



# ACMS USE CASES 2.0 INTAKE APPEAL

**VERSION 1.0**

## DOCUMENT HISTORY

DOCUMENT APPROVAL HISTORY	
Prepared By	
Reviewed By	
Approved By	

DOCUMENT REVISION HISTORY			
Date	Document Version	Revision Description	Author
01/06/2015	1.0	Initial Version	R. Peterson

---

---

**TABLE OF CONTENTS**

- 1. STATE REQUIREMENTS LEVEL USE CASES ..... 3**
  - 1.1. UC-2-01 CLAIMANT USER ACCOUNT CREATION VIA WEB PORTAL ..... 3
  - 1.2. UC-2-02 CLAIMANT USER SUBMITS AN APPEAL..... 7
  - 1.3. UC-2-03 CLAIMANT ACCOUNT CREATION BY SYSTEM USER..... 10
  - 1.4. UC-2-04 SYSTEM USER SUBMITS AN APPEAL ..... 13
  - 1.5. UC-2-05 REVIEW AND FORWARD APPEAL CASE TASK..... 16
  - 1.6. UC-2-06 EXPEDITE REQUEST REVIEW ..... 19
  
- APPENDIX A: ACMS BUSINESS PROCESS MODEL .....25**
  
- APPENDIX B: ACMS BUSINESS PROCESS MODEL .....28**

## 1. STATE REQUIREMENTS LEVEL USE CASES

### 1.1. UC-2-01 CLAIMANT USER ACCOUNT CREATION VIA WEB PORTAL

#### *State Requirements Use Case Beginning*

#### 1.1.1. SUMMARY SECTION

Item	Description
<b>Use Case ID:</b>	UC-2-01
<b>Use Case Name:</b>	Claimant User Account Creation via Web Portal
<b>Description:</b>	This use case describes the steps which must be performed for a public user to create a claimant account.
<b>Actors:</b>	<ul style="list-style-type: none"> <li>External (Public) user</li> </ul>
<b>Triggers:</b>	1. The public user wishes to request an appeal but does not yet have a user account.
<b>Pre-Conditions:</b>	<ol style="list-style-type: none"> <li>User has internet access.</li> <li>User has a valid email account.</li> </ol>
<b>Post-Conditions:</b>	<p><b>Main Flow:</b></p> <ol style="list-style-type: none"> <li>User account is created with a Unique ID.</li> <li>User has been provided account login information.</li> <li>User is logged into their account and navigates to user profile page.</li> </ol> <p><b>Alternate Flow:</b> A1 – Invalid Data Format</p> <p><b>Exception Flows:</b> E1 – Password Reset E2 – Unique ID Recovery</p>
<b>Includes:</b>	None
<b>Extension Points:</b>	None
<b>References</b>	Functional Requirements WF 2.1.1 - WF 2.1.3 Functional Requirements WF 2.1.5 - WF 2.1.9

#### 1.1.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	User navigates to any ACMS webpage.	The system shall display ACMS website with link to registration page.
2	The user shall click the registration link.	The system shall display user account creation web form (WF 2.1.3, WF 2.1.8, and WF 2.1.9).
3	The user shall choose a unique login ID, complete the registration form, and submit for validation.	The system shall verify that all required form data was provided in a valid format.

Step	Action/Cause/Stimulus	Reaction/Effect/Response
		<p>If form data is not in valid format, <b>Alternate Flow A-1 – Invalid Data Format</b> shall be executed.</p> <p>If the form data is valid, the system shall validate submitted data against business rules (WF 2.1.5).</p> <p>The system shall verify the user does not have an existing account (WF 2.1.6).</p> <p>If the system identifies a potential duplicate account, the system shall display password or unique ID recovery options.</p>
4	<p>If the user elects to recover the password to their existing account, <b>Exception Flow E1- Password Recovery</b> shall be executed (WF 2.1.7) and this Main Flow is terminated.</p> <p>If the user elects to recover their Unique ID, <b>Exception Flow E2 – Unique ID Recovery</b> shall be executed (WF 2.1.7) and this Main Flow is terminated.</p> <p>If the no duplicate account is identified and the user elects to create a new account, this Main Flow continues.</p>	<p>The system shall notify the user to verify their account by following the account finalization steps.</p>
5	The user completes the account finalization steps.	The system shall finalize account creation by creating a user record with a Unique ID (WF 2.1.2), and send the user a confirmation containing the user's Unique ID and a login link.
6	The user shall use the provided login link to navigate to the ACMS login page, enter login information, and submit the login form for validation.	The system shall validate user login information. If the user login information is valid, the system displays the user's secure profile page.
7	Flow ends	

### 1.1.3. ALTERNATIVE FLOWS

#### ALTERNATE FLOW A1 – INVALID DATA FORMAT

<b>Branched From:</b>	Main Flow, Step 3
<b>Flow Scenario:</b>	A1 – Invalid Data Format
<b>Post-Condition:</b>	1. All form data is in required format.
<b>Branch To:</b>	Main Flow – Step 4

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1	User submits form data with invalid format.	The system shall not process form data. The system shall notify the user that form data is in an invalid format and identify which field(s) must to be corrected.
A1-2	User updates identified form data with correct format.	<p>The system shall verify that all required form data was provided in a valid format.</p> <p>If form data is not in valid format, repeat Step A1-1.</p> <p>If the form data is in valid format, the system shall validate submitted data against business rules (WF 2.1.5).</p> <p>The system shall verify the user does not have an existing account (WF 2.1.6).</p> <p>If the system identifies a potential duplicate account, the system shall display password or unique ID recovery options.</p>
A1-4	Flow ends	

#### 1.1.4. EXCEPTION FLOWS

##### EXCEPTION FLOW E1 – PASSWORD RECOVERY

<b>Branched From:</b>	Main Flow, Step 4
	E1 – Password Recovery
<b>Post-Condition:</b>	1. User has successfully recovered or changed their password.

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	User navigates to password reset request page.	The system shall display a password reset form and instructions.
E1-2	User completes password reset form.	The system shall validate new password information and update user account information. The system shall send a notification of password update and link to login page.
E1-3	Flow Ends	

##### EXCEPTION FLOW E2 – UNIQUE ID RECOVERY

<b>Branched From:</b>	Main Flow, Step 4
-----------------------	-------------------



<b>Post-Condition:</b>	E2 – Unique ID Recovery 1. User obtains their Unique ID information.
------------------------	---

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	User navigates to ID recovery reset request page.	The system shall display the ID recovery form and instructions.
E1-2	User completes ID recovery form.	The system shall validate information and provide user with requested account information.
E1-3	Flow Ends	

### 1.1.5. USE CASE REVISION HISTORY

Date	Version	Description	Author
1/26/2016	1.0	Initial Baseline Version	S. Brown

*State Requirements Use Case End*

---

## 1.2. UC-2-02 CLAIMANT USER SUBMITS AN APPEAL

### *State Requirements Use Case Beginning*

#### 1.2.1. SUMMARY SECTION

Item	Description
<b>Use Case ID:</b>	UC-2-02
<b>Use Case Name:</b>	Claimant User Submits an Appeal
<b>Description:</b>	This use case describes the steps which must be performed for a claimant user to create an appeal.
<b>Actors:</b>	<ul style="list-style-type: none"> <li>Claimant user</li> <li>Customer Service user</li> </ul>
<b>Triggers:</b>	1. Claimant wants to file an appeal.
<b>Pre-Conditions:</b>	<ol style="list-style-type: none"> <li>Claimant user has internet access.</li> <li>Claimant has a user account.</li> <li>Claimant is logged in to user account.</li> </ol>
<b>Post-Conditions:</b>	<p><b>Main Flow:</b></p> <ol style="list-style-type: none"> <li>Appeal Case is created and associated with claimant user account.</li> <li>Appeal due date assigned.</li> <li>Case number assigned.</li> <li>System assigns review and forward case task to customer service user.</li> <li>Expedite hearing request identified and received date captured.</li> </ol> <p><b>Alternate Flow:</b> A1 – Duplicate Appeal Identified</p> <p><b>Exception Flows:</b> None</p>
<b>Includes:</b>	None
<b>Extension Points:</b>	None
<b>References</b>	Functional Requirements WF 2.1.10 through WF 2.1.14 Functional Requirements WF 2.3.1, WF 2.3.12 Functional Requirement WF 3.1.4

#### 1.2.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	User navigates to appeal request form and enters required information in compliance with WF 2.1.10 and WF 2.1.12.	The system shall verify that all required form data was provided in a valid format. The system shall verify the user does not have an existing appeals case in compliance with WF 2.1.14. If the system identifies a duplicate appeal, <b>Alternate Flow A1 – Duplicate Appeal Identified</b>

Step	Action/Cause/Stimulus	Reaction/Effect/Response
		<p>shall be executed.</p> <p>If the system does not identify a duplicate appeal, the system shall validate submitted data against business rules (WF 2.1.13), and determine pre-hearing needs.</p> <p>The system shall assign a unique case ID (WF-2.3.15) to the appeals case and associate it with the claimant user's account (WF 2.3.12). If user requests expedited hearing, the system shall flag case for expedited hearing (WF 3.1.4), and update expedite request received date. The system shall notify the user of successful case creation (WF 2.1.11). The system shall assign an appeal due date (projected adopt date).</p> <p>The system shall assign review and forward case task to customer service user (WF 2.3.1).</p> <p>System captures reportable data points (eg, due date).</p>
2	Flow ends	

### 1.2.3. ALTERNATIVE FLOWS

#### ALTERNATE FLOW A1 – DUPLICATE APPEAL IDENTIFIED

<b>Branched From:</b>	Main Flow, Step 1.
<b>Flow Scenario:</b>	A1 – Duplicate Appeal Identified
<b>Post-Condition:</b>	<ol style="list-style-type: none"> <li>1. The system will associate duplicate appeal case with original appeal case.</li> <li>2. The Main Flow resumes.</li> </ol>
<b>Branch To:</b>	Main Flow – Step 2

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1	The system flagged appeal case as possible duplicate.	The system shall assign duplicate appeal verification task to customer service user.
A1-2	The customer service user verifies if appeal case is a duplicate.	If the customer service user verifies that the appeals case is a duplicate, the system shall associate it with the original parent case in compliance with WF 2.2.16 and the system shall notify claimant user of the customer service user's determination.

Step	Action/Cause/Stimulus	Reaction/Effect/Response
		<p>If the customer service user verifies that the appeals case is not a duplicate, the system shall assign a unique case ID to the appeals case and associate it with the claimant user's account in compliance with WF 2.1.10 and the system shall send an Acknowledgement Letter to the user in compliance with WF 2.1.11 and WF 2.1.15.</p> <p>System captures reportable data points (eg, due date).</p>
A1-3	Flow ends.	

#### 1.2.4. EXCEPTION FLOWS

<b>Branched From:</b>	None
<b>Post-Condition:</b>	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	None	None
E1-2		
E1-3		

#### 1.2.5. USE CASE REVISION HISTORY

Date	Version	Description	Author
12/30/2015	1.0	Initial Baseline Version	J. Jorgensen

***State Requirements Use Case End***

---

### 1.3. UC-2-03 CLAIMANT ACCOUNT CREATION BY SYSTEM USER

#### *State Requirements Use Case Beginning*

#### 1.3.1. SUMMARY SECTION

Item	Description
<b>Use Case ID:</b>	UC-2-03
<b>Use Case Name:</b>	Claimant Account Creation by System User
<b>Description:</b>	This use case describes the steps which must be performed for a customer service user to create a claimant account.
<b>Actors:</b>	<ul style="list-style-type: none"> <li>System User</li> </ul>
<b>Triggers:</b>	1. Customer Service Unit received a verbal appeal request by claimant.
<b>Pre-Conditions:</b>	<ol style="list-style-type: none"> <li>User has appropriate permissions to account creation functionality.</li> <li>Claimant does not already have a user account.</li> <li>The claimant is on the phone during account creation process.</li> </ol>
<b>Post-Conditions:</b>	<p><b>Main Flow:</b></p> <ol style="list-style-type: none"> <li>Claimant user account with unique ID created.</li> </ol> <p><b>Alternate Flow:</b> None</p> <p><b>Exception Flows:</b> None</p>
<b>Includes:</b>	None
<b>Extension Points:</b>	None
<b>References</b>	Functional Requirements WF 2.1.10 through WF 2.1.15

#### 1.3.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	The system user navigates to new account creation page (WF 2.2.1) and enters claimant information (WF 2.2.2).	<p>The system shall verify that all required form data was provided in a valid format.</p> <p>The system shall verify an existing account does not already exist (WF 2.2.4). If the system identifies an existing account, <b>Exception Flow E1 – Existing Claimant User Account</b> shall be executed and Main Flow terminated.</p> <p>The system shall create a new claimant user account and assign a unique ID. The system shall validate submitted data against business rules (WF 2.2.3 and WF</p>

Step	Action/Cause/Stimulus	Reaction/Effect/Response
2	Flow ends	2.2.5).

### 1.3.3. ALTERNATIVE FLOWS

<b>Branched From:</b>	None
<b>Flow Scenario:</b>	None
<b>Post-Condition:</b>	None
<b>Branch To:</b>	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1		
A1-2		
A1-3		

### 1.3.4. EXCEPTION FLOWS

#### EXCEPTION FLOW E1 – EXISTING CLAIMANT USER ACCOUNT

<b>Branched From:</b>	Main Flow, Step 1
<b>Post-Condition:</b>	Existing user account is identified and available to Customer Service user.

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	The Customer Service user shall review the potential duplicate account information and elect to create a new account, or use the existing account.	<p>If the User elects to create a new account, the system shall create a new claimant user account and assign a unique ID.</p> <p>If the User elects to use the existing account, the system shall navigate the user to the existing account page.</p>
E1-2	Flow Ends.	

### 1.3.5. USE CASE REVISION HISTORY

Date	Version	Description	Author
12/30/2015	1.0	Initial Baseline Version	J. Jorgensen



---

--	--	--	--

***State Requirements Use Case End***

---

## 1.4. UC-2-04 SYSTEM USER SUBMITS AN APPEAL

### *State Requirements Use Case Beginning*

#### 1.4.1. SUMMARY SECTION

Item	Description
<b>Use Case ID:</b>	UC-2-04
<b>Use Case Name:</b>	System User Submits an Appeal
<b>Description:</b>	This use case describes the steps which must be performed by a system user to create an appeal on behalf of a claimant.
<b>Actors:</b>	<ul style="list-style-type: none"> <li>System User</li> </ul>
<b>Triggers:</b>	<ol style="list-style-type: none"> <li>Customer Service Unit has received a written or verbal appeal request by claimant.</li> <li>County has received a written or verbal appeal request by claimant.</li> </ol>
<b>Pre-Conditions:</b>	<ol style="list-style-type: none"> <li>Claimant has a user account.</li> <li>System user has appropriate permissions and security access to appeal creation functionality.</li> </ol>
<b>Post-Conditions:</b>	<p><b><u>Main Flow:</u></b></p> <ol style="list-style-type: none"> <li>Appeal Case is created and associated with claimant user account.</li> <li>Appeal due date assigned.</li> <li>Case number is assigned.</li> <li>Pre-hearing needs are determined.</li> <li>Expedited hearing request identified.</li> </ol> <p><b><u>Alternate Flow:</u></b> None</p> <p><b><u>Exception Flows:</u></b> None</p>
<b>Includes:</b>	None
<b>Extension Points:</b>	None
<b>References</b>	Functional Requirements WF 2.1.10 – WF 2.1.15 Functional Requirement WF 2.2.7 Functional Requirements WF 2.2.10 – WF 2.2.12 Functional Requirement WF 2.2.14 Functional Requirements WF 3.1.4

#### 1.4.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	System user navigates to appeal request form and enters required information in compliance with WF 2.2.6, WF 2.2.11 and WF 2.2.12. The system user	The system shall verify that all required form data was provided in a valid format. The system shall validate submitted data



Step	Action/Cause/Stimulus	Reaction/Effect/Response
	<p>shall attach documents and provide meta data which differentiates documents attached to the case (WF 2.2.14)</p> <p>If user determines the claimant has requested an expedited hearing, the user updates case information to reflect expedited hearing request.</p>	<p>against business rules in compliance with WF 2.2.7. The system shall verify the user does not have an existing appeals case in compliance with WF 2.1.14. If the system identifies a duplicate appeal, <b>UC 2-02 Alternate Flow A1 – Duplicate Appeal Identified</b> shall be executed and Main Flow terminated.</p> <p>The system shall assign a unique case ID (WF-2.3.15) to the appeals case and associate it with the claimant user's account (WF 2.2.10). The system shall assign an appeal due date (projected adopt date). System validates case information against business rules to determine if case requires a pre-hearing (WF 2.3.23).</p> <p>If user requests expedited hearing, the system shall flag case for expedited hearing (WF 3.1.4), and update expedite request received date.</p> <p>The system shall validate case against business rules to determine if the case requires review and forward task.</p> <p>If the case does require a review and forward task, execute <b>UC-02-05 Review and Forward Appeal Case Task</b> and the Main Flow is terminated.</p> <p>System captures reportable data points (eg, due date).</p>
2	Flow ends	

### 1.4.3. ALTERNATIVE FLOWS

<b>Branched From:</b>	None
<b>Flow Scenario:</b>	None
<b>Post-Condition:</b>	
<b>Branch To:</b>	

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1	None	None
A1-2		
A1-3		

#### 1.4.4. EXCEPTION FLOWS

<b>Branched From:</b>	None
<b>Post-Condition:</b>	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	None	None
E1-2		
E1-3		

#### 1.4.5. USE CASE REVISION HISTORY

Date	Version	Description	Author
12/30/2015	1.0	Initial Baseline Version	J.Jorgensen

***State Requirements Use Case End***

---

## 1.5. UC-2-05 REVIEW AND FORWARD APPEAL CASE TASK

### *State Requirements Use Case Beginning*

#### 1.5.1. SUMMARY SECTION

Item	Description
<b>Use Case ID:</b>	UC-2-05
<b>Use Case Name:</b>	Review and Forward Appeal Case Task
<b>Description:</b>	This use case describes the steps which must be performed by a customer service user to review and forward a case.
<b>Actors:</b>	<ul style="list-style-type: none"> <li>Customer Service user</li> </ul>
<b>Triggers:</b>	1. System has assigned the review and forward workflow task to customer service user.
<b>Pre-Conditions:</b>	<ol style="list-style-type: none"> <li>User has permissions access to the assigned case.</li> <li>Case was submitted by a public user through the web portal.</li> </ol>
<b>Post-Conditions:</b>	<p><b>Main Flow:</b></p> <ol style="list-style-type: none"> <li>Case record updated with any changes by customer service user.</li> <li>Task identified as complete.</li> <li>Task removed from customer service user queue.</li> <li>Pre-hearing needs determined.</li> <li>Acknowledgement letter is generated.</li> <li>Expedited hearing needs are determined.</li> </ol> <p><b>Alternate Flow:</b> None</p> <p><b>Exception Flows:</b> None</p>
<b>Includes:</b>	None
<b>Extension Points:</b>	None
<b>References</b>	Functional Requirement WF 2.1.15, Functional Requirement WF 2.2.8, Functional Requirements WF 2.3.2 – WF 2.3.4, Functional Requirements WF 2.3.6 – WF 2.3.11, Functional Requirements WF 2.3.19, WF 2.3.20, WF 2.3.21, and WF 2.3.23

#### 1.5.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	User navigates to dashboard.	System displays Review and Forward Case task queue (WF 2.3.2).
2	User opens the task (WF 2.3.6).	System displays case information and task required of user (WF 2.3.4).

Step	Action/Cause/Stimulus	Reaction/Effect/Response
3	User reviews case information, validates responsible agency(ies), edits case information as needed, adds required explanatory note, and saves changes (WF 2.3.9, WF 2.3.10).  User shall have the option to undo any edits to the case for at least 3 steps, prior to saving (WF 2.3.11).	System updates case information with user's changes (WF 2.3.7)
4	User confirms task is complete (WF 2.3.8).	System identifies task as complete and updates task status on user's dashboard (WF 2.3.3). System generates Acknowledgement Letter (WF 2.2.8) in English and language preference indicated in case information (WF 2.3.21) to claimant (WF 2.1.15) and any Authorized Representative (WF 2.3.20) within 24 hours of case creation (WF 2.3.19). System validates case information against business rules to identify pre-hearing needs. If case is determined to require a pre-hearing, <b>UC-3-01</b> is executed, otherwise <b>UC-4-01</b> is executed (WF 2.3.23).  System captures reportable data points (eg, due date).
5	Flow ends	

### 1.5.3. ALTERNATIVE FLOWS

<b>Branched From:</b>	None
<b>Flow Scenario:</b>	None
<b>Post-Condition:</b>	
<b>Branch To:</b>	

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1	None	None
A1-2		
A1-3		

### 1.5.4. EXCEPTION FLOWS

<b>Branched From:</b>	None



**Post-Condition:**

None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	None	None
E1-2		
E1-3		

#### 1.5.5. USE CASE REVISION HISTORY

Date	Version	Description	Author
12/30/2015	1.0	Initial Baseline Version	J.Jorgensen

***State Requirements Use Case End***

---

## 1.6. UC-2-06 EXPEDITE REQUEST REVIEW

### *State Requirements Use Case Beginning*

#### 1.6.1. SUMMARY SECTION

Item	Description
<b>Use Case ID:</b>	UC-2-06
<b>Use Case Name:</b>	Expedite Request Review
<b>Description:</b>	This use case describes the steps and process a Support Staff user must follow to determine if an expedite request should be granted.
<b>Actors:</b>	<ul style="list-style-type: none"> <li>Support Staff user</li> </ul>
<b>Triggers:</b>	1. System has assigned the expedite hearing request review task to support staff user.
<b>Pre-Conditions:</b>	1. User has permissions to access to the assigned workflow.
<b>Post-Conditions:</b>	<p><b>Main Flow:</b></p> <ol style="list-style-type: none"> <li>Case forwarded to schedule hearing workflow.</li> <li>Task identified as complete.</li> <li>Task removed from support staff user queue.</li> <li>Expedite grant explanation added to case notes.</li> <li>Expedite grant or denial letter is generated.</li> </ol> <p><b>Alternate Flow:</b> None</p> <p><b>Exception Flows:</b> None</p>
<b>Includes:</b>	None
<b>Extension Points:</b>	None
<b>References</b>	Functional Requirements WF-2.3.3, WF-2.3.4 Functional Requirements WF-2.3.6 – WF-2.3.8 Functional Requirements WF-2.3.20, WF-2.3.21 Functional Requirement WF-2.3.23

#### 1.6.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	User navigates to dashboard.	System displays expedited hearing request review task queue. (WF 2.3.3)
2	User opens the task (WF 2.3.6).	System displays case information and task required of user (WF 2.3.4).
3	User determines if expedited hearing request shall be granted or denied, adds required explanatory	System updates case information with user's changes.



Step	Action/Cause/Stimulus	Reaction/Effect/Response
	note, and saves changes.	
4	User confirms task is complete (WF 2.3.8).	<p>System identifies task as complete and updates task status on user's dashboard (WF 2.3.7).</p> <p>If the user grants the expedited hearing request, the system shall flag case for expedited scheduling, generate expedited hearing grant letter in English and language preference indicated in case information (WF 2.3.21) to claimant and any Authorized Representative (WF 2.3.20), and execute <b>UC-4-02 Schedule Expedited Hearing</b> (WF 2.3.23). If the case normally would have been queued for a pre-hearing, but also has been approved for an expedited hearing process, the pre-hearing process shall be bypassed.</p> <p>If the user denies the expedited hearing request, the system shall generate expedite hearing denial letter in English and language preference indicated in case information (WF 2.3.21) to claimant and any Authorized Representative (WF 2.3.20) and execute <b>UC-4-01 Schedule Hearing</b> (WF 2.3.23).</p> <p>System captures reportable data points (eg, due date).</p>
5	Flow ends	

### 1.6.3. ALTERNATIVE FLOWS

<b>Branched From:</b>	None
<b>Flow Scenario:</b>	None
<b>Post-Condition:</b>	
<b>Branch To:</b>	

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1	None	None
A1-2		
A1-3		

### 1.6.4. EXCEPTION FLOWS



<b>Branched From:</b>	None
<b>Post-Condition:</b>	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	None	None
E1-2		
E1-3		

### 1.6.5. USE CASE REVISION HISTORY

Date	Version	Description	Author
03/02/2016	1.0	Initial Baseline Version	Scott Brown

*State Requirements Use Case End*

---

## 1.7. UC-2-07 AUTHORIZED REPRESENTATIVE ACCOUNT CREATION BY SYSTEM USER

### *State Requirements Use Case Beginning*

#### 1.7.1. SUMMARY SECTION

Item	Description
<b>Use Case ID:</b>	UC-2-07
<b>Use Case Name:</b>	Authorized Representative (AR) Account Creation by System User
<b>Description:</b>	This use case describes the steps which must be performed for a customer service user to create an AR account.
<b>Actors:</b>	<ul style="list-style-type: none"> <li>System User</li> </ul>
<b>Triggers:</b>	1. Customer Service Unit received a written AR account request form.
<b>Pre-Conditions:</b>	<ol style="list-style-type: none"> <li>User has appropriate permissions to account creation functionality.</li> <li>AR does not already have an account.</li> <li>AR account form is filled out completely and correctly.</li> </ol>
<b>Post-Conditions:</b>	<p><b>Main Flow:</b></p> <ol style="list-style-type: none"> <li>AR account with unique ID created.</li> </ol> <p><b>Alternate Flow:</b> None</p> <p><b>Exception Flows:</b> None</p>
<b>Includes:</b>	None
<b>Extension Points:</b>	None
<b>References</b>	Functional Requirements WF

#### 1.7.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	The system user navigates to new account creation page (WF 2.2.1) and enters claimant information (WF 2.2.2).	<p>The system shall verify that all required form data was provided in a valid format.</p> <p>The system shall verify an existing account does not already exist (WF 2.1.6). If the system identifies an existing account, <b>Exception Flow E1 – Existing Claimant User Account</b> shall be executed and Main Flow terminated.</p> <p>The system shall create a new claimant user account and assign a unique ID. The system shall validate submitted data</p>

Step	Action/Cause/Stimulus	Reaction/Effect/Response
2	Flow ends	against business rules (WF 2.2.3 and WF 2.2.5).

### 1.7.3. ALTERNATIVE FLOWS

<b>Branched From:</b>	None
<b>Flow Scenario:</b>	None
<b>Post-Condition:</b>	None
<b>Branch To:</b>	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1		
A1-2		
A1-3		

### 1.7.4. EXCEPTION FLOWS

#### ALTERNATE FLOW E1 – EXISTING CLAIMANT USER ACCOUNT

<b>Branched From:</b>	Main Flow, Step 1
<b>Post-Condition:</b>	Existing user account is identified and available to Customer Service user.

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	The Customer Service user shall review the potential duplicate account information and elect to create a new account, or modify an existing account.	<p>If the User elects to create a new account, the system shall create a new claimant user account and assign a unique ID.</p> <p>If the User elects to use the existing account, the system shall navigate the user to the existing account page.</p>
E1-2	Flow Ends.	

### 1.7.5. USE CASE REVISION HISTORY

Date	Version	Description	Author
------	---------	-------------	--------



---

12/30/2015	1.0	Initial Baseline Version	L. Bennett

***State Requirements Use Case End***

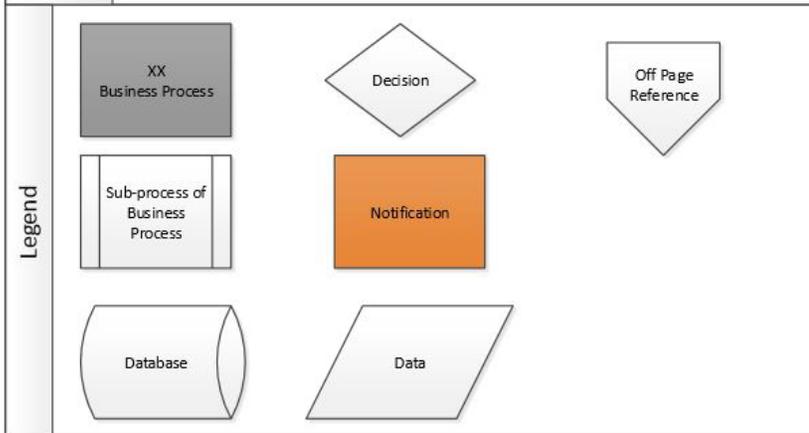
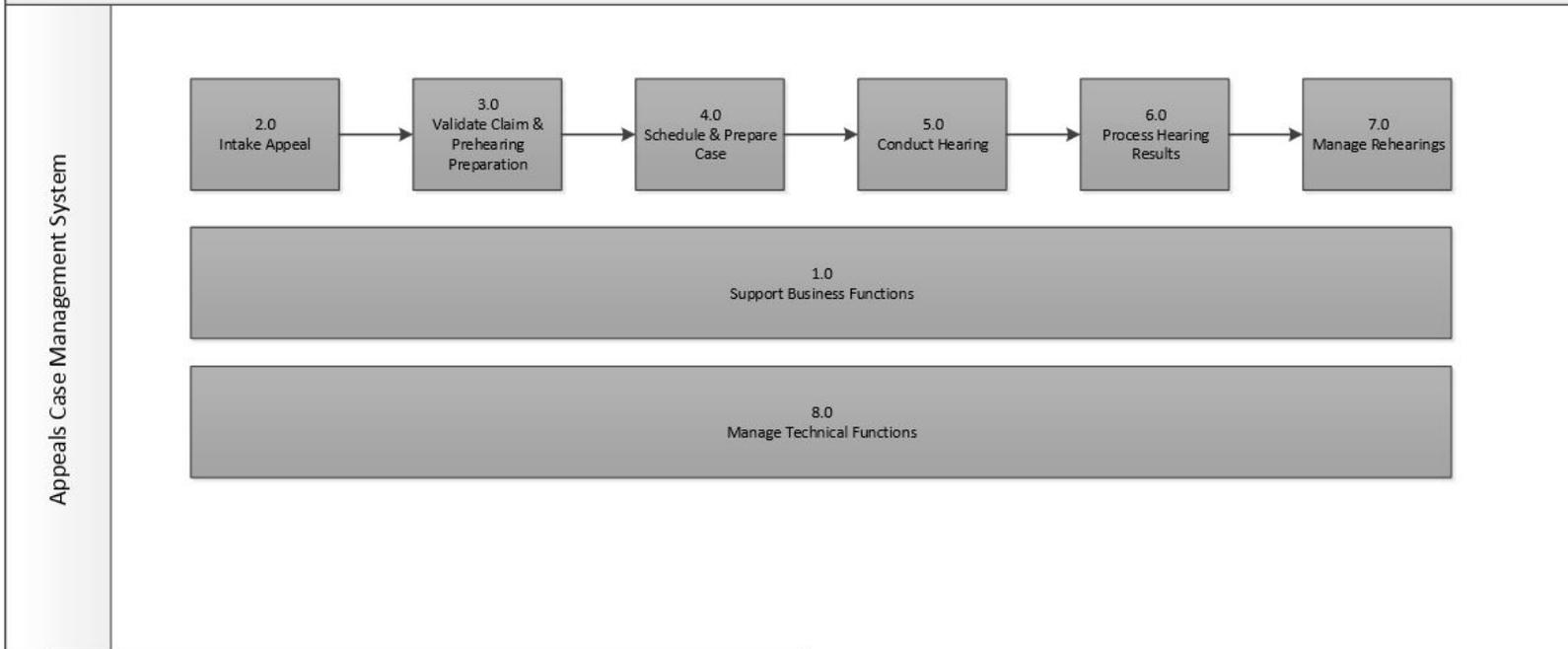
---

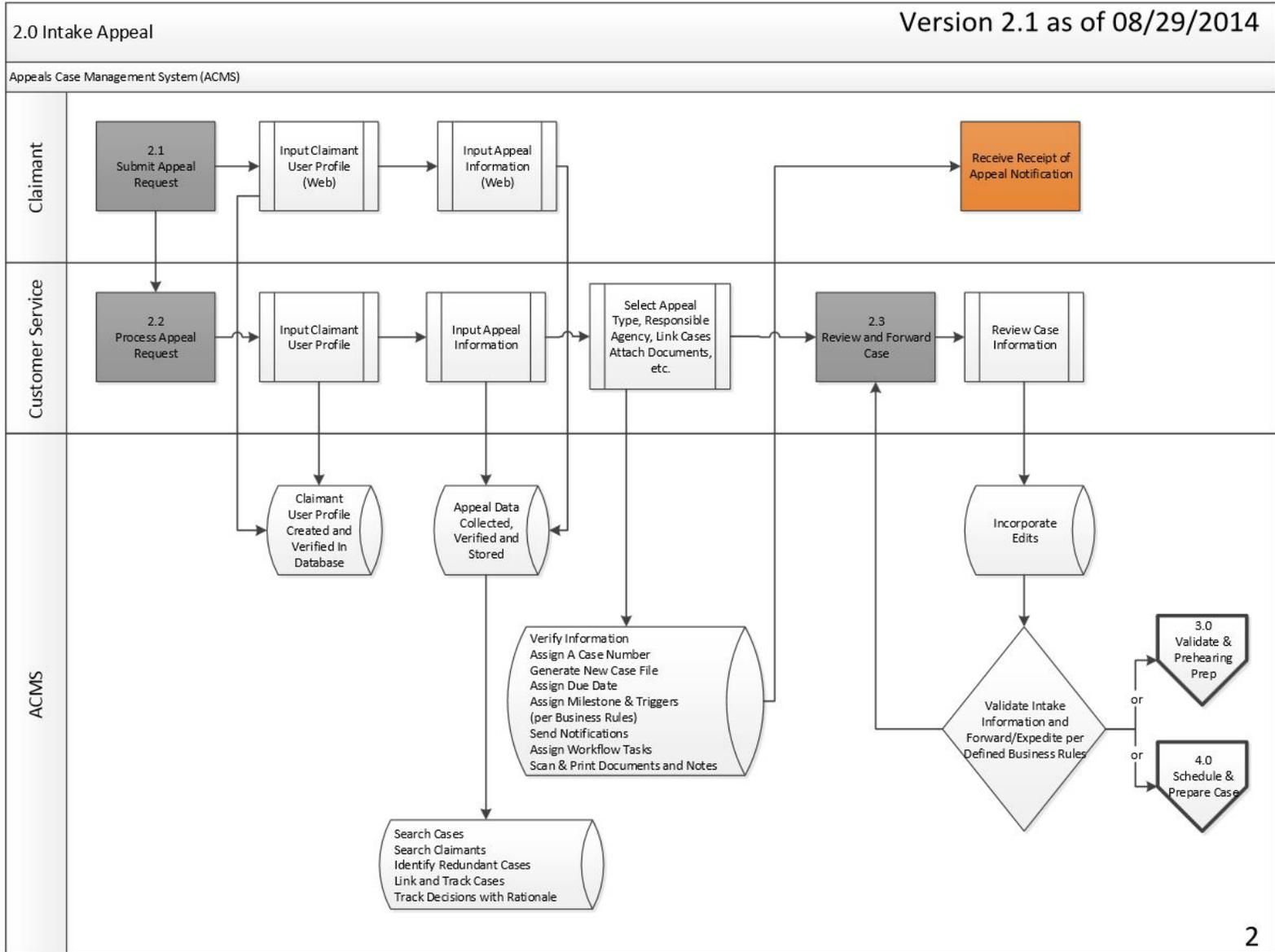
## APPENDIX A: ACMS BUSINESS PROCESS MODEL

Appeals Case Management System (ACMS)

Version 2.1 as of 08/29/2014

Business Reference Model (BRM) High-Level Overview





## APPENDIX B: ACMS BUSINESS PROCESS MODEL

