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 |

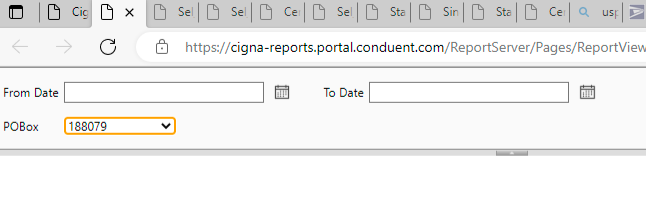
**InboundFax TTP**

Drilldown columns:

|  |
| --- |
| ConduentReceivedDate |
| DCN |
| DID |
| XmitFileName |
| XmitDateTime |
| ElasedTime\_Mins |
| Module |
| GrtThn4LessThn8\_Misses |
| GrtThn8\_Misses |

InboundMail TTP

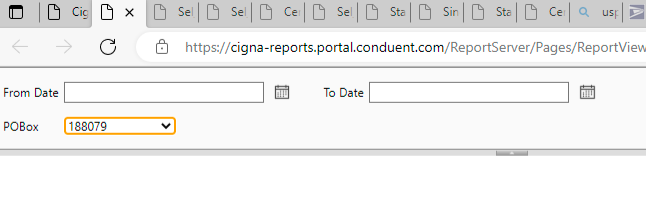
Others



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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