Accounts Receivable Resolution (ARR)

TriWest Authorization Retrieval

PDD: TriWest Authorization Retrieval

Table of Contents

1. PDD Version Control

Version	Description	Status	Created/ Changed By	Created/ Changed Date
0.1	Initial Draft	Draft	Ranjit Jog	03/13/2023
0.2	As per the SME, changes made in Section 6.2.2 - Steps 1.3, 2.6, 3.1, 3.2	Draft	Ranjit Jog	03/14/2023

2. Process Design Document Sign-Off

In line with the agreed approach, the automation defined within this document must be signed off by the relevant department/ business team prior to the commencement of any development activities.

Once the Final Version of PDD is released for Sign Off, then it is recommended to be completed by Process Owner/SME in 1-3 Business Days

Following PDD sign off, any changes to the process described within this document will be subject to the Change Control Process. Any change in requirements after the Sign Off would be assessed on the urgency, impact assessment and go through approval framework defined in the RPA program before development.

Name, ID & Designation	Department/Location	Signed-Off Date	Email Sign Off Attachment
Kala Mazzadi / kala.mazzadi@cumedicine.us / Associate Director of AR	ARR	03/15/2023	PDD_Approval_20230315.pdf

3. References

Num.	Name	Purpose
1.	\\files.cumedicine.us\Shared\RS-RPA\ImplementationMeetings\	Requirement Artifacts/Recordings

4. Introduction

4.1 Purpose of the Document

The Process Design Document outlines the **TriWest VA Authorization Retrieval** chosen for automation using Robotic Process Automation (RPA) technology.

The document describes the sequence of steps performed as part of the **TriWest VA Authorization Retrieval**, the conditions and rules of the process prior to automation and how they are envisioned to work after automating it, partly or entirely. This specifications document serves as a base for developers, providing them with the details required for applying robotic automation to the selected business process.

4.2 Objectives

The **TriWest VA Authorization Retrieval** process has been selected for RPA within **ARR** process area.

The business objectives and benefits expected by the Business Process Owner after automation of the selected business process are:

1. Reduce manual efforts by automating routine activity to allow SMEs to focus on complex activities which improve team member experience.
2. Reduce turnaround time of completing part of invoice processing.
3. Handle the straight rule-based validations automatically based on the Business rules & conditions defined in Keystroke and request human intervention to handle whenever the exception is encountered and drive the process from there onwards.
4. Reducing the AHT (Avg. Handling Time) per Validation
5. Handle the validations automatically based on the Business rules & conditions defined.
6. Have more granularity in output validation report.
7. Better Monitoring of the overall activity by using the logs provided by the robots.

4.3 Abbreviations

Explain the terms that are used in this PDD template.

#	Terminology	Descriptions	Remarks(optional)
1	RPA	Robotic Process Automation	
2	DU	Document Understanding	
3	F&A	Finance & Accounting	
4	SME	Subject Matter expert	
5	SLA	Service Level Agreement	
6	KPIs	Key performance Indicators	

4.4 Key Roles & Contacts

This specifications document includes concise and complete requirements of the business process, and it is built by the RPA Business Analyst based on the inputs provided by the process Subject Matter Expert (SME) / Process Owner.

The Process Owner is expected to review it and provide signoff for accuracy and completion of the process steps, context, impact and exception handling.

Role	Name & ID	Dept	Notes
Process Reviewer	Mandy Martinez Kala Mazzadi Jennifer Snyder - Jennifer.Snyder@cumedicine.us	ARR	
Process SME	Mandy Martinez mandy.martinez@cumedicine.us	ARR	
Process Owner	Kala Mazzadi / kala.mazzadi@cumedicine.us	ARR	
IT POC	Joshua Handley / Joshua.Handley@cumedicine.us	RPA IT	
RPA BA	Ranjit Jog Ranjit.jog@uipath.com	UiPath PS Team	
RPA Solution Architect	Michael Hirsch michael.hirsch@uipath.com	UiPath PS Team	
RPA Developer	Ian Salmon ian.salmon@uipath.com	UiPath PS Team	
RPA PM	Moulshree Rangra (Molly) moulshree.rangra@uipath.com	UiPath PS Team	

4.5 Minimum Prerequisites for Automation

Below are the minimum prerequisites for the automation of this process:

#	Category	Description/Assumption	Owner
1	Access for Developer on System	Access for Bot and Developer to be provisioned before Development Starts	RPA BA
2	PDD Approvals	Sign Off from SME and Process Owner	RPA BA
3	Test Data	Availability of test data in Dev/Test environment	SME
4	Environment & Application	Application, System UI, file locations whitelisting, Process Steps, Version, Upgrades should be same for Dev/Test/Production/DR	IT
6	Potential Change	Any change in steps, application in future has to be notified to RPA Support for maintenance of automation	Process Owner

5. As-Is Process Description

This section highlights the AS-IS design of the business process before improvement or automation.

5.1 Process Overview AS IS

Below is some general information and metrics about the Change Summary process.

#	Item	Description
1	Process full name	*TriWest Authorization Retrieval*
2	Process Area	*Accounts Receivable Resolution (ARR)*
3	Department	
5	Upstream	N/A
6	Downstream	N/A
7	Process short description (operation, activity, outcome)	*Locate auth in payer portal, add to invoice, bill and complete task*
9	Process schedule and frequency	*Daily.*
10	# of items processes /reference period	*Approx 100 per day*
11	Average handling time per item	*2 minutes per item*
12	Peak period (s)	*N/A*
~~13~~	SLAs for the Process	*Less than 7 days or even lower*
14	KPIs for the Process	*N/A*
15	Transaction Volume During Peak period	*200*
16	Total # of FTEs supporting this activity	1
17	Expected increase in volume in the next reference period	N/A
18	Level of exception rate	*N/A*
19	Input data	*Patient Claims*
20	Output data	*Updated patient claims in Athena IDX*
21	Public Holiday Schedule and Impact	*N/A*

Note: Use “N/A” for the items that do not apply for specific business process.

5.2 Applications Used in the Process

Below is the list of applications used in the process and the technical details and requirements for accessing these applications.

No.	Application name & version	Description	System Language	Thin/Thick Client	Environment / Access Method	Access POC
1	Athena IDX		English	Thick	Web Application	
2	Availity		English	Thick	Web Application	

5.3 Input and Output Data

Below are the inputs and outputs that need to be considered for related process steps:

#	Source/App/System/Dept	Input / Output	Description, Location, Sample
1	App: Athena IDX Invoice details and patient information	Input and Output	
2	App: Availity	Input	

5.4 Scheduling Requirements

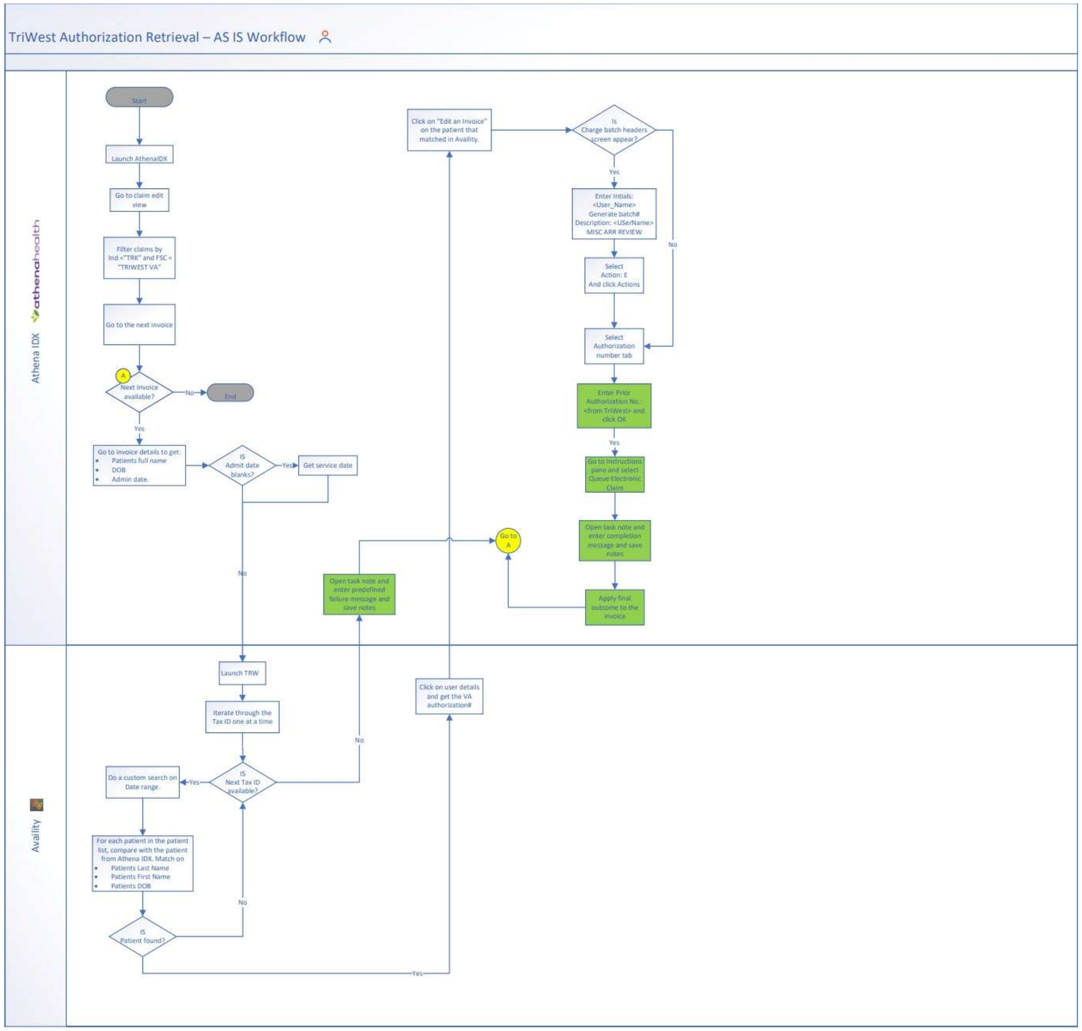
5.4.1 Operating Hours TO BE

Question	Answer
What days of the month will the solution run?	Weekdays
Provide details of any restricted Days/Times (e.g., Bank Holidays)	TBD
Will the solution run outside normal working hours?	TBD

5.5 As-Is Process Map

5.5.1 High level process map

This section depicts the As Is business process at a High Level to enable developers to have a high-level understanding of the current process.



5.6 ADDITIONAL DELIVERY DOCUMENTATION

No.	Name	Location	Description
1	SDD	*TBD*	TO BE developed by SA after PDD sign-off
2	UAT Test Case Document	TBD	

6. TO-BE PROCESS DESCRIPTION

This section highlights the high level TO BE Summary

6.1 PROCESS OVERVIEW TO BE

- Send a notification to Business SME when the process starts.
- Bot logs in into Athena IDX at regular interval and selects the Claim Edit queue.
- Filter the list of claims by Ind =”TKR” and FSC = “TRIWEST VA”
- Sort the list by patient name.
- Start working on each patient in Athena IDX.
- Log in into Availity portal.
- For each patient from Athena IDX, bot will do a custom search on each Tax ID in Availity portal by providing the date range.
- Bot will loop through the list of patients in availity portal to match patient with Athena IDX based on patients last name, first name and DOB.
- On the matched patient, bot will extract the VA authorization number from Availity and enter it in Athena IDX.
- Bot will then route the claim to Electronic Claim Queue.
- Bot will change the status of the claim to *Worked* by selecting *Edited Invoices* on *Completed Outcome.*
- Bot will write notes in the Notes field.
- Bot will compile an end of the day report and email it to the business team.

Note for Developers:

(i) Athena IDX and Availity require explicit login credentials to access.
(ii) Athena IDX and Availity have a password expiry rule.
(iii) Avality is an external application and not maintained by CU medicine.

6.2 TO-BE FUNCTIONAL PROCESS MAP

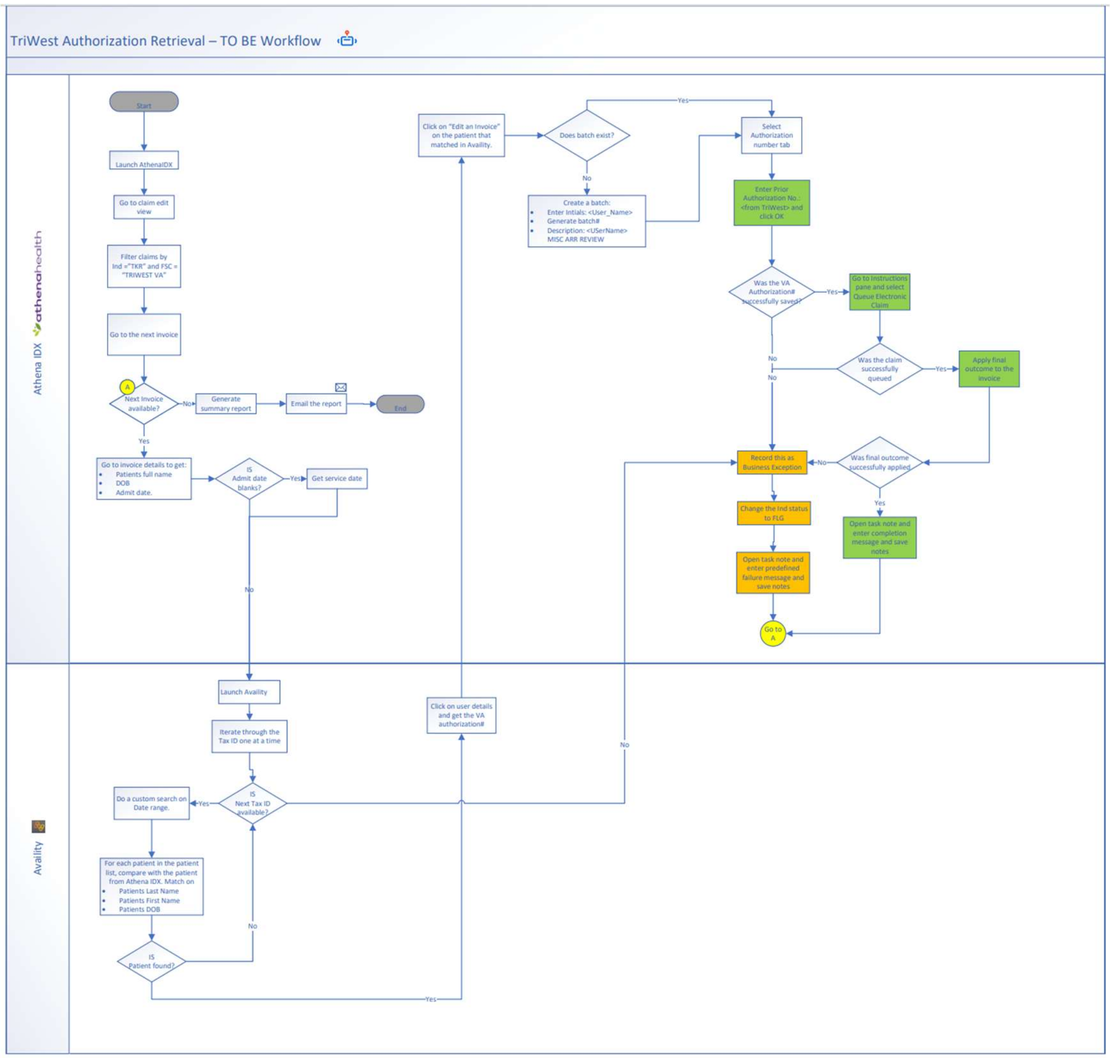
6.2.1 TO BE FUNCTIONAL PROCESS MAP

TO BE solutions with implementation details will be in the SDD (Solution Design Document) which will be developed by UiPath’s SA (Solution Architect).

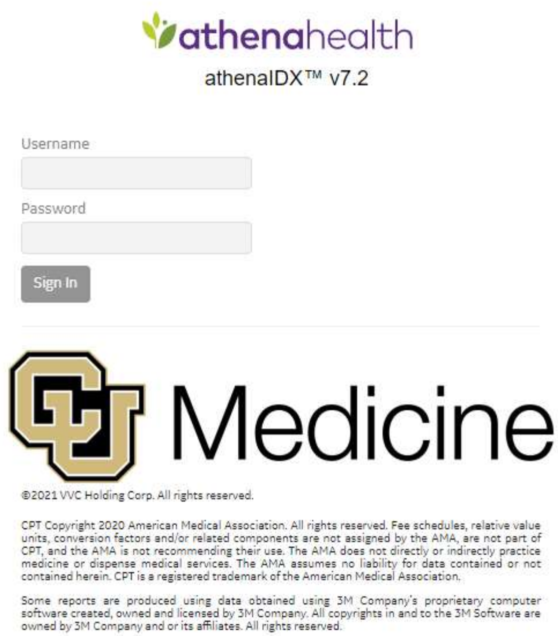
Note: Currently, the TO BE workflow is different from the AS IS workflow in the following way:

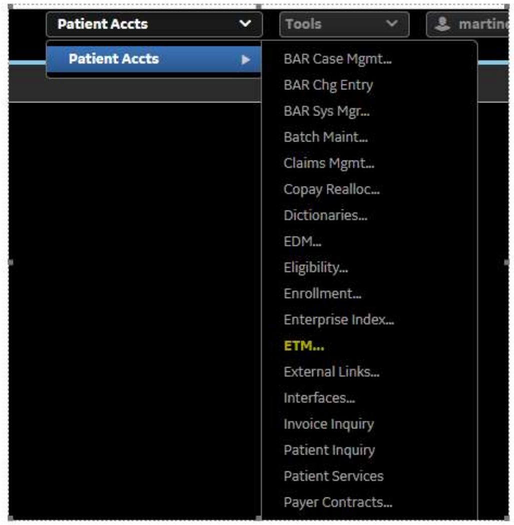
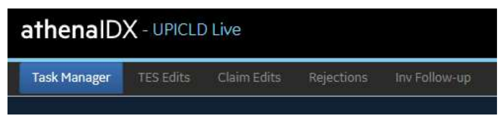
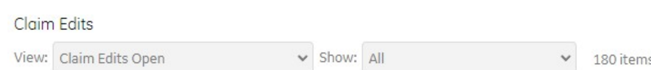
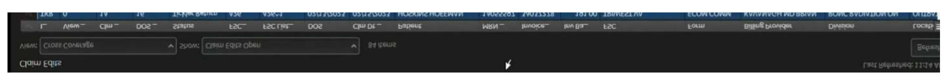
1. Saving Task Notes will be the last step in the process.

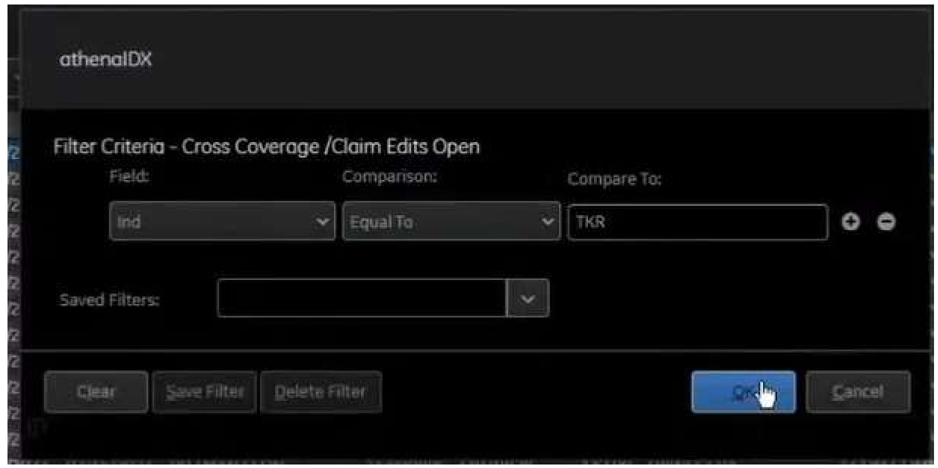
2. Mention of business exception and how will bot handle them.
3. End of the Day Report.

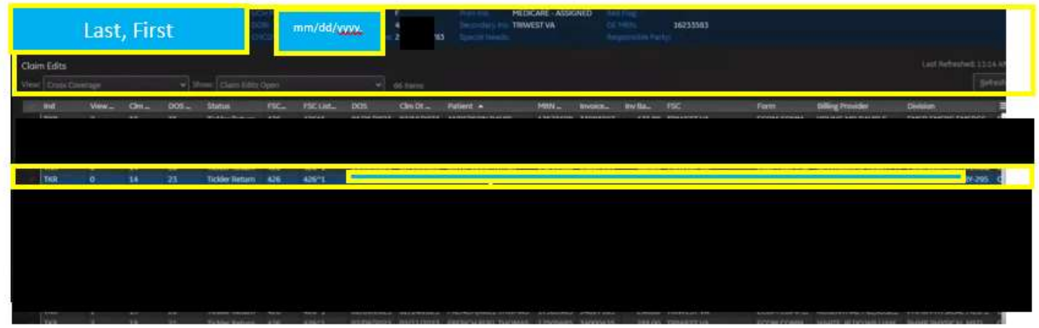
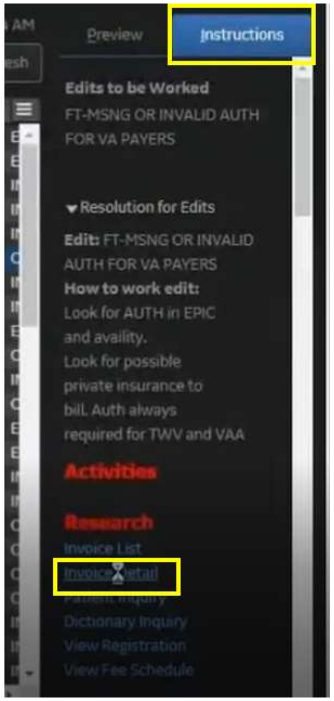


6.2.2 TO BE KEYSTROKE

Step Ref.	Process Step	Description
		1. Start of the process – Launch of Athena IDX (Input Preparation)
1.1	⚠ Bot launches Athena IDX PROD: https://idxweb.cumedicine.us/cbwui/#/login TEST: https://idxwebtestuci.cumedicine.us/cbwui/#/login	 Fig 1 1. Enter username and password. 2. If login fails, then raise a business exception and stop the process.

Step Ref.	Process Step	Description
1.2	Navigate to Claim Edits	 Fig 1  Fig 2  Fig 3  Fig 4 1. After logging in, navigate to *patient access* and select *ETM* from the dropdown – Fig 1 2. Click on T*ask Manager*. – Fig 2 3. Select *Claim Edits Open* from the View drop down - Fig 3 4. Fig 4 shows a list of claims.

Step Ref.	Process Step	Description
1.3	Filter the list of claims	 Fig 1  Fig 2 1. Go to filter task at the top right of the list of claims. 2. Filter screen appears as shown in Fig 2 3. Apply Filter to claims as follows: Ind ="TKR" – Fig 2 4. Click OK to apply filter
1.4	Loop through the next patient in the list of claims	
1.5	Extract Patient details, Admit date OR Date of Service	

Step Ref.	Process Step	Description
		 Fig 1 

Step Ref.	Process Step	Description
		Fig 2  Fig 3 Bot will perform the following: 1. Click on a patient claim that needs to be worked upon. The row gets highlighted. 2. The details of the patient will appear on the top of the list as shown in Fig 1 (Marked in blue) 3. Extract Patients full name and date of birth (DOB). (Name is Last, First format and dates are in mm/dd/yyyy). 4. Highlight the claim and click on Instructions/Invoice Detail (located to the right of the list) to get to invoice details – Fig 3 5. From the invoice details screen, extract Admit date (Highlighted in Yellow). If not available, then select the Service date (Highlighted in Yellow) – Fig 3
2. Launch Availity to get the VA authorization number for each claim.		
2.1	Bot launches Availity (This is an external application) URL: https://apps.availity.com/availity/web/public.elegant.login	
2.2	Bot logs in	

<table>
<tr><th>Step Ref.</th><th>Process Step</th><th>Description</th></tr>
<tr><td></td><td></td><td>

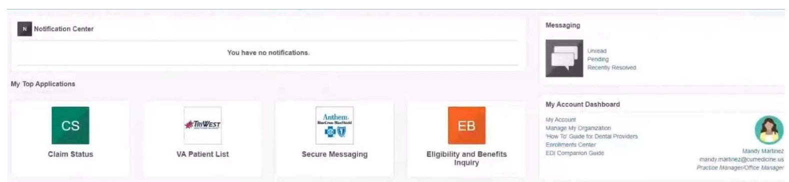

Fig 1


Fig 2
</td></tr>
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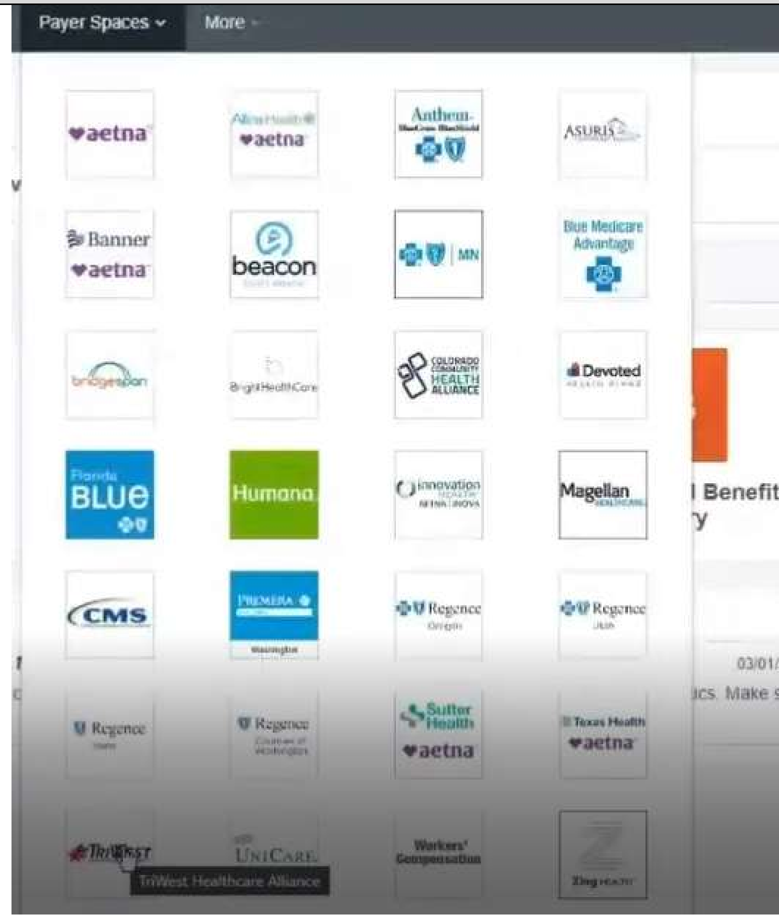
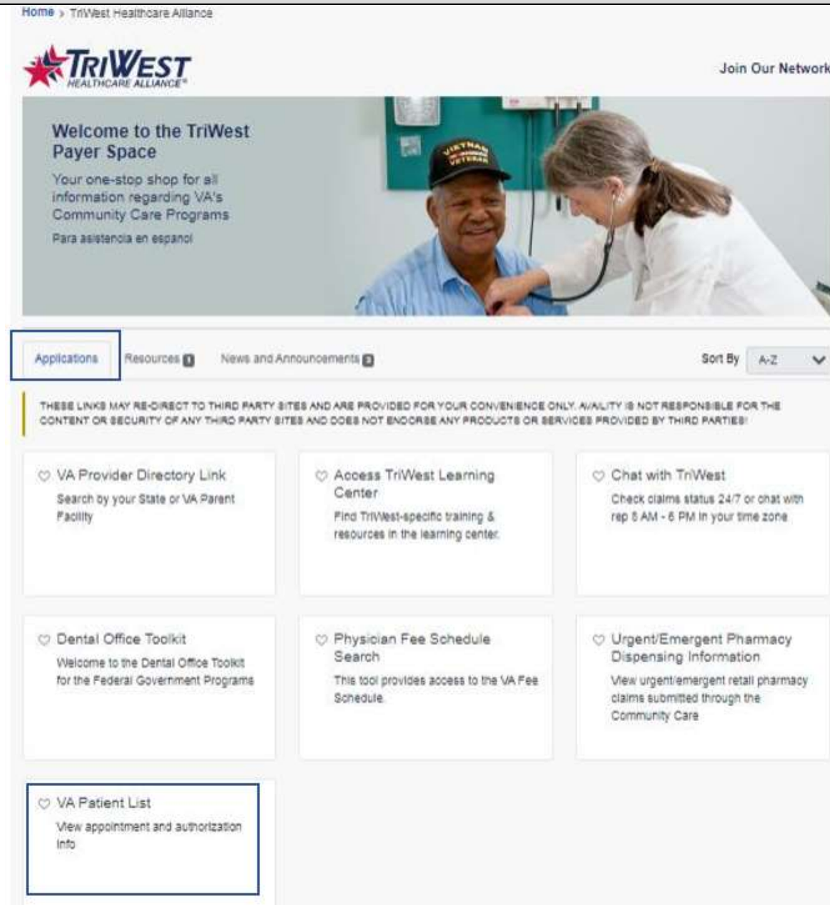
Step Ref.	Process Step	Description
		 Fig 3 1. Login to Availity – Fig 1 2. If login fails, then raise a business exception and stop the process. If login is successful, then do the following: 3. Go to payer space – Fig 2 4. Click on TriWest Healthcare Alliance – Fig 3
2.3	Go to VA Patient list	

Step Ref.	Process Step	Description
		 Fig 1 1. Go to the Applications tab. 2. Access function *VA Patient List*
2.4	Enter Search Criteria in VA patient list	

Step Ref.	Process Step	Description
		See below

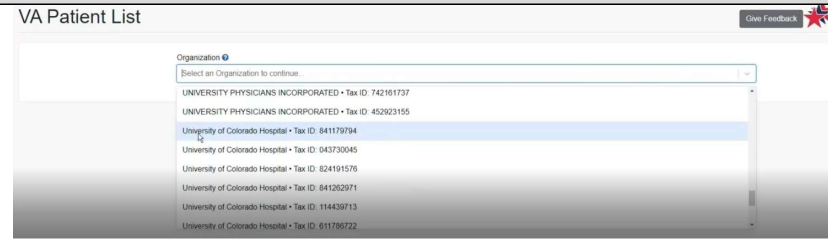


Fig 1

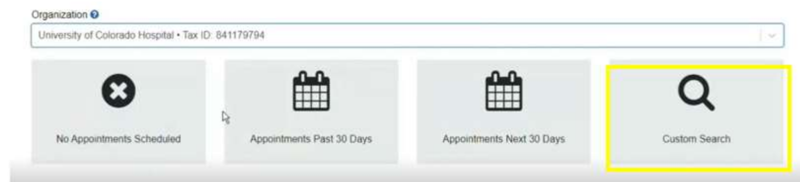


Fig 2

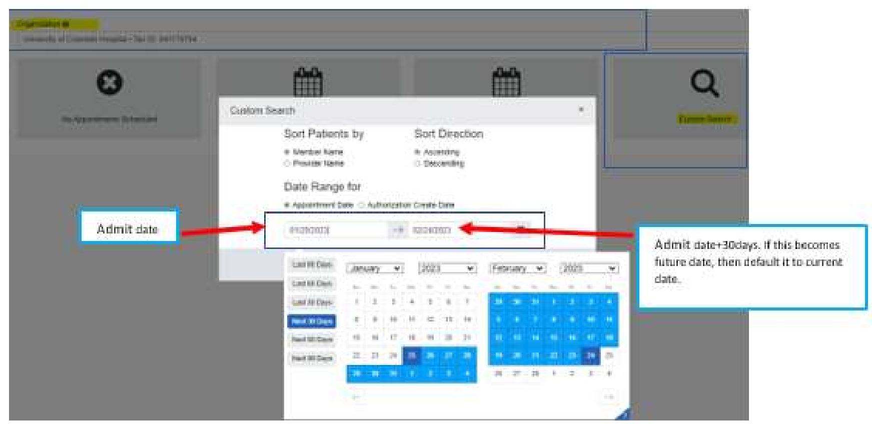


Fig 3

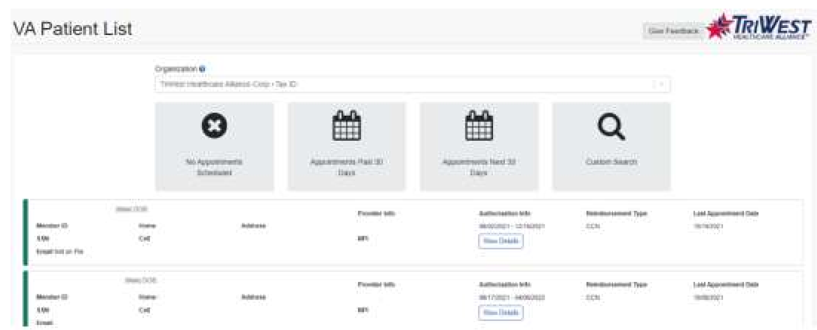
1. Select Tax ID from the drop down – Fig 1

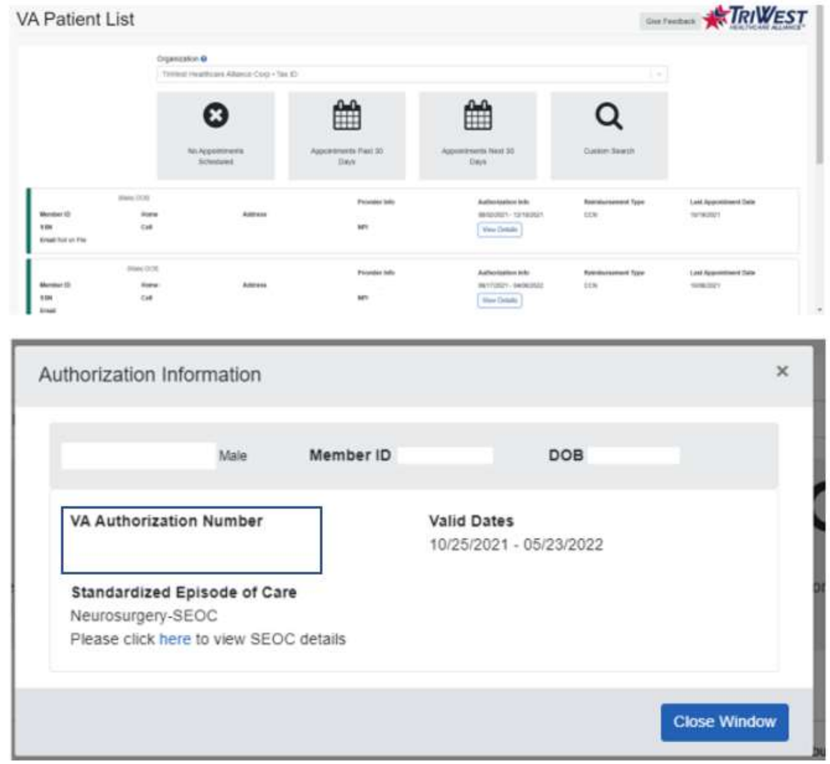
Bot will select the Tax ID one at a time and perform the searches:

(i) UNIVERSITY OF COLORADO HOSPITAL Tax ID: 841179794

(ii) UNIVERSITY OF PHYSICIANS INCOPORATED Tax ID: 742161737

2. After selecting the tax ID, select *Custom Search* – Fig 2

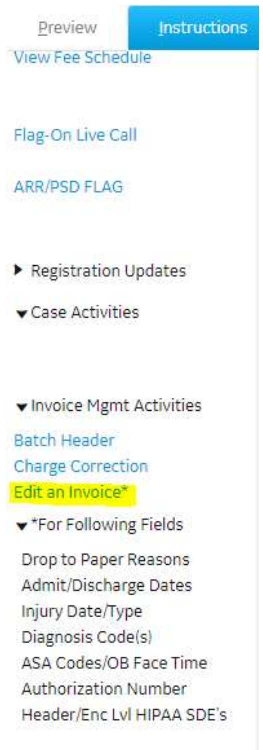
Step Ref.	Process Step	Description
		3. Bot performs the following: Fig 3 *(i)* Select Sort Patients by as *Member Name* (ii) Select Sort Direction as *Ascending* (iii) Select Data Range for: *Appointment Date* (iv) For each tax ID available in the dropdown, continue searching for the patient. (v) Enter the begin date as the admit date of the patient that was extracted from Athena IDX mentioned in Section 1.5, point 5. (vi) For entering end date - calculate end date as 30 days after the begin date. If the end date is greater than the current date, then default the end date to the current date. (vii) Click ok to search. **Note:** Bot performs (i) through (vii) for each of the Tax IDs from the drop down until it finds a matching patient. Bot will not perform any further checks once a match is found.
2.5	Search for the patient in VA patient list	 Fig 1 1. The output of the search results is shown in Fig 1. The list contains names of patients listed in alphabetical order. (Note: The list of patients is divided into multiple pages. Pagination required) 2. Search through the patient list to match the patient last name, first name and DOB. (Patient names are divided into multiple pages. Pagination required to go till the end of the list)
2.6	⚠ Extract VA authorization number	

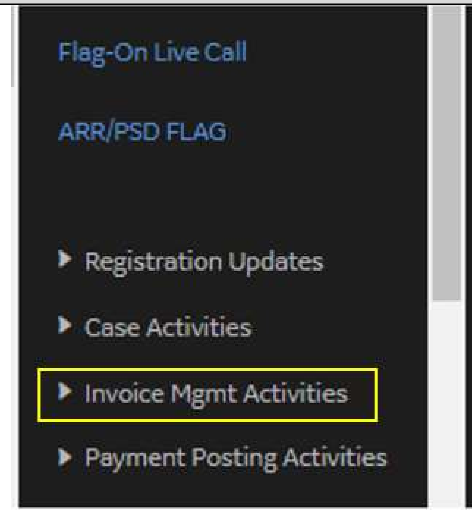
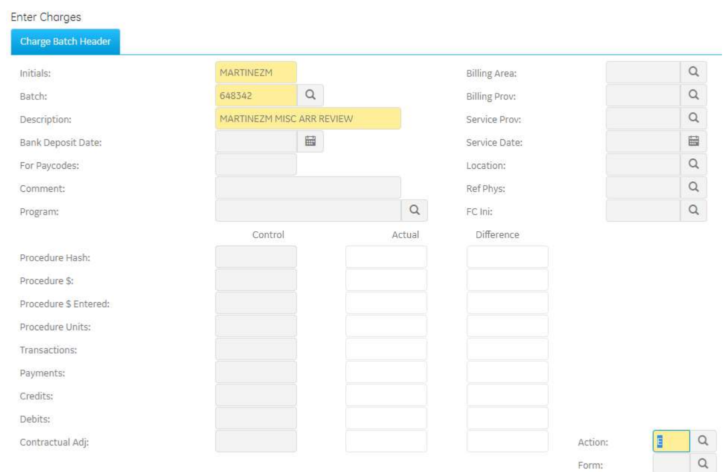
<table>
<tr><th>Step Ref.</th><th>Process Step</th><th>Description</th></tr>
<tr><td></td><td></td><td>


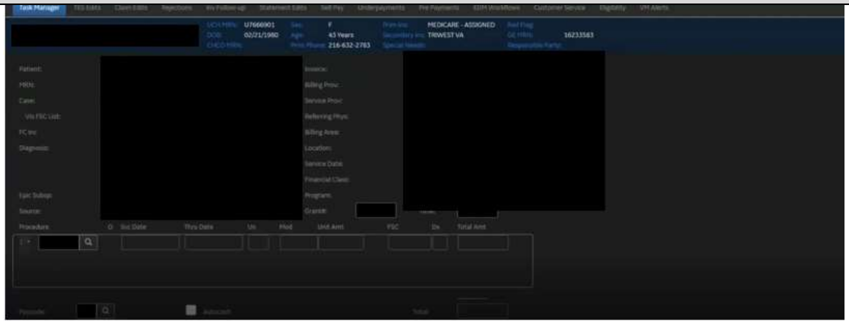
(Fig 1)

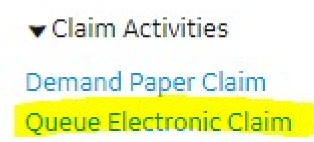
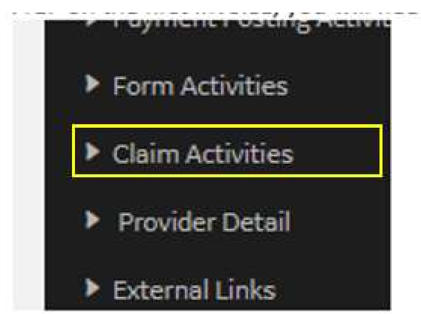
When bot finds the patient by name and dob, bot will perform the following actions.
1. Click on the View details on the matched patient.
(An Authorization Information window appears) – Fig 1
2. Extract the VA authorization number as shown in Fig 1
3. Bot will then stop searching for this patient in Availity.
4. If bot does not find patient that matches, then it will select the next Tax id from the drop down and follow steps 2.4 -2.6

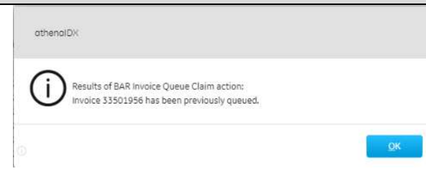
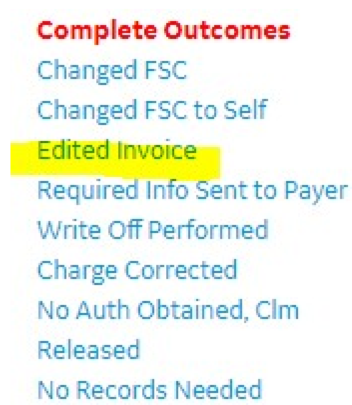
If the bot is unable to find a matching patients or bot finds the patient in Availity but there is no VA Authorization# then:
1. Raise a business exception and add notes as mentioned here.
2. Go to the next invoice on the list.
</td></tr>
</table>

Step Ref.	Process Step	Description
		Note: Bot will not perform any further checks once a match is found.
	3. When a patient is found in Availity. Editing Invoice details in Athena IDX with VA authorization Number	
3.1	⚠ Go to “Edit invoice” to Enter VA Authorization Number	 Fig 1 – (Invoice Mgmt Activities menu is expanded)

Step Ref.	Process Step	Description
		 Fig 1.1 – (Invoice Mgmt Activities menu is not expanded)  Fig 2 – Charge batch header screen

Step Ref.	Process Step	Description
		 Fig 3 – Invoice details  Fig 4 Once VA authorization number is found in availity then bot performs edit operations on the claim. 1. Highlight the same claim/patient in Athena IDX. Go to the Instructions tab. (Located to the right of the list of claims) – Fig1. 2. Look for ***Invoice Mgmt Activities.*** (i) If *Invoice Mgmt Activities* is in an expanded state, then click on "*Edit an Invoice*" – Fig 1 (ii) If *Invoice Mgmt Activities* is NOT in an expanded as shown in Fig 1.1, then first, click on *Invoice Mgmt Activities* to expand and then click on "*Edit an Invoice*." 3. If batch is not created, then the bot will create a batch with the following information: (i) Initials: <UserName> and then press tab (ii) Batch Number: Enter "g" and press tab on Batch field. System auto generates a batch number.

Step Ref.	Process Step	Description
		(iii) Description <Bot_User_Name> MISC ARR Review (iv) Action: Enter E and then press tab (v) Form field is auto populated when the Action in the previous step is entered as E. (vi) Select OK. Systems takes to the invoice details screen as shown in Fig 3 (vii) Go to Step 5 4. Click on Actions from Invoice details screen. 5. Click on A-Authorization No. 6. Enter Prior Authorization number that was extracted from Availity in Step 2.6 into Prior Authorization text box as shown in Fig 4 7. Click OK to save. 8. The system will take you to the previous screen (Invoice detail screen). Click OK on this screen. 9. A confirmation dialog box will appear. 10. Click OK on the dialog box to save. 11. If the save is successful, then the invoice details screen is wiped out with all the fields except for patient name. 12. Click on Cancel to go back to the list of claims (work queue) 13. If the save is NOT successful or system throws any error while saving, then follow the below steps. (i) Raise a business exception and add notes as mentioned here. (ii) Go to the next invoice on the list.
3.2	⚠ Route the invoice to Electronic Claim Queue	 (Fig 1)  Fig 1.1 – Claim Activities menu in expanded state

Step Ref.	Process Step	Description
		 .Fig 2 1. Once, the previous step is successful then from the instruction pane, then go Claim Activity (i) If the *claim activities* is already in an expanded state, then click Queue Electronic Claim as shown in Fig 1 (ii) If the *claim activities* is NOT in an expanded state (Fig 1.1) then click on *Claim Activities* to expand and then click Queue Electronic Claim. 2. A popup appears confirming the invoice is queued (Fig 2). Click OK on the popup. 3. If the popup does not appear then the bot will raise a business exception and add notes as mentioned here. (i) Go to the next invoice in the invoice list.
3.3	⚠ Changing the status of the invoice to “completed outcome”	 (Fig 1)

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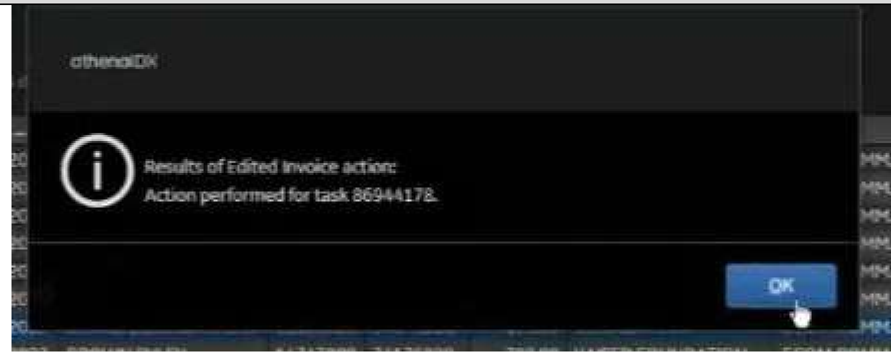


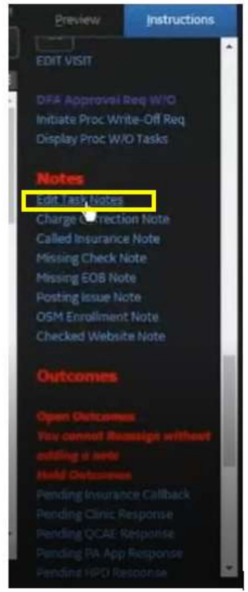
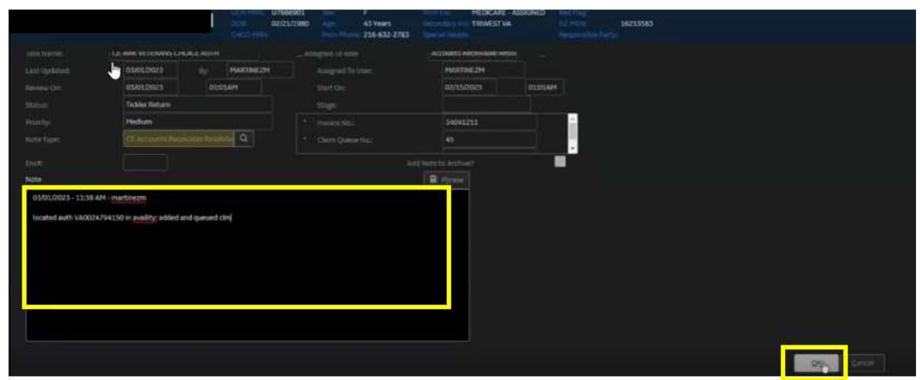
Fig 2

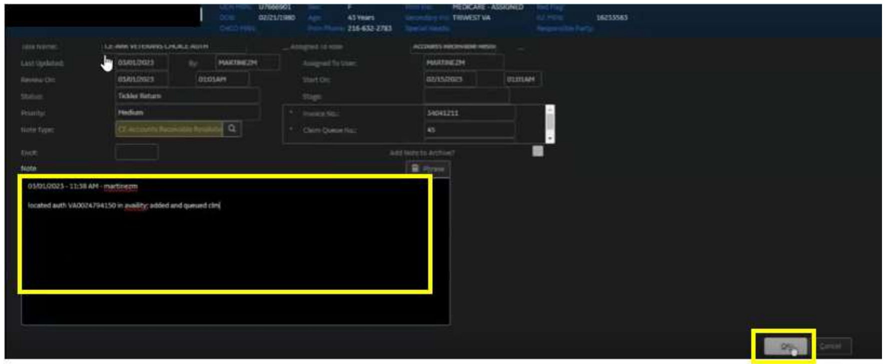

Fig 3

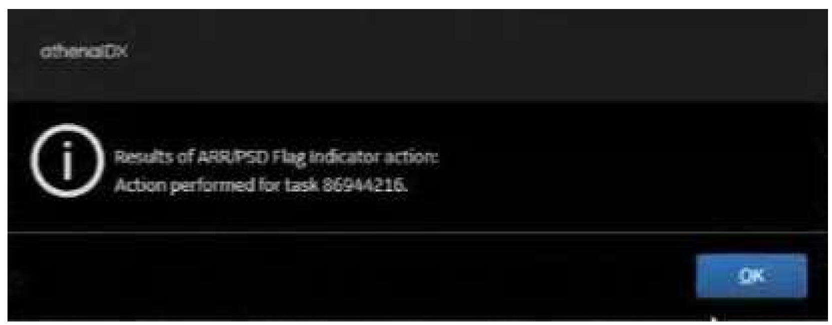
When in the work queue screen, select the claim that the bot is working.
On the instructions tab (located far right) , under Completed Outcome, select Edited Invoice – Fig 1
A confirmation dialog box appears as shown in Fig 2
Click OK. The dialog box disappears.
On the current screen, click done.

The status of the claim (invoice) is changed to Worked – Fig 3
(Note: Once the bot populates the VA authorization, the claim from Athena IDX list will disappear from the list. This is by design thus ensuring that the same claim does not appear in the list for processing.)
<ol start="6">
If the popup is not a confirmation pop-up but some other dialog box that resulted in error, then raise a business exception and add notes as mentioned here.

(i) Go to the next invoice in the invoice list
</td></tr>
<tr><td>3.4</td><td>Entering Task Notes</td><td></td></tr>
</table>

Step Ref.	Process Step	Description
		 Fig1  Fig 2 1. From the instructions pane, under Notes, click on Edit Task Notes 2. When in Edit Notes (Fig 2): Enter note as follows: DateStamp (Keyboard short cut is Alt W) - <UserName>

Step Ref.	Process Step	Description
		Located <VA Authorization Number> in availity; added, Queued the claim and changed the outcome. 3. Click OK to save notes.
	4. Steps to take when any one item mentioned below is identified: - **Bot was not able to locate VA Authorization number in Availity or Athena IDX is not accepting the entered VA Authorization number.** - **Athena IDX system was not able to queue the claim.** - **Athena IDX system was not able to change the outcome.**	
4.1	Adding notes in case of exception and changing the indicator of the claim	 Fig 1

Step Ref.	Process Step	Description
		 Fig 2  Fig 3

Step Ref.	Process Step	Description

L	View	Clm	DOS	Status	FSC	FSC List
TKR	2	19	35	Tickler Return	426	426^1
TKR	2	19	35	Tickler Return	426	426^1
	1	1	5	New	345	345^1
TKR	2	19	29	Tickler Return	426	426^1
TKR	0	14	36	Tickler Return	426	426^1
TKR	0	14	38	Tickler Return	426	426^1
	4	4	43	New	345	345^550^1
	1	1	9	New	345	345^550^1
TKR	0	14	22	Tickler Return	426	426^1
TKR	0	14	24	Tickler Return	426	426^1
TKR	0	14	25	Tickler Return	426	426^550^1
TKR	0	14	30	Tickler Return	426	426^550^1
FLG	0	14	18	Tickler Return	426	426^1
TKR	FLG	15	23	Tickler Return	426	426^1
	1	1	11	New	345	345^1
TKR	2	19	26	Tickler Return	426	426^500^1

Fig 4

If any known exceptions are encountered, then bot will monitor the message and enter appropriate text in the notes field of the invoice that is being processed. See the steps below:

1. From the instructions pane, under Notes, click on Edit Task Notes
2. When in Edit Notes (Fig 1): Enter note as follows:
   DateStamp (Keyboard short cut is Alt W) - <UserName>
   (One of the below will be entered by the bot based on the error encountered)

1	VA Authorization number was not found in Availity under Tax ID 841179794 or 742161737
2	Bot encountered an error/exception in Athena IDX when attempting to enter VA Authorization number.
3	Patient not found in Availity
4	Bot was not able to queue the claim.
5	Bot was not able to change the outcome.

3. Click OK to save Notes.
4. Select the claim that is being worked upon; Go to the *instructions* pane and click on *ARR/PSD Flag* – Fig 2
5. A confirmation dialog box appears. – Fig 3
6. Click OK on the confirmation dialog box. – Fig 3
7. The indicator of the claim will be changed from "***TKR***" to "***FLG***" – Fig 4

Step Ref.	Process Step	Description
		(Note: This will ensure that the bot will not pick up this claim for processing in any future runs)
5. Umbrella Rule **If there are any system exceptions for which bot is not able to either process invoices or unable to access any systems, then an appropriate notification will be generated.**		

6.3 Email Notifications

# No.	Step Name	Description	Email
1	Start of the process	Email to notify specific user list that the process has started	To: TBD@cumedicine.us CC: TBD@cumedicine.us Subject: TriWest Authorization Retrieval automation process has started The TriWest Authorization Retrieval automation process started on <Date and time>
2.	Emailing Reports		To: TBD@cumedicine.us CC: TBD@cumedicine.us Subject: End of day Report Hello, Please find the details of invoices that was processed by the bot on <Date Stamp>

6.4 Scope to be considered for RPA automation

#	Description	Category	In Scope for Bot	Out of Scope for bot	Remarks/Reading Criteria

1	Claims with Ind ="TKR" and FSC = "TRIWEST VA" will be processed	Input	X		Bot will process only those claims that satisfy the filtering rule.
2	Tax IDS 841179794 and 742161737	Input	X		Bot will perform searches in Availity only on the mentioned Tax IDs.
3	Updates made only for VA authorization# and Notes section	Output	X		Bot is configured to only update VA Authorization# and Notes section in Athena IDX
4	Changing password	Output		X	Bot is not configured to change the password automatically. The IT team within CU medicine will need to handle this

6.5 Exception Handling

This section captures the comprehensive list of all exceptions, warnings or notifications with the action or workaround to be taken for each exception by the robot.

<u>Known Business exceptions.</u>

The Section explains any known business exceptions met in practice before and captured during the process evaluation.

All the Email Alerts are explained in this format.

# No.	Step Name	Description	Action
BE1	Section 1.1	Unable to login into Athena IDX	Bot will log this exception in the orchestrator and notify IT/business through email. Process Ends.
BE2	Section 2.2	Unable to login into Availity	Bot will log this exception in the orchestrator and notify IT/business through email. Process Ends.
BE3	Section 2.6	When the bot finds the patient in Availity but there is no VA Authorization# in Availity	(i) Bot will log this exception in the orchestrator. (ii) Appropriate Notes will be entered in Athena IDX (iii) Flag status will be modified as appropriate. (iv) Appropriate completion status will be captured and included in the end of the day report. Process continues
BE4	Section 2.6	Patient not found in Availity	(i) Bot will log this exception in the orchestrator. (ii) Appropriate Notes will be entered in Athena IDX (iii) Flag status will be modified as appropriate.

# No.	Step Name	Description	Action
			(iv) Appropriate completion status will be captured and included in the end of the day report. Process continues
BE5	Section 3.1	Athena IDX not accepting the VA Authorization Number	(i) Bot will log this exception in the orchestrator. (ii) Appropriate Notes will be entered in Athena IDX (iii) Flag status will be modified as appropriate. (iv) Appropriate completion status will be captured and included in the end of the day report. Process continues
BE6	Section 3.2	Athena IDX was unable to route the invoice to Electronic Claim Queue.	(i) Bot will log this exception in the orchestrator. (ii) Appropriate Notes will be entered in Athena IDX (iii) Flag status will be modified as appropriate. (iv) Appropriate completion status will be captured and included in the end of the day report. Process continues
BE7	Section 3.3	Athena IDX was unable to change the outcome	(i) Bot will log this exception in the orchestrator. (ii) Appropriate Notes will be entered in Athena IDX (iii) Flag status will be modified as appropriate. (iv) Appropriate completion status will be captured and included in the end of the day report. Process continues

Known Application / Technical exceptions.

The table below reflects any known application / technical exceptions such as errors, warnings or notifications from an application or system.

# No.	Step Name	Description	Email
1	System is not available		To: TBD@cumedicine.us Subject: Application exception Bot is erroring out when trying to access the following applications:

Unknown exceptions

For any unknown exceptions, the robot should perform the following:

- For business exceptions: send an e-mail to TBD@cumedicine.us
- For Application / Technical exceptions: send an e-mail to TBD@cumedicine.us

6.6 CHANGE REQUEST

7. REPORTING REQUIREMENTS

1. End of business day report which will provide a list of invoices/claims that the bot processed with their respective status.

8. RISK MITIGATION PLAN

1. If there are any system wide outages or exception due to which this automated process is impacted for a longer period, then it will be the responsibility of ARR team to take necessary actions.
2. If there is a business or process change and if it requires an enhancement to the current automation process then in such cases, there will be a need to obtain the change in requirement and will be tracked under change request.

9. OTHER OBSERVATIONS

N/A currently

Intentionally left blank.