

**Meeting Summary**  
**Functional Area: Credentialing/Sanctioning & Reinstatement**



**Meeting: Sub Team Meeting**  
**Date: March 20, 2008**  
**Location: Room 133**

**Meeting called by:** Angela Burrell

**Attendees:** Millicent Ford, Jackie Branche, Ronnie Hall, Donna Bryant, Brenda Phillips

**Preparation for meeting:**

The agenda for the workshop on March 20<sup>th</sup> was distributed to team.

**Session Goals and Objectives:**

Document remaining processes flows (scenarios) for Medical Review.

**Summary:**

- ❖ The team reviewed and defined scenarios and requirements for Disable Placard Violators.

Scenarios include:

- 🚦 Cancel HAZMAT Variance Based on Conviction
- 🚦 Issue/Renew CDL HAZMAT Variance
- 🚦 Cancel for Failure to Comply with Transitional Gender Change Requirements

- ❖ The team identified some “research” or “to do” opportunities:

1. Virginia regulations for “Issue CDL/HAZMAT variance” (Jackie B.)
2. Potential PIO – Have the system mail 2 letters out (customer and employer) on CDL Variance Notice. (Millicent)

**Plans for Sub Team Meeting:**

The team has determined that we have completed all Medical Review scenarios. If any additional are identified, please contact CSI ASAP. No further meetings will be scheduled for Medical Review services at this time.

**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 includes ALL Medical Review scenarios defined in the workshop and their linked requirements. Please review all scenarios however a break down of scenarios completed in the sub team meeting on 3/20/08 are listed above.**

## Scenario Report with Requirements

**Package:** Medical Review

<b>Detail:</b>			
Use Case Name:	Cancel HAZMAT Variance Based on Conviction		
Status:	Scripted		
Author:	Credential Team		
Created on:	11/7/2007	Modified on:	3/21/2008

Notes:	<p>This process is used to notify individual of cancellation of HAZMAT variance and transfer to CDL waiver (MD-12)</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Courts submits information of individual convicted of moving violation/ motor vehicle crash conviction while driving commercial motor vehicle while transporting HAZMAT materials (Jackie checking on how courts submit info)</li> <li>-Conviction/crash is posted to customer record (See Post Convictions)</li> <li>-System determines customer record shows Medical Order on record and CDL 49CFR391.41</li> <li>-System e-mails Medical Review Manager/Evaluator with customer number</li> <li>-Medical Review Evaluator updates customer record to cancel HAZMAT endorsement/variance</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Courts submits information of individual convicted of moving violation/ motor vehicle crash conviction while driving commercial motor vehicle while transporting HAZMAT materials (Jackie checking on how courts submit info)</li> <li>-Conviction/crash is posted to customer record (See Post Convictions)</li> <li>-System determines customer record shows Medical Order on record, CDL conviction 49CFR391.41, in a CMV, HAZMAT indicator, CDL indicator</li> <li>-System cancels HAZMAT endorsement/variance</li> <li>-System generates HAZMAT cancellation order (MD-12) in overnight batch (copy to customer, copy to employer)</li> <li>-Invoke Communicate with Customer</li> </ul>
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<b>Linked Requirements:</b>	
<b>Name:</b>	System shall cancel HAZMAT endorsement/variance
<b>Notes:</b>	
<b>Name:</b>	System shall determine customer record shows Medical Order on record, CDL conviction 49CFR391.41, in a CMV, HAZMAT indicator, CDL indicator
<b>Notes:</b>	
<b>Name:</b>	System shall generate HAZMAT cancellation order (MD-12) in overnight batch (copy to customer, copy to employer)
<b>Notes:</b>	

Use Case Name:	Dismiss from Medical Review
Status:	Scripted
Author:	Credential Team

Created on:	10/9/2007	Modified on:	3/18/2008
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"> <li>-Medical Review Evaluator updates system to show Customer Medical Report is acceptable</li> <li>-Medical Review Evaluator updates system to show no further medical review requirements are necessary</li> <li>-Medical Review Evaluator updates events screen to show medical event is dismissed</li> <li>-Medical Review Evaluator manually requests system to produce Dismiss from Medical Review Notice</li> <li>-System generates Dismiss from Medical Review Notice (DL-60) in overnight batch</li> <li>-Medical Review Support staff picks up Dismiss from Medical Review Notice in SSG</li> <li>-Medical Review Support staff delivers Dismiss from Medical Review Notice to Mail Services</li> <li>-Mail Clerk mails Dismiss from Medical Review Notice via first class mail</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Medical Review Evaluator updates system to show Customer Medical Report is acceptable</li> <li>-Medical Review Evaluator updates system to show no further medical review requirements are necessary and reasons why</li> <li>-System generates Dismiss from Medical Review Notice (DL-60) in overnight batch</li> <li>-Mail Clerk mails Dismiss from Medical Review Notice via first class mail.</li> </ul>		
<b>Linked Requirements:</b>			
<b>Name: Mail Clerk shall mail Dismiss from Medical Review Notice via first class mail</b>			
<b>Notes:</b>			
<b>Name: System shall allow Medical Review Evaluator to update system to show no further medical review requirements are necessary and reasons why</b>			
<b>Notes:</b>			
<b>Name: System shall generate Dismiss from Medical Review Notice (DL-60) in overnight batch</b>			
<b>Notes:</b>			
Use Case Name:	Initiate Medical Review		
Status:	Scripted		
Author:	Credential Team		
Created on:	9/27/2007	Modified on:	3/11/2008
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:</p> <ul style="list-style-type: none"> <li>-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</li> <li>-Medical Review Evaluator reviews information (report received, driving record.</li> </ul>		

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 Clerk shall mail Medical Review Requirements Notice via first call mail**

**Notes:**

**Name: 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: System shall allow Medical Review Evaluator to manually override 30-day deadline to comply with medical review requirements**

**Notes:**

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

**Notes:**

**Name: 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: System shall build queue for Medical Evaluator of suspected impaired drivers.**

**Notes:**

**Name: System shall build queue of customers with 30-day manual override for Medical Review Manager approval.**

**Notes:**

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

**Notes:**

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

**Notes:**

**Name: System shall prohibit extensions granted to 30 day deadline to comply.**

**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: System shall respond with "Are You Sure You Want to Initiate Another Medical Review Message"**

**Notes:**

**Name: System shall store electronic information received about possible impaired drivers in OnBase.**

**Notes:**

**Name: System shall system suspend customer's driving privilege when individual fails to comply within 30 days .**

**Notes:**

Use Case Name:	Issue/Renew CDL HAZMAT Variance		
Status:	Scripted		
Author:	Credential Team		
Created on:	3/20/2008	Modified on:	3/21/2008
Notes:	<p>This process is used to issue CDL HAZMAT variance to drivers who have 1 of 3 disqualifying disabilities as provided in Federal Regulations which authorizes them to driver commercial vehicles transporting hazardous materials within Virginia only 49CFR391.41(1)(2)(3)(10), 46.2-MDNA, MD-11</p> <p>Current:</p> <ul style="list-style-type: none"><li>-Individual submits an application for intra-state CDL HAZMAT variance (MED-30) along with customer medical report (MED-2) that pertains to their condition</li><li>-Medical Review Evaluator reviews information on variance application/customer medical report</li><li>-Medical Review Evaluator determines applicant qualifies for HAZMAT</li><li>-Alt Flow: Individual does not qualify for HAZMAT variance</li><li>-Medical Review Evaluator updates system to show individual qualifies for HAZMAT variance and employer information</li><li>-System automatically updates customer record to show Valid in Virginia Only and Waiver/Variance Required</li><li>-System automatically updates customer record to place individual on medical review annually</li><li>-System generates CDL Intrastate HAZMAT Variance Notice in overnight batch (MDNA)</li><li>-Mail Clerk mails CDL Intrastate HAZMAT Variance via first class mail</li></ul> <p>Alt Flow: Individual without CDL does not qualify for HAZMAT Variance</p> <ul style="list-style-type: none"><li>-Medical Review Evaluator updates system to place administrative stop on customer record indicating no CDL to be issued</li></ul> <p>Alt Flow: Individual with CDL does not qualify for HAZMAT Variance</p> <ul style="list-style-type: none"><li>-Medical Review Evaluator updates system to show individual does not qualify for HAZMAT Variance, Invoke Cancel CDL (MD-07)</li></ul>		

Future:

- Individual submits an application for intra-state CDL HAZMAT Variance (MED-30) along with customer medical report (MED-2) that pertains to their condition
- System builds queue CDL HAZMAT Variance applications and medical reports
- Medical Review Evaluator reviews queue of HAZMAT Variance/customer medical report

Alt Flow: Incomplete HAZMAT Application

- Medical Review Evaluator determines applicant qualifies for HAZMAT Variance
- Alt Flow: Individual does not qualify for HAZMAT Variance
- Medical Review Evaluator updates system to show individual qualifies for HAZMAT Variance and employer information
- System automatically updates customer record to show Valid in Virginia Only and Waiver/Variance Required restriction codes
- System automatically updates customer record to place individual on medical review annually
- System generates CDL HAZMAT Variance Notice with information regarding conditions under which they operate commercial motor vehicle (valid for 1 year) (copy to employer) (MDNA)
- Mail Clerk mails CDL HAZMAT Variance Notice via first class mail

Alt Flow: Incomplete HAZMAT Application

- Medical Review Evaluator determines HAZMAT application is incomplete
- Medical Review Evaluator updates customer record to show HAZMAT application is incomplete
- System generates Incomplete HAZMAT Application Letter in overnight batch

Alt Flow: Individual does not qualify for HAZMAT Variance

- Medical Review Evaluator updates system to show individual does not qualify for HAZMAT Variance, Invoke Cancel CDL

**Linked Requirements:**

**Name: System shall automatically update customer record to show Valid in Virginia Only and Waiver/Variance Required**

**Notes:**

**Name: System shall automatically update customer record to place individual on medical review annually**

**Notes:**

**Name: System shall build queue CDL CDL HAZMAT variance applications and medical reports**

**Notes:**

**Name: System shall generate CDL HAZMAT Variance Notice and Waiver of Disqualifying Disability with information regarding conditions under which they operate commercial motor vehicle (valid for 1 year)**

**Notes:**

**Name: System shall generate Incomplete HAZMAT Application Letter in overnight batch**

**Notes:**

**Name: System shall provide capability for Medical Review Evaluator to update customer record to show HAZMAT application is incomplete**

**Notes:**

**Name: System shall provide capability for Medical Review Evaluator to update customer record to show individual qualifies for HAZMAT variance**

**Notes:**

Use Case Name:	Issue/Renew CDL Intrastate Medical Waiver		
Status:	Scripted		
Author:	Credential Team		
Created on:	10/31/2007	Modified on:	3/21/2008
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"> <li>-Individual submits an application for intra-state CDL medical waiver (MED-30) along with customer medical report (MED-2) that pertains to their condition</li> <li>Alt Flow: CDL Medical Waiver, customer medical report (MED-2) AND HAZMAT variance</li> <li>-Medical Review Evaluator reviews information on waiver application/customer medical report</li> <li>-Medical Review Evaluator determines applicant qualifies for medical waiver</li> <li>-Alt Flow: Individual does not qualify for medical waiver</li> <li>-Medical Review Evaluator updates system to show individual qualifies for medical waiver</li> <li>-System automatically updates customer record to show Valid in Virginia Only and Waiver/Variance Required</li> <li>-System automatically updates customer record to place individual on medical review every two years</li> <li>-System generates CDL Intrastate Medical Waiver Notice in overnight batch</li> <li>-Mail Clerk mails CDL Intrastate Medical Waiver via first class mail</li> <li>-Medical Review Evaluator manually produces Waiver of Disqualifying Disability with information regarding conditions under which they operate commercial motor vehicle (valid for 2 years)</li> <li>-Medical Review Evaluator mails Waiver of Disqualifying Disability via first class mail</li> </ul> <p>Alt Flow: CDL Medical Waiver, customer medical report (MED-2) AND HAZMAT variance</p> <ul style="list-style-type: none"> <li>-Medical Review Evaluator updates customer record to show individual qualifies for Medical Waiver AND HAZMAT variance</li> <li>-System generates Medical Waiver/HAZMAT variance (MDNA) in overnight batch</li> </ul> <p>Alt Flow: Individual without CDL does not qualify for medical waiver</p> <ul style="list-style-type: none"> <li>-Medical Review Evaluator updates system to place administrative stop on customer record indicating no CDL to be issued</li> </ul> <p>Alt Flow: Individual with CDL does not qualify for medical waiver</p> <ul style="list-style-type: none"> <li>-Medical Review Evaluator updates system to show individual does not qualify for medical waiver, Invoke Cancel CDL (MD-07)</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Individual submits an application for intra-state CDL medical waiver (MED-30) along with customer medical report (MED-2) that pertains to their condition</li> <li>Alt Flow: CDL Medical Waiver, customer medical report (MED-2) AND HAZMAT variance</li> <li>-System builds queue CDL waiver applications and medical reports</li> <li>-Medical Review Evaluator reviews queue of waiver application/customer medical report</li> </ul>		

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)  
-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 automatically updates customer record to place individual on annual medical review  
-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:**

**Name: Mail Clerk shall mail CDL Intrastate Medical Waiver Notice and Waiver of Disqualifying Disability via first class mail**

**Notes:**

**Name: System shall automatically update customer record to show Valid in Virginia Only and Waiver/Variance Required**

**Notes:**

**Name: System shall automatically update customer record to place individual on medical review every two years**

**Notes:**

**Name: System shall build queue CDL waiver applications and medical reports**

**Notes:**

**Name: System shall generate 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)**

**Notes:**

**Name: System shall generate Incomplete Waiver Application Letter in overnight batch**

**Notes:**

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

**show individual qualifies for medical waiver**

**Notes:**

**Name: System shall provide capability for Medical Review Evaluator to update customer record to show waiver application is incomplete**

**Notes:**

Use Case Name:	Notify Individual of Vision Requirements		
Status:	Scripted		
Author:	Credential Team		
Created on:	10/24/2007	Modified on:	3/21/2008
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"><li>-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)</li><li>-Medical Review Evaluator/Support Staff updates system to show individual is legally blind or visually handicapped</li></ul> <p>Alt Flow: No record found</p> <ul style="list-style-type: none"><li>-System generates Blind/Visually Handicapped Notice in overnight batch</li><li>-Mail Clerk mails Blind/Visually Handicapped Notice via first class mail</li><li>-System allows 30 days for individual to comply</li></ul> <p>Alt Flow: No record found, no further action taken</p> <p>Future:</p> <ul style="list-style-type: none"><li>-DBVI submit electronic listing for individuals age 14 and older who are legally blind or visually handicapped (name, date of birth and address)</li><li>-System matches listing information to records of individuals with driver's license/learner's permit</li></ul> <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"><li>-System updates customer record to show individual as either legally blind or visually handicapped</li><li>-System generates Blind/Visually Handicapped Notice in overnight batch</li><li>-Mail Clerk mails BlindVisually Handicapped Notice and applicable Medical Review Brochures via first class mail</li><li>-System default to allow 30 days for individual to comply with vision requirement</li><li>-System allows Medical Review Manager to override 30 day compliance deadline</li></ul> <p>Alt Flow: No record found, system generates electronic listing to DBVI</p> <ul style="list-style-type: none"><li>-System builds electronic database of individuals reported by DBVI as legally blind/visually handicapped with no record found</li><li>-System checks legally blind/visually handicapped database for individuals applying for a learner's permit/driver's license</li><li>-System prevents issuance of learner's permit/driver's license for individuals in legally blind/visually handicapped database</li><li>-System generates letter in real time in CSC requiring customer to obtain Vision Report (MED-4)</li></ul> <p>Alt Flow: Individual under age 14 (Millicent checking)</p> <p>Alt Flow: Individual 14 and older without driver's license/ID card (Millicent</p>		

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 allow 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:**

**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:**

Use Case Name:	Notify Individual of Waiver/Customer Medical Report Requirement		
Status:	Scripted		
Author:	Credential Team		
Created on:	11/7/2007	Modified on:	3/21/2008
Notes:	<p>This process is used to notify individual of requirement to submit Medical Waiver and Customer Medical Report 46.2-322 (MDN-8)</p> <p>LOOK AT INITIATE MEDICAL REVIEW USE CASE (This scenario should be combined with Initiate Medical Review use case)</p> <p>Current:</p> <ul style="list-style-type: none"><li>-Medical Review Evaluator determines individual has medical condition that may impair his ability to safely operate a commercial motor vehicle</li><li>-Medical Review Evaluator updates customer to require individual to submit Medical Waiver and Customer Medical Report</li></ul> <p>Alt Flow: Customer Medical Report AND Vision Report</p> <ul style="list-style-type: none"><li>-System allows individual 15 days to submit Waiver/Customer Medical Report</li><li>-System generates Medical Waiver Notice in overnight batch</li><li>-Mail Clerk mails Medical Waiver Notice via first class mail</li></ul> <p>Future:</p> <ul style="list-style-type: none"><li>-Medical Review Evaluator determines individual has medical condition that may impair his ability to safely operate a commercial motor vehicle</li><li>-Medical Review Evaluator updates customer record to require individual to submit Medical Waiver and Customer Medical Report</li><li>-System allows individual 15 days to submit Waiver/Customer Medical Report</li><li>-System generates Medical Waiver Notice in overnight batch</li></ul>		

-Mail Clerk mails Medical Waiver Notice via first class mail

**Linked Requirements:**

**Name: Mail Clerk shall mail CDL Intrastate Medical Waiver Notice and Waiver of Disqualifying Disability via first class mail**

**Notes:**

**Name: Mail Clerk shall mail Medical Waiver Notice via first class mail**

**Notes:**

**Name: System shall allow individual 15 days to submit Waiver/Customer Medical Report**

**Notes:**

**Name: System shall generate Medical Waiver Notice in overnight batch**

**Notes:**

**Name: System shall provide capability for Medical Review Evaluator to update customer record to require individual to submit Medical Waiver and Customer Medical Report**

**Notes:**

Use Case Name:	Notify of Exam Requirements		
Status:	Scripted		
Author:	Credential Team		
Created on:	10/2/2007	Modified on:	3/21/2008

**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.

**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 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:**

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

**Notes:**

**Name:** System shall generate list of CDRS sites when CDRS evaluation required

**Notes:**

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

**Notes:**

<b>Use Case Name:</b>	Notify of Periodic Medical Review		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	10/2/2007	<b>Modified on:</b>	3/21/2008

**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 (MDN3) 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 MDN3, system determines customer has not complied, invoke Second Remind Customer of Periodic Medical Review use case

- System allows additional 20 days to comply
- Invoke Suspend Driver's License for Medical Reasons

**Future:**

- Medical Review Evaluator updates system to show disability type, periodic review requirement and cycle.
- System generates notice (MDN3) 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 MDN3, system determines customer has not complied, invoke Second Remind Customer of Periodic Medical Review use case  
 -System allows additional 20 days to comply  
 -Invoke Suspend Driver's License for Medical Reasons

**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:	Scripted		
Author:	Credential Team		
Created on:	11/7/2007	Modified on:	1/4/2008

**Notes:**

This process is used to remind individual of medical review requirements (MDRL, MDRC)

Current:  
 -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

Future:  
 -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:	Remind of Medical Review Requirements - 2nd Notice		
Status:	Scripted		
Author:	Credential Team		
Created on:	12/7/2007	Modified on:	1/4/2008
Notes:	This process is used to remind individual of medical review requirements (MDRL, MDRC)  Current: -System determines individual under periodic medical review has not complied by original due date of customer medical/vision report -System extends due date for customer medical/vision report by additional 20 days -System generates Remind Individual of Medical Review Requirements - wnd Notice in overnight batch -Mail Clerk mails correspondence via first class mail  Future: -System determines individual under periodic medical review has not complied by original due date of customer medical/vision report -System extends due date for customer medical/vision report by additional 20 days -System generates Remind Individual of Medical Review Requirements - wnd Notice in overnight batch -Mail Clerk mails correspondence via first class mail -System generates one reminder notice regardless of type of credential individual holds		

**Linked Requirements:**

**Name: Mail Clerk shall mail correspondence via first class mail**

Notes:

**Name: System shall determine individual under periodic medical review has not complied by original due date of customer medical/vision report**

Notes:

**Name: System shall extend due date for customer medical/vision report by additional 20 days**

Notes:

**Name: System shall generate Remind Individual of Medical Review Requirements - 2nd Notice in overnight batch**

Notes:

**Package:** BTL

<b>Detail:</b>			
Use Case Name:	Issue Bioptic Telescopic Lens (BTL) Restriction		
Status:	Scripted		
Author:	Credential Team		
Created on:	11/20/2007	Modified on:	3/11/2008
Notes:	<p>This process is used by individuals applying for BTL restrictions because of vision impairments requiring a BTL 46.2-312</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Individual submits Vision Exam Form for Wearers of BTL (MED-40) and Certification for Use of BTL (MED-41)</li> <li>-Medical Review Evaluator determines MED-40 and MED-41 are complete and signed by a physician</li> </ul> <p>Alt Flow: MED-40/MED-41 incomplete</p> <ul style="list-style-type: none"> <li>-Medical Review Evaluator updates customer record to require pre-screening, testing and periodic medical review</li> <li>-Medical Review Evaluator places stop on customer record</li> <li>-Medical Review Evaluator manually generates pc-generated letter acknowledging receipt of BTL information and advising customer to contact DLQA to schedule pre-screening and skills testing</li> <li>-System generates MD-01 in overnight batch</li> <li>-System generates MD-03 in overnight batch</li> <li>-Mail Clerk mails MD-01 via first class mail</li> <li>-Mail Clerk mails MD-03 via first class mail</li> <li>-Medical Review Evaluator mails pc-generated letter via first class mail.</li> <li>-Individual contacts DLQA to schedule testing</li> <li>-DLQA conducts pre-screening to ensure individual can be safely tested</li> </ul> <p>Alt Flow: Individual fails pre-screening</p> <ul style="list-style-type: none"> <li>-DLQA conducts skills test with individual using the BTL</li> <li>-Individual passes skills test</li> </ul> <p>Alt Flow: Individual fails skills test</p> <ul style="list-style-type: none"> <li>-CSC Teller updates test results on customer record</li> <li>-Invoke Reissue Driver's License</li> <li>-Invoke Issue Learner's Permit</li> </ul> <p>Alt Flow: MED-40/MED-41 incomplete</p> <ul style="list-style-type: none"> <li>-Medical Review Evaluator determines MED-40/MED-41 are incomplete</li> <li>-Medical Review Evaluator takes appropriate action to obtain missing information</li> </ul> <p>Alt Flow: Individual fails pre-screening</p> <ul style="list-style-type: none"> <li>-CSC Teller sends failed test results to Medical Review Evaluator</li> <li>-System is NOT updated</li> </ul> <p>Alt Flow; Individual fails skills test</p> <ul style="list-style-type: none"> <li>-CSC Teller updates customer record to show individual failed skills test</li> <li>-System immediately suspends individual's driving privilege</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Individual submits Vision Exam Form for Wearers of BTL (MED-40) and Certification for Use of BTL (MED-41)</li> <li>-System builds queue of MED-40 and MED-41 for review by Medical Review Evaluator</li> <li>-Medical Review Evaluator determines MED-40 and MED-41 are complete and signed by a physician</li> </ul> <p>-Alt Flow: MED-40/MED-41 incomplete</p>		

- Medical Review Evaluator updates customer record to require BTL pre-screening, testing and periodic medical review
- System automatically adds BTL, corrective lens and daylight only restriction to any driver's license issued after BTL testing requirements are added to customer record
- System generates notice acknowledging receipt of BTL information and advising customer to contact DLQA to schedule pre-screening and skills testing, includes BTL DL Info (MED-44)
- System determines DLQA to include in notice based on customer address
- System generates reminder notice to customer who has not contacted DLQA within 30 days of original notice
- Individual contacts DLQA to schedule testing via phone/Internet
- Alt Flow: Individual fails to act on testing requirements within 60 days of notice
- DLQA conducts pre-screening to ensure individual can be safely tested
- Alt Flow: Individual fails pre-screening
- DLQA conducts skills test with individual using the BTL
- Individual passes skills test
- Alt Flow: Individual fails skills test
- CSC Teller updates test results on customer record
- Invoke Reissue Driver's License
- Invoke Issue Learner's Permit
- Invoke Notify of Periodic Medical Review
  
- Alt Flow: MED-40/MED-41 incomplete
- Medical Review Evaluator determines MED-40/MED-41 are incomplete
- Medical Review Evaluator takes appropriate action to obtain missing information
  
- Alt Flow: Individual does not take skills test within 60 days of notice
- Invoke Initiate Medical Review
- System builds electronic queue of individuals not taking skills test within 60 days for review by Medical Review Evaluator
  
- Alt Flow: Individual fails pre-screening
- CSC Teller updates customer record to show individual failed BTL pre-screening
- System immediately suspends individual's driving privilege
- System builds electronic queue of individuals failing BTL testing for review by Medical Review Evaluator
  
- Alt Flow; Individual fails skills test
- CSC Teller updates customer record to show individual failed BTL skills test
- System immediately suspends individual's driving privilege
- System builds electronic queue of individuals failing BTL testing for review by Medical Review Evaluator

**Linked Requirements:**

**Name: DMV shall issue driver's license/learner's permit with BTL restriction**

**Notes: 46.2-312**

**Name: System shall allow CSC Teller to update customer record to show individual failed BTL pre-screening**

**Notes:**

**Name: System shall allow CSC Teller to update customer record to show individual failed BTL skills test**

**Notes:**

**Name: System shall allow individual to electronically submit MED-40 and MED-41**

**Notes:**

**Name: System shall allow individuals to schedule BTL testing via the Internet**

**Notes:**

**Name: System shall allow Medical Review Evaluator to update customer record to require BTL pre-screening, testing and periodic medical review**

**Notes:**

**Name: System shall automatically add BTL wearer, corrective lens and daylight only restriction to any driver's license issued after BTL testing requirements are added to customer record**

**Notes:**

**Name: System shall build queue of individuals failing BTL testing for review by Medical Review Evaluator**

**Notes:**

**Name: System shall build queue of MED-40 and MED-41 for review by Medical Review Evaluator**

**Notes:**

**Name: System shall determine DLQA to include in BTL Acknowledgment notice based on customer address**

**Notes:**

**Name: System shall generate notice acknowledging receipt of BTL information and advising customer to contact DLQA to schedule pre-screening and skills testing, includes BTL DL Info (MED-44)**

**Notes:**

**Name: System shall generate reminder notice to customer who has not contacted DLQA within 30 days of original notice**

**Notes:**

**Name: System shall immediately suspend individual's driving privilege for failing BTL testing**

**Notes:**

Use Case Name:	Notify BTL Wearer of Periodic Vision Review		
Status:	Scripted		
Author:	Credential Team		
Created on:	12/5/2007	Modified on:	3/11/2008
Notes:	<p>This process is used to notify BTL wearers of requirement to submit periodic vision reports</p> <p>Current:</p> <ul style="list-style-type: none"><li>-Medical Review Evaluator updates system to show disability type, periodic review requirement and cycle.</li><li>-System generates notice (MDN3) to customer advising of periodic review requirements in overnight batch</li><li>-Mail Clerk mails Periodic Medical Review Requirements Notice via first class mail</li></ul> <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"><li>-System allows additional 20 days to comply</li></ul> <p>Future:</p> <ul style="list-style-type: none"><li>-Medical Review Evaluator updates system to show disability type, periodic review requirement and cycle.</li><li>-System generates notice (MDN3), MED40 form to customer advising of</li></ul>		

periodic review requirements in overnight batch  
 Alt Flow: First vision report cycle  
 -Mail Clerk mails Periodic Medical Review Requirements Notice and MED-40 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 MDN3, system determines customer has not complied, invoke Second Remind Customer of Periodic Medical Review use case  
 -System allows additional 20 days to comply

Alt Flow: First vision report cycle  
 -System generates notice (MDN3) to customer advising of periodic review requirements in overnight batch, including information about removing daylight only restriction

**Linked Requirements:**

**Name: System shall determine customer has not complied with periodic medical review requirements 60 days prior to due date**

**Notes:**

**Name: System shall generate Periodic Medical Review Notice (MDN3) to customer advising of periodic review requirements in overnight batch, including information about removing daylight only restriction**

**Notes:**

<b>Use Case Name:</b>	Remove Daylight Only Restriction for BTL Wearers		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	12/5/2007	<b>Modified on:</b>	3/11/2008

**Notes:** This process is used to remove daylight only restriction for BTL wearers after one year of BTL/daylight only restriction 46.2-312

**Current:**  
 -Individual contacts DMV to request removal of daylight only restriction  
 -DMV representative verifies individual has held BTL/daylight only restriction for one year  
 -DLQA schedules appointment with individual to conduct skills test after dark  
 -DLQA conducts skills test  
 Alt Flow: Individual fails skills test after dark  
 -DLQA or CSC Teller post test results next business day to system  
 -DLQA mails paper test results to Medical Review Services  
 -Individual returns to DMV to have daylight only restriction removed  
 -CSC Teller removes daylight only restriction  
 Invoke Reissue Driver's License

**Alt Flow: Individual fails skills test after dark**  
 -Daylight only restriction remains on customer record

**Future:**  
 -Individual contacts DMV to request removal of daylight only restriction  
 -DMV representative verifies individual has held BTL/daylight only restriction for one year  
 -DLQA schedules appointment with individual to conduct skills test after dark  
 -DLQA conducts skills test  
 Alt Flow: Individual fails skills test after dark

- DLQA or CSC Teller post after dark test results next business day to system
- DLQA mails paper test results to Medical Review Services
- Individual returns to DMV to have daylight only restriction removed
- CSC Teller removes daylight only restriction
- System prevents removal of daylight only restriction prior to BTL wearer holding BTL restriction for one year

Invoke Reissue Driver's License

Alt Flow: Individual fails skills test after dark  
 -Daylight only restriction remains on customer record

**Linked Requirements:**

**Name: DMV shall remove daylight only restriction from driver's license of individual who successfully passes a skills test after dark**

**Notes:**

**Name: System shall allow CSC Teller to indicate a skills test was conducted after dark**

**Notes:**

**Name: System shall allow DLQA or CSC Teller post skills test results next business day to system**

**Notes:**

**Name: System shall allow Medical Review Evaluator to add BTL required after dark only restriction to customer record after individual has held daylight BTL restriction for one year**

**Notes:**

**Name: System shall prevent removal of daylight only restriction prior to BTL wearer holding BTL restriction for one year**

**Notes:**

**Package:** Disabled Placards

<b>Detail:</b>			
Use Case Name:	Report Confiscation of Disabled Parking Placard		
Status:	Scripted		
Author:	Credential Team		
Created on:	12/17/2007	Modified on:	3/11/2008
Notes:	<p>This is used by law enforcement to report confiscation of parking placard</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Law Enforcement submits copy of Uniform Traffic Summons including with placard number</li> <li>-Medical Review Evaluator updates placard holder record to show placard was confiscated by law enforcement</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Law Enforcement submits electronic Uniform Traffic Summons with placard number (individual cited NOT yet convicted)</li> <li>-See Alt Flow: Law Enforcement submits paper notice</li> <li>-System builds electronic queue of notice of placard confiscation</li> <li>-System matches information in queue to placard holder record</li> <li>-See Alt Flow: No match found</li> <li>-System updates customer record to show placard was confiscated by law enforcement</li> </ul>		

Alt Flow: Law Enforcement submits paper notice  
 -System build electronic queue of paper notices  
 -Return to normal process

Alt Flow: No match found  
 -System builds queue of possible non matches for review by Medical Review Evaluator  
 -Medical Review Evaluator researches system to find appropriate placard holder  
 -Medical Review Evaluator updates placard holder record to show placard confiscated by law enforcement

**Linked Requirements:**

**Name: System shall allow Law Enforcement to submit electronic notice of placard confiscation along with placard number**

**Notes:**

**Name: System shall allow Medical Review Evaluator to update customer record to show placard confiscated by law enforcement**

**Notes:**

**Name: System shall build queue of notice of placard confiscation**

**Notes:**

**Name: System shall build queue of paper notices**

**Notes:**

**Name: System shall build queue of possible non matches for review by Medical Review Evaluator**

**Notes:**

**Name: System shall match information in queue to customer record**

**Notes:**

**Name: System shall update customer record to show placard was confiscated by law enforcement**

**Notes:**

Use Case Name:	Report Conviction of Placard/Plate Violation		
Status:	Scripted		
Author:	Credential Team		
Created on:	12/17/2007	Modified on:	3/11/2008
Notes:	<p>This process is used by the courts to report conviction of disabled parking placard/plate violation 46.2-1256 (46.2-1247-1253)</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Court submits electronic or paper conviction to DMV</li> <li>-System determines placard/plate conviction posted to customer record with existing disabled placard/plates</li> <li>-System posts conviction information to customer record</li> <li>-See Alt Flow: No placard/plate number provided</li> </ul> <p>Invoke Revoke Disabled Parking Placard/Plate (individual convicted of holding unauthorized placard/plate, individual convicted of holding another individual's placard/plate)</p> <ul style="list-style-type: none"> <li>-See Alt Flow: No placard/plate number provided</li> <li>-System produces error listing of non-match convictions</li> <li>-Medical Review Technicians reviews error listing and post non-match disabled placard/plate conviction to customer record</li> </ul> <p>Future:</p>		

-

- System determines placard/plate conviction posted to customer record with existing disabled placard/plates
- System posts conviction information to customer record
- See Alt Flow: No placard/plate number provided  
Invoke Revoke Disabled Parking Placard/Plate (individual convicted of holding unauthorized placard/plate, individual convicted of holding another individual's placard/plate)
- See Alt Flow: No placard/plate number provided
- System produces electronic queue of non-match convictions
- Medical Review Technicians reviews electronic queue and post non-match disabled placard/plate conviction to customer record

PIO: Court to require edit for disabled placard info for any conviction of 46.2-1247 - 1253 when transmitting information to DMV

**Linked Requirements:**

**Name: Court shall require edit for disabled placard info for any conviction of 46.2-1247 - 1253 when transmitting information to DMV**

**Notes:**

**Name: Court shall submit electronic or paper conviction to DMV**

**Notes:**

**Name: System shall allow Medical Review Technicians to review electronic queue and post non-match disabled placard/plate conviction to customer record**

**Notes:**

**Name: System shall determine placard/plate conviction posted to customer record with existing disabled placard/plates**

**Notes:**

**Name: System shall generate placard revocation order upon posting of disabled parking placard/plate conviction (46.2-1247-1253)**

**Notes:**

**Name: System shall post conviction information to customer record**

**Notes:**

**Name: System shall produce electronic queue of non-match convictions**

**Notes:**

<b>Use Case Name:</b>	Report Misuse of Disabled Parking Placard		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	12/17/2007	<b>Modified on:</b>	3/11/2008
<b>Notes:</b>	<p>This process is used upon receipt of alleged abuse of disabled parking placard 46.2-1240</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Individual calls DMV to report alleged abuse of disabled parking placard (dedicated phone # in CCC) (using other individual's placard)</li> <li>See Alt Flow: Individual questions placard holders disability</li> <li>See Alt Flow: Individual submit alleged abuse in writing</li> <li>-CCC Agent documents information on Disabled Parking Placard Violation Form (Check with Terry Witt for form #)</li> </ul>		

-CCC Agent forwards report to Medical Review Services  
 -Medical Review Evaluator reviews form to determine a pattern exists in alleged violations that will assist law enforcement in investigation  
 See Alt Flow: No pattern exists  
 -Medical Review Evaluator sends report with any existing supporting documentation and cover letter to law enforcement in appropriate jurisdiction

Alt Flow: Individual questions placard holders disability  
 -Medical Review Evaluator prepares pc-generated letter request placard holder to provide physician's contact information that authorized placard  
 -Medical Review Evaluator follows-up with physician to verify information

Alt Flow: No pattern exist  
 -Medical Review Evaluator prepares pc-generated letter to placard holder reminding of laws for placard holders

Alt Flow: Individual submit alleged abuse in writing  
 -Medical Review Evaluator uses paper report to follow normal process in lieu of DMV form  
 -Return to normal process

Future:  
 -Individual calls DMV to report alleged abuse of disabled parking placard (dedicated phone # in CCC) (using other individual's placard)  
 See Alt Flow: Individual submit alleged abuse in writing  
 -CCC Agent enters abuse information into system  
 -System builds electronic queue of alleged placard violators for review by Medical Review Evaluators  
 -Medical Review Evaluators reviews information in queue and existing information on system to determine if pattern exists for alleged placard violators  
 See Alt Flow: No pattern exists  
 -Medical Review Evaluator updates placard holder record with appropriate law enforcement jurisdiction to show that notice to law enforcement has been sent  
 -System generates notices to law enforcement in overnight batch  
 -Mail Clerk mails notices via first class mail

Alt Flow: Individual submit alleged abuse in writing  
 -System builds electronic queue of paper reports  
 -Return to normal process

Alt Flow: Individual questions placard holders disability  
 -Medical Review Evaluator updates placard holder record with information that questions disability  
 -System generates notices to placard holder requesting physician contact information that authorized placard  
 -Mail Clerk mails notice via first class mail

**Linked Requirements:**

**Name: Mail Clerk shall mail notice via first class mail**

**Notes:**

**Name: System shall allow CSC agent to input alleged placard abuse information**

**Notes:**

**Name: System shall allow Medical Review Evaluator to update customer record with appropriate law enforcement jurisdiction to show that notice to law enforcement has been sent**

**Notes:**

**Name: System shall allow Medical Review Evaluator to update customer record with information that questions disability**

**Notes:****Name: System shall allow Medical Review Evaluator to review queue of alledged placard violators****Notes:****Name: System shall build queue of alledged placard violators****Notes:****Name: System shall build queue of paper reports of alledged placard violators****Notes:****Name: System shall generate notice to law enforcement in overnight batch****Notes:****Name: System shall generate notice to placard holder requesting physician contact information that authorized placard****Notes:****Name: System shall maintain history of reported placard/plate abuse by customer and placard/plate number****Notes:****Package:** Sun Shading

<b>Detail:</b>			
Use Case Name:	Add Vehicle to Existing Sun Shading Medical Waiver		
Status:	Scripted		
Author:	Credential Team		
Created on:	11/20/2007	Modified on:	3/21/2008
Notes:	<p>This process is used to add vehicle to an existing sun shading medical waiver 46.2-1053</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Individual submits Sun Shading Medical Waiver Application (MED-20) NOTE: Doctor's signature is NOT required</li> <li>-Medical Review Evaluator reviews application to ensure application is complete</li> <li>-Alt Flow: Incomplete application</li> <li>-Medical Review Evaluator researches system to find vehicle record for vehicle referenced on application</li> <li>-Medical Review Evaluator updates system to post sun shading medical waiver to customer record and vehicle record referenced on the application</li> <li>-Alt Flow: No vehicle record</li> <li>-System generates vehicle registration card showing sun shading medical waiver in overnight batch</li> <li>-System generates letter to vehicle owner advising that sun shading medical waiver has been issued in overnight batch (VHS1)</li> <li>-Mail Clerk mails vehicle registration card and sun shading letter via first class mail</li> </ul> <p>Alt Flow: Incomplete Application</p> <ul style="list-style-type: none"> <li>-Medical Review Evaluator contacts applicant/CSC teller to obtain missing information</li> <li>-Return to normal process</li> </ul> <p>Alt Flow: No Vehicle Record</p> <ul style="list-style-type: none"> <li>-Medical Review Evaluator contact applicant/CSC to obtain additional vehicle</li> </ul>		

information  
 -Return to normal process

Future:  
 -Individual submits electronic application to add vehicle to existing sun shading waiver

Alt Flow: Received by mail  
 Alt Flow: Received in CSC  
 -System determines existing sun shading waiver exists  
 Alt Flow: No sun shading waiver exists  
 -System adds new vehicle to existing sun shading waiver on customer record  
 Alt Flow: No vehicle record found  
 -System generates registration card and sun shading waiver in overnight batch

Alt Flow: Received by mail  
 -System builds electronic queue of application to add vehicles to sun-shading waiver for review by T and R Representative  
 -T and R Representative accesses customer record to add vehicle information

Alt Flow: Received in CSC  
 -CSC Teller accesses customer record to add vehicle information

Alt Flow: No sun shading waiver exists  
 -System electronically notifies individual no sun shading waiver exists

Alt Flow: No Vehicle Record Found  
 -System electronically notifies individual that vehicle record cannot be found  
 -System asks for additional vehicle information

**Linked Requirements:**

**Name: System determines existing sun shading waiver exists**

**Notes:**

**Name: System shall add new vehicle to existing sun shading waiver on customer record**

**Notes:**

**Name: System shall allow Individual to submit electronic application to add vehicle to existing sun shading waiver**

**Notes:**

**Name: System shall electronically notify individual no sun shading waiver exists**

**Notes:**

Use Case Name:	Issue Sun Shading Medical Waiver		
Status:	Scripted		
Author:	Credential Team		
Created on:	11/20/2007	Modified on:	3/11/2008
Notes:	<p>This process is used to issue a sunshading medical waiver to individuals who have conditions that requires restrictions from light 46.2-1153</p> <p>Current:          -Individual submits Sun Shading Medical Waiver Application (MED-20) that has been completed by a physician          -Medical Review Evaluator reviews application to ensure application is complete and signed by a physician          -Alt Flow: Incomplete application          -Medical Review Evaluator researches system to find vehicle record for vehicle</p>		

referenced on application  
-Medical Review Evaluator updates system to post sun shading medical waiver to customer record and vehicle record referenced on the application  
-Alt Flow: No customer record  
-Alt Flow: No vehicle record  
-System generates vehicle registration card showing sun shading medical waiver in overnight batch  
-System generates letter to vehicle owner advising that sun shading medical waiver has been issued in overnight batch (VHS1)  
-Mail Clerk mails vehicle registration card and sun shading letter via first class mail

Alt Flow: Incomplete Application  
-Medical Review Evaluator contacts applicant/CSC teller to obtain missing information  
-Return to normal process

Alt Flow: No Customer Record  
-Invoke Create Customer Account

Alt Flow: No Vehicle Record  
-Medical Review Evaluator contact applicant/CSC to obtain additional vehicle information  
-Return to normal process

Future:  
-Individual submits electronic Sun Shading Medical Waiver Application (MED-20) that has been completed by a physician  
-System builds electronic queue of Sun Shading Medical Waiver Applications (MED-20)  
-Medical Review Evaluator reviews application to ensure application is complete and signed by a physician  
-Alt Flow: Incomplete application  
-Medical Review Evaluator researches system to find vehicle record for vehicle referenced on application  
-Medical Review Evaluator updates system to post sun shading medical waiver to customer record and vehicle record referenced on the application  
-Alt Flow: No customer record  
-Alt Flow: No vehicle record  
-System generates vehicle registration card showing sun shading medical waiver in overnight batch  
-System generates letter to vehicle owner advising that sun shading medical waiver has been issued in overnight batch (VHS1)  
-Mail Clerk mails vehicle registration card and sun shading letter via first class mail

Alt Flow: Incomplete Application  
-Medical Review Evaluator contacts applicant/CSC teller to obtain missing information  
-Return to normal process

Alt Flow: No Customer Record  
-Invoke Create Customer Account

Alt Flow: No Vehicle Record  
-Medical Review Evaluator contact applicant/CSC to obtain additional vehicle information  
-Return to normal process

**Linked Requirements:****Name: DMV shall issue sun shading medical waivers****Notes: 46.2-1153****Name: Mail Clerk shall mail vehicle registration card and sun shading letter via first class mail****Notes:****Name: System shall allow Individual to submit electronic Sun Shading Medical Waiver Application (MED-20) that has been completed by a physician****Notes:****Name: System shall allow Medical Review Evaluator to update system to post sun shading medical waiver to customer record and vehicle record referenced on the application****Notes:****Name: System shall generate letter to vehicle owner advising that sun shading medical waiver has been issued in overnight batch (VHS1)****Notes:****Name: System shall generate vehicle registration card showing sun shading medical waiver in overnight batch****Notes:****Name: System shall identify existing sun shading waiver on customer records****Notes:**

<b>Use Case Name:</b>	Remove Vehicle from Existing Sun Shading Medical Waiver		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	12/10/2007	<b>Modified on:</b>	3/11/2008
<b>Notes:</b>	<p>This process is used to remove sun shading waiver from customer and related vehicle record</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Individual submits Sun Shading Removal Certificate (MED-21) to CSC Teller</li> <li>-CSC Teller faxes MED021 to Medical Review Services</li> <li>-Medical Review Evaluator reviews form to ensure information is complete</li> </ul> <p>Alt Flow: Incomplete form</p> <ul style="list-style-type: none"> <li>-Medical Review Evaluator updates customer record to delete sun shading event</li> <li>-Medical Review Evaluator updates customer's vehicle record to remove the Y indicator in the sun shading field</li> <li>-Medical Review Evaluator advises CSC Teller that sun shading has been removed</li> </ul> <p>Alt Flow: Sold or other disposition/Not Retitled</p> <p>Alt Flow: Sold or other disposition/Retitled</p> <p>Alt Flow: Incomplete Form</p> <ul style="list-style-type: none"> <li>-Medical Review Evaluator follows up with individual completed sun shading removal form to obtain missing information</li> <li>-Return to normal process</li> </ul> <p>Alt Flow: Sold or other disposition Vehicle /Not Retitled</p> <ul style="list-style-type: none"> <li>-New Owner submits MED-21 at the time of registration</li> <li>-CSC Tellers faxes MED-21 to Medical Review Services</li> <li>-Medical Review Evaluator contacts CSC Teller to vehicle disposition</li> <li>-CSC Teller removes vehicle dispositions</li> <li>-Medical Review Evaluator removes sun shading wavier from customer and sun shading condition from vehicle record</li> </ul>		

-Medical Review notifies CSC Teller sun shading has been removed

Alt Flow: Sold or other disposition Vehicle /Retitled

-New Owner submits MED-21 at the time of registration

-CSC Tellers faxes MED-21 to Medical Review Services

-Medical Review Evaluator contacts SSG to remove sun shading waiver from customer and sun shading condition from vehicle record

-SSG notifies Medical Review Evaluator that sun shading has been removed

-Medical Review notifies CSC Teller sun shading has been removed

Future:

-Individual submits electronic application to remove vehicle from existing sun shading waiver

-System automatically updates record to remove vehicle from sun shading waiver

-System produces registration card w/o sun shading condition

-Alt Flow: No active registration

Alt Flow: Received by mail

Alt Flow: Received in CSC

Alt Flow: Incomplete form

-System retains sun shading waiver (customer and doctor information) for individual after sun shading has been removed from vehicle record

Alt Flow: Sold or other disposition/Not Retitled

Alt Flow: No Active Registration

-System does NOT produce registration card

Alt Flow: Received by mail

-System builds electronic queue of sun shading removal forms for review by T and R Representative

-T and R Representative updates customer/vehicle record to delete sun shading event

-Return to normal process

Alt Flow: Received in CSC

CSC Teller updates customer record to delete sun shading event

Alt Flow: Incomplete Form

-VSA contacts individual that completed the form to obtain missing information

-Return to normal process

Alt Flow: Sold or other disposition /Not Retitled

-New Owner submits MED-21 at the time of registration

-CSC Tellers removes sun shading waiver from customer and sun shading condition from vehicle record

-System allows removal of sun shading regardless of any existing vehicle disposition

Alt Flow: Sold or other disposition Vehicle /Retitled

-New Owner submits sun shading removal form MED-21 at the time of registration

-CSC Tellers removes sun shading waiver from customer and sun shading condition from vehicle record

-System allows removal of sun shading regardless of any existing vehicle disposition

**Linked Requirements:**

**Name:** System shall allow an individual to submit electronic application to remove vehicle from existing sun shading waiver

**Notes:**

**Name:** System shall allow removal of sun shading regardless of any existing vehicle disposition

**Notes:**

**Name:** System shall automatically update record to remove vehicle from sun shading waiver

**Notes:**

**Name:** System shall build queue of sun shading removal forms for review by VSA

**Notes:**

**Name:** System shall CSC Teller to update customer/vehicle record to delete sun shading event

**Notes:** 46.2-1053

**Name:** System shall retain sun shading waiver (customer and doctor information) for individual after sun shading has been removed from vehicle record

**Notes:**

**Package:** Transgender

<b>Detail:</b>			
Use Case Name:	Cancel for Failure to Comply with Transitional Gender Change Requirements		
Status:	Scripted		
Author:	Credential Team		
Created on:	1/25/2008	Modified on:	3/21/2008
Notes:	This process is used to cancel an individual's driver's license when individual fails to comply with transitional gender change requirements  Current: NOTE: This process is currently under review for modification  Future: -System allows Medical Review Manager to alter 18-month deadline to submit documentation for permanent gender change -System determines individual has not complied with transitional gender change requirements with established deadline -System cancels driving privilege -System generates Notice of Cancellation (currently does not exist, needs to be drafted)		

**Linked Requirements:**

**Name:** System shall allow Medical Review Manager to alter 18-month deadline to submit documentation for permanent gender change

**Notes:**

**Name:** System shall cancel driver's license when transitional gender change requirements are not complied within established deadline

**Notes:**

**Name:** System shall determine individual has not complied with transitional gender change requirements with established deadline

**Notes:**

**Name:** System shall generate Notice of Cancellation (currently does not exist, needs to be drafted)

**Notes:**

Use Case Name:	Change Gender Indicator (Permanent)		
Status:	Scripted		
Author:	Credential Team		
Created on:	12/5/2007	Modified on:	3/21/2008

Notes:	<p>This process is used to change gender indicator based on amended birth certificate and either a court order changing gender or physician certification that gender reassignment surgery has been completed</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Individual visits CSC and submit an amended birth certificate and either a court order changing gender or physician certification that gender reassignment surgery has been completed</li> <li>-CSC Teller contact Medical Review Services to comply any existing transgender medical requirements</li> <li>-CSC Teller updates customer record to change gender and reason for change Alt Flow: Gender previously changed Invoke Reissue Driver's License</li> </ul> <p>Alt Flow: Gender previously changed</p> <ul style="list-style-type: none"> <li>-No action taken</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Individual visits CSC and submit an amended birth certificate and either a court order changing gender or physician certification that gender reassignment surgery has been completed</li> <li>-CSC Teller contact Medical Review Services to comply any existing transgender medical requirements</li> <li>-System allows only Medical Review personnel to comply transgender medical requirements</li> <li>-Invoke Dismiss from Medical Review</li> <li>-CSC Teller updates customer record to change gender and reason for change Alt Flow: Gender previously changed Invoke Reissue Driver's License</li> </ul> <p>Alt Flow: Gender previously changed</p> <ul style="list-style-type: none"> <li>-No action taken</li> </ul>		
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**Linked Requirements:**

**Name:** System shall allow CSC Teller updates customer record to change gender and reason for change

**Notes:**

**Name:** System shall allow only Medical Review personnel to comply transgender medical requirements

**Notes:**

Use Case Name:	Change Gender Indicator (Transitional)		
Status:	Scripted		
Author:	Credential Team		
Created on:	12/5/2007	Modified on:	3/20/2008
Notes:	This process is used to change gender indicator on an individual's driver's license/ID card (transitional)		

Current:  
 -Individual visits a CSC with notice advising individual that gender change request has been approved  
 -CSC Teller changes gender on customer record and reason for change  
 -Individual obtains reissued driver's license

Future:  
 -Individual visits a CSC with notice advising individual that gender change request has been approved  
 -CSC Teller updates customer record to place transitional gender change and reason for change  
 -System allows 18 months for transitional gender to be changed to permanent gender change  
 -Individual visits CSC to obtain reissued driver's license  
 See Alt Flow: Individual fails to obtain reissued license within 18 months  
 -Invoke Reissue Driver's License

Alt Flow: Individual fails to obtain reissued license within 18 months  
 Invoke Failure to Comply with Transitional Gender Change Requirements

**Linked Requirements:**

**Name: System shall allow CSC Teller to change gender on customer record**  
**Notes:**

**Name: System shall capture gender change history**  
**Notes:**

**Name: System shall check queue of individuals approved for transitional gender change before allowing gender to be changed in CSC**  
**Notes:**

**Name: System shall prevent gender change by CSC Teller when not in queue for individuals approved for transitional gender change**  
**Notes:**

**Name: System shall provide error message when gender change not allowed by CSC Teller**  
**Notes:**

Use Case Name:	Request Change of Gender Indicator (Transitional)		
Status:	Scripted		
Author:	Credential Team		
Created on:	12/5/2007	Modified on:	3/21/2008

**Notes:**  
 This process is used to change an individual's gender, pending surgery and issuance of a court order authorizing changes of gender

Current:  
 -Individual contacts DMV to request to change gender indicator on a driver's license/ID card  
 -Medical Review Evaluator/CSC Teller advises individual to obtain letter from a physician/therapist and customer medical report (MED-2) indicating individual is under supervision for transgender change  
 -Individual submits customer medical report and letter from physician  
 -Medical Review Manager reviews/approves customer medical report and letter  
 -Alt Flow: Medical Review Manager rejects customer medical report and letter  
 -Medical Review Manager prepares pc-generated advising individual to visit CSC to have gender indicator changed, pending gender reassignment surgery

-Medical Review Manager updates customer record to initiate periodic medical review requirement notice (MD-03) (not mailed, pc-generated letter mailed instead)

-Mail Clerk mails pc-generated letter via first class mail

-Alt Flow: Medical Review Manager rejects customer medical report and letter

-Medical Review Manager notifies individual that request was denied and reason for denial

Future:

-Individual contacts DMV to request to change gender indicator on a driver's license/ID card

-Medical Review Evaluator/CSC Teller advises individual to obtain letter from a physician/therapist and transgender medical report (to be developed) indicating individual is under supervision for transgender change

-Individual submits transgender medical report and letter from physician

-Medical Review Manager reviews/approves transgender medical report and letter

-Medical Review Manager updates customer record to show transitional gender change approved and requirement for medical report in 18 months

-System builds electronic queue of individuals approved for transitional gender change accessible ONLY by Medical Review Staff

-Alt Flow: Medical Review rejects transgender medical report and letter

-System generates notice to individual advising to visit CSC to have gender indicator changed, pending gender reassignment surgery and due date for submitting medical report

-Mail Clerk mails letter via first class mail

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**Linked Requirements:**

**Name: Medical Review Manager shall update system to show individual has been approved for transitional gender change**

**Notes:**

**Name: System shall generate notice to individual advising to visit CSC to have gender indicator changed, pending gender reassignment surgery and due date for medical report**

**Notes:**

