



GOVERNMENT OF PUERTO RICO

Department of Health
Medicaid Program

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PREE Project
Government of Puerto Rico

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0.2	06/17/2019	Peer Review
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1.0	08/07/2019	Approved Version
1.3	10/02/2019	<p>FDD updates based on CR-39:</p> <ul style="list-style-type: none"> ▪ Added trigger for Adverse Action snippet ▪ Added development consideration related to the time required to inform a beneficiary of an Adverse Action. ▪ Updated test scenarios 'Notice-Forms-05 and Notices-Forms-07' to correct data issues. <p>Additional FDD updates made as part of CR-39:</p> <ul style="list-style-type: none"> ▪ Updated introductory paragraph for Section 5.4 ▪ Added resolution related to Action Item EE-AI00990 related to the Medical Benefits Renewal Application form ▪ Added OOTB trigger for Termination due to Expiration snippet ▪ Added OOTB trigger for Termination due to Failure to Provide Information snippet
1.3	10/14/2019	CR-39 CIM Revisions – Final Draft for Review
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1.5	10/23/2019	<p>FDD updates based on CR-45:</p> <ul style="list-style-type: none"> ▪ Added design and development assumption related to the inclusion of barcodes on notices. ▪ Updated the layout and the expected values of the Base Notice template. ▪ Updated the notice statements and notice statements within the additional notice of action sections of the Notice of Action. ▪ Updated the layout, expected values, notice statements, and information required



Version Number	Date	Description
		<p>statements of the Request for Information notice.</p> <ul style="list-style-type: none"> ▪ Updated the layout of the Renewal notice. ▪ Updated the expected values of the Appointment notice. ▪ Updated the layout and expected values of the Request for Contact notice. ▪ Updated the layout and expected values of the PARIS notice. ▪ Added the Regulatory References within the Appendix section. ▪ Added the Months section within the Appendix section.
1.6	10/29/2019	CR-45: Final Draft for Review
1.7	11/13/2019	FDD updates based on CR-45 CIM Comments Final Draft for Review
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2.1	01/17/2020	CR-35: Final Draft for Review
2.2	01/21/2020	CR-35: Final Submission
2.3	03/10/2020	<p>FDD updates based on CR-60:</p> <ul style="list-style-type: none"> ▪ Added design details related to the 'Recertification Notices' batch. ▪ Added the Adequate Notice Cutoff definition and associated 'Adequate Notice Cutoff Date' table ▪ Updated the Glossary definition of the 'Delivery Period', 'Print Processing Period' and the 'Response Period' to include the number of days its currently set.
2.4	3/31/2020	<p>FDD updates based on CR-60:</p> <ul style="list-style-type: none"> ▪ Removed notice statements, and triggers from FDD and reference the SNIPPETS spreadsheet.
2.5	4/27/2020	CR-60: Final Draft for Review
2.6	5/27/2020	CR-60: Final Draft for Review Round 2
2.7	06/02/2020	CR-60: Final Submission
2.8	07/07/2020	FDD updates based on CR-97:



Version Number	Date	Description
		<ul style="list-style-type: none"> ▪ Updated the Base Notice Template design details to add the positioning of the mailing address in relation to the envelope address window. ▪ Updated the Base Notice Template to add design details related to the Optical Mark Recognition (OMR). ▪ Updated the Base Notice Template design details to add a blank page to notices that has an odd number of pages.
2.9	08/11/2020	CR-97: Final Draft for Review
3.0	8/19/2020	CR-97: Final Draft for Review – Round 2. All comments accepted
3.1	09/30/2020	FDD updates based on CR-106: <ul style="list-style-type: none"> ▪ Updated FDD to resolve unaddressed CIM Comments from CR-60.
3.2	10/7/2020	Draft for Final Review – No CIM comments received
3.3	10/13/2020	Final Submission
3.4	11/03/2020	Updates per CR-131 per Online COC <ul style="list-style-type: none"> ▪ Added new notices: <ul style="list-style-type: none"> – Confirming Your Paperless Enrollment – Undelivered e-Notification – Citizen Portal Announcement – Welcome to the New PSPMPR Account with Temp Password ▪ Modified the following notices: <ul style="list-style-type: none"> – Request for Information – Renewal Notice
3.5	01/26/2021	Updates per CR-153: <ul style="list-style-type: none"> ▪ Added references to the benefits approved during Medicaid Expansion snippets ▪ Modified Notice of Action layout to not display specific portions of the notice during the Medicaid Expansion period. Updates per CR-154:



Version Number	Date	Description
		<ul style="list-style-type: none"> Added references to the two new Transitional Snippets Updates per CR-156: <ul style="list-style-type: none"> Added references to the 'Medical Benefits Extended due to the PHE' snippet
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4.2	12/21/2021	Final Submission
4.3	10/31/2022	PRMO-801: Initial Draft for Review Added new notice: Notice of Age Change and Possible Change of MCO/MAO
4.4	11/02/2022	PRMO-1517: Added Change of Circumstance – Death of P.R. Police Officer
4.4	11/18/2022	PRMO-1564: Updates to NOA Types with subsections: Summary of eligibility decisions and How We Made our Eligibility Decisions.



Version Number	Date	Description
4.4	12/5/2022	PRMO-2391: Removing barcode reference for addresses
4.4	1/20/2023	PRMO-2819: Updated the number of months prior to the end of an active beneficiaries' eligibility that the Annual Recertification Process is conducted.
4.4	2/22/2023	PRMO-2986: Removed notices and updated the Recertification Notice Batch process and detailed steps.

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1 Acronyms

Acronym/Term	Definition
AABD	Aid to the Aged, Blind and Disabled
ABD	Aged, Blind and Disabled
ADSEF	Administración de Desarrollo Socioeconómico de la Familia (Administration for Socioeconomic Development of the Family)
AI/AN	American Indian/Alaskan Native
CHIP	Children’s Health Insurance Program
<CR-60> CR	<CR-60> Change Request
EDMS	Electronic Document Management System
EI	Earned Income
FDD	Functional Design Document
HH	Household
HPE	Hospital Presumptive Eligibility
IC	Integrated Case
ICD	Interface Control Document
IV&V	Independent Verification and Validation
JAD	Joint Application Design
MAGI	Modified Adjusted Gross Income
MAO	Medicare Advantage Organization
MCO	Managed Care Organization
MN	Medically Needy
MPI	Master Patient Index
NOA	Notice of Action
<CR-97> OMR	<CR-97> Optical Mark Recognition
OOTB	Out of the Box
PARIS	Public Assistance and Reporting Information System
PDC	Product Delivery Case
PDF	Portable Document Format
PMO	Project Management Office
PREE	Puerto Rico Eligibility and Enrollment
PRMP	Puerto Rico Medicaid Program



Acronym/Term	Definition
RFI	Request for Information
ROP	Reasonable Opportunity Period
RTM	Requirements Traceability Matrix
SI	System Integrator (RedMane)
SNAP	Supplemental Nutrition Assistance Program
SSI	Supplemental Security Income
SSN	Social Security Number
TANF	Temporary Assistance for Needy Families
USPS	United States Postal Service

Table 1: Acronyms

2 Introduction

2.1 Purpose

The purpose of the Notices/Forms Functional Design Document (FDD) is to present the design for the generation of forms and notices for the Puerto Rico Eligibility and Enrollment (PREE) system. This document will provide design details related to the layout of the notice and form templates and the mapping of evidence to the pre-populated portions of each notice and form. This document will also provide reference the SNIPPETS document and how the designs details should be used in conjunction with this FDD. The SNIPPETS spreadsheet is a supplemental design document created by PRMP and will define the trigger for each notice and form, as well as the notice statements or snippets that should be included.

While this document references snippets that will be displayed on the notice if certain conditions are met, it is important to note that the final wording of the snippets are included within the SNIPPETS document.

2.2 Scope

This design document details the layout of the notice and form templates for the following forms and notices:

Notices/Forms
Notice of Action
Request for Information
Renewal Notice
Appointment Notice
Request for Contact
Medical Benefits Renewal Application Form



Notices/Forms
PARIS (Public Assistance and Reporting Information System) Notice

Table 2: Scope of Notices/Forms

2.3 Not in scope

This document does not include modifications or design decisions related solely to other functional areas independent of the display and/or generation of Forms and Notices. These design decisions will be accommodated within FDDs specific to the impacted functional areas.

Any design discussions related to the Case Worker Portal, Citizen Portal, Interfaces, Batches, and Workflow are outside the scope of this FDD.

2.4 Team Members

The following table provides the list of team members who participated in the Notices JAD sessions and contributed toward this FDD.

Attendees	Organization
Celines Echevarria	PRMP
Evelyn Santos	PRMP
Lourdes Torres	PRMP
Luisa Quinones	PRMP
Ralph Leask	PRMP
<CR-39> Raquel Ortega	PRMP
Anabel Gutierrez	IV&V
Marjorie Figueroa	IV&V
<CR-39> Mary-Ann Brake	IV&V
<CR-39> Ronda Harris	IV&V
Kristin Frey	PMO
Magda Chavez	PMO
Nalini Ethirajulu	SI
Ryon Johnson	SI
Sachin Shah	SI
Beth McKeon	SI
Ravi Patel	SI

Table 3: Team Members



3 Key Assumptions

Below are the Key Assumptions made during Fit/Gap and Design Processes related to this FDD:

- The Notices design represented within this document is based on Cúram Version 7.0.5 and customizations from other Cúram implementations
- The artifacts documented in this FDD serve as a direct input for the development effort. All documented design has been technically assessed for feasibility; however, there may be instances during the build process where new or conflicting information may force the design to be updated. In these instances, the updated proposed design will be presented for Puerto Rico Medicaid Program (PRMP)'s review and approval before any build activity commences.
- The acronym Out of the Box ("OOTB") refers to the base system functionality that is being transferred from the Virgin Islands implementation. This will be the base system that will be modified to meet PREE requirements.
- While this document references Central Print, the Central Print process is not covered in this FDD but will be included in the I.4.4.a.ii-8 Central Print ICD.
- All notices will be generated in both English and Spanish at the time the notice is triggered, however, for notices sent to Central Print, the notice will only be printed and mailed in the applicant(s)/beneficiary(s) preferred language. This is a modification to the OOTB Notice generation functionality to meet PRMP's desire to be able to reprint any notice in another language, as this is a common scenario in their Medicaid offices.
- PREE will store notices within the secure database in PDF format on an encrypted disk.
- The delay in implementation of an Electronic Document Management System (EDMS) by PRMP will impact the storage of PDFs in the database. The increase in database size could negatively impact system performance with respect to runtime, database backups and system restore processes.
- PRMP has the responsibility for finalizing the wording of all notice statements (snippets) referenced within this document and included within the SNIPPETS document.
- This FDD documents several user scenarios, however it is not exhaustive of every notice type and/or snippet type that will need to be covered during testing. It is expected that the test scripts will cover all possible notice types and notice snippets defined in this FDD.
- <CR-60> The exclusion of barcodes as part of the design of the notice and forms is made due to the following resolution to Action Item EE-AI01150. Per resolution to Action Item EE-AI01150, PRMP has declined adding barcode to notices and the use of the USPS Track & Confirm API USPS Web Tools™ Application due to the additional cost. This is a change to the 2018 As Is service which was in place at the time the JADs for



notices began. Resolution provided by Steve Clarke on November 6th, 2019.

4 Notices and Forms

This section details the design for each of the Notices and Forms covered by the scope of this document.

4.1 Base Notice Template


This section defines the various snippets that make up the base notice template that is utilized by all notices in PREE.

4.1.1 Layout of the Base Notice Template

This details the base notice template and how specific information will be displayed on the template.



<CR-60> <CR-97>

<p>1</p>  <p>GOVERNMENT OF PUERTO RICO Department of Health Medicaid Program</p>	<p>2</p> <p>Usted puede obtener esta notificación en español, o en otro formato que sea mejor para usted. Llámenos al 1-787-641-4224 (TTY: 1-787-625-6955). You can get this notice in Spanish, or in another way that's best for you. Call us at 1-787-641-4224 (TTY: 1-787-625-6955).</p>	
<p>8</p> <div style="border: 1px solid black; height: 40px; width: 50px;"></div>	<p>(1) Case Number: <XXXXXXXXXX> (2) Letter Date: <DD Month YYYY></p> <p>(3) <Address Bar Code> (4) <Contact Person's Name> (5) <Mailing Address 1> (6) <Address 2> (7) <City>, (8) <State> (9) <Zip></p>	
<p>3</p> <div style="border: 1px solid black; padding: 2px; text-align: center;">?</div> <p>4</p> <p>rev-06/19</p>	<p>5</p> <p><CEE - Approval text from State Election Commission goes here.></p> <p>Call us at 1-787-641-4224 (TTY: 1-787-625-6955). You can call Monday to Friday, 8:00am to 6:00pm. Or go to www.medicaid.pr.gov. If you need further assistance, please visit your preferred Medicaid office</p> <p>7</p>	<p>6</p> <div style="border: 1px solid black; width: 20px; height: 20px; text-align: center; line-height: 20px;">1</div>

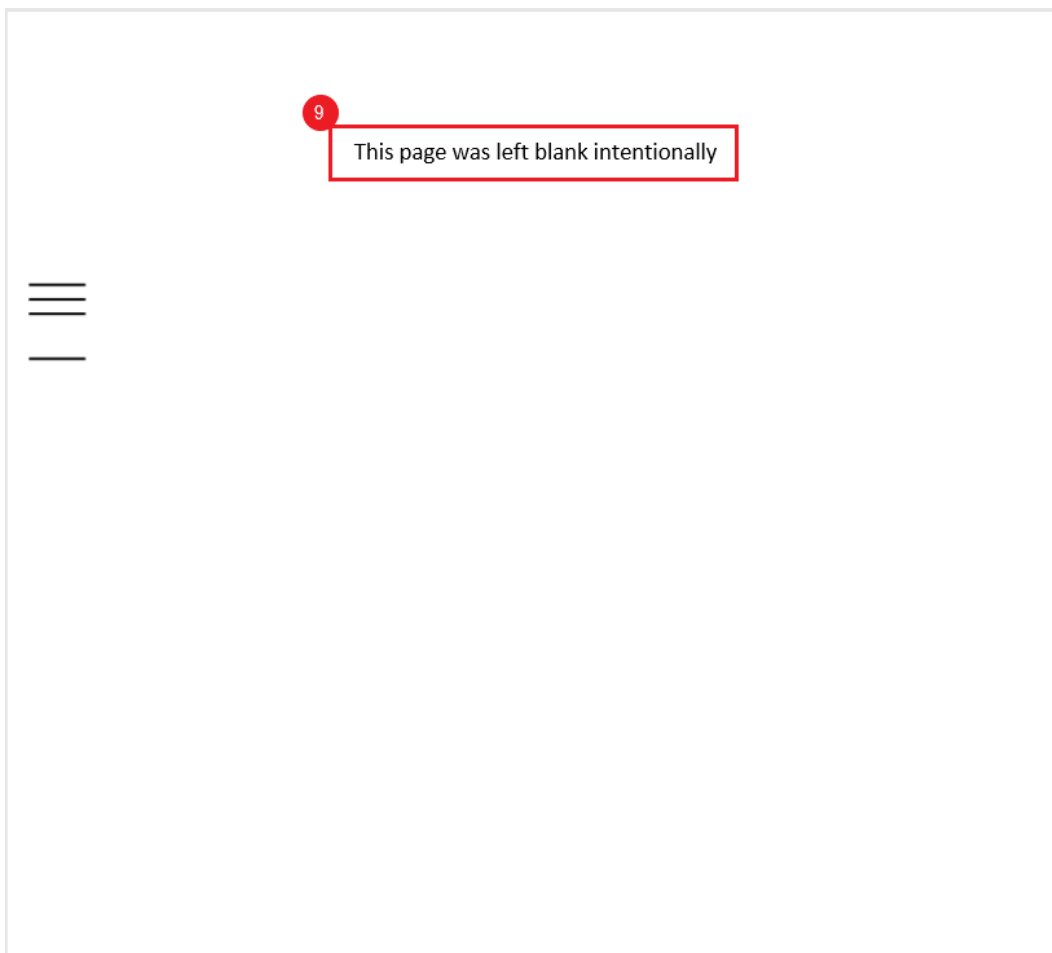


Figure 1: Base Notice Template

4.1.2 Expected Values of the Base Notice Template

<CR-60> The table below list all the sections included within the base template. Refer to the 'BASE_Template' worksheet within the SNIPPETS excel document for the Notice Statements, and Notice Triggers that corresponds to each section.

<CR-60> <CR-106>

#	Description
1	PRMP Logo and Department Name
2	<CR-106> Dual language explanation of how a person can receive the notice
3	Question Mark Icon
4	Notice Version
5	Election Year Statement



#	Description
6	Page number
7	PRMP Contact Information
<CR-97> 8	<CR-97> OMR (Optical Mark Recognition) mark
<CR-97> 9	<CR-97> Blank Page Statement

Table 4: Base Notice Template - Expected Values

4.1.3 <CR-97> Position of Mailing Address

Detailed within this section is the specific location where the mailing address block should be placed within the Base Notice Template. The location measurements are essential in ensuring that the mailing address is fully visible through the envelope window.

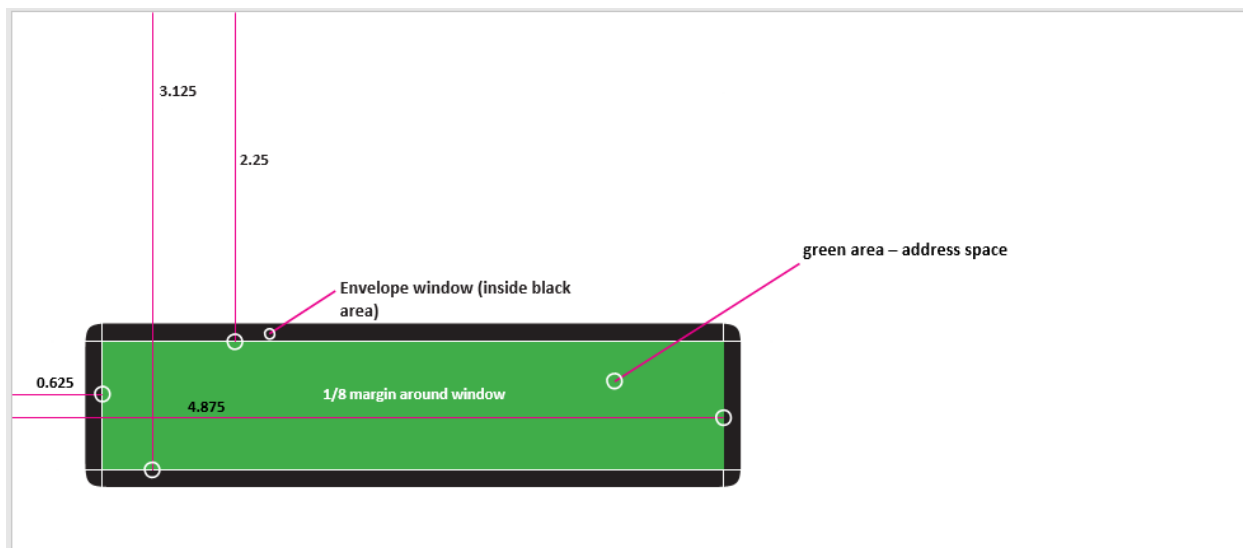


Figure 2: Position of Mailing Address Block

4.2 Notice of Action

This notice is used to notify the applicant/beneficiary of an action that has taken place on their case.

4.2.1 Description of the Notice of Action

The Notice of Action is a modification to the OOTB Notice of Decision notice. The Notice of Action is used as follows:

- To notify the applicant/beneficiary of the disposition of their application.



- To notify the applicant/beneficiary of the eligibility decisions related to their initial application, renewal application, reported change of circumstances, or termination of benefits.
- To notify the applicant/beneficiary as to how their eligibility decisions were reached.
- To provide the applicant/beneficiary information on how to use their benefits.
- To provide the applicant/beneficiary with an explanation of their rights and responsibilities.

4.2.2 Generation of the Notice of Action

This notice is sent to the notices queue by the system, via a variety of triggers which are identified in the 'Notice Trigger' column in the Notice of Action Types section. A single notice will be generated for each distinct Notice of Action type. For example, if a user makes eligibility decisions for an applicant/beneficiary and marks a second application as a duplicate application, the system will be triggered to create two specific notices:

- Notice of Decision for Medical Benefits Application
- Application Withdrawn: Duplicate Application.

For each specific Notice of Action Type, individual triggers, such as when an applicant's eligibility has been determined, will be grouped together at the time of notice generation for a single integrated case (IC). This means that if eligibility is determined for several individuals on a single IC throughout the day, when the Notice of Decision for Medical Benefits Application is generated, all triggers will be rolled onto a single notice.

System users can choose to manually generate notices that have been sent to the notice queue. Alternatively, the daily 'GenerateNotices' batch picks up all the notices that were placed to the queue that day and generates any previously un-generated notices.

Generated notices are accessible at the Application Case level from the Contact tab, the Integrated Case level from the Case Details tab, and at Primary Person level from the Contact tab.

OOTB, there is currently a defect where if the user were to manually generate a Notice of Action during the day and then an additional change to the case is processed, the later notice is not being triggered. This will be fixed, so that regardless of how many times per day a notice is manually generated, any additional system actions will appropriately trigger the notice.

4.2.3 Layout of the Notice of Action

This section details the Notice of Action template and provides an example of the various sections that may be displayed on this notice.



<CR-60> <CR-106>



GOVERNMENT OF PUERTO RICO
 Department of Health
 Medicaid Program

Usted puede obtener esta notificación en español, o en otro formato que sea mejor para usted. Llámenos al 1-787-641-4224 (TTY: 1-787-625-6955).
 You can get this notice in Spanish, or in another way that's best for you. Call us at 1-787-641-4224 (TTY: 1-787-625-6955).

- (1) Case Number: <XXXXXXXXXX>
- (2) Letter Date: <DD Month YYYY>

- (3) <Address Barcode>
- (4) Contact Person's <First Name> <Middle Name> <First Last Name> <Second Last Name>
- (5) <Mailing Address Line 1>
- (6) <Address Line 2>
- (7) <City>, (8) <State> (9) <Zip>

(10) <Notice of Action Title>

(11) <Notice of Action Statement>

(12) <Summary Grid Title>

Name	MPI	Eligibility	Effective Date	Expiration Date

Name	MPI	Coverage Code	Copayment Cap	MCO MAO



Summary Grid 3 (English)

Name	MPI	Eligibility	Coverage Code	Copayment Cap	MCO MAO

Summary Grid 3 (Spanish)

Nombre	MPI	Elegibilidad	Código Cubierta	Tope Copago	MCO MAO

(13)

MCO	<FMH = First Medical Health Plan, MEN = Plan de Salud Menonita, MMH = MMM Multi Health, MOL = Molina Health Care, TSS = Triple-S Salud>
MAO	<CON = Constellation Health, HUM = Humana Health Plans, MCS = MCS Advantage, MMM = Medicare y <u>Mucho Mas</u> , TSA = Triple-S Advantage>



<CEE - Approval text from State Election Commission goes here.>

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Call us at 1-787-641-4224 (TTY: 1-787-625-6955). You can call Monday to Friday, 8:00am to 6:00pm. Or go to www.medicaid.pr.gov. You can also find out how to meet with someone in person.

Ver 1.1



(14) <How we made our eligibility decision>

(15) <Using Your Health Coverage>

(16) <Health Services and Costs>

(17) <You Must Report Changes>

(18) <Renewing Your Health Coverage>

(19) <If You Think We Made a Mistake>

(20) <Signature Block>

(21) <Signature Block Slogan>



<CEE - Approval text from State Election Commission goes here.>

2

Call us at 1-787-641-4224 (TTY: 1-787-625-6955). You can call Monday to Friday, 8:00am to 6:00pm.
RevOr go to www.medicaid.pr.gov. You can also find out how to meet with someone in person.

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Figure 3: Layout of the Notice of Action (English)

Developer Notes:



- **Ensure template grids break well over pages (i.e. headings are repeated at the top of the grid)**
- **Ensure the Applicant's Name, Address <PRMO-2391> and Address Barcode is positioned properly, so it fits in the windowed envelope utilized by PRMP. If a notice is larger than a certain threshold (currently 7 sheets but this should be a configurable property), and thus will need a different envelope, this will need to be accounted for, pending the outcome of EE-AI00907.**

4.2.4 Expected Values of the Notice of Action

<CR-60> The table below lists all the sections included within the Notice of Action. Refer to the 'NOA_Expected_Values' worksheet within the SNIPPETS excel document for the Notice Statements, Evidence Attributes and development comments that corresponds to each section.

<CR-60>

#	Description	Comments
1	Case Number	
2	Letter Date: <DD Month YYYY>	
3	Address-Barcode	<PRMO-2391> Removing address barcode from FDD
4	Case's Contact Person's First Name Middle Name First Last Name Second Last Name	
5	Address Line 1	
6	Address Line 2	
7	City	
8	State	
9	Zip	
10	NOA Title:	<CR-106> The applicable title identified in the Notice Title column of the Notice of Action Types section Refer to the section 4.2.5.
11	NOA Statement	Refer to the section 4.2.5.
12	Summary Grid Title	Refer to the 'NOA_Expected_Values' worksheet within the SNIPPETS excel document for the Summary



#	Description	Comments
		Grid title and the corresponding development comments.
13	MCO/MAO Section	Refer to the section 4.2.5.1
14	How we made our eligibility decisions	Refer to the "NOA_Expected_Values" worksheet within the SNIPPETS excel document for the values of "How we made our decision title" and "How we made our decision intro paragraph", and the corresponding development comments and PRMP Notes." Refer to the section 4.2.5.2 for additional parts of the 'How we made our eligibility decisions' section.
15-19	Additional NOA Sections	Refer to section 4.2.6 for processing of additional sections which may be included in a Notice of Action.
20	Signature Block	
21	Signature Block Slogan	

Table 5: Notice of Action – Expected Values



4.2.5 Notice of Action Types

<CR-60> This section lists all the types of Notice of Action. Refer to the 'NOA_Types' worksheet within the SNIPPETS excel document for the Titles, Data Elements, Notice Statements, and Notice Triggers that corresponds to each Notice of Action Type listed below.

<CR-60>

Notice Type
Notice of Decision for Medical Benefits Application
Notice of Decision for Hospital Presumptive Eligibility Benefits Application
Notice of Decision for Automatic Renewal of Benefits
Notice of Decision for Change of Circumstances
Notice of Decision for Renewal of Benefits
Application Withdrawn Per Your Request
Application Withdrawn: Refusal to Comply
Application Withdrawn: Duplicate Application
Voluntary Termination
Fraudulent Termination
Opened in Error Termination
Termination Due to PARIS Discrepancy
Termination Due to Quality Control
Termination due to Unfavorable Appeal Decision
<CR-39> Termination due to expiration
<CR-39> Termination due to Failure to Provide Information
<CR-98> Termination due to death
Expired Application
<PRMO-2986> Expiration of Deemed Newborn Eligibility
Expiration of Title IV-E Adoption Eligibility
Expiration of AABD Eligibility
<CR PR-15358> Notice of Age Change and Possible Change of MCO/MAO
<PRMO-1564> PHE Recertification — Ineligible



Notice Type
<PRMO-1564> PHE Recertification — Eligible for other benefits
<PRMO-1564> PHE Change of Circumstances — Ineligible
<PRMO-1564> PHE Change of Circumstances — Eligible for other benefits

Table 6: Notice of Action - Types

4.2.5.1 Summary of Eligibility Decisions

Summary of Eligibility Decisions Grid 1 & Grid 2

The sections listed below only pertain to the following Notice Types:

- Notice of Decision for Medical Benefits Application
- <CR-60> Notice of Decision for Hospital Presumptive Eligibility Benefits Application
- Notice of Decision for Automatic Renewal of Benefits
- Notice of Decision for Change of Circumstances
- Notice of Decision for Renewal of Benefits

Refer to the 'Summary_of_Decisions' worksheet within the SNIPPETS excel document for the Data Elements, Notice Statements, and Notice Triggers that corresponds to each Summary of Eligibility Decision section listed below.

Description
Summary of Eligibility Decisions Grid 1
Summary of Eligibility Decisions Grid 2
<CR-60> MCO/MAO Key Row 1 (MCO)
<CR-60> MCO/MAO Key Row 2 (MAO)

Table 7: Eligibility Decision - Summary

~~<PRMO-1564> Summary of Eligibility Decisions Grid 3~~

~~The sections listed below only pertain to the following Notice Types:~~

- ~~• PHE Recertification — Ineligible~~



- ~~• PHE Recertification — Eligible for other benefits~~
- ~~• PHE Change of Circumstances — Ineligible~~
- ~~• PHE Change of Circumstances — Eligible for other benefits~~

~~Refer to the 'Summary_of_Decisions' worksheet within the SNIPPETS excel document for the Data Elements, Notice Statements, and Notice Triggers that corresponds to each Summary of Eligibility Decision section listed below.~~

Description
Summary of Eligibility Decisions Grid 3
<CR-60> MCO/MAO Key Row 1 (MCO)
<CR-60> MCO/MAO Key Row 2 (MAO)

Table 8: Eligibility Decision - Summary

4.2.5.2 How We Made Our Eligibility Decisions Snippets

The sections listed below only pertain to the following Notice Types:

- Notice of Decision for Medical Benefits Application
- <CR-60> Notice of Decision for Hospital Presumptive Eligibility Benefits Application
- Notice of Decision for Automatic Renewal of Benefits
- Notice of Decision for Change of Circumstances
- Notice of Decision for Renewal of Benefits.

Refer to the 'Eligibility_Decisions' worksheet within the SNIPPETS excel document for the Data Elements, Notice Statements, and Notice Triggers that corresponds to each Eligibility Decision section listed below.

Developer Note: OOTB, the system will only show the top 3 (by rank) denial reasons for an applicant/beneficiary. This needs to be modified to display every denial snippet that is applicable for each applicant/beneficiary.

Description
<CR-126> Medicaid Application approved w/ ROP
<CR-126> Medicaid Coverage approved w/ ROP



Description
<CR-126> CHIP Coverage approved w/ ROP
<CR-126> State Coverage approved w/ ROP
ROP Medicaid Extended
Medicaid Application Approved for limited Emergency Medical Service Coverage
Determined potentially eligible for one of the Medically Needy categories of Medicaid w/ Spenddown
Spenddown amount has been met prior to the cutoff date for adverse action <i>This notice serves as an eligibility decision as well as a termination notice.</i>
Spenddown amount has been met and the cutoff date for adverse action has been reached <i>This notice serves as an eligibility decision as well as a termination notice.</i>
<CR-156> Medical Benefits Extended due to PHE
<CR-153> Medicaid Approved during Medicaid Expansion
<CR-153> CHIP Approved during Medicaid Expansion
<CR-153> State Approved during Medicaid Expansion
<CR-154> Determined potentially eligible for one of the Medicaid Transitional categories
<CR-154> Determined potentially eligible for one of the Medicaid or State Transitional categories
<CR-154> Program with a Transitional Category has been authorized
Medicaid Approved
HPE Medicaid Approved
CHIP Approved
State Coverage Approved
Medicaid Approved for Automatic AABD coverage
Medicaid Approved for Automatic Title IV-E Adoption Coverage
Medicaid or CHIP Approved for Automatic Deemed Newborn Coverage
<CR-39> Adverse Action
Denied w/ reason of 'SSN'
Denied w/ reason of 'Citizenship'
Denied w/ reason of 'Residency'



Description
<CR-60> Denied because of non response to PARIS Notice
Denied w/ reason of 'Other Insurance'
Denied w/ reason of 'Excess Resources'
Denied w/ reason of 'Income'
<PRMO-1564> PHE Recertification Ineligible
<PRMO-1564> PHE Recertification Eligible for other benefits
<PRMO-1564> PHE Change of Circumstances Ineligible
<PRMO-1564> PHE Change of Circumstances Eligible for other benefits

Table 9: Eligibility Decision – Snippets

4.2.6 Additional Notice of Action Sections

<CR-60> The following table lists the additional sections that may be included on the Notice of Action. Refer to the 'Additonal_NOA_Sections' worksheet within the SNIPPETS excel document for the Data Elements, Notice Statements, and Notice Triggers that corresponds to each Additional Notice of Action section listed below.

<CR-153> As part of the Medicaid Expansion solution, all new applicants determined eligible for benefits will be issued coverage that will end on September 30, 2021. During the Medicaid Expansion period the following sections and related notice statements should not be displayed within the NOA; Renewing Your Health Coverage – General, Renewing Your Health Coverage – AABD, Renewing Your Health Coverage – Deemed Newborn and Renewing Your Health Coverage – Spenddown.

<CR-60>

Sec Head Type
Using Your Health Coverage
Health Services and Costs
You Must Report Changes
Renewing Your Health Coverage - General
Renewing Your Health Coverage – AABD
Renewing Your Health Coverage – Deemed Newborn



Sec Head Type
Renewing Your Health Coverage - Spenddown
If You Think We Made a Mistake

Table 10: Notice of Action - Additional Sections

4.3 Request for Information Notice

This notice is used to inform the applicant/beneficiary that additional information needs to be provided to PRMP. This notice will be sent during the evidence verification process in order to move on to determining eligibility.

4.3.1 Description of the Request for Information

The Request for Information Notice is used as follows:

<CR-106>

- To notify an applicant/beneficiary that additional information must be provided to verify information supplied:
 - ~~provided~~ during the application process to avoid denial of application
 - ~~To notify a beneficiary additional information must be provided to verify information provided~~ due to a change of circumstances, to avoid closure of case
 - ~~To notify a beneficiary additional information must be provided to verify information needed~~ during the renewal process to avoid closure of case
- To remind an applicant/beneficiary that addition information must be provided.

4.3.2 Generation of the Request for Information

Notice Generation process: This notice can be manually created by the system user. Once the worker creates the notice via the New Pro Forma Communication screen, the system will place the Notice to the notice queue. Additionally, this notice is created by the system utilizing the new Request for Information Notice Batch documented in the Intake Application Processing FDD.

System users can choose to manually generate notices that have been sent to the notice queue. Alternatively, the daily GenerateNotices batch picks up all the notices that were placed to the queue that day and generates the notices.


Generated notices are accessible at the Application Case level from the Contact tab, the Integrated Case level from the Case Details tab and at the Primary Person level from Contact tab.



4.3.3 Layout of the Request for Information

This section details the Request for Information template and how specific information will be displayed on the notice.

<CR-60> <CR-106> <CR-131>



GOVERNMENT OF PUERTO RICO
Department of Health
Medicaid Program

Usted puede obtener esta notificación en español, o en otro formato que sea mejor para usted. Llámenos al 1-787-641-4224 (TTY: 1-787-625-6955).

You can get this notice in Spanish, or in another way that's best for you. Call us at 1-787-641-4224 (TTY: 1-787-625-6955).

(1) Case Number: <XXXXXXXXXX>
 (2) Letter Date: <DD Month YYYY>

(3) <Address Bar Code>
 (4) <Contact Person's Name>
 (5) <Mailing Address 1>
 (6) <Address 2>
 (7) <City>, (8) <State> (9) <Zip>


(10) <Request for Information Title>

(11) <Request for Information Statement>

(18) <Information Required - HEADING>	(19) <Acceptable Documents - HEADING>
(13)	(14)

(20) Upload Documents on PSPMPR
 (15) <Additional Information>

(16) <Signature Block > (17) <Signature Block Slogan>



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Call us at 1-787-641-4224 (TTY: 1-787-625-6955). You can call Monday to Friday, 8:00am to 6:00pm. Or go to www.medicaid.pr.gov. If you need further assistance, please visit your preferred Medicaid office.

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Figure 4: Layout of the Request for Information

4.3.4 Expected Values of the Request for Information Notice

<CR-60> The table below lists all the sections included within the Request for Information. Refer to the 'RFI_Expected_Values' worksheet within the SNIPPETS excel document for the Notice Statements, Evidence Attributes and development comments that corresponds to each section.

Refer to Expected Values of the Notice of Action for values 1-9.

<CR-60> <CR-106>

#	Description
10	Request for Information Title
11	Request for Information Statement
<CR-60> 12	<CR-60> Placeholder for PRMP-specific RFI statement
13	Information Required
14	Acceptable Documents
15	Additional Information
16	Signature Block
17	Signature Block Slogan
<CR-106> 18	<CR-106> Information Required - HEADING
<CR-106> 19	<CR-106> Acceptable Documents - HEADING
<CR-131> 20	<CR-131> Upload Documents on PSPMPR

Table 11: Request for Information Notice - Expected Values



4.3.5 Request for Information Notice Types

<CR-60> The below table lists the two types of Request for Information Notice (RFI). Refer to the 'RFI_Types' worksheet within the SNIPPETS excel document for the Notice Title, Data Elements, RFI Statement, and Notice Triggers that corresponds to each RFI Type listed below.

<CR-60>

RFI Title
Request for Information
Reminder: Request for Information

Table 12: Request for Information Notice – Types

4.3.6 Information Required and Acceptable Documents

<CR-60> The table below lists all verifiable evidence types (defined in the Evidence and Verification FDD). Refer to the 'RFI_Info_& Docs' worksheet within the SNIPPETS excel document for the Notice Statements, and development comments that corresponds to each evidence type. If the evidence type is unverified, the snippet in column A will be displayed along with the Acceptable Documents list defined in column B.

Please note that if changes are made to the Evidence and Verification FDD after submission of this document, related changes may need to be addressed in this FDD.

<CR-60> Developer Note: For Snippet B, each item should be bulleted so that they are distinguishable on the notice.

<CR-60>

Evidence Type
Absent Parent Child Support
Addresses
Adoption
Alien
Alien Sponsor
Alien Sponsorship
Annuity Income
Benefit
Birth and Death Details
Child Support Expense



Evidence Type
<CR-35>
Deduction
Other Expenses
Dependent Care Expense
Disability Type
Domestic Violence
Earned Income
Gross Receipt
Household Member (Applied SSN)
Household Member (Citizenship Status)
Household Member (Household Member Identity)
Household Member (Active police officer of the State Police)
Household Relationship
Identifications (SSN)
Liquid Resource
Medical Expense
Marital Status
Property
Student
Trust
Trust Income
Unearned Income
Vehicle

Table 13: Information Required and Acceptable Documents

4.4 Renewal Notice

This notice is sent to the user when the beneficiary needs to renew their eligibility for medical benefits.

4.4.1 Description of the Renewal Notice

The Renewal Notice is used as follows:

- To notify the beneficiary they need to renew their eligibility for medical benefits.
- To inform the beneficiary of any renewal appointments that have been scheduled.
- To provide the beneficiary with their rights and responsibilities.



4.4.2 Generation of the Renewal Notice


This notice will be created for any beneficiary whose coverage is within the renewal period and the beneficiary's data was not able to be verified via the Ex-Parte batch. See the Annual Recertification Process detailed in the Completed Renewals FDD for additional information.

4.4.3 Layout of the Renewal Notice

This section details the Renewal Notice template and provides details of how specific information will be displayed on the notice.



<CR-60> <CR-106>



GOVERNMENT OF PUERTO RICO
 Department of Health
 Medicaid Program

You can get this letter in Spanish, or in another way that's best for you. Call us at 1-787-641-4224 (TTY: 1-787-625-6955).

Usted puede obtener esta carta en español, o en otro formato que sea mejor para usted. Llámenos al 1-787-641-4224 (TTY: 1-787-625-6955).

(1) Case Number: <XXXXXXXXXX>
 (2) Letter Date: <DD Month YYYY>

(3) <Address Bar Code>
 (4) <Contact Person's Name>
 (5) <Mailing Address 1>
 (6) <Address 2>
 (7) <City>, (8) <State> (9) <Zip>

(21) <Notice Title>


(22) <Notice Statement>

(23) <Grid Column 1 Heading>	(24) <Grid Column 2 Heading>
(11) (12), (13) (14)	(15)
(11) (12), (13) (14)	(15)
(11) (12), (13) (14)	(15)

(25) <Renewal Statement>

(19) <Signature Block >

(20) <Signature Block Slogan>



<CEE - Approval text from State Election Commission goes here.>

Call us at 1-787-641-4224 (TTY: 1-787-625-6955). You can call Monday to Friday, 8:00am to 6:00pm. Or go to www.medicaid.pr.gov. If you need further assistance, please visit your preferred Medicaid office.

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Figure 5: Layout of the Renewal Notice



4.4.4 Expected Values of the Renewal Notice

<CR-60> The table below lists all the sections included within the Renewal notice. Refer to the 'Renewal_Expected_Values' worksheet within the SNIPPETS excel document for the Notice Statements, Evidence Attributes and development comments that corresponds to each section.

Refer to [Expected Values section of the Notice of Action](#) for values 1-9.

<CR-60> <CR-106>

#	Description
10	DD Month YYYY
11	First Last Name
12	Second Last Name
13	First Name
14	Middle Name
15	MPI
16	DD Month YYYY
17	DD Month YYYY HH:MM AM/PM
18	Office Name
19	Signature Block
20	Signature Block Slogan
<CR-106> 21	<CR-106> Notice Title
<CR-106> 22	<CR-106> Notice Statement
<CR-106> 23	<CR-106> Grid Column 1 Heading
<CR-106> 24	<CR-106> Grid Column 2 Heading
<CR-106> <CR-131> 25	<CR-106> <CR-131> Renewal Statement

Table 14: Renewal Notice - Expected Values



4.5 Appointment Notice

This notice is sent to the user when the user schedules an interview for an applicant/beneficiary and selects to print this notice.

4.5.1 Description of the Appointment Notice

The Appointment Notice can be used to notify the applicant/beneficiary of a scheduled appointment.

4.5.2 Generation of the Appointment Notice

Out of the box (OOTB), the system will send an Appointment Notice to the notice queue for all interviews scheduled with a 'Reason for Interview' of 'Initial Application'. PREE will be modified so that the notice is triggered, for any 'Reason for Interview' options selected, only if the system user creating the appointment indicates that a notice should be created. This will require a modification to the New Interview and Modify Interview screens, which is documented in the [Interview](#) section.

System users can choose to manually generate notices that have been sent to the notice queue. Alternatively, the daily 'GenerateNotices' batch picks up all the notices that were placed to the queue that day and generates any previously un-generated notices.

Generated notices are accessible at the Application Case level from the Contact tab, the Integrated Case level from the Case Details tab, and at Primary Person level from the Contact tab.

4.5.3 Layout of the Appointment Notice

This section details the Appointment Notice template and how specific information will be displayed on the notice.

<CR-60> <CR-106>



GOVERNMENT OF PUERTO RICO
Department of Health
Medicaid Program

You can get this letter in Spanish, or in another way that's best for you. Call us at 1-787-641-4224 (TTY: 1-787-625-6955).

Usted puede obtener esta carta en español, o en otro formato que sea mejor para usted. Llámenos al 1-787-641-4224 (TTY: 1-787-625-6955).

- (1) Case Number: <XXXXXXXXXX>
- (2) Letter Date: <DD Month YYYY>

- (3) <Address Bar Code>
- (4) <Contact Person's Name>
- (5) <Mailing Address 1>
- (6) <Address 2>
- (7) <City>, (8) <State> (9) <Zip>

(21) <Notice Title>

(22) <Notice Statement>

(17) <Notes from the Interview screen>

(18) <Additional PRMP Information>

(19) <Signature Block>

(20) <Signature Block Slogan>



<CEE - Approval text from State Election Commission goes here.>

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Call us at 1-787-641-4224 (TTY: 1-787-625-6955). You can call Monday to Friday, 8:00am to 6:00pm. Or go to www.medicaid.pr.gov. You can also find out how to meet with someone in person.

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Figure 6: Layout of the Appointment Notice



4.5.4 Expected Values of the Appointment Notice

<CR-60> The table below lists all the sections included within the Appointment notice. Refer to the 'Appointment_Expected_Values' worksheet within the SNIPPETS excel document for the Notice Statements, Evidence Attributes and development comments that corresponds to each section.

Refer to the [Expected Values section of the Notice of Action](#) section for values 1-9.

<CR-60> <CR-106>

#	Description
10	First Last Name
11	Second Last Name
12	First Name
13	Middle Name
14	MPI
15	DD Month YYYY at HH:MM AM/PM
16	Office Location
17	Notes
18	Additional PRMP Information
19	Signature Block
20	Signature Block Slogan
<CR-106> 21	<CR-106> Notice Title
<CR-106> 22	<CR-106> Notice Statement

Table 15: Appointment Notice - Expected Values

4.6 Request for Contact

This notice can be sent to the applicant/beneficiary when someone from PRMP needs to discuss a matter with the applicant/beneficiary.

4.6.1 Description of the Request for Contact Notice

The Request for Contact Notice is used as follows:



- To notify an applicant/beneficiary to call or come into the office because the PRMP user has found a discrepancy that needs to be discussed with the applicant/beneficiary.
- To notify the applicant/beneficiary of any adverse action they may face if they fail to contact the agency in a pre-determined period.

4.6.2 Generation of the Request for Contact Notice

This notice can only be manually triggered by the user using the Pro Forma Communication screen. The user will select 'Print Client Contact' for the Communication Type on the New Pro Forma Communication screen. The 'We have received the following information' and 'Here is what you need to do to clarify the situation' can be populated by the user and will then be populated on the notice.

System users can choose to manually generate notices that have been sent to the notice queue. Alternatively, the daily 'GenerateNotices' batch picks up all the notices that were placed to the queue that day and generates any previously un-generated notices.


Generated notices are accessible at the Application Case level from the Contact tab, the Integrated Case level from the Case Details tab, and at Primary Person level from the Contact tab.

4.6.3 Layout of the Request for Contact Notice

This section details the Contact Notice template and how specific information will be displayed on this notice.



<CR-60> <CR-106>



GOVERNMENT OF PUERTO RICO
Department of Health
Medicaid Program

You can get this letter in Spanish, or in another way that's best for you. Call us at 1-787-641-4224 (TTY: 1-787-625-6955).
Usted puede obtener esta carta en español, o en otro formato que sea mejor para usted. Llámenos al 1-787-641-4224 (TTY: 1-787-625-6955).

(1) Case Number: <XXXXXXXXXX>
(2) Letter Date: <DD Month YYYY>

(3) <Address Bar Code>
(4) <Contact Person's Name>
(5) <Mailing Address 1>
(6) <Address 2>
(7) <City>, (8) <State> (9) <Zip>

(20) <Notice Title>

(21) <Notice Statement>

(10) <Manually entered information from the 'Print Client Contact' Pro Forma Communication screen>


(22) <Explanation Statement>

(11) <Manually entered information from the 'Print Client Contact' Pro Forma Communication screen>

(12) <Additional PRMP Statement>

(13) <Signature Block>

(14) <Signature Block Slogan>

 <CEE - Approval text from State Election Commission goes here.>
Call us at 1-787-641-4224 (TTY: 1-787-625-6955). You can call Monday to Friday, 8:00am to 6:00pm.
Or go to www.medicaid.pr.gov. If you need further assistance, please visit your preferred Medicaid office.

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Figure 7: Layout of the Request for Contact Notice



4.6.4 Expected Values of the Request for Contact Notice

<CR-60> The table below lists all the sections included within the Request for Contact notice. Refer to the 'RFC_Expected_Values' worksheet within the SNIPPETS excel document for the Evidence Attributes and development comments that corresponds to each section.

Refer to the [Expected Values section of the Notice of Action](#) section for values 1-9.

<CR-60> <CR-106>

#	Description
15	First Last Name
16	Second Last Name
17	First Name
18	Middle Name
19	MPI
10	<CR-60> We have questions about the following: Manually entered information from the 'Print Client Contact' Pro Forma Communications screen
11	<CR-60> Here's what you need to do to clarify the situation Manually entered information from the 'Print Client Contact' Pro Forma Communication screen
12	Additional PRMP statement
13	Signature Block
14	Signature Block Slogan
<CR-106> 20	<CR-106> Notice Title
<CR-106> 21	<CR-106> Notice Statement
<CR-106> 22	<CR-106> Explanation Statement

Table 16: Request for Contact Notice - Expected Values



4.7 Medical Benefits Renewal Application Form

The Medical Benefits Renewal Application form will be sent to the beneficiary – 1) with a “Renewal Notice”, so that they can review and verify the accuracy of the information on their case prior to completion of the renewal process, and 2) with a “Notice of Decision for Automatic Renewal of Benefits Notice” so that they can evaluate the information used to process the automatic renewal.

<CR-39> ~~This section serves as a placeholder for the form and associated design details; this section will be updated once the finalized form is provided by PRMP as resolution for Action Item EE-AI00990. The final design of the Medical Benefits Renewal Application Form is not restricted by base template but will be designed as its own template due to the unique nature of this form.~~

Because PRMP was unable to provide design details related to the Medical Benefits Renewal Application form prior to the due date as specified in Action Item EE-AI00990; PREE will utilize the OOTB Medicaid Recertification Application Form with the following modifications:

- Use PRMP’s base template, defined in [Base Notice Template](#).
- Update the Signature and Penalty Warning section with the Rights and Responsibilities verbiage defined in the Intake Application Processing FDD.
<CR-39>

4.8 PARIS Notice

This notice is sent to a beneficiary who has been identified as receiving benefits in a location outside of Puerto Rico.

4.8.1 Description of the PARIS Notice

The PARIS Notice is used as follows:

- To notify the primary beneficiary that one or more members in their integrated case have been identified to be receiving benefits (any of – MEDICAID, SNAP, SSI, TANF) in other states.
- This indicates that these members may be residing in other states. PRMP is sending this notice to allow the beneficiary to confirm or contradict the information and determine whether or not the individuals involved are residing in Puerto Rico.

4.8.2 Generation of the PARIS Notice


A quarterly PARIS file is received via the Department of the Family (Departamento de la Familia Agency) interface. A batch is then run to identify matches with all people on active medical benefits cases. Please see the PARIS Interface Control Document (ICD) for more information.



4.8.3 Layout of the PARIS Notice

This section details the PARIS Notice template and how specific information will be displayed on this notice.

<CR-60> <CR-106>



GOVERNMENT OF PUERTO RICO
 Department of Health
 Medicaid Program

Usted puede obtener esta notificación en español, o en otro formato que sea mejor para usted. Llámenos al 1-787-641-4224 (TTY: 1-787-625-6955).

You can get this notice in Spanish, or in another way that's best for you. Call us at 1-787-641-4224 (TTY: 1-787-625-6955).

(1) Case Number: <XXXXXXXXXX>
 (2) Letter Date: <DD Month YYYY>

(3) <Address Bar Code>
 (4) <Contact Person's Name>
 (5) <Mailing Address 1>
 (6) <Address 2>
 (7) <City>, (8) <State> (9) <Zip>

(24) <Notice Title>


(10) <PRMP PARIS Text>

(25) <Grid column heading (Beneficiary's Name)>	(26) <Grid column heading (MPI)>	(27) <Grid column heading (State or territory)>	(28) <Grid column heading (Benefits Received)>			
			(29) <Grid column heading (Medical Assistance)>	(30) <Grid column heading (SSI)>	(31) <Grid column heading (Food Assistance)>	(32) <Grid column heading (Cash Assistance)>
(11) (12), (13) (14)	(15)	(16)	(17)	(18)	(19)	(20)
(11) (12), (13) (14)	(15)	(16)	(17)	(18)	(19)	(20)
(11) (12), (13) (14)	(15)	(16)	(17)	(18)	(19)	(20)

(21) <Additional PRMP PARIS Text>

(22) <Signature Block >

(23) <Signature Block Slogan>



<CEE - Approval text from State Election Commission goes here.>

Call us at 1-787-641-4224 (TTY: 1-787-625-6955). You can call Monday to Friday, 8:00am to 6:00pm. Or go to www.medicaid.pr.gov. If you need further assistance, please visit your preferred Medicaid office.

1

Rev-06/19

Figure 8: Layout of PARIS Notice



4.8.4 Expected Values of the PARIS Notice

<CR-60> The table below lists all the sections included within the PARIS notice. Refer to the 'PARIS_Expected_Values' worksheet within the SNIPPETS excel document for the Evidence Attributes and development comments that corresponds to each section.

Refer to the [Expected Values of the Notice of Action](#) section for values 1-9.

<CR-106>

#	Description
10	PRMP PARIS Text
11	First Last Name
12	Second Last Name
13	First Name
14	Middle Name
15	MPI
16	State or Territory
17	Medical Assistance
18	SSI
19	Food Assistance
20	Cash Assistance
21	Additional PRMP PARIS Text
22	Signature Block
<CR-60> 23	<CR-60> Signature Block Slogan
<CR-106> 24	<CR-106> Notice Title
<CR-106> 25	<CR-106> Grid Column Heading (Beneficiary's Name)
<CR-106> 26	<CR-106> Grid Column Heading (MPI)
<CR-106> 27	<CR-106> Grid Column Heading (State or Territory)
<CR-106> 28	<CR-106> Grid Column Heading (Benefits Received)



#	Description
<CR-106> 29	<CR-106> Grid Column Heading (Medical Assistance)
<CR-106> 30	<CR-106> Grid Column Heading (SSI)
<CR-106> 31	<CR-106> Grid Column Heading (Food Assistance)
<CR-106> 32	<CR-106> Grid Column Heading (Cash Assistance)

Table 17: PARIS Notice - Expected Values

4.9 <CR-131> Confirming Your Paperless Enrollment Notice (New)

The Confirming Your Paperless Enrollment Notice is a new notice to inform the citizen that they elected to not receive notices by mail. This notice to be implemented along with Online COC FDD. This notice is not in scope for R1 implementation.

4.9.1 Description of the Confirming Your Paperless Enrollment

The Confirming Your Paperless Enrollment Notice is a communication that will be sent by postal mail to inform the citizen that they will not be receiving Notices by mail in the future. Notices will be available via the Citizen Portal and they can choose to opt back in. They can also request a notice to be sent by mail via the Citizen Portal.


4.9.2 Generation Details of the Confirming Your Paperless Enrollment

Generate this notice and always sent it by postal mail when the following event occurs:

- User elected to receive paperless communication from their Settings page.



4.9.3 Layout of the Confirming Your Paperless Enrollment



GOVERNMENT OF PUERTO RICO
Department of Health
Medicaid Program

Usted puede obtener esta notificación en español, o en otro formato que sea mejor para usted.
Llámenos al 1-787-641-4224 (TTY: 1-787-625-6955).
You can get this notice in Spanish, or in another way that's best for you. Call us at 1-787-641-4224
(TTY: 1-787-625-6955).

(1) Case Number: <XXXXXXXXXX>
(2) Letter Date: <DD Month YYYY>

(3) <Address Bar Code>
(4) <Contact Person's Name>
(5) <Mailing Address 1>
(6) <Address 2>
(7) <City>, (8) <State> (9) <Zip>

(10) Notice of Paperless Enrollment

(11) You have been successfully enrolled in paperless communications from the Government Health Plan/Medicaid Program.

We'll notify you when you have something new to view. Then, just log in to PSPMPR at <https://solicitamedicaid.salud.gov.pr/> and select 'Notices' to view your notices.

We'll still mail you some letters that aren't available electronically.

To view or change your paperless preferences, please log in to PSPMPR at <https://solicitamedicaid.salud.gov.pr/>.

(12) Sincerely,

Puerto Rico Medicaid Program
PR Department of Health
P.O. Box 70184
San Juan, PR 00936-8184

(13) We will always keep your information secure and private.

4.9.4 Expected Values of the Confirming Your Paperless Enrollment

#	Description	Comments
1	Case Number	
2	Letter Date: <DD Month YYYY>	
3	Address Barcode	<PRMO-2391> Removing address barcode from FDD
4	Case's Contact Person's First Name Middle Name	



#	Description	Comments
	First Last Name Second Last Name	
5	Address Line 1	
6	Address Line 2	
7	City	
8	State	
9	Zip	
10	<Title>	See tab 'Papaerless_Expected_Values' for snippet in SNIPPETS - Online COC.xlsx
11	<Paperless Enrollment>	See tab 'Papaerless_Expected_Values' for snippet in SNIPPETS - Online COC.xlsx
12	Signature Block	
13	Signature Block Slogan	

4.10 <CR-131> Undelivered e-Notification Notice (New)

The Undelivered e-Notification Notice is a notice to inform the citizen when a notification delivery was unsuccessful. This notice to be implemented along with Online COC FDD. This notice is not in scope for R1 implementation.

4.10.1 Description of the Undelivered e-Notification Notice

The Undelivered e-Notification Notice is a communication that will be sent by postal mail to inform the user a notification was sent, but unsuccessful. Instructions on how to correct their communication method and the undelivered message.

4.10.2 Generation Details of the Undelivered e-Notification Notice


Generate this notice and always sent it by postal mail when the following event occurs:

- A notification was undelivered.
- User account is linked.



- This notice has not already been sent for the undelivered email address or phone number <Pending Decision EE-DL00271>. This notice should only be sent one per undelivered email address and phone number.

4.10.3 Layout of the Undelivered e-Notification Notice



GOVERNMENT OF PUERTO RICO
Department of Health
Medicaid Program

Usted puede obtener esta notificación en español, o en otro formato que sea mejor para usted. [Llámenos al 1-787-641-4224 \(TTY: 1-787-625-6955\).](tel:1-787-641-4224)
You can get this notice in Spanish, or in another way [that's](tel:1-787-641-4224) best for you. Call us at 1-787-641-4224 (TTY: 1-787-625-6955).

(1) Case Number: <XXXXXXXXXX>
(2) Letter Date: <DD Month YYYY>

(3) <Address Bar Code>
(4) <Contact Person's Name>
(5) <Mailing Address 1>
(6) <Address 2>
(7) <City>, (8) <State> (9) <Zip>

(10) Undelivered e-Notification Notice

(11) We attempted to send you a notification to <email address>, but it could not be delivered. Please check your communication settings on the 'Your account' page in [PSPMPR](#) and ensure the information is correct.

The message we tried to send was:
(12) <undelivered notification>

(13) Sincerely,

Puerto Rico Medicaid Program
contact type PR Department of Health
P.O. Box 70184
San Juan, PR 00936-8184

(14) We will always keep your information secure and private.

4.10.4 Expected Values of the Undelivered e-Notification Notice

#	Description	Comments
1	Case Number	
2	Letter Date: <DD Month YYYY>	
3	Address Barcode	<PRMO-2391> Removing address barcode from FDD
4	Case's Contact Person's	



#	Description	Comments
	First Name Middle Name First Last Name Second Last Name	
5	Address Line 1	
6	Address Line 2	
7	City	
8	State	
9	Zip	
10	<Title>	See tab 'Undelivered_Notification' for snippet in SNIPPETS - Online COC.xlsx
11	<Undelivered Notification Snippet>	See tab 'Undelivered_Notification' for snippet in SNIPPETS - Online COC.xlsx
12	<Undelivered Notification>	Include the undelivered message
13	Signature Block	
14	Signature Block Slogan	

4.11 <CR-131> Citizen Portal Announcement Notice (New)

The Citizen Portal Announcement Notice is a notice that informs the client about the Citizen Portal and instructions on how to set up an account. This notice to be implemented along with Online COC FDD. This notice is not in scope for R1 implementation.

4.11.1 Description of the Citizen Portal Announcement

The Citizen Portal Announcement Notice is a communication that will be sent by postal mail together with the first notice mailed to a client after the Citizen Portal is updated in the stabilization release. It includes information about the Citizen Portal, its features and benefits, and instructions on how to set up an account.




4.11.2 Generation Details of the Citizen Portal Announcement

Generate this notice when the following event occurs:

- A new notice was generated.
- Recipient of the new notice is not linked to an External User.
- The Citizen Portal Announcement Notice has not been sent to this recipient (send notice ones).

4.11.3 Layout of the Citizen Portal Announcement

 <p>GOVERNMENT OF PUERTO RICO Department of Health Medicaid Program</p>	<p>Usted puede obtener esta notificación en español, o en otro formato que sea mejor para usted. Llámennos al 1-787-641-4224 (TTY: 1-787-625-6955). You can get this notice in Spanish, or in another way that's best for you. Call us at 1-787-641-4224 (TTY: 1-787-625-6955).</p>
<p>(1) Case Number: <XXXXXXXXXX> (2) Letter Date: <DD Month YYYY></p> <p>(3) <Address Bar Code> (4) <Contact Person's Name> (5) <Mailing Address 1> (6) <Address 2> (7) <City>, (8) <State> (9) <Zip></p>	
<p><u>(10) PSPMPR – Puerto Rico Medicaid Program Services Portal</u></p> <p>We are pleased to announce the release of <u>PSPMPR</u>, an online portal in which you can access to your benefits from the Government Health Plan/Medicaid Program. To get started, visit <u>PSPMPR</u> at https://solicitamedicaid.salud.gov.pr/ and create your account. Next, complete the 'Link My Account' form. Once your account is linked, enjoy all the available features, such as:</p> <ul style="list-style-type: none"> • apply for medical benefits • view your coverage • view notices about your coverage • report changes to your income, household, or other circumstances <p>You can create an account on <u>PSPMPR</u> by navigating to https://solicitamedicaid.salud.gov.pr/. Then select 'Sign up' and follow the instructions. Or if you prefer, you can visit your local Puerto Rico Department of Health – Medicaid Program office and sign up in person.</p>	
<p>(12) Sincerely,</p> <p>Puerto Rico Medicaid Program contact type PR Department of Health P.O. Box 70184 San Juan, PR 00936-8184</p>	
<p>(13) We will always keep your information secure and private.</p>	



4.11.4 Expected Values of the Citizen Portal Announcement

#	Description	Comments
1	Case Number	
2	Letter Date: <DD Month YYYY>	
3	Address Barcode	<PRMO-2391> Removing address barcode from FDD
4	Case's Contact Person's First Name Middle Name First Last Name Second Last Name	
5	Address Line 1	
6	Address Line 2	
7	City	
8	State	
9	Zip	
10	<Title>	See tab 'Citizen Portal Announcement' for snippet in SNIPPETS - Online COC.xlsx
11	<Citizen Portal Announcement>	See tab 'Citizen Portal Announcement' for snippet in SNIPPETS - Online COC.xlsx
12	Signature Block	
13	Signature Block Slogan	

4.12 <CR-131> Welcome to PSPMPR Notice (New)

The Welcome to PSPMPR Notice is a notice that includes the username and a temporary password when the account was created by the caseworker. This notice to be implemented along with Online COC FDD. This notice is not in scope for R1 implementation.



4.12.1 Description of the New PSPMPR Account with Temporary Password

The New PSPMPR Account with Temporary Password Notice is a communication that will be handed to the citizen by a caseworker who has created a Citizen Portal account for them. It includes the username and a temporary password which can be used to access the account in order to create a permanent password.

Note that this notice should never be sent by mail or to the Citizen Portal.


4.12.2 Generation Details of the New PSPMPR Account with Temporary Password

Generate this notice and never send it by postal mail or make it available in the Citizen Portal when the following event occurs:

- Caseworker created a new user account using 'New PSPMPR Account' from action menu of the Person page. See **Error! Reference source not found.** for more information.



4.12.3 Layout of the New PSPMPR Account with Temporary Password



GOVERNMENT OF PUERTO RICO
Department of Health
Medicaid Program

Usted puede obtener esta notificación en español, o en otro formato que sea mejor para usted. Llámennos al 1-787-641-4224 (TTY: 1-787-625-6955).
You can get this notice in Spanish, or in another way that's best for you. Call us at 1-787-641-4224 (TTY: 1-787-625-6955).

(1) Case Number: <XXXXXXXXXX>
(2) Letter Date: <DD Month YYYY>

(3) <Address Bar Code>
(4) <Contact Person's Name>
(5) <Mailing Address 1>
(6) <Address 2>
(7) <City>, (8) <State> (9) <Zip>

(10) Welcome to PSPMPR

Thank you for creating an online account with PSPMPR, an online portal in which you can access to your benefits from the Government Health Plan/Medicaid Program. A one-time password has been created for your account and will expire in <TempPWDays> days.

Your login details are:
Username: <username>
Password: <temporary password>

To get started, visit PSPMPR at <https://solicitamedicaid.salud.gov.pr/>. Once log in, you will be asked to choose a new password.

(11) Sincerely,

Puerto Rico Medicaid Program
contact type PR Department of Health
P.O. Box 70184
San Juan, PR 00936-8184

(13) We will always keep your information secure and private.

4.12.4 Expected Values of the New PSPMPR Account with Temporary Password

#	Description	Comments
1	Case Number	
2	Letter Date: <DD Month YYYY>	
3	Address Barcode	<PRMO-2391> Removing address barcode from FDD
4	Case's Contact Person's First Name Middle Name First Last Name	



#	Description	Comments
	Second Last Name	
5	Address Line 1	
6	Address Line 2	
7	City	
8	State	
9	Zip	
10	<Title>	See tab 'Welcome_to_PSPMPR' for snippet in SNIPPETS - Online COC.xlsx
11	< New Account Information >	See tab 'Welcome_to_PSPMPR' for snippet in SNIPPETS - Online COC.xlsx
12	Signature Block	
13	Signature Block Slogan	

4.13 <PRMO-1517> Change of Circumstance – Death of P.R. Police Officer (New)

This notice is sent to the widow/widower and child/stepchild of a police officer that passes away. The notice is sent to inform the widow/widower that they are eligible to continue to receive program benefits under the special coverage of the deceased Police.

4.13.1 Description of the Change of Circumstance – Death of P.R. Police Officer

The Change of Circumstance – Death of P.R. Police Officer is sent to the widow/widower after the CoC with date of death is received. The widow/widower has 90 days (+ 5 day grace period) to provide a response to ensure safety net coverage continues.

4.13.2 Generation Details of the Change of Circumstance – Death of P.R. Police Officer

This notice is sent by postal mail after the CoC is received indicating that the police officer has passed away. The police officer’s date of death may be updated by a case worker, or it could be updated by a batch process. The trigger is based on the date of death being updated.



The following steps will need to occur when a date of death (DoD) is received:

- Check if the person that passed away is a police officer.
- If they are a police officer:
 - Check if the deceased police officer has a spouse on the IC.
 - Check if the deceased police officer has a spouse Not on the IC. The spouse may not be living in the same household as the police officer. Check if the police officer is linked to another registered person in the Police Officer Relative Evidence.
 - If the deceased police officer has a spouse:
 - Confirm that the spouse is eligible (has coverage).

If the spouse is currently eligible for any program then the notice is sent to that spouse.

New evidence created when notice is generated


A new State Benefit Continuation Evidence must be created for the spouse when the notice is generated. The state benefit continuation evidence is used to track when the notice is sent, and the response provided by the spouse.

New Evidence Details:

- **Created date** = *current date*
- **Case Participant** = Spouse
- **Reason for Benefit Continuation** = 'Widow of a police officer retaining Safety Net Coverage'
- **Date correspondence sent** = *current date*



4.13.3 Layout of the Change of Circumstance – Death of P.R. Police Officer



Usted puede obtener esta notificación en español, o en otro formato que sea mejor para usted. Llámennos al 1-787-641-4224 (TTY: 1-787-625-6955).
You can get this notice in Spanish, or in another way that's best for you. Call us at 1-787-641-4224 (TTY: 1-787-625-6955).

(1) Case Number: <XXXXXXXXXX>
(2) Letter Date: <DD Month YYYY>

(3) <Address Bar Code>
(4) <Contact Person's Name>
(5) <Mailing Address 1>
(6) <Address 2>
(7) <City>, (8) <State> (9) <Zip>

(10) Notice - Change of Circumstance - Death of P.R. Police Officer

(11) The Puerto Rico Medicaid Program processed a Change of Circumstance in your family household and determined that you and your child(ren)/stepchild(ren) under the age of 21 or older up to age 25 who are currently enrolled in graduate education are eligible to continue receiving program benefits under the special coverage of the deceased Police. As established in Law No. 72 of ASES of September 7, 1993, as amended in, Article 6, sec. 3 (b).

You will have a period of 90 days to accept or reject this decision via written communication. For this, you need to visit one of our local offices. You may also be eligible to receive other coverage under other Medicaid Program eligibility rules.

If you need additional assistance, you can access www.medicaid.pr.gov or call us at 1-787-641-4224 (TTY: 1-787-625-6955). We are available Monday through Friday, from 8:00am to 6:00pm. You can also visit or call the Medicaid office of your choice.

(12) Sincerely,

Puerto Rico Medicaid Program
PR Department of Health
P.O. Box 70184
San Juan, PR 00936-8184

(13) We will always keep your information secure and private.

4.13.4 Expected Values of the Change of Circumstance – Death of P.R. Police Officer

#	Description	Comments
1	Case Number	
2	Letter Date: <DD Month YYYY>	



#	Description	Comments
3	Address Barcode	<PRMO-2391> Removing address barcode from FDD
4	Case's Contact Person's First Name Middle Name First Last Name Second Last Name	
5	Address Line 1	
6	Address Line 2	
7	City	
8	State	
9	Zip	
10	<Title>	See tab 'CoC-Death of P.R. Officer' snippet in SNIPPETS - Online COC.xlsx
11	<Content>	See tab 'CoC-Death of P.R. Officer' for snippet in SNIPPETS - Online COC.xlsx
12	Signature Block	
13	Signature Block Slogan	

5 Screen Modifications

This section contains screenshots that are modified based on PREE requirements and/or JAD discussions. There are two types of screenshots described in the following sections:

- Modify - these are OOTB screens with modifications. Modifications are identified by a numbered red square that references the description in text below the screenshot.
- New – these are new screens created based on specific requirements which have been requested. The new screens include numbers which reference the description in the text below the screenshot.



5.1 Interview

The Interview page allows the user to designate a place and time for an interview to occur. The interview can be an in-person or phone interview. This functionality is documented within in the Renewals FDD.

OOTB, once an interview is scheduled, a notice is triggered to inform the applicant/beneficiary. This functionality will be modified in PREE so that an Appointment Notice is not triggered by default, but only if the user selects to create the notice. The specifics of the changes made to the Interview screen are detailed in section 5.2 of the Renewals FDD.

5.2 Communications

The Communications tab for a person or case lists all the notices that have been created for a particular applicant/beneficiary or case. PREE will modify the OOTB behavior to limit this list to notices generated in the past 5 years, with the most recent notice being displayed at the top.

Please note, that while this screen is designed to only show notices generated in the past 5 years, it is assumed that all generated notices would continue to be stored in a database that could be accessed if necessary.

OOTB, there does not seem to be any way to tell how a notice was generated. PREE will be updated to differentiate between notices that a user manually generated versus notices that were generated via the GenerateNotices batch process.

Additionally, PREE needs to give users the ability to re-print a notice via the Central Print process, which is not currently possible OOTB.

5.2.1 Screenshot (Modify)

Subject	Type	Name	Communication Status	Generated By	Date	Status
▶ Notice of Decision	Recorded	Lorelai Gilmore	Sent	Batch Process	6/14/2019	Active
▶ Notice of Decision	Recorded	Lorelai Gilmore	Sent	Batch Process	6/14/2019	...
▶ Notice of Decision	Recorded	Lorelai Gilmore	Sent	eligibilityspecialist	6/10/2019	View Document
▶ Notice of Decision	Recorded	Lorelai Gilmore	Sent	Batch Process	6/5/2019	Reprint via Central Print
						Delete...

Figure 9: Communications Screen

5.2.2 Description of Modification

1. Generated By

Modify this screen by adding the 'Generated By' column. If the notice was generated via the GenerateNotices batch, display "Batch Process", else, display the username of the person who manually generated the notice.



2. Communications List, Modify

Show all communications for the applicant/beneficiary/case for the past five years, displaying the most recent communication at the top of the list by default.

3. Communication Action Menu, Modify

Add an additional option to the Action Menu titled 'Reprint via Central Print', so that the user can reprint the notice via the central printing process.

5.3 Pro Forma Communication Type: Request for Information

OOTB, there is a 'Request for Information Reason' drop down which is mandatory. PREE will be modified to remove this drop down, as it is not necessary to differentiate between an RFI that is being sent for an initial application versus a renewal application, or a change of circumstances.

5.3.1 Screenshot (Modify)

New Pro Forma Communication ? ×

* required field

Correspondent Name: Porfirio Ortiz

Correspondent Type: Client

Please select an existing address or enter new address details.

Select Address: [Dropdown]

Apt/Suite: [Text] Street 1: [Text]

Street 2: [Text] City: [Text]

State: [Dropdown] Zip: [Text]

1 Request for Information Reason * [Dropdown]

Additional Information: [Text Area]

Central Print:

Associated Files: [Dropdown]

File Location: [Text] File Reference: [Text]

Previous Save Cancel

2

Figure 10: Pro Forma Communication Type: Request for Information



5.3.2 Description of Modification

1. Request for Information Reason

Remove this drop down

2. Save Button

Remove the required validation for the Request for Information Reason field

5.4 Pro Forma Communication Type: Request for Contact

<CR-39> The wording of the first text field ~~needs to be modified~~ on the OOTB Request for Contact Pro Forma Communication screen ~~when the 'Request for Contact' is selected as the type of notice~~ needs to be modified. <CR-39>



5.4.1 Screenshot (Modify)

New Pro Forma Communication ? ×

* required field

Correspondent Name: Lisa Charles

Correspondent Type: Client

Please select an existing address or enter new address details.

Select Address: [Dropdown]

Apt/Suite: [Text] Street 1: [Text]

Street 2: [Text] City: [Text]

State: [Dropdown] Zip: [Text]

1 We have questions about the following: [Dropdown]

Here is what you need to do to clarify the situation: [Text Area]

Associated Files: [Text]

Figure 11: Pro Forma Communication Type: Request for Contact

5.4.2 Description of Modification

1. We have received the following information, Modify

Modify field label to read 'We have questions about the following:'



6 <CR-45> Batch Modifications

The Batch Modifications section will provide a detailed list of all batch processes that have being modified, added, or removed to satisfy PRMP Notices and Forms requirements.

6.1 Recertification Notice Batch (OOTB - Modify)

The Recertification Notice batch is used to generate the notices to beneficiaries during the recertification process. This is an OOTB batch that is being modified to update the generation date of the Termination Due to Expiration notice and the Notice of Decision for Automatic Renewal of Benefits, eliminate the creation of the Reminder Notice and create the renewal notices for the auto-eligible populations.

The OOTB Reminder Notice is generated if the recertification is not completed by the 5th day of the month in which the beneficiary's certification ends. The generation date of the 'Termination due to Expiration' notice is being modified to take into account the Adequate Notice Period. Essentially this notice will be created 21 days prior to the end of the month, per the current time periods defined in the [Glossary](#). The date the Renewal Notice and the Notice of Decision for Automatic Renewal of Benefits are generated is being modified to account for the PREE Ex-Parte process.

6.1.1 High Level Steps

The items in grey represent modifications being made to the Recertification Notice batch to satisfy PRMP renewal policy.

<PRMO-2819> X represents the number of months prior to the end of an active beneficiaries' eligibility that the Annual Recertification Process is conducted.

X = **Annual recertification period** in the renewals FDD.

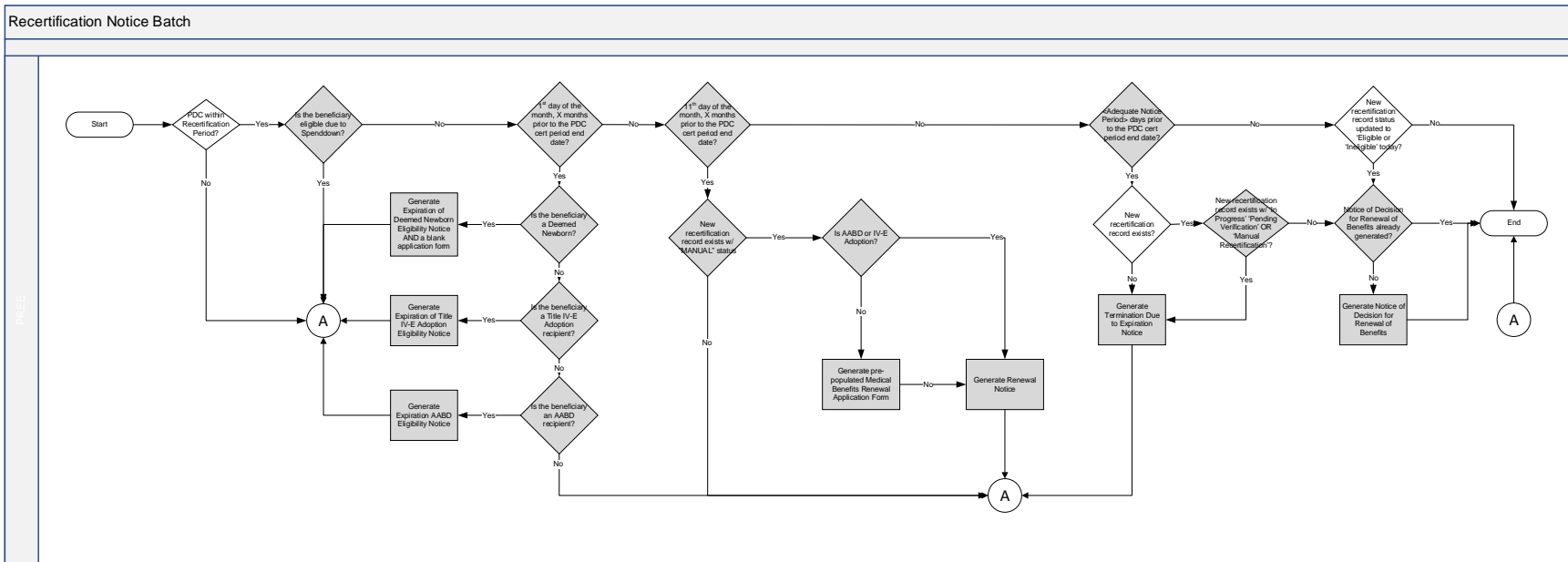


Figure 12: <PRMO-565> <PRMO-2819><PRMO-2986> Recertification Notice Batch



6.1.2 Predecessor

RRV Case Identification Batch – refer to the Renewals FDD for additional details.

Ex Parte Recertification Batch – refer to the Renewals FDD for additional details.

Recertification Interview Batch – refer to the Renewals FDD for additional details.

- The Recertification Notice batch will generate the notice for the cases that went through the Ex Parte process on the day after the Ex Parte Recertification and Recertification Interview batches is scheduled to be completed; this is because if an error occurs during the execution of the Ex Parte Recertification and Recertification Interview batches, the system administrator has a day to resolve the issues and re-run the batches if necessary.

6.1.3 Successor

To be identified by the development team.

6.1.4 Execution Frequency

Nightly

6.1.5 Inputs

The inputs for this batch will be determined by the development team.

6.1.6 Outputs

The outputs for this batch will be determined by the development team.

6.1.7 Detailed Steps

- **IF** the PDC is within the recertification period
- **AND IF** the beneficiary is NOT a recipient of Spenddown coverage
 - **AND IF** a PDC exists with today being the first day of the month, ~~<PRMO-565> four-three~~ <PRMO-2819> X months prior to the date the certification ends
 - **AND IF** the beneficiary is a deemed newborn
 - **THEN** generate the 'Expiration of Deemed Newborn Eligibility Notice' (along with a blank Medical Benefits Application Form).
 - **OR IF** the beneficiary is a Title IV-E Adoption recipient,



- **THEN** generate the 'Expiration of Title IV-E Adoption Eligibility Notice'
- **OR IF** the beneficiary is an AABD recipient
 - **THEN** generate 'Expiration of AABD Eligibility Notice'
 - **ELSE** end.
- **OR IF** a PDC exists with today being the 11th day of the month, ~~<PRMO-565>~~ ~~four~~ ~~three~~ <PRMO-2819> X months prior to the date the certification ends
 - **AND IF** a new certification record exists with status of <PRMO-2986> 'Eligible' 'MANUAL' <PRMO-2986>
 - ~~**THEN** generate the 'Notice of Decision for Automatic Renewal of Benefits' along with the pre-populated Medical Benefits Renewal Application Form.~~
 - ~~**ELSE** generate the 'Renewal Notice' along with the pre-populated Medical Benefits Renewal Application Form~~
 - **AND IF** The program is AABD or Title IV-E Adoption
 - **THEN** generate the 'Renewal Notice' along with the pre-populated Medical Benefits Renewal Application Form
 - **ELSE** generate the pre-populated Medical Benefits Renewal Application Form and the 'Renewal Notice' along with the pre-populated Medical Benefits Renewal Application Form.
- **OR IF** today's date is equal <Adequate Notice Period> days prior to the PDC cert period end date
 - **AND IF** a new recertification record does not exist
 - **THEN** generate the 'Termination Due to Expiration' notice
 - **AND IF** a new certification record exists with status of 'In Progress', OR 'Pending Verification', OR 'Manual Recertification'
 - **THEN** generate the 'Termination Due to Expiration' notice
 - **ELSE IF** the 'Notice of Decision for Renewal of Benefits' has not already been generated
 - **THEN** generate the 'Notice of Decision for Renewal of Benefits'
- **OR IF** a new recertification record status was updated to 'Eligible' OR 'Ineligible' today



- **AND IF** the 'Notice of Decision for Renewal of Benefits' has not already been generated
 - **THEN** generate the 'Notice of Decision for Renewal of Benefits'

6.1.8 Control Report

To be identified by the development team



7 Use Cases

This section contains Use Cases and Scenarios associated with the Notices and Forms FDD. Use cases describe the high-level processes to complete an activity. Scenarios will be used to validate the modification made within the Notices and Forms FDD.

7.1 Use Case 1: Worker views notice at the Person Level

7.1.1 Description

The use case will instruct the user how to view system-triggered notices.

7.1.2 Actors

Worker

7.1.3 Pre-Conditions

Notice has been generated

7.1.4 Post-Conditions

None

7.1.5 Main Scenario

To view the system triggered notices, follow the steps below.

1. Worker searches for and opens the Primary Applicant record
2. Worker selects the 'Client Contact' tab
3. Worker selects 'Communications'
4. Worker selects 'View Document' from the action menu next to the Notice
5. Worker reviews the notice
6. End use case

7.1.6 Extensions

None

7.1.7 Frequency

As needed

7.1.8 Special Requirements

None



7.2 Use Case 2: Worker views notice at the Integrated Case Level

7.2.1 Description

The use case will instruct the user how to view system-triggered notices.

7.2.2 Actors

Worker

7.2.3 Pre-Conditions

Notice has been generated

7.2.4 Post-Conditions

None

7.2.5 Main Scenario

To view the system triggered notices, follow the steps below.

1. Worker searches for and opens the Integrated Case
2. Worker selects the 'Contact' tab
3. Worker selects 'Communications'
4. Worker selects 'View Document' from the action menu next to the Notice
5. Worker reviews the notice
6. End use case

7.2.6 Extensions

None

7.2.7 Frequency

As needed

7.2.8 Special Requirements

None

7.3 Use Case 3: Worker views notice at the Application Case Level

7.3.1 Description

The use case will instruct the user how to view system-triggered notices.

7.3.2 Actors

Worker



7.3.3 Pre-Conditions

Notice has been generated

7.3.4 Post-Conditions

None

7.3.5 Main Scenario

To view the system triggered notices, follow the steps below.

1. Worker searches for and opens the Integrated Case
2. Worker selects the 'Contact' tab
3. Worker selects 'Communications'
4. Worker selects 'View Document' from the action menu next to the Notice
5. Worker reviews the notice
6. End use case

7.3.6 Extensions

None

7.3.7 Frequency

As needed

7.3.8 Special Requirements

None

7.4 Use Case 4: User manually creates a notice

7.4.1 Description

The use case will instruct the user how to manually create a notice.

7.4.2 Actors

Worker

7.4.3 Pre-Conditions

There is an open medical benefits application or integrated case.

7.4.4 Post-Conditions

A notice is sent to the notices queue.

7.4.5 Main Scenario

1. Worker navigates the Primary Applicant record



2. Worker selects the 'Contact' tab
3. Worker selects 'Communications'
4. Worker select 'New Pro Forma'
5. Worker checks the 'Client is Correspondent' checkbox and clicks 'Next'
6. Select applicable Communication Type and select 'Search'
7. Select applicable notice
8. Select applicable reason, check 'Print Now', and Click 'Save'
9. End use case

7.4.6 Extensions

None

7.4.7 Frequency

As needed

7.4.8 Special Requirements

None

7.5 Use Case 5: User manually generates a notice at the Person Level

7.5.1 Description

The use case will instruct the user how to manually generate a notice that has been sent to the notices queue.

7.5.2 Actors

Worker

7.5.3 Pre-Conditions

A notice for the applicant/beneficiary has been sent to the notices queue

7.5.4 Post-Conditions

The notice is generated and shown on the Communication tab.

7.5.5 Main Scenario

1. Worker navigates the Primary Applicant record
2. Worker selects the 'Client Contact' tab
3. Worker selects 'Notice Queue'
4. Worker selects the "Generate..." from the action menu
5. End use case



7.5.6 Extensions

None

7.5.7 Frequency

As needed

7.5.8 Special Requirements

None

7.6 Use Case 6: User manually generates a notice at the Integrated Case Level

7.6.1 Description

The use case will instruct the user how to manually generate a notice that has been sent to the notices queue.

7.6.2 Actors

Worker

7.6.3 Pre-Conditions

A notice for the applicant/beneficiary has been sent to the notices queue

7.6.4 Post-Conditions

The notice is generated and shown on the Communication tab.

7.6.5 Main Scenario

1. Worker navigates the Integrated Case
2. Worker selects the 'Contact' tab
3. Worker selects 'Notice Queue'
4. Worker selects the "Generate..." from the action menu
5. End use case

7.6.6 Extensions

None

7.6.7 Frequency

As needed

7.6.8 Special Requirements

None



7.7 Use Case 7: User manually generates a notice at the Application Case Level

7.7.1 Description

The use case will instruct the user how to manually generate a notice that has been sent to the notices queue.

7.7.2 Actors

Worker

7.7.3 Pre-Conditions

A notice for the applicant/beneficiary has been sent to the notices queue

7.7.4 Post-Conditions

The notice is generated and shown on the Communication tab.

7.7.5 Main Scenario

1. Worker navigates the Application Case
2. Worker selects the 'Contact' tab
3. Worker selects 'Notice Queue'
4. Worker selects the "Generate..." from the action menu
5. End use case

7.7.6 Extensions

None

7.7.7 Frequency

As needed

7.7.8 Special Requirements

None



8 Scenarios

The following section details testing scenarios related to notices and forms.

Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
Notice-Forms-01	<p>This scenario is testing that a Notice of Decision for Medical Benefits Application with Medicaid Approved Snippets are being appropriately created for each of the household members, when all household members are eligible for Medicaid.</p> <p>Key Data Consideration:</p> <p>Applicants - Father, Mother, Child 1 (1 year old), Child 2 (1 month old).</p> <p>Income - Father (EI=Wages and Salaries, monthly, \$543).</p> <p>Income - Mother (EI=Tips and Commission, monthly, \$400).</p> <p>Income Deductions - None.</p> <p>Child Income - None.</p> <p>AI/AN Income Exception - None.</p>	<p>Application Case has been disposed and each member’s PDC has been approved and activated.</p>	<p>Generate the “Notice of Decision for Medical Benefits Application” with “Medicaid Approved” snippets for each of the household members.</p>
Notice-Forms-02	<p>This scenario is testing that a Notice of Decision for Medical Benefits Application notice is appropriately created, when some household members are eligible for Medicaid, while others are denied due to SSN.</p>	<p>Application Case has been disposed and Mother and Child are approved for medical benefits and their PDCs have been activated.</p>	<p>Generate the “Notice of Decision for Medical Benefits Application” with “Medicaid Approved” snippets for Mother and Child, for Father display “Denied w/reason of SSN” snippet.</p>



Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
	<p>Key Data Considerations:</p> <p>Applicants - Father, Mother, Child (age 2 years old).</p> <p>Income - Father (EI=Wages & Salaries, monthly, \$800).</p> <p>Income - Mother (\$0).</p> <p>Income - Child (\$0).</p> <p>Income Deduction – None.</p> <p>AI/AN Income Exception – None.</p> <p>Mother and Child satisfy PRMP's Non Financial Requirements.</p> <p>Father did not satisfy PRMP's Non Financial Requirements - (Did not meet SSN requirement).</p>		
Notice-Forms-03	<p>This scenario is testing that a Notice of Decision for Change of Circumstance is created with the appropriate Reason of Insurance snippet, when a child has insurance and the income falls between MAGI Child and MAGI Chip ranges.</p> <p>Child has other medical insurance and was found eligible for MAGI Child. The income has changed so that the child fails MAGI Child (but would be eligible for MAGI CHIP based on income), so they are evaluated for MAGI CHIP.</p>	<p>Change is reported on existing case and after doing the reassessment the child has been found ineligible for CHIP.</p>	<p>Generate the "Notice of Decision for Change of Circumstance" with "Reason of Insurance" snippet.</p>



Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
	<p>Generate the Notice of Decision for Change of Circumstance</p> <p>Key Data Considerations:</p> <p>Insurance: Child has insurance.</p> <p>Income: falls between MAGI Child and MAGI CHIP ranges.</p> <p>Evaluation Type = MAGI.</p>		
Notice-Forms-04	<p>This scenario is testing that a Notice of Decision for Renewal of Benefits is appropriately generated for a household who's renewal application has been processed by a user.</p> <p>Preconditions:</p> <p>On-going case up for renewal.</p> <p>Mother and 5-year-old child.</p> <p>Income - Mother (Earned Income=Wages and Salaries, monthly, \$430).</p> <p>Income Deductions - None.</p> <p>Child Income - None.</p> <p>AI/AN Income Exception - None.</p> <p>Mother and child eligible for MAGI.</p> <p>Key Data Considerations:</p> <p>Renewal application added and processed by user.</p>	<p>Renewal has been performed on the existing case and each household member is continuing to receive benefits.</p>	<p>Generate the "Notice of Decision for Renewal of Benefits".</p>



Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
	Income increased - Mother (Earned Income= Wages and Salaries, monthly \$450).		
Notice-Forms-05	<p><CR-39> This scenario is testing that a Notice of Decision for Medical Benefits Application with State Coverage Approved Snippet is appropriately created for an individual who is a widow(er) of a police officer.</p> <p>Key Data Considerations: Applicant and spouse - Adult (55 years old). Relationship - Widow(er) of a police officer spouse of active police officer Income = \$80,000 annually. <CR-39></p>	Application Case has been disposed and the individual has been approved for State coverage and the PDC is activated.	Generate the "Notice of Decision for Medical Benefits Application" with the "State Coverage Approved" snippet.
Notice-Forms-06	<p>This scenario is testing that a Notice of action of type 'Application Withdrawn Per Your Request' is appropriately created when an application has been withdrawn per the applicant's request.</p> <p>Key Data Considerations: Application is withdrawn with a withdrawn reason 'per applicant's request'.</p>	Application status is 'In Progress' or 'Submitted' and application is withdrawn per the applicant's request.	Generate the "Notice of Decision for Application withdrawn per your request"
Notice-Forms-07	This scenario is testing that a Request for Information Notice is appropriately	<CR-39>	Generate the "Request for information notice" with the



Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
	<p>created for an "In Progress" application that has unverified evidence and was submitted more than the number of days defined in the 'Initial RFI wait period' setting.</p> <p>Key Data Considerations: The following pieces of evidence have not been verified: Income, Citizenship.</p>	<p>Application is submitted and status is in "In Progress" Income and Citizenship evidence is not verified.</p> <p>The application was submitted more than 3 days ago ('Initial RFI wait period' is currently set to 3 days).</p> <p><CR-39></p>	<p>appropriate missing information and acceptable documents populated.</p>
Notice-Forms-08	<p>This scenario is testing that an Appointment Notice is appropriately created when the user schedules an interview for a person and checks the 'Create Appointment Notice' checkbox.</p> <p>Key Data Considerations: Populate the following on the Interview screen: Interview Date: Three weeks from today's date. Interview Time: Anytime during normal business hours. Create Appointment Notice checkbox is checked.</p>	<p>An applicant or beneficiary calls to request an interview appointment.</p>	<p>Generate the "Appointment Notice"</p>
Notice-Forms-09	<p>This scenario is testing that a Request for Contact notice is appropriately created when the user creates the</p>	<p>During a quality control review of the case an anomaly is detected where the worker needs to discuss</p>	<p>Generate the "Request for Contact"</p>



Scenario Number	Scenario Explanation	Scenario Description	Expected Outcome
	<p>notice using the Pro Forma: Request for Contact screen.</p> <p>Key Data Considerations:</p> <p>The following fields on the New Pro Forma: Request for Contact screen are populated:</p> <p>‘We have questions about the following’</p> <p>‘Here is what you need to do to clarify the situation’</p>	<p>the discrepancy with the beneficiary. User creates a new Pro Forma: Request for Contact notice for the beneficiary.</p>	

Table 18: Scenarios



9 Development Considerations

Several Developer’s notes have been called out throughout the FDD, but the following should be considered for all notices and forms.

9.1 Adequate Notice Timing

<CR-39> The time required to inform a beneficiary of a negative change is already factored into Case Management processes as part of the Adverse Action process. For example, if a CoC is processed on the 12th day of the month, the system will not change the beneficiary’s eligibility until the end of the following month to account for the Adequate Notice Period.

The Adverse Action process is defined in the Case Management FDD, however the timing of ensuring that a notice is sent to a beneficiary with appropriate notice, is defined in this FDD. The Adequate Notice Period is defined in the Glossary. For example, if a CoC is processed on the 12th day of the month, the system will not change the beneficiary’s eligibility until the end of the following month. <CR-39>

<CR-45> The Adequate Notice Cutoff Date is the date defined by PRMP as the last day of the month in which an adverse action can be processed on a case, and the associated notice generated, and the changes go into effect at the end of the same month. The table below displays the cutoff day in each month based on the number of days in the month.

Cutoff Date in the month	Number of days in the month
7th day of the month	28 days in the month
8th day of the month	29 days in the month
9th day of the month	30 days in the month
10th day of the month	31 days in the month

Table 19 - Adequate Notice Cutoff Date

9.2 Template Formatting

It’s important to ensure that all notice text, defined for each notice and form, as well as text defined in the header and footer are completely visible when printed. All tables and checkboxes included in the templates must be aligned properly so that the form or notice is printed appropriately both via hard copy and electronic versions. Tables should break appropriately across pages (header repeated at the top, etc.).



9.3 Evaluation Types

The denial reason snippets added to the Notice of Action are based on the applicant/beneficiary's evaluation type and the hierarchy. If evaluation type is 'MAGI' only, then the denial reason will be based on how the person fails the MAGI and/or 'CHIP' evaluations. If the evaluation type is 'Non-MAGI', then the denial reason should be based on the State evaluation. If the evaluation type is 'MAGI and Non-MAGI', then the denial reason should be based on the State evaluation.

10 Training Considerations

10.1 Notice Trigger vs Notice Generation vs Notice Printing

There are two distinct concepts that users need to understand when learning about the Notices in PREE. Some system notices can only be triggered by other events that happen in the system, for example, authorizing an applicant/beneficiary's Product Delivery Case (PDC) will trigger a Notice of Action to be sent to the notices queue. Other system notices are directly triggered by the user, for example when they generate a Request for Contact notice using the New Pro Forma Communication screen.

Triggering a notice is entirely different from generating the notice. When a notice is triggered, it is sent to the notices queue and at this point it has not been generated.

Certain types of triggers will be consolidated by the system during notice generation. For example, when the Notice of Decision for Medical Benefits Application is generated, the system will consolidate all triggers for an integrated case (IC) into a single notice. That means if there were four individuals on the IC, some of whom have had their PDCs authorized for benefits and some of whom have had their eligibility decisions denied, all the applicable snippets that were triggered, will be rolled into a single notice.

The system will generate all notices that have been sent to the notices queue at the end of the day when the GenerateNotices batch runs, unless the notice has already been manually generated.

Users have the ability to manually generate a notice that has already been sent to the notice queue. This gives the user the ability to view (and print) the notice on-demand, which would be useful if the applicant/beneficiary would prefer to be handed the notice at the time of their interview, for example.

Once a notice has been generated, it can be manually printed, locally, by a user or it can be sent to Central Print to be printed/mailed in bulk via a central print process.



10.2 Notice Printing and Letter Date

<CR-98> The notice letter date is the date that is printed on the notice. The letter date will be determined by the way the user chooses to generate the a notice. ~~will determine what date is printed on the notice.~~ If the user allows the notice in the notice queue to be generated via the GenerateNotices batch, this notice will be generated with a future date (the predicted letter date that the notice will actually enter the mail – this letter date is defined via the print processing period configurable setting, which is currently set to 5 days, plus an additional ~~one~~ day which is dependent on the time the GenerateNotices batch runs. ~~from when the notice is sent to the notices queue~~). The additional day is only added to the print process period if the batch runs before midnight of the day the notice was sent to the notices queue.

If the user opts to manually generate a notice from the notices queue, the notice letter date will be set to the date the notice was generated (i.e. today's date). If the user chooses to manually generate a notice, they can still have the notice printed via the Central Print process, but the letter date ~~printed on the notice~~ will remain today's date and will not reflect the extra processing time added to notices that are generated by the GenerateNotices batch. It is important for users to understand that they probably should not manually generate a notice unless they are planning to locally print the notice, so that timing of the notice is appropriate. For additional details on how the Letter Date is determined refer to the Letter Date definition within the Glossary section.

10.3 Request for Information Notice

This notice is unique in that practically speaking, the user will likely be the one initiating the creation of this notice, yet it will not be immediately apparent what will display on the notice. This could lead to confusion about what the user should type in the 'Additional Information' field.

This notice pulls snippets into the notice based on missing verification(s). It could be helpful to have a notice that has already been generated for a specific example case to show the user while training them on this notice. Have the trainees look at the evidence dashboard for the IC so that it's clear how many (and which) pieces of evidence have outstanding verifications. This way users will be able to understand the relationship between what they see on the evidence dashboard and what will be printed in the grid in the RFI notice.

10.4 Explaining each notice with examples

It will be important to include many sample notices with any training materials as well as an explanation of why the notice was generated or why a specific statement is shown on the notice.

Whenever an applicant/beneficiary receives a notice that they don't understand, they will likely bring it in to a PRMP office to ask what it means. It's important that



the workers understand what they are looking at and why a particular notice and/or snippet would be sent to the applicant/beneficiary.

10.5 Timing of Notices

Workers will need to be cognizant of the time it will take for a notice to be generated and mailed to an applicant/beneficiary. Currently, the print processing time is being set at 5 calendar days (this is the time that it takes to get something in the mail via the Central Print process). The 5-day period begins the day after the notice is triggered in the system. There is an additional delivery period defined which is set at 5 days. What this means is that when a notice is sent to the notices queue (either via a system trigger or via manual creation) on June 1st, and will be mailed via the Central Print process, the worker should not expect the user to receive that notice until June 12th. This would be particularly relevant if the worker was deciding whether or not to mail an Appointment Notice to an applicant/beneficiary. If the appointment was scheduled 11 or less days from the current date, it would not make sense for the appointment notice to be mailed.

11 Related Documents

Document Name
Evidence and Verification Mapping workbook
Renewals FDD
Intake Application Processing FDD
Security and Organization Structure FDD
SNIPPETS workbook
PARIS Interface Control Document (ICD)

Table 20: Related Documents

12 Requirements Matrix

This section contains a Requirements Matrix that states the Requirement Description, if there is a Fit or Gap, and any Implementation Details. The Requirements Matrix only contains requirements pertaining to the Notices functionality within PREE. All requirements for the PREE project are maintained in JIRA. Below is an extract from JIRA of the requirements related to Notices FDD. The requirements and the implementations details listed below will also be included within the PREE Project Requirement Traceability Matrix (RTM). The Requirement



Met OOTB Status' column represents PRMP's approval for the requirements that RedMane has demonstrated have been met OOTB without modifications. If 'N/A' is displayed within this column then modifications had to be made to satisfy the applicable requirement.

For requirement traceability purposes, the following requirements are met and mapped to this design document. Please note that the outcome of the following issues may affect this section:

- EE-DL00109
- EE-AI00345/EE-DL00140

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-CM-008	The Solution shall display all notices and correspondence for an eligibility case or appeals case in chronological order.	Fit	PREE will store notices and correspondences by most recent date for 5 years.	N/A
FR-CM-033	The Solution shall have the ability to generate an automated pre-populated renewal/recertification form to request additional information when a renewal cannot be automated.	Fit	PREE will include a pre-populated Renewal Form that will be sent to the client during the Recertification process.	N/A
FR-CM-038	The Solution shall have the ability to generate a Request for Information notice, which has specific content pertaining to the Age-Out/ Postpartum/ Eligibility Grouping Assessment process.	Fit	PREE can generate a Request for Information notice, which will call out any pieces of evidence with missing verifications. JAD participants were unclear as to why the requirement specifically mentions Age-Out/ Postpartum/ Eligibility Grouping process, and felt it was not necessary to address.	N/A



I.4.2.j.ii Completed Notices/Forms FDD

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-ED-058	The Solution shall generate notices and dynamically populate the text in accordance with Puerto Rico and Federal Program rules, policy, administrative procedures and Puerto Rico design.	Fit	This design calls out triggers and snippets to dynamically generate appropriate notices in accordance with Puerto Rico and Federal program rules.	N/A
FR-ED-059	The Solution shall allow user roles, as defined by Puerto Rico, to manually trigger notices.	Fit	This FDD calls out which notices can be manually triggered by a user, while other notice types can only be initiated by the system. The specific user role part of this requirement will need to be addressed by the Security and Organization FDD.	N/A
FR-ED-060	The Solution shall produce notices in English and Spanish, in addition to other languages as defined by Puerto Rico.	Fit	All notices and forms will be available in both English and Spanish.	N/A
FR-ED-064	The Solution shall allow user roles, as defined by Puerto Rico, to review a notice prior to its production.	Fit	Users can manually generate and view a notice, prior to the notice being sent to Central Print. The Security and Organization FDD will need to address the specifics of the user roles.	N/A
FR-ED-065	The Solution shall generate notices and forms pre-populated with case data based on triggers approved by Puerto Rico.	Fit	PREE will populate data within notices and forms based on specifics defined in our JAD session and documented in this FDD.	N/A



I.4.2.j.ii Completed Notices/Forms FDD

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-ED-066	The Solution shall generate notices at the Applicant/member/case level.	Fit	PREE will generate if it impacts the Primary Applicant/beneficiary, Household Member, and/or Case.	OOTB
FR-ED-067	The Solution shall have the ability to electronically store generated notices.	Fit	PREE electronically stores all generated notices for five years.	OOTB
FR-ED-068	The Solution shall allow user roles, as defined by Puerto Rico, to suppress notices on an Applicant/member/case-level basis.	Gap	PRMP understands that this may have been written with concern about suppressing "actions" on cases during emergencies or, for instance, while under investigation for various reasons. PRMP understands these situations will be handled in PREE through adjusting the eligibility dates and status of a case and not through notices actions. These requirements should therefore not be considered when developing notices in PREE.	N/A



I.4.2.j.ii Completed Notices/Forms FDD

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-ED-069	The Solution shall allow user roles, as defined by Puerto Rico, to suppress notices on a program-level basis.	Gap	PRMP understands that this may have been written with concern about suppressing "actions" on cases during emergencies or, for instance, while under investigation for various reasons. PRMP understands these situations will be handled in PREE through adjusting the eligibility dates and status of a case and not through notices actions. These requirements should therefore not be considered when developing notices in PREE.	N/A
FR-ED-070	The Solution shall have the ability to generate a file of all notices to be printed and mailed from a centralized location in accordance with Puerto Rico's design and rules.	Fit	PREE will utilize a Central Print process to address this.	N/A
FR-ED-073	The Solution shall have the ability to print a notice locally.	Fit	PREE allows system users to print notices locally.	OOTB



I.4.2.j.ii Completed Notices/Forms FDD

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-ED-075	The Solution shall have the ability to bundle and send out multiple notices and/or send out notices with corresponding forms together.	Fit	PREE will flag notices related to a single case and group them together in the case of Notices of Decisions. Additionally, this FDD specifies that the Recertification Notice be sent with the Medical Benefits Recertification Application form.	OOTB
FR-ED-076	The Solution shall have the ability to identify whether notice was auto-generated or worker-generated.	Fit	The system will be modified to differentiate between notices that are printed via the Central Print process versus locally printed by a user. JAD participants clarified that it was more important to understand how the notice was printed (and thus where communication broke down), than it was to understand if the notice was triggered by a system action versus a manually triggered notice.	N/A
FR-ED-104	The Solution shall provide a link to the relevant section of policy manuals to identify the policy directing the eligibility outcome.	Fit	Notice of Action denial snippets will include policy references explaining the ineligible result. Snippets and policy references will be provided by PRMP.	N/A



I.4.2.j.ii Completed Notices/Forms FDD

Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-EDT-006	<p>The Solution shall have the ability to generate an Eligibility Determination Notice for each Applicant when an eligibility determination is made. The Notice shall include, but is not limited to, the following:</p> <ul style="list-style-type: none"> i. All applicable reasons for eligibility/ineligibility ii. The associated eligibility program(s). iii. Effective dates of eligibility. iv. Appeal language and appeal dates. v. Assigned/preferred MCO vi. The MPI number for each member/beneficiary 	Fit	<p>The Notice of Action defines specific snippets that are triggered based on the applicant/beneficiary eligibility determination and other factors defined in this FDD.</p>	N/A
FR-GEN-006	<p>The Solution shall provide all the reports and notices in Spanish and English.</p>	Fit	<p>PREE will generate all notices in both English and Spanish. The Reports portion of this requirement will be covered in the Reporting FDDs.</p>	N/A
FR-INT-057	<p>The Solution shall produce vital documents in English and Spanish, in addition to other languages as defined by Puerto Rico. Vital documents include but are not limited to application, renewal, and notice forms.</p>	Fit	<p>All notices in PREE will be generated in both English and Spanish.</p>	N/A



Requirement Number	Requirement Description	Fit-Gap	Implementation Details	Requirement Met OOTB Approval Status
FR-NT-001	The Solution shall allow user roles, as defined by Puerto Rico, to re-generate notices with original content.	Fit	The original notices are stored at the case and participant level and can be reprinted at any time.	N/A
FR-NT-002	The Solution shall apply USPS bar-coding to all mailed documents.	Fit	The Notice of Action generated from PREE will include the USPS bar code.	N/A
FR-NT-003	The Solution shall have the ability to future date letters and notices.	Fit	PREE notices are configured to allow for today's date to be printed on manually generated notices, whereas notices that are being sent to Central Print can be future dated to account for the mail generation and mailing process.	N/A
FR-NT-004	The Solution shall have the ability to generate a copy of a notice and send to multiple mailing addresses or notification channels as documented in the Applicant's profile.	Gap	Once a notice has been generated, system users can reprint a notice, but the address on the generated notice will not change. The participants in our JAD session questioned in what circumstances we would want a notice to be sent to multiple address or via multiple notification channels. That functionality seems counter to PRMP's goals.	

Table 21: Requirements Matrix



13 Issue Register

Issue #	Issue	Resolution	Resolution Date
EE-AI00325	Discuss eligibility policies that should be included on notice of decisions (e.g., Developing the "snippets" for the Notices)		
EE-DL00109	Pending Project Decision regarding all modifications to requirements.		
EE-AI00345/EE-DL00140	Notification needed to notify an applicant/beneficiary of their communication channel choice and ability to change		
EE-AI00811 / EE-RI00144	Confirm Central Print process. This impacts all notices.		
EE-AI00871/EE-CR0027	PRMP to confirm the process for deemed newborn coverage		
EE-AI00907	Define action plan for PREE Notices that exceed 14 pages in length. This impacts all notices.		
EE-AI00990	PRMP to provide final version of the Medical Benefits Renewal Application form.		

Table 22: Issue Register

14 Deliverable Schedule

FDD Submission Schedule	Planned Dates
FDD Submission Date:	June 24, 2019
PRMP Draft Review and Comment Period:	July 10, 2019 – July 15, 2019
Second FDD Submission:	July 16, 2019
PRMP Draft Review and Comment Period (part 2):	July 17, 2019 – July 18, 2019
FDD Review Session day 5	July 19, 2019
Final Submission	July 26, 2019

Table 23: Deliverable Schedule



15 Appendix

15.1 Glossary

Term	Definition
Adequate Notice Period	This is the period of time in which a notice must be created for a beneficiary who will experience an adverse action in order for the change to go in effect at the end of the month in which the change was reported. It is defined as a combination of the <CR-45> <CR-98> Letter Date Print Processing Period + the Delivery Period + the Response Period. +1 Day.
Delivery Period	This is the CMS-defined delivery period. This is a configurable setting that defines the number of days that it is expected to take a notice to reach the applicant/beneficiary once the mailing has entered the mail. <CR-45> Currently this should be set to 5 days.
Disposition	This term is used to describe the process of completing an application in PREE by either acceptance/denial of the eligibility results or withdrawal of the application.
Initial RFI Wait Period	This is a configurable setting that defines the number of days the system will wait before a Request for Information Notice will be created for an applicant/beneficiary due to unverified evidence. <CR-60> Currently this should be set to 3 days.
<CR-98> Letter Date	<p><CR-98> The system generated date that is printed on the notice. Below is the system logic to determine the letter date:</p> <ul style="list-style-type: none"> ▪ If the notice is manually printed the Letter Date = 'Today's Date'. ▪ If the batch runs before midnight and the notice is sent to Central Print, the Letter Date = 'Today's Date' + 'Print Processing Period' + 1 day. ▪ If the batch runs after midnight and the notice is sent to Central Print, the Letter Date = 'Today's Date' + 'Print Processing Period'.
Print Processing Period	This is a configurable setting that defines the number of days that it is expected to take before a mailing enters the mail. <CR-45> Currently this should be set to 5 days.
<CR-126>	<CR-126>



Term	Definition
Renewal Response Period	This is a configurable setting that defines the number of days a beneficiary has to respond to the Renewal Notice. Currently this should be set to 10 days.
Response Period	This is a configurable setting that defines the number of days an applicant/beneficiary has to respond to a notice, such as a Request for Information Notice. <CR-45> Currently this should be set to 10 days.
Snippet	This term describes a piece of text that may be included at a particular place in a notice based on specific criteria. A snippet may be defined in a way that it can include placeholders which will be replaced with data for the case or person around whom the notice is constructed.
Trigger	This term is used to describe the system action that would need to occur for a specific notice to be created or a notice snippet to be displayed within a notice.

Table 24: Glossary