User Story 368883 - SE20220422002 - Medicare Internal Reports

Assigned To: Jose Santos gonzalez

State: New

Created Date: 12/08/2022 8:06 AM

Description:

Need to review reports and ensure that summaries and drilldowns are functioning. Need to either recreate reports correctly or enhance current reporting.

Issues listed by operations:

Inbound mail the reporting is not correct because we are not capturing the correct times.
    This currently uses the time print/ship is completed, however we need to use the time when the manifest is sent to MHK.

Send Email
    This currently updates the TTP based on the full file, but needs to update based on individual letters.

HRA
    These are reporting correctly, however these are not allowing for drilldown reports.

Inbound Fax
    Currently the end time is based on output to Cigna, but the end time should be when these output to MHK.

Outbound Fax
    Need to verify the change after other fax changes are made.

Same Day and 2 Hour FedEx Rules
    Requirements for Mon-Fri, Holiday, Weekend not reflecting correctly.

Acceptance Criteria: Given the current internal reporting data is incorrect

When information listed on those reports is required
Then recreate the internal reporting so that the results of each report are valid according to the processing rules outlined by the Cigna/Conduent Medicare agreement

Need to review reports and ensure that summaries and drilldowns are functioning. Need to either recreate reports correctly or enhance current reporting.

Need to make sure that the TAT is being ended by the Transmit task when the file is sent to MHK.

Need to make sure drilldowns are working for these reports and that information is adding.

Need to correct the error on drilldowns:
The item '/Cigna Division/Medicare Reports/TTP_Reports/Medicare_Detailed_Report' cannot be found. (rsItemNotFound)

Reports:

2Hour TTP
Dates are listed in DD/MM/YYYY; it should be in MM/DD/YYYY
Drilldowns links are not working
db: cigna_dp_reports

Stored Proc:
1. Medicare Print 2hr
sp_SSRSReport_Print_2Hr

Drilldown Columns:

CorrID

FileName

PageCount

SpecialHandling

BRE

Status

StatusReason

PostmarkTime

TrackingNumber

VendorJobNumber

ModuleName

LetterName

Language

ForeignMail

MemberID

InboundFax TTP

Drilldown columns:

ConduentReceivedDate

DCN
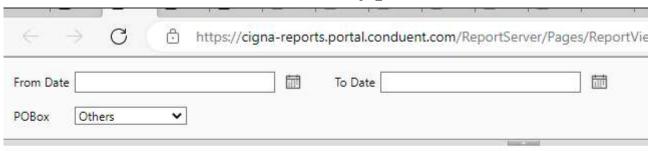
DID

XmitFileName

XmitDateTime

ElasedTime_Mins

Module

GrtThn4LessThn8_Misses

GrtThn8_Misses

InboundMail TTP

Others

Non-HRA (Others) Drilldown columns:

ConduentReceivedDate

Stack Name
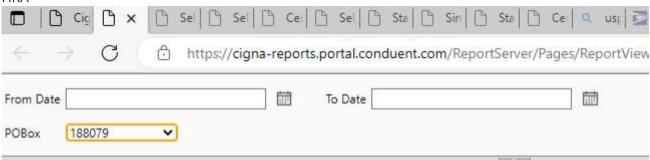
DCN

PO Box

XmitFileName

XmitDateTime

ElasedTime_Mins

Track #

Return Mail

Before 11:59 PM non HRA

GrtThn12:00 AM non HRA

HRA

HRA Drilldown columns:

ConduentReceivedDate

Stack Name

DCN

PO Box

XmitFileName

XmitDateTime

ElasedTime_Mins

Track #

Return Mail

24 hrs

48 hrs

Outbound Fax TTP

Drilldown Columns:
ConduentReceivedDate
DCN
XmitFileName
Module
FaxSentDateTime
MHKFileSentDateTime
CignaFileSentDateTime
FaxPagesSubmitted
FaxPagesSent
FaxAttemptCount
FaxErrorCode
FAXSentTAT_Mins
TAT_OutputToMHK
TAT_OutputToCigna

Same Day TTP

Drilldown columns:
CorrID
FileName
PageCount
SpecialHandling
BRE
Status
StatusReason
PostmarkTime
TrackingNumber
VendorJobNumber
ModuleName
LetterName
Language
ForeignMail
MemberID

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