

Requirements Summary :	Total Original	Meeting Requirements			
		Out of the Box	Configuration	Custom Design and Development	Does not meet
Requirement Category	Total Original	Out of the Box	Configuration	Custom Design and Development	Does not meet
Intake	123	0	0	0	0
Eligibility Determination	130	0	0	0	0
Enrollment, Denial, Termination	15	0	0	0	0
Case Maintenance	48	0	0	0	0
Alerts	14	0	0	0	0
Reports	58	0	0	0	0
Workflow Management	37	0	0	0	0
Quality Management	4	0	0	0	0
Audit	9	0	0	0	0
Appeals	126	0	0	0	0
Total Requirements	564	0	0	0	0

Column Description	
Column	Description
REQ ID	Requirement ID. Formatted as follows. "Requirement Type-Category Name-Requirement Number" (FR-DA-012)
Process Flow Name	Business Process Flow, referenced within RFQ Attachment N
Process Flow Activity ID	Business Process Flow Activity ID referenced within RFQ Attachment N
Process Flow Activity Name	Process Flow Activity Name, referenced within the RFQ Attachment N
Requirement	Descriptive narrative of the requirement
Priority	Discerns the priority level of the requirement. Fill in with an "H" for High, "M" for Medium, "L" for Low
Out of the Box	Fill in with an "X" if the requirement is met with the SI's Off the Shelf Software (COTS)
Configuration	Fill in with an "X" if the requirement is met with the SI's Off the Shelf Software (COTS) and will need to be configured
Custom Design and Development	Fill in with an "X" if the requirement must be fulfilled by customizing the SI's software offering
Does not meet	Fill in with an "X" if the requirements can not be met by SI's software offering
Phase	Fill in with "Project Startup" or "Release #" Discern specific release number
Bidder Response Narrative Section Reference	Section within the bidder's response
Notes	Any contractor comments or notes
REQ Met?	FOR STATE USE ONLY: Fill in with "Yes" "No"
Reviewer Comment	FOR STATE USE ONLY: Any State comments or notes

REQ ID	Process Flow Name	Process Flow Activity ID	Process Flow Activity Name	Requirement	Priority	Mark on 1 column with "X" per Requirement				Phase (Project Startup, Release #)	Bidder Response Narrative Section Reference	Notes	State Use	
						Out of the Box	Configuration	Custom Design and Development	Does not meet				REQ Met? (Y / N / P)	Reviewer Comment
FR-INT-001	Intake	INT 1.1	Identifies/Selects Application Process Channel	The solution shall record the source and channel via which all information is received.	H									
FR-INT-002	Intake	INT 1.1	Identifies/Selects Application Process Channel	The solution shall integrate seamlessly with software implemented within the centralized contact center.	H									
FR-INT-003	Intake	INT 1.1	Identifies/Selects Application Process Channel	The solution shall support interaction with internal and external users through the following channels: phone (inbound and outbound), mail, fax, email, FFM Account Transfer, Member portal, Partner portal and Worker portal.	H									
FR-INT-004	Intake	INT 1.1	Identifies/Selects Application Process Channel	The solution for all portals (member, worker and partner) shall be compliant with Section 508 c of the Amendment to Rehabilitation Act of 1973 to eliminate barriers for people with disabilities in using the online portals.	H									
FR-INT-005	Intake	INT 1.1	Identifies/Selects Application Process Channel	The solution shall allow a user to designate an authorized representative.	H									
FR-INT-006	Intake	INT 1.2	Member Portal/Mobile Application Information	The solution shall have an application workflow that replicates the paper application form for a new applications and/or redetermination.	H									
FR-INT-007	Intake	INT 1.2	Member Portal/Mobile Application Information	The solution shall provide online help functionality for the member portal.	H									
FR-INT-008	Intake	INT 1.2	Member Portal/Mobile Application Information	The solution shall have a dynamic user-interface and workflow based on information provided by the user.	H									
FR-INT-009	Intake	INT 1.2	Member Portal/Mobile Application Information	The solution shall have the ability to capture application/case information through the online member portal.	H									
FR-INT-010	Intake	INT 1.2	Member Portal/Mobile Application Information	The solution shall have the ability to prohibit the use of special characters, as defined by the State.	H									
FR-INT-011	Member Portal / Mobile Application Information	INT 1.2.1	Access the Member Portal and Provide Account Credentials to Submit Application / Change of Circumstance	The solution shall allow applicant/member to view application status, coverage, and notices through an online channel.	H									
FR-INT-012	Member Portal / Mobile Application Information	INT 1.2.1	Access the Member Portal and Provide Account Credentials to Submit Application / Change of Circumstance	The solution shall allow applicant/member ability to submit/update application or report changes through an online channel.	H									
FR-INT-013	Member Portal / Mobile Application Information	INT 1.2.2	Display login	The solution shall have the ability to display State-specific content that informs the consumer/applicant regarding the confidentiality of their data.	H									
FR-INT-014	Member Portal / Mobile Application Information	INT 1.2.2	Display login	The solution shall have the ability to display privacy notifications, as defined by the State.	H									
FR-INT-015	Member Portal / Mobile Application Information	INT 1.2.2	Display login	The solution shall have the ability to notify the applicant/member if an account does not exist.	H									

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FR-INT-016	Member Portal / Mobile Application Information	INT 1.2.2	Display login	The solution shall have the ability to automatically deactivate a user account if there has been no recent log-in based on configurable time frame as defined by the State.	H									
FR-INT-017	Member Portal / Mobile Application Information	INT 1.2.2	Display login	The solution shall have the ability to allow user roles, as defined by the State, to manually deactivate a user login.	H									
FR-INT-018	Member Portal / Mobile Application Information	INT 1.2.2	Create Account	The solution shall display all current user specified preferences (if existing) or default preferences (if none exist) and allow the user to confirm or change preferences.	H									
FR-INT-019	Member Portal / Mobile Application Information	INT 1.2.3	Create Account	The solution shall allow a client to specify or update their preferences. Preferences may include, but are not limited to: i. Preferred method of communication (e.g., e-mail, SMS, phone, etc.) ii. Subscription to alerts and notifications (e.g., changes to client record, new messages, referral changes, etc.) iii. Notification types desired iv. Language preference including notification (Spanish/English)	H									
FR-INT-020	Member Portal / Mobile Application Information	INT 1.2.3	Create Account	The solution shall generate a notification to the user that the personal preferences have been updated.	H									
FR-INT-021	Member Portal / Mobile Application Information	INT 1.2.4	Account Confirmation	The solution shall have the ability to provide account confirmation and send notification to the user based on user preferences.	H									
FR-INT-022	Member Portal / Mobile Application Information	INT 1.2.5	Receive Confirmation	N/A: Process is external to TEDS.	N/A									
FR-INT-023	Member Portal / Mobile Application Information	INT 1.2.6	Provide Login Credentials	The solution shall have the ability for the applicant to provide login information.	H									
FR-INT-024	Member Portal / Mobile Application Information	INT 1.2.6	Provide Login Credentials	The solution shall have the ability for the applicant to retrieve or reset user id/password.	H									
FR-INT-025	Member Portal / Mobile Application Information	INT 1.2.7	Validate Login Credential	The solution shall have the ability to validate the login credentials.	H									
FR-INT-026	Member Portal / Mobile Application Information	INT 1.2.7	Validate Login Credential	The solution shall have the ability to restrict the applicant from logging in after reaching maximum number of invalid login attempts.	H									
FR-INT-027	Member Portal / Mobile Application Information	INT 1.2.8	Direct to Home Page	The solution shall have the ability to automatically direct a user to a landing 'Home' page upon a successful log-in.	H									
FR-INT-028	Member Portal / Mobile Application Information	INT 1.2.8	Direct to Home Page	The solution shall provide guidance on the Member Portal regarding how to appeal a decision, either via static text or a link to static text.	H									
FR-INT-029	Member Portal / Mobile Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall allow an online applicant/member to retrieve an application that was saved for additional data collection prior to submission or re-saving.	H									

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FR-INT-030	Member Portal / Mobile Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall allow an online applicant/member to navigate to sections previously completed without losing data entered.	H									
FR-INT-031	Member Portal / Mobile Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall provide a mechanism to manually navigate/skip to any screens that the user is authorized to access.	H									
FR-INT-032	Member Portal / Mobile Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall allow member/applicants to attach documents (including but not limited to verification proof documents) to a case/individual.	H									
FR-INT-033	Member Portal / Mobile Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall allow member/applicants to reassign documents from a case/ individual.	H									
FR-INT-034	Member Portal / Mobile Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall allow members/applicants to delete documents from an individual/case.	H									
FR-INT-035	Member Portal / Mobile Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall allow user roles, as defined by the State, to delete or reassign documents from an individual application or eligibility case.	H									
FR-INT-036	Worker/Partner Portal Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall have the ability to accept medical bills for Medically Needy applications and Medical Packet for TennCare Standard during redetermination.	H									
FR-INT-037	Member Portal / Mobile Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall provide capability to link a document to multiple members and cases.	H									
FR-INT-038	Member Portal / Mobile Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall allow member/applicants to add, remove, or change document type descriptions.	H									
FR-INT-039	Member Portal / Mobile Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall provide the capability for online applicants/member to enter or report changes of circumstances through the online portal.	H									
FR-INT-040	Member Portal / Mobile Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall allow member/applicants to review, update, or print an application.	H									
FR-INT-041	Member Portal / Mobile Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall allow member/applicants to withdraw an application, before or after submission.	H									
FR-INT-042	Member Portal / Mobile Application Information	INT 1.2.9	Open an Existing Application/COC/Link Document	The solution shall interface with the Electronic Content Management system(s) to access and display documents and notices related to members and cases.	H									
FR-INT-043	Member Portal / Mobile Application Information	INT 1.2.10	Create a New Application	The solution shall allow an online applicant/members to enter income, resource, and other asset data consistent with program policy.	H									
FR-INT-044	Worker/Partner Portal Application Information	INT 1.2.10	Create a New Application	The solution shall have the ability to capture applicant/member MCO preference.	H									

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FR-INT-045	Member Portal / Mobile Application Information	INT 1.2.10	Create a New Application	The solution shall allow an online applicant/member to save an application without submitting it.	H									
FR-INT-046	Member Portal / Mobile Application Information	INT 1.2.10	Create a New Application	The solution shall have the ability to capture a digital signature.	H									
FR-INT-047	Member Portal / Mobile Application Information	INT 1.2.10	Create a New Application	The solution shall provide interactive capability to present applicants with prompts to efficiently gather additional information when required.	H									
FR-INT-048	Member Portal / Mobile Application Information	INT 1.2.10	Create a New Application	The solution shall provide a mechanism to define required and optional fields, including default data values as applicable, based on program rules.	H									
FR-INT-049	Member Portal / Mobile Application Information	INT 1.2.10	Create a New Application	The solution shall provide field level help for each online application data element that includes description and required format in the form of pop-up/hover.	H									
FR-INT-050	Member Portal / Mobile Application Information	INT 1.2.10	Create a New Application	The solution shall provide static text on the web and application in languages defined by the State, including: i. English ii. Spanish	H									
FR-INT-051	Member Portal / Mobile Application Information	INT 1.2.10	Create a New Application	The solution shall allow applicant to apply for multiple public assistance programs online.	H									
FR-INT-052	Member Portal / Mobile Application Information	INT 1.2.10	Create a New Application	The solution shall allow applicants to apply for multiple programs in person, through mail, fax, online or call centers.	H									
FR-INT-053	Member Portal / Mobile Application Information	INT 1.2.10	Create a New Application	The solution shall be capable of accepting a newly submitted application for healthcare and process it as a change of circumstance when: i. The applicant is a member who is receiving existing benefits, or ii. The applicant has an online account and previously submitted healthcare applications.	H									
FR-INT-054	Member Portal / Mobile Application Information	INT 1.2.10	Create a New Application	The solution shall have the ability to accept a completed document regarding an individual's medical records or medical bills.	H									
FR-INT-055	Member Portal / Mobile Application Information	INT 1.2.11	Submit Application / Update Case	The solution shall allow member/applicants to submit an application.	H									
FR-INT-056	Member Portal / Mobile Application Information	INT 1.2.11	Submit Application / Update Case	The solution shall assign a configurable unique identifier for each application recorded.	H									
FR-INT-057	Member Portal / Mobile Application Information	INT 1.2.11	Submit Application / Update Case	The solution shall have the ability to automatically remove an in-progress application based on a configurable timeframe, as defined by the State.	H									
FR-INT-058	Member Portal / Mobile Application Information	INT 1.2.11	Submit Application / Update Case	The solution shall have the ability to alert applicants/members prior to their un-submitted application being deleted at the end of the State-defined time period.	H									
FR-INT-059	Member Portal / Mobile Application Information	INT 1.2.11	Submit Application / Update Case	The solution shall have the ability to prohibit the submission of an application that does not contain all mandatory fields, as defined by the State.	H									

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FR-INT-060	Member Portal / Mobile Application Information	INT 1.2.11	Submit Application / Update Case	The solution shall have the ability to alert the member/applicant when incomplete or invalid data is entered.	H									
FR-INT-061	Member Portal / Mobile Application Information	INT 1.2.11	Submit Application / Update Case	The solution shall present the applicant/worker with a summary view of the information entered prior to submission.	H									
FR-INT-062	Member Portal / Mobile Application Information	INT 1.2.11	Submit Application / Update Case	The solution shall allow an online applicant to review the current application before and after formal submission.	H									
FR-INT-063	Member Portal / Mobile Application Information	INT 1.2.11	Submit Application / Update Case	The solution shall require the applicant/member to agree to all required affirmations and agreements, as defined by the State, prior to submitting an application.	H									
FR-INT-064	Intake	INT 1.3	Mail/Fax Application Information	The solution shall provide the ability to automatically and manually collect, update, and manage information about applicant/member population from paper applications (delivered through mail or in person) to be used in the intake process.	H									
FR-INT-065	Mail/Fax Application Information	INT 1.3.1	Mail/Fax New Application/Change of Circumstance	N/A: Process is external to TEDS.	N/A									
FR-INT-066	Mail/Fax Application Information	INT 1.3.2	Receive application/ Verification	The solution shall have the ability to receive and store documentation received via mail, fax or e-faxed.	H									
FR-INT-067	Mail/Fax Application Information	INT 1.3.3	Scan and Index Document	The solution shall have the ability to scan documentation and store document images.	H									
FR-INT-068	Mail/Fax Application Information	INT 1.3.3	Scan and Index Document	The solution shall have the ability to capture defining characteristics (metadata) of scanned documentation.	H									
FR-INT-069	Mail/Fax Application Information	INT 1.3.3	Scan and Index Document	The solution shall have the ability to electronically date and time stamp scanned documents.	H									
FR-INT-070	Mail/Fax Application Information	INT 1.3.3	Scan and Index Document	The solution shall have the ability to configure recognition thresholds associated with OCR capability.	M									
FR-INT-071	Mail/Fax Application Information	INT 1.3.3	Scan and Index Document	The solution shall allow searching of documents by document type and sub-type.	M									
FR-INT-072	Mail/Fax Application Information	INT 1.3.3	Scan and Index Document	The solution shall assign a configurable unique identifier to each scanned document.	H									
FR-INT-073	Mail/Fax Application Information	INT 1.3.4	Validate Scanned Documents	The solution shall have Optical Character Recognition (OCR) capability to read the scanned documents and associate the data with an application/case.	M									
FR-INT-074	Mail/Fax Application Information	INT 1.3.4	Validate Scanned Documents	The solution shall allow user roles, as defined by the State, to validate the scanned application/document.	H									
FR-INT-075	Mail/Fax Application Information	INT 1.3.4	Validate Scanned Documents	The solution shall allow user roles, as defined by the State, to edit/update a scanned applications/documentation and its metadata.	H									
FR-INT-076	Mail/Fax Application Information	INT 1.3.5	Search for Existing Application/Case	The solution shall allow user roles, as defined by the State, to search for members.	H									

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FR-INT-077	Search for Existing Application/Case	INT 1.3.5.1	Enter Information to Search for Existing Application	The solution shall allow users roles, as defined by the State, to search using criteria that may include, but is not limited to: 1. First name (partial name) 2. Last name (partial name) 3. Date of birth / age 4. Social security number 5. Address 6. Unique Identifier 7. Any Member in a Household	H									
FR-INT-078	Search for Existing Application/Case	INT 1.3.5.1	Enter Information to Search for Existing Application	The solution shall have the capability to search for an in-progress application through an application ID.	H									
FR-INT-079	Search for Existing Application/Case	INT 1.3.5.1	Enter Information to Search for Existing Application	The solution shall allow a search based on one single criteria or multiple search criteria.	H									
FR-INT-080	Search for Existing Application/Case	INT 1.3.5.1	Enter Information to Search for Existing Application	The solution shall allow user roles, as defined by the State, to save their search criteria.	M									
FR-INT-081	Search for Existing Application/Case	INT 1.3.5.1	Enter Information to Search for Existing Application	The solution shall display search results in order of relevancy (i.e. matches meeting most criteria) and other criteria defined by the State.	H									
FR-INT-082	Search for Existing Application/Case	INT 1.3.5.1	Enter Information to Search for Existing Application	The solution shall allow user roles, as defined by the State, to refine search results by adding additional search criteria which is applied to the existing search results.	H									
FR-INT-083	Search for Existing Application/Case	INT 1.3.5.1	Enter Information to Search for Existing Application	The solution shall allow sorting and filtering of search results by search criteria.	H									
FR-INT-084	Search for Existing Application/Case	INT 1.3.5.1	Enter Information to Search for Existing Application	The solution shall display search results in summary form (subset of search criteria such as first name, last name and age) and detail (display all search criteria).	H									
FR-INT-085	Search for Existing Application/Case	INT 1.3.5.1	Enter Information to Search for Existing Application	The solution shall allow for partial text search ability (or fuzzy search), phonetic search and value range (e.g., dates, age, zip codes) search.	H									
FR-INT-086	Search for Existing Application/Case	INT 1.3.5.1	Enter Information to Search for Existing Application	The solution shall allow user roles, as defined by the State, to enable on-demand partial text search ability (or fuzzy search).	M									
FR-INT-087	Search for Existing Application/Case	INT 1.3.5.1	Enter Information to Search for Existing Application	The solution shall have the ability to present search results in small groups of data with Next/Back paging capability for multiple pages.	H									
FR-INT-088	Search for Existing Application/Case	INT 1.3.5.1	Enter Information to Search for Existing Application	The solution shall allow user roles, as defined by the State, to access individual/case information through links from a search result.	H									
FR-INT-089	Intake	INT 1.4	Phone Application Information	The solution shall support the initiation and capture of application information via telephonic technology.	L									
FR-INT-090	Intake	INT 1.4	Phone Application Information	The solution shall have the ability to record application date/time, the minimum required application information including the telephonic signature via an inbound call.	L									
FR-INT-091	Intake	INT 1.4	Phone Application Information	The solution shall have the ability to generate a notice to the phone applicant including the application information that was submitted in the system.	H									

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FR-INT-092	Phone Application Information	INT 1.4.1	Call to submit an application / Change of Circumstance Information	N/A: Process is external to TEDS.	N/A									
FR-INT-093	Phone Application Information	INT 1.4.2	Caller Validation	N/A: Process is external to TEDS.	N/A									
FR-INT-094	Phone Application Information	INT 1.4.3	Provide Information	N/A: Process is external to TEDS.	N/A									
FR-INT-095	Intake	INT 1.5	Worker/Partner Portal Application Information	The solution shall have the ability to provide a link to scanned application documentation.	H									
FR-INT-096	Intake	INT 1.5	Worker/Partner Portal Application Information	The solution shall have the ability to enter application/case information through the worker portal with a dynamic user interface.	H									
FR-INT-097	Intake	INT 1.5	Worker/Partner Portal Application Information	The solution shall have the ability to enter application/case information through the partner portal with a dynamic user interface. Partners include, but are not limited to: i. Department of Children Services ii. Department of Health	H									
FR-INT-098	Intake	INT 1.5	Worker/Partner Portal Application Information	The solution shall have the ability to allow role-based users, as defined by the State, to access in-progress applications from the Worker Portal and Partner Portal.	H									
FR-INT-099	Intake	INT 1.5	Worker/Partner Portal Application Information	The solution shall provide guidance on the Partner Portal regarding how to appeal a decision, either via static text or a link to static text.	H									
FR-INT-100	Worker/Partner Portal Application Information	INT 1.5.1	Submit an application / Change of Circumstance for intake via a partner portal	N/A: Process is external to TEDS.	N/A									
FR-INT-101	Worker/Partner Portal Application Information	INT 1.5.2	Check MMIS to Verify Existing Medicaid Benefits	The solution shall have the ability to interface with the MMIS to verify existing Medicaid eligibility on a real-time or near real-time basis.	H									
FR-INT-102	Worker/Partner Portal Application Information	INT 1.5.3	Complete Presumptive Eligibility Application	The solution shall allow user roles, as defined by the State, to enter the individual's presumptive eligibility into the eligibility system.	H									
FR-INT-103	Worker/Partner Portal Application Information	INT 1.5.4	Complete Full Application	See Intake Requirement #97.	N/A									
FR-INT-104	Worker/Partner Portal Application Information	INT 1.5.5	Check MMIS to Verify Existing Medicaid Benefits	See Intake Requirement #101.	N/A									
FR-INT-105	Worker/Partner Portal Application Information	INT 1.5.6	Complete Full Application	See Intake Requirement #97.	N/A									
FR-INT-106	Worker/Partner Portal Application Information	INT 1.5.7	Complete Immediate Eligibility Application	See Intake Requirement #102.	N/A									
FR-INT-107	Intake	INT 1.6	Store Application Information	The solution shall have the ability to record application date and application time upon submission.	H									
FR-INT-108	Intake	INT 1.6	Store Application Information	The solution shall store a record of all applications/documents submitted, including those withdrawn, based on TN OGC archival policy.	H									

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FR-INT-109	Intake	INT 1.6	Store Application Information	The solution shall have the ability to collect applicant/household information and share across multiple programs.	L									
FR-INT-110	Intake	INT 1.6	Store Application Information	The solution shall have the ability to status a stored/saved application as either 'in-progress' or 'submitted', while continuing eligibility determination processing (including verifications) for all 'submitted' status applications in a real time/near real-time basis.	H									
FR-INT-111	Intake	INT 1.7	Submit application through FFM	N/A: Process is external to TEDS.	N/A									
FR-INT-112	Intake	INT 1.8	Transfer Account Information	The solution shall be able to receive and process applications, including the eligibility assessment, from FFM without human intervention.	H									
FR-INT-113	Intake	INT 1.8	Transfer Account Information	The solution shall have the ability acknowledge receipt of an account transfer from the FFM.	H									
FR-INT-114	Intake	INT 1.8	Transfer Account Information	The solution shall have the ability to receive updates of account information and change of circumstance (COC) from the FFM and acknowledge receipt without human intervention.	H									
FR-INT-115	Intake	INT 1.8	Transfer Account Information	The solution shall be able to review data received from FFM and report any errors to FFM.	H									
FR-INT-116	Intake	INT 1.8	Transfer Account Information	The solution shall have the ability to receive and store images from the FFM.	L									
FR-INT-117	Intake	INT 1.8	Transfer Account Information	The solution shall have the ability to index and align images received from the FFM to the associated applications/cases.	L									
FR-INT-118	Intake	INT 1.8	Transfer Account Information	The solution shall enable input processing of H15 account transfer transactions from the FFM in accordance with State and Federal defined format, schedule and processing rules.	H									
FR-INT-119	Intake	INT 1.8	Transfer Account Information	The solution shall create and transmit H15 account transfer referral transactions to the FFM in accordance with State and Federal defined format, schedule and processing rules.	H									
FR-INT-120	Intake	INT 1.9	Send SSI Recipient Information	The solution shall interface with the Social Security Administration's (SSA) system in accordance with State and Federal defined format, schedule and processing rules.	H									
FR-INT-121	Intake	INT 1.9	Send SSI Recipient Information	The solution shall have the ability to process the BENDEX file received from the Social Security Administration (SSA).	H									
FR-INT-122	Intake	INT 1.9	Send SSI Recipient Information	The solution shall receive and utilize the State Data Exchange (SDX) to determine if an applicant/member is receiving SSI.	H									
FR-INT-123	Intake	INT 1.9	Send SSI Recipient Information	The solution shall have the ability to receive information on eligibility information, demographics, appeals, and closures from the SSA.	H									

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FR-ED-001	Eligibility Determination	-	-	The solution shall have the ability to define security user roles that govern access to functionality.	H									
FR-ED-002	Eligibility Determination	ED 1.1	Member Matching	The solution shall have the functionality to identify existing individuals in a data registry prior to creating a new record.	H									
FR-ED-003	Member Matching	ED 1.1.1	Perform Member Matching	The solution shall have the ability to identify full matches, partial matches and no matches according to criteria defined by the State.	H									
FR-ED-004	Member Matching	ED 1.1.2	Auto Selection of Record	The solution shall have the ability to electronically match and link an individual to an existing record.	H									
FR-ED-005	Member Matching	ED 1.1.3	Manual partial match reconciliation	The solution shall have the ability to assign a pseudo SSN and pseudo SSN reason for purposes of unique identification of individuals via system interfaces using SSN, when member does not have an SSN.	H									
FR-ED-006	Member Matching	ED 1.1.3	Manual partial match reconciliation	The solution shall allow user roles, as defined by the State, to match and un-match persons based on member matching criteria.	H									
FR-ED-007	Member Matching	ED 1.1.4	Create new tracking key	The solution shall have the ability to create a new tracking number for each person that does not exist in their data registry.	H									
FR-ED-008	Member Matching	ED 1.1.5	Unique tracking key assigned to each member and association to case data	The solution shall have the ability to assign a unique tracking number to each person, independent of their association to cases or applications.	H									
FR-ED-009	Eligibility Determination	ED 1.2	MAGI Household Composition	The solution shall have the ability to determine MAGI Medicaid Household and an FRR Medicaid Household within the same application/case.	H									
FR-ED-010	Eligibility Determination	ED 1.2	MAGI Household Composition	The solution shall have the ability to calculate MAGI Medicaid household size for each individual in an application.	H									
FR-ED-011	Eligibility Determination	ED 1.2	MAGI Household Composition	The solution shall have the ability to accept self-attestation of pregnancy and consider it verified when determining eligibility.	H									
FR-ED-012	Eligibility Determination	ED 1.2	MAGI Household Composition	The solution shall automatically populate reciprocal relationships for both MAGI Medicaid Households and an FRR Medicaid Households.	H									
FR-ED-013	Eligibility Determination	ED 1.3	MAGI Non-Financial Verification	The solution shall have the ability to verify all non-financial eligibility requirements for MAGI programs, as defined by the State.	H									
FR-ED-014	Eligibility Determination	ED 1.3	MAGI Non-Financial Verification	The solution shall have the ability to verify applicant data through State data sources and/or Federal data services in hierarchical order according to the State Verification Plan.	H									
FR-ED-015	Eligibility Determination	ED 1.3	MAGI Non-Financial Verification	The solution shall have the ability to verify applicant data through the Federal Data Services Hub.	H									
FR-ED-016	Eligibility Determination	ED 1.3	MAGI Non-Financial Verification	The solution shall perform verification of identity with external data sources to include but not limited to SSA and SIEVS.	H									
FR-ED-017	Eligibility Determination	ED 1.3	MAGI Non-Financial Verification	The solution shall perform verification of attested citizenship with external databases, to include but not limited to SSA data sources.	H									
FR-ED-018	Eligibility Determination	ED 1.3	MAGI Non-Financial Verification	The solution shall perform verification of attested immigration status with external databases, to include but not limited to DHS (SAVE) data source.	H									
FR-ED-019	Eligibility Determination	ED 1.3	MAGI Non-Financial Verification	The solution shall perform verification of residency using State of TN internal and/or external data sources.	L									
FR-ED-020	Eligibility Determination	ED 1.3	MAGI Non-Financial Verification	The solution shall have the ability to queue requests for information when information providers, including FDSH, are not available or otherwise return an error.	H									
FR-ED-021	Eligibility Determination	ED 1.3	MAGI Non-Financial Verification	The solution shall have the ability to configure the number of information request attempts automatically made over a period of time.	H									
FR-ED-022	Eligibility Determination	ED 1.3	MAGI Non-Financial Verification	The solution shall generate a configurable listing of verification proof documents for each type of verification.	H									
FR-ED-023	Eligibility Determination	ED 1.3	MAGI Non-Financial Verification	The solution shall provide the ability to identify the appropriate verification items based on program criteria and application data.	H									
FR-ED-024	Eligibility Determination	ED 1.3	MAGI Non-Financial Verification	The solution shall allow user roles, as defined by the State, to view documents submitted to verify data that could not be validated through data sources.	H									
FR-ED-025	Eligibility Determination	ED 1.3	MAGI Non-Financial Verification	The solution shall allow applicants/members, as defined by the State, to submit verification materials electronically, by using a mobile device to send a photograph of the document using MMS (Multi Media Message) or email.	H									
FR-ED-026	MAGI Non-Financial Verification	ED 1.3.1	Verify Enumeration	The solution shall have the ability to verify the date of birth of the applicant.	H									
FR-ED-027	MAGI Non-Financial Verification	ED 1.3.1	Verify Enumeration	The solution shall have the ability to verify that the applicant possess a valid Social Security Number (SSN) or proof of application for a SSN, unless they meet an exception.	H									

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FR-ED-028	MAGI Non-Financial Verification	ED 1.3.1	Verify Enumeration	The solution shall interface with the FDSH for DHS/SAVE immigration status verification.	H									
FR-ED-029	MAGI Non-Financial Verification	ED 1.3.2	Verify Citizenship/Qualified Non-Citizen Status	The solution shall have the ability to verify that the applicant is a U.S. Citizen, U.S. National, or eligible non-citizen.	H									
FR-ED-030	MAGI Non-Financial Verification	ED 1.3.2	Verify Citizenship/Qualified Non-Citizen Status	The solution shall have the ability to accept the self-attestation of citizenship or immigration, for the purpose of establishing a reasonable opportunity period.	H									
FR-ED-031	MAGI Non-Financial Verification	ED 1.3.3	Verify Residency	The solution shall have the ability to validate that the applicant is a resident of Tennessee.	H									
FR-ED-032	MAGI Non-Financial Verification	ED 1.3.3	Verify Residency	The solution shall have the ability to accept self-attestation of residency status.	H									
FR-ED-033	MAGI Non-Financial Verification	ED 1.3.3	Verify Residency	The solution shall have the ability to verify if an applicant is receiving Federal payments for foster care maintenance or adoption assistance under Title IV-E, for the purposes of determining state residency.	H									
FR-ED-034	MAGI Non-Financial Verification	ED 1.3.4	Verify Incarceration	The solution shall perform verification of attested non-incarceration status with external data, including but not limited to: TN Dept. of Corrections file match and/or database.	H									
FR-ED-035	MAGI Non-Financial Verification	ED 1.3.5	Verify State Employee Health Coverage and Access	The solution shall have the capability to request and store results of verification of individual's coverage and access to State Employee Health Coverage via external sources, including but not limited to the State Benefit Administration.	H									
FR-ED-036	MAGI Non-Financial Verification	ED 1.3.5	Verify State Employee Health Coverage and Access	The solution shall have the ability to verify an individuals entitlement and/or enrollment in Medicare Part A with the Social Security Administration by social security number.	H									
FR-ED-037	MAGI Non-Financial Verification	ED 1.3.6	Verify Former Foster Care	The solution shall have the ability to verify that the individual was in DCS custody and received TennCare Medicaid on his or her 18th birthday.	H									
FR-ED-038	Eligibility Determination	ED 1.4	MAGI Household Verification	The solution shall provide capability to perform eligibility determination calculations based on any historic/current stored value tables.	H									
FR-ED-039	Eligibility Determination	ED 1.4	MAGI Household Verification	The solution shall provide the capability to store multiple value tables, including but not limited to: i. Federal Poverty Level (FPL) Reference Tables ii. COLA Reference Tables iii. SIS Reference Tables	H									
FR-ED-040	Eligibility Determination	ED 1.4	MAGI Financial Verification	The solution shall have the ability to verify all financial eligibility requirements for MAGI programs, as defined by the State.	H									
FR-ED-041	MAGI Financial Verification	ED 1.4.1	Annual Income Verification	The solution shall perform verification of attested income with external databases, to include but not limited to IRS, SSA (for SSI and SSDI), TN Unemployment Data, Quarterly Wage Data and The Work Number database.	H									
FR-ED-042	MAGI Financial Verification	ED 1.4.2	Compare attested income to annual income	The solution shall calculate the reasonable compatibility of attested total monthly income to external databases income in accordance with applicable federal regulations and State of TN business rules.	H									
FR-ED-043	MAGI Financial Verification	ED 1.4.2	Compare attested income to annual income	The solution shall have the ability to accept the self-attestation of income when applying for presumptive eligibility.	H									
FR-ED-044	MAGI Financial Verification	ED 1.4.3	Verify Current Income Sources	The solution shall be able to verify the income level of the individual based on Household composition.	H									
FR-ED-045	MAGI Financial Verification	ED 1.4.3	Verify Current Income Sources	The solution shall have the ability to verify individual countable income and excluded income for each household member.	H									
FR-ED-046	Eligibility Determination	ED 1.5	Medical Records and Medical Bills Assessment	The solution shall have the ability to designate that medical records and/or medical bills have been verified.	H									
FR-ED-047	Eligibility Determination	ED 1.5	Medical Records and Medical Bills Assessment	The solution shall have the ability to calculate medically needy spend down.	H									

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FR-ED-048	Eligibility Determination	ED 1.5	Medical Records and Medical Bills Assessment	The solution shall have the ability to calculate carry-forward balance.	H									
FR-ED-049	Eligibility Determination	ED 1.6	Assess Verification Information	The solution shall have the ability to indicate which verification documents have already been provided within the allotted time period.	H									
FR-ED-050	Eligibility Determination	ED 1.6	Assess Verification Information	The solution shall have the ability to automatically update a case when verification items are received.	H									
FR-ED-051	Eligibility Determination	ED 1.6	Assess Verification Information	The solution shall have the ability to designate that verification information is missing.	H									
FR-ED-052	Eligibility Determination	ED 1.6	Assess Verification Information	See to Intake Requirement #42.	H									
FR-ED-053	Eligibility Determination	ED 1.7	Request for Verification Notice	The solution shall provide the ability to determine how many times a verification attempt was made and display the count.	H									
FR-ED-054	Eligibility Determination	ED 1.7	Request for Verification Notice	The solution shall have the ability to configure the number of times a verification attempt is made.	H									
FR-ED-055	Eligibility Determination	ED 1.7	Request for Verification Notice	The solution shall enable automated Verification Requests to be generated for selected financial institutions and pre-populated with the applicant/member information at the state's request.	L									
FR-ED-056	Request for Verification	ED 1.7.1	Request for Verification Notice	The solution shall notify users when additional verification documents are necessary to complete the eligibility determination process.	H									
FR-ED-057	Request for Verification Notice	ED 1.7.1.1	Retrieve notice from Digital Repository	The solution shall allow user roles, as defined by the State, to re-generate notices with original content.	H									
FR-ED-058	Request for Verification Notice	ED 1.7.1.2	Identify Notice Triggers and variable content	The solution shall generate notices and dynamically populate the text in accordance with State and Federal Program rules, policy, administrative procedures and State design.	H									
FR-ED-059	Request for Verification Notice	ED 1.7.1.2	Identify Notice Triggers and variable content	The solution shall allow user roles, as defined by the State, to manually trigger notices.	H									
FR-ED-060	Request for Verification Notice	ED 1.7.1.2	Identify Notice Triggers and variable content	The solution shall produce notices in English and Spanish, in addition to other languages as defined by the State.	H									
FR-ED-061	Request for Verification Notice	ED 1.7.1.2	Identify Notice Triggers and variable content	The solution shall allow user roles, as defined by the State of TN, to design and create notice templates.	H									
FR-ED-062	Request for Verification Notice	ED 1.7.1.2	Identify Notice Triggers and variable content	The solution shall allow user roles, as defined by the State of TN, to edit existing notices.	M									
FR-ED-063	Request for Verification Notice	ED 1.7.1.2	Identify Notice Triggers and variable content	The solution shall allow user roles, as defined by the State of TN, to manually compose a notice.	L									
FR-ED-064	Request for Verification Notice	ED 1.7.1.2	Identify Notice Triggers and variable content	The solution shall allow user roles, as defined by the State of TN, to review a notice prior to its production.	L									
FR-ED-065	Request for Verification Notice	ED 1.7.1.2	Identify Notice Triggers and variable content	The solution shall generate notices and forms pre-populated with case data based on triggers approved by the State.	H									
FR-ED-066	Request for Verification Notice	ED 1.7.1.3	Generate Notice Record	The solution shall generate notices at the applicant/member/case level.	H									
FR-ED-067	Request for Verification Notice	ED 1.7.1.4	Store Notice in Digital Repository	The solution shall have the ability to electronically store generated notices.	H									
FR-ED-068	Request for Verification Notice	ED 1.7.1.5	Send Notices to Queue	The solution shall allow user roles, as defined by the State, to suppress notices on a applicant/member/case-level basis.	H									
FR-ED-069	Request for Verification Notice	ED 1.7.1.5	Send Notices to Queue	The solution shall allow user roles, as defined by the State, to suppress notices on a program-level basis.	H									
FR-ED-070	Request for Verification Notice	ED 1.7.1.5	Send Notices to Queue	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 State design and rules.	H									

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FR-ED-071	Request for Verification Notice	ED 1.7.1.6	Send Email	The solution shall have the ability to distribute notice-related alerts via email.	H									
FR-ED-072	Request for Verification Notice	ED 1.7.1.7	Detect System Non-delivery	The solution shall have the ability to identify when an email has not been successfully delivered.	H									
FR-ED-073	Request for Verification Notice	ED 1.7.1.8	Send Mail	The solution shall have the ability to print a notice.	H									
FR-ED-074	Request for Verification Notice	ED 1.7.1.8	Send Mail	The solution shall apply USPS bar-coding to all mailed documents.	H									
FR-ED-075	Request for Verification Notice	ED 1.7.1.8	Send Mail	The solution shall have the ability to bundle and send out multiple notices and/or send out notices with corresponding forms together.	H									
FR-ED-076	Request for Verification Notice	ED 1.7.1.8	Send Mail	The solution shall have the ability to identify whether notice was auto-generated or worker-generated.	H									
FR-ED-077	Request for Verification Notice	ED 1.7.1.8	Send Mail	The solution shall have the ability to auto-correct mailing address to be compliant with USPS guidelines.	H									
FR-ED-078	Request for Verification Notice	ED 1.7.1.9	Resolve Mail Address and Resend	N/A: Process is external to TEDS.	N/A									
FR-ED-079	Request for Verification Notice	ED 1.7.1.10	Update Case Notes	See Case Maintenance Requirement #8.	N/A									
FR-ED-080	Request for Verification	ED 1.7.2	Receive Verification Request Notice	N/A: Process is external to TEDS.	N/A									
FR-ED-081	Request for Verification	ED 1.7.3	Applicant/Member Sends Information	The solution shall have the ability to configure verification time frames and verifications by program.	H									
FR-ED-082	Request for Verification	ED 1.7.3	Applicant/Member Sends Information	The solution shall have the ability to allow verification times to be extended, as defined by the State.	H									
FR-ED-083	Request for Verification	ED 1.7.3	Applicant/Member Sends Information	The solution shall provide the ability to deny or terminate applications when verification time frames have lapsed.	H									
FR-ED-084	Request for Verification	ED 1.7.4	Receive Information	See Intake Requirement #66.	N/A									
FR-ED-085	Request for Verification	ED 1.7.5	Store Provided Information	See Intake Requirement #67.	N/A									
FR-ED-086	Eligibility Determination	ED 1.8	Determine Eligibility	The solution shall have the ability to determine eligibility based on a configurable list of business rules defined by the State.	H									
FR-ED-087	Eligibility Determination	ED 1.8	Determine Eligibility	The solution shall retain access to every production-released version of the eligibility rules, identified by version dates, and allow authorized user roles, as specified by the State, to process eligibility determinations using any current or former version of the rules, by specific date, as necessary.	H									
FR-ED-088	Eligibility Determination	ED 1.8	Determine Eligibility	The solution shall provide version control of the business rules.	H									
FR-ED-089	Eligibility Determination	ED 1.8	Determine Eligibility	The solution shall provide locking mechanisms (e.g., check-in/check-out).	H									
FR-ED-090	Eligibility Determination	ED 1.8	Determine Eligibility	The solution shall provide the capability to roll back to prior version of rule.	H									
FR-ED-091	Eligibility Determination	ED 1.8	Determine Eligibility	The solution shall provide simulation tools to perform what-if analytics with runtime data to analyze the behavior of rules independently and in conjunction with other rules.	H									
FR-ED-092	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall have the ability to determine eligibility for MAGI.	H									
FR-ED-093	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall have the ability to determine eligibility for Non-MAGI.	H									

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FR-ED-094	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall have the ability to determine eligibility for Medicare Savings Programs.	H									
FR-ED-095	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall have the ability to determine eligibility for LTSS.	H									
FR-ED-096	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall automatically determine eligibility for a specific program when verifications are resolved.	H									
FR-ED-097	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall have the ability to deny or terminate eligibility effective any day of the month based on State policies.	H									
FR-ED-098	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall be able to support penalty period identification, including retroactive application of penalty period, due to transfer of resources.	H									
FR-ED-099	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall be able to calculate penalty period based on entered asset transfer information and statewide average of nursing facility rate.	H									
FR-ED-100	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall apply the penalty period to the eligibility period.	H									
FR-ED-101	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall provide the ability to track a members penalty period.	H									
FR-ED-102	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall be able to support tracking of level of care for LTSS applicants/members.	H									
FR-ED-103	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall be able to override an asset transfer penalty period or excess home equity denial due to a hardship waiver.	H									
FR-ED-104	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall determine the start date and end date of eligibility, on any day of the month, based on State policies.	H									
FR-ED-105	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall have the ability to provide presumptive coverage through the end of the month following the month in which the eligibility determination was made OR the day on which a decision is made on a filed Medicaid application.	H									
FR-ED-106	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall have the ability to designate the reason/trigger for an eligibility determination.	H									
FR-ED-107	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall have the ability to determine eligibility based on applicant being in current State of TN DCS custody.	H									
FR-ED-108	Determine Eligibility	ED 1.8.1	Perform Eligibility Determination Process	The solution shall have the ability for appropriate user roles to perform mass changes to implement updated MSP Premium Amounts (based on federal COLA) or other similar reference value changes.	H									
FR-ED-109	Determine Eligibility	ED 1.8.2	Assign individual to one eligibility group	The solution shall have the ability to apply immediate eligibility for designated categories.	H									
FR-ED-110	Determine Eligibility	ED 1.8.2	Assign individual to one eligibility group	The solution shall have the ability to apply presumptive eligibility for designated categories.	H									
FR-ED-111	Determine Eligibility	ED 1.8.2	Store Eligibility Result	The solution shall have the ability to store eligibility result.	H									
FR-ED-112	Determine Eligibility	ED 1.8.2	Store Eligibility Result	The solution shall have the ability to store eligibility result reason.	H									
FR-ED-113	Determine Eligibility	ED 1.8.3	Assign individual to one eligibility group	The solution shall provide a link to the relevant section of policy manuals to identify the policy directing the eligibility outcome.	H									
FR-ED-114	Determine Eligibility	ED 1.8.3	Assign individual to one eligibility group	The solution shall allow user roles, as defined by the State, to manually override an eligibility decision, eligibility category, eligibility start dates, or eligibility end dates, as defined by the state of TN.	H									

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FR-ED-115	Eligibility Determination	ED 1.9	FRR Household Composition	The solution shall enable, for each applicant, calculation of Financially Responsible Relatives (FRR) Medicaid household size and association to FRR household composition members.	H									
FR-ED-116	Eligibility Determination	ED 1.10	Non-MAGI Non-Financial Verification	The solution shall have the ability to verify all non-financial eligibility requirements for Non-MAGI programs, as defined by the State.	H									
FR-ED-117	Non-MAGI Non-Financial Verification	ED 1.10.1	Pickle Pass Along Verification	The solution shall have the ability to verify Pickle-Pass along status.	H									
FR-ED-118	Non-MAGI Non-Financial Verification	ED 1.10.2	Disabled Adult Child Verification	The solution shall have the ability to verify Disabled Adult Child status.	H									
FR-ED-119	Non-MAGI Non-Financial Verification	ED 1.10.3	Widow/Widower Verification	The solution shall have the ability to verify Widow/Widower status.	H									
FR-ED-120	Non-MAGI Non-Financial Verification	ED 1.10.4	Medicare Verification	The solution shall perform verification of attested access to and enrollment in Medicare with external data sources, including but not limited to SSA BENDEX.	H									
FR-ED-121	Eligibility Determination	ED 1.11	Non-MAGI Financial Verification	The solution shall have the ability to verify all financial eligibility requirements for Non-MAGI programs, as defined by the State.	H									
FR-ED-122	Non-MAGI Financial Verification	ED 1.11.1	Current Income Verification	See Eligibility Determination Requirement #42.	N/A									
FR-ED-123	Non-MAGI Financial Verification	ED 1.11.2	Resource/Asset Verification	The solution shall have the ability to electronically verify assets and resources for all applicants upon submission of an application.	H									
FR-ED-124	Non-MAGI Financial Verification	ED 1.11.2	Resource/Asset Verification	The solution shall have the ability to electronically verify assets and resources for all members for redetermination of program services.	H									
FR-ED-125	Non-MAGI Financial Verification	ED 1.11.2	Resource/Asset Verification	The solution shall have the ability to send electronic verification requests to financial institutions.	L									
FR-ED-126	Non-MAGI Financial Verification	ED 1.11.2	Resource/Asset Verification	The solution shall have the ability to provide alerts upon receipt of information from an applicant/member or data source.	H									
FR-ED-127	Non-MAGI Financial Verification	ED 1.11.2	Resource/Asset Verification	The solution shall have the ability to process electronic verification responses received per program rules.	H									
FR-ED-128	Non-MAGI Financial Verification	ED 1.11.2	Resource/Asset Verification	The solution shall have the ability to calculate appropriate penalty period for the transfer of assets/resources.	H									
FR-ED-129	Non-MAGI Financial Verification	ED 1.11.2	Resource/Asset Verification	The solution shall have the ability to verify resource limits do not exceed individual or couple thresholds as specified in State policy.	H									
FR-ED-130	Non-MAGI Financial Verification	ED 1.11.2	Resource/Asset Verification	The solution shall have the ability to calculate asset spend down.	H									

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FR-E&DT-001	Enrollment & Denial / Terminate	E&DT 1.1	Enrollment	The solution shall implement an enrollment-related workflow to address individuals that are determined eligible.	H									
FR-E&DT-002	Enrollment & Denial / Terminate	E&DT 1.2	Denial / Terminate	The solution shall implement a denial/termination-related workflow to address individuals that are determined ineligible.	H									
FR-E&DT-003	Enrollment	E&DT 1.1.1	Outbound Account Transfer	The solution shall create and transmit H15 account transfer transactions to the FFM in accordance with State and Federal defined format, schedule and processing rules.	H									
FR-E&DT-004	Eligibility Information Transfer to External Sources (Outbound Account Transfer)	E&DT 1.1.1.1	Send Eligibility Record	The solution shall have the ability to re-transmit H15 account transfer transactions to the FFM in accordance with State and Federal defined format, schedule and processing rules when the previous transfer was unsuccessful or unconfirmed.	H									
FR-E&DT-005	Eligibility Information Transfer to External Sources (Outbound Account Transfer)	E&DT 1.1.1.1	Send Eligibility Record	The solution shall have the ability to configure the timeframe associated with automatic transmission of data.	H									
FR-E&DT-006	Eligibility Information Transfer to External Sources (Outbound Account Transfer)	E&DT 1.1.1.2	Receive Eligibility Record	N/A: Process is external to TEDS.	N/A									
FR-E&DT-007	Eligibility Information Transfer to External Sources (Outbound Account Transfer)	E&DT 1.1.1.3	Send Acknowledgement Confirmation	N/A: Process is external to TEDS.	N/A									
FR-E&DT-008	Eligibility Information Transfer to External Sources (Outbound Account Transfer)	E&DT 1.1.1.4	Verify Acknowledgement Received	The solution shall have the ability to verify the receipt of data transfers from the FFM.	H									
FR-E&DT-009	Enrollment	E&DT 1.1.2	Send Eligibility Record to MMIS	The solution shall have the ability to transmit new and updated eligibility and case information to MMIS, as defined by the State.	H									
FR-E&DT-010	Send Eligibility Record to MMIS	E&DT 1.1.2.1	Send Eligibility Record	The solution shall have the ability to re-transmit eligibility information to MMIS for eligibility records designated in the error report.	H									
FR-E&DT-011	Send Eligibility Record to MMIS	E&DT 1.1.2.2	Send Error Report	N/A: Process is external to TEDS.	N/A									
FR-E&DT-012	Send Eligibility Record to MMIS	E&DT 1.1.2.3	Receive and Process Error Report	The solution shall have the ability to receive and process the error report generated by MMIS.	H									
FR-E&DT-013	Send Eligibility Record to MMIS	E&DT 1.1.2.4	Resolve MMIS Error Report	See Case Maintenance Requirement #1.	N/A									

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FR-E&DT-014	Send Eligibility Record to MMIS	E&DT 1.1.2.5	Eligibility Determination Notice	The solution shall have the ability to generate an Eligibility Determination Notice that includes, but is not limited to, for each applicant that was determined: i. All applicable reasons for eligibility/ineligibility ii. The associated eligibility program. iii. Effective dates of eligibility. iv. Appeal language and appeal dates. v. Preferred MCO vi. Notification of application being transferred to FFM for health exchange consideration	H									
FR-E&DT-015	Denial / Terminate	E&DT 1.2.1	Verify Existing Enrolment Record	See Intake Requirement #101.	H									

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FR-CM-001	Case Maintenance	CM 1.1	Case Support	The solution shall allow user roles, as defined by the State, to view historical information in chronological order for a Members and their Eligibility Case or Appeals Case. (Separate logs).	H									
FR-CM-002	Case Maintenance	CM 1.1	Case Support	The solution shall allow user roles, as defined by the State, to update case/member information for open and closed application/eligibility cases/appeals cases.	H									
FR-CM-003	Case Maintenance	CM 1.1	Case Support	The solution shall allow user roles, as defined by the State, to flag an eligibility case for fraud investigation.	H									
FR-CM-004	Case Maintenance	CM 1.1	Case Support	The solution shall allow user roles, as defined by the State, to identify an eligibility case undergoing a fraud investigation.	H									
FR-CM-005	Case Maintenance	CM 1.1	Case Support	The solution shall display all notices and correspondence for an eligibility case or appeals case in chronological order.	H									
FR-CM-006	Case Maintenance	CM 1.1	Case Support	The solution shall allow closed eligibility cases to be re-opened within State-defined time period without requiring a new application or re-entry of data.	H									
FR-CM-007	Case Maintenance	CM 1.1	Case Support	The solution shall allow user roles, as defined by the State, to designate any eligibility case as confidential and limit accessibility. (All appeals cases are limited access by role.)	H									
FR-CM-008	Case Maintenance	CM 1.1	Case Support	The solution shall allow user roles, as defined by the State, to edit case notes. Case note logs shall be maintained separately for eligibility cases and appeals cases.	H									
FR-CM-009	Case Maintenance	CM 1.1	Case Support	The solution shall provide the capability to select templates to generate case notes, with distinct templates for Eligibility Case Notes and Appeals Case Notes.	M									
FR-CM-010	Case Maintenance	CM 1.1	Case Support	The solution shall allow user roles, as defined by the State, to access and search case note logs for Eligibility Cases and Appeals Cases.	H									
FR-CM-011	Case Maintenance	CM 1.1	Case Support	The solution shall allow user roles, as defined by the State, to move or copy: - eligibility case notes from one eligibility case to another eligibility case, or - appeals case notes from one appeals case to another appeals case.	H									
FR-CM-012	Case Maintenance	CM 1.1	Case Support	The solution shall allow user roles, as defined by the State, to access the eligibility case summary from any eligibility case screen.	H									
FR-CM-013	Case Maintenance	CM 1.1	Case Support	The solution shall allow user roles, as defined by the State, to delete eligibility case notes or appeals case notes.	H									
FR-CM-014	Case Maintenance	CM 1.1	Case Support	The solution shall allow user roles, as defined by the State, to view appeals cases or appeals hearings status.	H									
FR-CM-015	Case Maintenance	CM 1.1	Case Support	The solution shall allow user roles, as defined by the State, to view and update appeal case information including, but not limited to: i. Status of the Valid Factual Dispute review ii. Status of the Hearing Preparation review iii. Status of the Post-Hearing Preliminary Order Implementation Review	H									
FR-CM-016	Case Maintenance	CM 1.1	Case Support	The solution shall allow user roles, as defined by the State, to view and search for appeals information from current and historical incidents.	H									
FR-CM-017	Case Maintenance	CM 1.2	Post-Eligibility Verifications	The solution shall have the ability to automatically perform post-eligibility verification to verify applicant data including but not limited to wages, unemployment, SSDI, incarceration, death and access to other coverage.	H									
FR-CM-018	Post-Eligibility Verifications	CM 1.2.1	Send a Verification Request	The solution shall perform periodic matching of applicant data with external data sources on a configurable frequency.	H									
FR-CM-019	Post-Eligibility Verifications	CM 1.2.2	Receive Verification Request	N/A: Process is external to TEDS.	N/A									
FR-CM-020	Post-Eligibility Verifications	CM 1.2.3	Generate Verification Result	N/A: Process is external to TEDS.	N/A									
FR-CM-021	Post-Eligibility Verifications	CM 1.2.4	Receive Verification Result	See Eligibility Determination Requirement #16.	N/A									
FR-CM-022	Post-Eligibility Verifications	CM 1.2.5	Store Verification Record	The solution shall have the ability to store verification information received from external information sources, including but not limited to verification status, date of verification receipt, time of verification receipt, and external information source name.	H									
FR-CM-023	Post-Eligibility Verifications	CM 1.2.6	Assess Verification Information	The solution shall compare external data source information to member's attested information and identify any data discrepancies.	H									
FR-CM-024	Post-Eligibility Verifications	CM 1.2.6	Assess Verification Information	The solution shall have the ability to configure threshold values to be utilized during comparison of external data source information to member attested information.	H									
FR-CM-025	Post-Eligibility Verifications	CM 1.2.7	Request for Verification Notice	See Eligibility Determination Requirement #57.	N/A									
FR-CM-026	Post-Eligibility Verifications	CM 1.2.8	Receive Request for Verification Notice	N/A: Process is external to TEDS.	N/A									
FR-CM-027	Post-Eligibility Verifications	CM 1.2.9	Member Sends Information	See Eligibility Determination Requirements #82, #83 and #84.	N/A									

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FR-CM-028	Post-Eligibility Verifications	CM 1.2.10	Receive Information	See Intake Requirement #66.	N/A									
FR-CM-029	Post-Eligibility Verifications	CM 1.2.10	Receive Information	The solution shall have the ability to capture and update information related to Patient Liability within an Eligibility Case.	H									
FR-CM-030	Post-Eligibility Verifications	CM 1.2.10	Receive Information	The solution shall have the ability to capture information related to Item D deductions within an Eligibility Case.	H									
FR-CM-031	Post-Eligibility Verifications	CM 1.2.10	Receive Information	The solution shall have the ability to calculate patient liability amounts within eligibility case maintenance.	H									
FR-CM-032	Post-Eligibility Verifications	CM 1.2.11	Store Information Received	See Intake Requirement #67.	N/A									
FR-CM-033	Post-Eligibility Verifications	CM 1.2.12	Verify and Update Case	The solution shall allow user roles, as defined by the State, to update eligibility case/member information.	H									
FR-CM-034	Post-Eligibility Verifications	CM 1.2.13	Update Case Based on External Data Sources	The solution shall have the ability to automatically update eligibility case/member information or appeals case information.	H									
FR-CM-035	Case Maintenance	CM 1.3	Redetermination	The solution shall have the ability to automatically trigger eligibility case redeterminations in accordance with State policy.	H									
FR-CM-036	Case Maintenance	CM 1.3	Redetermination	The solution shall have the ability to update the member's scheduled date for the next redetermination, upon completion of a redetermination process or upon completion of an appeals case that revised a member's effective date.	H									
FR-CM-037	Case Maintenance	CM 1.3	Redetermination	The solution shall have the ability to automate the redetermination process if application information remains the same or if verified information remains within configurable thresholds.	H									
FR-CM-038	Case Maintenance	CM 1.3	Redetermination	The solution shall have the ability to automatically reschedule redetermination dates to align renewal dates for multiple members of the same case, in accordance with program rules.	H									
FR-CM-039	Redetermination	CM 1.3.1	Perform Ex Parte Eligibility Determination	The solution shall have the ability to provide a preliminary redetermination of eligibility based on updated data from external sources.	H									
FR-CM-040	Redetermination	CM 1.3.2	Pre-populated Eligibility Redetermination Notice	The solution shall have the ability to generate an automated pre-populated redetermination notification.	H									
FR-CM-041	Redetermination	CM 1.3.2	Preliminary Eligibility Redetermination Notice	The solution shall send a notification to the client of a redetermination . The notification may include, but is not limited to: i. Proposed Program(s) ii. Request for additional information	H									
FR-CM-042	Redetermination	CM 1.3.2	Pre-populated Eligibility Redetermination Notice	The solution shall have the ability to generate a prepopulated redetermination/change of circumstances application form, as defined by the State, based upon batch process trigger.	H									
FR-CM-043	Redetermination	CM 1.3.3	Receive Pre-populated Eligibility Redetermination Notice	N/A: Process is external to TEDS.	N/A									
FR-CM-044	Case Maintenance	CM 1.4	Age-Out/Postpartum/Eligibility Grouping Assessment	The solution shall have the ability to perform age out/postpartum/eligibility grouping assessment batch processes.	H									
FR-CM-045	Age-Out/Postpartum/Eligibility Grouping Assessment	CM 1.4.1	Assess for Potential Eligibility Group	The solution shall periodically assess for other applicable aid category groupings that are time-based triggering events such as a birthday (age changes including 1, 6, 19), or end of pregnancy period.	H									
FR-CM-046	Age-Out/Postpartum/Eligibility Grouping Assessment	CM 1.4.2	Request for Information Notice	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.	H									

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FR-CM-047	Age-Out/Postpartum /Eligibility Grouping Assessment	CM 1.4.2	Request for Information Notice	The solution shall generate mass mailings as defined and scheduled by the State.	H									
FR-CM-048	Age-Out/Postpartum /Eligibility Grouping Assessment	CM 1.4.3	Receive Request for Information Notice	N/A: Process is external to TEDS.	N/A									

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FR-AL-001	Eligibility Operations - Alerts	-	-	The solution shall provide a process to manually create, assign, reassign, update, and delete alerts based on user roles and program rules.	H									
FR-AL-002	Eligibility Operations - Alerts	-	-	The solution shall generate alerts to notify user roles, as defined by the State, when case/tasks are assigned based on work flow parameters and program rules.	H									
FR-AL-003	Eligibility Operations - Alerts	-	-	The solution shall be capable of automatically assigning and reassigning alerts based on work flow parameters, user roles, program rules and business needs.	H									
FR-AL-004	Eligibility Operations - Alerts	-	-	The solution shall display alerts, via a dashboard view, based on work flow parameters, user roles and program rules.	H									
FR-AL-005	Eligibility Operations - Alerts	-	-	The solution shall display a detailed alerts, via a dashboard view.	H									
FR-AL-006	Eligibility Operations - Alerts	-	-	The solution shall able to identify, generate, and display alerts, via a dashboard view, for deadlines, pending tasks, overdue actions and other information as defined by the State.	H									
FR-AL-007	Eligibility Operations - Alerts	-	-	The solution shall have the ability to sort alerts and tasks, via a dashboard view, based on user roles and program rules.	H									
FR-AL-008	Eligibility Operations - Alerts	-	-	The solution shall have the ability to filter alerts and tasks, via a dashboard view, based on user roles and program rules.	H									
FR-AL-009	Eligibility Operations - Alerts	-	-	The solution shall have the ability to close/archive alerts automatically when required action is complete.	H									
FR-AL-010	Eligibility Operations - Alerts	-	-	The solution shall alert users, via a dashboard view, that pending applications, verifications, and tasks have exceeded specified time limits.	H									
FR-AL-011	Eligibility Operations - Alerts	-	-	The solution shall automatically generate an alert related to deadlines, based on program rules for timeliness.	H									
FR-AL-012	Eligibility Operations - Alerts	-	-	The solution shall provide the capability to specify the timing and events that trigger automatically generated alerts.	H									
FR-AL-013	Eligibility Operations - Alerts	-	-	The solution shall allow user roles, as defined by the State, to search for generated alerts.	H									
FR-AL-014	Eligibility Operations - Alerts	-	-	The solution shall not satisfy Alert requirements via generation of reports.	H									

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FR-RE-001	Eligibility Operations - Reports	-	-	The solution shall include all reports as required by State and Federal law and regulations.	H									
FR-RE-002	Eligibility Operations - Reports	-	-	The solution shall comply with federally mandated reporting timelines.	H									
FR-RE-003	Eligibility Operations - Reports	-	-	The solution shall include standard reports, as defined by the State. Standard reports include, but are not limited to the: Active Individuals by Program Report Breast and Cervical Cancer Treatment Plan Report Deceased Report Daily Error Detail Report Daily Error Summary Report Pseudo SSN Report Pending Re-verification Report QI Eligible Individuals Report Application Aging Report Low Income Subsidy (LIS) Report LTSS Recipients With Trusts or Annuities Report Applications Disposed with a Time Frame Report COLA Report Applications Report Denials Report Redetermination Report MGMT 2050 Supervisory Report DCS Foster Care and Adoption Assistance Redetermination Report Foster Care and Adoption Assistance Pending Applications Report	H									
FR-RE-004	Eligibility Operations - Reports	-	-	The solution shall allow all user roles, as defined by the State, to create, update, and delete report templates.	H									
FR-RE-005	Eligibility Operations - Reports	-	-	The solution shall have the capability to generate and display standard reports that users can view and export, but not customize. Standard reports may include but not limited to: i. Existing reports that are currently generated and published ii. Population centric reports related to member profiles (demographics, geography, etc.)	H									
FR-RE-006	Eligibility Operations - Reports	-	-	The solution shall display a list of standard reports available to the user. The list shall include, but is not limited to: i. Report Title ii. Last Update Date iii. Frequency of Updates	H									
FR-RE-007	Eligibility Operations - Reports	-	-	The solution shall allow users to specify parameters for the report. Parameters may include, but are not limited to: i. Reporting period (last month, last quarter, customized date range, etc.) ii. Population characteristics (age range, gender, program participation, income, FPL, eligibility category) iii. Geography (zip code, region, county, census) iv. Person-based analyses v. Threshold-based and exception reporting vi. Percent change reporting	H									
FR-RE-008	Eligibility Operations - Reports	-	-	The solution shall allow users to specify one or multiple parameters for reporting.	H									
FR-RE-009	Eligibility Operations - Reports	-	-	The solution shall provide the option of saving the report parameters in order to re-run it another time.	M									
FR-RE-010	Eligibility Operations - Reports	-	-	The solution shall allow queuing of reports to limit interruption of other solution processes.	H									
FR-RE-011	Eligibility Operations - Reports	-	-	The solution shall allow reports to be generated at any time, without interrupting expected business operations.	H									

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FR-RE-012	Eligibility Operations - Reports	-	-	The solution shall have the ability to identify sample selection criteria and pull random report samples.	H									
FR-RE-013	Eligibility Operations - Reports	-	-	The solution shall include version control for all reports.	H									
FR-RE-014	Eligibility Operations - Reports	-	-	The solution shall provide the capability to present data in graphical and/or GIS map format.	M									
FR-RE-015	Eligibility Operations - Reports	-	-	The solution shall provide the capability for reports to be automatically generated and distributed on a periodic basis.	H									
FR-RE-016	Eligibility Operations - Reports	-	-	The solution shall allow the user to configure report preferences.	H									
FR-RE-017	Eligibility Operations - Reports	-	-	The solution shall allow users roles, as defined by the State, to subscribe to reports.	H									
FR-RE-018	Eligibility Operations - Reports	-	-	The solution shall allow the user to export reports in a variety of formats, including but not limited to: i. PDF ii. Microsoft Excel iii. Microsoft Word	H									
FR-RE-019	Eligibility Operations - Reports	-	-	The solution shall provide a printer-friendly version of the generated report.	H									
FR-RE-020	Eligibility Operations - Reports	-	-	The solution shall have the capability to generate a report of all users that access reports and which reports they access.	H									
FR-RE-021	Eligibility Operations - Reports	-	-	The solution shall allow users to specify "favorites" and frequently used reports.	M									
FR-RE-022	Eligibility Operations - Reports	-	-	The solution shall allow for the user to sort and filter report data.	H									
FR-RE-023	Eligibility Operations - Reports	-	-	The solution shall provide the ability to compare the data from one reporting period to another.	H									
FR-RE-024	Eligibility Operations - Reports	-	-	The solution shall have the capability for user roles, as defined by the State, to create user-defined queries via an accessible user interface.	H									
FR-RE-025	Eligibility Operations - Reports	-	-	The solution shall allow user roles, as defined by the State, to save a user-defined queries for future use.	H									
FR-RE-026	Eligibility Operations - Reports	-	-	The solution shall allow user roles, as defined by the State, to share user-defined queries with other users.	M									
FR-RE-027	Eligibility Operations - Reports	-	-	The solution shall allow the user to view and select available data sources for use in a query. Data sources may include, but are not limited to: i. Data within the solution such as centralized data stores ii. Data within legacy solutions that are connected to the solution and may be queried from the solution iii. Data from other external sources that may be imported for use in the query.	H									
FR-RE-028	Eligibility Operations - Reports	-	-	The solution shall provide the ability to access reports via a variety of delivery channels (e.g. web, mobile) to meet the varying needs of user roles.	H									
FR-RE-029	Eligibility Operations - Reports	-	-	The solution shall have the ability to run scheduled reports on a set frequency.	H									
FR-RE-030	Eligibility Operations - Reports	-	-	The solution shall allow user roles, as defined by the State, to define the frequency and method of report delivery.	H									

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FR-RE-031	Eligibility Operations - Reports	-	-	The solution shall have the ability to distribute reports via e-mail.	H									
FR-RE-032	Eligibility Operations - Reports	-	-	The solution shall allow user roles, as defined by the State, to view available historical versions of the standard reports online.	H									
FR-RE-033	Eligibility Operations - Reports	-	-	The solution shall generate error reports from mass change processing.	H									
FR-RE-034	Eligibility Operations - Reports	-	-	The solution shall provide the ability to report on the number of active cases.	H									
FR-RE-035	Eligibility Operations - Reports	-	-	The solution shall generate a report that details the number of applications processed during a configurable timeframe.	H									
FR-RE-036	Eligibility Operations - Reports	-	-	The solution shall generate standardized eligibility reports including, not limited to, applications processed, applications denied, applications approved, members terminated, applicant demographics, and program churning.	H									
FR-RE-037	Eligibility Operations - Reports	-	-	The solution shall have the ability to generate a report that details application status and duration (time spent in current status).	H									
FR-RE-038	Eligibility Operations - Reports	-	-	The solution shall have the ability to generate a report on the number of applications received through various channels.	H									
FR-RE-039	Eligibility Operations - Reports	-	-	The solution shall provide the ability to report on cases that are approaching timeliness deadlines.	H									
FR-RE-040	Eligibility Operations - Reports	-	-	The solution shall produce a report on eligibility determinations and redeterminations that are due or past due.	H									
FR-RE-041	Eligibility Operations - Reports	-	-	The solution shall provide the ability to report on processing time, from the application date to eligibility determination date / redetermination date.	H									
FR-RE-042	Eligibility Operations - Reports	-	-	The solution shall provide the ability to report on processing time, from the receipt date to eligibility determination date / redetermination date.	H									
FR-RE-043	Eligibility Operations - Reports	-	-	The solution shall generate a caseload/task-based report to assist management in analyzing worker activities to establish priorities, trends and distribution of caseloads.	M									
FR-RE-044	Eligibility Operations - Reports	-	-	The solution shall provide the ability to report on the amount of active cases/tasks assigned to a unit, and worker.	H									
FR-RE-045	Eligibility Operations - Reports	-	-	The solution shall have the ability to provide users with access to a full set of complex query Online Analytical Processing (OLAP) capabilities.	M									
FR-RE-046	Eligibility Operations - Reports	-	-	The solution shall have the capability to include advanced statistical functionality and sources such as GIS maps.	M									
FR-RE-047	Eligibility Operations - Reports	-	-	The solution shall provide predictive analysis tools for modeling scenarios.	M									
FR-RE-048	Eligibility Operations - Reports	-	-	The solution shall contain reports targeted at identifying and remediating fraud, waste and abuse.	M									
FR-RE-049	Eligibility Operations - Reports	-	-	The solution shall provide the ability to produce reports to support accurate forecasting of program enrollments.	M									

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FR-RE-050	Eligibility Operations - Reports	-	-	The solution shall generate an Appeal activity report, as defined by the State. Criteria for this report includes, but is not limited to: i. Summaries by appeal type ii. Appeal reason category iii. Appeal date iv. Appeal workflow status v. Appeal's assigned task owner vi. Appeal's assigned judge vii. Appellant's county viii. Appellant's region ix. Authorized representative x. Appellant's attorney/advocacy group xi. Process Clock Compliance status	H									
FR-RE-051	Eligibility Operations - Reports	-	-	The solution shall have the ability to generate an appeals summary report of basic appeals data, that does not include any personal health information (PHI) or personally identifiable information (PII).	H									
FR-RE-052	Eligibility Operations - Reports	-	-	The solution shall have the ability to generate a report on State-defined Key Performance Indicators.	H									
FR-RE-053	Eligibility Operations - Reports	-	-	The solution shall have the ability to generate Appeals Hearing dockets based upon State-defined parameters, generating reports including but not limited to: i. All dockets for a particular: 1-Room/Venue 2-Date 3-Resource or 4-Resource Team 5-Process Clock value ii. Docket description details: 1- Location type (phone/in person), 2- Hearing date/time/location, 3- Interpreter Needed/Not needed, 4-Appellant representation or None 5-Appeal issue type 6-Hearing type (Appeal, Continuance)	H									
FR-RE-054	Eligibility Operations - Reports	-	-	The solution shall provide inquiry access to appeals or hearings status for internal and external customers based on user roles and program rules.	N/A									
FR-RE-055	Eligibility Operations - Reports	-	-	The solution shall enable a dynamic dashboard summary view of appeals activity, filtered by user role, including but not limited to: summaries by appeal type, appeal reason category, appeal date, appeal workflow status, appeal's assigned task owner, appeal's assigned judge, appellant's county, appellant's region, authorized representative, and appellant's attorney/advocacy group. The timeframe for the report shall be parameterized.	N/A									
FR-RE-056	Eligibility Operations - Reports	-	-	The solution shall allow a role-based user to view and update appeal case information with the outcomes of reviews, including but not limited to: status of the Valid Factual Dispute review and status of the Hearing Preparation review.	N/A									
FR-RE-057	Eligibility Operations - Reports	-	-	The solution shall provide the ability to view, search and ad-hoc query for appeals information from current and historical incidents, based State-defined criteria to include but not limited to appeal submitted date.	N/A									
FR-RE-058	Eligibility Operations - Reports	-	-	The solution shall produce an appeals summary report of basic appeals data that does not include any personal health information (PHI) or personally identifiable information (PII).	N/A									

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FR-WM-001	Eligibility Operations - Workflow Management	-	-	The solution shall include a workflow engine that can be used to describe multi-step workflows and can manage the execution of those workflows and task checklists.	H									
FR-WM-002	Eligibility Operations - Workflow Management	-	-	The solution shall have the ability to generate tasks and route them to individuals or groups of individuals (queues) for later assignment. The workflow requirements are described using the following terms: i. Workflow - this consists of one or more tasks. ii. Task - a discrete step or process in a workflow that may be assigned to an individual or may be an automated process. iii. Workflow Engine - the software component that runs and manages the workflows and the step by step execution.	H									
FR-WM-003	Eligibility Operations - Workflow Management	-	-	The solution shall provide an escalation process for tasks and alerts based on work flow parameters, user roles and program rules.	H									
FR-WM-004	Eligibility Operations - Workflow Management	-	-	The solution shall support workflows that interact/integrate with Enterprise Content Management Systems.	H									
FR-WM-005	Eligibility Operations - Workflow Management	-	-	The solution shall include the capability to assign initial tasks/cases to staff based on defined business rules.	H									
FR-WM-006	Eligibility Operations - Workflow Management	-	-	The solution shall include the capability to route work to the next person in a workflow based on process outcomes.	H									
FR-WM-007	Eligibility Operations - Workflow Management	-	-	The solution shall provide an automated method to balance workload based on configurable parameters defined by the state.	H									
FR-WM-008	Eligibility Operations - Workflow Management	-	-	The solution shall provide a method to manually reassign workload based on user input.	H									
FR-WM-009	Eligibility Operations - Workflow Management	-	-	The solution shall support a visual/modeling tool to define business process flows.	M									
FR-WM-010	Eligibility Operations - Workflow Management	-	-	The solution shall support standard business process definition languages.	H									
FR-WM-011	Eligibility Operations - Workflow Management	-	-	The solution shall provide the capability to link a workflow to one or more workflows.	H									
FR-WM-012	Eligibility Operations - Workflow Management	-	-	The solution shall allow user roles, as defined by the State, to have a consolidated inbox where they can see all of their assigned tasks/cases.	H									
FR-WM-013	Eligibility Operations - Workflow Management	-	-	The solution shall allow user roles, as defined by the State, access to a work queue where tasks/cases can be pulled (self-assigned).	H									
FR-WM-014	Eligibility Operations - Workflow Management	-	-	The solution shall provide Inbox lists to be sorted by criteria defined by the state.	H									

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FR-WM-015	Eligibility Operations - Workflow Management	-	-	The solution shall allow work groups to be defined as collections of individuals and/or roles and/or other work groups and/or organizations.	H									
FR-WM-016	Eligibility Operations - Workflow Management	-	-	The solution shall have allow user roles the ability to create a new workflow or modify an existing workflow, with limited technical knowledge, so that different tasks are created and assigned using different rules.	H									
FR-WM-017	Eligibility Operations - Workflow Management	-	-	The solution shall have allow user roles the ability to create a new task type, with limited technical knowledge, and associated criteria, as define by the State. Associated criteria includes, but is not limited to: i. Initiation event/rule ii. Notification requirements iii. Assignment or queue rule iv. Disposition/deletion event/rule	H									
FR-WM-018	Eligibility Operations - Workflow Management	-	-	The solution shall allow tasks, based on task type, to be manually completed.	H									
FR-WM-019	Eligibility Operations - Workflow Management	-	-	The solution shall allow tasks to be automatically completed by a system action.	H									
FR-WM-020	Eligibility Operations - Workflow Management	-	-	The solution shall allow tasks to track/include details as defined by the State. Task details include, but are not limited to: i. Task start date and time ii. Task end date and time iii. Priority history iv. Original due date v. Assignment history vi. Appeals Process Clock value vii. Appeals Process Clock compliance status	H									
FR-WM-021	Eligibility Operations - Workflow Management	-	-	The solution shall have the ability to automatically assign a due date to a task/case.	H									
FR-WM-022	Eligibility Operations - Workflow Management	-	-	The solution shall allow user roles, as defined by the State, to manually assign a due date to a task/case.	H									
FR-WM-023	Eligibility Operations - Workflow Management	-	-	The solution shall allow have the ability to automatically assign a priority/criticality to a task/case.	H									
FR-WM-024	Eligibility Operations - Workflow Management	-	-	The solution shall allow user roles, as defined by the State, to manually assign a priority/criticality to a task/case.	H									
FR-WM-025	Eligibility Operations - Workflow Management	-	-	The solution shall allow user roles, as defined by the State, to be able to see the tasks assigned to other users.	H									
FR-WM-026	Eligibility Operations - Workflow Management	-	-	The solution shall allow tasks to be escalated to a user role, as defined by the State, based on configurable date triggers for a type of task, e.g., 1 day past due.	H									
FR-WM-027	Eligibility Operations - Workflow Management	-	-	The solution shall allow user roles, as defined by the State, to create an ad-hoc task and assign it to another user or themselves.	H									

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FR-WM-028	Eligibility Operations - Workflow Management	-	-	The solution shall allow user roles, as defined by the State, to reassign a task to another user.	H									
FR-WM-029	Eligibility Operations - Workflow Management	-	-	The solution shall allow user roles, as defined by the State, to forward a task to another group or work queue.	H									
FR-WM-030	Eligibility Operations - Workflow Management	-	-	The solution shall allow user roles, as defined by the State, to view and search their task history.	H									
FR-WM-031	Eligibility Operations - Workflow Management	-	-	The solution shall allow user roles, as defined by the State, to view, search, and report on the task history within their organizations.	H									
FR-WM-032	Eligibility Operations - Workflow Management	-	-	The solution shall allow external users (applicant/member) to have tasks assigned to them for completion of applications/redeterminations.	M									
FR-WM-033	Eligibility Operations - Workflow Management	-	-	The solution shall enable BAM (Business Activity Monitoring) and event-based notifications.	L									
FR-WM-034	Eligibility Operations - Workflow Management	-	-	The solution shall have the ability to indicate document read/unread status.	H									
FR-WM-035	Eligibility Operations - Workflow Management	-	-	The solution shall have the ability to indicate the existence of an appeal via a flag on an eligibility case.	H									
FR-WM-036	Eligibility Operations - Workflow Management	-	-	The solution shall have the ability to associate a specific document to a task, and provide the ability to review the document.	H									
FR-WM-037	Eligibility Operations - Workflow Management	-	-	The solution shall have the ability to calculate Appeals Process Clocks status: 1- Shall calculate 'In Compliance' as: a. For Process Clocks with 'No Continuance' attribute, clock day count value is less than State-defined configurable maximum, default as 90 days. b. For Process Clocks with 'Granted Continuance' attribute, clock day count value is less than State-defined configurable maximum, default as 120 days. 2- Shall calculate 'Out of Compliance' for all other conditions.	H									

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FR-QM-001	Eligibility Operations - Quality Management	-	-	The solution shall support the State and Federal Quality Control Case Review Process.	H									
FR-QM-002	Eligibility Operations - Quality Management	-	-	The solution shall support the State's quality assurance process.	H									
FR-QM-003	Eligibility Operations - Quality Management	-	-	The solution shall support the State's quality control processing, including but not limited to: i. Payment Error Rate Measurement (PERM) ii. Medicaid Eligibility Quality Control (MEQC)	H									
FR-QM-004	Eligibility Operations - Quality Management	-	-	The solution shall support the State's internal audit processes.	H									

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FR-AU-001	Eligibility Operations - Audit	-	-	The solution shall maintain an audit log of all additions, changes and deletions made to data in the system. This should be readily searchable by user ID or member ID. This must include but is not limited to: - The user ID of the person who made the change - The date and time of the change - The physical, software/hardware and/or network location of the person while making the change - The information that was changed - The outcome of the event - The data before and after it was changed, and which screens were accessed and used - The method in which the change was received (user / batch process / etc.)	H									
FR-AU-002	Eligibility Operations - Audit	-	-	The solution shall maintain an audit log of changes made to an applicant's/member's information.	H									
FR-AU-003	Eligibility Operations - Audit	-	-	The solution shall maintain an audit log of changes to business rules.	H									
FR-AU-004	Eligibility Operations - Audit	-	-	The solution shall maintain an audit log of changes made to case/client notes.	H									
FR-AU-005	Eligibility Operations - Audit	-	-	The solution shall maintain an audit log of changes made to reports/notices.	H									
FR-AU-006	Eligibility Operations - Audit	-	-	The solution shall allow user roles, as defined by the State, to view the contents of the audit trail, at a minimum by date and field level, on-line and via report.	H									
FR-AU-007	Eligibility Operations - Audit	-	-	The solution shall prohibit alterations of the audit trail.	H									
FR-AU-008	Eligibility Operations - Audit	-	-	The solution shall allow user roles, as defined by the State, to set the inclusion or exclusion of auditable events based on organizational policy & operating requirements/limits.	H									
FR-AU-009	Eligibility Operations - Audit	-	-	The solution shall maintain an audit log for all pages and the user ID of the user that has viewed the page.	H									

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FR-AP-1	Appeals	AP 1.1	Review	The solution shall implement an appeals-related workflow to address the review of submitted appeals.	H									
FR-AP-2	Review	AP 1.1.1	Appeals Intake	The solution shall support appeals interactions with internal and external users through the following channels: phone (inbound and outbound), mail, fax, email).	H									
FR-AP-3	Appeals Intake	AP 1.1.1.1	Request / Update Appeal	N/A: Process is external to TEDS.	N/A									
FR-AP-4	Appeals Intake	AP 1.1.1.2	Receive Appeal Information	The solution shall have the ability to store and process appeals-related documentation, including but not limited to: request forms, legal documents, correspondence, medical records and verification documents.	H									
FR-AP-5	Appeals Intake	AP 1.1.1.3	Appeals Request Data Entry	The solution shall have a dynamic user-interface and workflow for appeals intake based on information provided by the user.	H									
FR-AP-6	Appeals Intake	AP 1.1.1.3	Appeals Request Data Entry	The solution shall have the ability to automatically date/time-stamp upon receipt of an appeals request.	H									
FR-AP-7	Appeals Intake	AP 1.1.1.3	Appeals Request Data Entry	The solution shall be able to record appeals request data including, but not limited to: <ol style="list-style-type: none"> 1. Appellant name 2. Appellant current mailing address 3. Appellant current phone 4. Appellant authorized representative and/or conservator 5. Appellant's relationship to applicant 6. Appellant primary language 7. Appellant attorney name & contact info 8. Applicant name 9. Applicant date of birth 10. Applicant date of death (for deceased applicant) 11. Applicant's mother's enrollment status at applicant birth (for newborns) 12. Applicant SSN 13. Applicant phone number, alternate phone number and preferred callback time of day 14. Intake notes 15. Application ID (if appealing application submitted to FFM) 16. Application date 17. Application intake channel/form 18. Other appellants from same application 19. Case numbers of prior appeal(s) for same problem 20. Alleged incorrect treatment or eligibility decision 21. Expected action from State if appeal is granted/upheld 22. Election of benefits continuation 23. Additional information regarding appeal 24. Appeals type 25. Program (Category of Aid) being appealed 	H									
FR-AP-8	Appeals Intake	AP 1.1.1.3	Appeals Request Data Entry	The solution shall have the ability to store the reason for the appeal request, including but not limited to: <ol style="list-style-type: none"> i. Denial of eligibility ii. Incorrect effective start date iii. Benefits suspension or termination iv. Failure to provide timely eligibility determination v. Discriminatory treatment/practice vi. Incorrect co-pay amount vii. Incorrect aid category/program. 	H									
FR-AP-9	Appeals Intake	AP 1.1.1.4	Scan, Index, and Assign Type	See Intake Requirements #67, 70, 75, 68, 69, 71 and 72.	N/A									
FR-AP-10	Appeals Intake	AP 1.1.1.4	Scan, Index, and Assign Type	The solution shall enable automatically starting a configurable Appeal Process Clock (day count) for appeals requests, when an appeals request is received. <ol style="list-style-type: none"> i. When started, the Process Clock shall have the attribute 'No Continuance'. 	H									
FR-AP-11	Appeals Intake	AP 1.1.1.5	Validate Scanned Documents	See Intake Requirements #73, 74, 75.	N/A									
FR-AP-12	Appeals Intake	AP 1.1.1.6	Supplemental Data Entry	See Intake Requirements #67, 70, 68, 69, 71.	N/A									

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FR-AP-13	Appeals Intake	AP 1.1.1.7	Link to an Appeals Case and Assign Workflow	The solution shall enable multiple document types to be associated to an appeal, including but not limited to: i. Correspondences ii. Medical records iii. Lab records iv. Medical bills v. Testimony vi. Appeal request form vii. Healthcare application form viii. LTSS application form ix. MSP application form.	H									
FR-AP-14	Appeals Intake	AP 1.1.1.7	Link to an Appeals Case and Assign Workflow	The solution shall have the ability to associate multiple appeal cases with a single application.	H									
FR-AP-15	Appeals Intake	AP 1.1.1.8	Assign to Initial Appeal Workflow	See Workflow Management Requirement #5.	N/A									
FR-AP-16	Appeals Intake	AP 1.1.1.9	Tag for Intake Resolution Workflow	The solution shall allow multiple appeals to be open for an individual or case at the same time.	H									
FR-AP-17	Appeals Intake	AP 1.1.1.9	Tag for Intake Resolution Workflow	The solution shall enable identification of intake items which cannot be associated to any open appeals case (orphan).	H									
FR-AP-18	Review	AP 1.1.2	Quality Improvement and Compliance Review	The solution shall implement an appeals-related workflow to address the Quality Improvement and Compliance Review process. See related Workflow Management Requirement #36.	H									
FR-AP-19	Quality Improvement and Compliance Review	AP 1.1.2.1	Confirm Appropriate Workflow	The solution shall enable workflow management of an appeals request, including ability to assign a task owner and automatic review routing with email alert to assignee.	H									
FR-AP-20	Quality Improvement and Compliance Review	AP 1.1.2.1	Confirm Appropriate Workflow	The solution shall enable workflow management of a request to withdraw an appeal, including ability to assign a task owner and automatic review routing with email alert to assignee.	H									
FR-AP-21	Quality Improvement and Compliance Review	AP 1.1.2.1	Confirm Appropriate Workflow	The solution shall enable workflow management of a submitted document/information for an appeal, including ability to assign a task owner and automatic review routing with email alert to assignee.	H									
FR-AP-22	Quality Improvement and Compliance Review	AP 1.1.2.2	Open Appeal Case	The solution shall have the ability to automatically indicate that recoupment is due when a final hearing outcome is ineligibility and an appellant has elected benefits continuance within the appeals process.	H									
FR-AP-23	Quality Improvement and Compliance Review	AP 1.1.2.2	Open Appeal Case	The solution shall enable creating/opening an appeals case.	H									
FR-AP-24	Quality Improvement and Compliance Review	AP 1.1.2.2	Open Appeal Case	The solution shall assign a unique tracking number for the appeals case.	H									
FR-AP-25	Quality Improvement and Compliance Review	AP 1.1.2.2	Open Appeal Case	The solution shall have the ability to automatically add an eligibility case note, including appeal filing date, and an 'has open appeal' status flag, to the related eligibility case upon creation of an appeals case.	H									

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FR-AP-26	Quality Improvement and Compliance Review	AP 1.1.2.2	Open Appeal Case	The solution shall provide the ability to associate the appeal request to an eligibility case.	H									
FR-AP-27	Quality Improvement and Compliance Review	AP 1.1.2.2	Open Appeal Case	The solution shall allow user roles, as defined by the State, the ability to associate an appeal to a specific application within an eligibility case (linking data from the application into the appeal). Association to an application is not required.	H									
FR-AP-28	Quality Improvement and Compliance Review	AP 1.1.2.3	Pre-Process Appeal Request	The solution shall enable automatic pre-processing of the data entry for an appeals request, in accordance with State defined rules.	H									
FR-AP-29	Quality Improvement and Compliance Review	AP 1.1.2.3	Pre-Process Appeal Request	The solution shall have the ability to generate a pre-processing report in accordance with State-defined rules and template, that indicates the checkpoints evaluated and the results for each checkpoint.	H									
FR-AP-30	Quality Improvement and Compliance Review	AP 1.1.2.4	QIC Review	The solution shall allow user roles, as defined by the State, to have a 'split-screen' concurrent view of both the image of a scanned item (verification document, medical record, correspondence) and the meta-data index of the item, such as item description, with appropriate meta-data fields editable.	H									
FR-AP-31	Quality Improvement and Compliance Review	AP 1.1.2.4	QIC Review	The solution shall have the ability to prohibit user roles, as defined by the State, from editing auto-populated data fields.	H									
FR-AP-32	Quality Improvement and Compliance Review	AP 1.1.2.4	QIC Review	The solution shall have the ability to enable specific user roles to 'pause' the Appeals Process Clock, while still protecting the auto-populated field from being edited.	H									
FR-AP-33	Quality Improvement and Compliance Review	AP 1.1.2.5	Send Error Log to TNHC	The solution shall have the ability to automatically generate and distribute, on a configurable frequency defined by the State, a batch log containing data entry errors requiring resolution.	H									
FR-AP-34	Quality Improvement and Compliance Review	AP 1.1.2.6	Correct Errors	The solution shall allow user roles, as defined by the State, to edit/update the appeals request data entry.	H									
FR-AP-35	Quality Improvement and Compliance Review	AP 1.1.2.7	Send Updated Appeal Request	The solution shall automatically transmit updated appeals requests into the pre-processing checkpoint.	H									
FR-AP-36	Review	AP 1.1.3	ART/AIR Research and Attempt to Resolve	The solution shall implement an appeals-related workflow to address the ART/AIR Research and Resolution process.	H									
FR-AP-37	Review	AP 1.1.3	ART/AIR Research and Attempt to Resolve	The solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not an appeal request was received within the appropriate time limit, by providing the user with a recommendation regarding timeliness, based upon State defined timeliness rules. (Note that the timeliness rules for an appeal request are different then the timeliness rules for continuation of benefits.)	H									
FR-AP-38	Review	AP 1.1.3	ART/AIR Research and Attempt to Resolve	The solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not the appeal can be resolved through research (ART/AIR resolution).	H									

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FR-AP-39	ART/AIR	AP 1.1.3.1	Generate Draft Appeals Packet	The solution shall have the ability to automatically and manually generate a draft Appeal Information Packet, which includes all supporting evidence within TEDS that is relevant to the associated application, in accordance with business rules for each 'benefit program type' or other criteria, as defined by State.	H									
FR-AP-40	ART/AIR	AP 1.1.3.1	Generate Draft Appeals Packet	The solution shall have the ability to manually re-generate the Appeal Information Packet (with version control), which will incorporate into a State-defined template (print layout) the changes/edits made to the draft.	H									
FR-AP-41	ART/AIR	AP 1.1.3.2	Review TEDS Appeals Information	The solution shall enable 'user drag and drop' capability to associate a selected individual's existing linked documents into an appeals case folder.	H									
FR-AP-42	ART/AIR	AP 1.1.3.2	Review TEDS Appeals Information	The solution shall enable 'user selection' capability to associate a selected individual's application information into an appeals case folder.	H									
FR-AP-43	ART/AIR	AP 1.1.3.2	Review TEDS Appeals Information	The solution shall allow user roles, as defined by the State, to view specific appeals-related data fields, or groups of specific data fields (i.e. 'screens' or 'pages') of data.	H									
FR-AP-44	ART/AIR	AP 1.1.3.3	Search All Systems for Relevant Documentation	N/A: Process is external to TEDS.	N/A									
FR-AP-45	ART/AIR	AP 1.1.3.4	Consolidate Information Associated with Appeal	See Appeals Requirement #9 (Refer to Intake Requirements #67, 70, 68, 69 & 71). When defining roles, the Case Workers can scan & index, not just the Intake staff.	H									
FR-AP-46	ART/AIR	AP 1.1.3.5	Edit / Update Draft Packet	The solution shall allow user roles, as defined by the State, to edit/update a Draft Information Packet, while protecting appropriate fields from being changed.	H									
FR-AP-47	ART/AIR	AP 1.1.3.6	Request for Additional Information	The solution shall have the ability to generate an appeals-related Request for Additional Information notice. (The content and layout of this notice is different from an application-related verification request for information.)	H									
FR-AP-48	ART/AIR	AP 1.1.3.6	Request for Additional Information	The solution shall allow user roles, as defined by the State, to generate a Request for Information, pre-populated with values, in accordance with State-defined template.	H									
FR-AP-49	ART/AIR	AP 1.1.3.7	Receive Request for Additional Information	N/A: Process is external to TEDS.	N/A									
FR-AP-50	ART/AIR	AP 1.1.3.8	Send Information	N/A: Process is external to TEDS.	N/A									
FR-AP-51	ART/AIR	AP 1.1.3.9	Store Provided Information	The solution shall store applicant information and verifications received as part of an appeals case separately from the verifications stored for the eligibility case information.	H									
FR-AP-52	ART/AIR	AP 1.1.3.10	Send Resolution Information and Form to Withdraw	The solution shall have the ability to generate a Request to Withdraw Appeal Form, pre-populated with appropriate information, and merged into a resolution notice packet.	H									
FR-AP-53	ART/AIR	AP 1.1.3.11	Receive Resolution Information	N/A: Process is external to TEDS.	N/A									
FR-AP-54	Review	AP 1.1.4	VFD Review	The solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not the appeal is a valid factual dispute.	H									
FR-AP-55	Review	AP 1.1.4	VFD Review	The solution shall provide the ability to associate multiple applicants to a single appeal request, and to status an applicant's appeal as 'dismissed', when the appeals review process decides that certain applicants are not all on the same eligibility case and same application.	H									
FR-AP-56	Review	AP 1.1.5	Closure Notice	The solution shall allow user roles, as defined by the State, to generate a Confirmation of Withdrawal, pre-populated with values, in accordance with State-defined template.	H									
FR-AP-57	Appeals	AP 1.2	Hearing	The solution shall implement an appeals-related workflow to address the Hearing process.	H									
FR-AP-58	Hearing	AP 1.2.1	Hearing Prep	The solution shall implement an appeals-related workflow to address the Hearing Preparation process.	H									

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FR-AP-59	Hearing	AP 1.2.1	Hearing Prep	The solution shall allow user roles, as defined by the State, to view a case summary of appeal information, including but not limited to: i. Appellant name/birthdate/ mailing address ii. Application date of associated application iii. Benefits effective date iv. Application intake channel v. H15 application date for FFM Transfers, as defined by State vi. Appeal reason category vii. Current status in the workflow viii. Currently assigned owner of the appeals task ix. Due date for current task x. Days overdue, days since appeal was filed xi. Date appeal filed xii. Flag indicator for election of benefits continuation xiii. End date of coverage xiv. Date eligibility notice was sent xv. Last activity case note xvi. Process Clock value and clock attribute value (Continuance or No Continuance).	H									
FR-AP-60	Hearing	AP 1.2.1	Hearing Prep	The solution shall allow user roles, as defined by the State, the ability to search for appeal information, based upon State-defined criteria including but not limited to: i. Appellant's SSN ii. Appellant's name.	H									
FR-AP-61	Hearing Prep	AP 1.2.1.1	Schedule Hearing Docket	The solution shall enable automatically cancelling an appeals hearing, based upon appeal being withdrawn before the NOH was sent to appellant.	H									
FR-AP-62	Hearing Prep	AP 1.2.1.1	Schedule Hearing Docket	The solution shall enable automatic prompts to aid user re-scheduling an appeal hearing, through State-defined rules including but not limited to: 'soonest resource available date for specific resource', 'soonest team available date' and/or 'case weight'. Resources are based upon the availability calendar for each member of a team for each event (including but not limited to: an Administrative Judge, a Resolution Specialist, and a Litigation Attorney).	H									
FR-AP-63	Hearing Prep	AP 1.2.1.1	Schedule Hearing Docket	The solution shall enable automatic docket scheduling based upon the availability calendars of resources selected for the specific hearing event and case weight.	H									
FR-AP-64	Hearing Prep	AP 1.2.1.1	Schedule Hearing Docket	The solution shall enable manual scheduling and manual over-ride of the docket based on state defined roles, including ability to manually book resources, including persons and rooms, for the same time slot, or to add/delete resources for a specific hearing event.	H									
FR-AP-65	Hearing Prep	AP 1.2.1.1	Schedule Hearing Docket	The solution shall enable appropriate roles to have the ability to assign the same person for multiple simultaneous hearings/conferences and multiple hearings/conferences for the same room/venue.	H									
FR-AP-66	Hearing Prep	AP 1.2.1.1	Schedule Hearing Docket	The solution shall enable sending appointment alerts via email and any other channels defined by State, to notify individuals and resource pools, as defined by State. Alert information will include, but is not limited to: i. Type of Alert: 1-Appeals Hearing Scheduled 2-Resource Availability Changed; Hearing Reschedule Required 3-Appeals Hearing Updated (date, room or team change) 4-Appeals Hearing Cancelled ii. Hearing type (phone/in person) location, iii. Hearing date/time, iv. Interpreter Needed/Not needed, v. Appellant representation, and vi. Appeal issue type	H									
FR-AP-67	Hearing Prep	AP 1.2.1.1	Schedule Hearing Docket	The solution shall enable associating docket schedule of hearings to specific appeal cases, and link appeal cases to docket schedule. This includes the ability to consolidate 'linked appeals' (multiple appealing individuals within a single household) into a single hearing.	H									
FR-AP-68	Hearing Prep	AP 1.2.1.2	Edit/Update Draft Information Packet	The solution shall have the ability to re-generate the Draft Information Packet if information has been edited.	H									
FR-AP-69	Hearing Prep	AP 1.2.1.3	Assemble Information Packet	The solution shall enable selecting specific linked documents (not all documents within appeals case) to be included as part of the Information Packet.	H									
FR-AP-70	Hearing Prep	AP 1.2.1.4	Review Information Packet	The solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not an Appeals Information Packet is approved for internal distribution.	H									
FR-AP-71	Hearing Prep	AP 1.2.1.4	Review Information Packet	The solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not an Appeals Information Packet is approved for distribution to an appellant.	H									

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FR-AP-72	Hearing Prep	AP 1.2.1.4	Review Information Packet	The solution shall enable access to appeals case information on State defined rules, including a combination of user roles and a configurable value for days prior to scheduled hearing.	H									
FR-AP-73	Hearing Prep	AP 1.2.1.4	Review Information Packet	The solution shall enable organization of documents, records, etc. that are linked to the appeals case using State defined rules, including but not limited to: -folder or tree hierarchy by user-role (including but not limited to user -role folders for Admin Judge, Attorney, and Appeals Specialist) -default sorted list view by criteria such as document date and document description -ability for user to define personal default sort view -ability for user to sort document list	H									
FR-AP-74	Hearing Prep	AP 1.2.1.5	Generate Draft Notice of Hearing	The solution shall have the ability to generate a Draft Notice of Hearing, automatically populating values, in accordance with State defined templates.	H									
FR-AP-75	Hearing Prep	AP 1.2.1.6	Attorney Review	The solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not an Information Packet is approved for distribution to appellant.	H									
FR-AP-76	Hearing Prep	AP 1.2.1.7	Distribute NOH	The solution shall automatically generate appeals/ fair hearing correspondence to all appropriate recipients, per state policy.	H									
FR-AP-77	Hearing Prep	AP 1.2.1.7	Distribute NOH	The solution shall enable automatic generation of a Notice of Hearing per State-defined template, that includes populating values for, but is not limited to: i. Hearing date/time/location ii. Assigned Administrative Judge iii. Assigned Attorney iv. Whether or not appellant has elected for benefits to continue during appeal period.	H									
FR-AP-78	Hearing Prep	AP 1.2.1.8	Release Case Information to Administrative Judge for Review	The solution shall allow user roles, as defined by the State, to access appeals information and automatically release access to the assigned Administrative Judge based upon an a configurable value of 'x days prior to a scheduled hearing'.	H									
FR-AP-79	Hearing Prep	AP 1.2.1.9	NOH and Information Packet	The solution shall have the ability to automatically send the same Information Packet to the appellant's authorized representative, guardian and/or attorney, if applicable for the appellant, in addition to the packet that is sent for the appellant.	H									
FR-AP-80	Hearing Prep	AP 1.2.1.9	NOH and Information Packet	The solution shall allow user roles, as defined by the State, to generate a Notice of Hearing and Orders, pre-populated with values, in accordance with State-defined template.	H									
FR-AP-81	Hearing Prep	AP 1.2.1.10	Review Case Info	The solution shall enable ability of users (based upon roles) to view case information, and to enter comments/update appeals case notes.	H									
FR-AP-82	Hearing	AP 1.2.2	Receive NOH	N/A: Process is external to TEDS.	N/A									
FR-AP-83	Hearing	AP 1.2.3	Continue with Scheduled Hearing Date	N/A: Process is external to TEDS.	N/A									
FR-AP-84	Hearing	AP 1.2.4	Request Continuance	N/A: Process is external to TEDS.	N/A									
FR-AP-85	Hearing	AP 1.2.5	Accept Request for Continuance	See Case Maintenance Requirement #8. The ability to edit/update/browse case notes refers to separate note logs for an appeals case and an eligibility case (not just a single log for case notes).	N/A									
FR-AP-86	Hearing	AP 1.2.6	Review Continuance Request	Included within Appeals Requirement #57 and Workflow Management Requirements #34 and #36.	N/A									
FR-AP-87	Hearing	AP 1.2.7	Issue Continuance Order	The solution shall have the ability to generate an Issue Continuance Order, pre-populated with appropriate appeals information, when a Judge indicates that review has been completed and decision is to approve the request.	H									
FR-AP-88	Hearing	AP 1.2.7	Issue Continuance Order	The solution shall have the ability, at Administrative Judge's option, to either: 1. Generate an Issue Continuance Order, pre-populated with appropriate appeals information, or 2. Edit Continuance Content, which will be merged into a new Notice Of Hearing at a subsequent workflow step. The choice for either option is triggered per specific appeals case when a Judge indicates that his review has been completed and has entered the decision to approve the Continuance request.	H									
FR-AP-89	Hearing	AP 1.2.8	Deny Continuance Order	The solution shall have the ability to generate a Denied Request for Continuance Decision, pre-populated with appropriate appeals information, when a Judge indicates that review has been completed and decision is to deny the request.	H									
FR-AP-90	Hearing	AP 1.2.9	Denial of Continuance Order / Notice	See Eligibility Determination Requirements #71, 74.	N/A									

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FR-AP-91	Hearing	AP 1.2.10	Conduct Hearing	N/A: Process is external to TEDS.	N/A									
FR-AP-92	Hearing	AP 1.2.11	Post-Hearing Initial Order	The solution shall have the ability to generate Post-Hearing Initial Orders, automatically populated with values, in accordance with State-defined template.	H									
FR-AP-93	Hearing	AP 1.2.12	Order Implementation Unit (OIU) Preliminary Review	Included within Appeals Requirement #57 and Workflow Management Requirements #34 and #36.	H									
FR-AP-94	Appeals	AP 1.3	Petition	The solution shall implement an appeals-related workflow to address the Petition process.	H									
FR-AP-95	Petition	AP 1.3.1	Create Petition	The solution shall have the ability to generate a Petition, automatically populating values, in accordance with State defined templates for multiple petition types.	H									
FR-AP-96	Petition	AP 1.3.1	Create Petition	The solution shall allow user roles, as defined by the State, to generate various petitions, (pre-populated with appropriate values), including but not limited to: i. Petition For Reconsideration ii. Petition For Appeal iii. Petition for Reconsideration of a Final Order	H									
FR-AP-97	Petition	AP 1.3.2	Notify Appellant of Petition	See Eligibility Determination Requirements #71 and #74.	N/A									
FR-AP-98	Petition	AP 1.3.3	Receive Petition	N/A: Process is external to TEDS.	N/A									
FR-AP-99	Petition	AP 1.3.4	Confirm Petition Assignment	See Workflow Management Requirement # 29 and #36.	H									
FR-AP-100	Petition	AP 1.3.5	Review Petition	The solution shall allow user roles, as defined by the State, to view the image of a printed request for petition, while simultaneously viewing case information, and to enter comments/update appeals case notes.	H									
FR-AP-101	Petition	AP 1.3.6	Create Order by Admin Judge	The solution shall have the ability to generate orders regarding petitions, automatically populating values, in accordance with State defined templates for multiple petition types.	H									
FR-AP-102	Petition	AP 1.3.7	Send Petition for Appeal to CD	See Workflow Management Requirement # 29 and #36.	N/A									
FR-AP-103	Petition	AP 1.3.8	Confirm Petition for Appeal	See Workflow Management Requirement # 29 and #36.	N/A									
FR-AP-104	Petition	AP 1.3.9	Review Petition for Appeal	See Appeals Requirements #100.	H									
FR-AP-105	Petition	AP 1.3.10	Create Commissioner's Final Order	The solution shall have the ability to generate a Commissioner's final orders, automatically populating values, in accordance with State defined template.	H									
FR-AP-106	Petition	AP 1.3.11	Distribute Petition Receipts / Orders	See Eligibility Determination Requirements #71 and #74.	N/A									
FR-AP-107	Petition	AP 1.3.12	Receive Decision Files Additional Petition (various types)	N/A: Process is external to TEDS.	N/A									
FR-AP-108	Petition	AP 1.3.13	Files Additional Petition (various types)	N/A: Process is external to TEDS.										
FR-AP-109	Appeals	AP 1.4	Resolution/Order Implementation	The solution shall implement an appeals-related workflow to address the Resolution/Order Implementation process.	H									
FR-AP-110	Appeals	AP 1.4.1	Review the Order and Plan Implementation	The solution shall enable multiple orders to be associated to an appeal case.	H									
FR-AP-111	Appeals Order Implementation	AP 1.4.2	Implement Orders or Resolution to Appeal Case	The solution shall allow user roles, as defined by the State, to edit appeal case notes. (Appeal case notes are a separate log from eligibility case notes log.)	N/A									
FR-AP-112	Appeals Order Implementation	AP 1.4.3	Update Member Application / Eligibility Case	See Case Maintenance Requirement #2.	N/A									
FR-AP-113	Appeals Order Implementation	AP 1.4.3	Update Member Application / Eligibility Case	See Audit Requirement #1.	N/A									
FR-AP-114	Appeals Order Implementation	AP 1.4.3	Update Member Application / Eligibility Case	The solution shall have the ability for appropriate roles, as a user-selected option for any appeals case, to either: - Forward the closed appeal to Eligibility Determination processes, for re-running the eligibility rules and sending an eligibility determination notice, - Or, to run the same eligibility determination rules engine in a one-off calculation process which informs the Appeals Case Worker of the eligibility result (without implementing the determination).	H									

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FR-AP-115	Appeals Order Implementation	AP 1.4.3	Update Member Application / Eligibility Case	The solution shall allow user roles, as defined by the State, to over-ride eligibility determination automated rules, sending an input to Enrollment/Disenrollment processes.	H									
FR-AP-116	Appeals Order Implementation	AP 1.4.4	Update/Close Appeal	The solution shall have the ability to flag the reinstatement (or termination) of benefits due to an appeal, (or the denial of an appeal).	H									
FR-AP-117	Appeals Order Implementation	AP 1.4.4	Update/Close Appeal	The solution shall have the ability to flag the change of applicant information used to determine eligibility aid category or eligibility outcome (due to an appeal).	H									
FR-AP-118	Appeals Order Implementation	AP 1.4.4	Update / Close Appeal	The solution shall have the ability to flag the change of effective date, due to an appeal.	H									
FR-AP-119	Appeals Order Implementation	AP 1.4.4	Update / Close Appeal	The solution shall have the ability to automatically update the eligibility case 'has open appeal' status flag (from 'Yes' to 'No'), when all appeals associated with an eligibility case are all in 'closed' status.	H									
FR-AP-120	Appeals	AP 1.5	Continuation of Benefits	The solution shall implement an appeals-related workflow to address the Continuation of Benefits process.	H									
FR-AP-121	Continuation of Benefits	AP 1.5.1	Review for Continuation of Benefits	See Workflow Management Requirement # 29 and #36.	N/A									
FR-AP-122	Continuation of Benefits	AP 1.5.1	Review for Continuation of Benefits	The solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not a request for continuation of benefits was received within the appropriate time limit, by providing the user with a recommendation regarding timeliness, based upon State defined timeliness rules. (Note the timeliness rules for a continuation of benefits request are different then the timeliness rules for an appeals request.)	H									
FR-AP-123	Continuation of Benefits	AP 1.5.1	Review for Continuation of Benefits	The solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not the appellant alleged good cause for not filing the request for continuation of benefits in a timely manner.	H									
FR-AP-124	Continuation of Benefits	AP 1.5.2	Attorney Review	See Workflow Management Requirement #29 and #36.	N/A									
FR-AP-125	Continuation of Benefits	AP 1.5.2	Attorney Review	The solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not an appellant had good cause for electing benefits continuation after the allowable time limit.	H									
FR-AP-126	Continuation of Benefits	AP 1.5.3	Update to Prevent Termination	The solution shall enable updating an eligibility record to prevent termination of benefits until after the hearing process has completed, including implementation of orders.	H									