

BR Standards Management	
Terminate Business Relationship	
Item	Details
Description	The <i>Terminate Business Relationship</i> business process cancels the agreement between the State Medicaid Agency (SMA) and the business partner such as the intrastate, interstate and federal agencies.
Trigger Event	Environment-based Trigger Events: <ul style="list-style-type: none"> • Receive request for termination of agreement from internal or external sources. • Notification that the agreement has expired or a one-time information exchange process is complete. • External sources could be a receipt of a vendor purchased by another.
Result	<ul style="list-style-type: none"> • Business Relationship terminated. The SMA does not share additional information. • Alert to send notification to business partner of termination. • Tracking information as needed for measuring performance and business activity monitoring.
Business Process Steps	<ol style="list-style-type: none"> 1. START: Receive request for business relationship termination. 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 authentic. 4. Evaluate impact of termination of business relationship to business operations. 5. Terminate business relationship and related Service Level Agreement (SLA), Memoranda of Understanding (MOU), and such. 6. END: Send alert to notify business partner of termination.
Shared Data	Business Partner data store including service agreements information Contractor data store including contract information
Predecessor	Receive Inbound Transaction <i>Manage Business Relationship Information</i> <i>Close Out Contract</i>
Successor	Send Outbound Transaction <i>Manage Business Relationship Communication</i>
Constraints	The SMA and its business partners agree on the content of the termination message. Content depends on the business relationship. Content is standards-based.

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Failures	<ul style="list-style-type: none"> • Information does not comply with syntax criteria. • Not all required information provided. • Information provided not authenticated.
Performance Measures	<ul style="list-style-type: none"> • Time to complete business process = within __ days • Accuracy with which edits are applied = ____% • Consistency of decisions and disposition = ____% • Error rate = __% or less