CO Contractor Information Management	
Inquire Contractor Information	
Item	**Details**
Description	The *Inquire Contractor Information* business process receives requests for contract (e.g., managed care, at-risk mental health or dental care, Primary Care Physician (PCP)) verification from authorized providers, programs or business associates, performs the inquiry, and prepares the response for the **Send Outbound Transaction**.
Trigger Event	Interaction-based Trigger Events: • Receive contract verification request from **Receive Inbound Transaction**.
Result	• Contract verification response sent to requestor. • Tracking information as needed for measuring performance and business activity monitoring.
Business Process Steps	1. **START:** Receive contract verification request. 2. Validate information submitted is correct and as complete as possible. Information complies with syntax criteria and requestor has completed all required fields. 3. Validate that the provided information is authentic. 4. Agency logs contract verification request. 5. Determine request status as initial or duplicate. 6. Query contractor data store for requested information. 7. Agency logs contract verification response. 8. **END:** Send contract verification response to requestor.
Shared Data	Contractor data store including contract information
Predecessor	**Receive Inbound Transaction**
Successor	**Send Outbound Transaction** *Manage Contractor Information*
Constraints	The State Medicaid Agency (SMA) determines what information to share.
Failures	• The SMA is unable to find contractor information. • The SMA is unable to respond to a request. • Validation failed. • Requestor provides incomplete information (e.g., missing required information elements).

CO Contractor Information Management	
Inquire Contractor Information	
Item	**Details**
Performance Measures	• Time to verify Contractor information and generate response information: e.g., Real Time response = within __ seconds, Batch Response = within __ hours • Response Accuracy = ___% • Error rate = __% or less