



**BUSINESS REQUIREMENTS DOCUMENT (BRD):
REIMBURSEMENT BENEFITS ADMINISTRATION FORMS IMAGING**

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REVISIONS POSTED TO:

REVISION HISTORY

Revision history by author is indicated below:

Date	Author	Version	Description
11/07/2008	David Craig	1.0	Initial Draft
11/13/2008	Jane Doe	2.0	Revision
11/17/2008	David Craig	2.1	Revision

APPROVAL

The following participants have approved the contents of this document:

Date	Name	Organization	Signature

ACTION REQUIRED: *To notify the Prepare for Readiness to Execute the Plan (PREP Team) of the BRD, send the completed BRD to *PREP Team along with the attached document. Place the following text in the e-mail to the PREP Team:*

To ensure success, it's crucial for each functional area to review the detailed information in this document. Only by reviewing this information will the impact to each functional area be determined.

Input from each functional area, via the Prepare for Readiness to Execute the Plan (PREP Team), will be requested twice. All of the input is valuable and it is important to find a few minutes to review this document. If responses are not received by the date requested, approval tracking will be marked as "no response."

Please contact the Product Manager with specific questions.

NOTE: The PREP team member may designate someone else for initiatives, but all initial communication will be directed to the functional area owner (one person, the PREP team member).



PRE for RBA
Project.doc

For more information about writing requirements refer to Writing the Market Requirements Document, by Steve Johnson, Pragmatic Marketing, April 2001, and to the Pragmatic MRD/Business Case template of 2004.

TABLE OF CONTENTS

1 Statement of Purpose 7

1.1 Introduction 7

1.2 Scope..... 7

1.3 Operational Terms and Definitions 7

2 As-Is/To Be Processes..... 8

2.1 Current As/Is Process 8

2.2 To Be Process 8

3 Success Factors..... 9

3.1 Document Scanning, Imaging, and Indexing: *The system shall be successful when;* 9

- *The front and reverse side (where appropriately designed) of all incoming Standard and Non-Standard Forms designated for Reimbursement Benefits Administration, along with accompanying envelopes, are scanned, indexed and available for view* 9
- *Both sides of included correspondence are scanned, indexed and available for view*..... 9
- *Two batch classes are utilized, one with a separator sheet and one without.* 9

3.2 *Acorde Route of Scanned Forms: The system shall be successful when each document designated for the RBA Team has been imaged and indexed into an Acorde Package; when these packages have been routed on to Benefits Specialists within the parameters of defined service level agreements; when each Benefits Specialist has the ability to escalate their assigned packages to Special Handling; when each Benefits Specialist has the ability to route the packages to specialized departments which are also capable of utilizing Acorde images; and finally when the imaged documentation is available for view by the Client Service Support, Relationship Management, Service Coordination and the Consumer Call Center as well as other designated areas.* 9

3.3 *Required Form Fields for Scanning into Kofax: The system shall be successful when each document designated for Reimbursement Benefits Administration has all required fields or default values properly indexed*..... 9

3.4 *Keying and Processing of Scanned Forms: Using the imaged form by way of a second computer screen, the RBA Package is reviewed and processed by the Benefits Specialist within the appropriate line of business reimbursement system.* 9

3.5 *Profiles: The system shall be successful when a user profile is established that controls access to the images and packages.* 9

3.6 *Tracking of Imaged Forms Workflow: The system shall be successful when a package has the required fields for tracking and can be searched on and tracked in the system.* 9

3.7 *Pre-Population of Client Information for Indexing: The system shall be successful when the SSN, Last Name, First Name, and Form Type fields are pre-populated from an external data source.* 9

3.8 Reporting: *The system shall be successful when all reports are available to the manager of Reimbursement Benefits Administration.* 9

3.9 Exceptions: *The system shall be successful when all rules and procedures for processing and indexing exceptions are met.* 9

3.10 Special Handling: *The system shall be successful when an RBA Internal Escalation Team is established in the RBA Acorde Workflow, has an aging report allowing them to track and manage their work, and a VB form that has controls for the processing actions for an escalated package in this Workflow.* 10

3.11 Archive and Retention: *The system shall be successful when the archive and retention procedures are followed.* 10

3.12 VB Forms: *The system shall be successful when the VB form meets the processing unit's requirements for package handling.* 10

3.13 Compliance: *The system shall be successful when the scanned image is stored for seven years and meets federal requirements.* 10

3.14 RBA Forms Inventory: *The system shall be successful when an accurate forms inventory is accounted for and each form has a defined batch class.* 10

3.15 Service Level Agreements: *The system shall be successful when all SLA's are met 100% of the time.* 10

3.16 Business Rules and Procedures: *The system shall be successful when the business rules and procedures are established and adhered to in the affected business units.* 10

3.17 Volumes Forecast: *The system shall be successful when the staffing needs and processing capacity are optimally matched to the volume of incoming forms.* 10

3.18 User Throughput: *The system shall be successful when the RBA Team reduces its processing time for each form.* 10

3.19 User Counts: *The system shall be successful when the staff levels are met and maintained to provide optimum levels of processing and support.* 10

4 Requirements 11

4.1 Document Scanning, Imaging, and Indexing 11

4.2 Acorde Route of Imaged Forms 11

4.3 Required Form Fields for Indexing. 12

4.4 Keying and Processing of Scanned Forms 13

4.5 Work Process Types..... 14

4.6 Tracking of Imaged Forms Workflow 15

4.7 Pre-Population of Client Information for Indexing..... 16

4.8 Reporting 16

4.9 Exceptions 18

4.10 RBA Special Handling..... 19

4.11 Archive and Retention..... 19

4.12 VB Forms 20

4.13 Compliance 20

4.14 RBA Forms Inventory..... 21

4.15 Service Level Agreements 21

4.16 Business Rules and Procedures..... 22

4.17 Volumes Forecast 24

4.18 User Throughput 24

4.19 User Counts 25

5 Appendix..... 26

A. Questions and Answers..... 26

1 Statement of Purpose

1.1 Introduction

The purpose of this project is to direct all paper and faxed client or consumer-remitted inputs that are the responsibility of the Reimbursement Benefits Administration (RBA) Department and inject them into the Kofax and Acorde system by Corporate Services. The paper and faxed inputs are defined as those FSA, Tuition and Commuter documents or requests that are the direct responsibility of the RBA Team.

These specific inputs are then scanned and indexed via the Kofax system and routed to Benefit Specialists, to be displayed on a second monitor at their workstation. These Specialists will resolve the requested actions and/or update the appropriate data into the business system from the Acorde Image. Additionally, designated staff in the Call Center, Operations, Relationship Management, Implementation and the Enrollment Team will be able to view the forms image in Acorde.

The benefits expected to be derived from this project are:

1. For the RBA inputs, a savings of one full time employee in Q2 2009
2. Improve the initial resolution and confirmation time for client and consumer inquiries regarding Smith Company receipt of the submitted inputs.
3. Utilize existing software with no need to purchase additional software.
4. Overall improvements of the Reimbursement Services Business Processes as they relate to document handling, tracking, and archiving.
5. Advance the department's alignment towards maintaining secure personal health information and privatizing individual identity information.

The Financial Analysis Plan (FAP) for this project will be remitted by _____.

1.2 Scope

The scope for this project is to include all standard and non-standard documentation designated as the responsibility of the Reimbursement Benefits Administration Team.

1.3 Operational Terms and Definitions

Refer to the attached spreadsheet for the applicable Operational Terms and Definitions



RBA Operational
Definitions.xls

2 As-Is/To Be Processes

2.1 Current As/Is Process

In the current process, paper and faxed documents that are designated for the Reimbursement Benefits Administration Team are handled in two ways.

Standard and non-standard forms and requests received via mail are physically delivered to RBA Clerical Admins. The Clerical Admins/CBS Admins then review the documents and create a BAMS Case to correlate with the requested task. The BAMS Case is routed accordingly to a Benefits Specialist and the physical form is hand delivered. The Benefits Specialist will in turn process the work in the appropriate line of business system.

Standard and non-standard forms and requests received via fax are forwarded to RBA Clerical Admins/CBS Admins via an e-mail, the fax attached as a .TIFF file. For small employer size clients (SE), the Clerical Admins then review the documents and create a BAMS Case to correlate with the requested task. For our large employer client base (LE), the Service Coordination Team will review the documents and create a BAMS Case to correlate with the requested task. The BAMS Case is routed accordingly to a Benefits Specialist and the physical form is hand delivered. The Benefits Specialist will in turn process the work in the appropriate line of business system.

2.2 To Be Process

In the proposed process, all paper and faxed inputs designated as the responsibility of RBA will be scanned and indexed into the Kofax system by Corporate Services. Once imaged and indexed, the images will be available to designated Reimbursement Benefit Specialists via Stellent Acorde at a second monitor at their workstation. Each Specialist will enter data into the appropriate line of business reimbursement system and update provided account data, directly from the Acorde Image. Additionally, designated staff in Client Service Support, Relationship Management, Service Coordination and the Consumer Call Center will be able to view the form's image from Acorde.

3 Success Factors

3.1 Document Scanning, Imaging, and Indexing: The system shall be successful when;

- *The front and reverse side (where appropriately designed) of all incoming Standard and Non-Standard Forms designated for Reimbursement Benefits Administration, along with accompanying envelopes, are scanned, indexed and available for view*
- *Both sides of included correspondence are scanned, indexed and available for view*
- *Two batch classes are utilized, one with a separator sheet and one without.*

3.2 Acorde Route of Scanned Forms: *The system shall be successful when each document designated for the RBA Team has been imaged and indexed into an Acorde Package; when these packages have been routed on to Benefits Specialists within the parameters of defined service level agreements; when each Benefits Specialist has the ability to escalate their assigned packages to Special Handling; when each Benefits Specialist has the ability to route the packages to specialized departments which are also capable of utilizing Acorde images; and finally when the imaged documentation is available for view by the Client Service Support, Relationship Management, Service Coordination and the Consumer Call Center as well as other designated areas.*

3.3 Required Form Fields for Scanning into Kofax: *The system shall be successful when each document designated for Reimbursement Benefits Administration has all required fields or default values properly indexed.*

3.4 Keying and Processing of Scanned Forms: *Using the imaged form by way of a second computer screen, the RBA Package is reviewed and processed by the Benefits Specialist within the appropriate line of business reimbursement system.*

3.5 Profiles: *The system shall be successful when a user profile is established that controls access to the images and packages.*

3.6 Tracking of Imaged Forms Workflow: *The system shall be successful when a package has the required fields for tracking and can be searched on and tracked in the system.*

3.7 Pre-Population of Client Information for Indexing: *The system shall be successful when the SSN, Last Name, First Name, and Form Type fields are pre-populated from an external data source.*

3.8 Reporting: *The system shall be successful when all reports are available to the manager of Reimbursement Benefits Administration.*

3.9 Exceptions: *The system shall be successful when all rules and procedures for processing and indexing exceptions are met.*

- 3.10 Special Handling:** *The system shall be successful when an RBA Internal Escalation Team is established in the RBA Acorde Workflow, has an aging report allowing them to track and manage their work, and a VB form that has controls for the processing actions for an escalated package in this Workflow.*
- 3.11 Archive and Retention:** *The system shall be successful when the archive and retention procedures are followed.*
- 3.12 VB Forms:** *The system shall be successful when the VB form meets the processing unit's requirements for package handling.*
- 3.13 Compliance:** *The system shall be successful when the scanned image is stored for seven years and meets federal requirements*
- 3.14 RBA Forms Inventory:** *The system shall be successful when an accurate forms inventory is accounted for and each form has a defined batch class.*
- 3.15 Service Level Agreements:** *The system shall be successful when all SLA's are met 100% of the time.*
- 3.16 Business Rules and Procedures:** *The system shall be successful when the business rules and procedures are established and adhered to in the affected business units.*
- 3.17 Volumes Forecast:** *The system shall be successful when the staffing needs and processing capacity are optimally matched to the volume of incoming forms.*
- 3.18 User Throughput:** *The system shall be successful when the RBA Team reduces its processing time for each form.*
- 3.19 User Counts:** *The system shall be successful when the staff levels are met and maintained to provide optimum levels of processing and support.*

4 Requirements

4.1 Document Scanning, Imaging, and Indexing

Description: The Kofax system shall scan and index the front side and reverse side (for appropriately designed documents) of all standard or non-standard forms designated for Reimbursement Benefits Administration, including both sides of any included correspondence, and the envelope. There shall be two batch classes.

1. One batch class shall have a separator sheet. This batch class shall be for RBA-bound Forms that are accompanied by, or made up of, more than one single one-sided page. The separator sheet for this batch class shall serve as the divider between documents. There shall be no fixed page count applicable to this batch class. The order of the documents in this batch class shall be first page, front side of standard or non-standard form (Page 1), first page, back side of standard or non-standard form if containing data (Page 2) second page, front side of second page of the standard or non-standard form (Page 3) etc... as necessary, and envelope (Last Page).
2. The other batch class shall be a fixed page count. This batch class shall be for any Standard Form that is only one page with data on only one side. Every document in this batch class shall be fixed at 2 pages (Form is Page 1 and envelope is Page 2). Kofax shall make a new document after every two pages.

Discussion: In order to meet this requirement, there is a need to quantify the additional staffing needs necessary within the Scanning and Indexing Department.

Reference: Total RBA Standard and Non-Standard Form Count within a given period

User: Scanners and Indexers

System: Kofax

Success Factor: The system shall be successful when:

- The front side of all incoming documents and accompanying envelopes designated for RBA are scanned, indexed, and available for internal viewing.
- The reverse side of the incoming documentation, along with any accompanying forms or correspondence, is scanned, indexed, and available for view.
- Two batch classes are utilized, one with a separator sheet and one without.

Priority: High

4.2 Acorde Route of Imaged Forms

Description: The Acorde System shall route all imaged and indexed packages based on a defined Document Type to a particular RBA Job Classification. Each Benefit Administrator or Benefit Specialist who is assigned a particular package shall have the ability to route that package. Based on the Document Type, the package may be elevated or reassigned to another RBA Job or Role Type. Additionally, the imaged document shall be available for view by Client Service Support, Relationship

Management, the Reimbursement Benefits Administration Team, Service Coordination and the Consumer Call Center.

Discussion: In order to improve first time resolution for consumer and client inquiries regarding receipt of inputs, the imaged forms will be available to view. This will reduce the wait time for the consumer or client who, with the as-is process, must wait until the standard or non-standard form is manually inputted into the database to confirm receipt of their documentation.

Reference: Service Level Agreements

User: Client Service Support, Relationship Management, the Reimbursement Benefits Administration Team, Service Coordination and the Consumer Call Center.

System: Acorde

Success Factor: The system shall be successful when all imaged and indexed RBA Documentation has been routed to Benefits Administrators or Benefits Specialists, depending on the Document Type, meeting the service level agreement; When the Benefit Administrators and Benefit Specialists within RBA can further route any package on to a Special Handling Queue for further review by a supervisor or a Senior Benefits Specialist; and finally, when the imaged RBA documentation has been made available for immediate Acorde viewing by Client Service Support, Relationship Management, Service Coordination and the Consumer Call Center.

Priority: High

4.3 Required Form Fields for Indexing.

Description: After initial scanning to create the electronic document, if available, the following values shall be indexed. Initially the SSN shall be keyed allowing the others to automatically populate. Of the four that do not automatically populate, they should be manually keyed. Any packages with missing, illegible or unidentifiable information in these four categories will have the missing category remain filled with a default number, those being "22222221" for the SSN and "Z" for all other required fields.

1. Social Security Number (SSN)
2. Last Name
3. First Name
4. Form Type

Discussion: The system requires at a minimum this information to accurately scan, index, and key the Form.

Reference: N/A

User: Indexers

System: Kofax

Success Factor: The system shall be successful when all required fields or default values are indexed for the Reimbursement Services Forms appropriately designated to be handled by Reimbursement Benefits Administration.

Priority: High

4.4 Keying and Processing of Scanned Forms

Description: RBA Documentation packages shall be available to the Benefit Administrators and Benefit Specialists via Acorde. For those processing the packages, the forms shall be viewed via a second monitor at their work station. The Benefit Administrators and Benefit Specialists shall enter the key processing fields from the scanned form view into the appropriate line of business system while processing the form.

Discussion: Scanning, indexing and then transferring the electronically-imaged information from Acorde into the system decreases the touches necessary to process the forms than is required via the current paper process.

Reference: Key processing fields for the Reimbursement Services Forms are:

- SSN
- Participant ID
- Last Name
- First Name
- Client Code
- Form Type
- Source
- Region
- Received Date
- Package ID
- Document ID
- Number of Pages

User: Benefits Administrators and Benefit Specialists

System: Acorde

Success Factor: The system shall be successful when an RBA-destined FSA, Tuition or Commuter Package is processed by a Benefit Administrator or a Benefit Specialist in the associated line of business systems from the view of an imaged form.

Priority: High

4.5 Work Process Types

Description: The processors and viewers of the RBA Standard and Non-Standard Forms will be designated via an established user profile in the Acorde system. The profiles shall include the ability to define the access level an administrator or specialist has to forms.

Discussion: User profiles are necessary to assign and control access to the images and packages containing imaged forms.

Reference: Profile types will be established for:

1. Benefits Administrator. With access to:
 - Participant Address Change Request (All regions except Smith Company Client)
2. LH1 Benefits Administrator. With access to:
 - Participant Address Change Request (All regions except LH1 & Smith Company Client)
 - Direct Deposit Form (LH1 Region only)
3. Benefits Specialist. Equal to Benefits Administrator with access to:
 - Direct Deposit Form (All regions except LH1 & Smith Company Client)
 - Opt In Auto Claims (All regions except Smith Company Client)
 - Opt Out Auto Claims (All regions/clients except Smith Company Client)
 - Election Change Request (All regions/clients except Smith Company Client)
 - Termination (All regions/clients except Smith Company Client)
 - Leave of Absence Request (All regions/clients except Smith Company Client)
 - Payroll Deduction Update or Change (All regions/clients except Smith Company Client)
 - COBRA Continuation Update (All regions/clients except Smith Company Client)
4. Smith Company Benefits Specialist. Equal to Benefits Specialist for all clients to include Smith Company the client. With additional access to:
 - FSA Card Additional Card Request (All Clients)
5. Commuter. Equal to Benefits Specialist Profile above, with access to these additional forms:
6. Tuition. Equal to Smith Company Benefits Specialist Profile.
 - Direct Deposit Form (Commuter Clients Only)
7. Key Clients. With access to:
 - Health & Welfare Clients that also have the FSA Benefit. These clients are found on Segments 1,2 & 3 of the CIBP Database.

8. Health Savings Account

- Address Change Request Form (HSA Clients Only)
- Enrollment Change Form (HSA Clients Only)
- Beneficiary-Spouse Consent Form

Each higher level number within a role profile type shall require a higher level of processing knowledge and more complex system access levels.

User: Acorde Administrator

System: Acorde

Success Factor: The system shall be successful when a user profile is established that controls access to the images and packages.

Priority: High

4.6 Tracking of Imaged Forms Workflow

Description: The form images that are designated to the RBA Team shall be tracked through their lifecycle from scan to complete.

Discussion: When the Standard and Non-Standard documentation is scanned and indexed in Kofax and injected into Acorde, it becomes a package. As the package moves through the process, each time the package is touched a history of the document is recorded and updated. The package contains an attachment that holds the imaged form, additional pages, correspondence, and envelope. A separate tracking (audit trail) of the imaged form is conducted each time the form is touched. The tracking of the package and form provides several benefits. It increases accountability of the process and decreases selective processing.

Reference: The following fields are tracked for a package.

1. Package ID
2. Document ID
- ~~2~~.3. Received Date
4. Participant ID
- ~~4~~.5. SSN
- ~~5~~.6. Last Name
- ~~6~~.7. First Name
- ~~7~~.8. Form Type
9. Source
10. Client Code

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11. Region

User: Operations

System: Acorde

Success Factor: The system shall be successful when a package has the required fields for tracking and can be searched on and tracked in the system.

Priority: High

4.7 Pre-Population of Client Information for Indexing

Description: Client and participant information shall be pre-populated from an external data source while indexing scanned forms when the data is available.

Discussion: Pre-population of client and participant data will speed the indexing process as well as decrease data errors.

Reference: The following fields shall be pre-populated.

~~2.1~~ SSN

~~3.2~~ Last Name

~~4.3~~ First Name

4. Client Code

5. Form Type

6. Number of Pages

User: Indexer

System: Kofax, TBO Database

Success Factor: The system shall be successful when the SSN, Last Name, First Name, Client Code, Form Type Fields, along with the Number of Pages, are pre-populated from an external data source.

Priority: High

4.8 Reporting

Description: The system shall produce reports for management to use for monitoring the Benefits Administrator and Benefits Specialist productivity, to audit the processing for quality levels, cycle time of the package and to monitor the age of the open forms on each given day. These reports shall apply to all form types in this project. These reports should all be able to be exported to Microsoft Excel via Crystal Reporting.

Discussion: Some reports in use today such as the aging report will be used in the new process. Additionally new reports such as Processor Productivity Report, Quality Audit and Standard and Non-Standard Form Cycle Time will automate the manual process of counting forms processed and auditing of paper forms that is utilized in the As/Is Process today. Reporting is dependant upon the available

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information that can be derived from all systems. Acorde alone is limited and not able to produce all reports needed.

Reference: Elements of the reports shall be as follows.

1. Processor Productivity Report

- Quantity of forms completed by the RBA Team Member, provided in either a high-level Processor Summary or in a detailed per-package Processor Summary sorted by:
 1. Date Received.
 2. Period (On-Demand Monthly or Weekly Summarizations)
 3. Form Type
 4. Region
- Quantity of forms routed by user to:
 1. Pending
 2. Special Handling
 3. Another tier within Internal Work Flow

2. Quality Audit

Broken out by Processor

- Packages shall be available for view in Acorde for 30 days.

3. Standard and Non-Standard Form Cycle Time

Broken out by Processor

- Form Received Date
- Date image was injected into Acorde.
- Date form was completed in Acorde
- Pending Reason Type

○ Pended Forms by Processor as well as Form Type, provided in either a high-level Processor Summary or in a detailed per-package Processor Summary, sorted by:

- Form Receipt Date
- Date image was sent to Pending Status
- Date form was completed in Acorde

4. Aging Report - Reimbursement Benefits Administrators and Specialists Processing

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- o On demand aging report of work in progress as yet incomplete. The report will start with day one through day fourteen and one final group of forms greater than fourteen days. Under each day will be the total number of forms received and scanned in the company on that specific day by form type. The report should define how many forms scanned in on each day are still incomplete as of the day of the Report Generation.

5. Aging Report – RBA Special Handling Unit

- o On demand aging report of work in progress as yet incomplete. The report will start with day one through day fourteen and one final group of forms greater than fourteen days. Under each day will be the total number of forms rerouted to the RBA Escalations Unit on that specific day by form type. The report should provide running totals as to how many forms are in an escalated category and how long have they been in progress in that status.

User: Operations

System: Acorde

Success Factor: The system shall be successful when all reports are available to RBA Management.

Priority: High

4.9 Exceptions

Description: This processing and indexing exception shall be followed for forms designated for Reimbursement Benefits Administration. The routing Queue to review any exceptions will be named as follows:

- o RBA Exceptions

Discussion: In order to accommodate non-standard documentation, subsequent action can be performed at both the Indexing level as well as the Processing Level. This insures that the forms are always moving towards an actionable area or processing or completion.

Reference:

2.1 Indexing Exception Procedures

Each document determined to be the responsibility of the RBA Department shall be scanned into its own predefined Document Type (for this purpose defined by Acorde as the batch class). Each batch class will have defined default values inserted in the Index fields when scanned. During indexing the indexer will over-write the default values when the information is on the scanned form. If the information is not available the default values will remain and the form when released into Acorde is routed in workflow to an exceptions queue.

User: Indexer, Service Coordination and RBA Department

System: Kofax, Acorde

Success Factor: The system shall be successful when all rules and procedures for processing and indexing exceptions are met.

Priority: Normal

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4.10 RBA Special Handling

Description: RBA Escalations shall be established in workflow. Each processor within the Reimbursement Benefits Administration Team has an ability to elevate most packages to a more experienced team member or Subject Matter Expert. Thus, there is no set group handling only escalated items. A VB Form shall be created to control the processing actions in RBA Escalations for the RBA Standard or Non-Standard Form. The VB Form will allow each processor to acknowledge the reason for elevation of the package. Reasons are subject to the Document Type and the possible reasons for its escalation. After closing the package, this unit shall have access to the packages for 30-days to conduct QA audits.

Discussion: In the event the RBA Benefits Administrators or Benefits Specialists need to route an imaged form to Escalations for additional action that cannot be taken at their primary Resolution Level, Escalations needs access to the packages.

Reference: See Escalations Aging Report in Section 4.8 and Workflow in Section 4.16

User: RBA Resolutions and RBA Escalations

System: Acorde

Success Factor: The system shall be successful when RBA Escalations is established in Workflow, has an aging report allowing them to track and manage their work, and a VB form that has controls for the processing actions for a package in Workflow.

Priority: Normal

4.11 Archive and Retention

Description: The paper forms shall be archived on site for 90-days from receipt and scan. The scanned image shall be archived and kept for a minimum of 7 years. Packages shall be available for view on demand for 30-days. During this time they shall be held in a QA queue where RBA Auditing, RBA Escalations or the RBA Manager can access the documentation as needed or perform audits. The forms image shall be available for view on demand for a minimum of seven years.

Discussion: Ninety days provide a common time frame to handle most scenarios requiring research and retrieval of a paper document. Consequently, thirty days provides a required time frame for auditing of the packages and completed work for the RBA administrators and specialists.

Reference:

User: Reimbursement Benefits Administrator and Specialist

System: Acorde

Success Factor: The system shall be successful when the archive and retention procedures are followed.

Priority: High

4.12 VB Forms

Description: A VB form(s) shall be created to define the actions that can be taken on a package in a workflow queue. Separate VB forms may need to be created for the package when it is in an RBA Resolution Queue and when it is in an RBA Escalations Queue.

Discussion: A VB form defines the actions that can be taken on a package.

Reference: The actions controlled by a VB Form may contain the following information and actions

- Index information and edit capability of the Index information
- Disposition (Package Handling Options)
- Routing for the package
- Priority of the package
- Save
- Cancel
- History

User: RBA Resolution Queue, RBA Administrators / Specialists and RBA Escalation Queue Processing

System: Acorde

Success Factor: The system shall be successful when the VB form meets the processing unit's requirements for package handling

Priority: High

4.13 Compliance

Description: Smith Company shall retain scanned document for seven years to meet federal requirements.

Discussion: Federal law requires these documents to be kept for seven years. The method of archiving the document can be either via stored image or paper archive. This project will maintain the stored document via a scanned image.

Reference: N/A

User: Corporate Services, Archives,

Success Factor: The system shall be successful when the scanned image is stored for seven years and meets federal requirements.

Priority: High – Critical

4.14 RBA Forms Inventory

Description: The attached (see Microsoft Excel Spreadsheet below) inventory of RBA forms shall be considered as documents that may be imaged and indexed as part of this project.

Discussion: An accurate forms inventory is required for establishing the batch classes necessary for scanning, indexing, and accurately routing the specific forms.

Reference:



Document by
Function.xls

User: Kofax

Success Factor: The system shall be successful when an accurate forms inventory is accounted for and each form has a defined batch class.

Priority: High – Critical

4.15 Service Level Agreements

Description: The following Service Level Agreements (see reference) shall be met and maintained.

Discussion: Service level agreement is that part of a service contract in which a certain level of service is agreed.

Reference: The following SLA's are agreed upon.

- 100% of incoming RBA Standard and Non-Standard Forms received in the mail room shall be scanned on the day they are received.
- 100% of scanned RBA-designated documentation shall be indexed the day they are scanned
- RBA-designated documentation received via fax up to Noon EST will be scanned, indexed and available to Reimbursement Benefits Administration processing the same day
- RBA-designated documentation received via fax up to Noon EST will be scanned, indexed and available to Reimbursement Benefits Administration processing the following day by 8:30AM EST.
- Packages will be available to Reimbursement Benefits Administration processing beginning at 9:30am from mail received that day.
- Archives shall fulfill a PSS Archive request for a hard copy of the form within 72 hours

User: Reimbursement Benefits Administration Processing, Archives

System: Kofax, Acorde

Success Factor: The system shall be successful when all SLA's are met 100% of the time.

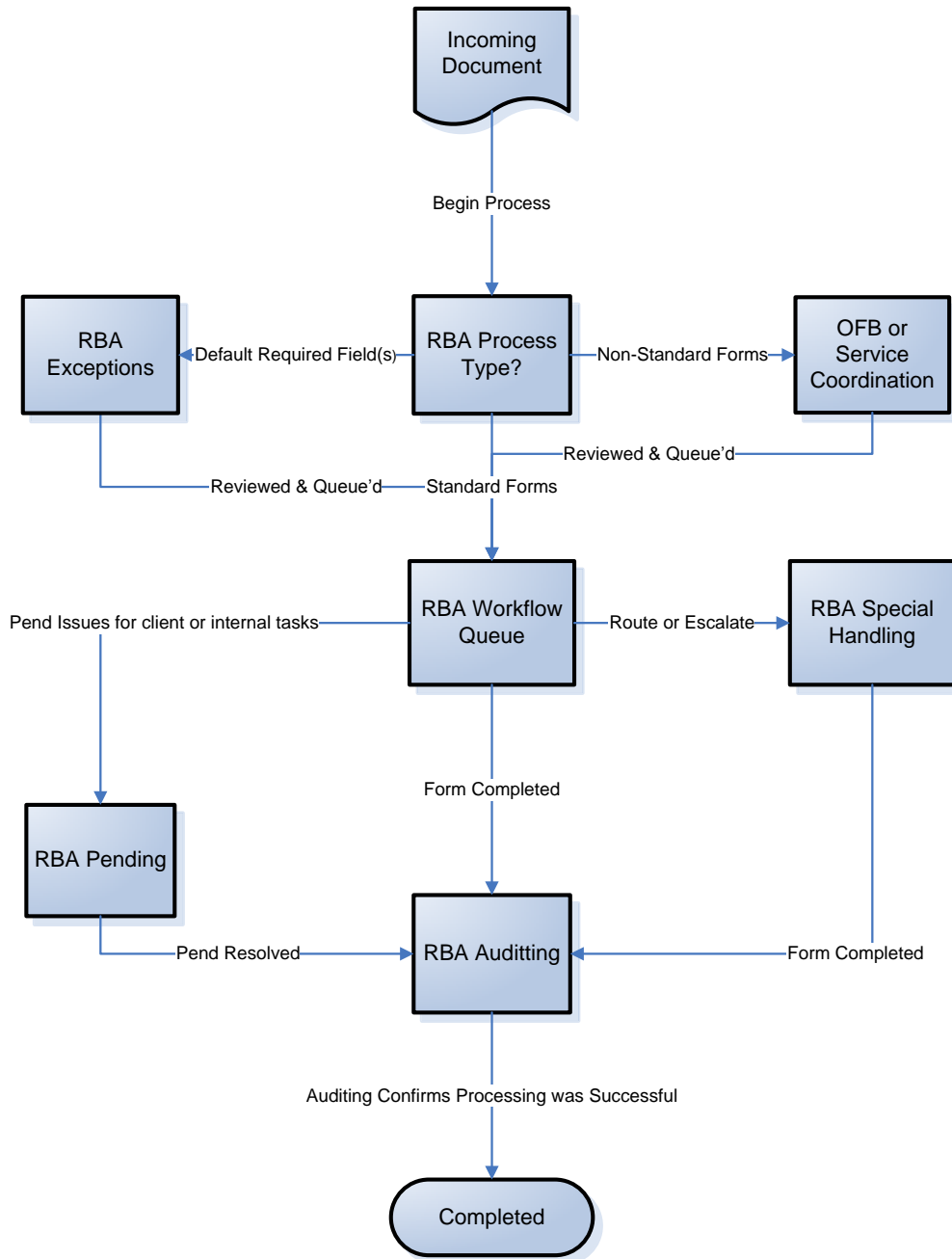
Priority: High - Critical

4.16 Business Rules and Procedures

Description: The following high level To / Be process shall govern the rules by which the business unit receives and processes forms.

Discussion: It is necessary to understand the business rules to establish and document standard operating procedures for the business unit.

Reference: The following diagram represents the high level business rules and procedures for handling imaged Reimbursement Benefits Administration Documentation and their processing.



User: Reimbursement Services Forms Processing that fall under the RBA Business Unit

Success Factor: The system shall be successful when the business rules and procedures are established and adhered to in the RBA Processing business units.

Priority: High-Critical

4.17 Volumes Forecast

Description: The expected volumes forecast of Standard and Non-Standard RBA Forms received shall be approximately 3000 (5000 forms in peak season) forms per week.

Discussion: This forecast is necessary for both the RBA Department and the Mail Room/Kofax Team to assess staffing needs, throughput, and understand the upstream affects in the process for scanning and indexing these client and consumer documents.

Reference: N/A

User: Corporate Services, RBA Processing Business Unit

System: Kofax, Acorde

Success Factor: The system shall be successful when the staffing needs and processing capacity are optimally matched to the volume of incoming forms.

Priority: High

4.18 User Throughput

Description: The expected user throughput of Reimbursement Services Standard Forms processed through the Reimbursement Benefits Administration Queue is 25 forms per hour when at maximum output.

Discussion: This throughput number is the same as the As / Is paper process. While expected gains in productivity are to be derived through the new process, changes in the forecast of throughput are not anticipated until the business unit personnel are trained and proficient in the new process.

Reference: N/A

User: RBA Standard Forms Processors.

System: Acorde

Success Factor: The systems shall be successful when an RBA Administrator or Specialist can process a minimum of 25 standard form documents per hour.

Priority: High

4.19 User Counts

Description: The user access level to the Acorde system for viewing scanned forms shall be Acorde Client installation with 2nd monitor for access to the package and Web based access to the image only. The staff levels needing access shall be as follows.

- Reimbursement Benefits Administration Staff

- 17 (Acorde Client)

Discussion: These staff levels are necessary to provide the optimum levels of support and efficiency in processing our RBA forms and providing world class service levels to customers (internal and external).

Reference: N/A

User: Operations

Success Factor: The system shall be successful when the licensing and staff levels are met and maintained to provide optimum levels of processing and support.

Priority: High - Critical

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5 Appendix

A. Questions and Answers.

This is a list of ongoing questions and answers.

1. The Health and Welfare Forms need to be defined and understood as they are referenced in certain sections.
2. Section 4.17, we need the total RBA forms per week expected through ACORDE.
3. Crystal Reporting: