

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: November 7, 2007
Location: Room 730E

Meeting called by: Angela Burrell

Attendees: Donyale Walker, Gerald Slade, Ronnie Hall, Brenda Phillips, Jacquelin Branche, Rosalyn Sykes, Pat DeLuke, Sharon Brown, Jeff Harper, James Junius

Preparation for meeting:

Workshop minutes from October 31st and agenda for workshop on November 7th 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:

-  Cancel CDL for Medical Reasons "MD07"
-  Initiate Medical Review "MD01 and MDN9" combined
-  Notify Individual of Waiver/Customer Medical Report Requirement "MDN8"
-  Suspend CDL for Non-Compliance of Medical Requirements "MD08, MD09, MD10, MD11 and MD13" combined
-  Issue CDL Intrastate Medical Waiver
-  Remind Individual of Medical Review Requirements "MDRL and MDRC"
-  Disqualify HAZMAT Variances "MD12" (current)

Please review the Initiate Medical Review (MD01 and MD09) and Notify Individual of Waiver/Customer Medical Report Requirement (MDN8) to see if the use cases can be combined like the MD08, MD09, MD10, MD11 and MD13.

The team identified several "research" or "to do" opportunities:

1. Will complete the Current and Future steps for MD12 and send to analysts by COB 11/9. (Jackie)
2. Verbiage in the MDN9 is confusing and not clear will work on changing it as well as determine if it can be deleted and replaced by the MD01. (Ronnie, Jackie and SSG)
3. Regarding the MD07, why do we give 15 days before the suspension takes effect? (Jackie)
4. Research the Federal Regulations to determine if they allow immediate cancellation for licenses. (Ronnie)
5. What is the MD08 effective date.....20 days or is it immediate? (Brenda)
6. Will immediately notify staff to use the MD09 rather than creating a pc generated letter. (Jackie)
7. Overall research on the MD08 and the MD10, When and why we use them; What does the "O" and "N" in the form number MD08 and/or MDN8 mean; Is it ok to combine the 8,9,10, 11 and 13? (Jackie to check with Millicent)

The team also determined that Medical has only two more processes to be documented, BTL and Sun shading which will be handled in a future sub team meeting.

Plans for Next Workshop:

TBD

Homework for Next Workshop:

Sanction and Reinstatement team should look at the above “research” and “to do” opportunities and provide feedback accordingly.

A report from EA is attached that shows the Medical Review scenarios defined in the workshop and their linked requirements.

Scenario Report with Requirements

Package: Medical Review

Detail:			
Use Case Name:		Cancel CDL for Medical Reasons	
Status:			
Author:		Credential Team	
Created on:		11/7/2007	Modified on: 11/8/2007
Notes:		<p>This process is used to cancel CDL for medical reasons 49CFR Part 391.41(E) 52-8.4 (MD-07)</p> <p>Current:</p> <ul style="list-style-type: none"> -Medical Review Evaluator determines individual has medical impairment that does not qualify for Medical Waiver -Medical Review Evaluator updates customer record to cancel CDL -System cancels CDL in 15 days and suspends driving privilege in 5 days <p>Alt Flow: Cancel CDL and reinstate driving privilege</p> <ul style="list-style-type: none"> -System generates CDL Cancellation/Suspend Driving Privilege for Medical Reasons Order in overnight batch -Mail Clerk mails CDL Cancellation Notice and Suspend Driving Privilege for Medical Reasons Order via first class mail <p>Alt Flow: Cancel CDL and reinstate driving privilege</p> <ul style="list-style-type: none"> -Medical Evaluator updates system to satisfy Suspend Driving Privilege for Medical Reasons Order <p>Future:</p> <ul style="list-style-type: none"> -Medical Review Evaluator determines individual has medical impairment that does not qualify for Medical Waiver -Medical Review Evaluator updates customer record to cancel CDL -Medical Review Evaluator updates customer record to indicate specific medical impairment -Alt Flow: Suspend driving privilege and cancel CDL -System cancels CDL in 15 days -System provides capability for Medical Review Evaluator to impose suspension immediately and extend 15 day deadline up to 30 days -System generates CDL Cancellation Notice in overnight batch -Mail Clerk mails CDL Cancellation Notice via first class mail <p>Alt Flow: Suspend driving privilege and cancel CDL</p>	

- Medical Review Evaluator determines individual's medical impairment warrants suspension of driving privilege and cancellation of driving privilege
- Medical Review Evaluator updates system to suspend individual's driving privilege and cancel CDL
- System generates Suspend Driving Privilege/Cancel CDL for Medical Reasons Order in overnight batch
- Mail Clerk mails Suspend Driving Privilege/Cancel CDL for Medical Reasons Order via first class mail

Linked Requirements:

Name: Mail Clerk shall mail CDL Cancellation Notice via first class mail

Notes:

Name: Mail Clerk shall mail Suspend Driving Privilege/Cancel CDL for Medical Reasons Order via first class mail

Notes:

Name: System generates CDL Cancellation Notice in overnight batch

Notes:

Name: System shall cancel CDL in 15 days

Notes:

Name: System shall generate Suspend Driving Privilege/Cancel CDL for Medical Reasons Order in overnight batch

Notes:

Name: System shall provide capability for Medical Review Evaluator to impose suspension immediately and extend 15 day deadline up to 30 days

Notes:

Name: System shall provide capability for Medical Review Evaluator to update customer record to cancel CDL

Notes:

Name: System shall provide capability for Medical Review Evaluator to update customer record to indicate specific medical impairment

Notes:

Name: System shall provide capability for Medical Review Evaluator to update customer record to suspend individual's driving privilege

Notes:

Use Case Name:	Dismiss from Medical Review		
Status:			
Author:	Credential Team		
Created on:	10/9/2007	Modified on:	11/8/2007
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

Future:
 -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:	Disqualify HAZMAT Variance		
Status:			
Author:	Credential Team		
Created on:	11/7/2007	Modified on:	11/7/2007
Notes:	<p>This process is used to notify individual of disqualification of HAZMAT variance (MD-12)</p> <p>Current: -Courts submits information of individual convicted of moving violation or motor vehicle crash conviction while driving commercial motor vehicle while transporting HAZMAT materials (Jackie checking on how courts submit info)</p> <p>-</p>		

Linked Requirements:

Use Case Name:	Initiate Medical Review		
Status:			
Author:	Credential Team		
Created on:	9/27/2007	Modified on:	11/7/2007
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 (MDO-1, MDN-9)</p> <p>Current: -CSC Teller or outside entity (law enforcement, family member, court, doctor, concerned citizen, Department of Blind and Vision Impaired, state hospitals)</p>		

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 ,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)

-System generates Medical Review Requirements Notice (MD-01) in overnight batch
-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.

Alt Flow: No medical review is necessary, system is not updated.
-No correspondence is generated to reporting entity or suspected impaired driver.

Alt Flow: Medical Review Evaluator updates system to require Knowledge, Skills and Vision Exam (any one or combination of the three), Invoke Notify Exam Requirement

Future:

-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 input 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 OnBase.

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 call 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:	Issue CDL Intrastate Medical Waiver		
Status:			
Author:	Credential Team		
Created on:	10/31/2007	Modified on:	11/8/2007
Notes:	<p>This process is used to issue intra-state CDL medical waiver to CDL holder/applicant who have a disqualifying disability (insulin treated diabetes, loss of vision in one eye, missing or impaired limb) under federal regulations 49CFR 391.49 (MDN0)</p> <p>Current:</p> <ul style="list-style-type: none">-Individual submits an application for intra-state CDL medical waiver (MED-30) along with customer medical report (MED-2) that pertains to their conditionAlt Flow: CDL Medical Waiver, customer medical report (MED-2) AND HAZMAT variance-Medical Review Evaluator reviews information on waiver application/customer medical report-Medical Review Evaluator determines applicant qualifies for medical waiver-Alt Flow: Individual does not qualify for medical waiver-Medical Review Evaluator updates system to show individual qualifies for medical waiver-System automatically updates customer record to show Valid in Virginia Only and Waiver/Variance Required-System automatically updates customer record to place individual on medical review every two years-System generates CDL Intrastate Medical Waiver Notice in overnight batch-Mail Clerk mails CDL Intrastate Medical Waiver via first class mail-Medical Review Evaluator manually produces Waiver of Disqualifying Disability with information regarding conditions under which they operate commercial motor vehicle (valid for 2 years)-Medical Review Evaluator mails Waiver of Disqualifying Disability via first class mail <p>Alt Flow: CDL Medical Waiver, customer medical report (MED-2) AND HAZMAT variance</p>		

-Medical Review Evaluator updates customer record to show individual qualifies for Medical Waiver AND HAZMAT variance
 -System generates Medical Waiver/HAZMAT variance (MDNA) in overnight batch

Alt Flow: Individual without CDL does not qualify for medical waiver
 -Medical Review Evaluator updates system to place administrative stop on customer record indicating no CDL to be issued

Alt Flow: Individual with CDL does not qualify for medical waiver
 -Medical Review Evaluator updates system to show individual does not qualify for medical waiver, Invoke Cancel CDL (MD-07)

Future:
 -Individual submits an application for intra-state CDL medical waiver (MED-30) along with customer medical report (MED-2) that pertains to their condition
 Alt Flow: CDL Medical Waiver, customer medical report (MED-2) AND HAZMAT variance
 -System builds queue CDL waiver applications and medical reports
 -Medical Review Evaluator reviews queue of waiver application/customer medical report
 Alt Flow: Incomplete Waiver Application
 -Medical Review Evaluator determines applicant qualifies for medical waiver
 -Alt Flow: Individual does not qualify for medical waiver
 -Medical Review Evaluator updates system to show individual qualifies for medical waiver
 -System automatically updates customer record to show Valid in Virginia Only and Waiver/Variance Required
 -System automatically updates customer record to place individual on medical review every two years
 -System generates CDL Intrastate Medical Waiver Notice and Waiver of Disqualifying Disability with information regarding conditions under which they operate commercial motor vehicle (valid for 2 years) in real time in Medical Review Work Center
 -Mail Clerk mails CDL Intrastate Medical Waiver Notice and Waiver of Disqualifying Disability via first class mail

Alt Flow: Incomplete Waiver Application
 -Medical Review Evaluator determines waiver application is incomplete
 -Medical Review Evaluator updates customer record to show waiver application is incomplete
 -System generates Incomplete Waiver Application Letter in real time in Medical Review Work Center

Alt Flow: CDL Medical Waiver, customer medical report (MED-2) AND HAZMAT variance
 -Medical Review Evaluator updates customer record to show individual qualifies for Medical Waiver AND HAZMAT variance
 -System generates Medical Waiver/HAZMAT variance (MDNA) in overnight batch

Alt Flow: Individual does not qualify for medical waiver
 -Medical Review Evaluator updates system to show individual does not qualify for medical waiver, Invoke Cancel CDL

Linked Requirements:

Use Case Name:	Notify Individual of Disqualifying Disability		
Status:			
Author:	Credential Team		
Created on:	11/7/2007	Modified on:	11/7/2007
Notes:	This process is used to notify individual		
Linked Requirements:			

Use Case Name:	Notify Individual of Vision Requirements		
Status:			
Author:	Credential Team		
Created on:	10/24/2007	Modified on:	11/8/2007
Notes:	<p>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)</p> <p>Current:</p> <ul style="list-style-type: none"> -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 <p>Alt Flow: No record found</p> <ul style="list-style-type: none"> -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 <p>Alt Flow: No record found, no further action taken</p> <p>Future:</p> <ul style="list-style-type: none"> -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 <p>Alt Flow: No record found</p> <p>Alt Flow: Individual under age 14 (Millicent checking)</p> <p>Alt Flow: Individual 14 and older without driver's license/ID card (Millicent checking)</p> <ul style="list-style-type: none"> -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 <p>Alt Flow: No record found, system generates electronic listing to DBVI</p> <ul style="list-style-type: none"> -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) <p>Alt Flow: Individual under age 14 (Millicent checking)</p>		

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 Individual of Waiver/Customer Medical Report Requirement

Status:

Author: Credential Team

Created on: 11/7/2007 **Modified on:** 11/8/2007

Notes: This process is used to notify individual of requirement to submit Medical Waiver and Customer Medical Report 46.2-322 (MDN-8)

LOOK AT INITIATE MEDICAL REVIEW USE CASE (This scenario should be combined with Initiate Medical Review use case)

Current:

- Medical Review Evaluator determines individual has medical condition that may impair his ability to safely operate a commercial motor vehicle
- Medical Review Evaluator updates customer to require individual to submit Medical Waiver and Customer Medical Report

Alt Flow: Customer Medical Report AND Vision Report

- System allows individual 15 days to submit Waiver/Customer Medical Report
- System generates Medical Waiver Notice in overnight batch
- Mail Clerk mails Medical Waiver Notice via first class mail

Future:

- Medical Review Evaluator determines individual has medical condition that may impair his ability to safely operate a commercial motor vehicle
- Medical Review Evaluator updates customer record to require individual to submit Medical Waiver and Customer Medical Report

-System allows individual 15 days to submit Waiver/Customer Medical Report
 -System generates Medical Waiver Notice in overnight batch
 -Mail Clerk mails Medical Waiver Notice via first class mail

Linked Requirements:

Use Case Name:	Notify of Exam Requirements		
Status:			
Author:	Credential Team		
Created on:	10/2/2007	Modified on:	11/8/2007

Notes:

Notice to customer advising of requirement to complete knowledge/skills exam, vision screening (any combination of the three) 46.2-322 (MD-02)

Current:

- 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.

Alt Flow: Invoke Comply with Exam Requirements
Alt Flow: Invoke Fail Exam Requirements

Note: -System allows Medical Review Evaluator/Manager to grant extension to 15 days deadline on occasion.

Future:

- 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.

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.

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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:	11/8/2007
Notes:	<p>Notifies customer of periodic medical review requirements based on medical and/or vision information received. 46.2-322 (MDN3)</p> <p>Current:</p> <ul style="list-style-type: none">-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 <p>Alt Flow: System determines customer has not complied 60 days prior to due date, invoke Remind Customer of Periodic Medical Review use case (MDRL)</p> <p>Alt Flow: On effective date of MD-03, system determines customer has not complied, invoke Second Remind Customer of Periodic Medical Review use case</p> <ul style="list-style-type: none">-System allows additional 20 days to comply <p>Future:</p> <ul style="list-style-type: none">-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 <p>Alt Flow: System determines customer has not complied 60 days prior to due date, invoke Remind Customer of Periodic Medical Review use case (MDRL)</p> <p>Alt Flow: On effective date of MD-03, system determines customer has not complied, invoke Second Remind Customer of Periodic Medical Review use case</p> <ul style="list-style-type: none">-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:	Remind of Medical Review Requirements		
Status:			
Author:	Credential Team		
Created on:	11/7/2007	Modified on:	11/8/2007
Notes:	<p>This process is used to remind individual of medical review requirements (MDRL, MDRC)</p> <p>Current:</p> <ul style="list-style-type: none">-System determines individual under periodic medical review needs to comply within 60 days of today's date-System generates Remind Individual of Medical Review Requirements in overnight batch-Mail Clerk mails Remind Notice via first class mail <p>Future:</p> <ul style="list-style-type: none">-System determines individual under periodic medical review needs to comply within 60 days of today's date-System generates Remind Individual of Medical Review Requirements in overnight batch-Mail Clerk mails Remind Notice via first class mail-System generates one reminder notice regardless of type of credential individual holds		

Linked Requirements:

Name: Mail Clerk shall mail Remind Notice via first class mail

Notes:

Name: System shall determine individual under periodic medical review needs to comply within 60 days of today's date

Notes:

Name: System shall generate one reminder notice regardless of type of credential individual holds

Notes:

Name: System shall generate Remind Individual of Medical Review Requirements in overnight batch

Notes:

Use Case Name:	Suspend CDL for Non-Compliance of Medical Requirements		
Status:			
Author:	Credential Team		

Created on:	11/7/2007	Modified on:	11/8/2007
Notes:	<p>This process is used to suspend CDL when individual fails to submit Medical Waiver/Customer Report/Vision Report/HAZMAT Variance (MD-08, MD-09, MD-10, MD-11, MD-13))</p> <p>Current:</p> <ul style="list-style-type: none"> -System determines individual has not complied with requirement to submit Medical Waiver/Customer Medical Report/Vision Report/HAZMAT Variance -System suspends CDL/HAZMAT endorsement -System generates CDL Order of Suspension for Failure to submit Medical Waiver in overnight batch -Mail Clerk mails CDL Order of Suspension via first class mail <p>Future:</p> <ul style="list-style-type: none"> -60 days prior to suspension date, system determines individual has not complied with medical review requirements, Invoke Remind Individual of Medical Requirements -System determines individual has not complied with requirement to submit Medical Waiver/Customer Medical Report/Vision Report/HAZMAT variance -System suspends CDL/HAZMAT variance immediately -System allows Medical Review Evaluator to extend suspension date up to 30 days -System generates customer specific CDL Suspension/Medical Requirements Order in overnight batch -Mail Clerk mails CDL Suspension/Medical Requirements Order via first class mail 		
Linked Requirements:			
Name: Mail Clerk shall mail CDL Order of Suspension via first class mail			
Notes:			
Name: System shall allow Medical Review Evaluator to extend suspension date up to 30 days			
Notes:			
Name: System shall determine individual has not complied with medical requirements (Waiver, Customer Medical Report, Vision Report, HAZMAT variance)			
Notes:			
Name: System shall generate CDL Order of Suspension for Failure to submit medical requirements in overnight batch			
Notes:			
Name: System shall suspend CDL when individual fails to submit medical requirements			
Notes:			
<hr/>			
Use Case Name:	Suspend Indefinitely/Ineligible to Test		
Status:			
Author:	Credential Team		
Created on:	10/31/2007	Modified on:	11/8/2007
Notes:	<p>This process is used to indefinitely suspend an individual's driving privilege and declare him ineligible to attempt future testing 46.2-322 (MD-15) (Suspension remains in effect until individual complies with Medical Review Requirements)</p> <p>Current:</p> <ul style="list-style-type: none"> -DLQA submits documentation to Medical Review Manager indicating individual failed knowledge and/or skills test and requests individual to be declared ineligible for future testing 		

-Medical Review Manager reviews/ determines documentation warrants action to be taken
 Alt Flow: Allow for another test

-Medical Review Evaluator updates customer record to immediately suspend individual's driving privilege and to indicate ineligible for future testing
 -System immediately suspends individual's driving privilege
 -Systems generates Ineligible to test suspension order in overnight batch
 -Mail clerks mails ineligible to test suspension order via first class mail

Alt Flow: Allow for another test

-Medical Manager reviews documentation and determines individual should be allowed to take another test
 -Medical Review Manager does NOT update system

Future:

-DLQA submits electronic information to Medical Review Manager indicating individual failed knowledge and/or skills test and requests individual to be declared ineligible for future testing
 -System builds electronic queue of individuals failing/ineligible to test for review by Medical Review Manager
 -Medical Review Manager reviews/ determines documentation warrants action to be taken
 Alt Flow: Allow for another test

-Medical Review Manager updates queue to indicate individual should not be tested
 -Queue updates system to immediately suspend individual's driving privilege and prevent future testing
 -System generates Ineligible to test suspension order in overnight batch
 -Mail clerks mails ineligible to test suspension order via first class mail

Alt Flow: Allow for another test

-Medical Manager reviews documentation and determines individual should be allowed to take another test
 -Medical Review Manager updates queue to indicate individual be allowed to test again
 -System builds queue for DLQA of individual to be tested again
 -System updates customer record to show individual allowed to be tested

Linked Requirements:

Name: Mail clerks shall mail ineligible to test suspension order via first class mail

Notes:

Name: Queue shall update system to immediately suspend individual's driving privilege and prevent future testing

Notes:

Name: System shall allow DLQA to submit electronic information to Medical Review Manager indicating individual failed knowledge and/or skills test and requests individual to be declared ineligible for future testing

Notes:

Name: System shall build electronic queue of individuals failing/ineligible to test for review by Medical Review Manager

Notes:

Name: System shall build queue for DLQA of individual to be tested again

Notes:

Name: System shall generate Ineligible to test suspension order in overnight batch

Notes:

Name: System shall provide capability for Medical Review Manager to update queue to indicate individual be allowed to test again

Notes:

Name: System shall provide capability for Medical Review Manager to update queue to indicate individual should not be tested

Notes:

Name: System shall update customer record to show individual allowed to be tested

Notes:

Use Case Name:	Suspend for Court Incapacitation Orders		
Status:			
Author:	Credential Team		
Created on:	10/31/2007	Modified on:	11/8/2007
Notes:	<p>This process is used to indefinitely suspend an individual's driving privilege as a result of a court order of mental incapacitation 46.2-400 (MD-14)</p> <p>Current:</p> <ul style="list-style-type: none">-Court submits a court order showing an individual has been adjudged to be mentally incapacitated-Medical Review Evaluator updates system to show mental incapacitation <p>Alt Flow: No record found</p> <ul style="list-style-type: none">-System indefinitely suspends individual's driving privilege immediately-System generates Mentally Incapacitated Order of Suspension in overnight batch-Mail Clerk mails Mentally Incapacitated Order of Suspension via first class mail <p>Alt Flow: No record found, invoke Add Customer Record</p> <ul style="list-style-type: none">-Return to normal process <p>Future:</p> <ul style="list-style-type: none">-Court electronically submits a court order showing an individual has been adjudged to be mentally incapacitated-System builds queue of mental incapacitation orders-Medical Review Evaluator updates system to show mental incapacitation <p>Alt Flow: No record found</p> <p>Alt Flow: Paper Document received</p> <ul style="list-style-type: none">-System indefinitely suspends individual's driving privilege immediately-System generates Mentally Incapacitated Order of Suspension in overnight batch-Mail Clerk mails Mentally Incapacitated Order of Suspension via first class mail <p>Alt Flow: No record found, invoke Add Customer Record</p> <ul style="list-style-type: none">-Return to normal process <p>Alt Flow: Paper Document received</p> <ul style="list-style-type: none">-Court submits a court order showing an individual has been adjudged to be mentally incapacitated-System builds queue of mental incapacitation orders <ul style="list-style-type: none">-Return to normal process		

Linked Requirements:

Name: Court shall electronically submit a court order showing an individual has been adjudged to be mentally incapacitated

Notes:

Name: Mail Clerk shall mail Mentally Incapacitated Order of Suspension via first class mail

Notes:

Name: System shall build queue of mental incapacitation orders

Notes:

Name: System shall generate Mentally Incapacitated Order of Suspension in overnight batch

Notes:

Name: System shall indefinitely suspend an individual's driving privilege immediately for mental incapacitation

Notes:

Name: System shall provide the capability for Medical Review Evaluator to update customer record to show mental incapacitation

Notes:

Use Case Name:	Suspend for Failed Driver's License Exams		
Status:			
Author:	Credential Team		
Created on:	10/24/2007	Modified on:	11/8/2007
Notes:	<p>This process is used to notify individual's of the agency's 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:	11/8/2007
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 Alt Flow: Report shows individual is competent to drive -Medical Review Evaluator updates system to show health issue Alt Flow: No record found -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 <p>Alt Flow: Report shows individual is competent to drive, invoke Initiate Medical Review</p> <p>Alt Flow: No record found, invoke Add Customer Record</p> <ul style="list-style-type: none"> -Return to normal process <p>Future:</p> <ul style="list-style-type: none"> -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 <p>Alt Flow: System determines listing shows individual is competent to drive, invoke Initiate Medical Review</p> <p>Alt Flow: No record found, invoke Add Customer Record</p> <ul style="list-style-type: none"> -Return to normal process <p>Alt Flow: Paper Document received</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 -System builds electronic queue of individuals reported to be mentally incompetent -Return to normal process <p>Alt Flow: Report shows individual is competent to drive, invoke Initiate Medical Review</p> <p>Alt Flow: No record found, invoke Add Customer Record</p> <ul style="list-style-type: none"> -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:	11/8/2007
Notes:	<p>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)</p> <p>Current:</p> <ul style="list-style-type: none">-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. <p>Future:</p> <ul style="list-style-type: none">-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: