

Portal Use Cases for Storyboarding

User Interface Option	Responsible App	How Accessed
Call Center Agent		
Go Online (ready to receive call/char)	UOC	UOC App
Answer Call	UOC	UOC App
Answer Chat	UOC	UOC App
Work Backlog	UOC	UOC App
Outgoing Call queue	UOC	UOC App
Place Call	UOC	UOC App
Knowledge Base	UOC	UOC App
FX Functions	Portal	Portal Menu Header
Mail Request	UOC	UOC App
External Provider Enrollment (self Service)		
Enroll (Enter Information/Attachments)	Provider	Link to Provider Page
Re-nroll (Enter Information/Attachments)	Provider	Link to Provider Page
Send Message to AHCA	UOC	Link to UOC Page
Manage Delegates	Provider	Link to Provider Page
FAQ	Provider	Link to Provider Page
Contact US	UOC	Embed at bottom of portal page
Message Center	UOC	Link to UOC Page
Send and Receive Provider/AHCA Communications	UOC	Link to UOC Page
Receive A Provider Outreach Notifications	UOC	Link to UOC Page
Check on Status of Submitted Application	Provider	Link to Provider Page
Chat	UOC	Link to UOC
Submit Claim	Core	Link to Core Page
Check Claim Status	Core	Link to Core Page
Submit Prior Auth	Core	Link to Core Page
Check Prior Auth Status	Core	Link to Core Page
Check Recipient Eligibility	Core	TBD
Provider Appeals Inquiry	UOC	TBD
Provider Complaint	UOC	TBD
Voluntary Provider Withdraw Participation	Provider	Provider Portal
Add Provider Appeal	UOC	TBD
Internal Provider Operations		
Create Provider User Accounts for Portal Access	IS/IP	Link from Portal
Enter Provider Enrollment Data from Paper	Provider	Provider Portal
Edit/Update Provider Enrollment Data	Provider	Provider Portal
Report Options	EDW	TBD
Workflow Queue – Task Management	Provider	Provider Portal
Determine Provider Eligibility – Shows status of all enrollment data validation	Provider	Provider Portal
Resolve Negative Screening Results	Provider	Provider Portal
Enter/Track Provider Site Visit Information	Provider	Provider Portal
Manually approve/reject applications	Provider	Provider Portal
Send and Receive Provider Communications	UOC	Link to UOC Page
Send Provider Outreach Communications	UOC	Link to UOC Page
Voluntary Provider End Participation	UOC	Link to UOC Page
Terminate Provider	Provider	Provider Portal
Administrative Tasks.	Provider	Provider Portal
Seach for Provider	Provider	Provider Portal
Provider Appeals Inquiry	UOC	Link to UOC Page
Add Provider Appeal	UOC	Link to UOC Page
Medicaid Fair Hearing	Provider	Provider Portal
Internal user:		
Project Control		

Portal Use Cases for Storyboarding

Global Audit Search	Drop Down - will call appropriate module	
Search Document Repository	EDW	Link to EDW Page
Member		
Member Summary Inquiry	Core	Link to Core Page
Benefit/Service Limits Inquiry	Core	Link to Core Page
Eligibility Inquiry	Core	Link to Core Page
Member Appeals Inquiry	UOC	Link to UOC Page
Member Complaints	UOC	Link to UOC Page
Add a New Member	Core	Link to Core Page
Add New Member Appeals	UOC	Link to UOC Page
EOMB	UOC	Link to UOC Page
Resolve Suspect Duplicates	ISIP MPI/MOI	Link to ISIP Page
Reconciliate Claims for duplicate recipients (link)	Core	Link to Core Page
Member Medicare Buy-In inquiry	Core	Link to Core Page
Member Maintenance		
· Member Details	Core	Link to Core Page
· Eligibility Spans/ACWM	Core	Link to Core Page
· Enrollment Spans	Core	Link to Core Page
· Primary Care Provider (PCP)	Core	Link to Core Page
· Patient Responsibility	Core	Link to Core Page
· Review Spans	Core	Link to Core Page
· TPL/Medicare Information	Core	Link to Core Page
· Absent Parent Information	N/A	
· Member Representative Spans	Core	Link to Core Page
· Member ID Card Maintenance	UOC	Link to UOC Page
Member Users		
Member Inquiry	Core	Link to Core Page
Claims Inquiry	Core	Link to Core Page
Member Information Update	Core/UOC	Links to Core page and UOC CRI
Contact Management		
Correspondence	UOC	Link to UOC Page
Call Scripts	UOC	Link to UOC Page
Notes	UOC	Link to UOC Page
Claims		
Manual Entry Provider	Core	Link to Core Page
Manual Entry Agency Staff	Core	Link to Core Page
Batch Control	Job Scheduling Team	Link to Job Scheduler
Inquiry	Core	Link to Core Page
Mass Adjustments	Core	Link to Core Page
Suspense Release	Core	Link to Core Page
Service Authorization Inquiry	Core	Link to Core Page
Service Authorization Creation	Core	Link to Core Page
Financial	Core	Link to Core Page
History Request	Core	Link to Core Page
Adjudication		
Category of Svc Assignment	Core	Link to Core Page
Claim Type Assignment	Core	Link to Core Page
Duplicate Check	Core	Link to Core Page
Fiscal Pend	Core	Link to Core Page
Fund Code	Core	Link to Core Page
Pharmacy Claims Inquiry/Research.	Future PBM	
EPSDT		
EPSDT Details	Core	Link to Core Page
Periodicity Schedule	Core	Link to Core Page
Rules Management		
Claim Exception	Core	Link to Core Page
Service Authorization Exception	Core	Link to Core Page
HIPAA Code Translation	Core	Link to Core Page

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SA Letter Assignment	Core	Link to Core Page
Data Element/Valid Value	Core	Link to Core Page
Utilization Review		
Medical Criteria	Core	Link to Core Page
Medical Parameter	Core	Link to Core Page
System List	Core	Link to Core Page
Rates		
ASC Group/ ASC Region	Core	Link to Core Page
Institutional Provider ID/ Network ID/ Benefit Plan ID	Core	Link to Core Page
View Procedure Rate	Core	Link to Core Page
Search Procedure Code Rates	Core	Link to Core Page
View Procedure Code Rates	Core	Link to Core Page
Out of State	Core	Link to Core Page
Add /Edit Pricing Code / State	Core	Link to Core Page
Procedure Code	Core	Link to Core Page
Revenue Code	Core	Link to Core Page
Text Management	Per vendor	
NCPDP	Future PBM	
Customer Management	UOC	Link to UOC Page
Benefits		
Plan Hierarchy	Core	Link to Core Page
Plan Navigator	Core	Link to Core Page
Info Analysis	EDW	Link to EDW Page
Financial		
Third Party Liability	Future TPL	
Accounts Payable	Core	Link to Core Page
Payout	Core	Link to Core Page
Payout Approval	Core	Link to Core Page
Financial Receipt	Core	Link to Core Page
Accounts Receivable	Core	Link to Core Page
Financial Accounting Entity	Core	Link to Core Page
Budget Inquiry	Core	Link to Core Page
Financial Bank Account	Core	Link to Core Page
My Account		
Change Password	ISIP	Link to ISIP Page
Manage Users		
Manage Users	ISIP	Link to ISIP Page
Provider Users:		
Member		
Check Eligibility	Core	Link to Core Page
Authorizations		
Submit Authorization Request	Core	Link to Core Page
Pharmacy Prior Authorization	Future PBM	
Claims		
Create Claims	Core	Link to Core Page
Manage Claims	Core	Link to Core Page
Create Templates	Core	Link to Core Page
Manage Templates	Core	Link to Core Page
Claim Status Inquiry	Core	Link to Core Page
Payment Inquiry	Core	Link to Core Page
EDI		
File Retrieval Mailbox	Core	Link to Core Page
Upload X12	Core	Link to Core Page