USER MANUAL

Product: Case Manager™

Version: V 4.1.0

Alivia Analytics
400 Trade Center Suite 5900 Woburn, MA 01801
Phone: +1-617-227-5112

https://www.aliviaanalytics.com

DOCUMENT INFORMATION

Particulars	Description
Prepared for	Case Manager™, Product of Alivia Payment Integrity Suite
Document Name	User Manual
Document Version	V 4.1.0
Identifier	Case Manager™ User Manual V 4.1.0
Status	Issued
Author(s)	Business Analyst Team
Approver(s)	Kleber Gallardo
Release Date	7/13/2023

DOCUMENT REVISION HISTORY

Author	Date	Version	Description
Kleber Gallardo	05/06/2016	1.0	1.0 Version
Matt Perryman	11/09/2018	2.0	Updated documentation for V2.0
Matt Perryman	05/22/2020	3.0	Updated documentation for V3.0
Krista Nelson	10/14/2021	3.2.4	Updated documentation for V3.2
Aamir Saleem Minhas	3/11/2022	3.5.0	Updated documentation for V3.5.0
Aamir Saleem Minhas	05/31/2022	3.6.0	Updated documentation for V3.6.0
Aamir Saleem Minhas	7/7/2022	3.6.3	Updated documentation for V 3.6.3
Zarnab Tahir	9/7/2022	3.7.0	Updated documentation for V 3.7.0
Aamir Saleem Minhas	09/23/22	4.0.0	Updated documentation for V 4.0.0
Aamir Saleem Minhas	10/04/22	4.0.1	Updated documentation for V 4.0.1
Aamir Saleem Minhas	11/10/22	4.0.2	Updated documentation for V 4.0.2
Aamir Saleem Minhas	12/02/22	4.0.3	Updated documentation for V 4.0.3
Aamir Saleem Minhas	01/12/23	4.0.4	Updated documentation for V 4.0.4
Aamir Saleem Minhas	02/27/23	4.0.5	Updated documentation for V 4.0.5
Aamir Saleem Minhas	05/30/23	4.1.0	Updated documentation for V 4.1.0

DOCUMENT REVIEW HISTORY

Reviewer	Date	Version	Description
Lucas Gallardo	05/13/2016	1.0.0	1.0.0 Approved
Kleber Gallardo	11/16/2018	2.0.0	2.0.0 Approved
Kleber Gallardo	05/29/2020	3.0.0	3.0.0 Approved
Kleber Gallardo	10/15/2021	3.2.4	3.2.0 Approved
Kleber Gallardo	3/11/2022	3.5.0	3.5.0 Approved
Kleber Gallardo	7/7/2022	3.6.3	3.6.3 Approved
Kleber Gallardo	9/7/2022	3.7.0	3.7.0 Approved
Kleber Gallardo	09/23/22	4.0.0	4.0.0 Approved
Kleber Gallardo	10/04/22	4.0.1	4.0.1 Approved
Kleber Gallardo	11/10/22	4.0.2	4.0.2 Approved
Kleber Gallardo	12/02/22	4.0.3	4.0.3 Approved
Kleber Gallardo	01/12/23	4.0.4	4.0.4 Approved
Kleber Gallardo	02/27/23	4.0.5	4.0.5 Approved
Kleber Gallardo	05/30/23	4.1.0	4.1.0 Approved

DEFINITION OF TERMS, ACRONYMS, AND ABBREVIATIONS

This section defines all terms, acronyms, and abbreviations required to interpret these terms correctly.

Term	Description
AFAAR	Annual Fraud and Abuse Activity Report
CAP	Corrective Action Plan
CSV	Comma Separated Value
FWA	Fraud, Waste, and Abuse
GUI	Graphical User Interface
HDFS	The Hadoop Distributed File System
HIPAA	Health Insurance Portability and Accountability Act of 1996
HTTPS	Hypertext Transfer Protocol Secure
KPI	Key Performance Indicator
SIU	Special Investigation Unit
SQL	Structured Query Language
UDF	User Defined Field
URL	Uniform Resource Locator
VPN	Virtual Private Network
AFAAR	Annual Fraud and Abuse Activity Report

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1 ABOUT THE DOCUMENT

1.1 Purpose

This document is the User Manual for the Case Manager™ *(referred to as CM).*

The User Manual familiarizes users with the knowledge to fully use CM. It is designed to be read by any level user of CM and provides documentation for individuals who will use CM daily.

This manual includes a description of the application's functions and capabilities and step-by-step guidance for system access and use.

1.2 Scope

This User Manual describes all the functionalities available in the latest release (3.7.0) for the Case Manager™ application.

1.3 Audience

This User Manual is intended to provide the necessary information to day-to-day users of the CM application.

1.4 Reference Documents

Document Name	Issuance Date
FWA Finder™ User Manual	10/15/2021

TABLE 1: REFERENCE DOCUMENTS

2 INTRODUCTION TO CASE MANAGER™

Case Manager™ is a web-based software application used to manage the data, information, correspondence, claims, payments, and decisions about the cases created against any party involved in Fraud, Waste, and Abuse. The Case Manager™ Provides meaningful information about any case created at any time to any privileged stakeholder. It offers individual case management, a grouping of cases under a single Initiative, i.e., Initiative Case List management and Initiative Management in general. Case Manager also provides embedding Dashboards, i.e., having a large set of meaningful information under a single canvas, from FWA Finder™, a different product of Alivia Analytics Program Integrity Suite.

Having a separate reporting module through which various sets of reports (e.g., critical KPIs) are generated and managed for individual cases and groups of cases in a distinguished time window enables the Case Manager™ to produce helpful information for the users.

Case Manager™ also offers independence from the human intervention for every activity to be performed for a case, so it is equipped with an automated activity list processor, under which the user can add the list of actions to be performed on a case under various circumstances and the Case Manager™ will perform all the activities in a predetermined pattern.

2.1 Modules of Case Manager™

The application itself is built with a hierarchical tab and module design and allows users to move through stages of case management working in different areas for different cases.

Module	Functionality
Dashboard	Allows the user quick information about the criteria based on the cases/initiatives created. It entails all the analysis information embedded from the FWA Finder™ Dashboard module. It is configurable at Case Manager™, i.e., if multiple dashboards are available, the user can select to see the required dashboard.
Case List	Allows the user to create a new case. It also allows the user to import the case(s) from an external file. Users can also view and edit the already-created cases under this module.
Initiative	Allows the user to create and work on many cases simultaneously. It enables users to interact with many providers, simultaneously reducing manual processes. Users can also view the list of already created Initiatives and cases under Initiatives from this module.
Activity List	Case Manager™ provides an advanced functionality to automatically configure and schedule a series of events triggered as an activity. Users can create schedule multiple events to be triggered on a schedule automatically.
Reports	Allow the user to execute and view the system configured reports. It also allows the user to download the reports in multiple formats.
Alerts	Allows the user to configure the Alerts and notifications in the Case Manager™ system.

TABLE 2:MODULES OF CASE MANAGER™

3 GETTING STARTED

3.1 Cautions & Warnings

The cautions and warnings which the user must consider before accessing the Case Manager™ application are included below.

- URL access to the application is only allowed through an 'HTTPS' extension, security certified.
- The application will work seamlessly using only the latest Google Chrome and Firefox browsers.
- The user shall be HIPAA compliant or equivalent law for the particular country and use the application ethically.

3.2 Set-up Considerations

Users need to ensure that they have the latest version of Google Chrome installed to access the URL for the FWA application.

Browser *(recommended)*	Google Chrome (Version 92.0.4515.131) or higher

TABLE 3 BROWSER INFORMATION

3.3 New User Onboarding

4 ACCESSING THE CASE MANAGER™ APPLICATION

4.1 Application Access

Users will access the Case Manager™ application through the website URL provided by Alivia Analytics™ for the respective organization. By accessing the provided URL, the user lands on the application's 'Login Page' as provided below.

FIGURE 1: LOGIN PAGE

4.2 Description of GUI – Login Page

- **Username**: Input username *(usually email address)*.
- **Password:** Input password.
- **Login type:** A dropdown field allows users to select the login type.
  - **Active Directory**
  - **Local**
- **Login Button:** A clickable button to log the user into the application. The Login button becomes enabled when the user inputs a Username and Password.
- **Reset button:** A clickable button to clear the information entered in the Username and Password fields by the user.
- **SAML:** SAML is a third-party authentication service. Alivia uses PING identity and AZURE AD for third party discussion.

4.3 Steps to Login

Step 1: Click on the **Username** input area and input username *(Usually the email address).*

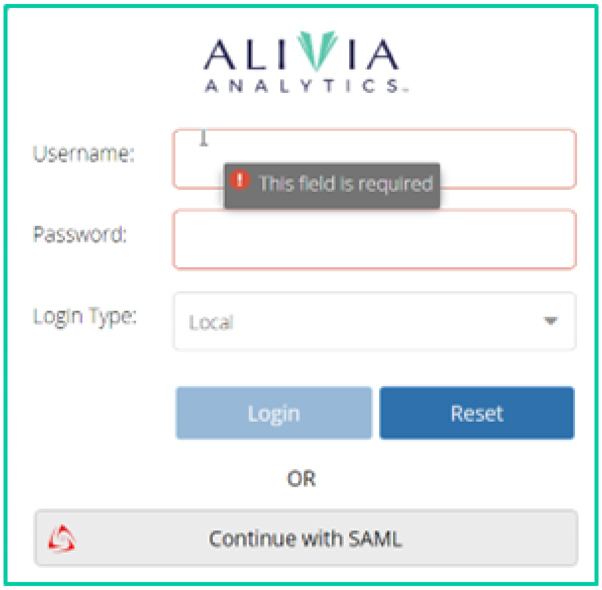


FIGURE 2: LOGIN PAGE – USERNAME

Step 2: Click on the **Password** input area and input the password.

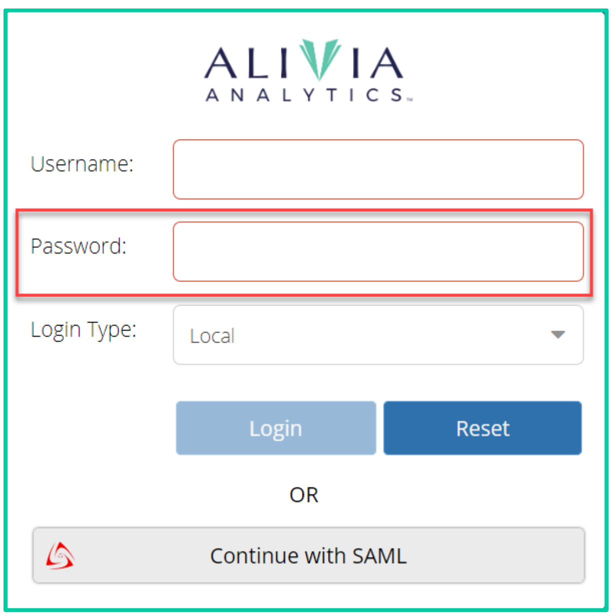


FIGURE 3: LOGIN PAGE - PASSWORD

Step 3: Click on the dropdown for **Login Type** and select one of the available choices.

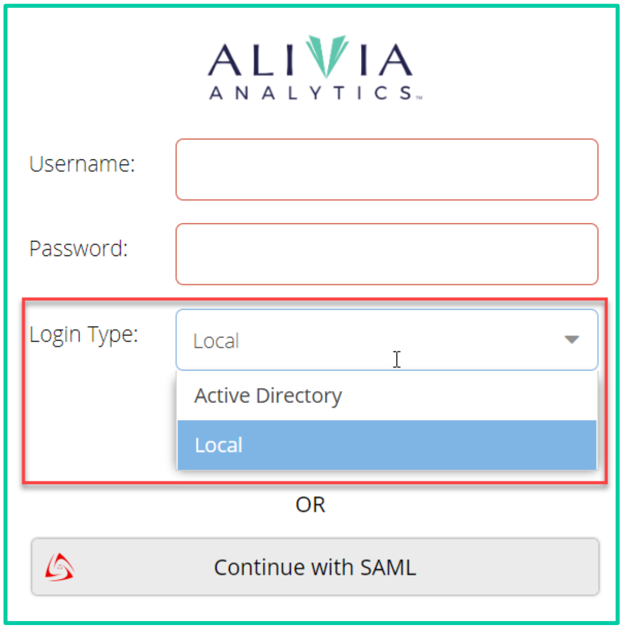


FIGURE 4 LOGIN SCREEN DETAIL - LOGIN TYPE

- **Active Directory Login:**

Active directory login type is based on Microsoft's directory service. In this login type, the data entered by the user is sent to the Microsoft active directory to verify if it exists in the directory or not; if the user exists in the directory, the application will allow the user to log in.

- **Local Login:** The most common login type is "Local." It uses the user's authentication based on the host server of the application. It searches for the user in the local database stored on the server.

Step 4: Click on the **'Login'** button to proceed with the application.

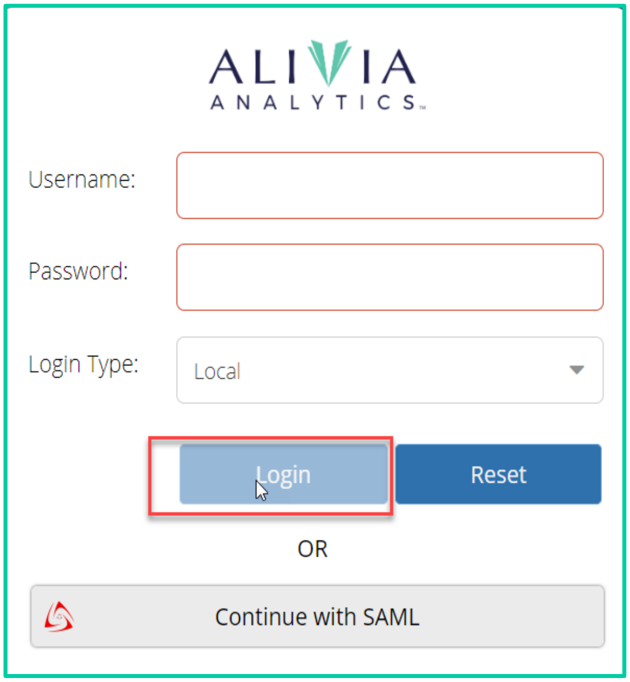


FIGURE 5: LOGIN - LOGIN BUTTON

Step 5 *(Optional)*: If the user wants to login through SAML, then user can click on this button and system will route the user to the third-party website to authenticate.

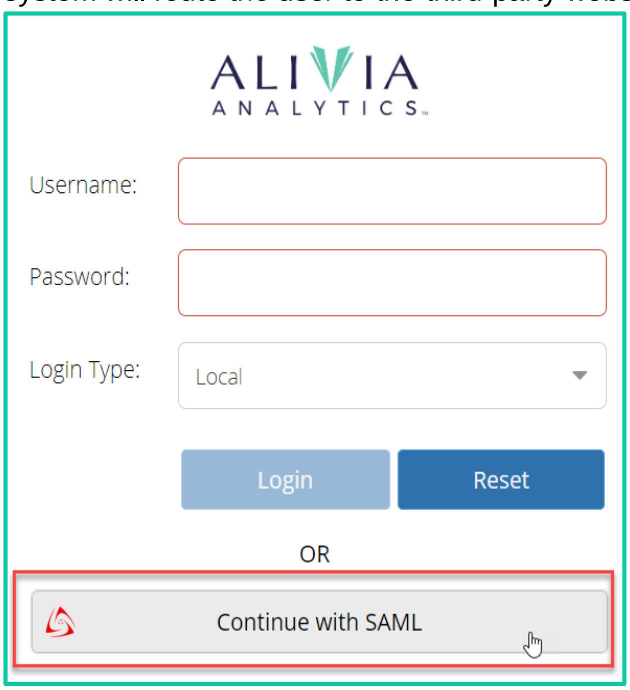


FIGURE 6 SAML LOGIN

4.4 Landing Page

Once you log in to the Case Manager™ application, you will land on the home page provided below. In later sections, all the functions available on the home screen shall be discussed in detail.

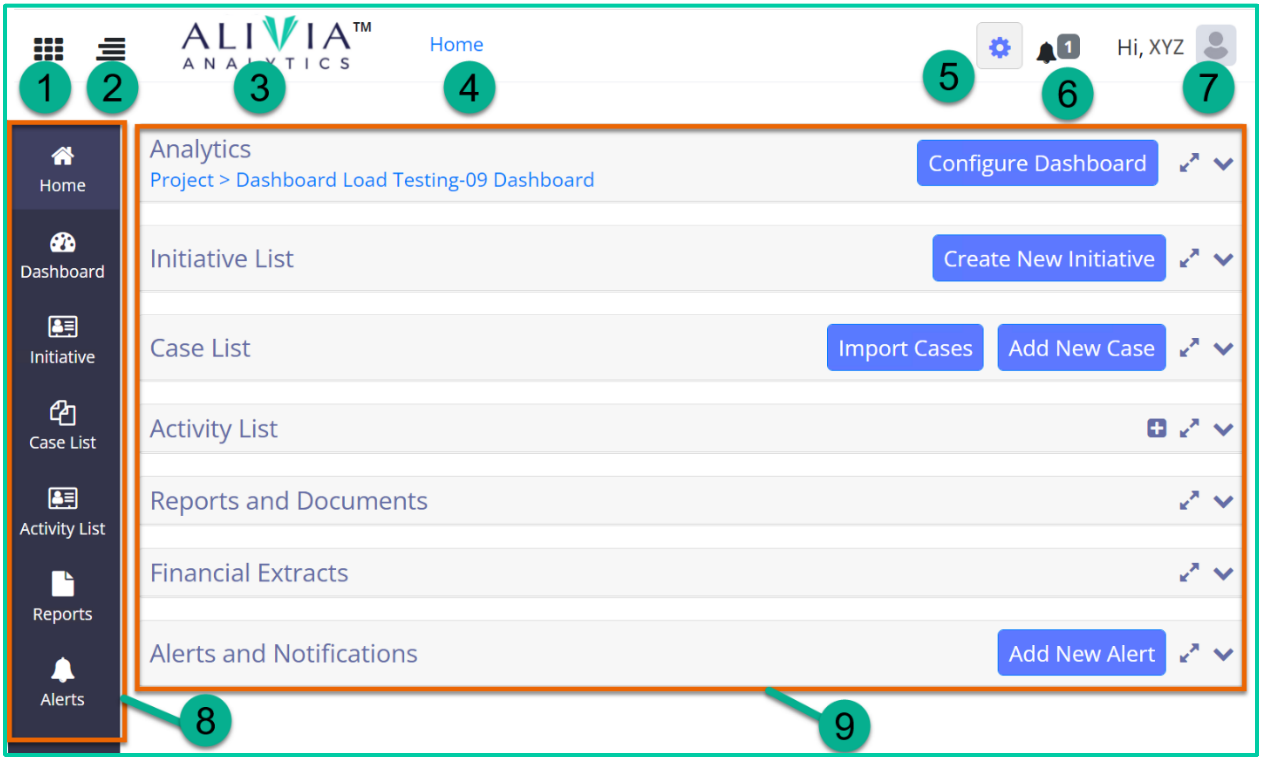
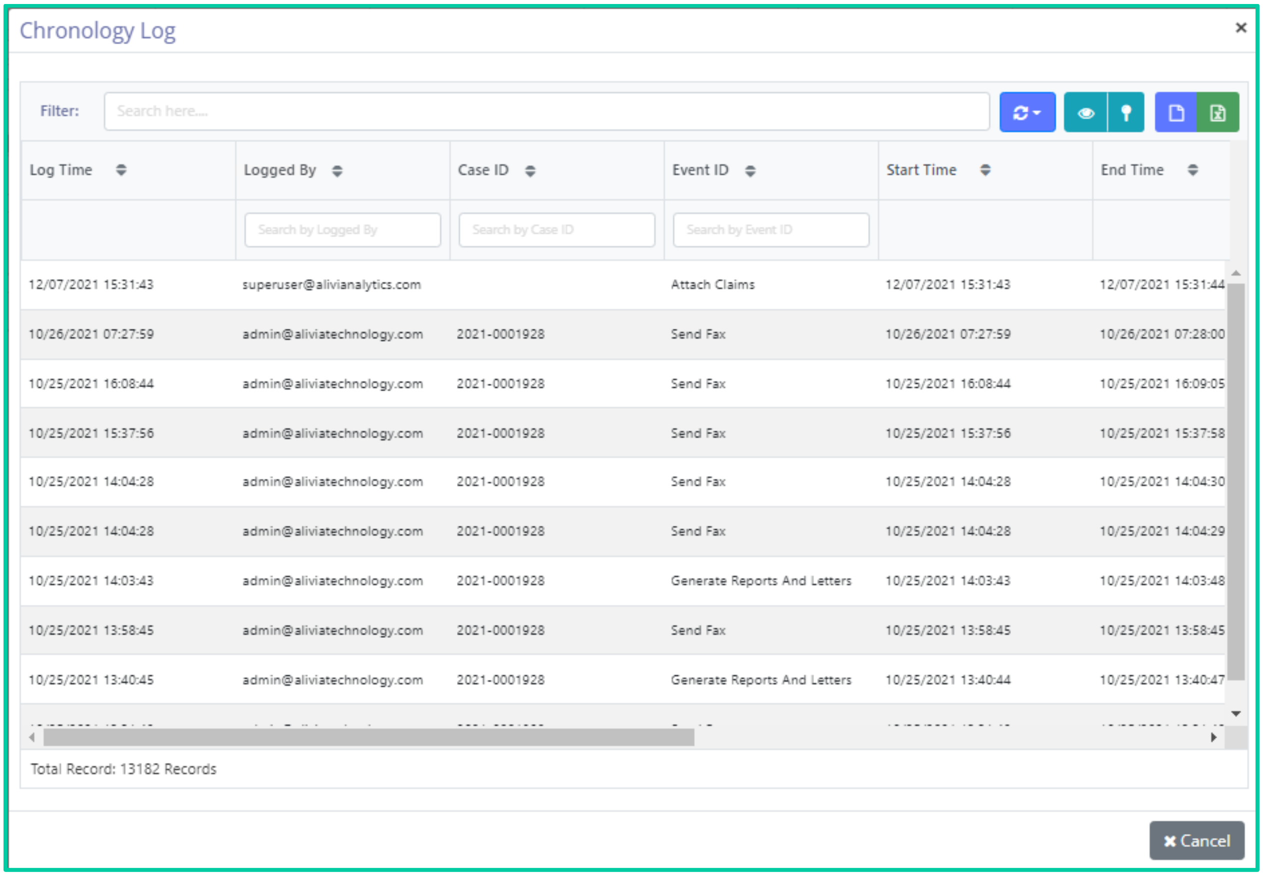


FIGURE 7: LANDING PAGE

1. **Rubik's Cube:** This allows you to switch between multiple applications such as FWA Finder ™ and Case Manager™.
2. **Toggle Menu**: This allows you to hide the sidebar on which the module's names are listed.
3. **Logo:** This is the logo of Alivia Analytics™.
4. **Current Page:** This is the breadcrumb available for all the pages the user is at. The only page open is the home page, but whenever the user opens the next page/module, that module/page will be added in front of this home page breadcrumb. Users can quickly switch to the earlier page/module from this link.

5. **Log Button:** System maintains the logs of all the activities performed by the user in the Case Manager™. If the user wants to see the logs, user can press the button and the following screen appears for the user's review. These logs are maintained in a chronological sequence, and the Users can export these logs as well.



Chronology Log

Filter: Search here....

Log Time	Logged By	Case ID	Event ID	Start Time	End Time
12/07/2021 15:31:43	superuser@alivianalytics.com		Attach Claims	12/07/2021 15:31:43	12/07/2021 15:31:44
10/26/2021 07:27:59	admin@aliviatechnology.com	2021-0001928	Send Fax	10/26/2021 07:27:59	10/26/2021 07:28:00
10/25/2021 16:08:44	admin@aliviatechnology.com	2021-0001928	Send Fax	10/25/2021 16:08:44	10/25/2021 16:09:05
10/25/2021 15:37:56	admin@aliviatechnology.com	2021-0001928	Send Fax	10/25/2021 15:37:56	10/25/2021 15:37:58
10/25/2021 14:04:28	admin@aliviatechnology.com	2021-0001928	Send Fax	10/25/2021 14:04:28	10/25/2021 14:04:30
10/25/2021 14:04:28	admin@aliviatechnology.com	2021-0001928	Send Fax	10/25/2021 14:04:28	10/25/2021 14:04:29
10/25/2021 14:03:43	admin@aliviatechnology.com	2021-0001928	Generate Reports And Letters	10/25/2021 14:03:43	10/25/2021 14:03:48
10/25/2021 13:58:45	admin@aliviatechnology.com	2021-0001928	Send Fax	10/25/2021 13:58:45	10/25/2021 13:58:45
10/25/2021 13:40:45	admin@aliviatechnology.com	2021-0001928	Generate Reports And Letters	10/25/2021 13:40:44	10/25/2021 13:40:47

Total Record: 13182 Records

Cancel

FIGURE 8: SYSTEM LOGS

6. **Notifications:** This will show any notifications generated for the user in the Case Manager™ system.

7. **User Profile:** This will show the current user's logged-in profile, allowing the user to 'Sign Out.' The version number of the application will also be visible here.

8. **Modules Side Bar:** All the modules available in the Case Manager™ are listed here, and the user can navigate from one module to the other.

9. **Canvas:** This will list all the modules of Case Manager™, collapsed.

5 DASHBOARD

The dashboard module allows users to swiftly view multiple analyses in an interactive platform. Dashboards are primarily created with the numeric data presentation and visualization in FWA Finder™. All the dashboards configured in FWA Finder™ are embedded in the Case Manager's™ Dashboard module, and the user is allowed to customize and choose to present any specific dashboard. Configuring the dashboard will show all the data created in FWA Finder™ into the Case Manager™ Dashboard screen.

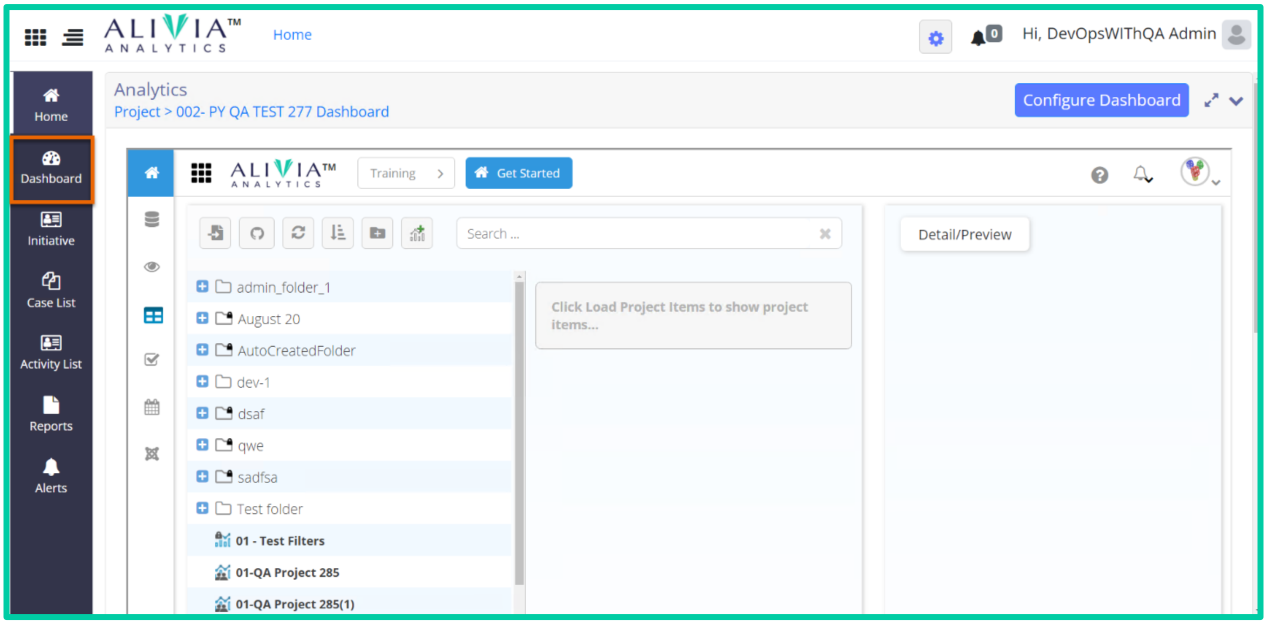


FIGURE 9: DASHBOARD MODULE

Each section of the dashboard module is explained in detail below.

5.1 Configure Dashboard

Users can configure the desired dashboard *(from the list of the available dashboards as created in Alivia FWA Finder™)* to be shown in dashboard canvas from this button. The following pop-up will appear for the user’s desired configuration by clicking this button.

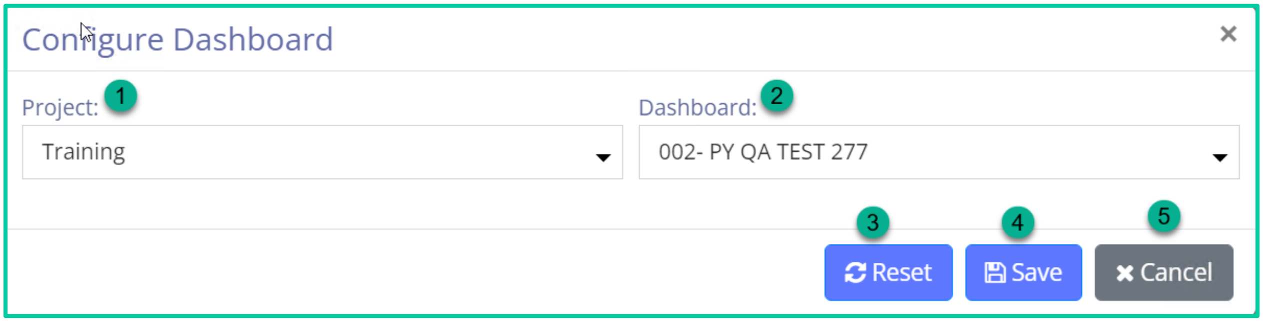


Figure 10: Configure Dashboard

1. **Project:** The user will select the relevant project from the list of available projects. These projects are once again imported from the other application, i.e., Alivia FWA Finder™. The project on which the user works in Alivia FWA Finder™ will be selected on this popup by default.
2. **Dashboard:** All the dashboards available under the selected project will be listed, and the user is required to select the desired dashboard from the available list. If the user does not find the desired dashboard, then the user must consider checking the correct selection of the project.
3. **Reset:** Reset button will reset all the selections, and both of the above fields will be blank.
4. **Save:** Once the user is done with the configuration, the user must save it for further process. After saving, the dashboard with all the components will be loaded on the canvas as follows.

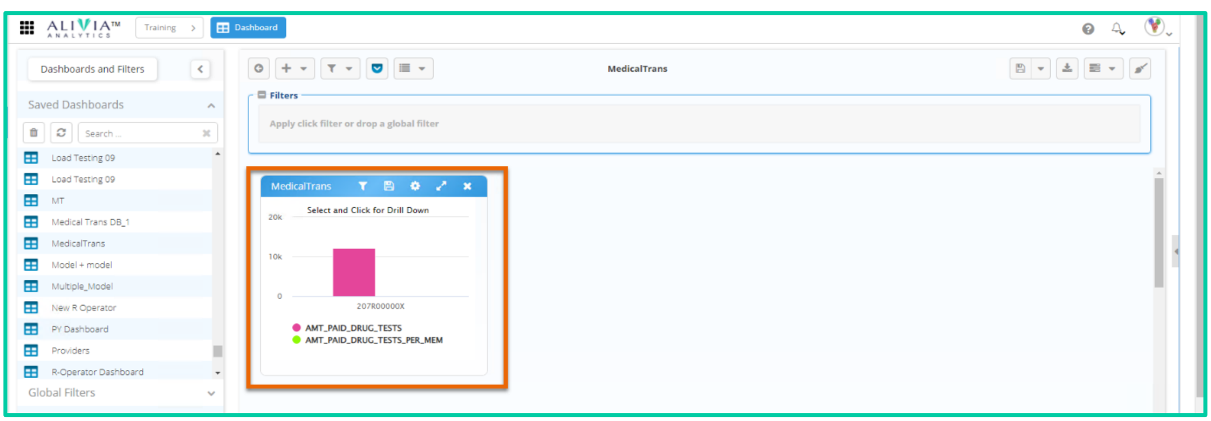


Figure 11: Save Dashboard Configurations

5. **Cancel:** If the user does not require the configuration to save, the user will click on 'Cancel' to close this popup and proceed with the other application functions. Alternatively, the user can click on the cancel button available on the top right of the pop-up.

5.2 Case Specific Dashboard

When the Case or Initiative is created from FWA Finder™ the dashboard based on which the Case or Initiatives is created is embedded with the each by default and is shown in Analytics sections of each case, as shown below. The user can configure the dashboard as well.

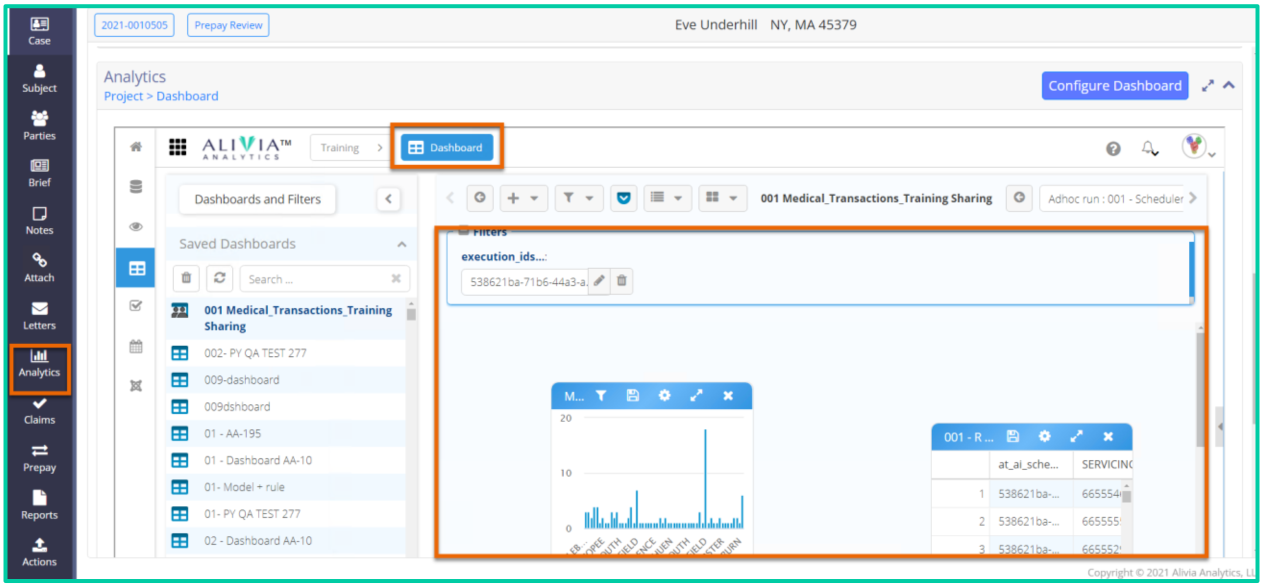


FIGURE 12: CASE SPECIFIC DASHBOARD

6 INITIATIVE

The initiative can be defined as a 'Group of Cases.'

Case Manager™ supports the creation of individual cases as well as groups of cases under the umbrella of an initiative. Primarily Initiatives are created through the Alivia FWA Finder™ application. For details about creating an Initiative through FWA Finder™, please refer to the user manual for FWA Finder™.

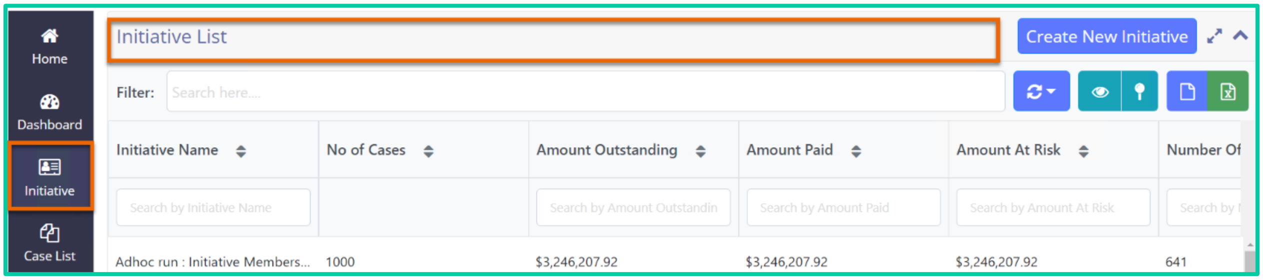


FIGURE 13: INITIATIVES OVERVIEW

Details about Initiatives already created are shown on the Initiatives screen, as highlighted below.

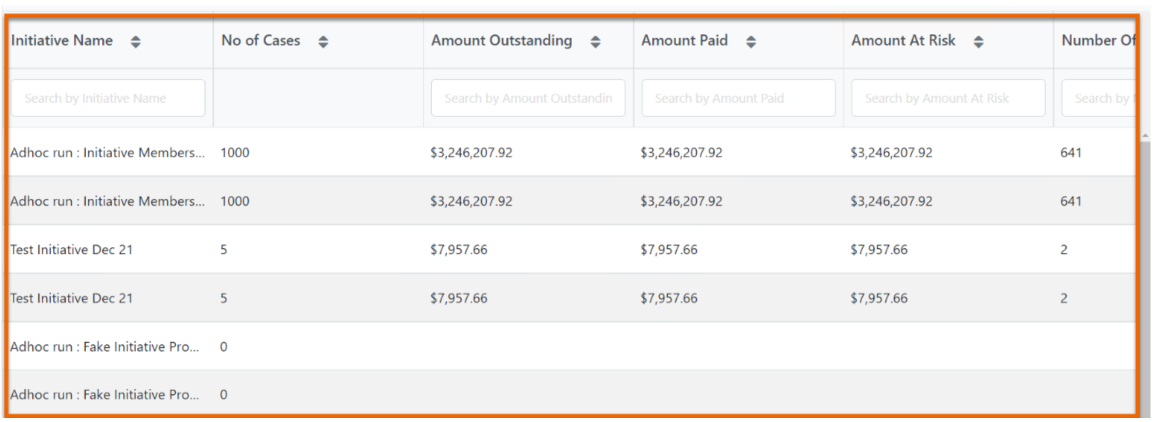


FIGURE 14: INITIATIVES DETAILS

Filter option is also available for the quick access and navigation to specific Initiative.

6.1 Create New Initiative

Users can also create a new Initiative inside the Case Manager™ application by clicking the Create New Initiative button below.

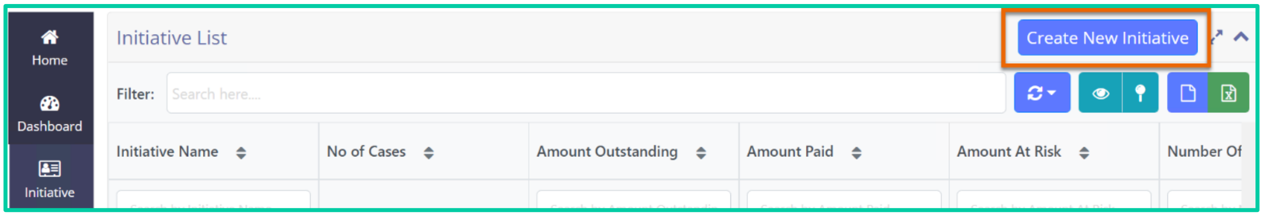


FIGURE 15: CREATE NEW INITIATIVE

When the user clicks on the create button, the system will navigate the user to the Alivia FWA Finder™ application, where the user can perform the appropriate actions to create a case or initiative.

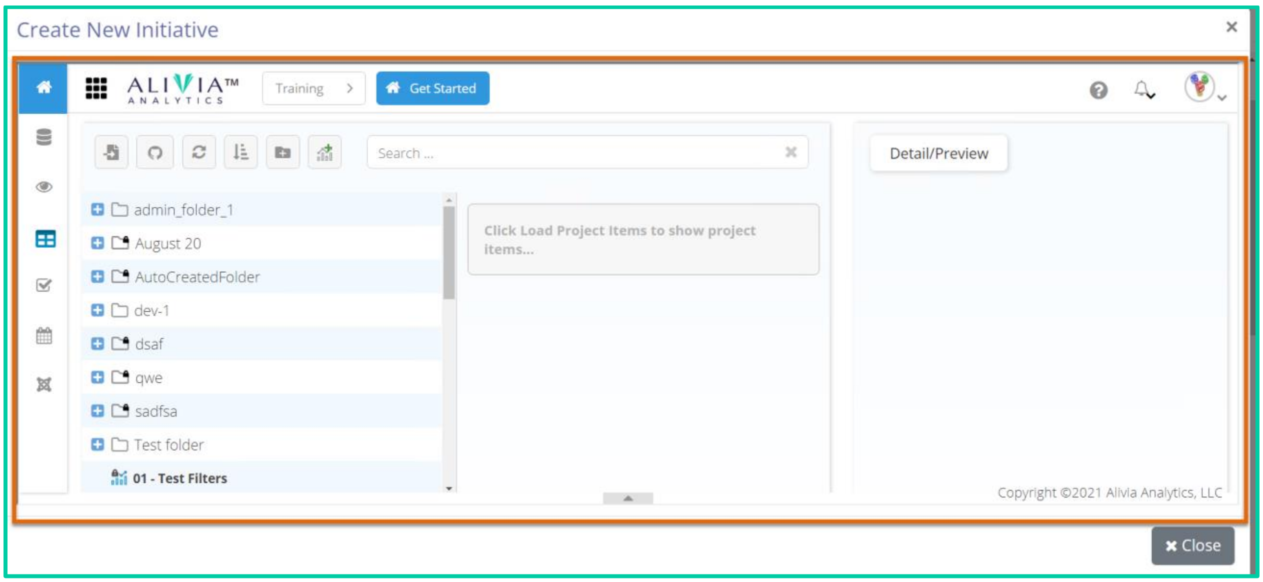


FIGURE 16: CREATE INITIATIVES - FWA FINDER™

For further details about creating an initiative through Alivia FWA Finder™, please refer to the user manual for FWA Finder™.

6.1.1 Initiative Default Values

The platform supports the user specifying default values for all the Case Header section fields when creating an Initiative using one of the following options:

- From 'Create New Initiative' in Case Manager™
- From the Scheduler Module in FWA Finder™
- From the Dashboard Module in FWA Finder™

The system shows all Case Header fields in the 'Create Process' Schedule where the user can give select an option from the dropdown and the selection will serve as the system default value for the specific case header field.

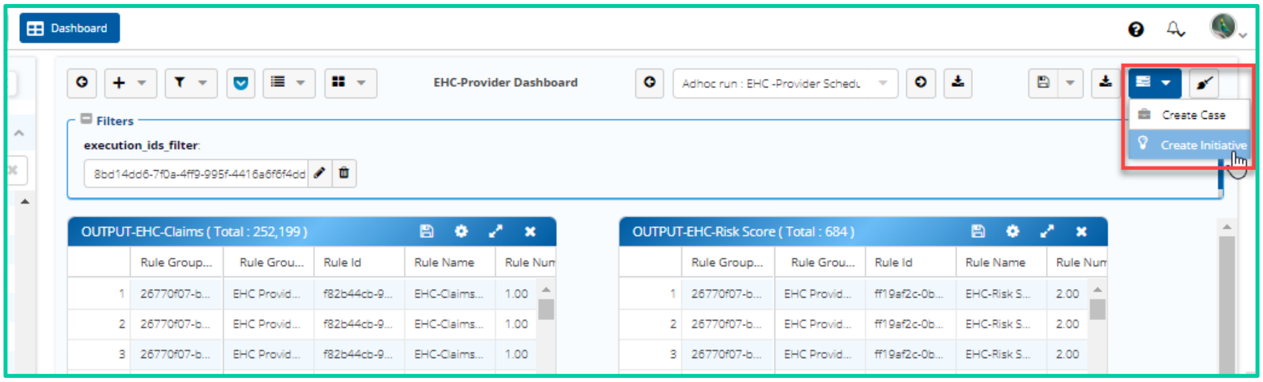


FIGURE 17: CREATE INITIATIVE FROM DASHBOARD

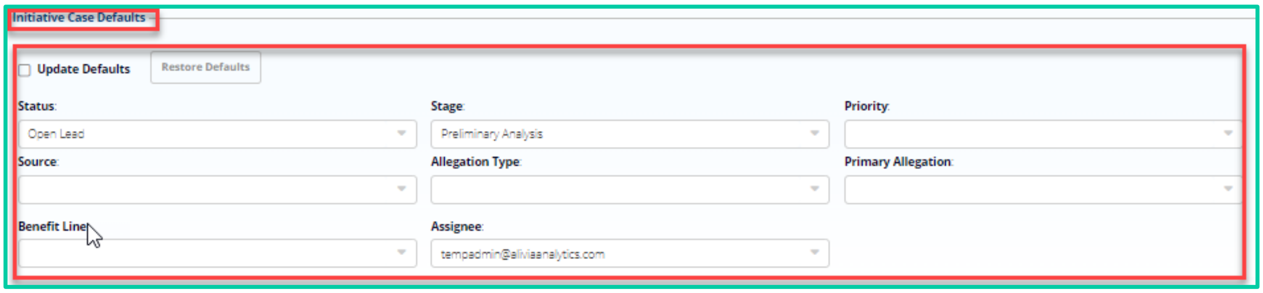


FIGURE 18: INITIATIVE CASE DEFAULTS

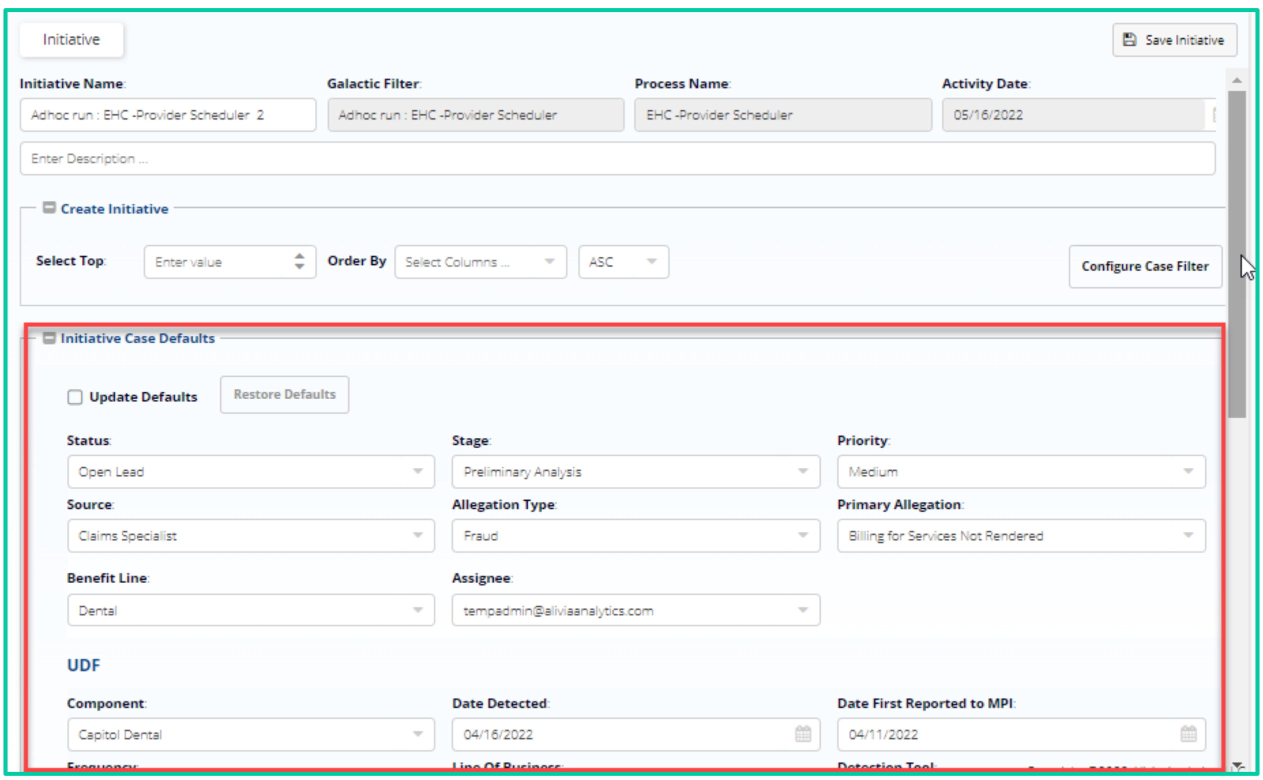


FIGURE 19: INITIATIVE CASE DEFAULTS

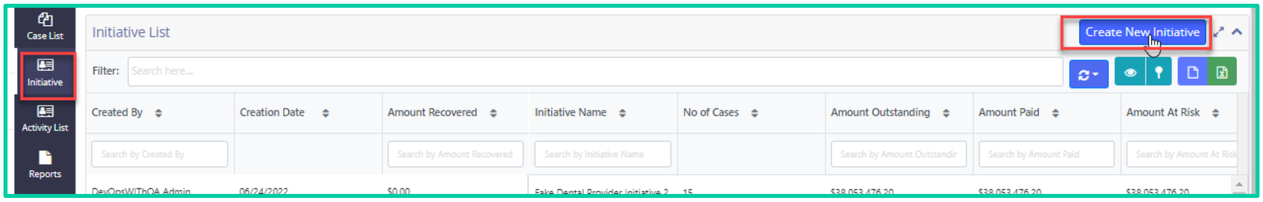


FIGURE 20: INITIATIVE CREATION

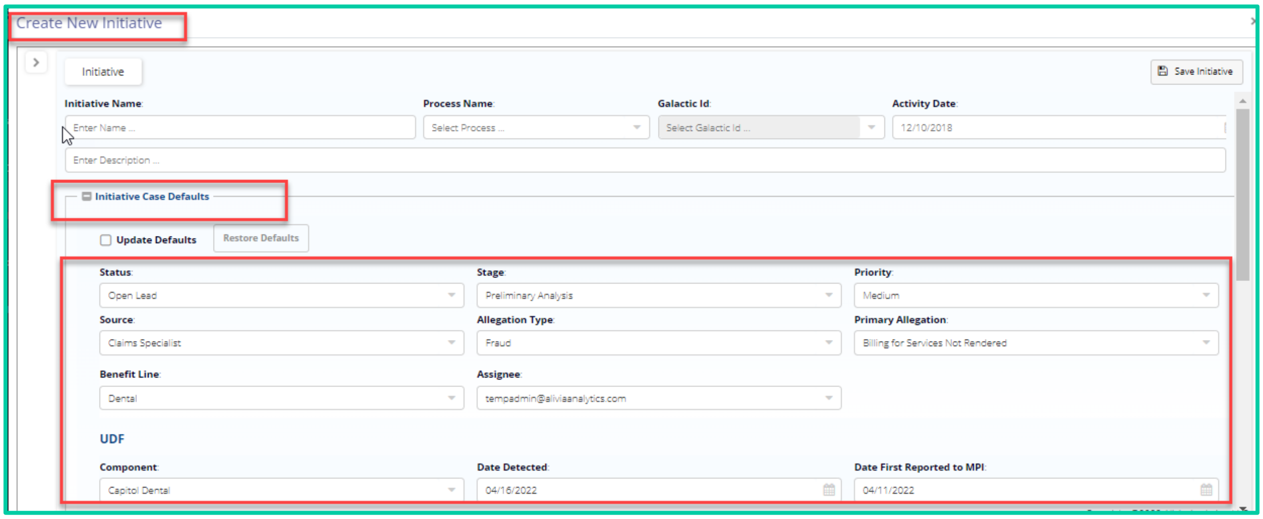


FIGURE 21: NEW INITIATIVE

7 INITIATIVE CASE LIST

Under the Initiatives module, there is a list of various initiatives created, but if the user desires to see the cases under any initiative, the user needs to click on any initiative. The system will land the user on the Initiative Case List screen, where all the cases under the selected Initiatives will be shown to the user.

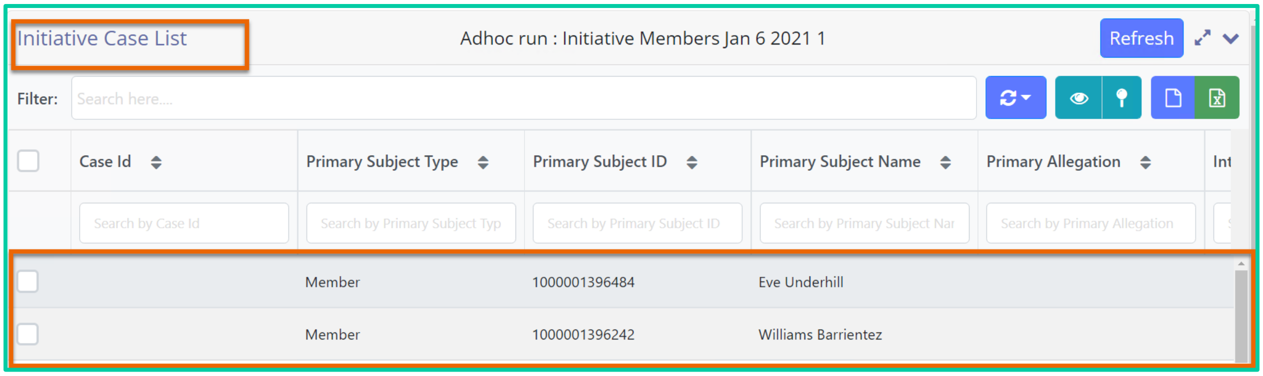


FIGURE 22: INITIATIVE CASE LIST - OVERVIEW

Users can perform further actions on the individual cases under an Initiative or select multiple or all cases to perform other actions.

Further actions may include:

- View (only available for single case selection)
- Case Transitions
- Case Activities

8 VIEW/EDIT CASE

Users can view the case from Initiative Case List; the users can select the case by marking the checkbox as true, then right-click of the case row and select 'View' from the list as highlighted below.

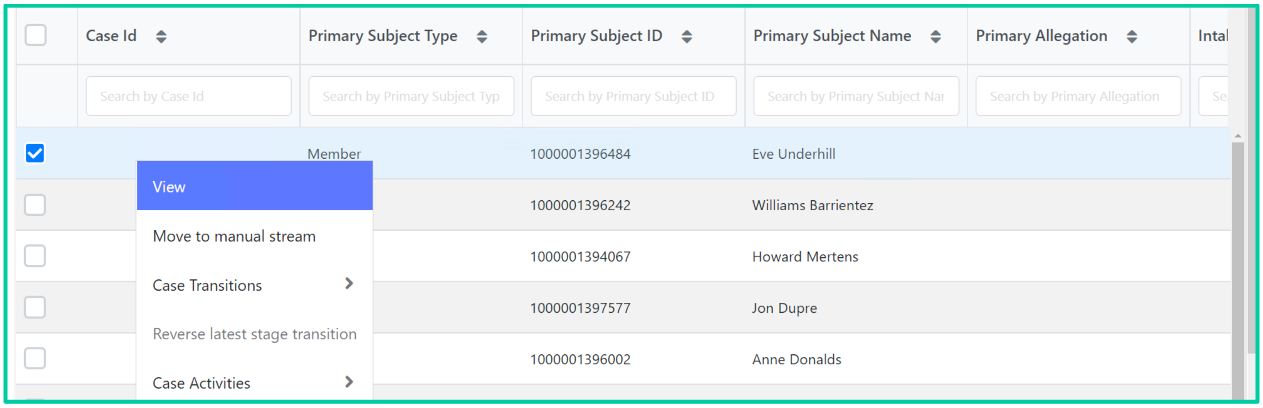


FIGURE 23: VIEW CASE UNDER INITIATIVE

When the user clicks on the view option from the list highlighted above, the following screen views the case.

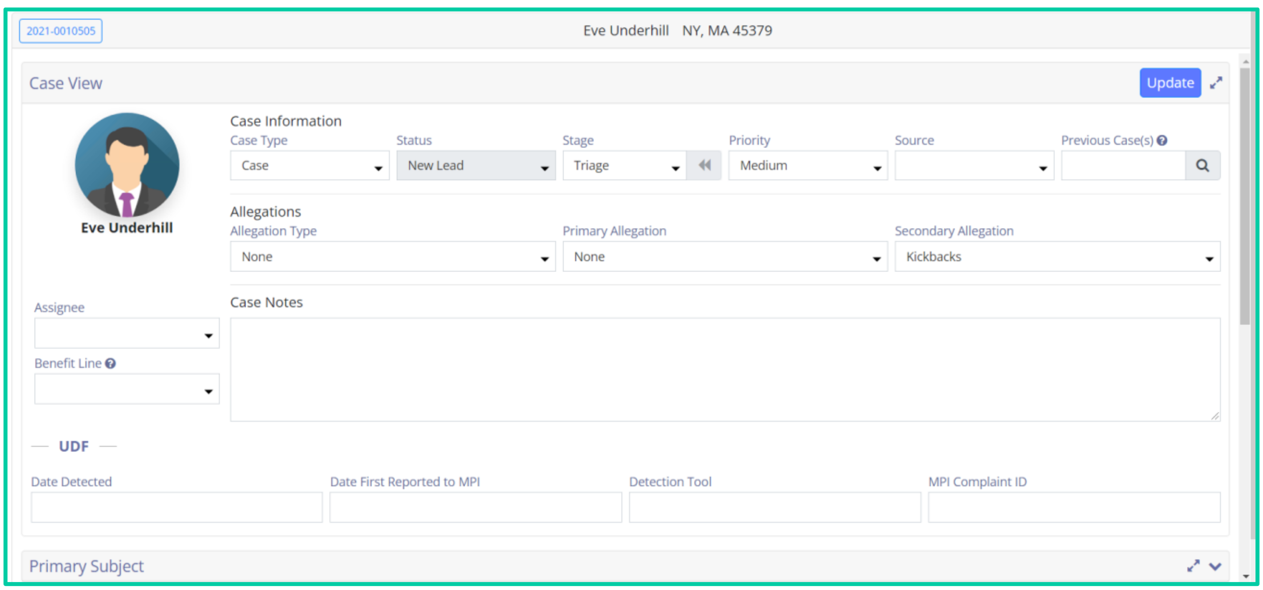


FIGURE 24: CASE VIEW

Users can edit any information for the case from this screen.

9 BULK CASE TRANSITIONS

Users can update transitions for multiple cases in bulk through bulk case transition functionality, instead of individually updating transitions for each case. This saves a lot of manual effort and precious time for the users.

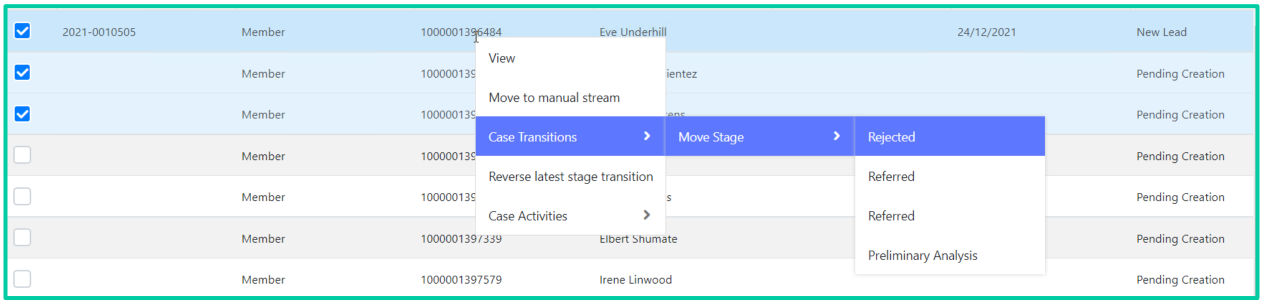


FIGURE 25: BULK CASE TRANSITION

When the user updates the case transitions from the Initiative Case List, it is reflected on each case view screen.

9.1 Sample Case Transitions

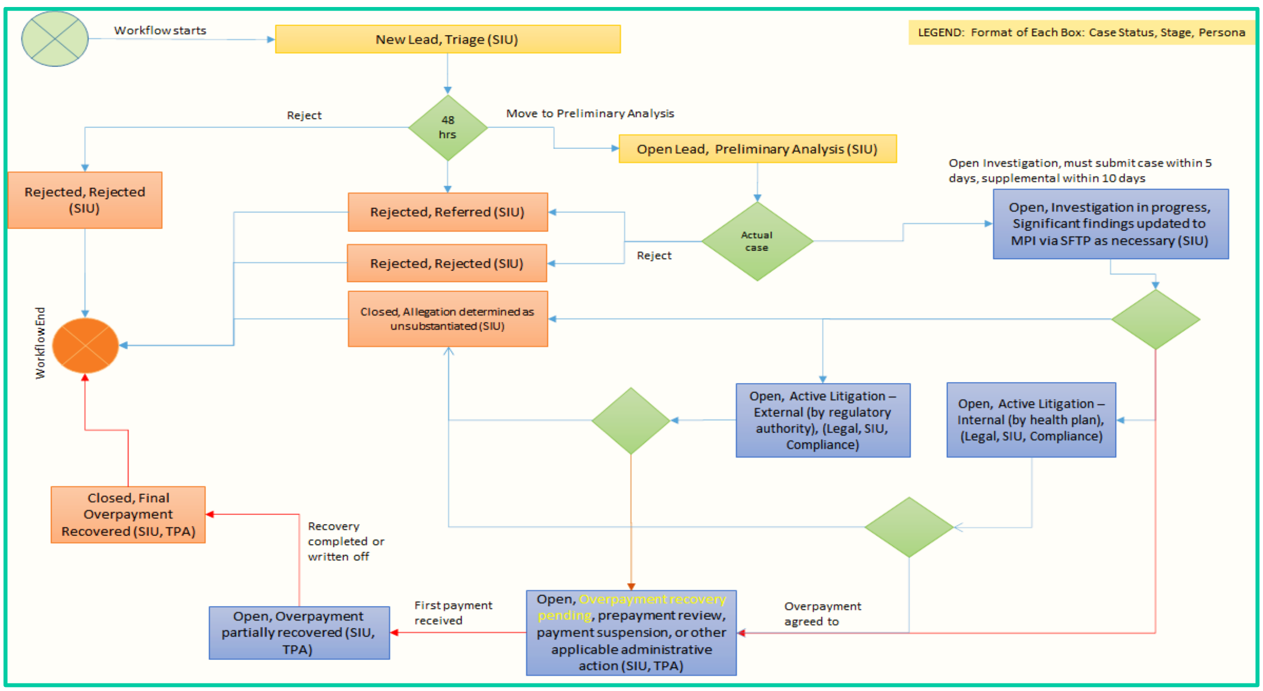


FIGURE 26: SAMPLE CASE TRANSITIONS

10 BULK ATTACH CLAIMS

Users can attach claims in bulk from Initiative Case List by selecting the 'Attach Claims' option from the list as shown below:

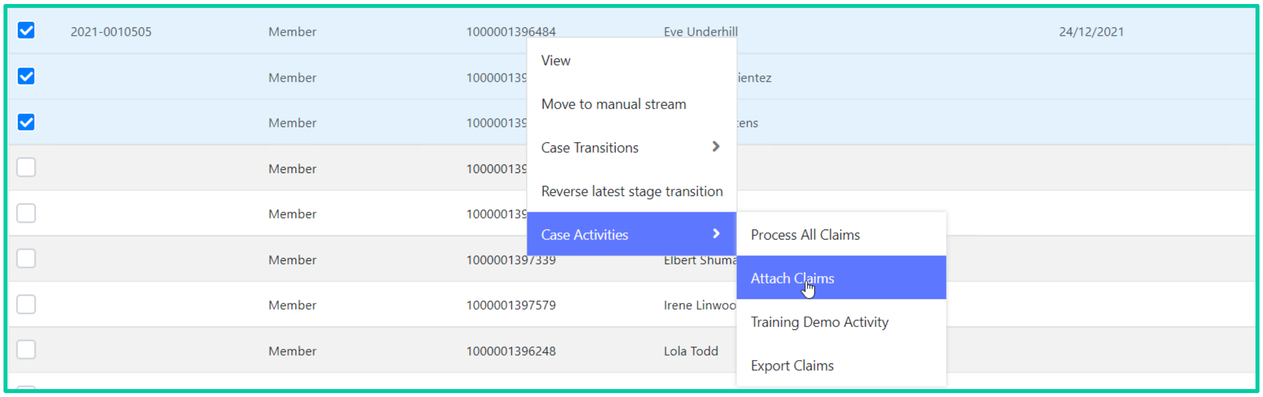


FIGURE 27: BULK ATTACH CLAIMS

When the user selects the 'Attach Claims' under Initiative Case List, the system will process in the background and attach the relevant claims for the primary subject ID of each case.

If the claims are successfully attached, the following message shows the user information.

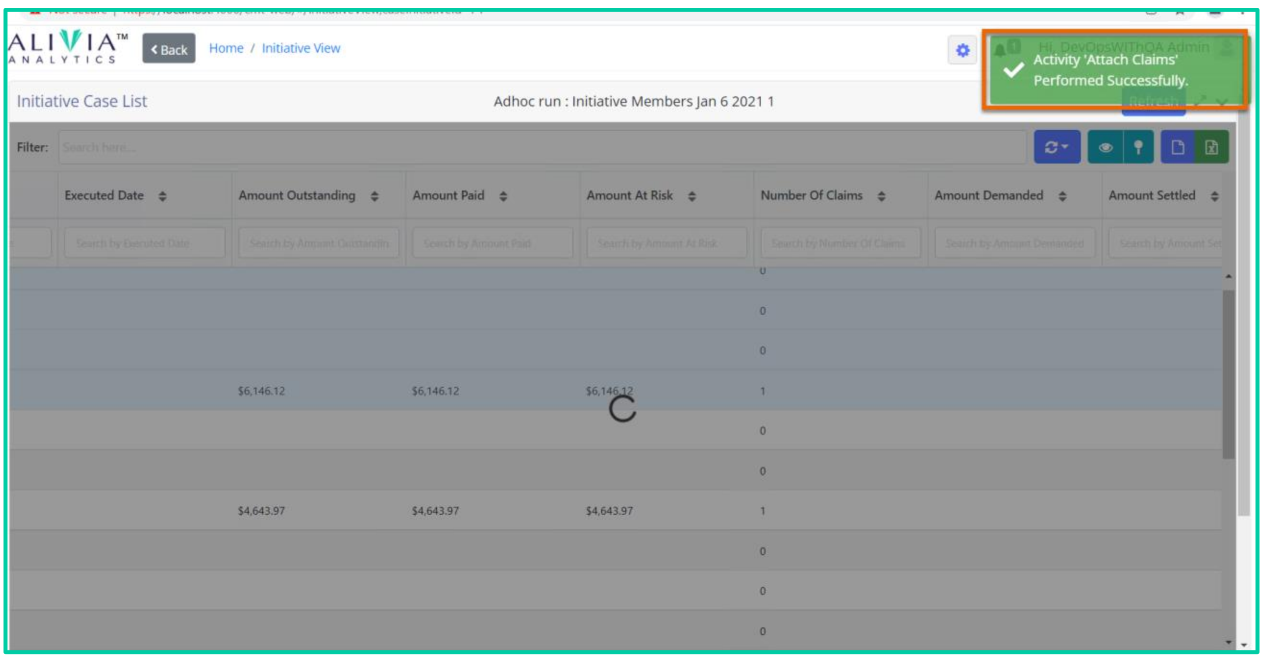
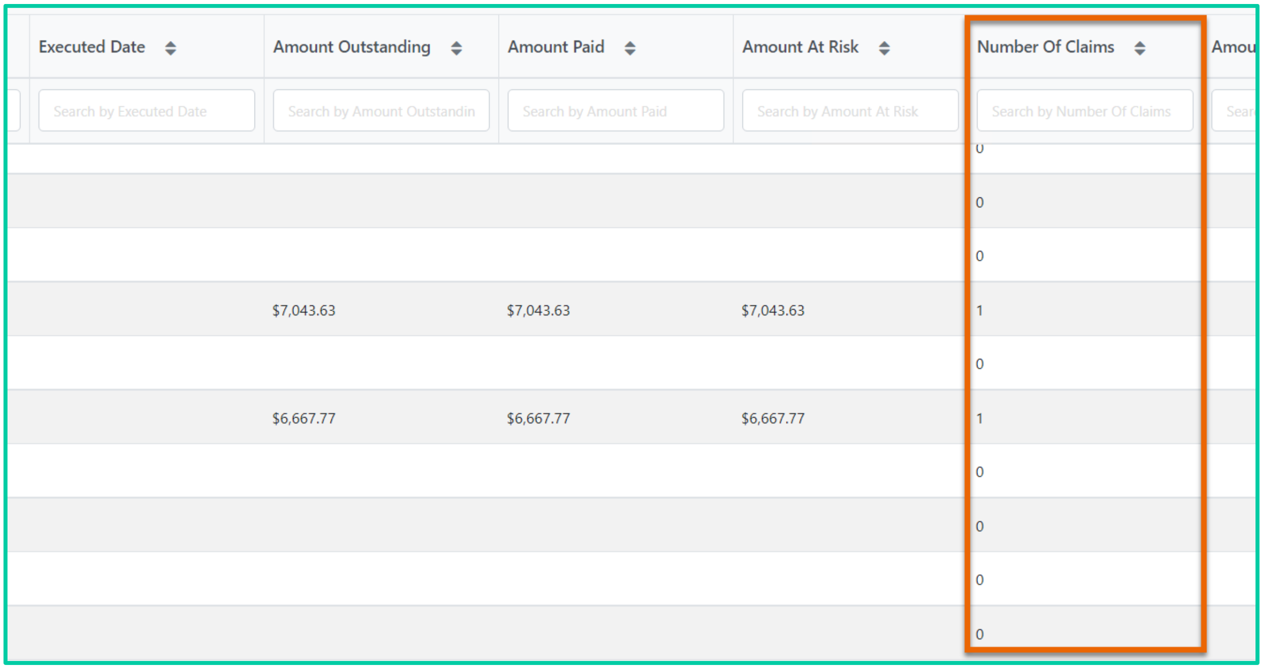


FIGURE 28: CLAIMS ATTACHMENT SUCCESS MESSAGE

If the user wants to confirm whether the system attached the claims, the user can navigate to the claims column; if there are a number of claims mentioned in the column, the user can proceed further.



Executed Date	Amount Outstanding	Amount Paid	Amount At Risk	Number Of Claims	Amou
Search by Executed Date	Search by Amount Outstandin	Search by Amount Paid	Search by Amount At Risk	Search by Number Of Claims	Sear
				0	
				0	
				0	
	$7,043.63	$7,043.63	$7,043.63	1	
				0	
	$6,667.77	$6,667.77	$6,667.77	1	
				0	
				0	
				0	
				0	

FIGURE 29: CLAIMS COLUMN

11 PROCESS ALL CLAIMS

When the claims are successfully attached with the case, now the claims can be moved further for the recovery process, this is known as processing the claims. In the individual cases, user can select a single and process the claims to recovery process by providing the necessary details, here in Bulk Process, system provides the functionality to process the claims in bulk instead of manually doing it for each case separately. Once the claims are processed for recovery, the user must select the reason code and action for the claims, as explained in later section.

Users can also bulk process the claims from the Initiative Case List; the users can right-click on any case after selecting a bunch of the cases and click on the Process All Claims option, as shown below.

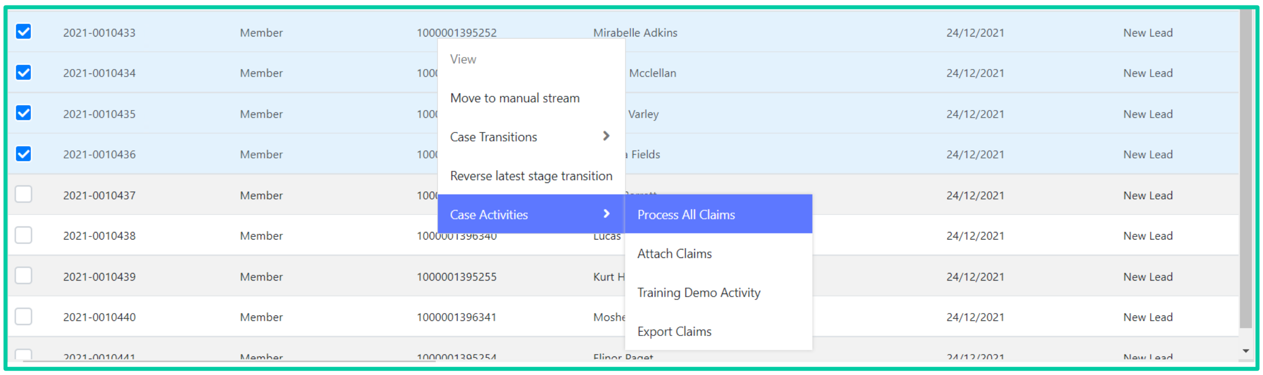


FIGURE 30: PROCESS ALL CLAIMS OPTION

When the user clicks 'Process All Claims,' the following pop-up appears for user input.

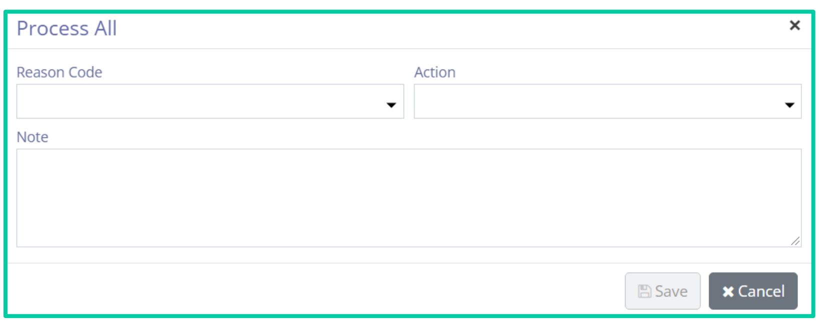


FIGURE 31: PROCESS ALL CLAIMS SCREEN

11.1 Reason Code – Process All Claims

A reason code must be attached to teach the claim so that the actual reason can be highlighted why this claim was processed for further recovery or no action is taken. A bunch of options is available in the list for users' selection. This list is configurable in the system.

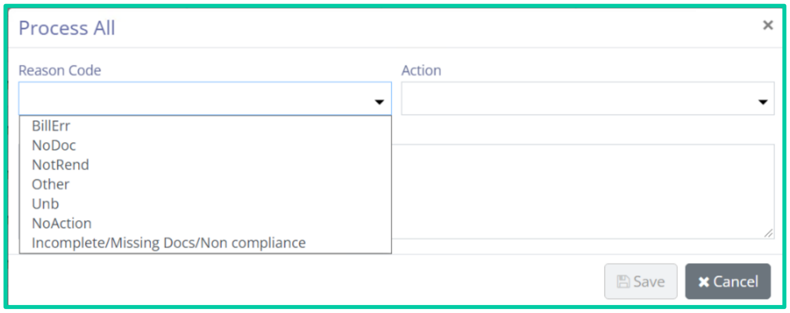


FIGURE 32: REASON CODE - PROCESS ALL CLAIMS

11.2 Action – Process All Claims

When the user assigns any reason code with the claim(s), the next step is to assign further action. Process claims mean the claim is proceeding further in the workflow, so the next step after attaching any claim with the case is 'Recovery.' In the actions field, the user selects the necessary action on the claims selected for the Process All Claims function. The following actions, as provided below, are available for selection.

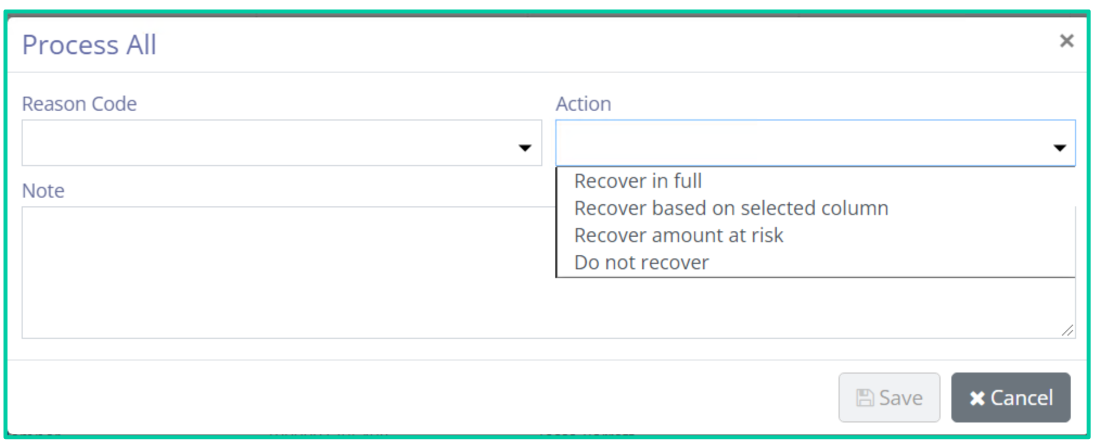


FIGURE 33: ACTION - PROCESS ALL CLAIMS

12 EXPORT CLAIMS

Users can also export single or bulk claims into the format configured in the system; if the user wants to export the claims, the user can select any number of cases and right-click to see the 'Export Claims' option as highlighted below.

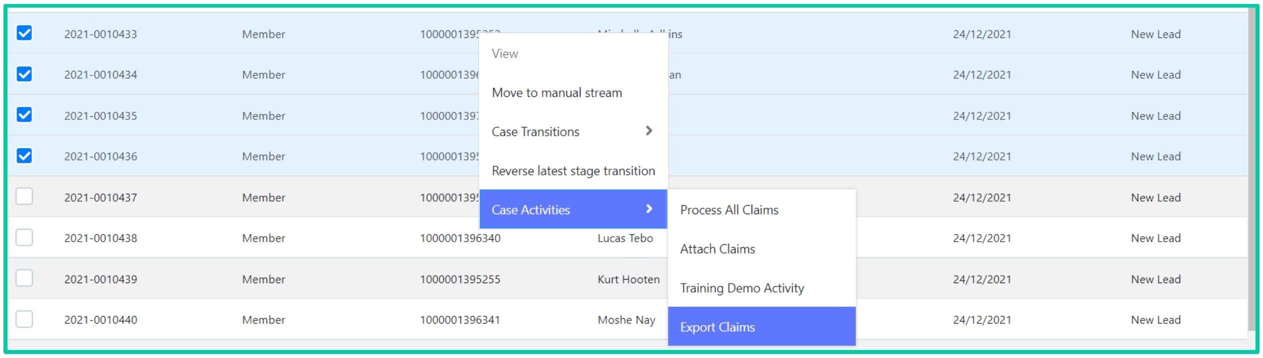


FIGURE 34: EXPORT CLAIMS CLICK OPTION

When the user clicks on the 'Export Claims,' the following pop-up appears for the user's input.

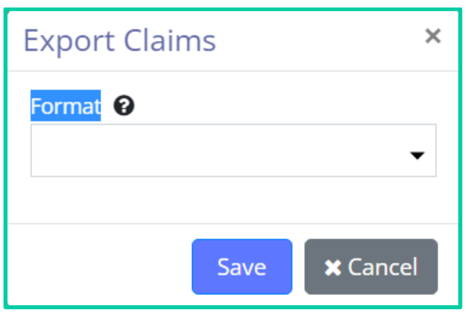


FIGURE 35: EXPORT CLAIMS SCREEN

12.1 Format Selection – Export Claims

Users can select the format for exporting the claims from the list of available formats, and the system exports the claims in the selected format.

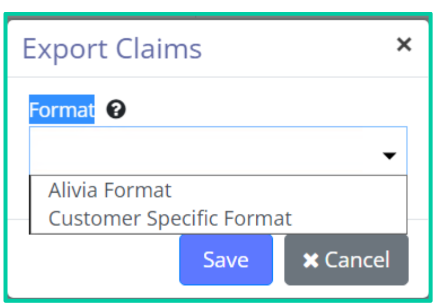


FIGURE 36: FORMAT SELECTION - EXPORT CLAIMS

13 CASE LIST

This module enlists all the cases created directly through the Case Manager™ application *(the case can alternatively be created through the create initiative/case function in Alivia FWA Finder™)*.

Case list module can be accessed through the Case List icon available in the sidebar as highlighted in the snapshot below and also through the option available on the canvas as highlighted.

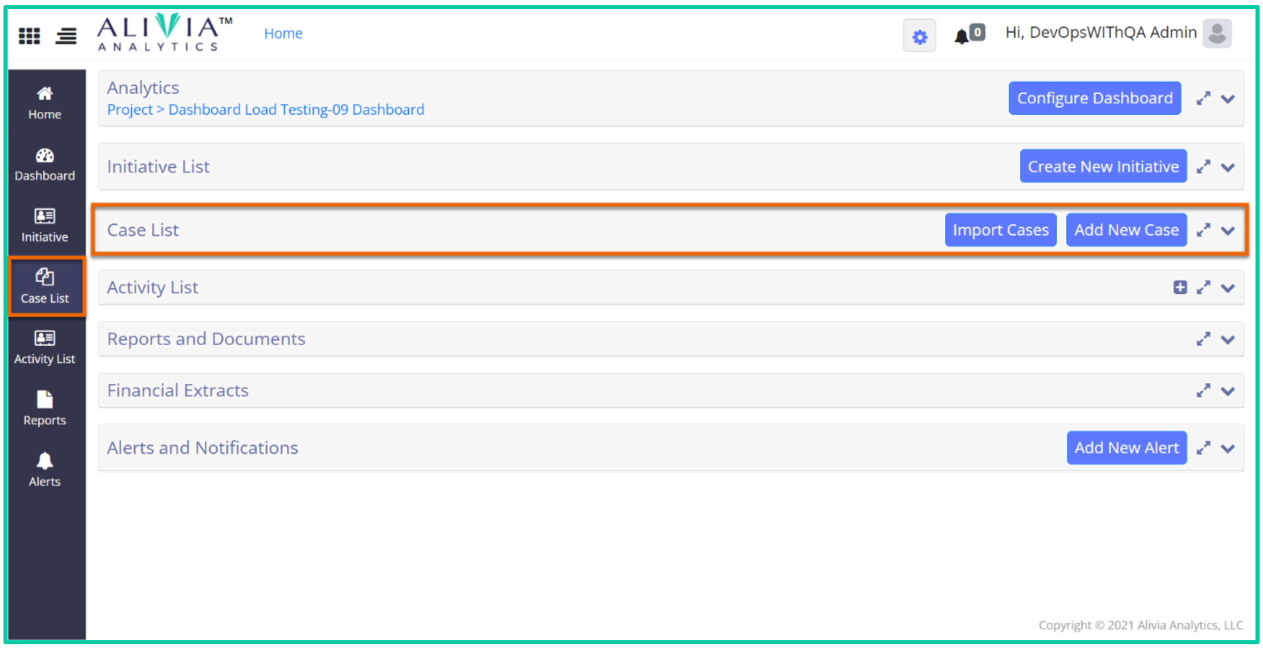


FIGURE 37: CASE LIST

By default, Case List will be shown collapsed; however, the user can expand it by clicking the expand icon given at the corner. Users can also extend it to the full screen by clicking the expand icon available right before the expand icon.

When the user expands the Case List, the following will be the view of the screen.

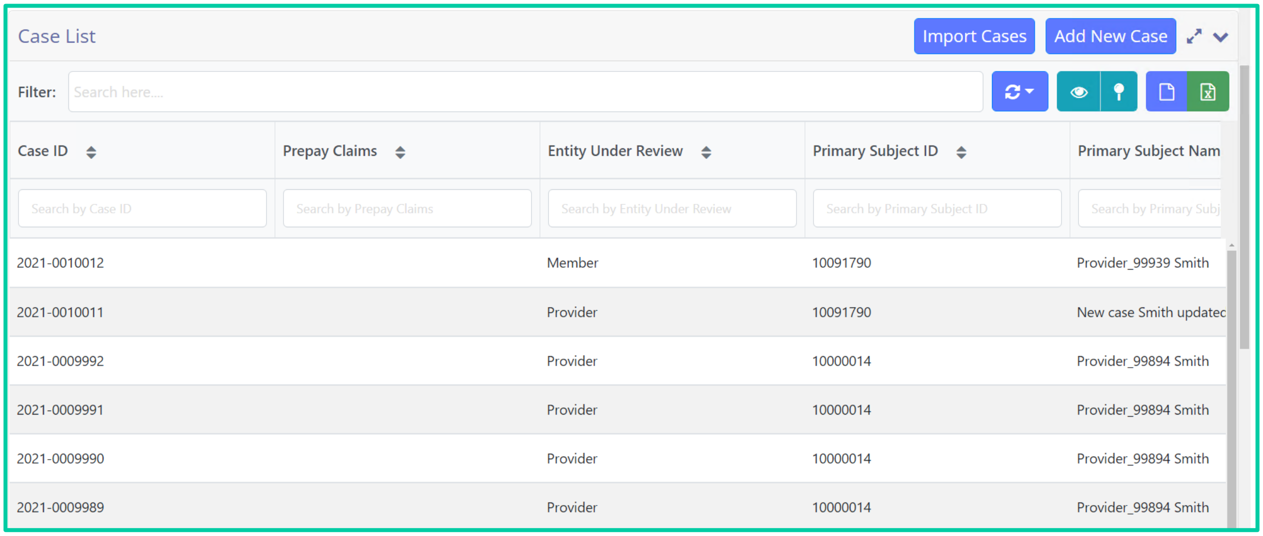


FIGURE 38: CASE LIST - EXPANDED

13.1 Filter the Case

Users can filter the case based on any information available in the columns on this Case List. This global filter works on every information related to the case available in the columns. This filters the information one at a time; no multiple information checks will be entertained through this filter.

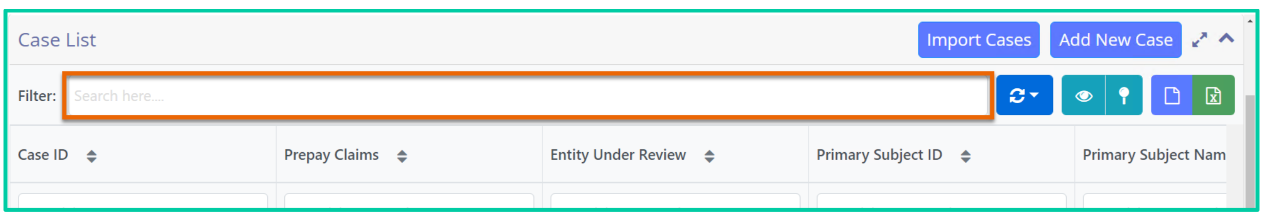


FIGURE 39: FILTER THE CASE

For example:

If the user wants to filter the case based on the Case ID, the user will put the user ID in the filter criteria bar.

Suppose the user wants to filter the case based on the Primary Subject Name. In that case, the user must clear the previous filter criteria and enter the new filter criteria to search for the latest filter criteria.

If the user enters both criteria simultaneously, the system will not fetch any data if the input criteria do not belong to the same column.

13.2 Reset the Filters

Users can reset the filter applied to the case information by pressing the Reset Filters option.

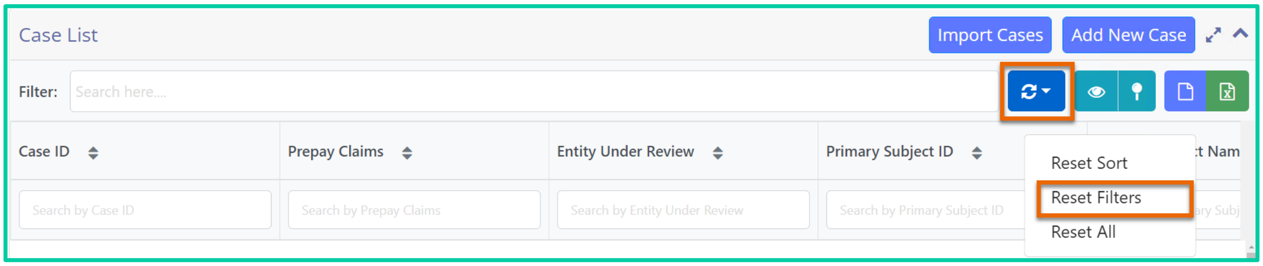


FIGURE 40: RESET FILTERS

13.3 Reset Sort

If the user has applied sorting on any column under the Case List, then the user can reset all sorting by clicking the 'Reset Sort' option.

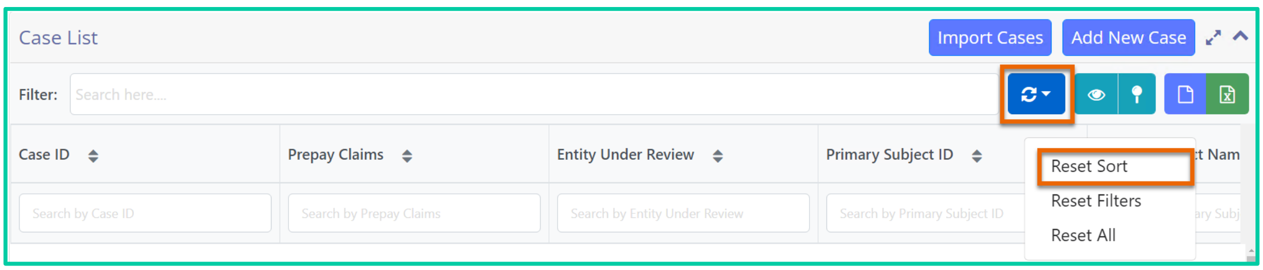


FIGURE 41: RESET SORT

13.4 Reset All

If the user wants to reset all the sorting and filters applied at once, then the user can click on the Reset all option.

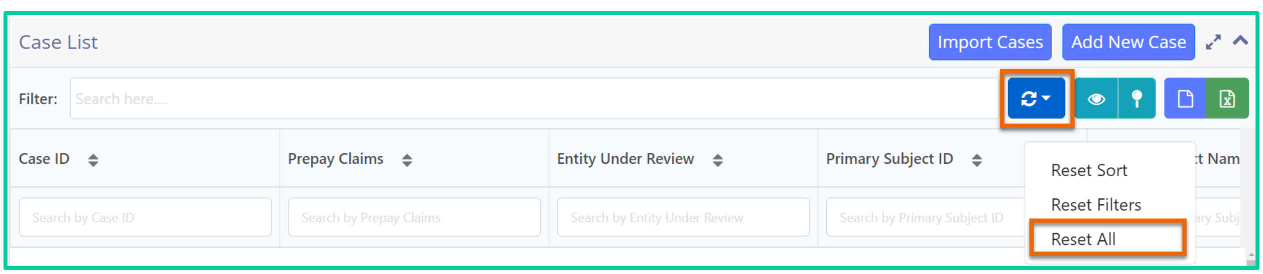


FIGURE 42: RESET ALL (FILTER + SORT)

13.5 Select/Filter Columns

If the user wants to see only selected columns under the case list view, the user can click on the below-highlighted icon. Upon clicking, the below-given pop appears for the user's input, and the user selects all the columns the user desires to see on the screen.

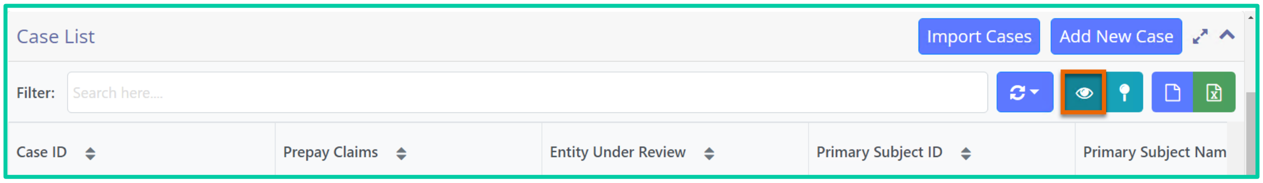


FIGURE 43: COLUMNS FILTER ICON

By clicking the above-highlighted icon, the following pop will appear.

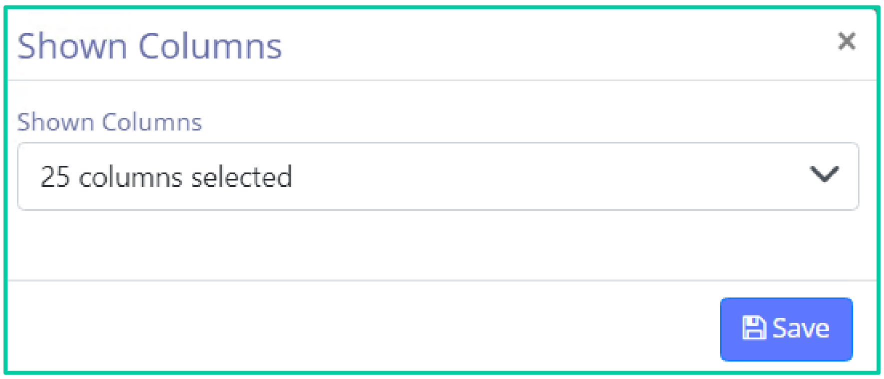


FIGURE 44: SELECTED COLUMNS INFORMATION

On clicking the column selection drop-down icon, all the columns available will be listed for user selection, as shown below.

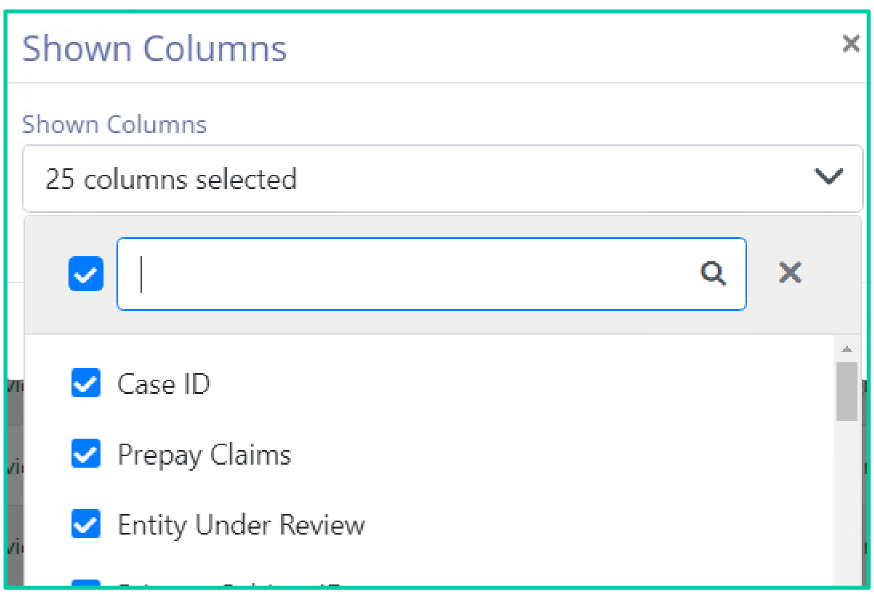


FIGURE 45: SELECT THE COLUMNS

13.6 Pin the Column

If the user desires to customize the columns' sequence, the user can pin the specific columns, which will be shown first in the column sequence.

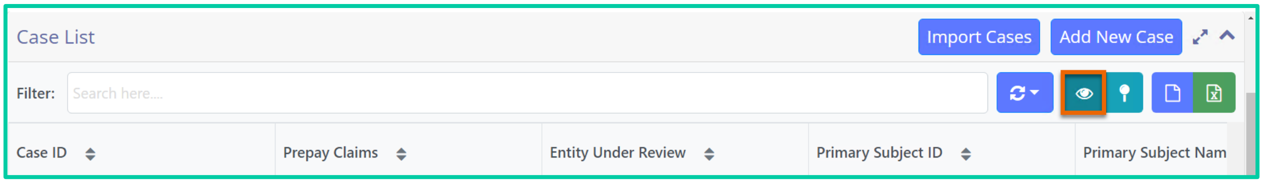


FIGURE 46: PIN THE COLUMN

Once the user clicks the Pin icon, the following pop-up will appear for the column selection.

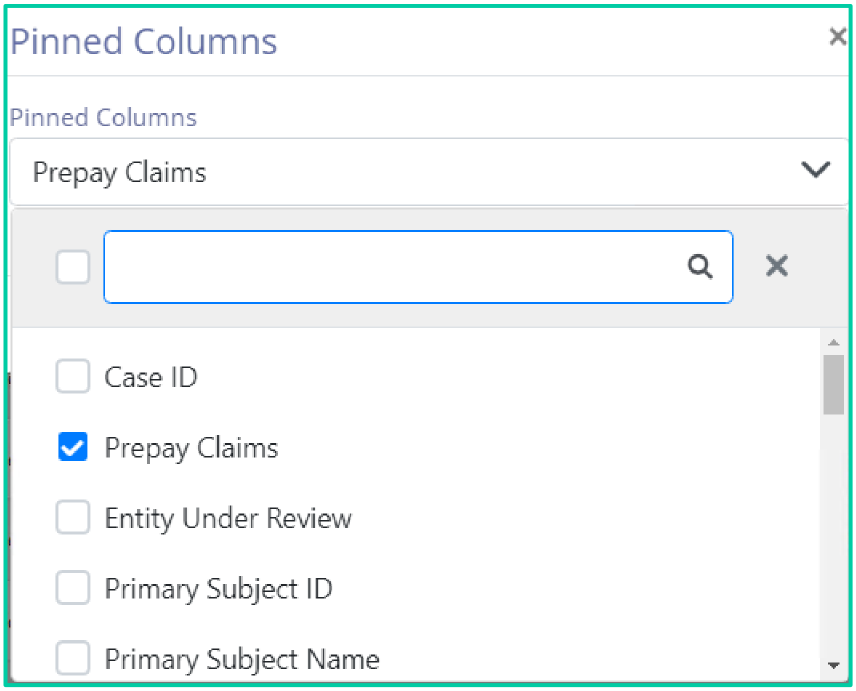


FIGURE 47: SELECT PIN COLUMN

13.7 Export Case List – CSV

Users can export the list of cases under Case List as a CSV file by clicking the icon highlighted below.

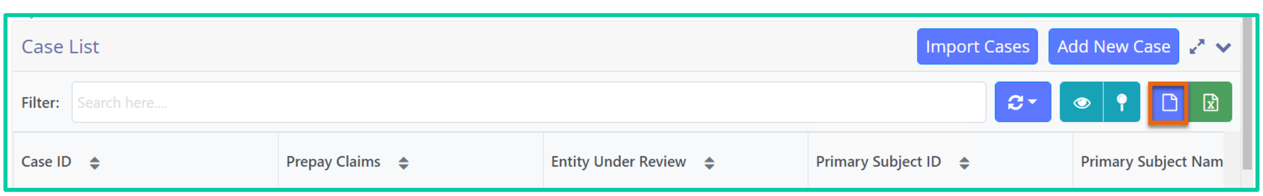


FIGURE 48: EXPORT CASE LIST - CSV

13.8 Export Case List – Excel

Users can export the list of cases under Case List as Excel file by clicking the icon highlighted Below

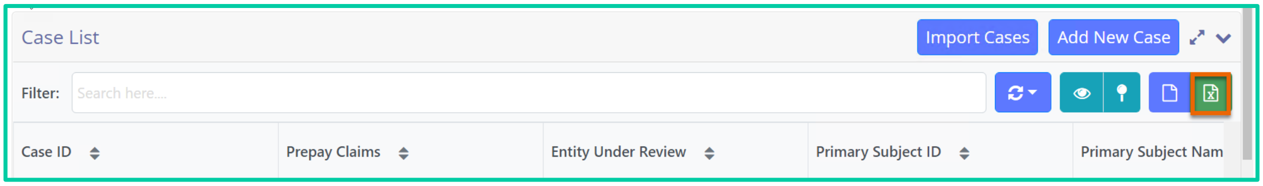


FIGURE 49: EXPORT CASE LIST - EXCEL

14 IMPORT CASES

Users can import the data of cases from an external Comma Separated Value (CSV) file, system fetch all the data from the CSV file uploaded and populates it accordingly in the relevant fields. For ensuring the right data populates in the right field user need to make sure that format shred for the CSV file data is accurately followed.

Sample of the CSV File it attached as follows:

Sample CSV - For Case Import.xlsx

15 ADD NEW CASE

15.1 Case View

Users can add new cases from this Case List Module by clicking on the 'Add New Case' button. The system navigates the user to 'Intake Form by pressing this button.

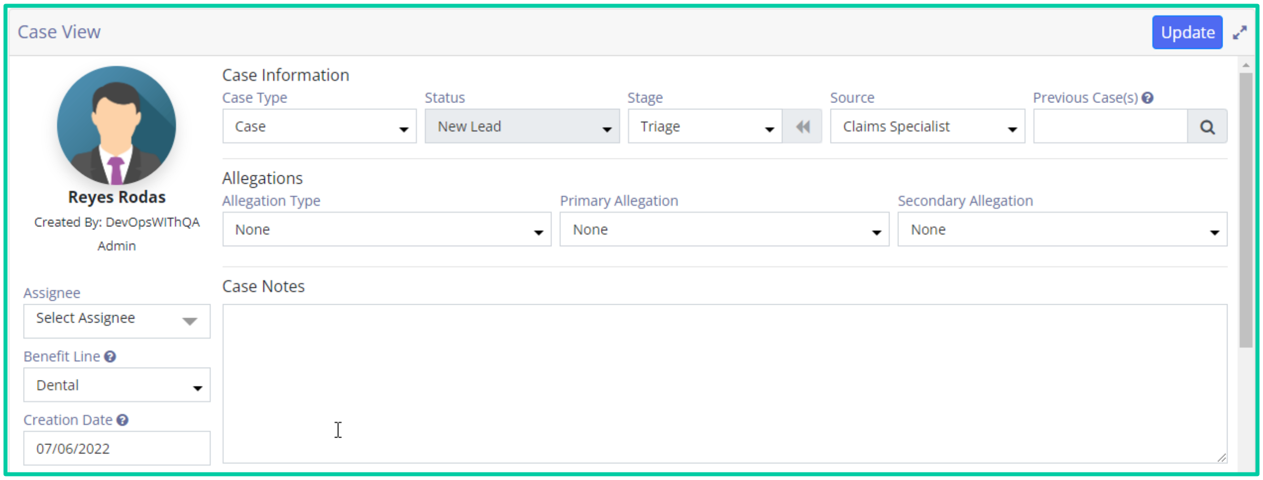


FIGURE 50: CASE VIEW

15.1.1 Created By

The field 'Created by' has been deployed that displays the name of the user who created the case. If the case was created from a dashboard or scheduler execution in FWA Finder™, the name of the user logged into FWA Finder™ while execution is populated by the system in this field.

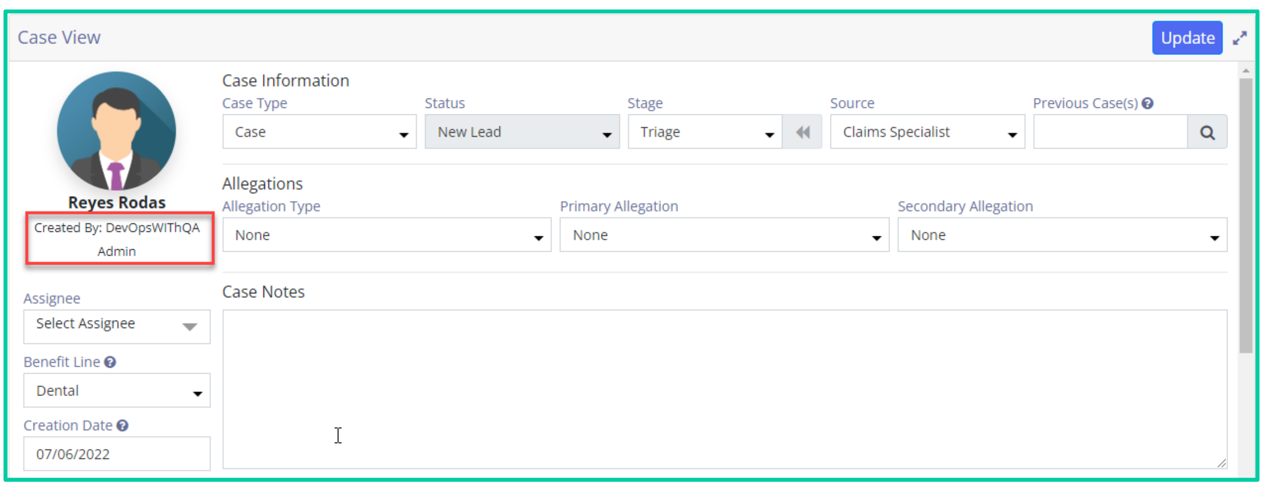


FIGURE 51 CREATED BY

15.1.2 Case Type

The first step towards creating any case in Case Manger™ is to select the Case Type from the given dropdown. Users can choose any one of the options available. Only one Case Type can be attached with one case.

The following types are available under the Case Type drop-down; by default, the 'Case' option from the list will be auto-populate in this field. There is no other change in the system contingent on this selection. Whatever the selection is, the remaining functionalities will remain the same and be discussed later.

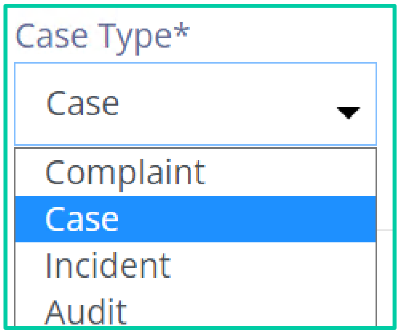


FIGURE 52: CASE TYPE SELECTION

15.1.3 Case Status

This field will populate the current status of the case as per the case workflow configured in the system. This field is noneditable as it will be automatically populated in sync with the case stage, which is discussed in the next section. Although this is customized and configured in the system, however a few of the statuses are: Open Lead, Closed, Referred, Rejected

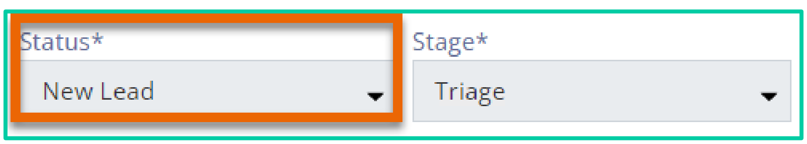


FIGURE 53: CASE STATUS

15.1.4 Case Stage

Stages are defined in the system as a workflow, and the user can edit this stage field when the case is created. In the draft phase, this field is noneditable, and the initial stage as per the workflow will be populated here. Once the case is created, the later stages as per the workflow, will be visible in the drop-down list of this field for the user's selection, and the user can change the stage of the case to any further stage.

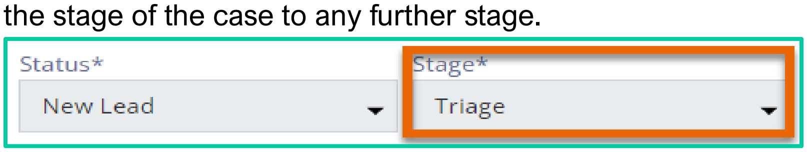


FIGURE 54: CASE STAGE

15.1.5 Case Priority

Users can tag any priority level to the case; priority gives the heads up to the team about the urgency of the particular case. The following options are available in the drop-down list.

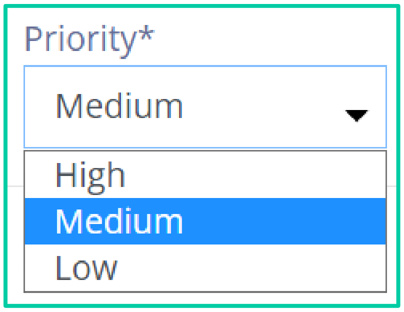


FIGURE 55: CASE PRIORITY

15.1.6 Case Source

This is a mandatory user input field. The user will select the source of information for the case in this field. There are multiple options available in the drop-down, as highlighted below. Users can select one of the options. Only one option can be selected for each case.

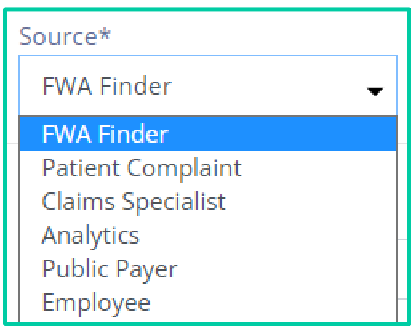


FIGURE 56: CASE SOURCE

For Example:

If the case is auto created through FWA Finder™ or the user manually detected the reasons to create the case in FWA Finder™, the source selection will be 'FWA Finder™.' If a patient provides the information, the source will be 'Patient Complaint'.

15.1.7 Previous Case

If there is already a case created inside the Case Manager™ and the user, if deemed appropriate and relatable, can attach any previously created and existing case with this newly initiated case from this field.

This is a search field, and upon clicking on this field, following 'Case Look Up,' a pop-up will appear for the user to search and select the relevant previous case.

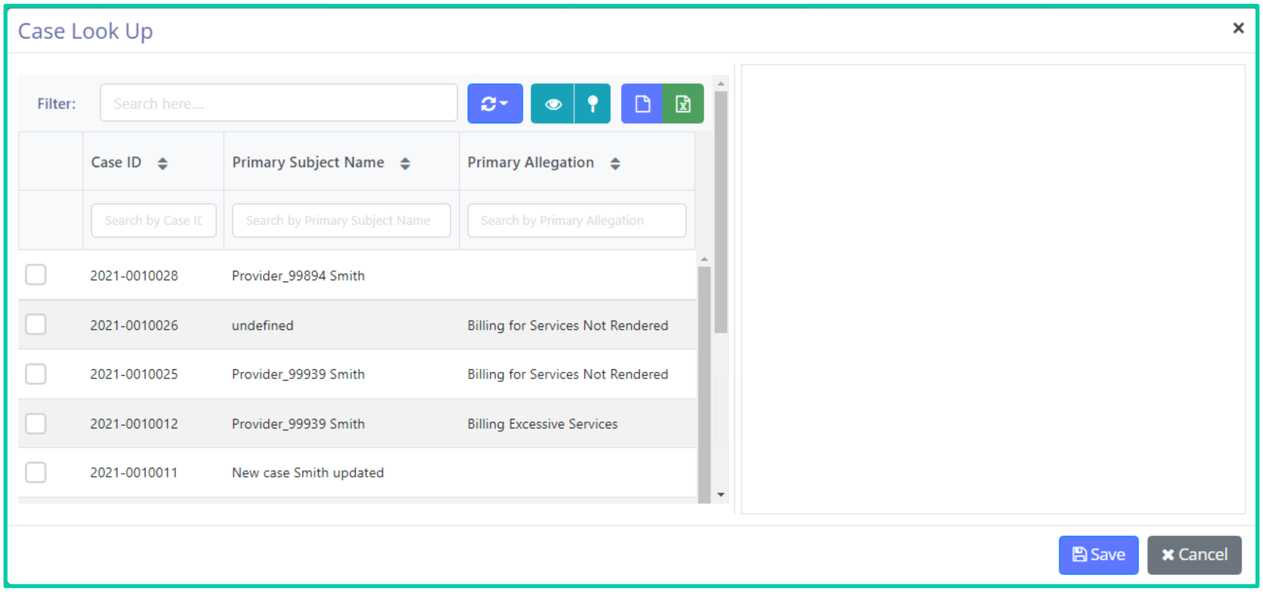


FIGURE 57: PREVIOUS CASE LOOKUP

Filtration criteria functionality will be the same as explained in the previous section **13.1** Filter the Case. But the columns are pretty limited here, and the user can search from only three columns as given above.

15.1.8 Case Allegation Type

This is optional information to be provided with the case. However, the following three allegation types are available in the system to be associated with the case.

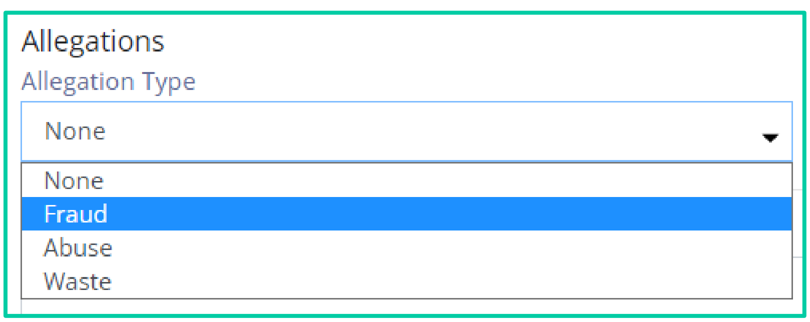


FIGURE 58: CASE ALLEGATION TYPE

15.1.9 Case Primary Allegation

After selecting the allegation type, the user must select the Primary Allegation from the Primary Allegation field. There are a couple of options available in the list for user selection. These options are configurable in the application. One selection per case is allowed by the application, if you need more, use the Secondary Allegation described in the next section.

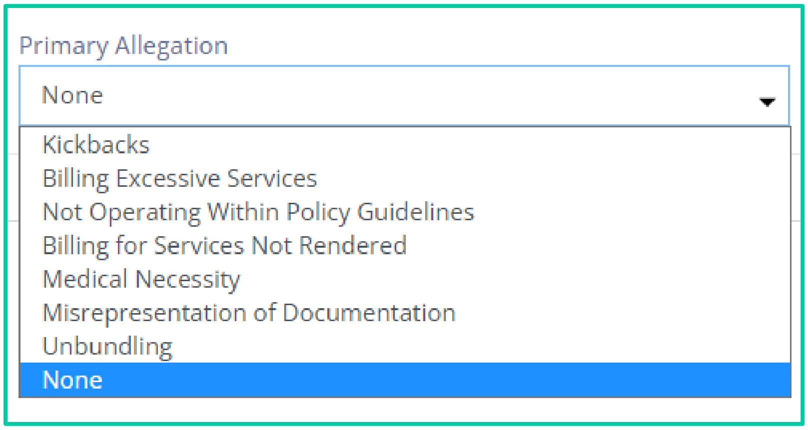


FIGURE 59: CASE PRIMARY ALLEGATION

15.1.10 Case Secondary Allegation

Users can also attach any secondary allegation to the case if required; it will give more details towards the cause of case creation. The following options are available in the system for the secondary allegations. These options are configurable in the application. One selection per case is supportable in the system.

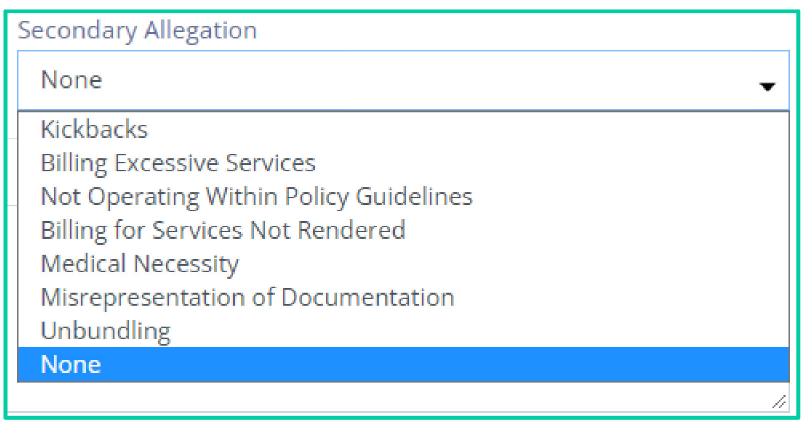
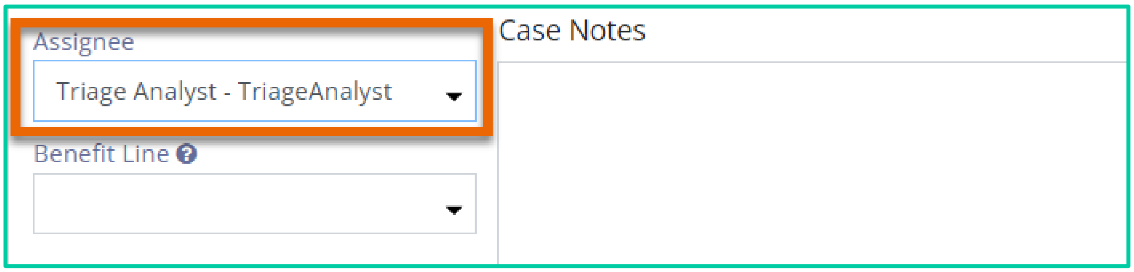


FIGURE 60: CASE SECONDARY ALLEGATION

15.1.11 Case Assignee

The case created needs to be assigned to any team member so that further processes can occur as per the standard. Assignees are the staff already configured in the system. In this field, all the options already configured in the system are available as drop-down, and users can select any one option from the list and upon selection, this case will be assigned to that person once the case is created. In the next subsections are the role descriptions of the team roles in Case Manager™ to whom cases can be assigned.



15.1.11.1 Intake Analyst

The intake analyst inputs information from external sources on incidents and potential cases. They generally take down information from emails, hotlines, and formal referrals.

Much of their time is spent identifying and capturing the appropriate identifying information for the case subject(s) and reporter. This limits their overall flow-through for processing new leads.

15.1.11.2 Triage Analyst

The triage analyst decides if a new case seems credible or not based on the subject's claim history and analytics. They do this by assessing the nature of the allegation about high-level information on the case subject(s). Employees generally fill this role with a level of technical skill (they are usually competent in basic Excel) and a general understanding of how FWA works (common schemes/risk indicators).

The triage analyst needs to assess cases quickly and effectively because their recommendation will often prompt a preliminary audit. If they prioritize the wrong cases, the unit may not generate a return on investment ("ROI"). Triage is time-sensitive due to state and federal regulations in many cases, so the triage analyst needs to be aware of incoming complaints/leads nearing certain hourly thresholds. This can be challenging, as the information necessary to prioritize a case may not be available at the time.

15.1.11.3 Triage Manager

The triage manager makes the formal decision to open or close cases after triage and, if the case is opened, who to assign it to. This role may overlap with the triage analyst or PIU/SIU Manager, depending on the organization. This person may have played the role of triage analyst or auditor in the past, so they may have a good understanding of how FWA works.

The triage manager needs to assess cases quickly and then decide whom to assign the case. While triage managers generally know the skillset and caseload of their auditing team, the ability to monitor both would increase their efficacy in assigning cases.

15.1.11.4 PIU/SIU Manager

The PIU/SIU manager manages the workload of auditors and investigators. They ensure that their staff is allocated cases based on their skillset and current workload. The manager is often required to sign off on critical decisions (i.e., proceeding with a desk or field audit after a preliminary audit is completed). They are responsible for monitoring their staff's KPIs and then reporting to a director or other executive management. They may specialize in a specific benefit line or line of business, like pharmacy or Medicaid. In larger organizations, they may have separate managers by benefit line.

15.1.11.5 Auditor

Auditors are the driving force behind most PIUs/SIUs. They review claims, medical records, patient signature logs, and other forms of evidence to investigate allegations of FWA. Many have a specific benefit line or provider type they specialize in (i.e., pharmacy or behavioral health). While they are not clinicians, they typically understand their domain and are competent enough to handle most cases without the help of a subject matter expert. Most are knowledgeable about various known fraud schemes and plan policies.

15.1.11.6 Subject Matter Expert (SME)

Subject Matter Experts ("SME") are called to consult on specific cases and claims. They typically have a background as a clinician or coder and understand their domain at great depth.

PIUs and SIUs generally only have a few SMEs; some even may contract consultants instead of hiring FTEs. Many clinicians and coders understand how claims should be billed and paid. They have strong business knowledge.

15.1.11.7 Investigator

An investigator who covers cases may require a civil or criminal trial. These investigators are often ex-law enforcement officials. In some cases, they may even be considered law enforcement with police training (i.e., Medicaid Fraud Control Unit).

Investigators are often on-site collecting evidence for later presentation in a trial. They are responsible for knowing the laws surrounding healthcare fraud.

15.1.11.8 Data Analyst/Scientist

Data analysts and data scientists are members of the PIU/SIU. Their time is spent pulling basic data requests for specific cases. Depending on their skill level, they may sometimes create new algorithms to address known schemes. Data analysts learn the domain through the data and have a deep understanding of the data structure. They have a general understanding of the claims processing system.

15.1.11.9 Recovery Group

The recovery group structures payment programs and tracks ensuring payments. This persona usually exists outside of the PIU/SIU. Depending on the organization, money may be recovered through checks, collections agencies, or by “clawing back” money by not paying for future claims. Legal and compliance will interface with them regarding payment programs and settlements.

15.1.11.10 Legal Group

The legal group compiles and presents evidence for use in court. They may also be tasked with creating the verbiage surrounding different external documents, like demand letters and subpoenas. If the provider hires counsel, a lawyer may have to correspond with them to decide on a settlement. They sometimes work closely with auditors and investigators despite being outside the PIU/SIU.

15.1.11.11 Compliance Group

Compliance ensures that the activities of the PIU/SIU comply with client requirements and state and federal statutes and regulations. Compliance also ensures that the unit complies with the plan’s policies.

15.1.11.12 Executive Management Group

Executive management focuses on the SIU/PIU as it relates to recoveries, case types, and compliance. They need to ensure their unit addresses compliance issues and efficiently recovering overpayments. To measure this, they typically look at high-level KPIs, like the ROI, the amount demanded, and the number of cases closed.

15.1.12 Benefit Line

Provider/member usually performs any action under any standard benefit line in the health insurance umbrella, so cases are generally related to any benefit line. These benefit lines are configurable in the system. The following list of benefit lines is available in the system. The user can select any one benefit line for association with the case.

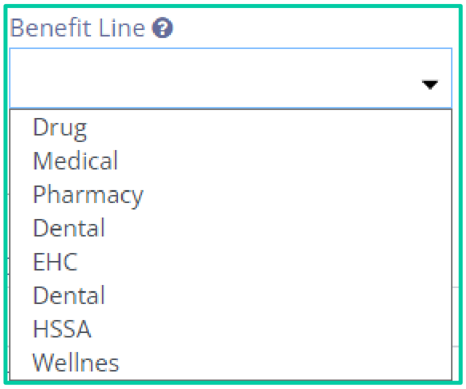


FIGURE 61: CASE BENEFIT LINE

15.1.13 Case Notes

Users can make some notes about the case to refer to it in the future in this text field. There is no limitation on the words. Users can input as much information as the user desires.

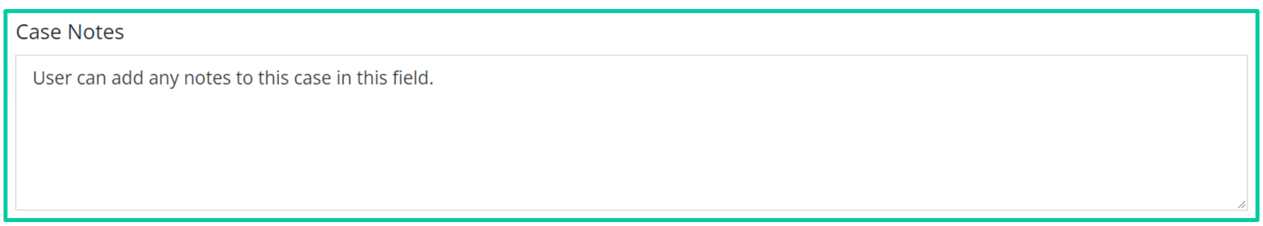


FIGURE 62: CASE NOTES

15.2 User Defined Fields (UDFs)

Case Manager™ provides the functionality to add customized fields for user input. These fields can be added in any module of Case Manager™. Some of the examples are given below.

15.2.1 Date Detected

This is the date when the information for the case is received. So, the user inputs the exact date of detection in this date field. When the user clicks the field, a calendar view will be available for date selection.

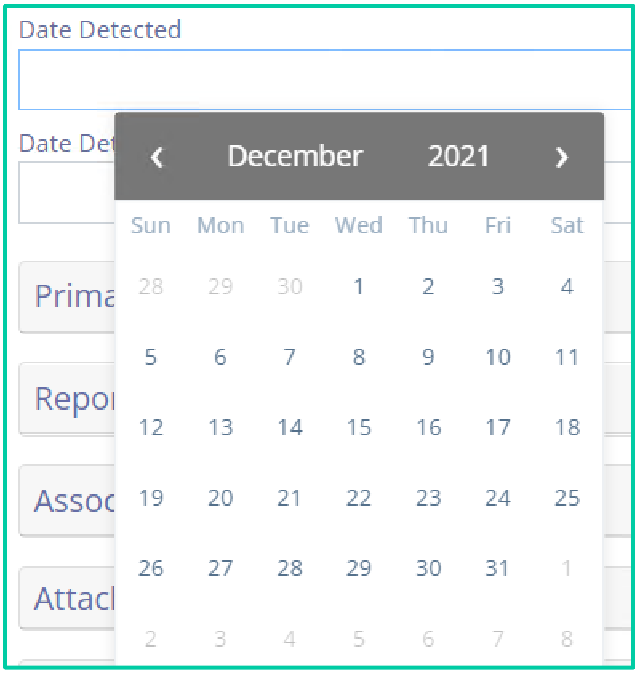


FIGURE 63: DATE DETECTED - UDF

15.2.2 Medicaid ID

If the Primary Subject is a provider, this is the state-specific Medicaid Provider ID. If the Primary Subject is a member, this is the member Medicaid ID.

15.3 Primary Subject

Where there is a case, there should be a Primary subject, so adhering to this practice, The Case Manager™ also has the functionality to attach the Primary subject with the case so that the case can be processed further. The primary subject can be a Provider or member.

For each primary subject, there is unique information that the user must select so the case can be processed appropriately against the actual party involved in the case.

Below is the information the user must provide for the Primary Subject.

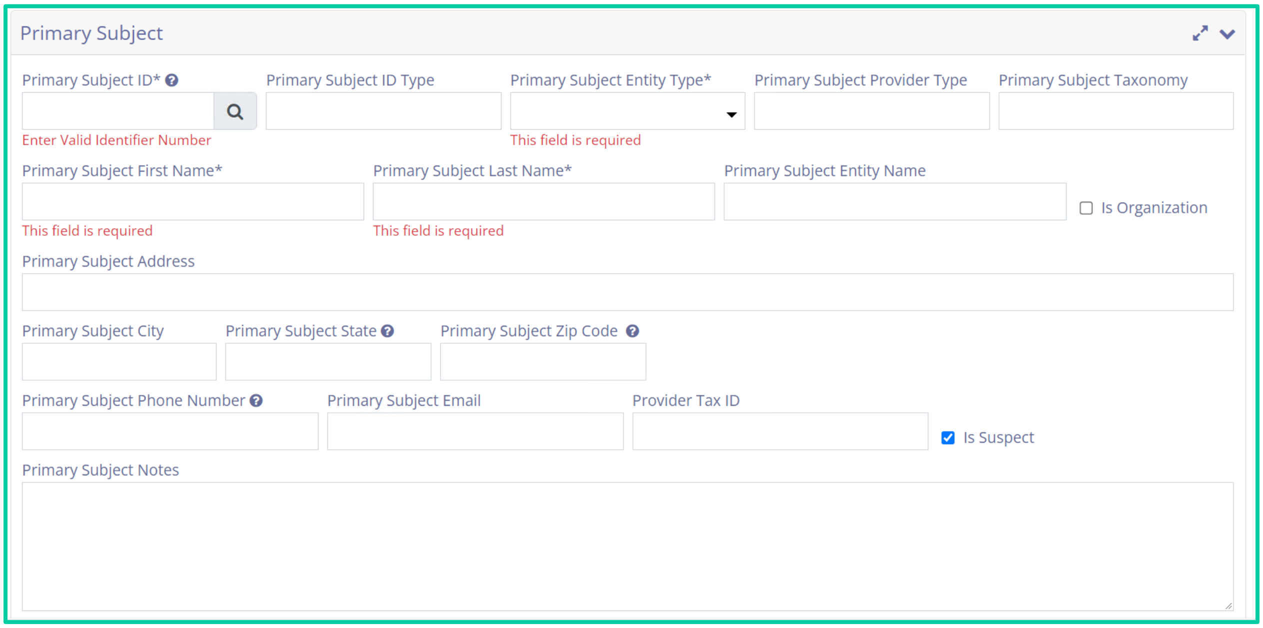


FIGURE 64: PRIMARY SUBJECT SCREEN

15.3.1 Primary Subject ID

Users can either input the Primary Subject Manually if the primary subject does not exist in any database, or else the User can search for the unique Primary Subject ID from this field. This subject ID is the Medicaid/Medicare ID of providers/members. When the user clicks on the field, the following pop-up will appear for user input.

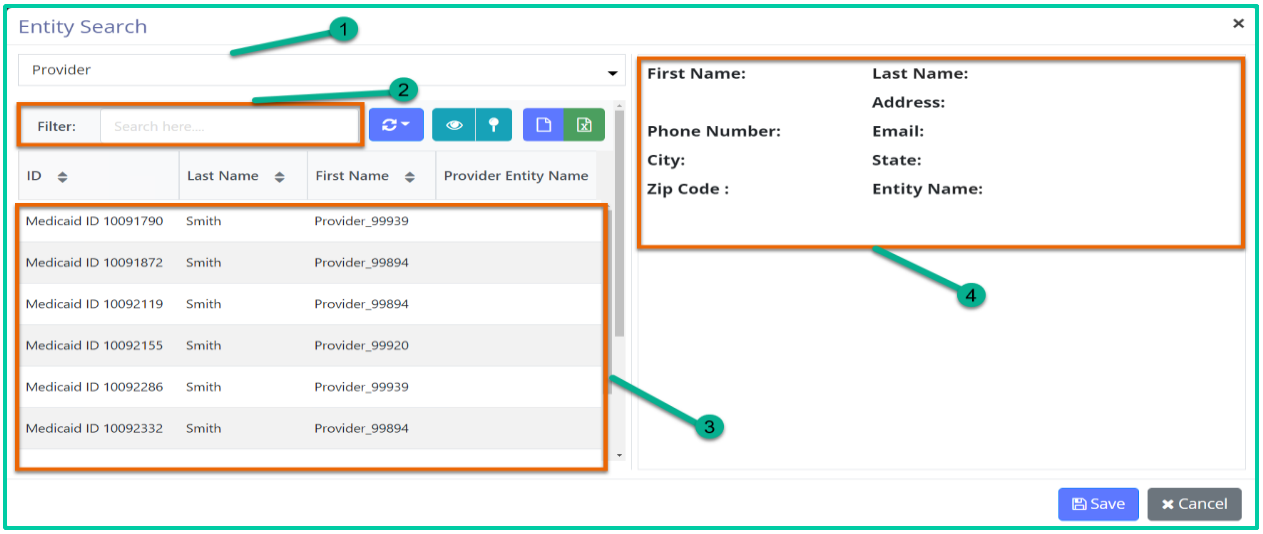


FIGURE 65: PRIMARY SUBJECT ID

15.3.1.1 Subject Entity Type Selection

As said earlier, the primary subject can be either a Provider or a Member, so the user must select the subject type first. When the user selects the subject type, the system will load the data below accordingly.

15.3.1.2 Primary Subject ID Filter

Users can filter the Primary Subject ID from this section to quickly find the desired primary subject to associate with the case. The information available for filtration is ID, First Name, Last name, and Provider Entity Name.

15.3.1.3 Primary Subject Selection

Users can select any one primary subject from the list available. Users can click on the result to attach it to the case.

15.3.1.4 Primary Subject Details

Once the user clicks on any result from the list, details about the selected primary subject will be populated for a quick view.

15.3.2 Primary Subject ID Type

This field will auto-populate if the user searches for the primary subject and selects it from the list. But if the user manually inputs the Primary subject, the user selects the ID from the list available, which is configurable in the system.

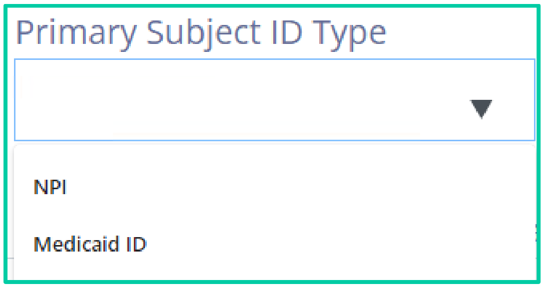


FIGURE 66: PRIMARY SUBJECT ID TYPE

15.3.3 Primary Subject Entity Type

This field will also be auto populated if the user selects the primary subject from the existing data source through the lookup functionality. But if the user manually inputs the Primary subject ID, the user will select the entity type from this dropdown.

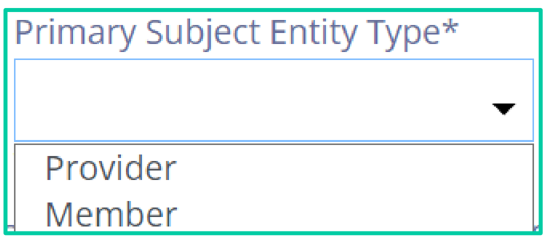


FIGURE 67: PRIMARY SUBJECT ENTITY TYPE

15.3.4 Primary Subject Provider Type

If the primary subject is Provider, then the provider is a broader category under which there are a lot of subcategories. So, when the user selects the primary subject entity type as 'Provider', it can be further narrowed down to subcategories for more clarification. Users can select an option from the list provided. These options are configurable in the system.

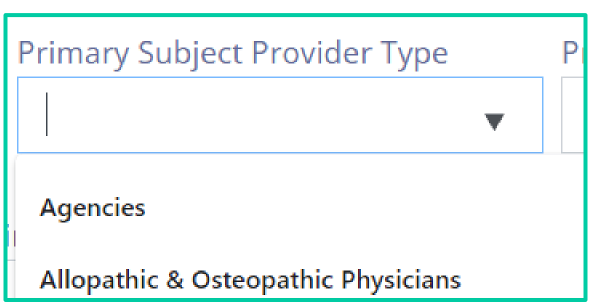


FIGURE 68: PRIMARY SUBJECT PROVIDER TYPE

15.3.5 Primary Subject Taxonomy

The Health Care Provider Taxonomy code is a unique alphanumeric code, ten characters in length. The code set is structured into three distinct "Levels" including Provider Grouping, Classification, and Area of Specialization. The National Uniform Claim Committee (NUCC) maintains the code set. Users can input the taxonomy of the provider in this field.

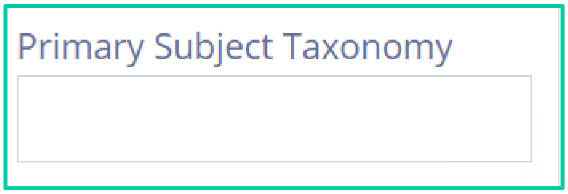


FIGURE 69: TAXONOMY

15.3.6 Primary Subject First Name

This is the first name of the Primary subject. This field auto-populates with the information about the first name if the user selects the provider from the existing data source using lookup functionality. Otherwise, the user manually inputs this information.

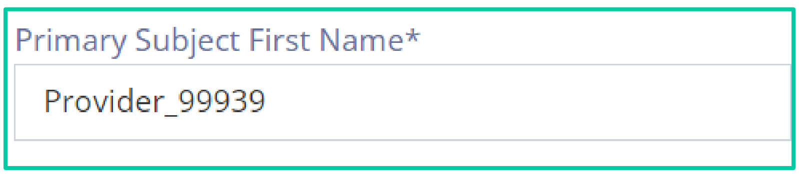


FIGURE 70: FIRST NAME

15.3.7 Primary Subject Last Name

This is the last name of the Primary subject. This field auto-populates with the information about the last name if the user selects the provider from the existing data source using the primary subject through look-up functionality. Otherwise, the user manually inputs this information.

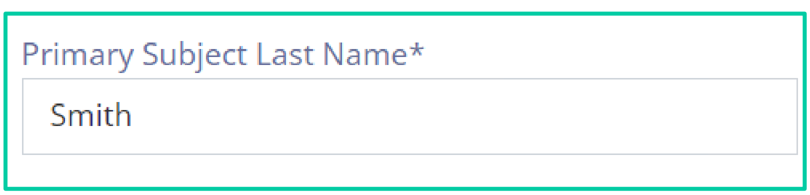


FIGURE 71: LAST NAME

15.3.8 Primary Subject Entity Name

If the selected provider belongs to an entity, then the user will enter the entity name in this field so that it helps the investigator to narrow down the proceedings accordingly.

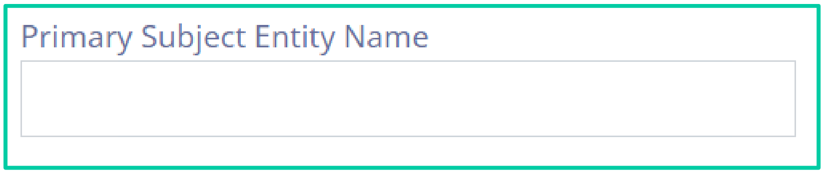


FIGURE 72: ENTITY NAME

15.3.9 Primary Subject Organization Checkbox

Users can select this checkbox if the provider entity is an organization.

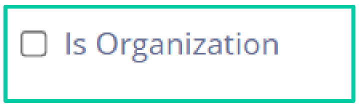


FIGURE 73: ORGANIZATION CHECKBOX

15.3.10 Primary Subject Address

Users can add the detailed address of the primary subject attached with this case.

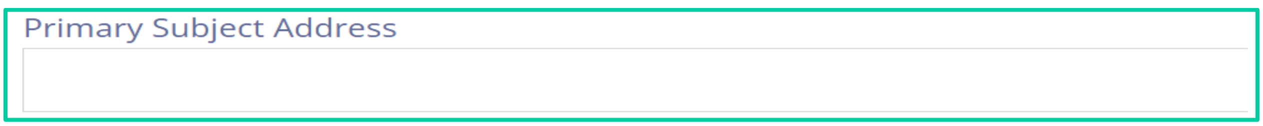


FIGURE 74: ADDRESS

15.3.10.1 Primary Subject City

Users can add the city of the address of the primary subject in this field.

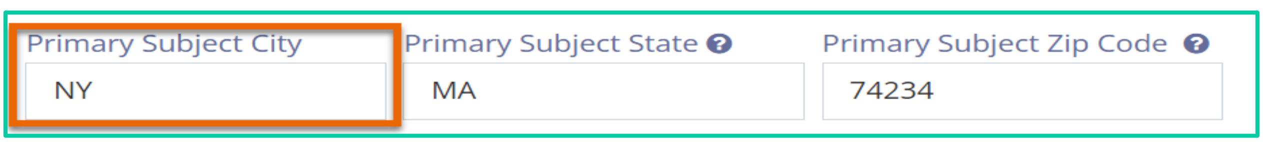


FIGURE 75: ADDRESS - CITY

15.3.10.2 Primary Subject State

State of the address for the primary subject will be provided in this field. For other countries, this can be different as per their locale.

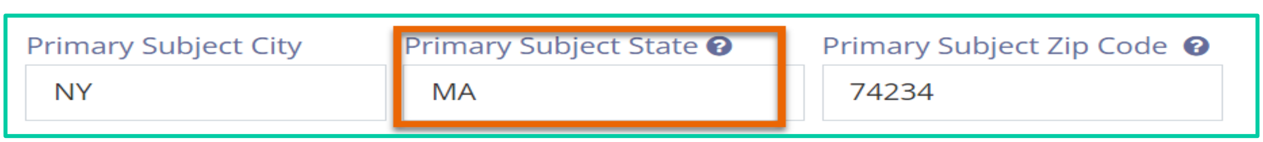


FIGURE 76: ADDRESS - STATE

15.3.10.3 Primary Subject Zip Code

The Zip Code of the address for the primary subject can be provided in this field.

FIGURE 77: ZIP CODE

15.3.11 Primary Subject Phone Number

Users can add the phone number for the primary subject in this field.

FIGURE 78: PHONE NUMBER

15.3.12 Primary Subject Email

Email for the primary subject can be provided in this field.

FIGURE 79: EMAIL

15.3.13 Primary Subject Tax ID

Tax ID for the primary subject can be provided in this field.

FIGURE 80: TAX ID

15.3.14 Primary Subject Suspect Checkbox

This checkbox will always be marked as true in the case of the primary subject, as it is understood that the primary subject against whom the case is created is suspect.

FIGURE 81: SUSPECT CHECKBOX

15.3.15 Primary Subject Notes

Users can add any notes about the primary subject in this field for further reference during proceedings.

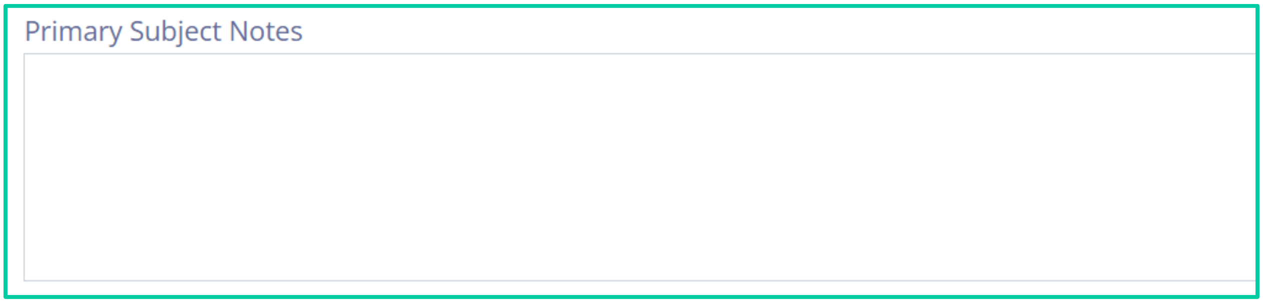


FIGURE 82: PRIMARY SUBJECT NOTES

15.4 Reporter Information

Where there is a case, there should be a reporter, so adhering to this practice, Case Manager™ also has the functionality to attach the Reporter with the case so that the case can be processed further. The reporter can be a Provider or member.

For each Reporter, there is unique information that the user must select so that the case can be adequately processed against the actual party involved in the case.

The following is the information which the user must provide for the Reporter.

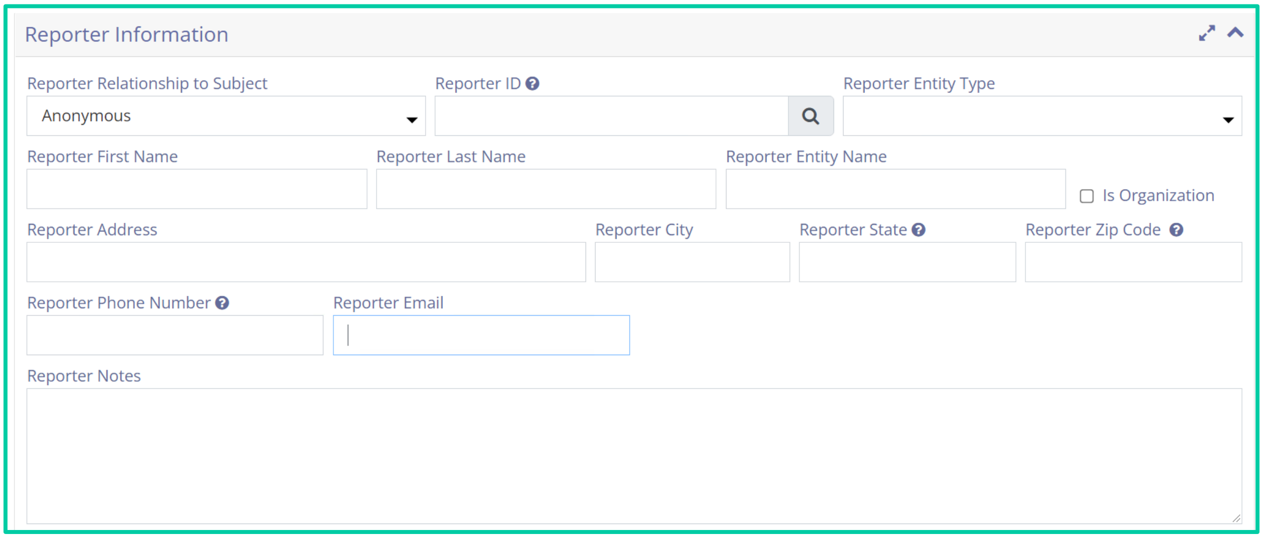


FIGURE 83: REPORTER INFORMATION

15.4.1 Reporter Relation to the Subject

User can select any option from the drop down list, which is configurable in the system, to provide the relation of the reporter with the primary subject of the case. This helps the investigator to analyze that how authentic the base of the case is going to be.

15.4.2 Reporter ID

Users can either input the Primary Subject manually if the reporter does not exist in any data source, or the User can search for the unique Reporter ID from this field. This Reporter ID is the Medicaid/Medicare ID of providers/members. When the user clicks on the field, the following pop-up will appear for user input.

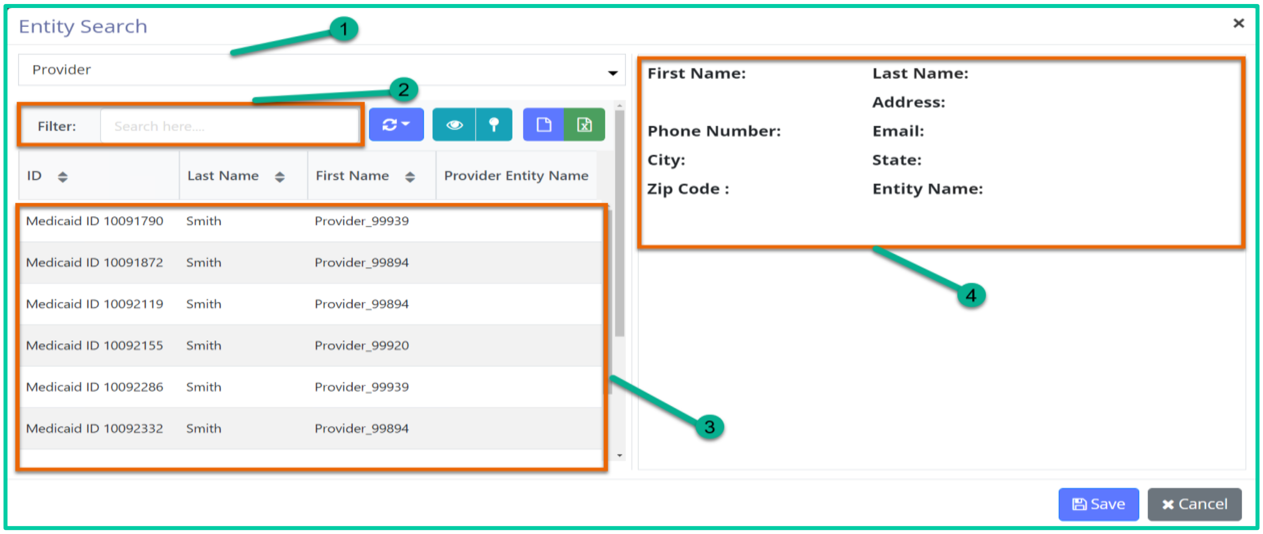


FIGURE 84: REPORTER ID

15.4.2.1 Reporter Type Selection

As said earlier, the Reporter can be either a Provider or a Member, so the user must select the reporter type first. When the user selects the Reporter type, the system will load the data below accordingly.

15.4.2.2 Reporter ID Filter

Users can filter the Reporter ID from this filter section, to quickly find the desired Reporter to associate with the case. The information available for filtration is ID, First Name, Last name, and Provider Entity Name.

15.4.2.3 Reporter Selection

Users can select any one Reporter from the list available. Users can click on the result and press the save button to attach it to the case.

15.4.2.4 Reporter Details

Once the user clicks on any result from the list, details about the selected Reporter will be populated for a quick view.

15.4.3 Reporter Entity Type

This field will also be auto populated if the user selects the Reporter from the existing data source through look-up functionality. But if the user manually inputs the Reporter ID, the user will select the entity type from this dropdown.

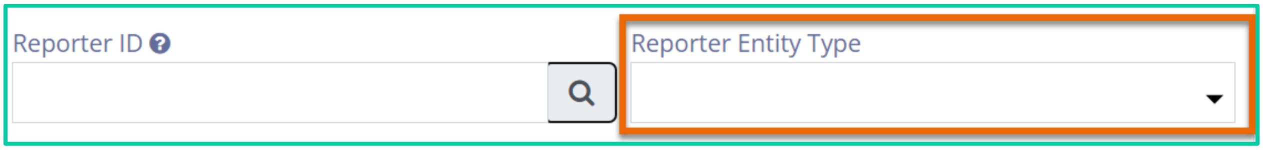


FIGURE 85: REPORTER ENTITY TYPE

15.4.4 Reporter First Name

This field auto-populates with the information about the first name, if the user selects the provider from the existing data source using lookup functionality. Otherwise, the user manually inputs this information.

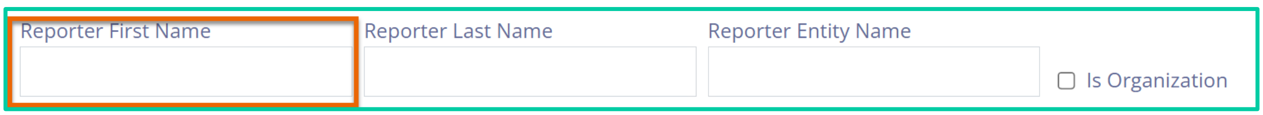


FIGURE 86: REPORTER FIRST NAME

15.4.5 Reporter Last Name

This field auto-populates with the information about the first name if the user selects the provider from the existing data source using lookup functionality. Otherwise, the user manually inputs this information.

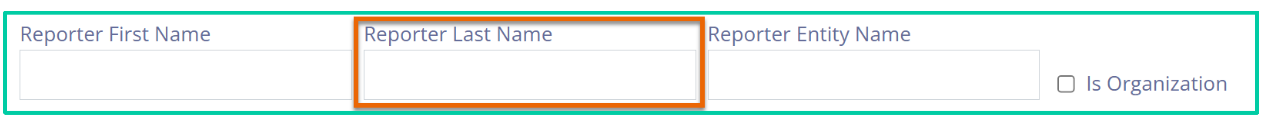


FIGURE 87: REPORTER LAST NAME

15.4.6 Reporter Entity Name

If the selected provider belongs to an entity, then the user will enter the entity name in this field so that it helps the investigator to narrow down the proceedings accordingly.

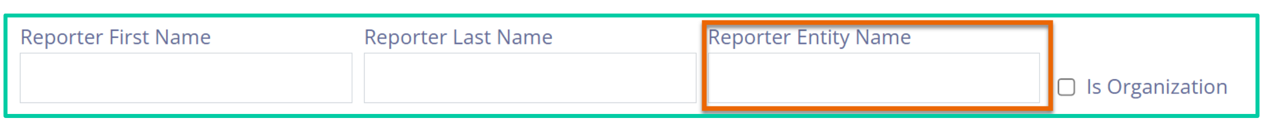


FIGURE 88: REPORTER ENTITY NAME

15.4.7 Reporter Organization Checkbox

Users can select this checkbox if the provider entity is an organization.

FIGURE 89: REPORTER ORGANIZATION CHECKBOX

15.4.8 Reporter Address

Users can add the detailed address of the Reporter attached with this case.

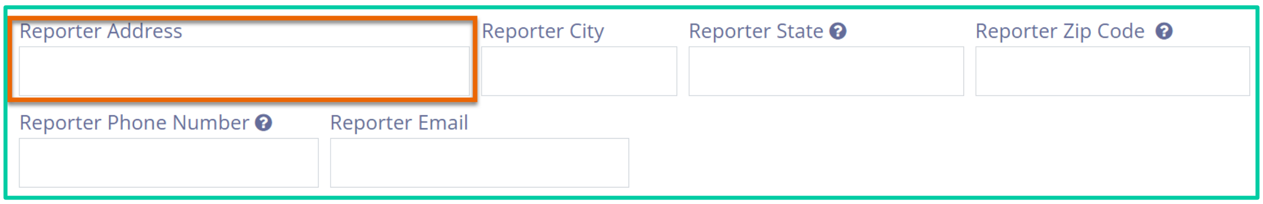


FIGURE 90: REPORTER ADDRESS

15.4.8.1 Reporter City

Users can add the city of the address for Reporter in this field.

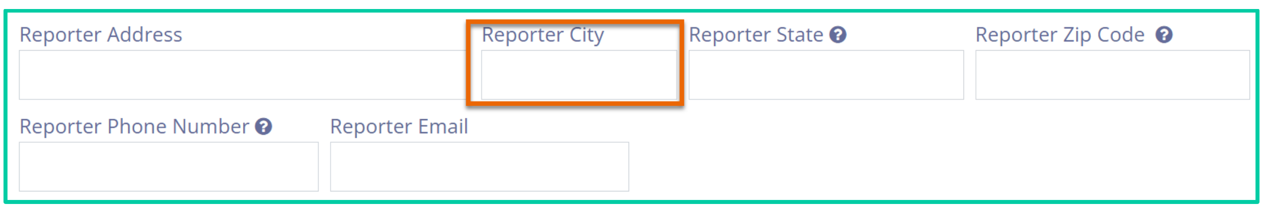


FIGURE 91: REPORTER ADDRESS - CITY

15.4.8.2 Reporter State

State of the address for the Reporter will be provided in this field.

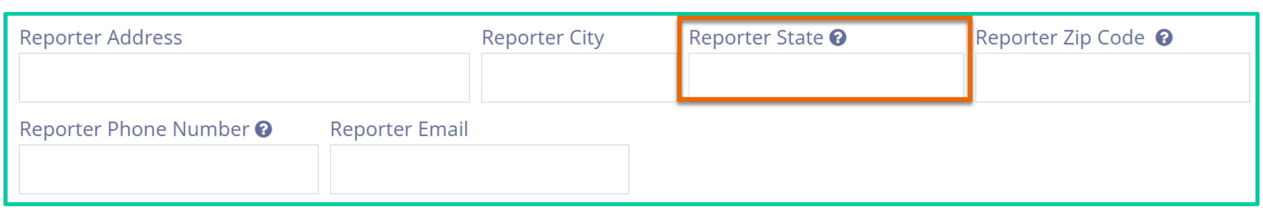


FIGURE 92: REPORTER ADDRESS - STATE

15.4.8.3 Reporter Zip Code

Users can add the Zip Code of the address for Reporter in this field.

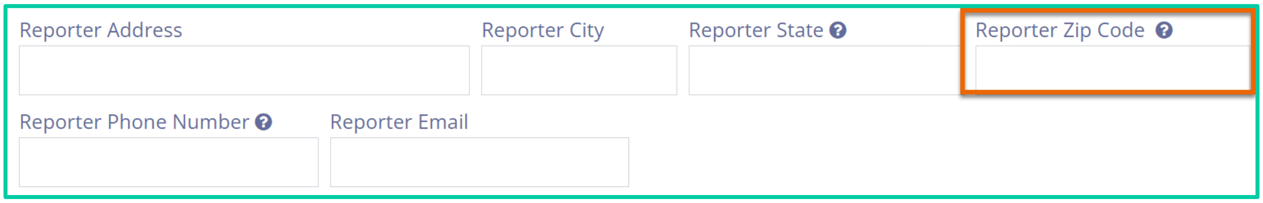


FIGURE 93: REPORTER ZIP CODE

15.4.9 Reporter Phone Number

The phone number for the Reporter will be provided in this field.

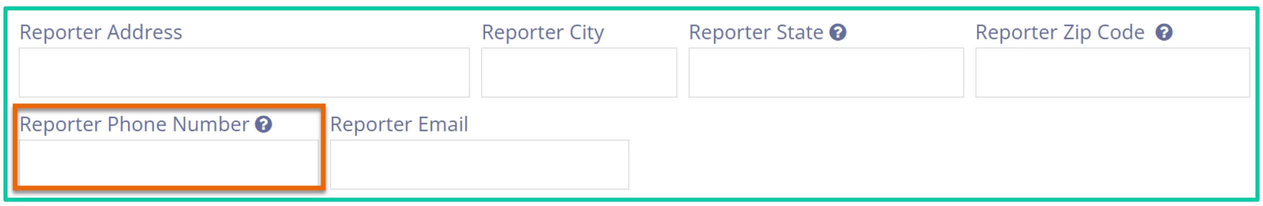


FIGURE 94: REPORTER PHONE NUMBER

15.4.10 Reporter Email

Email for Reporter will be provided in this field.

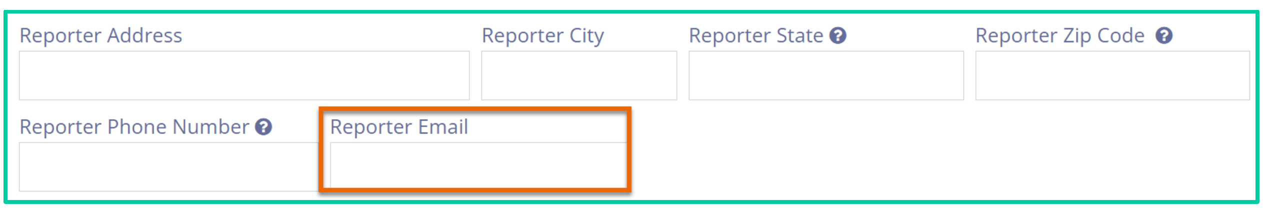


FIGURE 95: REPORTER EMAIL

15.4.11 Reporter Notes

Users can add any notes about the Reporter in this field for further reference during the process.

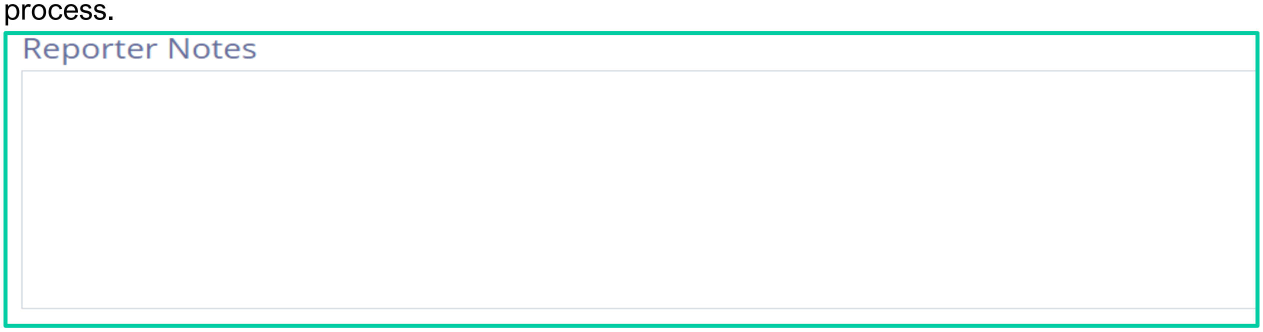


FIGURE 96: REPORTER NOTES

15.5 Associated Subjects

One or more secondary or associated subjects can be attached to the case. So, if the user desires to attach any associated subject, the user can attach from this section.

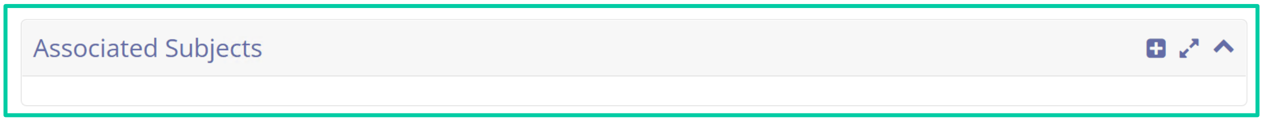


FIGURE 97: ASSOCIATED SUBJECT

To input the information of the associated subject, the user must click on the add button (plus sign), once the user presses the add button, the following information will be shown on the screen for the user to input.

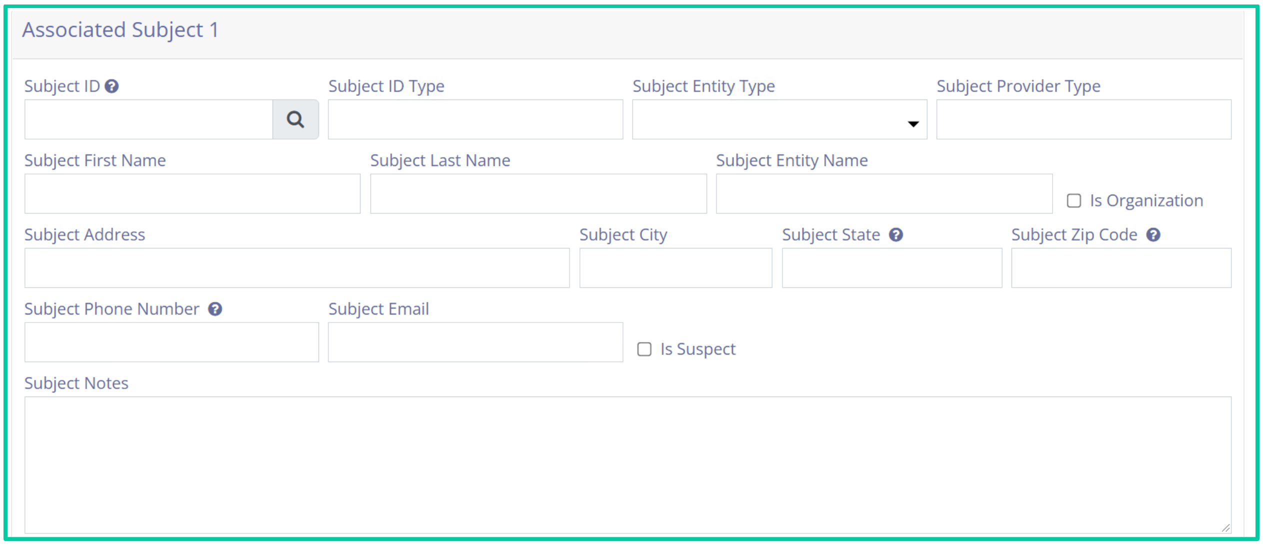


FIGURE 98: ADD ASSOCIATED SUBJECT

15.5.1 Associated Subject ID

Users can either input the Associated Subject ID Manually if the associated subject does not exist in any data source, or else the User can search for the unique subject ID from this field look function. This Subject ID is the Medicaid/Medicare ID of providers/members. When the user clicks on the field, the following pop-up appears for user input.

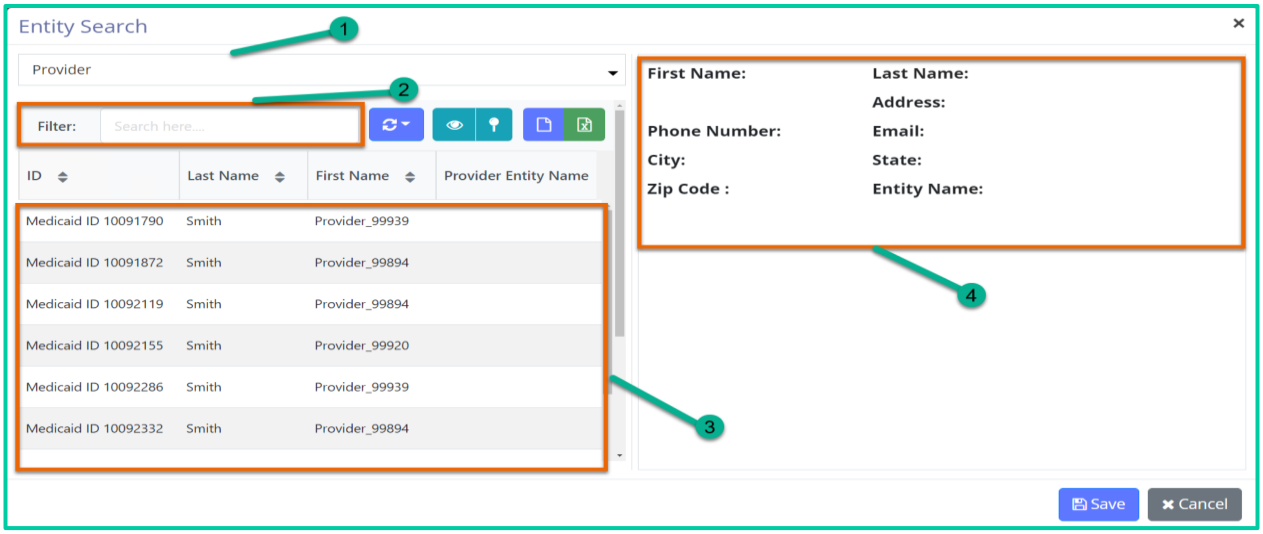


FIGURE 99: ASSOCIATED SUBJECT ID

15.5.1.1 Associated Subject Type Selection

As said earlier, the Subject can be either Provider or Member, so the user has to select the Subject type first. When the user selects the Subject type, the system will load the data below accordingly.

15.5.1.2 Associated Subject ID Filter

Users can filter the Subject ID from this filter section, to quickly find the desired subject ID to associate with the case. The information available for filtration is ID, First Name, Last Name, and Provider Entity Name.

15.5.1.3 Associated Subject Selection

Users can select any one Subject from the list available. Users can click on the result and press the save button to attach it to the case.

15.5.1.4 Associated Reporter Details

Once the user clicks on any result from the list, details about the selected Subject will be populated for a quick view.

15.5.2 Associated Subject ID Type

This field will auto-populate if the user searches the subject and selects it from the list. But if the user manually inputs the Subject, the user will select the ID from the list available, which is configurable in the system.

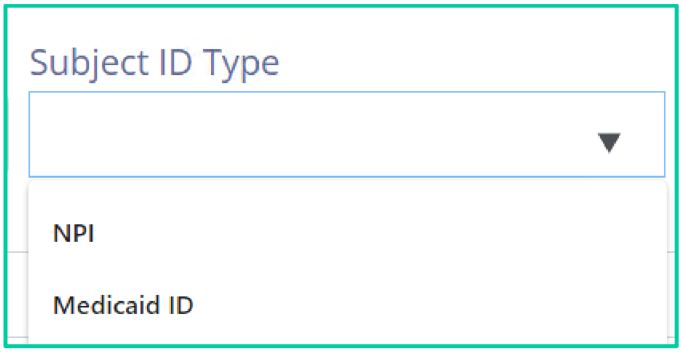


FIGURE 100: ASSOCIATED SUBJECT ID TYPE

15.5.3 Associated Subject Entity Type

This field also auto-populates if the user selects the Subject from the existing data source through look-up functionality. But if the user manually inputs the Subject ID, the user will select the entity type from this dropdown.

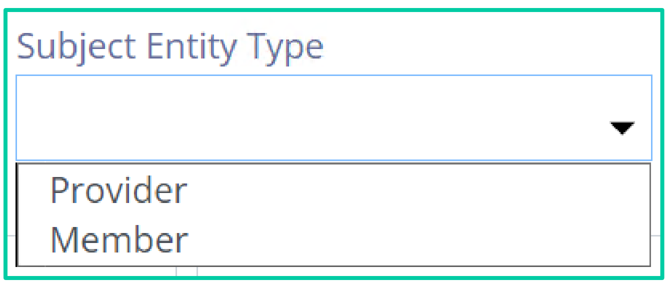


FIGURE 101: SUBJECT ENTITY TYPE

15.5.4 Associated Subject First Name

This field auto-populates with the information about the first name if the user selects the subject from the existing data source using look-up functionality. Otherwise, the user manually inputs this information.

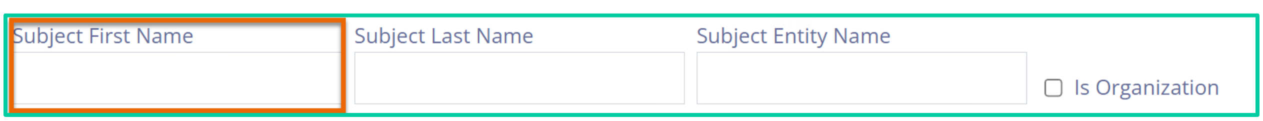


FIGURE 102: SUBJECT FIRST NAME

15.5.5 Associated Subject Last Name

This field auto-populates with the information about the last name if the user selects the provider from the existing data source using lookup functionality. Otherwise, the user manually inputs this information.

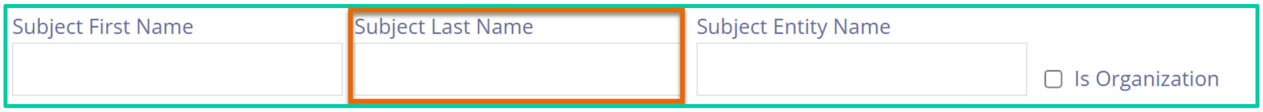


FIGURE 103: ASSOCIATED SUBJECT LAST NAME

15.5.6 Associated Subject Entity Name

If the selected provider belongs to an entity, then the user will enter the entity name in this field so that it helps the investigator to narrow down the proceedings accordingly.

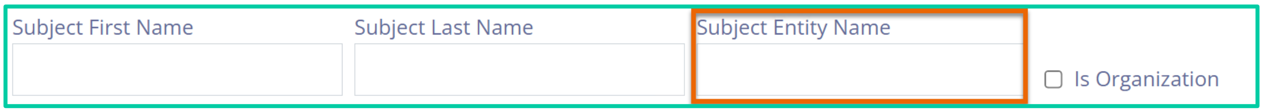


FIGURE 104: ASSOCIATED SUBJECT ENTITY NAME

15.5.7 Associated Subject Organization Checkbox

Users can select this checkbox if the provider entity is an organization.

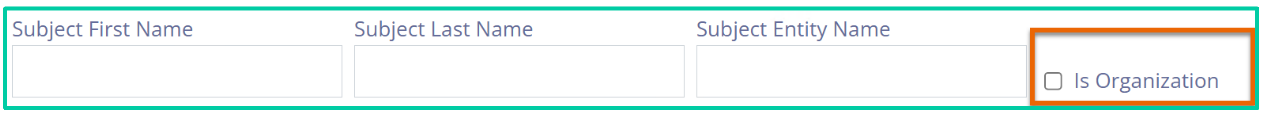


FIGURE 105: ASSOCIATED SUBJECT ORGANIZATION CHECKBOX

15.5.8 Associated Subject Address

Users can add the detailed address of the Associated Subject attached with this case.

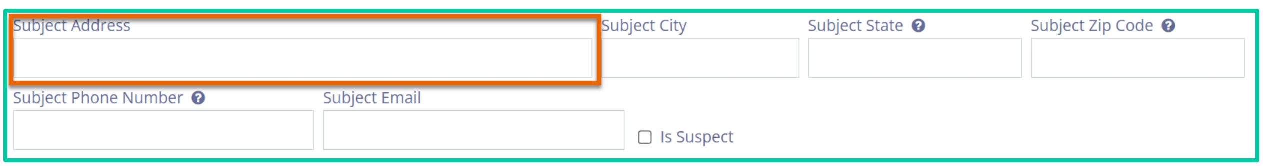


FIGURE 106: ASSOCIATED SUBJECT ADDRESS

15.5.8.1 Associated Subject City

City of the address for Associated Subject will be provided in this field.

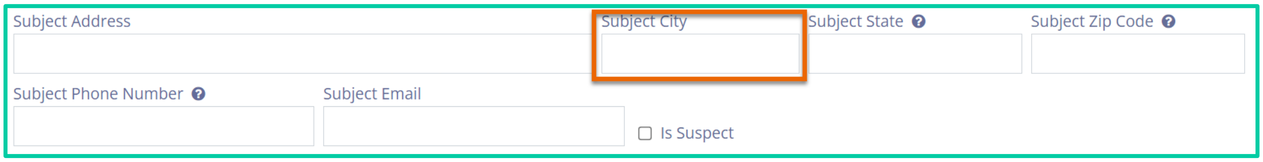


FIGURE 107: ASSOCIATED SUBJECT ADDRESS - CITY

15.5.8.2 Associated Subject State

State of the address for the associated subject will be provided in this field.

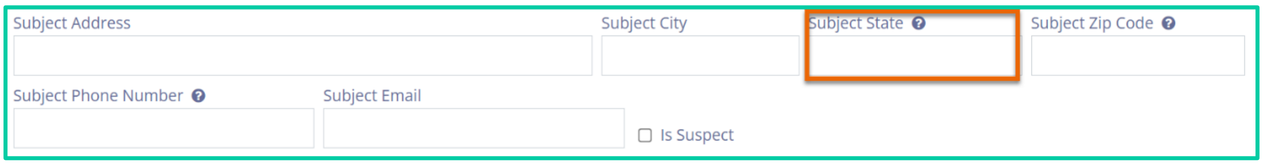


FIGURE 108: ASSOCIATED SUBJECT ADDRESS – STATE

15.5.8.3 Associated Subject Zip Code

Zip Code of the address for the associated subject will be provided in this field.

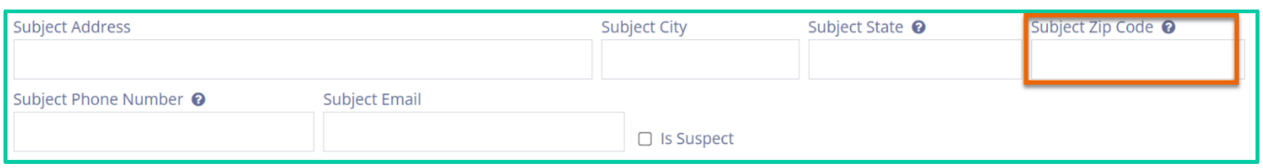


FIGURE 109: ASSOCIATED SUBJECT ZIP CODE

15.5.9 Associated Subject Phone Number

The phone number for Associated Subject can be provided in this field.

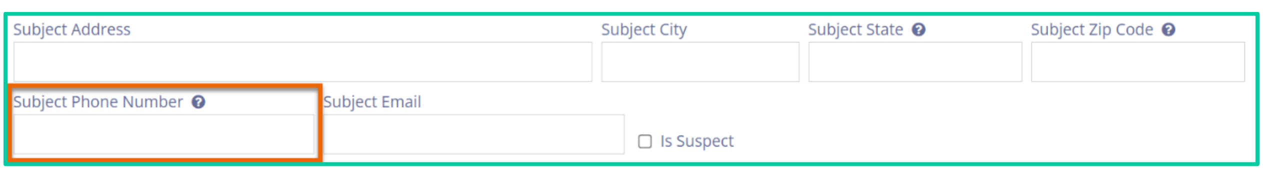


FIGURE 110: ASSOCIATED SUBJECT PHONE NUMBER

15.5.10 Associated Subject Email

Email for Associated Subject will be provided in this field.

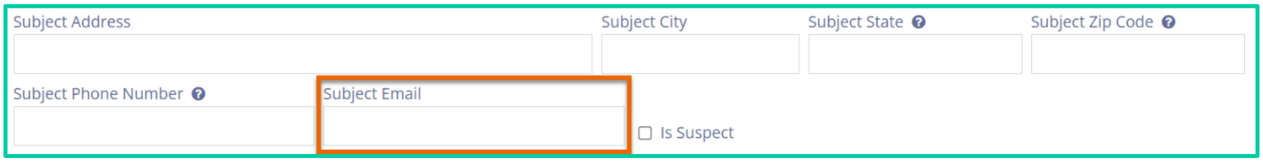
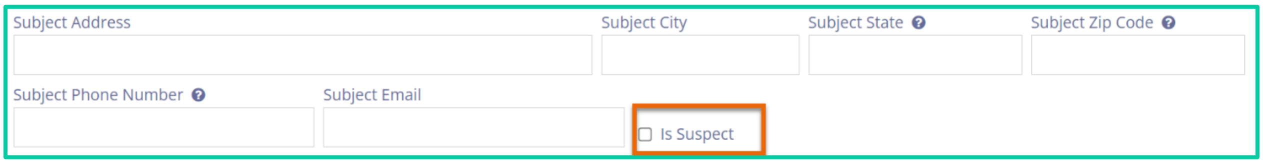


FIGURE 111: ASSOCIATED SUBJECT EMAIL

15.5.11 Associated Subject Suspect Checkbox

Users can mark this checkbox as true if they deem it appropriate to mark this user as a suspect.



15.5.12 Associated Subject Notes

Users can add any notes about the Reporter in this field for further reference during the process.

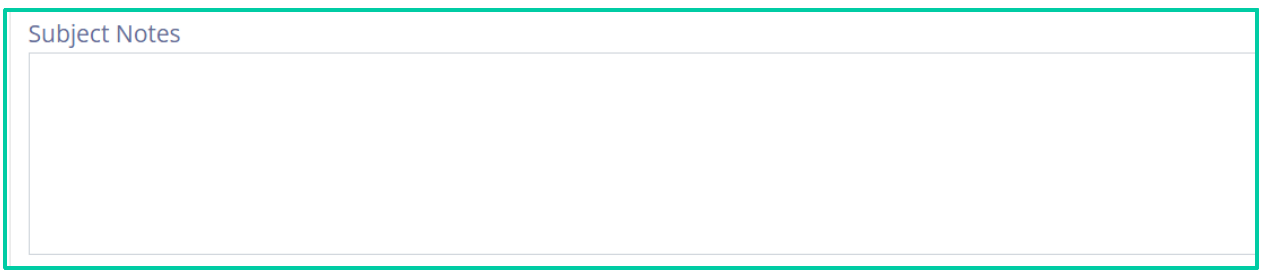


FIGURE 112: ASSOCIATED SUBJECT NOTES

15.6 Attachments

Users can attach any attachment related to the case from this section. The information already attached is shown on this screen, as below.

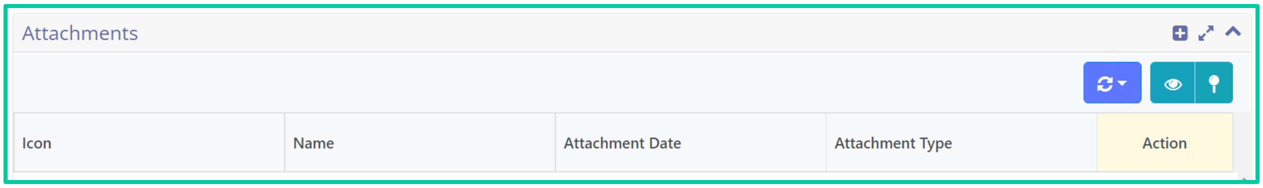


FIGURE 113: ATTACHMENTS OVERVIEW

If the user wants to add a new attachment, the user will click the add button; upon clicking, the following pop-up appears for user input.

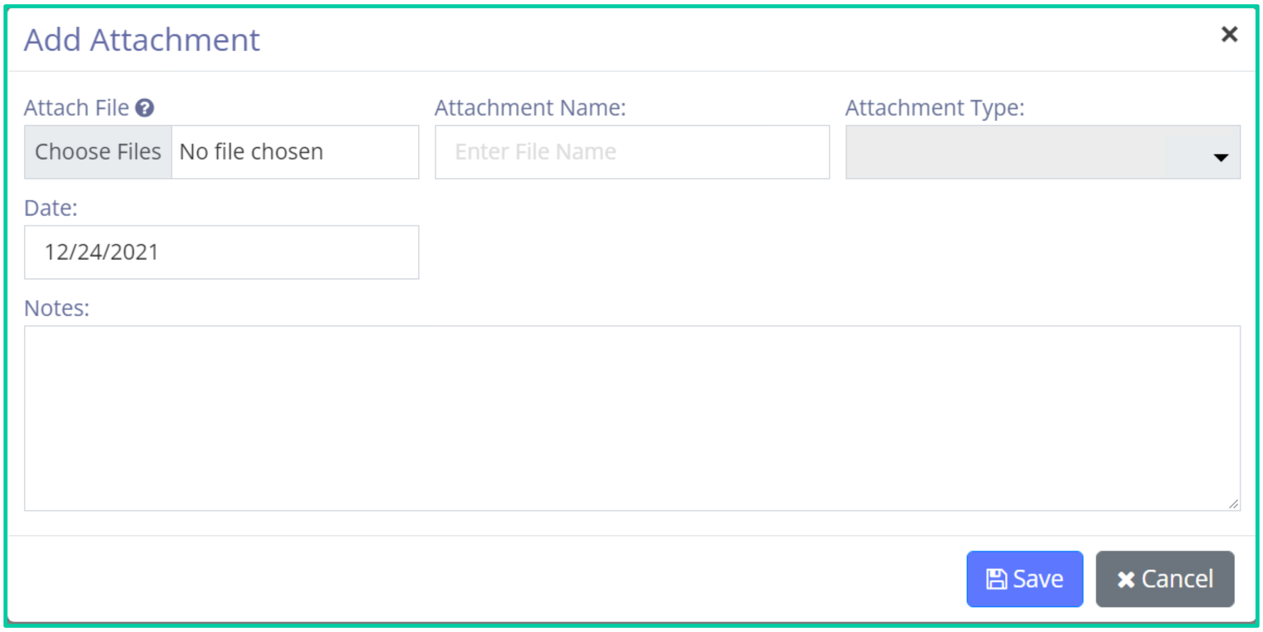


FIGURE 114: ADD ATTACHMENTS

15.6.1 Attach File

Users can choose the file for attachment here.

15.6.2 Attachment Name

Users can input the attachment name here.

15.6.3 Attachment Type

This will show the type of attachment.

15.6.4 Attachment Date

This will show the date of attachment upload; the user can change it to any desired date.

15.6.5 Attachment Notes

Users can input any notes about the uploaded attachment.

15.7 Brief/Summary

Users can add brief notes and add a summary about the cases in this section. There are no words limitations.

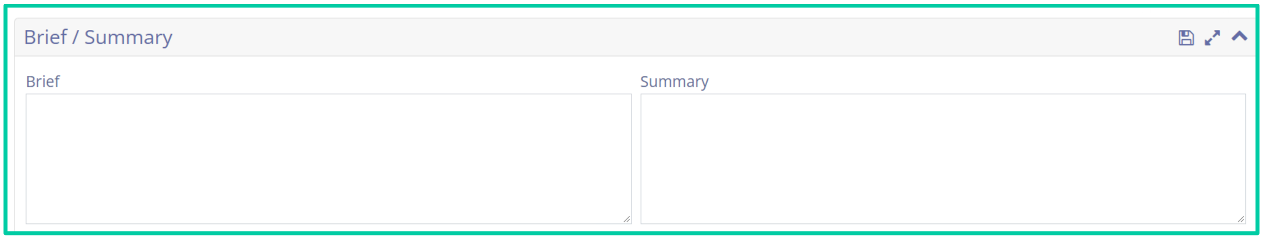


FIGURE 115: BRIEF/SUMMARY

Once notes and summary are added, the user must click the save button to save this content with the case.

15.8 Case Notes

Case notes are the section where the user(s) who works on the case can input their findings for further reference either for the author of the note or any other person working on the case at any stage.

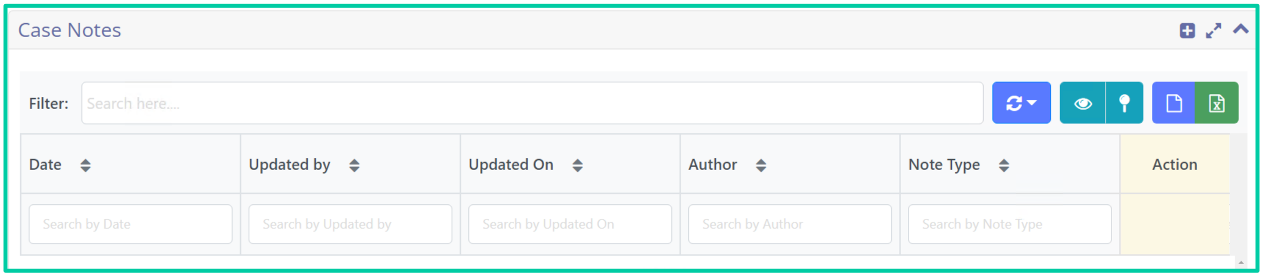
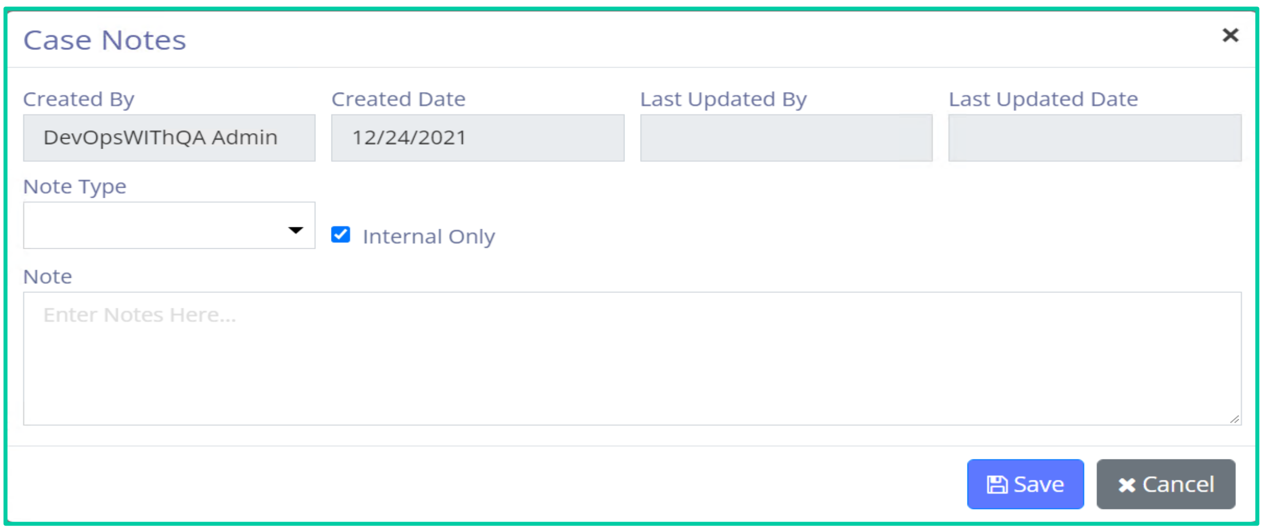


FIGURE 116: CASE NOTES - OVERVIEW

The overview section will give brief details about the case notes already created and attached with the case.

If the user wants to add a case note, the user can press the add button available in the header section. If the user clicks on the add button, the following pop-up will appear for user input.



15.8.1 Created By

This field auto-populates, showing the user's name currently logged in the application.

15.8.2 Create Date

This field auto-populates and shows the current system date.

15.9 Correspondences

All correspondence is available for the case; for example, if any reports were generated and sent for the case, any email sent regarding any event is available. Users can also attach a manual entry for the correspondence; the user can upload an external file in the system and name it. Manual entry for the correspondence is also available in the list.

In the given picture, since there is no correspondence done for the case, which is why there are no records available.

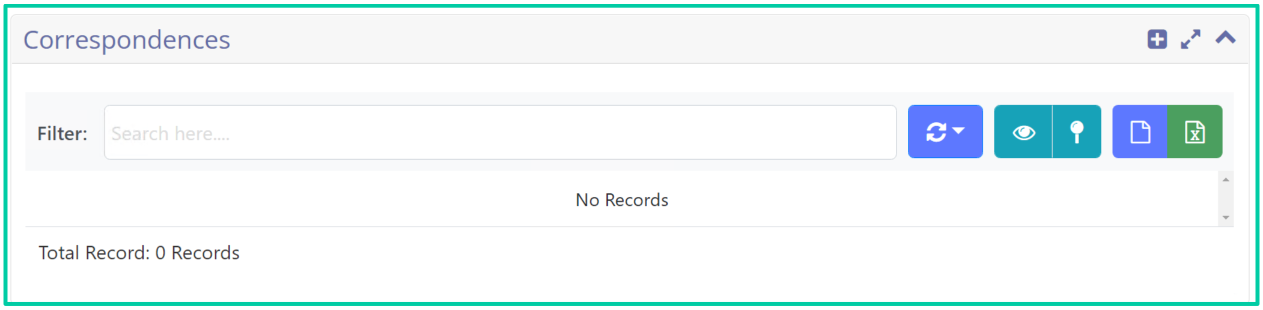


FIGURE 117: CORRESPONDENCE MAIN SCREEN

15.9.1 Add Correspondence

Users can add any correspondence manually by clicking the add button available, as highlighted below.

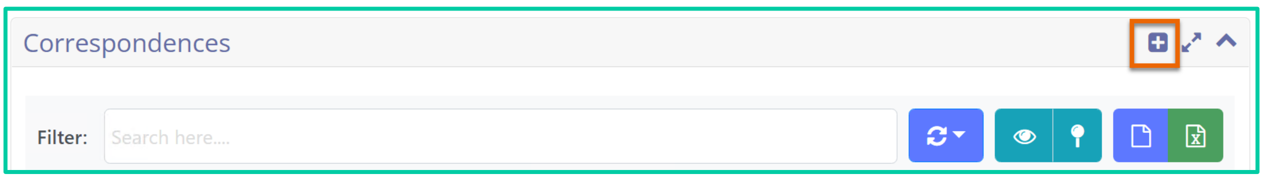


FIGURE 118: ADD CORRESPONDENCE BUTTON

When the user clicks on the add button, the following pop will be available for the user input.

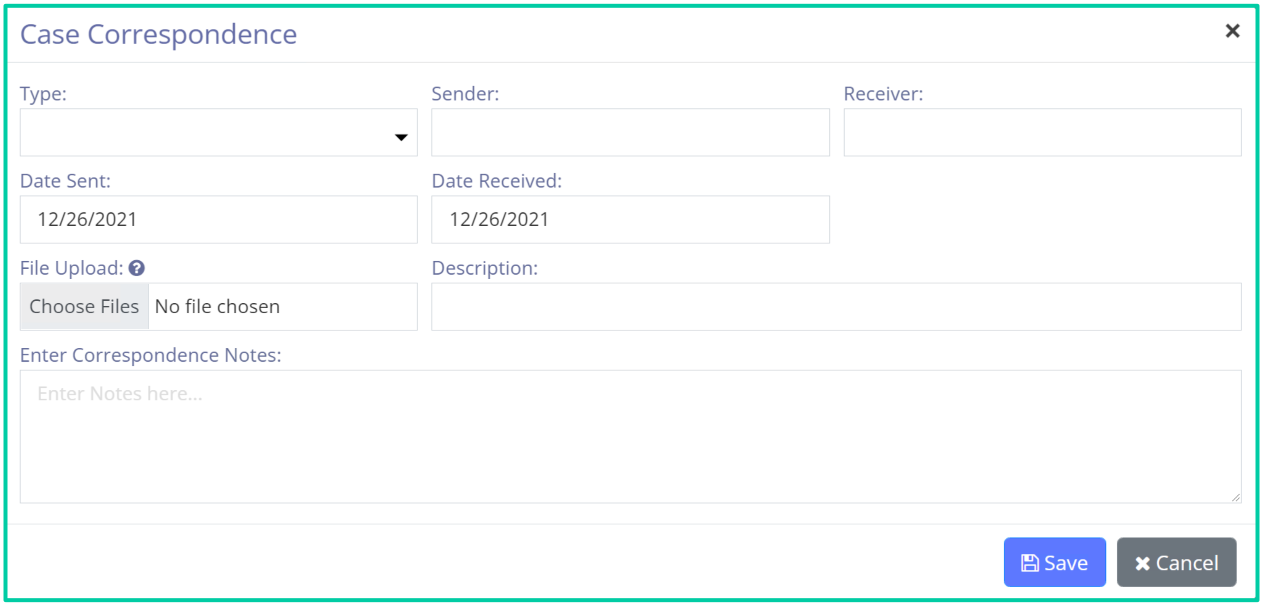


FIGURE 119: ADD CASE CORRESPONDENCE

15.9.1.1 Type

Users can select the type of correspondence from the list available in the dropdown.

15.9.1.2 Sender

Users can input the sender's information (name etc.) in this field.

15.9.1.3 Receiver

Users can input the receiver's information (name etc.) in this field.

15.9.1.4 Date Sent

Users can input the date on which the correspondence is made.

15.9.1.5 Date Received

Users can input the date at which the correspondence is received.

15.9.1.6 File Upload

Users can upload the file of correspondence in this field.

15.9.1.7 Correspondence Notes

Users can add notes for the correspondence in this field.

15.9.2 Last Updated By

This will show the date on which any user updated this note.

15.9.3 Note Type

There can be multiple note types, configurable in the system. When creating case notes, users can attach any of the note types with the case note.

15.9.4 Internal Only Checkbox

If this checkbox is true, then this case note will only be visible to the current user creating the case note, and it will not be visible to the other people working on the case.

15.10 Findings

Case Manager™ has a Findings section within the Case File that allows users to add case findings in the application. This section has three input fields (drop downs):

1. Primary Allegation: Selectable values will be pulled from the Case Header Primary Allegation field.
2. Secondary Allegation: Selectable values will be pulled from the Case Header Secondary Allegation field.
3. Outcome: Values for this fields are as follows:
   i. Substantiated
   ii. Unsubstantiated
   iii. Inconclusive

User can mark any of the findings as a primary finding. User can also add the 'Basis of Findings' in the available text box. Upon adding a finding, the system shows the details in the grid.

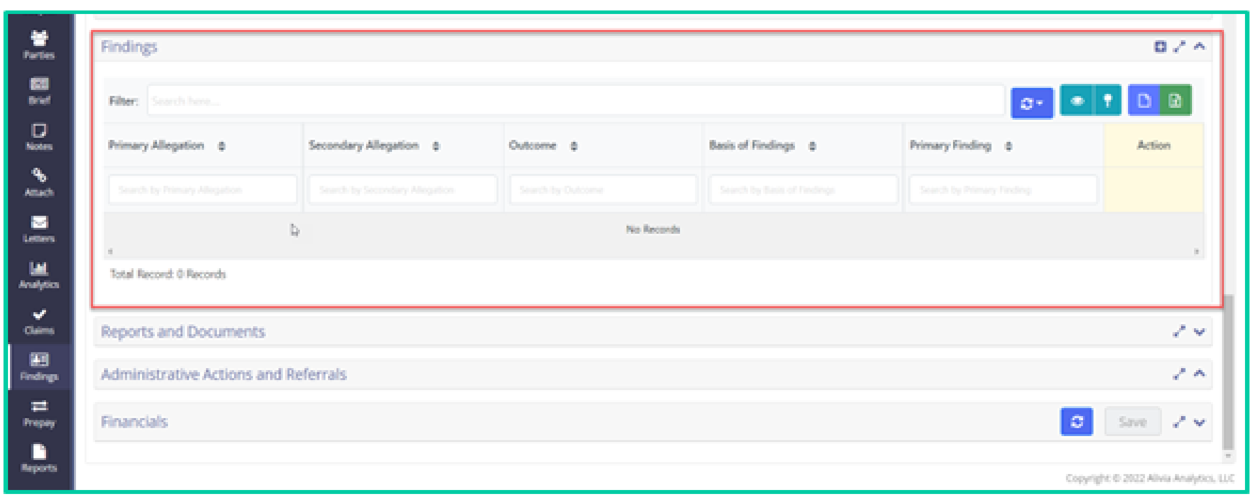


FIGURE 120: FINDINGS SECTION

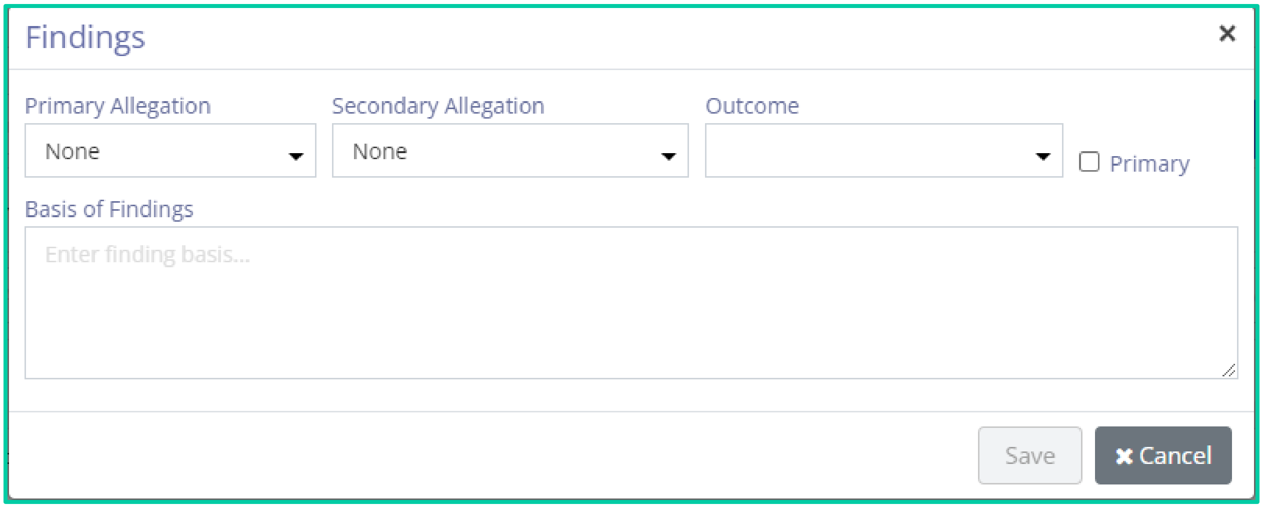


FIGURE 121: FINDINGS CONFIGURATION

15.10.1 Note

In this field, the user can input a detailed note about the case.

Once the user is done with all the stuff above, the user needs to click the save button to save the note with the case.

16 CLAIMS OVERVIEW

Claims are like a backbone to any case, as there is no standing of the case without claims. So, Case Manager™ supports attaching claims with the case. Claims are stored in a data source, primarily imported from the FWA Finder™. Claims can be attached only after the user creates a case, inputs the essential information, and saves the case.

There are three stages of claims configuration and selection for the recovery further.

16.1 Configure Claim Source

At this stage, the data source containing the claims against the primary subject is attached to the case.

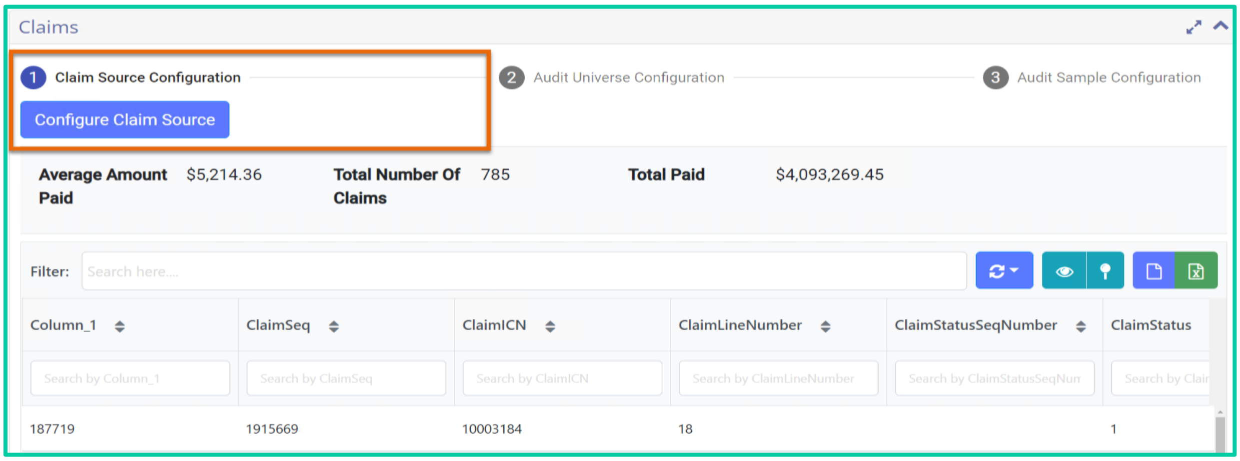


FIGURE F: CONFIGURE CLAIM SOURCE - OVERVIEW

For configuring the data source with the case, the user needs to click the Configure Claim Source button available at the 1st stage. The following popup will appear for the user input on clicking this button.

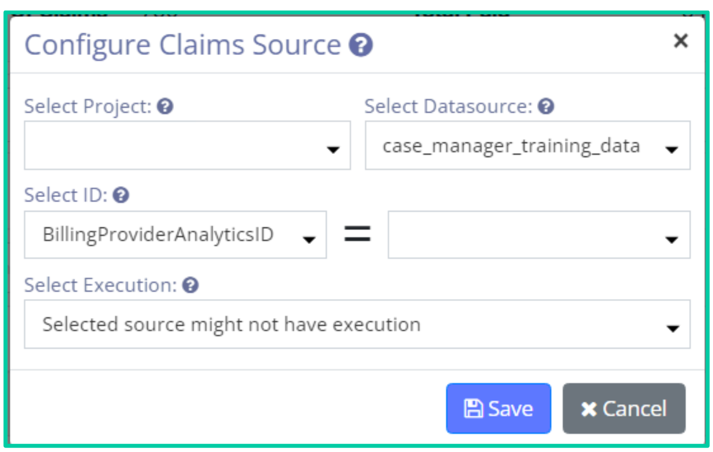


FIGURE 122: CONFIGURE CLAIMS SOURCE

16.1.1 Select Project

While configuring any data source, the user must first select the relevant project under which the desired data source is created. This field will show a drop-down list of all the projects created in the system, and the user can select any one project the user selects the project; the system narrows down the data source to only this project.

FIGURE 123: SELECT PROJECT

16.1.2 Select Data Source

When the user selects the project, the system will narrow down the data sources list and only show the list of the data sources created in the selected project. Users will select any data source from the list.

Selecting a correct data source is crucial as the claims attached to the case will come from the selected data source.

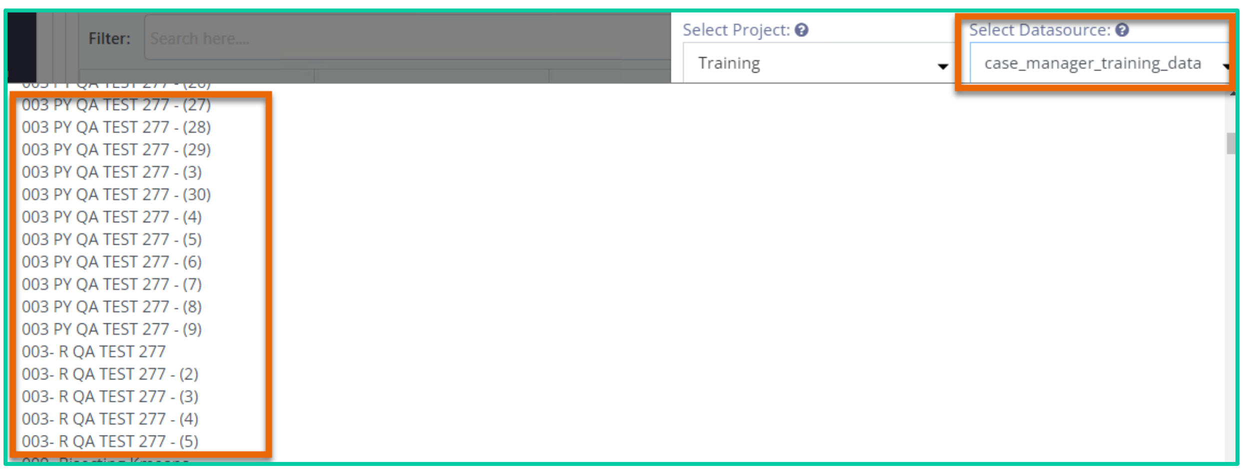


FIGURE 124: SELECT DATA SOURCE

16.1.3 Select ID

When the user selects any data source, all the data source columns will be listed in this field. Users can select any column name, and the system will assume the value of that column as a unique ID to identify the provider/member attached with that claim.

The system assumes the selected column as a unique ID to distinguish the provider/member as appropriate.

In the further step, we will see how this unique ID is mapped with the unique ID of the primary subject associated with the case. Once the user selects any column as an ID, the next step is to map it with the primary subject ID, so that all the claims that have the primary subject ID mapped with the selected ID can be attached with the case.

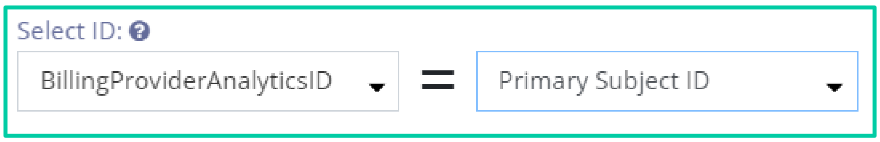


Figure 125: Select ID

16.1.4 Select Execution

Executions are configured in the FWA Finder™ Scheduler module where a particular execution ID is assigned for each execution, so if the data source attached in the above step is created through the Process Scheduler in the FWA Finder™, then the data source will have the column of execution ID against which there will be some values.

This field auto-populates when the process scheduler data source is attached as a claim source and has the value against the execution ID.

Once the user configures any data source and maps the execution ID, the user must save the information to attach the specific claims in that data source to the case.

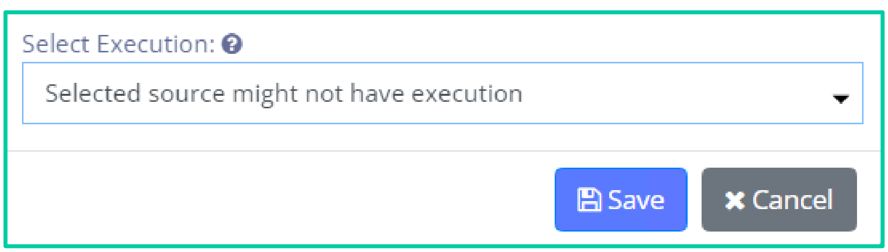


Figure 126: Select Execution

16.1.5 Configured Claims Source

Once the user configures any claims source through an above-defined process. The main overview screen will be updated, and the updated information will be shown for the user's quick reference.

The following information is displayed.

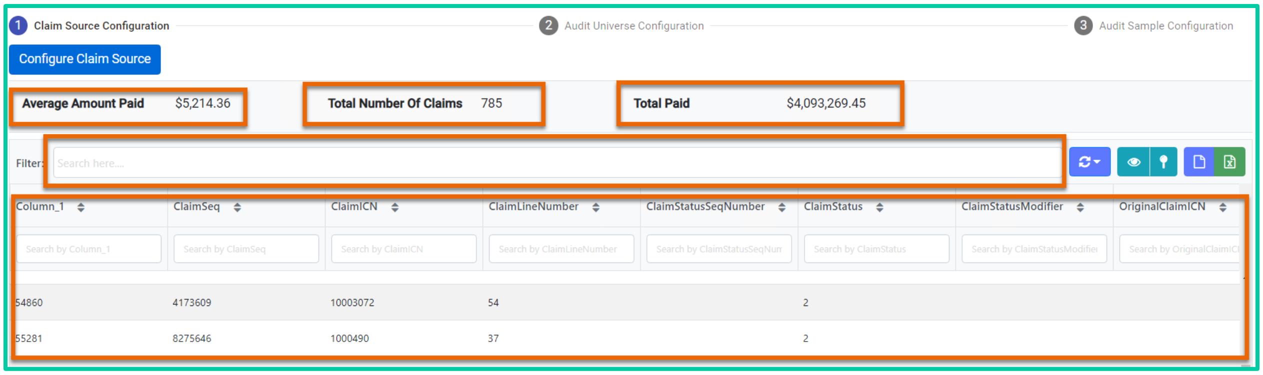


FIGURE 127: CONFIGURE CLAIM SOURCE

- Average Amount Paid: This will be the average amount of all claims attached under a data source.
- Total Number of Claims: This will count the total number of claims attached and show the total count here.
- Total Paid: This shows the complete sum of all claims.
- Details of the claims under the configured claim source.
- Filter for quick search of the claims.

16.2 Audit Universe Overview

This is the 2nd stage of configuring and attaching claims to the case, this stage only allows to proceed if the previous stage, i.e., 'Stage 1 – Configure Claim Source', is completed.

How do you know whether the source of the claims is successfully configured or not? It's simple, if all of the following information appears on the claim source configuration screen, then the user is good enough to move to the 2nd stage.

- Average Amount Paid: This will be the average amount of all claims attached under a data source.
- Total Number of Claims: This will count the total number of claims attached and show the total count here.
- Total Paid: This will show the complete sum of all the claims amounts.
- Details of the claims under the configured claim source.
- Filter for quick search of the claims.

Audit Universe configuration is narrowing down the claims data, as the source of the claim can have claims data that may be redundant for the current probe. So, the user needs to narrow down the data so that only relevant data can be focused for further proceedings.

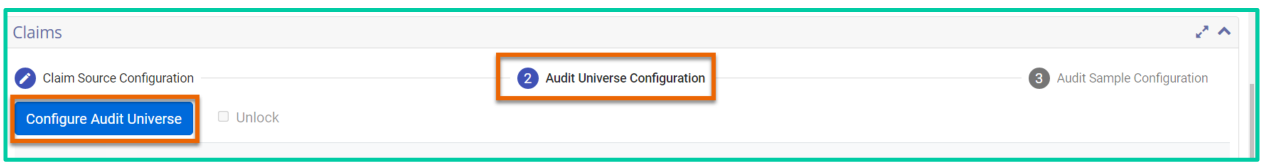


FIGURE 128: CONFIGURE AUDIT UNIVERSE – OVERVIEW

If the audit universe is already configured, the columns will only show the rows of data that match the universe configuration criteria.

16.3 Configure Audit Universe

Users can configure the audit universe by clicking the ‘Configure Audit Universe’ button; when the user clicks this button, the following pop-up appears for user input.

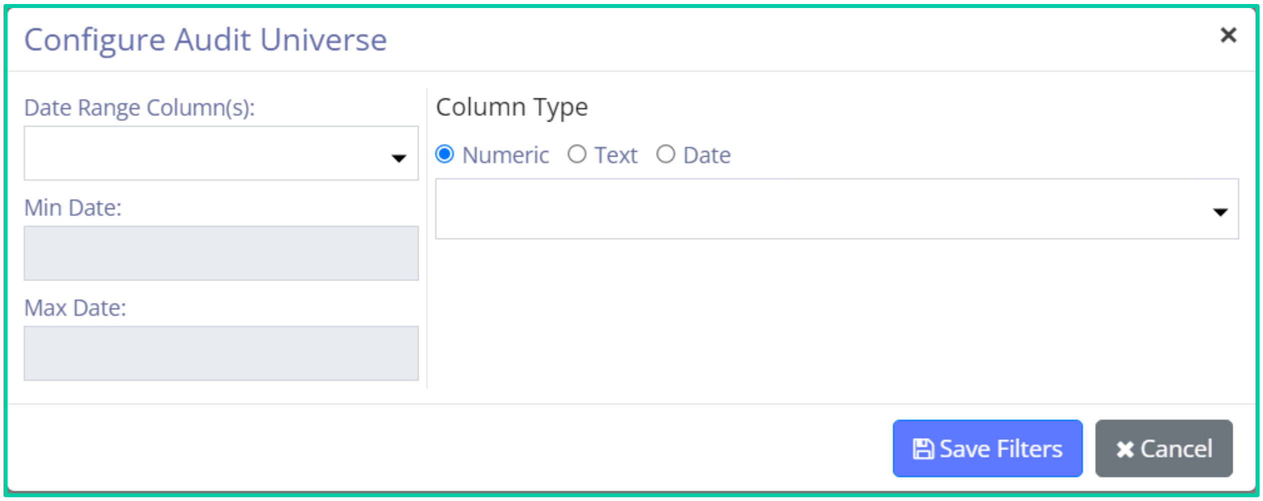


FIGURE 129: CONFIGURE AUDIT UNIVERSE

Users can narrow down the data through multiple ways, such as:

- Users can limit the data through date range
- Users can select specific columns and apply value range filters to extract the relevant claims data.

16.3.1 Date Range Columns

This will list all the columns which have the dates inside them. The following are some examples for the date columns of the data source selected as the source of the claim.

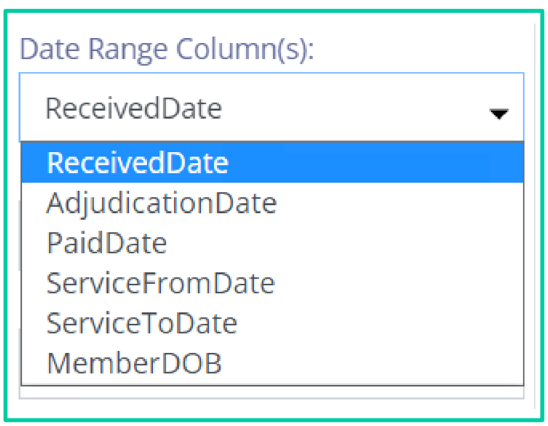


FIGURE 130: DATE RANGE COLUMNS

When the user selects any available column option, the system will ask about the date range, as discussed later.

16.3.2 Minimum Date

User can input the start date in this field from where the user desires to start fetching the claims from the large data set.

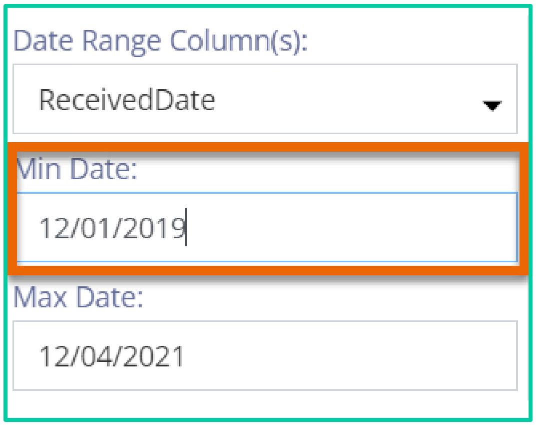


FIGURE 131: MINIMUM DATE

16.3.3 Maximum Date

User can input the end date (the date till the user desires to fetch the data) in this field to start fetching the claims from the large data set.

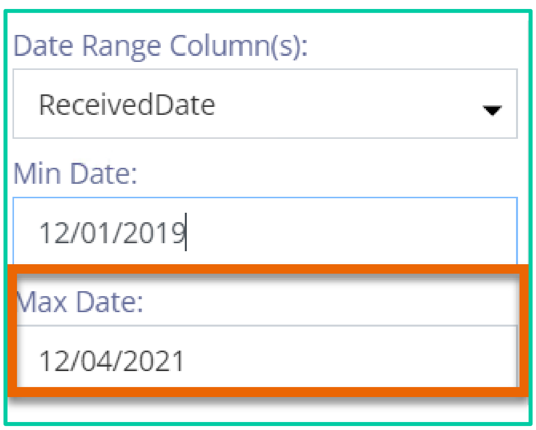


FIGURE 132: MAXIMUM DATE

16.3.4 Column Type

Users can narrow down data by selecting some columns and applying the value range filters. This option will allow the user to see and select multiple types of columns. The system has listed all the available columns under that column category in each type. The user can select any column and apply the value range filter to further narrow down the claims data.

The following column types are available for the user to select the relevant columns to apply filters.

FIGURE 133: COLUMN TYPE

When the user selects any column, the system will show the value range filter for numeric columns in the following way, where the user can either use the bar to define the range or else the user can manually enter the values in the values fields.

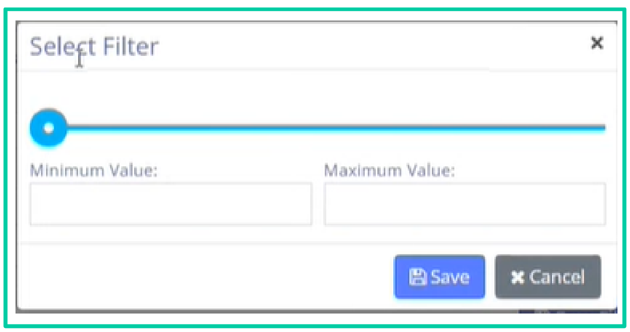


FIGURE 134: VALUE FILTER

16.3.5 Configured Audit Universe

Once the user is done with all the configurations discussed above, the system will show only selected claims in the universe. The total number of claims under universe is also demonstrated for the user's quick reference.

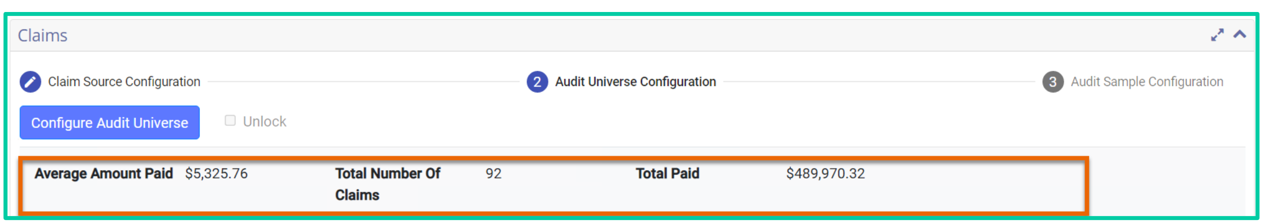


FIGURE 135: CONFIGURED AUDIT UNIVERSE

16.3.6 Lock/Unlock Audit Universe

Lock or unlock functionality is a shield for the user to protect the actions performed while configuring the Universe or the next step, because if the universe is not locked. If the user changes any configuration at the claims source level, then the actions performed while configuring the universe will be lost.

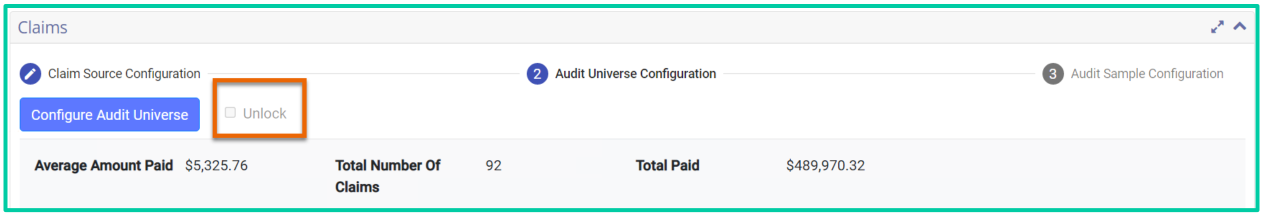


FIGURE 136: LOCK/UNLOCK AUDIT UNIVERSE

16.4 Audit Sample Overview

This is 3rd stage of configuring and attaching claims with the case; this stage will only be workable if the previous stage, i.e., 'Stage 2 – Configure Audit Universe' is completed.

How do you know whether the Audit Universe is successfully configured or not? It's simple, if all of the following information appears on the Audit Universe screen, then the user is good enough to move to the 3rd stage.

- Average Amount Paid:
- Total Number of Claims:
- Total Paid:
- Details of the claims under the configured audit universe.
- Filter for quick search of the claims.

An Audit Sample configuration is narrowing down the claim's Universe data, as auditing the whole universe might not be economical for the company, so they need to narrow down their focus to just audit the sample claims so that an opinion can be derived for the universe based on the results from the sample.

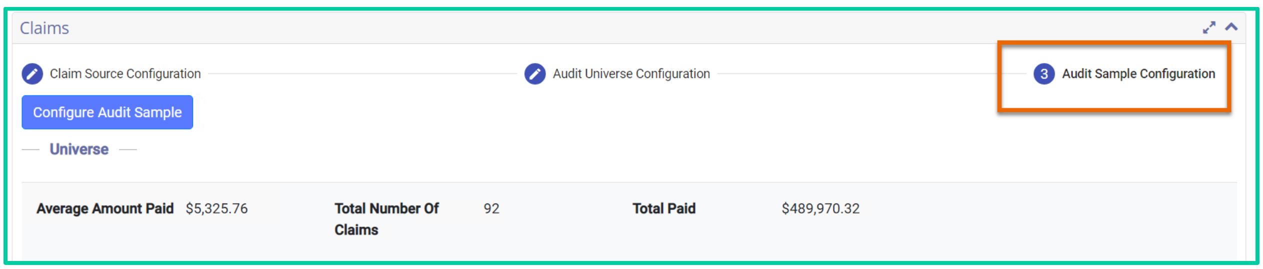


FIGURE 137: CONFIGURE AUDIT SAMPLE – OVERVIEW

If the audit sample is already configured, then the columns will only show the rows of data that match the sample configuration criteria.

16.5 Configure Audit Sample

Users can click on the 'Configure Audit Sample' button as highlighted below to perform the further configurations.

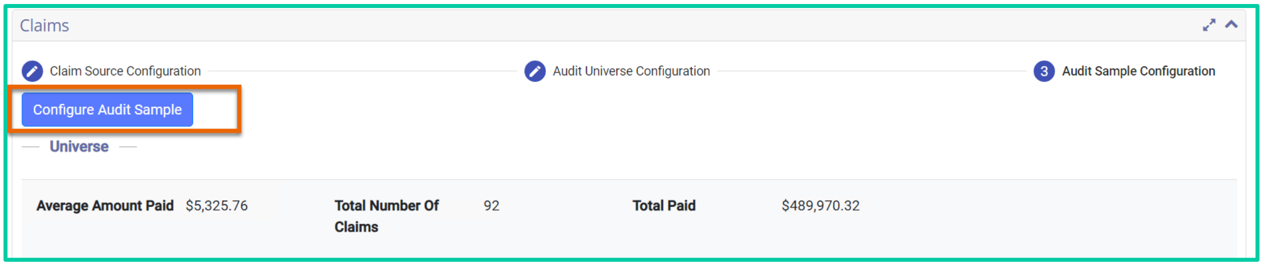


FIGURE 138: CONFIGURE AUDIT SAMPLE BUTTON

When the user clicks this button, the following pop-up will appear for user input.

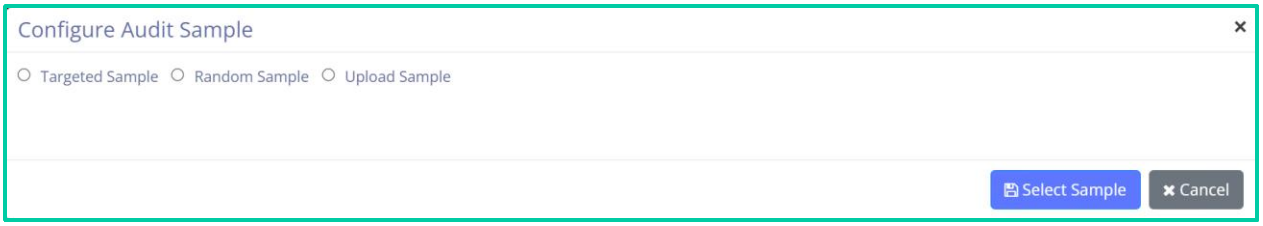


FIGURE 139: AUDIT SAMPLE TYPE SELECTION

The system provides three options to select the audit sample, user can choose any to select the audit sample. All three options are discussed in later sections.

16.5.1 Targeted Sample

When the user selects the targeted sample option, the system allows the user to pick any claims from the universe, user can simply mark the checkbox as true for any claim user desires to select. When the user selects the claim, the system attaches it with the audit sample.

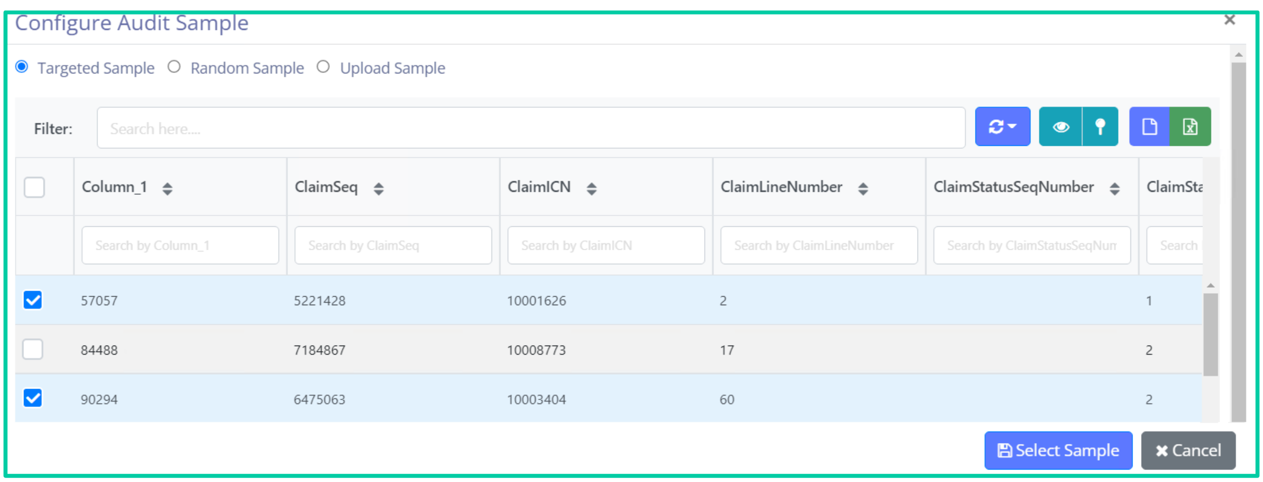


FIGURE 140: TARGETED SAMPLE

Once the user selects the desired claims from the list, the user needs to click the save filters button to save the claims as an audit sample.

16.5.2 Random Sample

When the user selects a Random sample as the audit sample selection option, the system allows the user to upload the file containing the random ID for claims.

As in the USA, there is a standard for random selection, known as RAT-STATS, so the user can use that scheme to generate the random IDs and upload that file in this screen, and Case Manager™ will match the IDs in the uploaded file with the claims available in the universe. If found, it will select those claims for the audit sample.

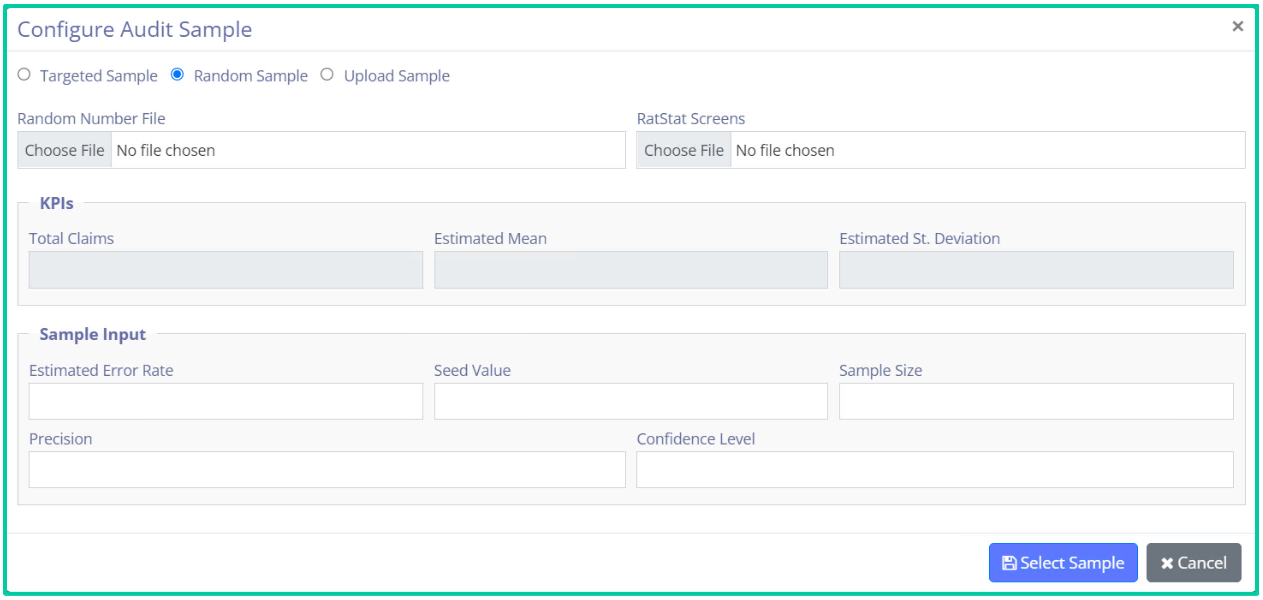


FIGURE 141: RANDOM SAMPLE

16.5.2.1 Simple Random Sample with SEED Function

Users can input a seed value or use the system generated seed value to reproduce a sample. Now the system has one more option *(checkbox)* under the 'Random Sample' radio button available in the Configure Audit Sample screen titled 'Simple Random Sample' with two fields available for the 'Simple Random Sample' checkbox, as follows:

1. Top (Results) – This generates the specified number of results from the data source. The default value is '100' and the maximum value allowed is '999999'.
2. Seed Value: This value is used as a seed value for the sample generation and reproduction.

The user can select the checkbox and input in the above fields. The system also generates and displays the six-digit random number, by default but the user is allowed to edit the value.

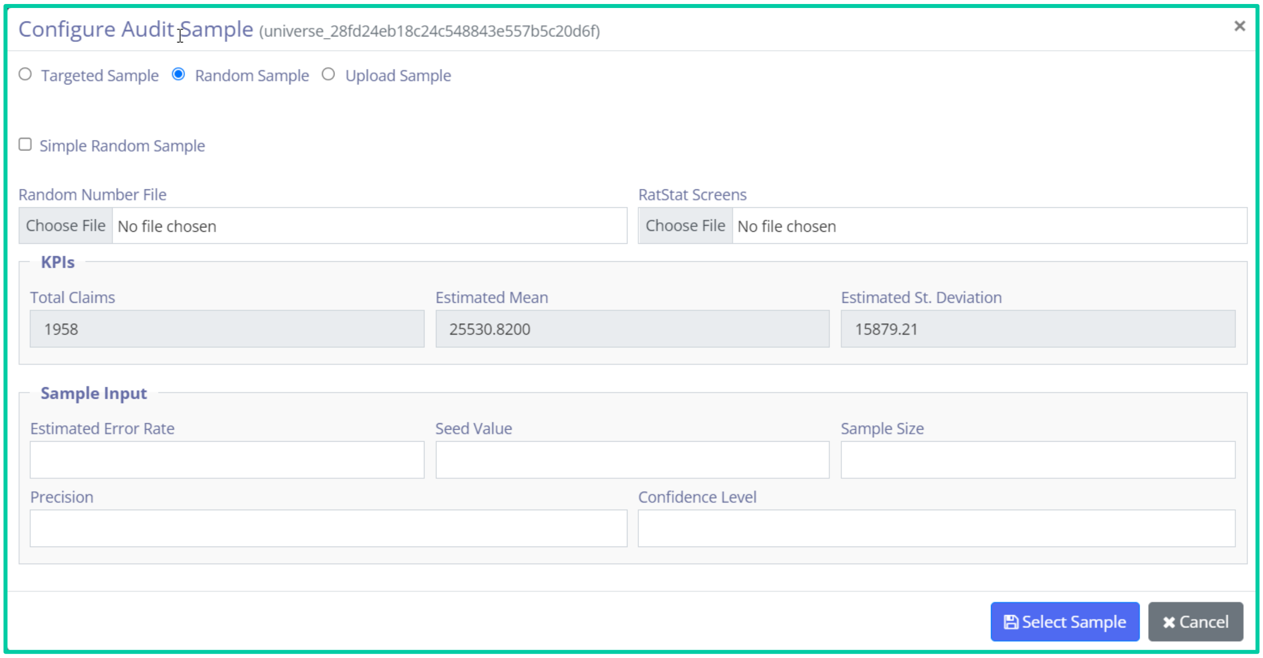


FIGURE 142: SIMPLE RANDOM SAMPLE

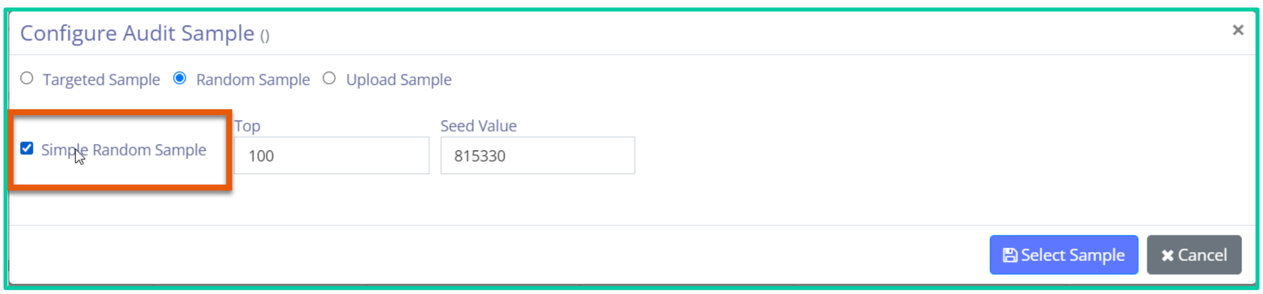


FIGURE 143: SIMPLE RANDOM SAMPLE CHECKBOX

16.5.2.2 Random Number File

Users can upload the RAT-STATS or any other scheme file in this field to allow the system to select the audit sample from the universe based on these random IDs provided in the file.

16.5.2.3 Rat Stats Screen

Users can upload the screenshot of the Rat Stats screen here as well.

16.5.2.4 KPIs

All the information under this head is system-generated information users are not allowed to edit it.

16.5.2.5 Sample Input

The input for this section is required from the data scientist of the organization. They define the confidence level, error rate, sample size, to provide information regarding the sample selection through random selection.

16.5.3 Upload Sample

Users can also upload any file in the system to input the claims IDs, and upon upload, the system will match those IDs with the IDs available in the universe and select the audit sample.

16.5.4 Configured Sample

When the user selects the sample by any of the three methods explained in the previous section, the system will update the sample information on the Audit Sample Configuration Screen.

Now the screen will also show the data for the sample selected along with the universe's data, as shown below.

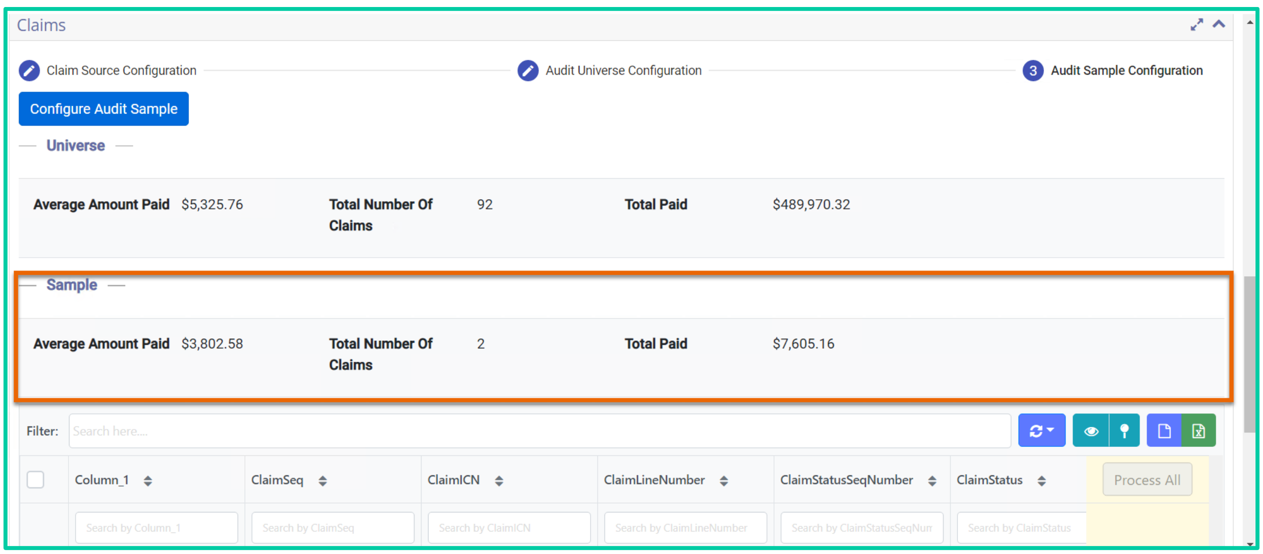


FIGURE 144: CONFIGURED AUDIT SAMPLE

16.6 Claim Audit Outside System (Excel Import and Export)

Users can export all the claims available from the audit sample, into an Excel file using the ‘Export Claims’ function. This enables the user to conduct the audit outside of the application. The user can then import the audited claims results using the ‘Import Claims’ function to sync the data from imported file with the sample in the application. Users can also view the history of Imported and Exported files using Import Export File History function.

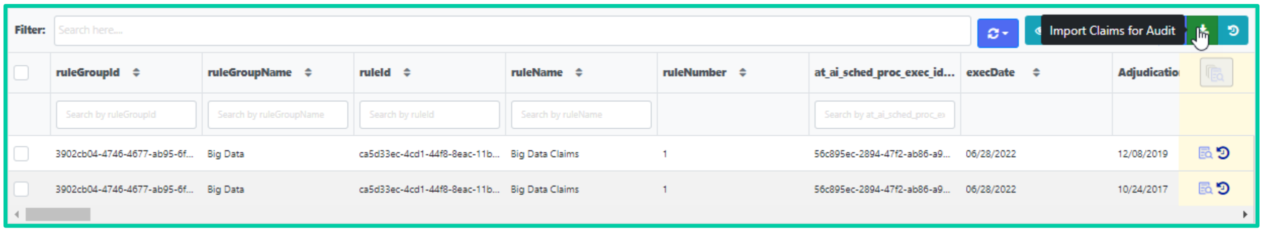


FIGURE 145: IMPORT CLAIM

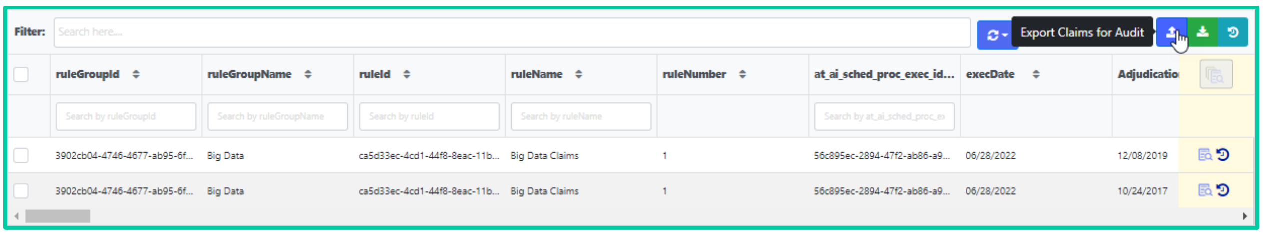


FIGURE 146: EXPORT CLAIM

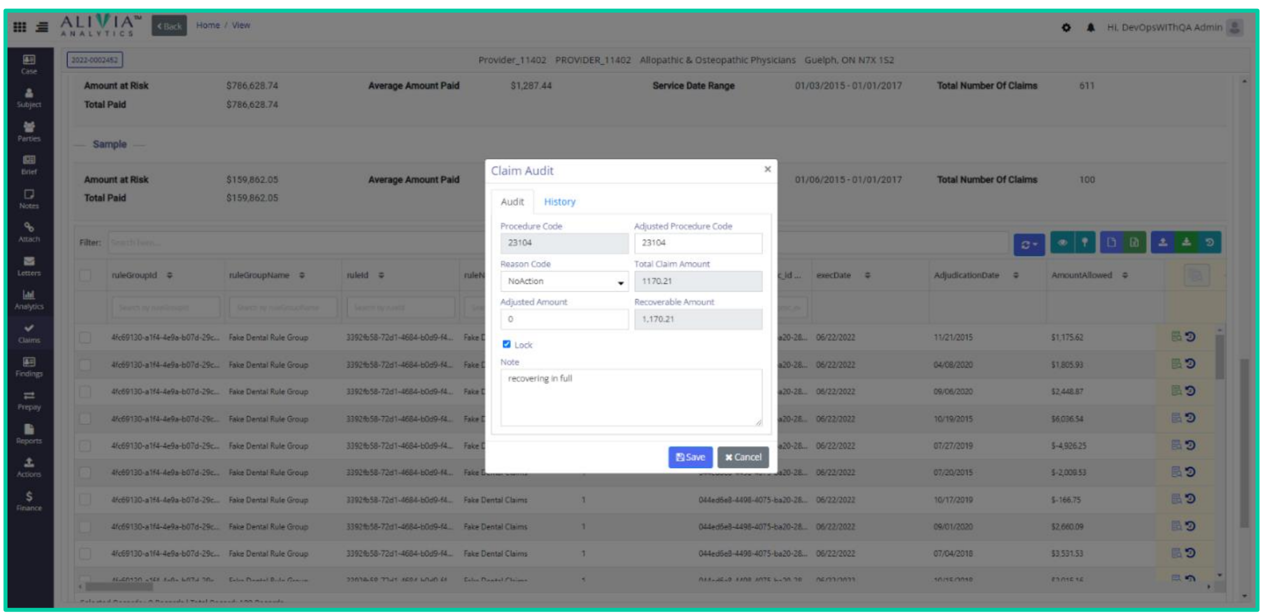


FIGURE 147: CLAIMS HISTORY

16.7 Claim Audit History Tracking

Users can view the audit history of any claim. They can select the history option to view the complete history of determinations. By default, the audit history option is shown collapsed.

Users are not allowed to edit any information in the 'Audit History' tab. The audit history is only maintained for all claims in the Audit Sample that have an attached 'reason code' at least. The UI of audit history function is shown below.

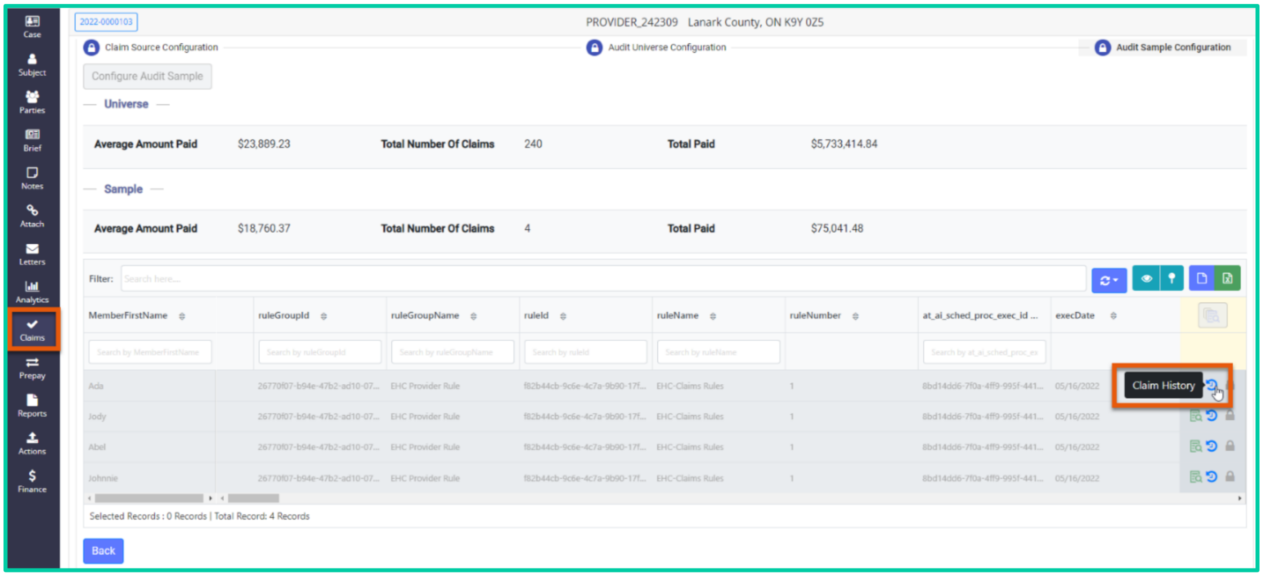


FIGURE 148: CLAIM AUDIT HISTORY TRACKING

17 ADMINISTRATIVE ACTIONS AND REFERRALS

A closed case may be associated with one or more outcomes. This is an essential step in the case timeline where the SIU/PIU may need to report these events to outside agencies. These outcomes can be customized in the system as per the user's desires and associated with specific descriptions.

For adding any actions with the case, the user can access the Administrative Actions and Referrals section. The user will land on the following screen. Actions already added in the system will be available in the list. Users can also edit the already added action.

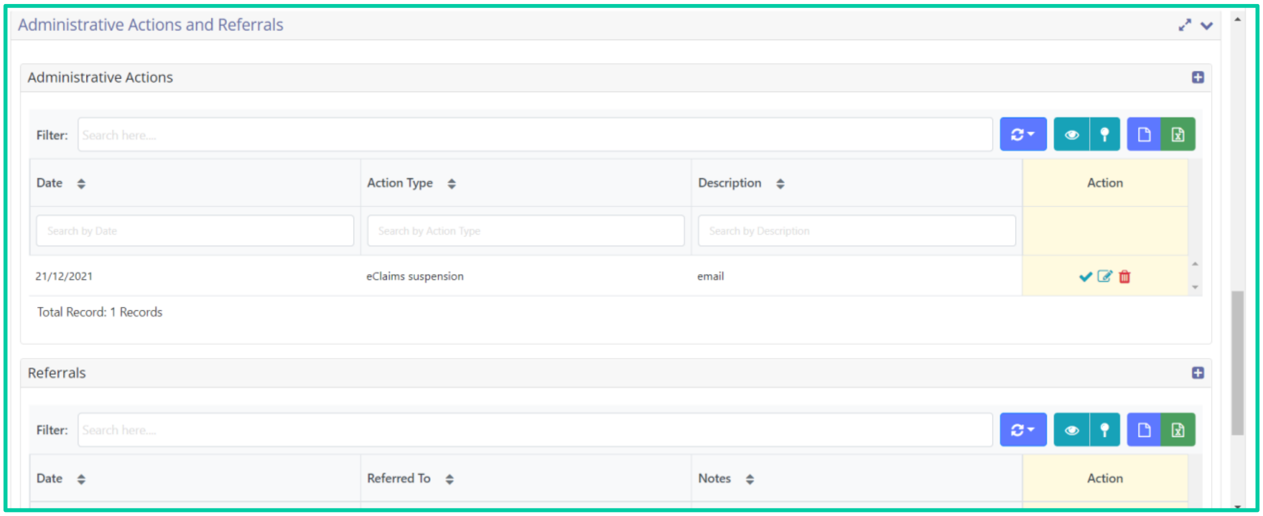


FIGURE 149: ADMINISTRATIVE ACTIONS - OVERVIEW

17.1 Add Admin Action

Users can add admin action by clicking add button available in the header, as highlighted below.

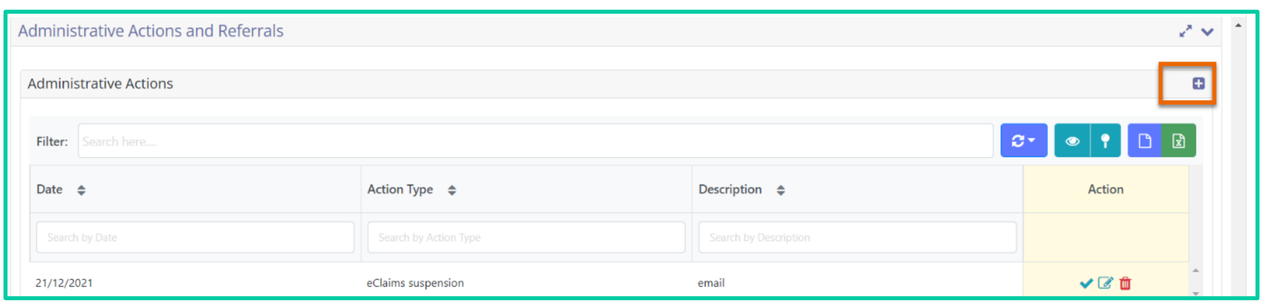


FIGURE 150: ADD ADMIN ACTION BUTTON

When the user clicks on the add button, the following pop-up will app for the user input.

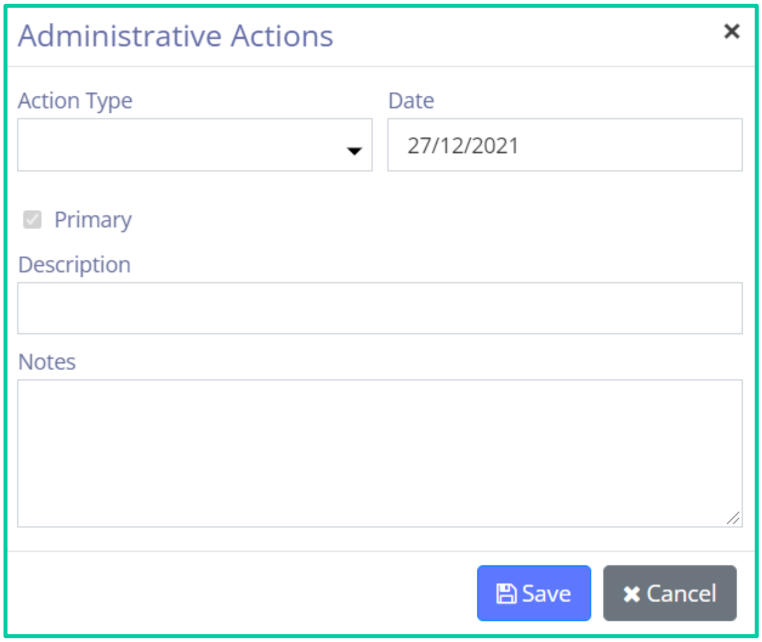


FIGURE 151: ADD ADMIN ACTION - DETAIL

17.1.1 Action Type

Users can select any action available in the list that is customizable in the system as per a client or user's requirement. This action is performed in the system for the selected case when selected.

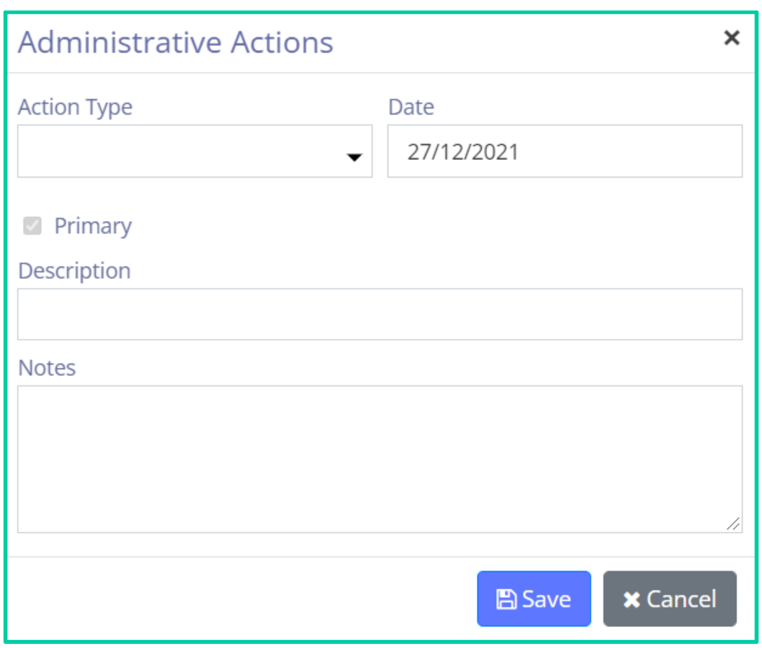


FIGURE 152: ADD ADMIN ACTION

Some examples of administrative actions are provided in the next subsections below

17.1.1.1 Fines and Sanctions

If a user selects to add a fine, a drop-down appears with different options for sanction types and descriptions. A text box appears to allow the user to input the amount associated with the fine and sanctions and any other associated information. Users can also input the start date and a sanction end date.

17.1.1.2 Corrective Action Plan (CAP)

A subject can be placed on a corrective action plan for this option. This event generally occurs at the end of the case timeline, where that subject is placed in a probationary period. Many CAPs contain specific requirements on the provider to ensure that the previous behavior does not continue. The subject is re-evaluated after a given period (e.g., 6 months). If the subject is still non-compliant, stricter actions can be brought upon them (e.g., exclusion from the provider network). Dates surrounding the CAP can be entered, such as start and end dates and the re-evaluation date.

17.1.1.3 Provider Education

This option allows the user to trigger an event to begin the provider education process. This action may include correspondence to the network or credentialing departments that provide education on a given topic. (e.g., proper billing for certain procedures or policy issues).

17.1.1.4 Collections

For this action where the SIU/PIUs are not responsible for collection services, the subject can be referred to the appropriate area (e.g., financial department) for further processing. The date sent for collection should be documented, and any other notes should be provided to the finance department. This would then transfer the case to the recovery group.

17.1.1.5 No Action Taken

Users can choose this option if the user elects to take no action on the subject. The justification of this decision is documented in the case notes, and the case is simply closed. A case closed date is entered into the case header.

17.1.2 Primary Checkbox

Multiple actions can be affiliated with the case, so one of the actions must be categorized as the primary action; others are considered secondary.

17.1.3 Edit an Administrative Action

When the user needs to edit an action, the user can click an edit option available against every action added, as shown below.

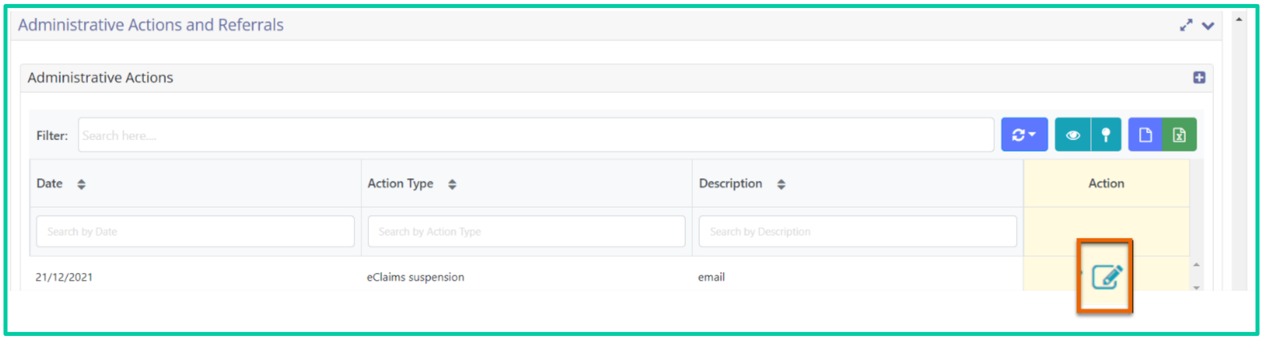


FIGURE 153: EDIT AN ACTION

17.1.4 Delete an Action

When the user needs to delete an action, the user can click a delete option available against every action added, as shown below.

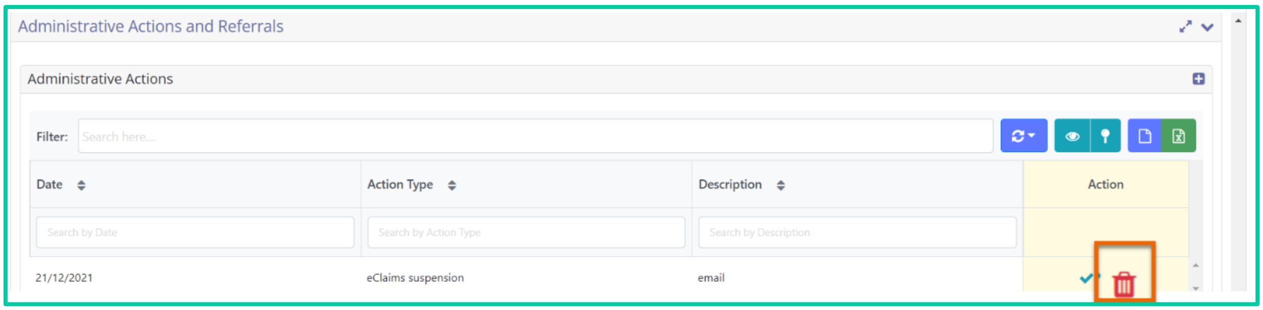


FIGURE 154: DELETE AN ACTION

17.2 Add Referrals

In cases where the SIU/PIU has no jurisdiction or includes allegations that warrant the need for an external agency, the user can close the case with a description of that event. The referral is documented with dates, allegation(s), and notes. Referrals generally require templates that the external agency provides.

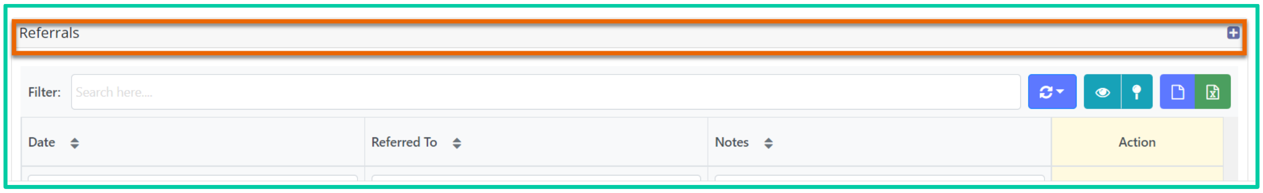


FIGURE 155: REFERRALS OVERVIEW

If the user wants to add a referral for any case, the user can click on the add button as highlighted below.

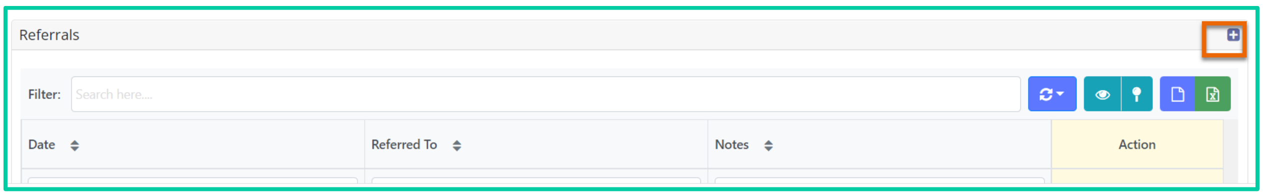


FIGURE 156: ADD REFERRAL

When the user clicks on add button, the following pop-up appears for the user's input.

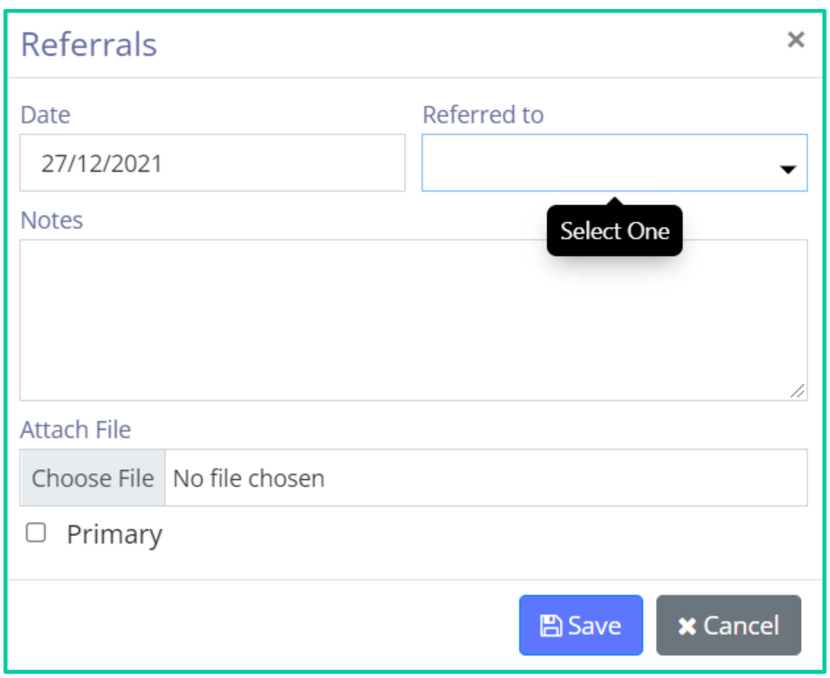


FIGURE 157: ADD REFERRALS SCREEN

18 PROCESS CLAIMS

When the audit sample for the claims is configured, the claims are ready for further proceedings for investigation or audit by the respective assignee. For this, the claims need to be processed further. If the user desires to process the claims further, the user can press the select button available against every claim.

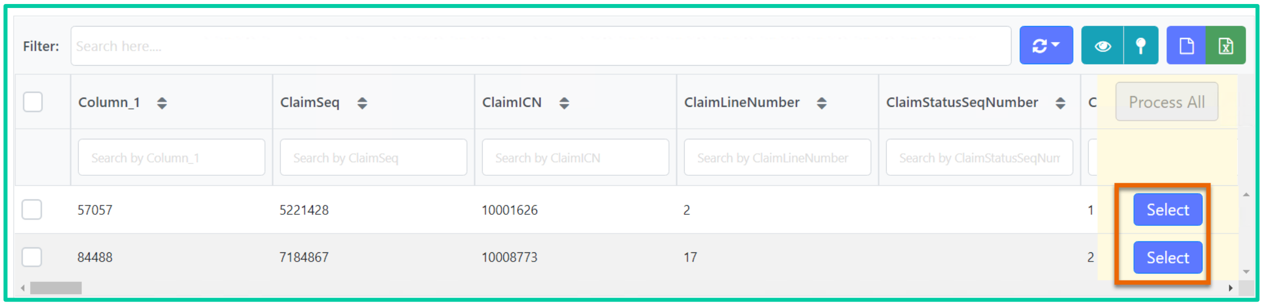


FIGURE 158: PROCESS CLAIMS

18.1 Attach Reason Code

When the user clicks the select button, the following pop-up will appear for user input.

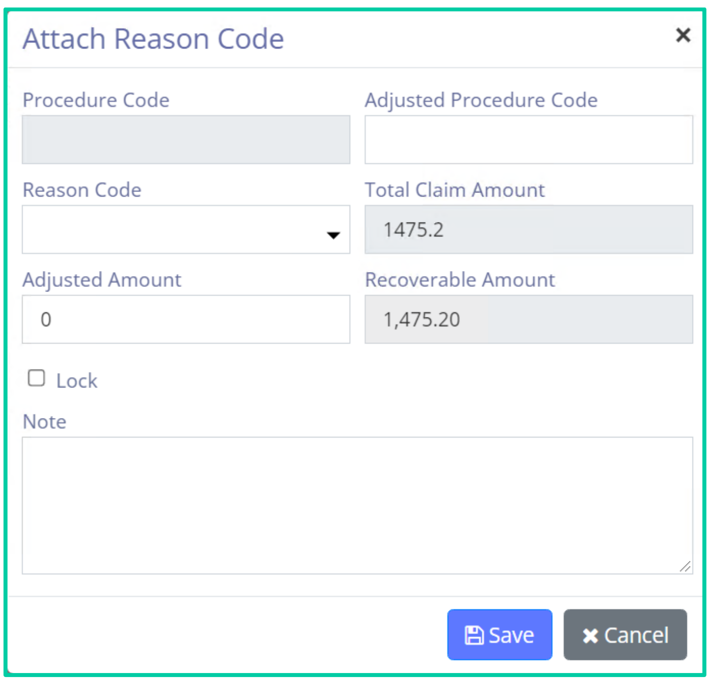


FIGURE 159: ATTACH REASON CODE

18.1.1 Procedure Code

This field will show the procedure code against which the provider/member submitted this claim.

18.1.2 Adjusted Procedure Code

If the investigator deems it appropriate to change the procedure for the submitted claims, then the adjusted code can be entered in this field for the correction.

18.1.3 Reason Code

A reason code must be attached with the claim so that the actual reason can be highlighted why this case was processed for further recovery. A bunch of options are available in the list for the users' selection. This list is configurable in the system.

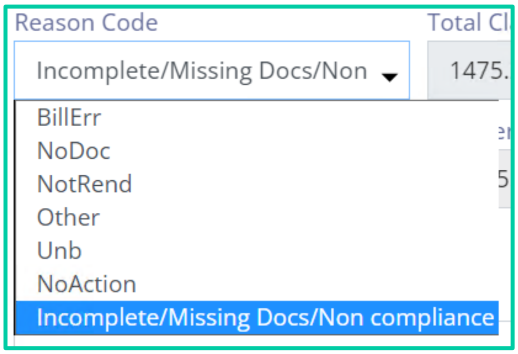


FIGURE 160: REASON CODE

18.1.4 Total Claim Amount

This will show the total claim amount for this claim.

18.1.5 Adjusted Amount

If the investigator believes after an investigation that the amount of the claim needs to be adjusted, then the system allows the user to input the adjustment amount in this field. The user is recommended to input the amount maximum to the actual claim amount; otherwise, the next amount will present the refundable amount instead of the recoverable amount.

18.1.6 Recoverable Amount

This will show the actual recoverable amount against this claim; if the claim amount is adjusted, this will show the final amount after adjusting the adjusted amount.

18.1.7 Lock the Claim

If the checkbox to lock the claim is marked as true, then the claim will be locked for further change, and the change at any previous stage (i.e., stage 01, or 02) is also not allowed if the claim is locked. When the user saves the above configuration, then the system

18.1.8 Claim Note

Users can also add a note about the claim in this note box.

19 FINANCIALS

The finance module of the Case Manager™ deals with all the payment transactions related to the cases, whichever amount the investigator decides for the claims while processing the claim, which is reflected in this financial module.

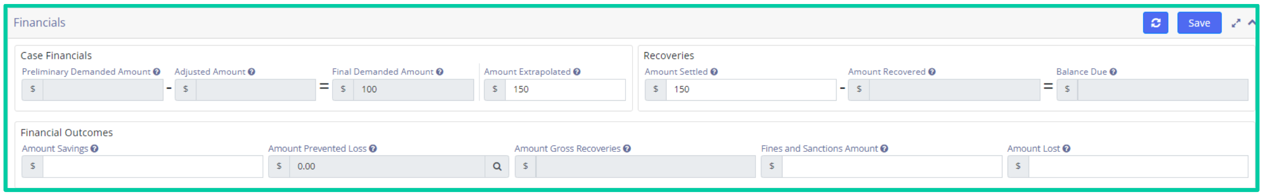


FIGURE 161: FINANCIALS OVERVIEW

19.1 Case Financials

19.1.1 Preliminary Demanded Amount

This is the amount of all the claims processed for a particular case.

19.1.2 Adjusted Amount

If the investigator adjusts the preliminary demanded amount, this field shows the differential.

19.1.3 Final Demanded Amount

Users can input the final agreed amount to be recovered in this field.

19.1.4 Amount Extrapolated

Suppose the investigator believes that the amount demanded based on the processed claims is insufficient, and the fraudulent member/provider owes more money to the company. In that case, the investigator can recommend any amount, and the user can input any amount to be recovered. This amount does not necessarily tally with the claims data available in the system, as this could include the other fines, interest fees, sanctions and other charges as may allowed by the law.

19.1.5 Settled Amount

Suppose the organization deals with the provider/member against which the case was opened, and claims were recoverable. In that case, the user can input the settled amount in this field. The recoverable or extrapolated amount will be ignored, and the system will consider this amount the recoverable amount.

19.1.6 Amount Recovered

If the recovery against the claim occurs, that amount is reflected in this field. If there are multiple payments against a single claim, all amounts are reflected in this field aggregated

19.1.7 Balance Due

Balance due is the amount remaining after adjusting the amount recovered.

19.2 Financial Outcomes

This section provides information regarding the financial outcomes of the case, like total recoveries made, any fines and sanctions levied. Amount of saving and lost etc.

19.2.1 Amount Savings

This is the amount saved by the organization through prevented loss tracker function. Users can input any amount in this field based on the calculations for the savings.

19.2.2 Amount Prevented Loss

This field auto-populates by the system in synchronization to the prevented loss tracker. Users can search the prevented loss for the month and attach it with the case.

19.2.3 Amount Gross Recoveries

The amount received through the payment receipts in the system is accumulated and reflected in this field.

19.2.4 Fines and Sanctions

Users can input any amount for fines and sanctions levied on this case in this field.

19.2.5 Amount Lost

If the amount is not feasible to recover, after a certain period or based on the manual override, the recovery group may want to write off the amount arrears as an amount lost

This is the difference between the recoverable amount and recovered amount.

Suppose the amount is not feasible to recover. In that case, the user can enter any amount not recoverable in this field as the amount lost is basically writing off the amount not recoverable. This can be a difference between the amount recoverable and the amount recovered.

19.3 Payment And Schedule

This section deals with the payment frequency and schedule agreed with the concerned party for the particular case.

19.3.1 Payment Program (months)

Users can add any number of months as agreed with the concerned party to repay the recoverable amount. Whatever the number user input in this field, the system will prepare a payment plan for that number for months. As shown below, the system distributes the total recoverable amount to the number of months in equal proportions.

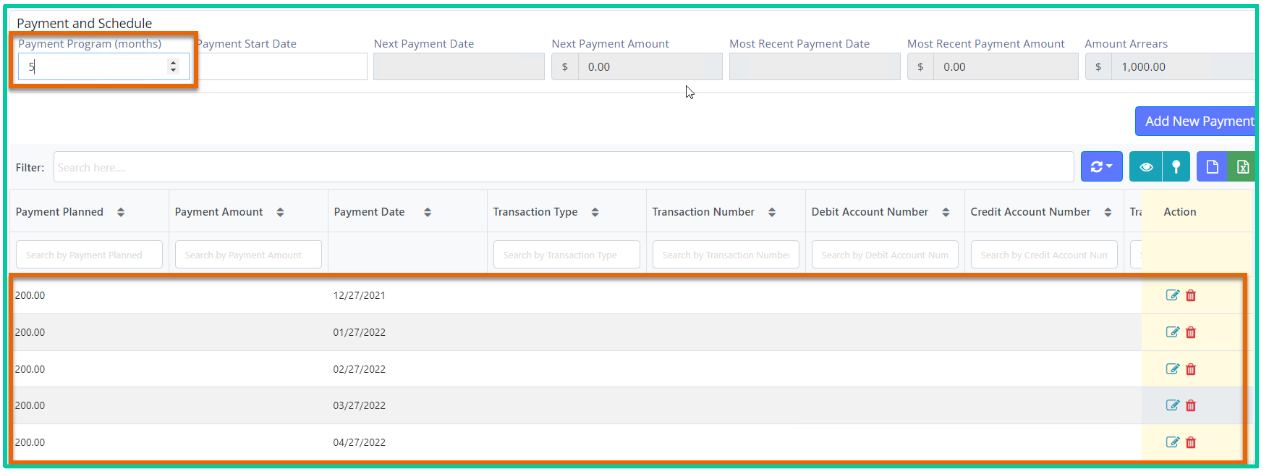


FIGURE 162: PAYMENT PROGRAM (MONTHS)

19.3.2 Payment Start Date

Users can input any date from which the user desires to start the payment schedule as agreed with the concerned party.

19.3.3 Next Payment Date

This field automatically populates when the user selects the payment start date, with a month from the start date.

19.3.4 Next Payment Amount

This amount represents the next payment amount unpaid in the schedule.

19.3.5 Most Recent Payment Date

This represents the most recent payment date on which the payment was received against the case in the system.

19.3.6 Most Recent Payment Amount

This represents the most recent payment amount received against the claims for the case in this system.

19.3.7 Amount Arrears

This represents the amount remaining to be received from the case subject.

19.4 Receive a Payment

If the user wants to receive any amount against the set payment schedule, the user can click on the edit option against any payment, as shown below.

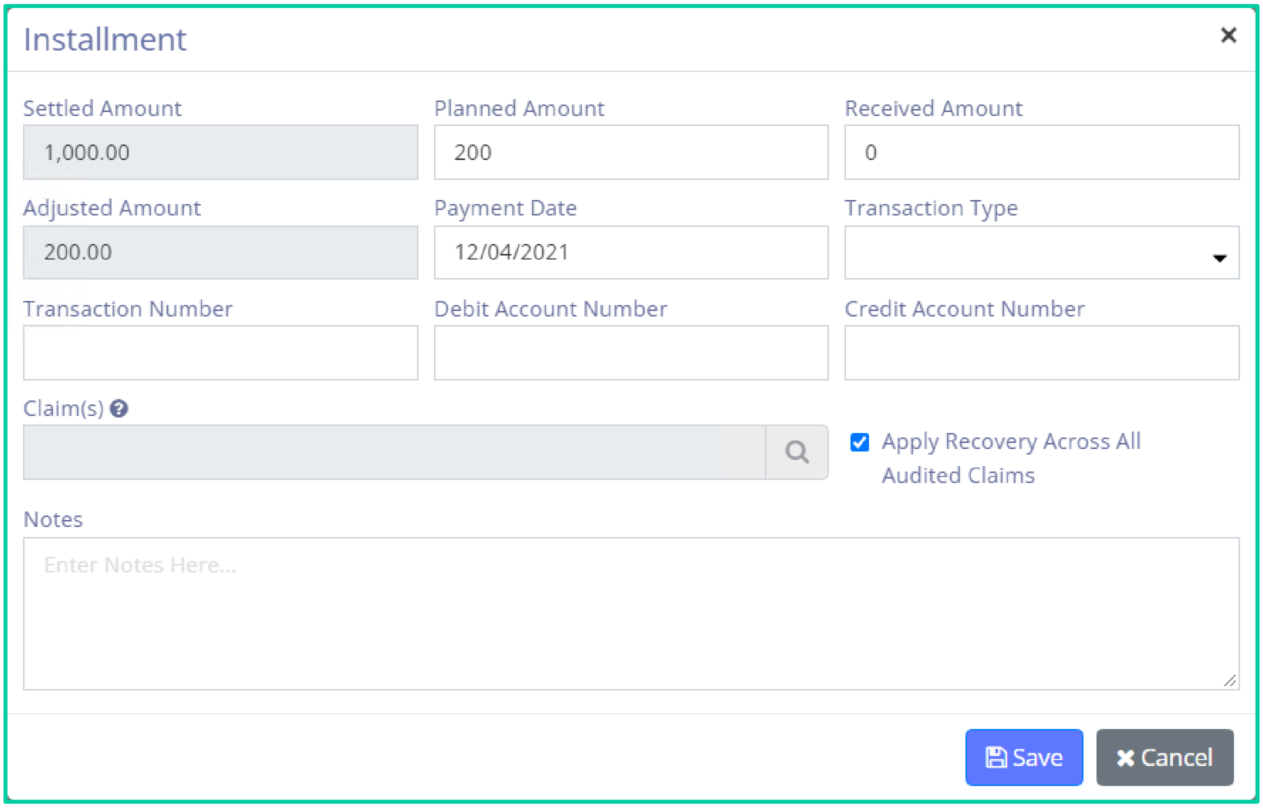


FIGURE 163: RECEIVE A PAYMENT

19.4.1 Received Amount

Users can input the received amount from the concerned party in this field; this amount is not required to be necessarily equal to the planned/scheduled amount. User can input any amount in this field.

19.4.2 Transaction Type

Users can add the transaction type against the received amount for record purposes. Various options, as shown below, are available in the system. However, these options are configurable.

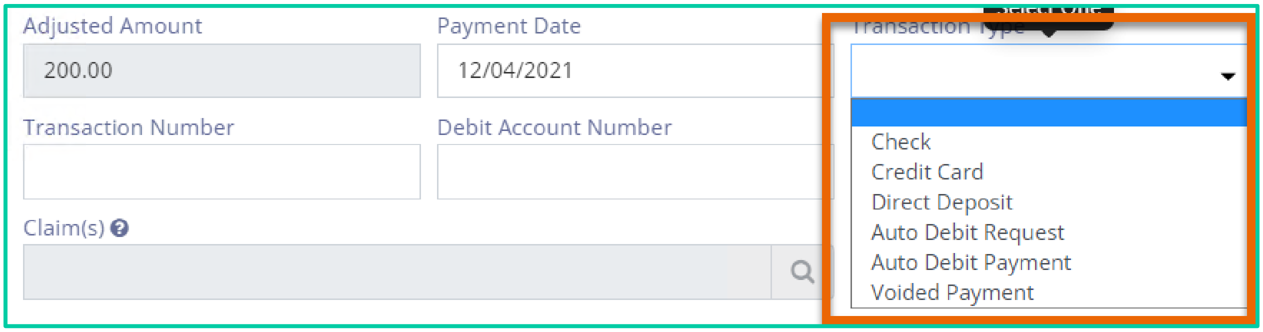


FIGURE 164: TRANSACTION TYPE

19.4.3 Transaction Number

Users can input the transaction number to distinguish the receipt of the payment from other systems to the Case Management system.

19.4.4 Debit Account Number

Users can input the debit account number against the transaction.

19.4.5 Credit Account Number

Users can input the credit account number against the transaction.

19.4.6 Claims Selection for Receipt

Users can search for claims and attach the claims with the receipts; the user can select any one or multiple claims to attach with the receipt.

19.4.7 Apply Recovery All Checkbox

If this checkbox is marked as true, then the receipt amount is distributed across all the claims attached.

19.5 Add New Payment

If the user desire to receive an ad-hoc payment instead of scheduling a payment schedule, the user can click on the 'Add New Payment' option available, as shown below.

When the user clicks on the option, the following pop-up appears for user input.

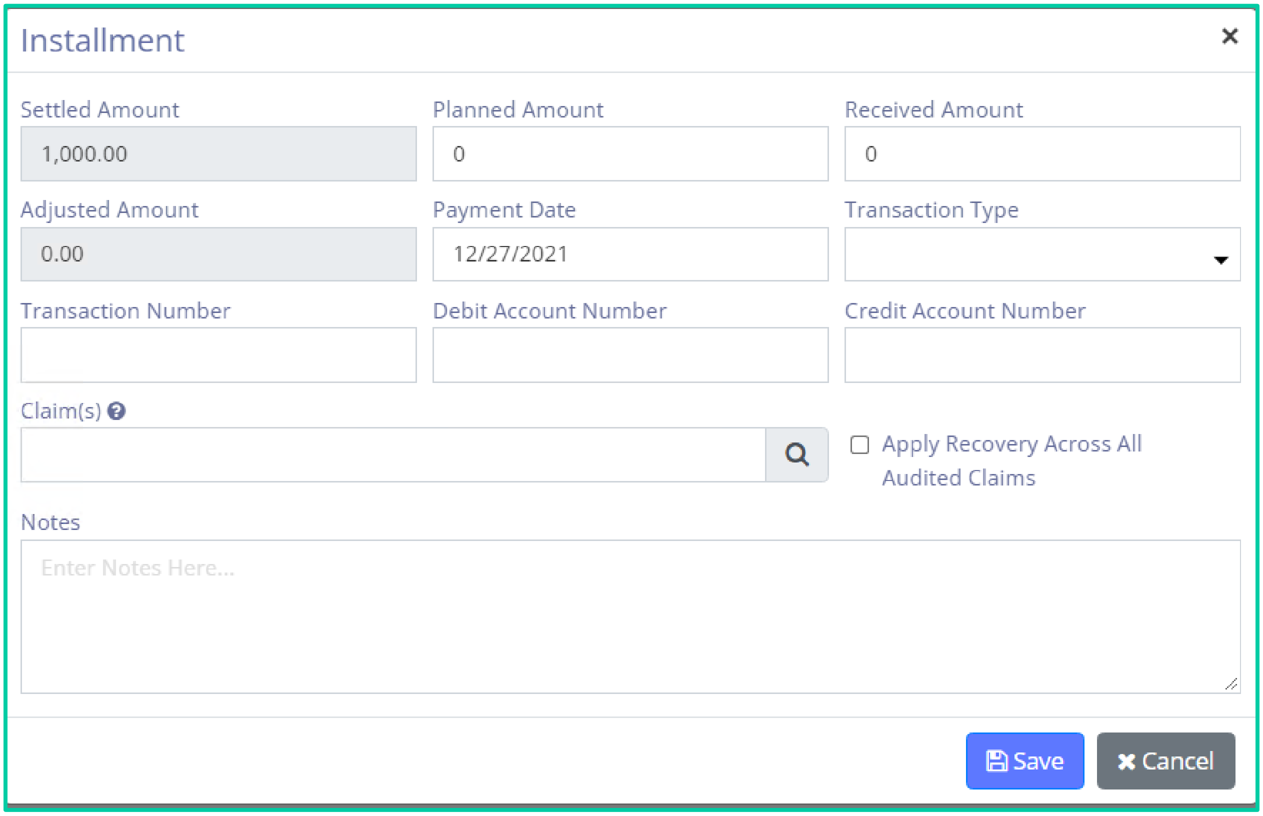
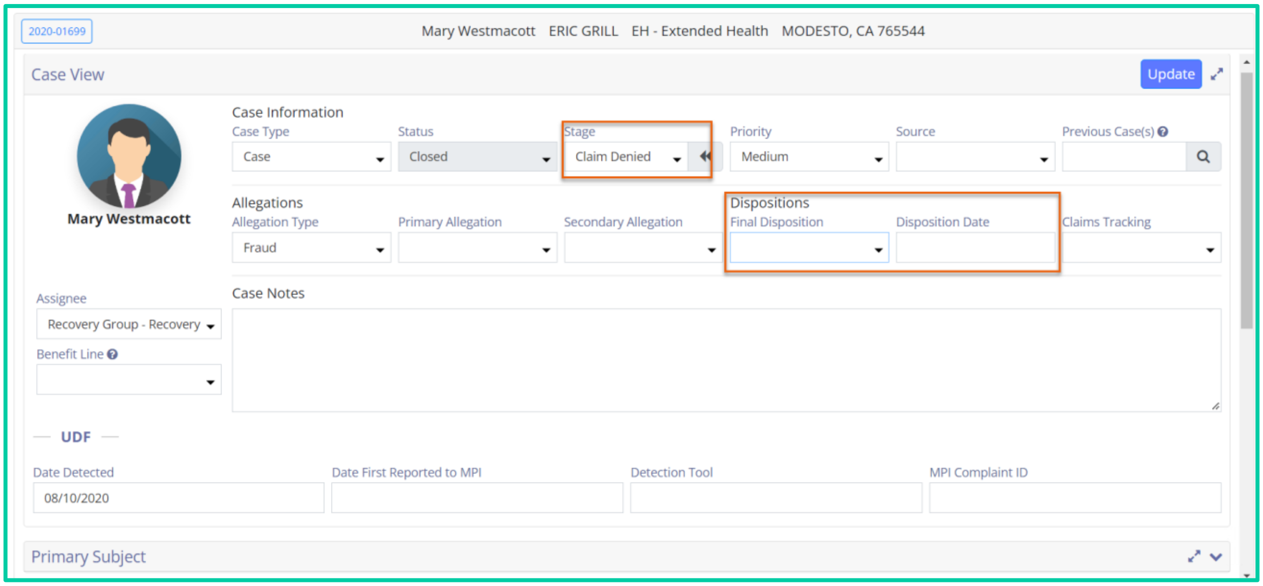


FIGURE 165:ADD NEW PAYMENT - AD HOC

20 CASE CLOSURE

When the all the previous process is complete for the case, like adding primary and secondary subjects, summaries, notes, claims, recoveries and administrative actions, user can make a final resolution for the case through the case workflow and can transition the case to the 'Closed', 'Referred' or any other status in the workflow being categorized as the final stage of the organizational workflow. User can also put the final disposition and disposition date for the case. The said options are optional.



21 CLAIMS TRACKING

The user is able to specify what shall happen to the audited claims after case closure. Users are able to choose to continue to keep all claims in the universe locked, to only lock claims if they have recovery, or to lock claims if they are from the same FWA Finder™ Data Source (i.e., solely exclude claims if they are being ingested for the same audit topic).

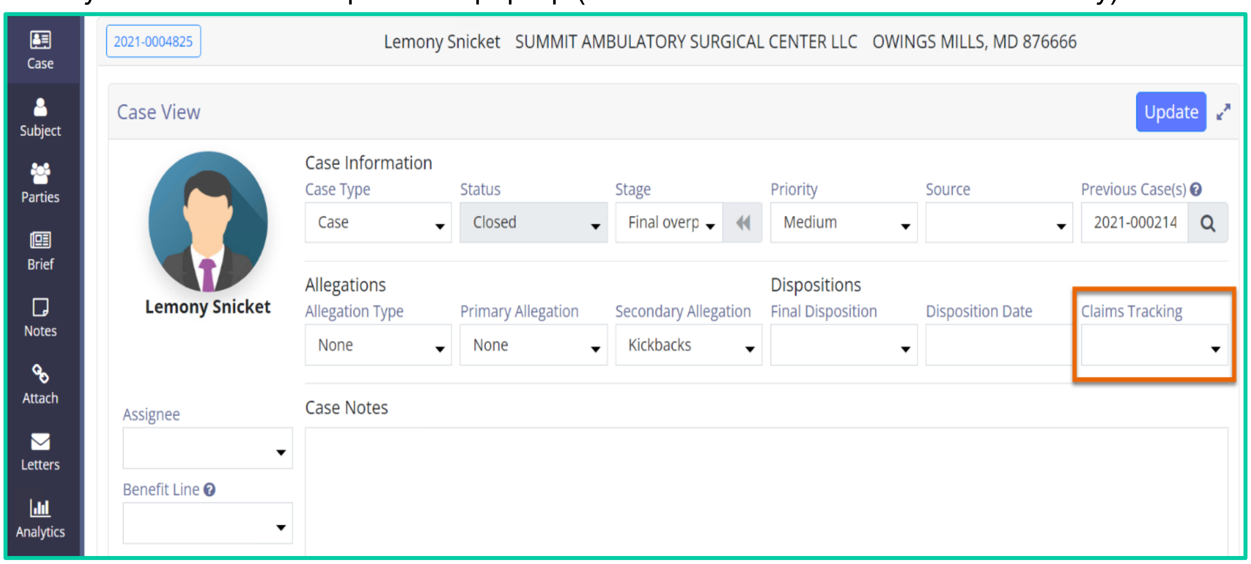
When the case is closed, another field becomes available in the case header to the right of the Final Disposition date field that allows the user to choose what shall happen to the audited or recovered claims. This field is titled “Claims Tracking.”

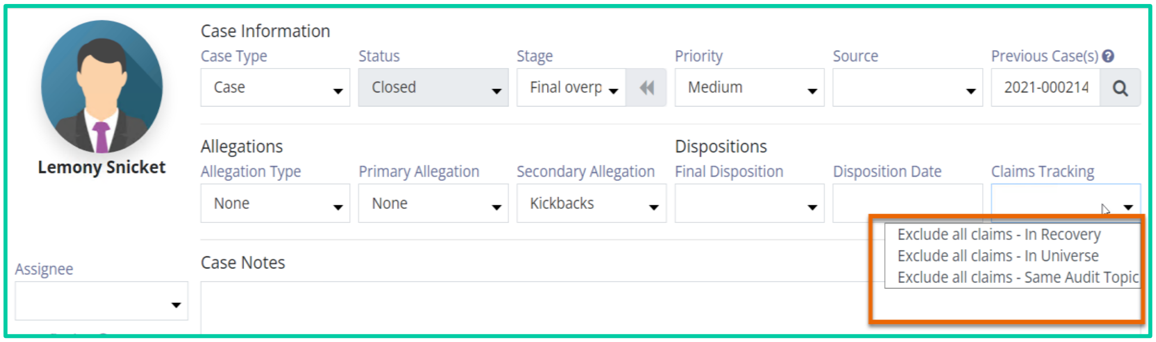
The three options available under the drop-down for this field are:

1. Exclude all claims – In Recovery
2. Exclude all claims – In Universe
3. Exclude all claims – Same Audit Topic

If option 3 is chosen, the system automatically detects if new cases use the same Data Source as closed cases. If a new case uses the same data source as a closed historic case, and the user-selected Option 3 in the closed case, the system prevents them from adding any Stage 2 claims from the old case to the new case. This effectively prevents the user from auditing the same claim for the same topic more than once, regardless of if there was recovery.

The claims tracking options are also available at the Initiative level. Users are able to add it as an Activity and choose their option in a pop-up (much like the Process All Claims Activity).




Case Information
Case Type
Case
Status
Closed
Stage
Final overp
Priority
Medium
Source
Previous Case(s)
2021-000214
Lemony Snicket
Allegations
Allegation Type
None
Primary Allegation
None
Secondary Allegation
Kickbacks
Dispositions
Final Disposition
Disposition Date
Claims Tracking
Exclude all claims - In Recovery
Exclude all claims - In Universe
Exclude all claims - Same Audit Topic
Assignee
Case Notes

22 ACTIVITY LIST

Case Manager™ provides you with advanced functionality to automatically configure and schedule a series of events which the users can trigger for single case or multiple cases at once as an activity.

An activity is a package which contains series of events configured in a sequence which can be triggered when the user selects the particular activity to be performed. Users can specify case stages as well while defining the activity by this the activity is only available on the specified stages of the case, User cannot trigger the activity on any stage which is not specified.

Users can simply trigger the activity when the activity is available to trigger. Upon triggering the activity, all the events configured under the activity are performed in sequence as configured.

Why this is Important?

There are lot of standard events in the lifecycle of case which are performed for each case process the case further. This requires lot of manual work every time. So, in order to avoid the manual work, Alivia Case Manager™ has automated this complete process. Now the user can create an activity under which the user can set various events and provide the sequence and dependencies for their execution.

Once an activity is created and defined in the system, it can be reused for the purpose until it is deleted from the system. Let's have a look at an example below.

Example

As a first step to process the case, user, may send a letter to primary subjects informing them that company will do an audit for certain claims they submitted. Further, user can send a second letter either letting the primary subjects know that there are certain recoveries if they are black and white or a letter requesting the medical records of the patients in question.

Next step may be waiting for 15 days to get a response. If there is no response, the users may send a second letter requesting the information. After waiting for ten days, if they do not receive a response, the company may send a final letter letting the primary subjects now know that x amount (amount against claims submitted) is owed back.

All of the above events can all be configured and aggregated into an activity that will wait the x days and see if there is a response. If there is no response, it will automatically send the next letter. This saves an amazing amount of time.

22.1 Default Activities

Below are the default activities available in the system. However, they are configurable. Users can add as many activities as the user desires. All the configured activities are shown on the Activities main screen.

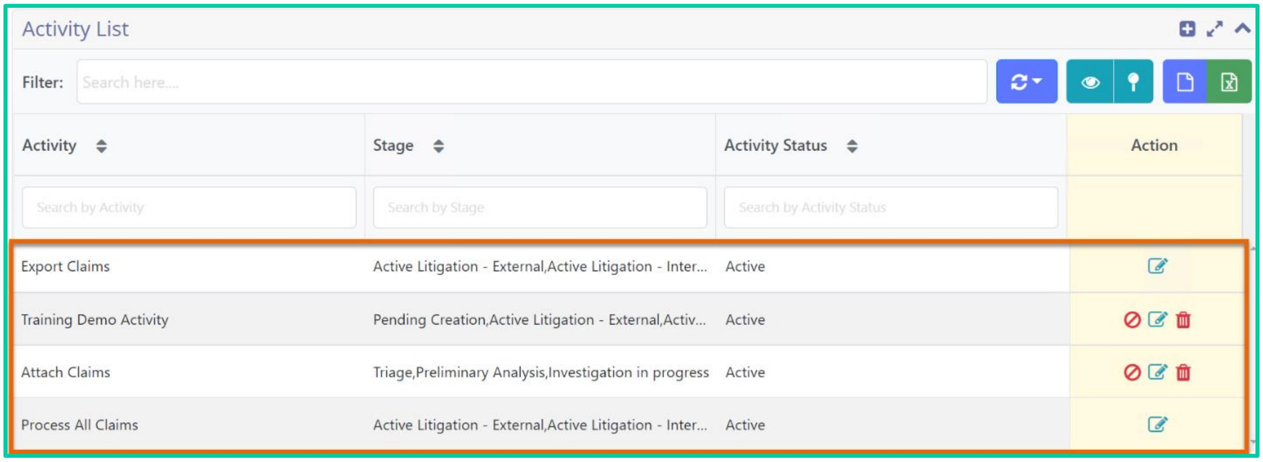


FIGURE 166: ACTIVITY LIST - OVERVIEW

22.2 Add New Activity

Users can click on the add button available on the Activity List main screen to add a new activity, as shown below.

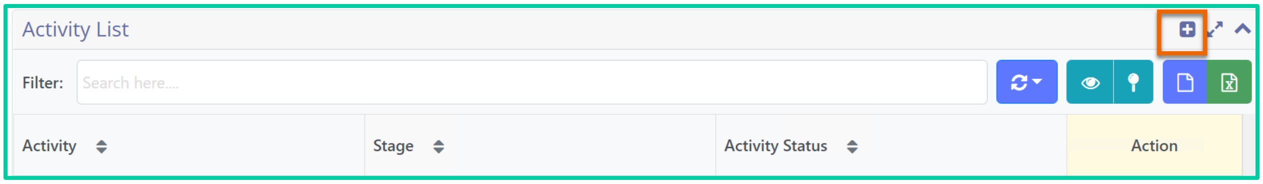


FIGURE 167: ADD NEW ACTIVITY BUTTON

Once the user clicks the add button, the following pop-up will appear for user input.

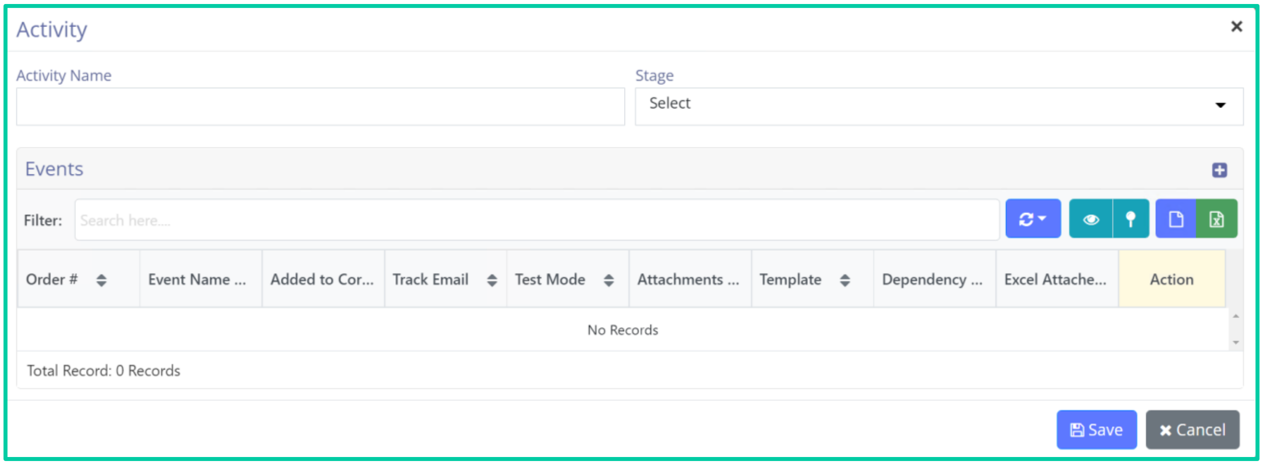


FIGURE 168: ADD NEW ACTIVITY SCREEN

22.2.1 Activity Name

Users can input any name for this activity; this name will appear everywhere in the application as Activity Name.

22.2.2 Stage Associated with Activity

Users can associate any case stage with the activity while creating or editing the activity. Whichever case stage the user attaches with the activity, the activity is available at that stage in the system.

22.3 Add Event to Activity

Users can attach events to an activity from this section. If the user wants to attach the event with the activity, the user can click on the 'Add' button available; when the user clicks on add button, the following pop-up appears for the user's input.

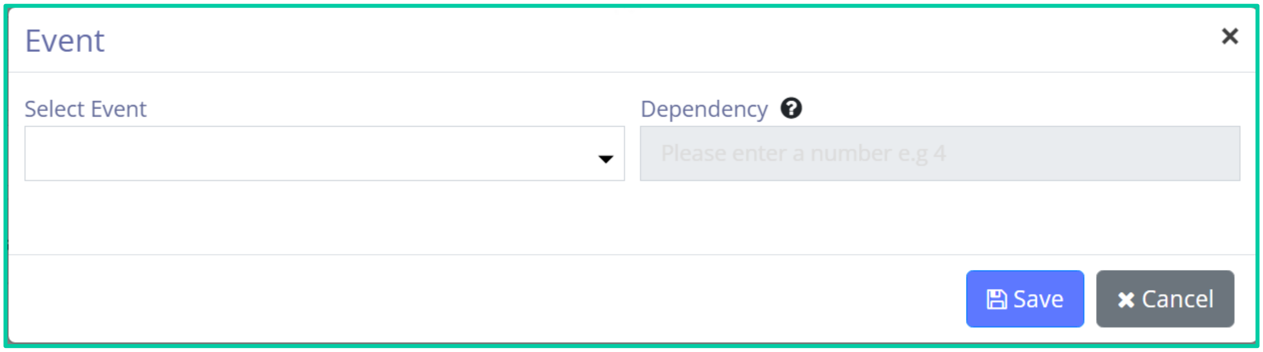


FIGURE 169: ADD EVENT TO ACTIVITY SCREEN

22.3.1 Select Event under Activity

The user can select any event from this field drop-down list and configure the further details to attach this event with the activity. All the relevant events from the system are listed in this dropdown.

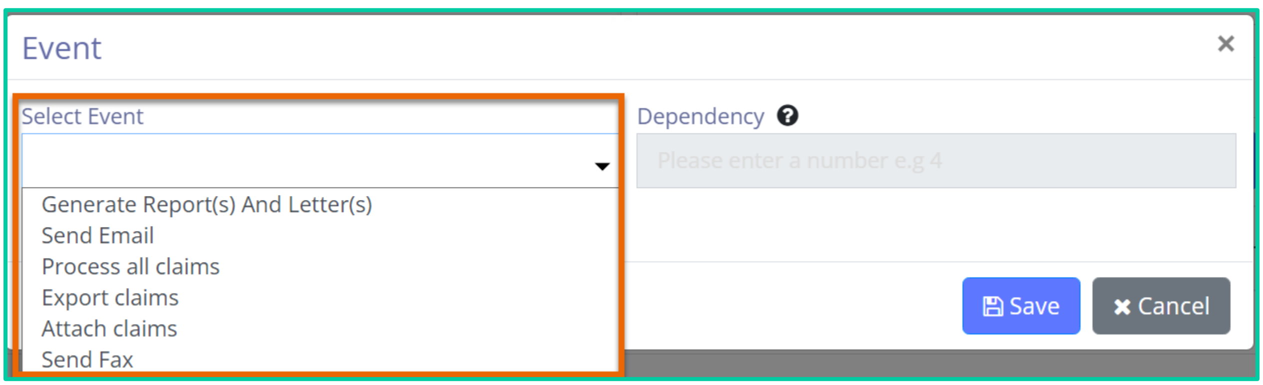


FIGURE 170: SELECT EVENT

Users can select any of the events available in the list; when the user chooses any of the options under the list, the system shows the further configurations accordingly. All of the events available above are discussed in detail below.

22.3.2 Event – Generate Reports and Letters

If the user selects this event, the system shows this pop-up for the user input.

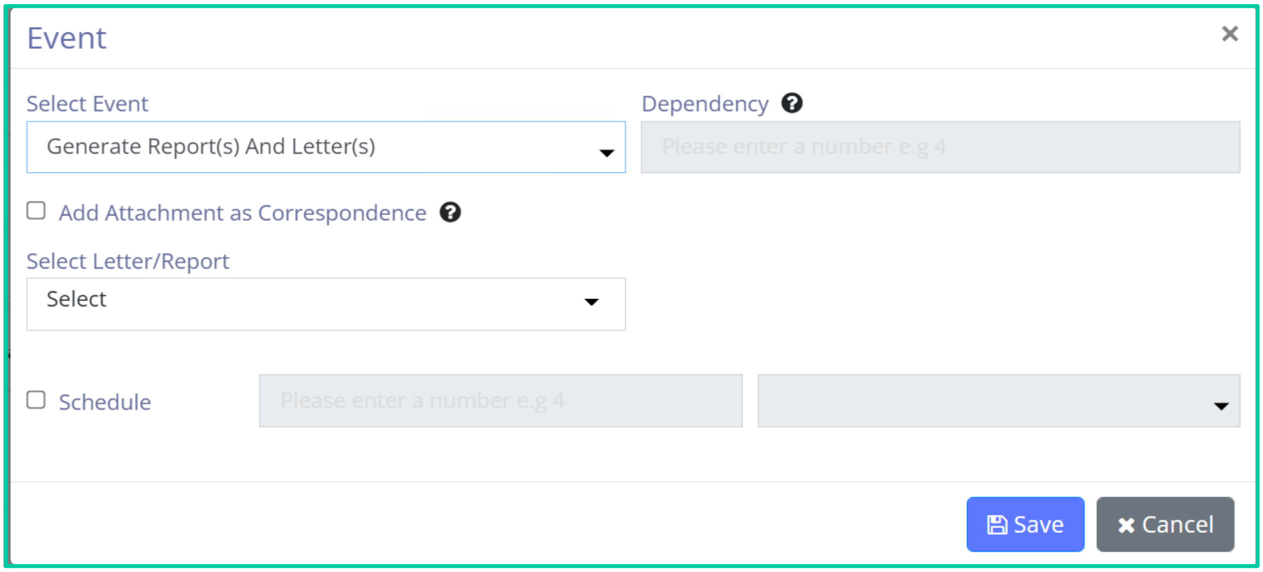


FIGURE 171: EVENT - GENERATE REPORTS & LETTERS

22.3.2.1 Dependency

Suppose there is already an event in this activity. In that case, this field is enabled, and the user can input the serial number of that event to make this activity dependent on that event, which means until unless that event is not triggered, this dependent event is not triggered.

22.3.2.2 Add Attachment as Correspondence

If this checkbox is true, then the copy of the letter of the report generated through this event is going to be shown in the 'Correspondence' module.

Q

22.3.2.3 Select Letter/Report

Users can select any letter/reports already configured in the system to send at the triggering of this event. Users can select all as well, and the system will send all the letters based on a triggering this event, such as X days have passed, and a response has not been received from the provider.

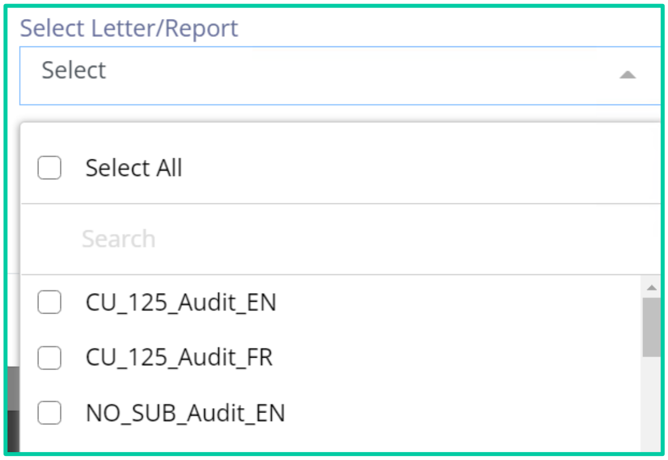


FIGURE 172: SELECT LETTER/REPORT

22.3.2.4 Schedule

Users can also schedule the triggering of this event under the activity, which means when the user performs the activity, this event will be triggered after the scheduled interval of time after the processing of the activity.

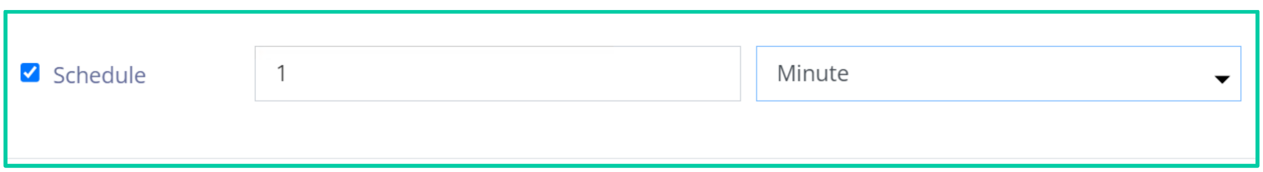


FIGURE 173: SCHEDULE EVENT

22.3.3 Event- Send Email

If the user selects this event, the system shows this pop-up for the user input.

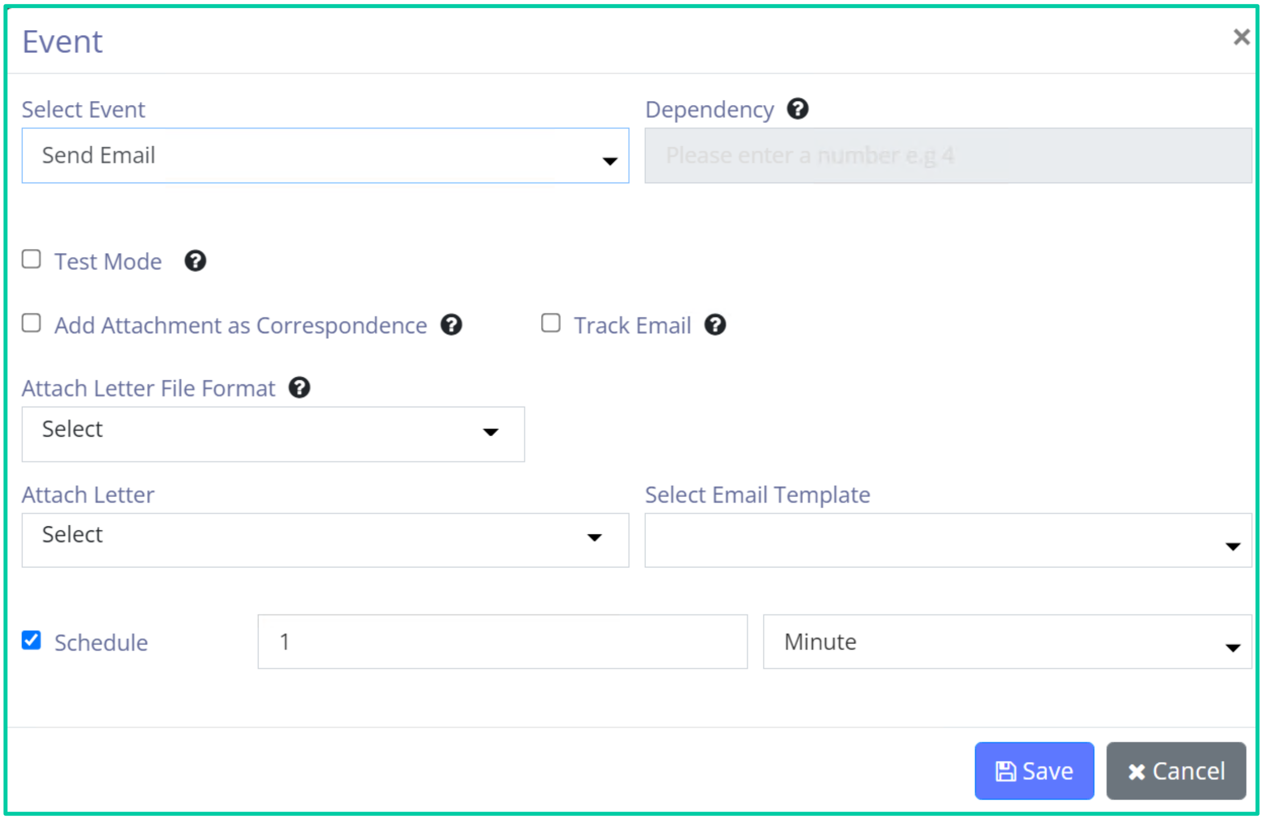


FIGURE 174: EVENT - SEND EMAIL

22.3.3.1 Test Mode

If the user selects this option, the system provides the option to input the test email to test this event by sending the email to the test email account instead of the configured email account.

22.3.3.2 Track Email

If the user selects this option, the system will track all the future emails sent in reply to this email in the correspondence module.

22.3.3.3 Select Letter Format

The system has various format designs for letters, users can select any format, and the letter sent with the email will be sent in the selected format.

22.3.3.4 Select Email Template

The system has various format designs for email, users can select any of the formats, and the email will be sent in the selected format.

22.3.4 Event – Send Fax

If the user selects this event, the system shows this pop-up for the user input.

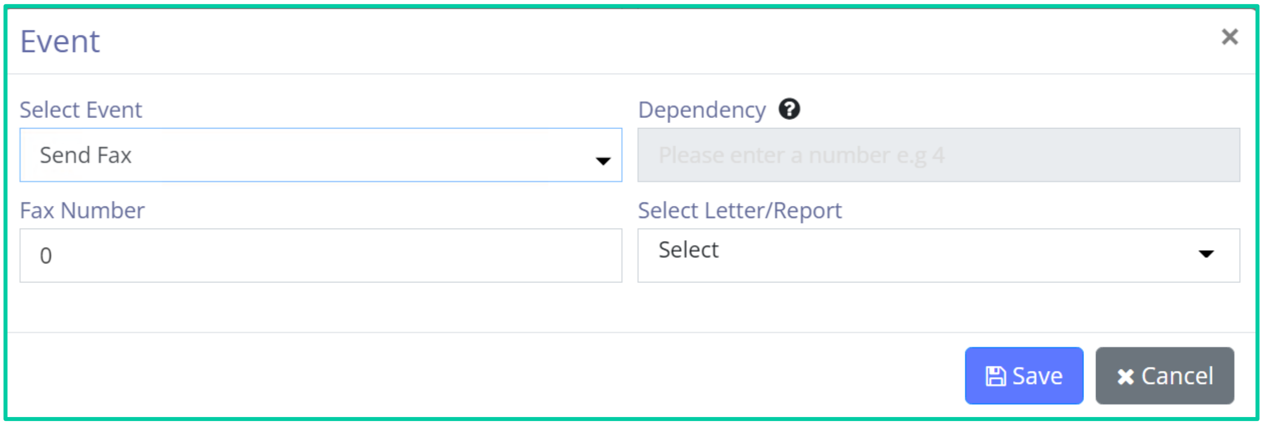


FIGURE 175: EVENT - SEND FAX

22.3.4.1 Fax Number

The user can provide a fax number in this field, the system will send the letter as a fax to the provider's fax number.

23 REPORTS

Case Manager™ has the functionality to support reporting the facts and figures based on the data reported to the Case Manager™. Its reporting module is customizable to address Alivia's clients' multiple needs. It supports Case Level Reporting, Claims Level Reporting, and General Reporting (Quarterly Reports, AFAAR Reports, etc.), which accumulates the data from all cases and presents the information in a single report for the management or relevant stakeholders.

In the next section, all the reports will be discussed in detail.

23.1 Case Level Reports

Case Manager™ provides the functionality for case-level reporting; reports are customizable as per the user's desires. Few reports are provided as the default option in the system; whatever the reports format and report frequency the user desires, Alivia supports addressing the need.

The system generates all the case-level reports and letters configured in the system. They are available on the overview screen of the Reports and Documents Section, as shown below.

To access the case level reports, the user can view any case, click on the 'Reports and Documents' section, and the following screen is available in the system for the user's concern.

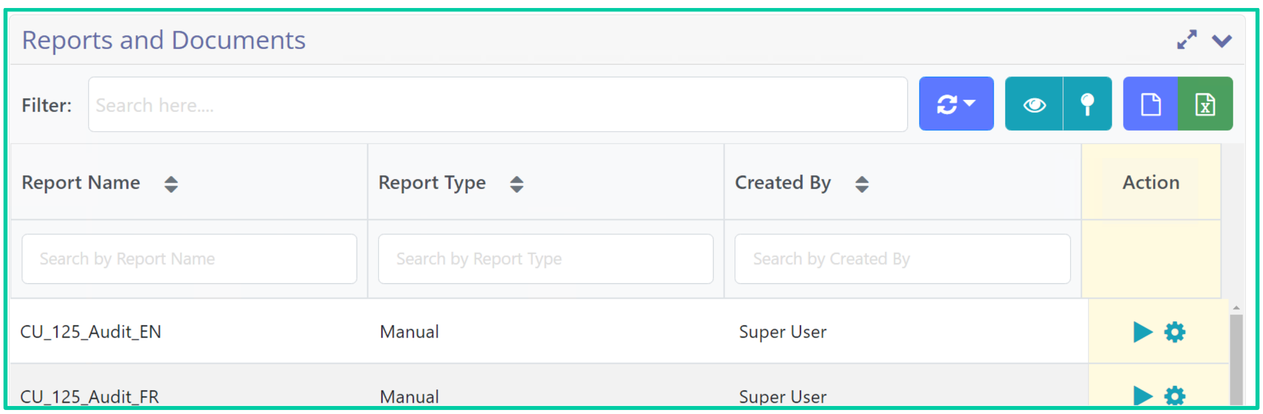


FIGURE 176: CASE LEVEL REPORTS OVERVIEW

23.1.1 Configure Reports Template

If the user desires to download/upload the template of any report available in the list, the user can access the setting icon as highlighted below.

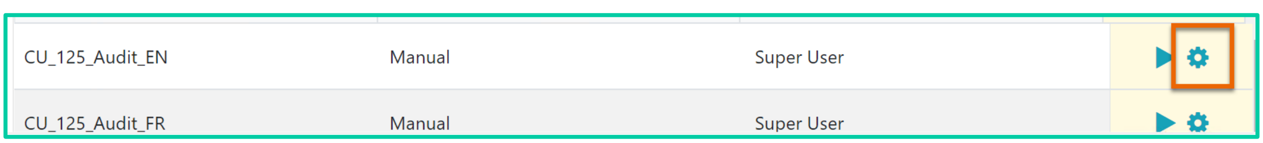


FIGURE 177: CONFIGURE REPORTS TEMPLATE - SETTING ICON

On clicking setting Icon, the following pop-up will appear for the user's input.

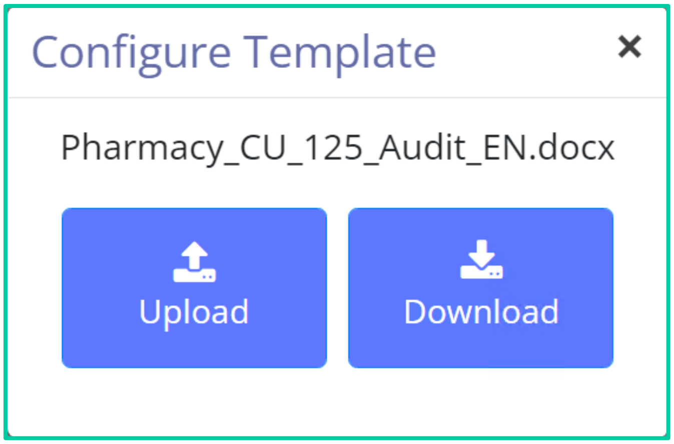


FIGURE 178: CONFIGURE REPORTS TEMPLATE

23.1.2 View Reports

If the user desires to view the already generated reports based on the configured template, the user can click on the 'Run/Execute' icon as shown below.

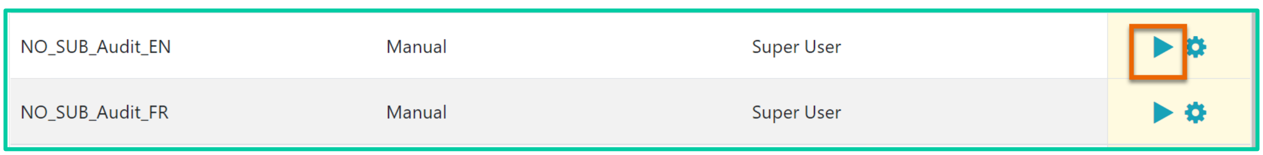


FIGURE 179: GENERATE REPORT ICON

Upon clicking the execute/run icon, the following popup appears for the user's input.

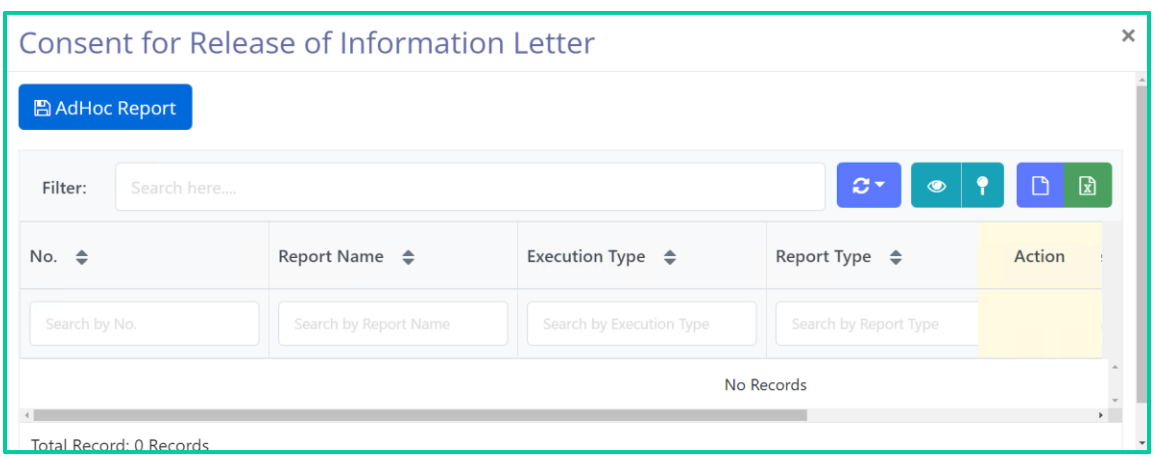


FIGURE 180: VIEW REPORTS

23.1.3 Generate Ad hoc Reports

If the user desires to generate the reports based on the configured template, the user can click on the ‘Ad hoc Report’ button as shown below.

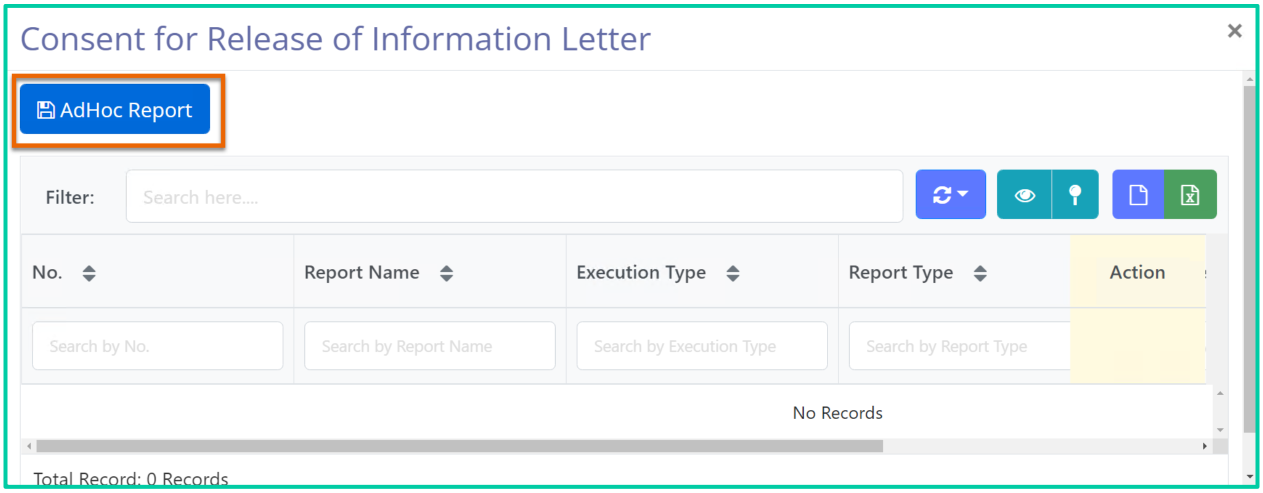


FIGURE 181: AD HOC REPORT

When the user clicks on the ‘Ad hoc Report’ button, the following popup has the criteria, i.e., the date range is shown, and the user can input the date range for which the respective reports are required.

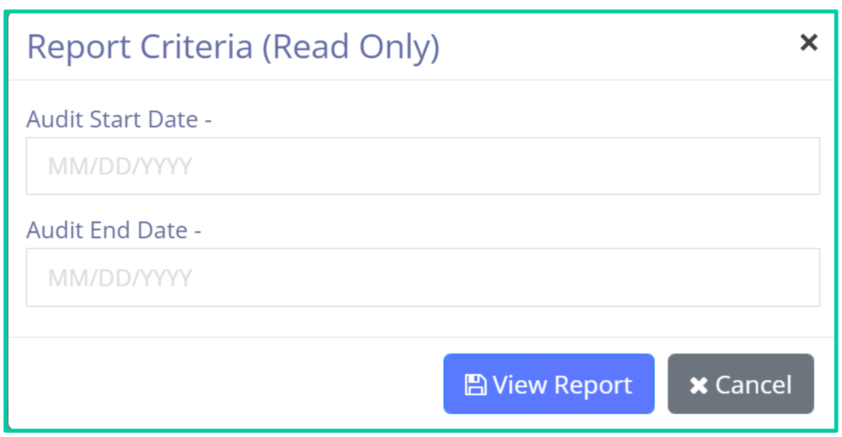


FIGURE 182: REPORTS CRITERIA

23.1.4 Download Case Level Reports

Users can download the generated reports by clicking the download icon.

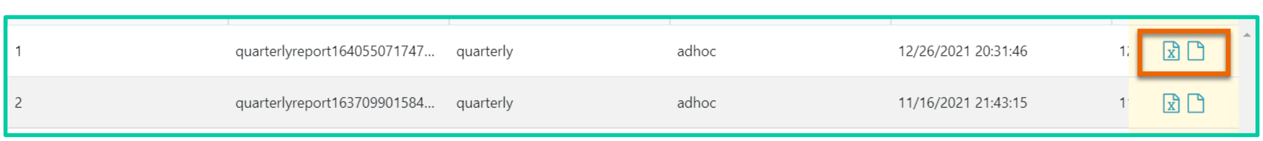


FIGURE 183: DOWNLOAD CASE LEVEL REPORTS

23.2 General Reports

In addition to the case-specific reports, Case Manager™ also supports to generate/view and download some other general reports, which are not case-specific. Instead, they include data and analysis across the cases.

Two reports are provided in the system by default, which is discussed below.

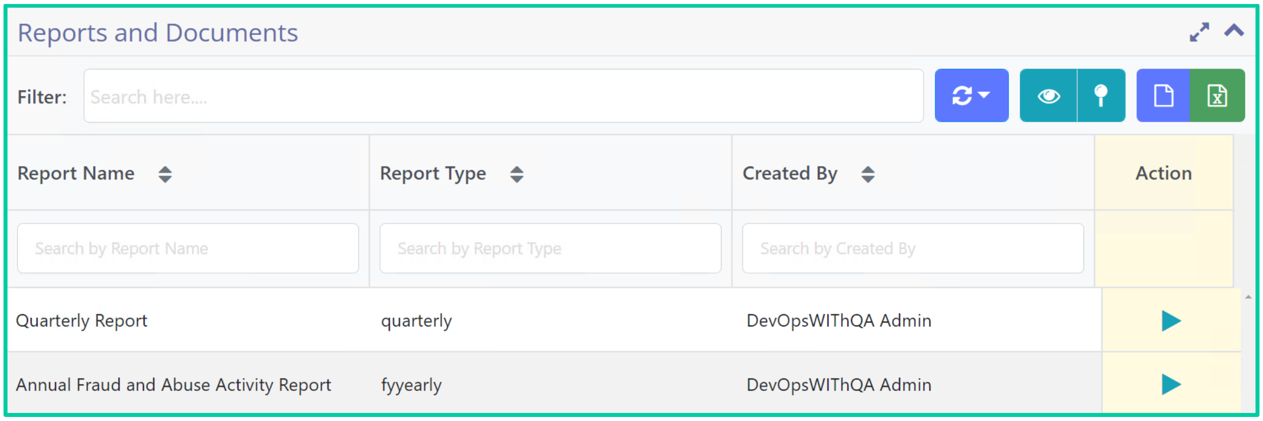


FIGURE 184: GENERAL REPORTS

23.2.1 Quarterly Report

Quarterly reports sum up the report for each quarter of the year for the following aspects.

- Quarterly Profits
- Quarterly Recoveries against the claims
- Quarterly Fines and Sanctions against the cases

It is an excel format report with five tabs in total, first presents the summary, and the next four tabs describe all of the above parameters for each quarter separately.

23.2.2 Annual Fraud and Abuse Activity Report (AFAAR)

This report is an excel report which primarily focuses on the following parameters.

- Total number of cases opened during the year.
- Total number of cases closed during the year.
- Total recoveries performed against the cases during the year.
- Total amount demanded Vs Total Recovered Amount for the cases during the year.
- No of doctors for which Termination is performed during the year.
- Total number of cases referred during the year.
- Total amount of prevented loss performed during the year.

24 ALERTS

Case Manager™ has the functionality to create and send alerts and notifications based on defined events. Whenever any event triggers in the application, the system sends alerts and notifications to the relevant persons for whom notifications are configured. Alerts can be sent either as a notification inside the system or an email to the person.

The system shows the users' alerts and notifications on the screen shown below.

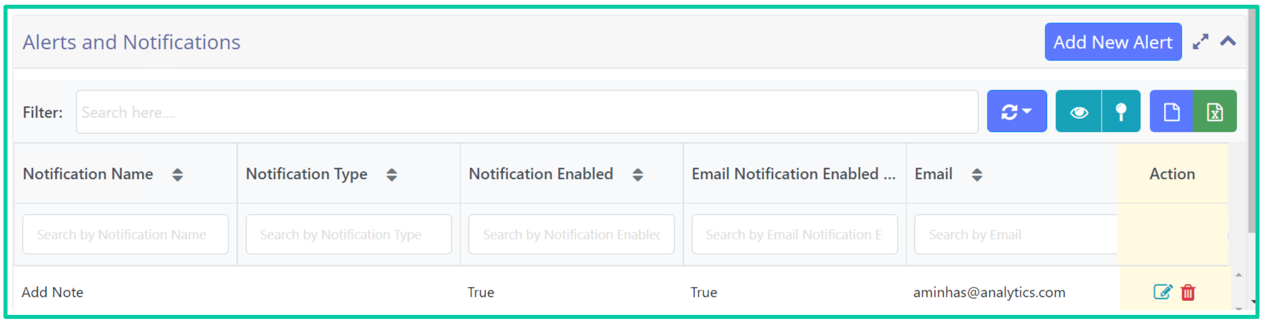


FIGURE 185: ALERTS OVERVIEW

24.1 Add New Alert

Users can add and configure a new alert in the system by pressing the 'Add New Alert' button, as shown below.

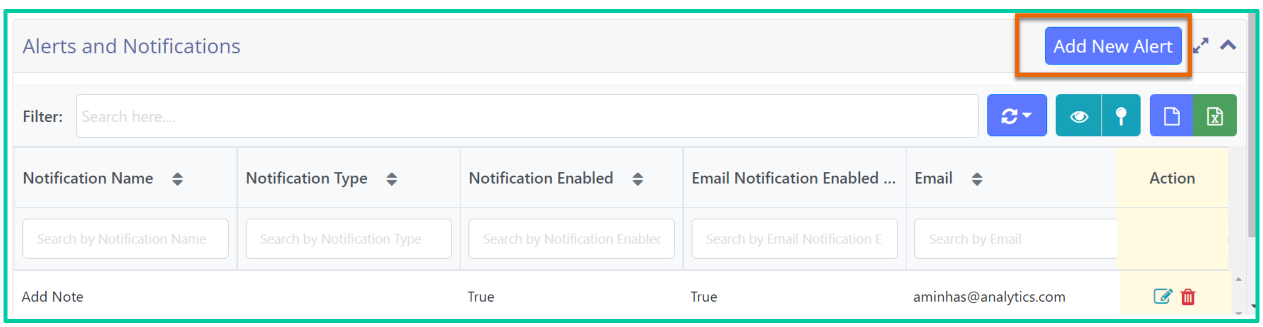


FIGURE 186: ADD NEW ALERT BUTTON

On pressing this button, the following pop-up will appear for user input.

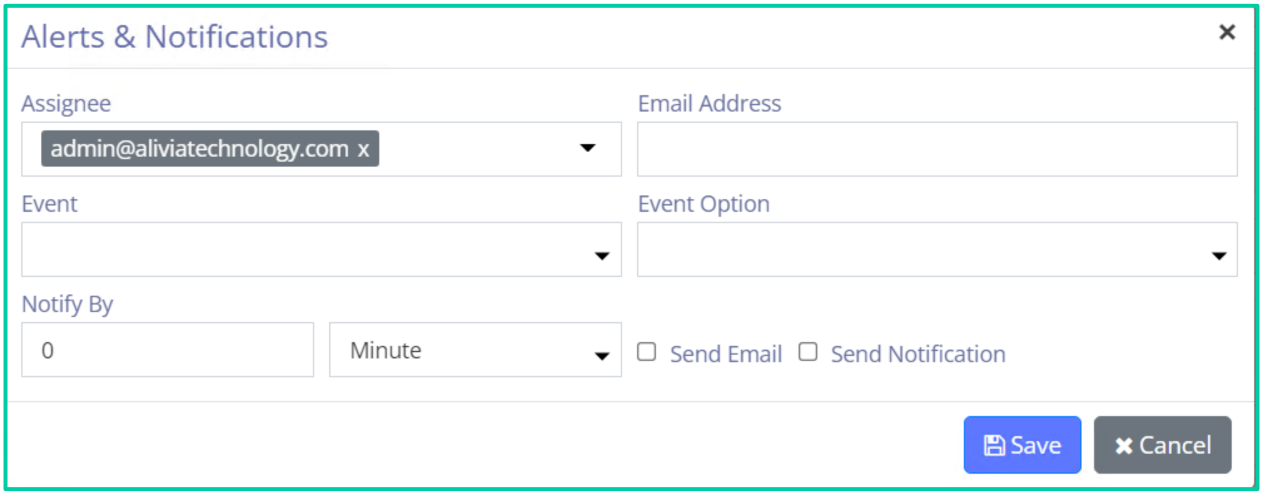


FIGURE 187: ADD NEW ALERT

24.1.1 Alerts Assignee

As discussed above, alerts can either be sent as notifications in the system to the relevant person or sent as emails. The assignee is required to send the alert as a notification inside the system.

So, the user can select any assignee from the list of assignees already available in the system. Whichever the assignee is selected, the system will notify the selected assignee when the event triggers in the system.

24.1.2 Alerts Email Address

If the user desires to send this notification over the email to the concerned person, then an email for the relevant person needs to be provided in this field. When the event triggers in the system, the system sends an email to the email provided in this field.

24.1.3 Alerts Event

Events are the activities performed in the Case Manager™ during the case lifecycle. All the events configured in the system are available in this list, and the users can select any event from the list to attach the alert with that event.

24.1.4 Alerts Event Option

Event options are the subcategories of events, which can further drill down the events to multiple stages of the event, allowing the user to attach the alert to the required stage of the event.

24.1.5 Alerts Notify By

Alerts can be configured to be sent at a specific time after triggering the event. Users can configure the system's time interval to send the alert notification or email.

Users can configure the numeric value in the first field and the time interval (minute, hours, days) in the next field, and the system sends the notification after the configured interval.

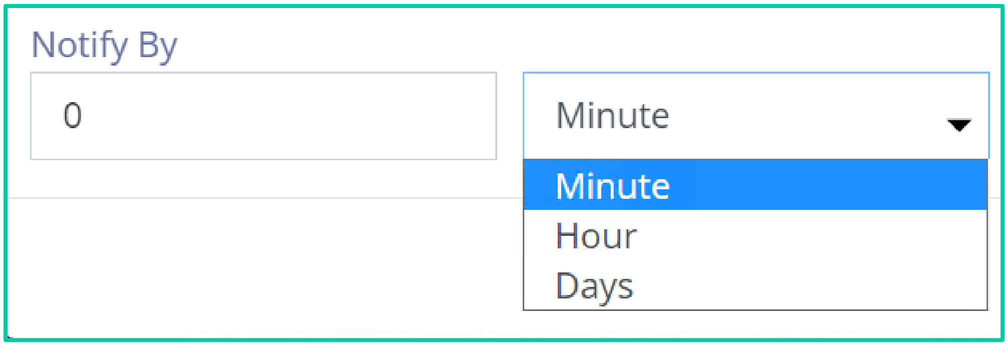


FIGURE 188: ALERTS - NOTIFY BY

24.1.6 Send Email Checkbox

If the user marks this checkbox as true, then the system sends the email on the provided email, as discussed above.

24.1.7 Send Notification

If the user marks this checkbox as true, then the system sends the notification inside the system to the assignee provided, as discussed above.