b>Item</b>	<b>Details</b>
	<ul style="list-style-type: none"> <li>o Category of Service</li> <li>o Services</li> <li>o Limitations</li> <li>o Business Arrangement</li> </ul>
<b>Predecessor</b>	<b>Receive Inbound Transaction</b>
<b>Successor</b>	<b>Send Outbound Transaction</b>
<b>Constraints</b>	States determine what information share and who can access what requested information.
<b>Failures</b>	<ul style="list-style-type: none"> <li>• Process unable to process the provider information verification request.</li> <li>• Unauthorized requester cannot receive requested information.</li> </ul>
<b>Performance Measures</b>	<ul style="list-style-type: none"> <li>• Time to verify provider information and generate response information: e.g., Real Time response = within ___ seconds, Batch Response = within ___ hours</li> <li>• Response Accuracy = ___%</li> <li>• Error rate = ___% or less</li> </ul>