

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



**Meeting: Unsatisfied Judgments Sub Team Meeting**  
**Date: May 9, 2008**  
**Time: 2pm – 3:30pm**  
**Location: CRM133**

**Meeting called by:** Angela Burrell

**Attendees:** Valerie Morman, Margaret Skelton, Princess Williams, Angela Burrell, LaTrice Ampy, Jim Davidson

**Preparation for meetings:**

Agenda for the sub team meeting on May 9th was distributed to team.

**Session Goals and Objectives:**

Document detailed process flow (scenario) for Self-Insurers.

**Summary:**

- ❖ The team reviewed and defined scenario and requirements for Unsatisfied Judgments.

Scenarios included:

- ✚ Cancel Self-Insured Certificate
- ✚ Withdraw from Self-Insured Certificate Program (Defined in Credentialing however will be moved to Service Delivery for further documentation)

- ❖ The team identified 1 research and “to do” opportunity:

1. Review code. (Margaret S.)

**Plans for Next Workshop:**

S&R team will run report to include all sanction processes for Self Insurers. Experts will alert CSI immediately regarding additional processes.

**Homework for Next Workshop:**

A report from EA is attached that shows scenarios defined and their linked requirements. Please review and provide feedback ASAP.

# Scenario Report with Requirements

**Package:** Self Insured Certificate

<b>Detail:</b>			
Use Case Name:	Cancel Self-Insured Certificate		
Status:	Scripted		
Author:	Credential Team		
Created on:	5/9/2008	Modified on:	5/13/2008
Notes:	<p>This process is used to invalidate a Self-Insured Certificate. Certificate may be canceled upon issuance of due notice and hearing for reasonable for grounds such as insufficient financial responsibility 46.2-472</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Self-Insured Certificate Holder submits paper quarterly report</li> <li>-See Alt Flow: Report NOT submitted</li> <li>-Insurance Verification Technician reviews quarterly report and determines report shows assets and monies meets minimum requirements (see code 46.2-368)</li> <li>-See Alt Flow: Report does NOT meet minimum requirements</li> <li>-Process Ends</li> </ul> <ul style="list-style-type: none"> <li>-Alt Flow: Report NOT submitted</li> <li>-Insurance Verification Technician calls Self-Insured Certificate Holder to advise quarterly report has NOT been received</li> <li>-Self Insured Certificate Holder submits quarterly report</li> <li>-Return to Normal Process</li> <li>-See Alt Flow: Report NOT submitted</li> </ul> <ul style="list-style-type: none"> <li>-Alt Flow: Report does NOT meet minimum requirements</li> <li>-Insurance Verification Technician calls Self-Insured Certificate Holder to advise quarterly report does NOT meet minimum requirements</li> <li>-Self Insured Certificate Holder submits revised quarterly report</li> <li>-See Alt Flow: No revised quarterly report</li> <li>-Insurance Verification Technician reviews revised quarterly report and determines report meets minimum requirements</li> <li>-See Alt Flow: Revised report does NOT meet minimum requirements</li> <li>-Process Ends</li> </ul> <p>Alt Flow: Report NOT submitted/Revised Report does NOT meet minimum requirements</p> <ul style="list-style-type: none"> <li>-Insurance Verification Technician prepares pc-generated letter canceling Self-Insured Certificate</li> <li>-Mail Clerk mails Self-Insured Cancellation Letter via first class mail</li> </ul> <p>-Future:</p> <ul style="list-style-type: none"> <li>-Self-Insured Certificate Holder submits electronic quarterly report</li> <li>-See Alt Flow: Paper quarterly report</li> <li>-See Alt Flow: Quarterly Report NOT submitted</li> <li>-System builds queue of electronic quarterly reports</li> <li>-System determines quarterly report meets minimum standards</li> <li>-See Alt Flow: Electronic quarterly report does NOT meet minimum standards</li> <li>-See Alt Flow: Revised Electronic quarterly report does NOT meet minimum standards</li> <li>-System attaches quarterly report to Self-Insured Holder record</li> <li>-Process Ends</li> </ul>		

-See Alt Flow: Paper quarterly report  
-System builds queue of paper quarterly report for review by Insurance Verification Technician  
-Insurance Verification Technician reviews queue of quarterly report to ensure report meets minimum standards  
-See Alt Flow: Paper Quarterly report does NOT meet minimum standards  
-See Alt Flow: Revised Paper Quarterly report does NOT meet minimum standards  
-Insurance Verification Technician attaches quarterly report to Self-Insured Certificate Holder record  
-Process Ends

Alt Flow: Quarterly Report NOT submitted  
-System determines self-insured quarterly report has NOT been submitted  
-System generates letter to Self Insured Holder reminding that quarterly report is due  
-Return to Normal Process

-See Alt Flow: Electronic quarterly report does NOT meet minimum standards  
-System determines electronic quarterly report does NOT meet minimum standards  
-System generates letter to Self-Insured Holder advising report does not meet standards and to submit revised report  
-Return to Normal Process

Alt Flow: Revised Electronic quarterly report does NOT meet minimum standards  
-System determines revised quarterly report does NOT meet minimum standards  
-System updates customer record to cancel Self Insured Certificate  
-System generates Self-Insured Cancellation letter in overnight batch  
-Mail Clerk mails Self-Insured Cancellation letter via first class mail

Alt Flow: Paper Quarterly report does NOT meet minimum standards  
-Insurance Verification Technician determines paper quarterly report does NOT meet minimum standards  
-Insurance Verification Technician updates customer record to indicate quarterly report does NOT meet minimum standards  
-Insurance Verification Technician attaches quarterly report to customer record  
-System updates customer record to cancel self-insured certificate  
-System builds queue of canceled Self-Insured Certificates for review by Insurance Verification Technician  
-System generates Self-Insured Cancellation letter in overnight batch  
-Mail Clerk mails Self-Insured Cancellation letter via first class mail

Alt Flow: Revised Paper Quarterly report does NOT meet minimum standards  
-Insurance Verification Technician determines revised paper quarterly report does NOT meet minimum standards  
-Insurance Verification Technician updates customer record to indicate revised quarterly report does NOT meet minimum standards  
-System updates customer record to cancel Self Insured Certificate  
-System builds queue of canceled Self-Insured Certificates for review by Insurance Verification Technician  
-System generates Self-Insured Cancellation letter in overnight batch  
-Mail Clerk mails Self-Insured Cancellation letter via first class mail

**Linked Requirements:**

**Name: DMV shall cancel Self-Insured Certificate upon issuance of due notice and hearing for reasonable for**

**grounds such as insufficient financial responsibility**

**Notes:** 46.2-472

**Name:** Mail Clerk shall mail Self-Insured Cancellation letter via first class mail

**Notes:**

**Name:** System shall allow Insurance Verification Technician to update customer record to indicate quarterly report does NOT meet minimum standards

**Notes:**

**Name:** System shall allow Insurance Verification Technician to update customer record to indicate revised quarterly report does NOT meet minimum standards

**Notes:**

**Name:** System shall allow Insurance Verification Technician to attach quarterly report to Self-Insured Certificate Holder record

**Notes:**

**Name:** System shall allow Insurance Verification Technician to review queue of quarterly report to ensure report meets minimum standards

**Notes:**

**Name:** System shall allow Self-Insured Certificate Holder to submit electronic quarterly report

**Notes:**

**Name:** System shall attach quarterly report to Self-Insured Holder record

**Notes:**

**Name:** -System shall build queue of canceled Self-Insured Certificates for review by Insurance Verification Technician

**Notes:**

**Name:** System shall build queue of electronic quarterly reports

**Notes:**

**Name:** System shall build queue of paper quarterly report for review by Insurance Verification Technician

**Notes:**

**Name:** System shall determine electronic quarterly report does NOT meet minimum standards

**Notes:**

**Name:** System shall determine quarterly report meets minimum standards

**Notes:**

**Name:** System shall determine revised quarterly report does NOT meet minimum standards

**Notes:**

**Name:** System shall determine self-insured quarterly report has NOT been submitted

**Notes:**

**Name: System shall generate letter to Self Insured Holder reminding that quarterly report is due**

**Notes:**

**Name: System shall generate letter to Self-Insured Holder advising report does not meet standards and to submit revised report**

**Notes:**

**Name: System shall generate Self-Insured Cancellation letter in overnight batch**

**Notes:**

**Name: System shall update customer record to cancel Self Insured Certificate**

**Notes:**

**Package:** Withdraw

<b>Detail:</b>			
Use Case Name:	Withdraw from Self-Insured Certificate Program		
Status:	Identified		
Author:	Credential Team		
Created on:	5/9/2008	Modified on:	5/13/2008
Notes:	<p>This process is used by Self Insured Certificate Holder to withdraw from Self-Insured Certificate Program</p> <p>Current:</p> <ul style="list-style-type: none"><li>-Self Insured Certificate Holder calls Insurance Verification Technician to advise of request to withdraw from Self Insured Certificate Program</li><li>-Insurance Verification Technician advises Self Insured Certificate Holder to submit request in writing, including effective date of withdrawal</li><li>-Self Insured Certificate Holder submits written request to withdraw from Self Insured Certificate Program</li><li>-Insurance Verification Technician prepares pc-generated letter to Self Insured Certificate Holder advising of withdrawal</li><li>-Mail Clerk mails Self Insured Certificate Withdrawal letter via first class mail</li></ul> <p>Future:</p> <ul style="list-style-type: none"><li>-Self Insured Certificate Holder submits electronic request to withdraw from Self Insured Certificate Program</li><li>-See Alt Flow: Paper Request</li><li>-System builds queue of electronic request to withdraw from Self Insured Certificate Program</li><li>-System updates customer record to withdraw from Self Insured Certificate Program</li><li>-System builds queue of withdrawn Self Insured Holders for review by Insurance Verification Technician</li><li>-System responds electronically to Self Insured Holder advising of withdrawal</li><li>-System attaches electronic response to customer record</li></ul> <p>-Alt Flow: Paper Request</p> <ul style="list-style-type: none"><li>-Self Insured Certificate Holder submits paper request to withdraw from Self Insured Certificate Program</li><li>-System builds queue of paper request to withdraw from Self Insured Certificate</li></ul>		

Program  
-Insurance Verification Technician reviews queue and updates customer record to withdraw Self Insured Certificate  
-System builds queue of withdrawn Self Insured Holders for review by Insurance Verification Technician  
-System generates Self Insured Withdrawal letter in overnight batch  
-System attaches Self Insured Withdrawal letter to customer record  
-Mail Clerk mails Self Insured Certificate Withdrawal letter via first class mail

**Linked Requirements:**

**Name: Mail Clerk shall mail Self Insured Certificate Withdrawal letter via first class mail**

**Notes:**

**Name: System shall allow Insurance Verification Technician to review queue and update customer record to withdraw Self Insured Certificate**

**Notes:**

**Name: System shall allow Self Insured Certificate Holder to submit electronic request to withdraw from Self Insured Certificate Program**

**Notes:**

**Name: System shall attach electronic response to customer record**

**Notes:**

**Name: System shall attach Self Insured Withdrawal letter to customer record**

**Notes:**

**Name: System shall build queue of electronic request to withdraw from Self Insured Certificate Program**

**Notes:**

**Name: System shall build queue of paper request to withdraw from Self Insured Certificate Program**

**Notes:**

**Name: System shall build queue of withdrawn Self Insured Holders for review by Insurance Verification Technician**

**Notes:**

**Name: System shall generate Self Insured Withdrawal letter in overnight batch for paper withdraw request**

**Notes:**

**Name: System shall respond electronically to Self Insured Holder advising of withdrawal**

**Notes:**

**Name: System shall update customer record to withdraw from Self Insured Certificate Program**

**Notes:**

