

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: October 24, 2007
Location: Room 730E

Meeting called by: Angela Burrell

Attendees: Daniel Sekerdy, Donyale Walker, Yulonda Kelley, Millicent Ford, Ronnie Hall, Donna Bryant, Brenda Phillips, Jacquelin Branche

Preparation for meeting:

Workshop minutes from October 17th and agenda for workshop on October 24th were distributed to team.






Session Goals and Objectives:

Document detailed processes flows (scenarios) for Medical Review Services.

Summary:

The team reviewed and defined scenarios and requirements for Medical Review Services.

Scenarios include:

-  Notify of Periodic Medical Review
-  Notify Individual of Vision Requirements
-  Suspend for failed Driver's License Exams
-  Suspend for Mental Incompetence
-  Suspend for Unacceptable Medical/Vision Report

The team identified several "research" opportunities:

1. Can/should we tell customers when an acceptable medical report comes in? (Millicent/Jackie)
2. Is it more cost effective to print medical brochures on demand to be mailed with medical orders or stuff preprinted brochures in the mail room? (CSI Team)
3. Is it feasible for us to continue to issue orders to customers who are not licensed and do not have records? (Millicent)
4. If we get a Department of Blind and Vision Impaired (DBVI) hit for a customer not licensed in Virginia, do we /should we suspend, place a stop, mask suspension or do nothing to the customer record in Virginia for out-of-state purposes? (Millicent)
5. We need to have a meeting with DBVI representatives to discuss our need for SSN on the information they send to us. (Millicent/Angela to coordinate)
6. It has been noted that code section 46.2-314 should be removed from the MD04 Notice and 46.2-400 should be added. (Millicent/SSG)

Plans for Next Workshop:

The team will meet with Medical Review Services to continue to document detailed process flows.

Homework for Next Workshop:

Sanction and Reinstatement team should look at the above "research" opportunities and provide feedback accordingly.

A report from EA is attached that shows the Conviction Processing Scenarios and Suspension scenarios defined in the workshop and their linked requirements.

Scenario Report with Requirements

Package: Medical Review

Detail:			
Use Case Name:	Dismiss from Medical Review		
Status:			
Author:	Credential Team		
Created on:	10/9/2007	Modified on:	10/25/2007
Notes:	<p>This process is used when there has been a report of an impaired driver, the individual has submitted a Customer Medical Report and the agency found no reason to include individual in Medical Review Program</p> <p>Current:</p> <ul style="list-style-type: none">-Medical Review Evaluator updates system to show Customer Medical Report is acceptable-Medical Review Evaluator updates system to show no further medical review requirements are necessary-Medical Review Evaluator updates events screen to show medical event is dismissed-Medical Review Evaluator manually requests system to produce Dismiss from Medical Review Notice-System generates Dismiss from Medical Review Notice (DL-60) in overnight batch-Medical Review Support staff picks up Dismiss from Medical Review Notice in SSG-Medical Review Support staff delivers Dismiss from Medical Review Notice to Mail Services-Mail Clerk mails Dismiss from Medical Review Notice via first class mail <p>Future:</p> <ul style="list-style-type: none">-Medical Review Evaluator updates system to show Customer Medical Report is acceptable-Medical Review Evaluator updates system to show no further medical review requirements are necessary and reasons why-System generates Dismiss from Medical Review Notice (DL-60) in overnight batch-Mail Clerk mails Dismiss from Medical Review Notice via first class mail.		

Linked Requirements:

Name: Mail Clerk shall mail Dismiss from Medical Review Notice via first class mail

Notes:

Name: System shall generate Dismiss from Medical Review Notice (DL-60) in overnight batch

Notes:

Name: The system shall allow Medical Review Evaluator to update system to show no further medical review requirements are necessary and reasons why

Notes:

Use Case Name:	Initiate Medical Review		
Status:			
Author:	Credential Team		
Created on:	9/27/2007	Modified on:	10/25/2007
Notes:	<p>Letter to customer advising DMV has received information about possible medical impairment and requiring customer to comply with Medical Review Requirements. (medical report, vision report, knowledge exam, road skills exam) 46.2-322 (MD-01)</p> <p>Current:</p> <ul style="list-style-type: none"> -CSC Teller or outside entity (law enforcement, family member, court, doctor, concerned citizen, Department of Blind and Vision Impaired, state hospitals) submits paper documents and/or e-mail about a possible impaired driver -Medical Review Evaluator reviews information (report received, driving record, etc.) received to determine if agency has cause to initiate medical review. -Alt Flow: No medical review is necessary, system is not updated. -No correspondence is generated to reporting entity or suspected impaired driver. -Medical Review Evaluator updates system to require customer to submit Customer Medical Report, Customer Vision Report (any one or combination of the two) Alt Flow: Medical Review Evaluator updates system to require Knowledge, Skills and Vision Exam (any one or combination of the three) <p>-System generates Medical Review Requirements Notice (MD-01) in overnight batch</p> <ul style="list-style-type: none"> -Mail Clerk inserts Customer Medical Report (MED-2) form with Notice (MD-01) -Notice includes specific medical requirements customer must comply with. -Mail Clerk mails Medical Review Requirements Notice via first class mail. -Notice allows customers 30 days to comply. -System suspends customer's driving privilege if customer fails to comply within 30 days -No extensions granted to 30 day deadline to comply. <p>Alt Flow: No medical review is necessary, system is not updated.</p> <ul style="list-style-type: none"> -No correspondence is generated to reporting entity or suspected impaired driver. <p>Alt Flow: Medical Review Evaluator updates system to require Knowledge, Skills and Vision Exam (any one or combination of the three)</p> <p>Future:</p> <ul style="list-style-type: none"> -CSC Teller or outside entity (law enforcement, family member, court, doctor, concerned citizen, Department of Blind and Vision Impaired, state hospitals) submits paper documents and/or e-mail about a possible impaired driver -System builds electronic queue for Medical Evaluator of suspected impaired drivers -Medical Review Evaluator reviews information in queue to determine if agency has cause to initiate medical review Alt Flow: No medical review is necessary Alt Flow: Medical review underway/dismissed within last 60 days -Medical Review Evaluator updates system to post medical review requirements (Customer Medical Report) -System shall provide the capability to require customer to submit variable data elements (vision report, vision exam, knowledge exam, CDRS evaluation, neuro/psychological evaluation, specific sections of the Customer Medical Report) 		

-System generates Medical Review Requirements Notice (MD-01) and pre-populated customer identifying on the customer specific Customer Medical Report (MED-2) in overnight batch based on specific information inputted by Medical Review Evaluator

-Notice includes specific medical requirements customer must comply with to include concerns reported about impaired driver.

-Mail Clerk mails Medical Review Requirements Notice/Customer Medical Report via first class mail.

-Notice allows customers 30 days to comply.

-System allows Medical Review Evaluator to manually override 30-day deadline to comply with medical review requirements.

-System builds an electronic queue of customers with manual override of 30-day deadline for Medical Review Manager approval.

Alt Flow: No medical review is necessary, Medical Review Evaluator updates system to show no medical review necessary
No correspondence is generated to reporting entity or suspected impaired driver.

Alt Flow: Medical Review Underway
-System responds with "Are You Sure You Want to Initiate Another Medical Review Message"

Alt Flow: Customer fails to comply within 30 days, invoke Suspend Customer Driving Privilege for Medical Reasons

Note:
-Electronic information received about possible impaired drivers will be stored in On Base.

Linked Requirements:

Name: DMV shall advise a customer upon receipt of information about possible medical impairment to comply with Medical Review Requirements. (medical report, vision report, knowledge exam, road skills exam) 46.2-322

Notes:

Name: Mail Services Technician shall mail Medical Review Requirements Notice via first class mail

Notes:

Name: System shall provide the capability to require customer to submit variable data elements (vision report, vision exam, knowledge exam, CDRS evaluation, neuro/psychological evaluation, specific sections of the Customer Medical Report)

Notes:

Name: The system shall accept electronic information about a possible impaired driver from a CSC Teller or outside entity (law enforcement, family member, court, doctor, concerned citizen, Department of Blind and Vision Impaired, state hospitals).

Notes:

Name: The System shall allow Medical Review Evaluator to manually override 30-day deadline to

comply with medical review requirements

Notes:

Name: The system shall allow the Medical Review Evaluator to review information in queue to determine if agency has cause to initiate medical review.

Notes:

Name: The system shall allow the Medical Review Evaluator to update system to post medical review requirements as well as concerns reported about impaired driver.

Notes:

Name: The system shall build an electronic queue of customers with 30-day manual override for Medical Review Manager approval.

Notes:

Name: The system shall build electronic queue for Medical Evaluator of suspected impaired drivers.

Notes:

Name: The system shall generate Notice (MD-01) in overnight batch based on specific information inputted by Medical Review Evaluator.

Notes:

Name: The system shall generate the Customer Medical Report (MED-2) pre-populated with customer specific to be mailed with Notice (MD-01)

Notes:

Name: The system shall prohibit extensions granted to 30 day deadline to comply.

Notes:

Name: The system shall respond with "Are You Sure You Want to Initiate Another Medical Review Message"

Notes:

Name: The system shall store electronic information received about possible impaired drivers in OnBase.

Notes:

Name: The system shall system suspend customer's driving privilege if customer fails to comply within 30 days .

Notes:

Use Case Name:	Notify Individual of Vision Requirements		
Status:			
Author:	Credential Team		
Created on:	10/24/2007	Modified on:	10/25/2007
Notes:	This process is used to notify individuals of vision requirements who have been reported by the Department for the Blind and Vision Impaired (DBVI) as being legally blind or visually handicapped 46.2-221 (MD-06) Current: -DBVI submits a paper listing monthly to DMV for individuals age 14 or older who are legally blind or visually handicapped (name, date of birth and address) -Medical Review Evaluator/Support Staff updates system to show individual is legally blind or visually handicapped Alt Flow: No record found -System generates Blind/Visually Handicapped Notice in overnight batch -Mail Clerk mails Blind/Visually Handicapped Notice via first class mail -System allows 30 days for individual to comply Alt Flow: No record found, no further action taken		

Future:
 -DBVI submit electronic listing for individuals age 14 and older who are legally blind or visually handicapped (name, date of birth and address)
 -System matches listing information to records of individuals with driver's license/learner's permit
 Alt Flow: No record found
 Alt Flow: Individual under age 14 (Millicent checking)
 Alt Flow: Individual 14 and older without driver's license/ID card (Millicent checking)
 -System updates customer record to show individual as either legally blind or visually handicapped
 -System generates Blind/Visually Handicapped Notice in overnight batch
 -Mail Clerk mails Blind Visually Handicapped Notice and applicable Medical Review Brochures via first class mail
 -System default to allow 30 days for individual to comply with vision requirement
 -System allows Medical Review Manager to override 30 day compliance deadline

Alt Flow: No record found, system generates electronic listing to DBVI
 -System builds electronic database of individuals reported by DBVI as legally blind/visually handicapped with no record found
 -System checks legally blind/visually handicapped database for individuals applying for a learner's permit/driver's license
 -System prevents issuance of learner's permit/driver's license for individuals in legally blind/visually handicapped database
 -System generates letter in real time in CSC requiring customer to obtain Vision Report (MED-4)

Alt Flow: Individual under age 14 (Millicent checking)

Alt Flow: Individual 14 and older without driver's license/ID card (Millicent checking)

Linked Requirements:

Name: Mail Clerk shall mail Blind/Visually Handicapped Notice and applicable Medical Review Brochures via first class mail

Notes:

Name: System match DBVI listing information to customer records on system

Notes:

Name: System shall allow Medical Review Manager to override 30 day compliance deadline

Notes:

Name: System shall default to allow 30 days for individual to comply with vision requirement

Notes:

Name: System shall generate Blind/Visually Handicapped Notice in overnight batch

Notes:

Name: System shall not update customer record as legally blind or visually handicapped under the age of 14

Notes:

Name: System shall update customer record to show individual as either legally blind or visually handicapped

Notes:

Name: The system shall provide the capability for the Department for the Blind and Vision Impaired (DBVI) to submit electronic listing for individuals age 14 or older who are legally blind or visually handicapped (name, date of birth and address) 46.2-221

Notes:

Use Case Name:	Notify of Exam Requirements		
Status:			
Author:	Credential Team		
Created on:	10/2/2007	Modified on:	10/25/2007
Notes:	<p>Notice to customer advising of requirement to complete knowledge/skills exam, vision screening (any combination of the three) 46.2-322 (MD-02)</p> <p>Current:</p> <ul style="list-style-type: none"> -Medical Review Evaluator updates system to show exam requirement (knowledge/skills exam, vision screening) -System generates Exam Requirements Notice/Suspension Order (MD-02) in overnight batch. -Mail Clerk mails Exam Requirements Notice/Suspension Order (MD-02) via first class mail. <p>Alt Flow: Invoke Comply with Exam Requirements Alt Flow: Invoke Fail Exam Requirements</p> <p>Note: -System allows Medical Review Evaluator/Manager to grant extension to 15 days deadline on occasion.</p> <p>Future:</p> <ul style="list-style-type: none"> -Medical Review Evaluator updates system to show variable data compliance requirements (vision, skills, knowledge exam, CDRS evaluation, neuro/psychological evaluation) and reasons for testing requirements -System generates Exam Requirements Notice/Suspension Order (MD-02) in overnight batch -System produces list of CDRS sites when CDRS evaluation required -System produces list of DLQA Examiners when skills testing required -Mail Clerk mails Exam Requirements Notice/Suspension Order (MD-02) via first class mail. <p>Note: System defaults to allow 15 days to comply with testing requirements. Note; System allows Medical Review Evaluator to change the 15-day compliance requirement.</p> <p>-</p>		

Linked Requirements:

Name: Mail Clerk shall mail Exam Requirements Notice/Suspension Order (MD-02) via first class mail

Notes:

Name: System shall allow Medical Review Evaluator/Manager to override 15 day deadline to comply with testing requirements

Notes:

Name: System shall allow Medical Review Evaluator/Manager to update system to show Customer Medical Report is acceptable, not acceptable, or needs review.

Notes:

Name: System shall generate Exam Requirements Notice/Suspension Order (MD-02) in overnight batch

Notes:

Name: System shall produce list of CDRS sites when CDRS evaluation required

Notes:

Name: System shall produce list of DLQA Examiners when skills testing required

Notes:

Name: The system shall allow the Medical Review Evaluator to update system to show variable data compliance requirements (vision, skills, knowledge exam, CDRS evaluation, neuro/psychological evaluation) and reasons for testing requirements

Notes:

Use Case Name:	Notify of Periodic Medical Review		
Status:			
Author:	Credential Team		
Created on:	10/2/2007	Modified on:	10/25/2007

Notes: Notifies customer of periodic medical review requirements based on medical and/or vision information received. 46.2-322 (MDN3)

Current:

- Medical Review Evaluator updates system to show disability type, periodic review requirement and cycle.
- System generates notice (MD-03) to customer advising of periodic review requirements in overnight batch
- Mail Clerk mails Periodic Medical Review Requirements Notice via first class mail

Alt Flow: System determines customer has not complied 60 days prior to due date, invoke Remind Customer of Periodic Medical Review use case (MDRL)

Alt Flow: On effective date of MD-03, system determines customer has not complied, invoke Second Remind Customer of Periodic Medical Review use case

- System allows additional 20 days to comply

Future:

- Medical Review Evaluator updates system to show disability type, periodic review requirement and cycle.
- System generates notice (MD-03) to customer advising of periodic review requirements in overnight batch
- Mail Clerk mails Periodic Medical Review Requirements Notice via first class mail

Alt Flow: System determines customer has not complied 60 days prior to due date, invoke Remind Customer of Periodic Medical Review use case (MDRL)

Alt Flow: On effective date of MD-03, system determines customer has not complied, invoke Second Remind Customer of Periodic Medical Review use case

- System allows additional 20 days to comply

Linked Requirements:

Name: Mail Clerk shall mail Periodic Medical Review Notice via first class mail

Notes:

Name: Medical Review Evaluator shall update the customer record to show disability type, periodic review requirement and cycle

Notes:

Name: System shall allow additional 20 days to comply with Medical Review Requirements when customer has not complied by original due date of notice

Notes:

Name: System shall generate Periodic Medical Review Notice(MD-03) to customer advising of periodic review requirements in overnight batch

Notes:

Use Case Name:	Suspend for Failed Driver's License Exams		
Status:			
Author:	Credential Team		
Created on:	10/24/2007	Modified on:	10/25/2007
Notes:	<p>This process is used to notify individuals of the agencies decision to not re-test for driver's license.</p> <p>Current:</p> <ul style="list-style-type: none">-DLQA submits information to Medical Review Services that individual should not be re-tested for driver's license.-Medical Review Manager updates the system to indicate individual should not be re-tested for driver's license. <p>Alt Flow: Medical Review Manager determines that individual should be re-tested by another DLQA</p> <p>Alt Flow: Medical Review Manager determines individual should be evaluated by CDRS</p> <ul style="list-style-type: none">-System immediately suspends individual's driving privilege-System generates Ineligible to Test Order of Suspension in overnight batch-Mail Clerk mails Ineligible to Test Order of Suspension via first class mail <p>Alt Flow: Medical Review Manager determines that individual should be re-tested by another DLQA</p> <ul style="list-style-type: none">-Medical Review Manager does not update the system-DLQA arrange for re-testing with another DLQA Representative <p>Alt Flow: Medical Review Manager determines individual should be evaluated by CDRS</p>		

Linked Requirements:

Use Case Name:	Suspend for Mental Incompetence		
Status:			
Author:	Credential Team		
Created on:	10/24/2007	Modified on:	10/25/2007
Notes:	<p>This process is used to suspend the driving privilege of an individual released by a Mental Health Facility and deemed to be mentally incompetent to drive 46.2-400, 46.2-401 (MD-04)</p> <p>Current:</p> <ul style="list-style-type: none">-Mental Health Facility submits report of individual's release from mental health facility indicating mental health, mental retardation, substance abuse condition-Report shows individual is incompetent to drive <p>Alt Flow: Report shows individual is competent to drive</p> <ul style="list-style-type: none">-Medical Review Evaluator updates system to show health issue <p>Alt Flow: No record found</p> <ul style="list-style-type: none">-System suspends individual's driving privilege immediately		

-System generates Mentally Incompetent to Operate Order of Suspension in overnight batch
-Mail Clerk mail Mentally Incompetent to Operate Order of Suspension via first class mail

Alt Flow: Report shows individual is competent to drive, invoke Initiate Medical Review

Alt Flow: No record found, invoke Add Customer Record

-Return to normal process

Future:

-Mental Health Facility submits electronic listing of individual's release from mental health facility indicating mental health, mental retardation, substance abuse condition

-Systems determines listing shows individual is not competent to drive and health issue

Alt Flow: System determines listing shows individual is competent to drive

Alt Flow: No record found

Alt Flow: Paper Document received

-System suspends individual's driving privilege immediately

-System generates Mentally Incompetent to Operate Order of Suspension in overnight batch

-Mail Clerk mails Mentally Incompetent to Operate Order of Suspension via first class mail

Alt Flow: System determines listing shows individual is competent to drive, invoke Initiate Medical Review

Alt Flow: No record found, invoke Add Customer Record

-Return to normal process

Alt Flow: Paper Document received

-Mental Health Facility submits report of individual's release from mental health facility indicating mental health, mental retardation, substance abuse condition

-System builds electronic queue of individuals reported to be mentally incompetent

-Return to normal process

Alt Flow: Report shows individual is competent to drive, invoke Initiate Medical Review

Alt Flow: No record found, invoke Add Customer Record

-Return to normal process

Linked Requirements:

Name: Mail Clerk shall mail Mentally Incompetent to Operate Order of Suspension and applicable Medical Review Brochures via first class mail

Notes:

Name: The system shall allow the Mental Health Facilities to submit electronic listing of individual's release from mental health facility indicating mental health, mental retardation, substance abuse condition

Notes:

Name: The system shall determine listing shows individual is mentally competent to drive

Notes:

Name: The system shall determines listing shows individual is not mentally competent to drive and

health issue

Notes:

Name: The system shall generate Mentally Incompetent to Operate Order of Suspension in overnight batch

Notes:

Name: The system shall suspend individual's driving privilege immediately

Notes:

Use Case Name:	Suspend for Unacceptable Medical/Vision Report		
Status:			
Author:	Credential Team		
Created on:	10/2/2007	Modified on:	10/25/2007

Notes:

This process is used to suspend an individual's driving privilege when DMV receives an unacceptable Customer Vision/Medical Report 46.2-322 (MD-05)

Current:

- Medical Review Evaluator determines Customer Medical/Vision Report is unacceptable
- Medical Review Evaluator updates system to show Customer Medical/Vision Report is unacceptable
- System generates Unacceptable Medical/Vision Order of Suspension in overnight batch
- System suspends individual's driving privilege five days from date of notice
- Mail Clerk mails Unacceptable Medical/Vision Order of Suspension via first class mail.

Future:

- Medical Review Evaluator updates system to show Customer Medical Report is not acceptable
- Medical Review Evaluator updates system to show specific reasons as to why Customer Medical Report is not acceptable
- Medical Review Evaluator updates system to show suspension effective date (immediate up to five days)
- System generates Unacceptable Medical/Vision Order of Suspension in overnight batch
- Mail Clerk mails Unacceptable Medical/Vision Order of Suspension via first class mail

Linked Requirements:

Name: Mail Clerk shall mail Unacceptable Medical/Vision Order of Suspension via first class mail

Notes:

Name: System shall allow Medical Review Evaluator to update customer record to show suspension date (immediate up to five days)

Notes:

Name: System shall generate Unacceptable Medical/Vision Order of Suspension in overnight batch

Notes:

Name: System shall not satisfy requirement to submit second or subsequent Customer Medical Report upon receipt of additional Customer Medical Report

Notes:

Name: System shall provide capability for Medical Review Evaluator to show Customer Medical Report is not acceptable

Notes:

Name: System shall provide capability for Medical Review Evaluator to show specific reasons as to why Customer Medical Report is not acceptable

Notes: