



ACMS USE CASES 7.0 RE-HEARING

VERSION 1.0

DOCUMENT HISTORY

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TABLE OF CONTENTS

1. STATE REQUIREMENTS LEVEL USE CASES 3

- 1.1. UC-7-01 SUBMIT RE-HEARING REQUEST ONLINE 3
- 1.2. UC-7-02 PROCESS OFFLINE RE-HEARING REQUEST 6
- 1.3. UC-7-03 PROCESS RE-HEARING REQUEST..... 9
- 1.4. UC-7-04 RE-HEARING REQUEST DETERMINATION (PROGRAM)..... 12
- 1.5. UC-7-05 RE-HEARING REQUEST DETERMINATION (CDSS)..... 15
- 1.6. UC-7-06 ASSIGN JUDGE TO WRITE RE-HEARING DECISION..... 18

1. STATE REQUIREMENTS LEVEL USE CASES

1.1. UC-7-01 SUBMIT RE-HEARING REQUEST ONLINE

If a claimant is dissatisfied with a decision, they have the right to request a re-hearing. The system should allow the claimant to login to their account, find the appeal/decision they want re-heard, and request the re-hearing. The system should task the appropriate user with reviewing the re-hearing request based on the decision authority of the case.

State Requirements Use Case Beginning

1.1.1. SUMMARY SECTION

Item	Description
Use Case ID:	UC-7-01
Use Case Name:	Submit Re-Hearing Request Online
Description:	This use case describes the steps a claimant user will take to request a re-hearing online.
Actors:	<ul style="list-style-type: none"> Claimant User
Triggers:	1. Claimant or County is dissatisfied with decision and wants to request a re-hearing.
Pre-Conditions:	<ol style="list-style-type: none"> User must have a user account and is logged in. User must have internet access. Decision for user's hearing must have been released.
Post-Conditions:	<p>Main Flow:</p> <ol style="list-style-type: none"> "Process Re-Hearing Request" task is assigned. Acknowledgement letter generated. <p>Alternate Flow:</p> <p>None</p> <p>Exception Flows:</p> <p>None</p>
Includes:	None
Extension Points:	None
References	Functional Requirements WF 7.1.1 - WF 7.1.2 WF 7.2.1 WF 7.3.4

1.1.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	User navigates to case history.	System displays list of cases.
2	User selects desired case.	System displays case information and available options including "Request re-

Step	Action/Cause/Stimulus	Reaction/Effect/Response
		hearing.” (WF-7.1.1)
3	User selects “Request re-hearing.”	System displays re-hearing submission form.
4	User enters justification for request, uploads any supporting documentation, and confirms.	System updates case information and attaches uploaded files to case. If decision authority belongs to CDSS, system assigns “Process Re-hearing Request” task to ALJ II user. (WF-7.2.1, WF-7.3.4) If decision authority does not belong to CDSS, system assigns “Re-hearing Request Determination” task to Program user. (WF-7.2.1) System generates Re-Hearing Acknowledgement Letter. (WF-7.1.2)
5	Flow ends	

1.1.3. ALTERNATIVE FLOWS

Branched From:	
Flow Scenario:	None
Post-Condition:	
Branch To:	None

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

1.1.4. EXCEPTION FLOWS

Branched From:	None
Post-Condition:	None

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

1.1.5. USE CASE REVISION HISTORY

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State Requirements Use Case End

1.2. UC-7-02 PROCESS OFFLINE RE-HEARING REQUEST

Not all claimants will have an online profile. However, they will still have the ability to submit a re-hearing request in a hard-copy form. Once this form is received, a support staff user will process the re-hearing request. The system should task the appropriate user with reviewing the re-hearing request based on the decision authority of the case.

State Requirements Use Case Beginning

1.2.1. SUMMARY SECTION

Item	Description
Use Case ID:	UC-7-02
Use Case Name:	Process Offline Re-Hearing Request
Description:	This use case describes the steps a Support Staff User will take to process a re-hearing request submitted by a claimant offline.
Actors:	<ul style="list-style-type: none"> Support Staff User
Triggers:	1. Claimant or County is dissatisfied with decision and has requested a written re-hearing request offline.
Pre-Conditions:	<ol style="list-style-type: none"> User must have appropriate security and access permissions. Decision for user's hearing must have been released. Written request includes information sufficient to identify case.
Post-Conditions:	<p>Main Flow:</p> <ol style="list-style-type: none"> "Process Re-Hearing Request" task is assigned. Acknowledgement letter generated. <p>Alternate Flow:</p> <p>None</p> <p>Exception Flows:</p> <p>None</p>
Includes:	None
Extension Points:	None
References	Functional Requirements WF 7.1.1 - WF 7.1.2 WF 7.2.1 WF 7.3.4

1.2.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	User navigates to dashboard.	System displays case search options.
2	User enters search parameters and submits query.	System displays search results.
3	User selects desired case.	System displays case information and available actions, including "Request Re-

Step	Action/Cause/Stimulus	Reaction/Effect/Response
		hearing.” (WF-7.1.1)
4	User selects “Request Re-hearing” option.	System displays re-hearing submission form.
5	User enters date request was received, uploads copy of written re-hearing request and confirms.	System updates case information and attaches uploaded files to case. System assigns “Process Re-Hearing If decision authority belongs to CDSS, system assigns “Process Re-hearing Request” task to ALJ II user. (WF-7.2.1, WF-7.3.4) If decision authority does not belong to CDSS, system assigns “Re-hearing Request Determination” task to Program user. (WF-7.2.1) System generates Re-Hearing Acknowledgement Letter. (WF-7.1.2)
6	Flow Ends	

1.2.3. ALTERNATIVE FLOWS

Branched From:	
Flow Scenario:	None
Post-Condition:	
Branch To:	None

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

1.2.4. EXCEPTION FLOWS

Branched From:	None
Post-Condition:	None

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

1.2.5. USE CASE REVISION HISTORY

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State Requirements Use Case End

1.3. UC-7-03 PROCESS RE-HEARING REQUEST

If the decision authority lies with CDSS, an ALJ II user will be required to process the re-hearing request. They will review all case documentation, along with the previous decision, and submit a recommendation to the Chief ALJ for review.

State Requirements Use Case Beginning

1.3.1. SUMMARY SECTION

Item	Description
Use Case ID:	UC-7-03
Use Case Name:	Process Re-hearing Request
Description:	This use case describes the steps necessary for an ALJ II user to review a re-hearing request submitted by a claimant or county and write a recommendation for review by a Chief ALJ user or designee.
Actors:	<ul style="list-style-type: none"> ALJ II User
Triggers:	1. ALJ II User is assigned "Process Re-hearing Request" task.
Pre-Conditions:	1. User has appropriate security and access permissions.
Post-Conditions:	<p>Main Flow:</p> <ol style="list-style-type: none"> Re-hearing Request Determination" task assigned to Chief ALJ user. ALJ II recommendation content attached to case. <p>Alternate Flow: None</p> <p>Exception Flows: None</p>
Includes:	None
Extension Points:	None
References	Functional Requirements WF 7.2.2, 7.3.3,

1.3.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	ALJ II user navigates to dashboard.	System displays list of assigned tasks.
2	User selects "Process Re-hearing Request" task.	System provides access to case and re-hearing information and documents. System displays option to "Write Recommendation."
3	ALJ II user reviews case information (WF-7.2.2) and selects "Write Recommendation" option.	System displays recommendation writing tools and access to open re-hearing documents without exiting the writing

Step	Action/Cause/Stimulus	Reaction/Effect/Response
		tools.
4	ALJ II user writes recommendation (WF-7.3.3), saves, and confirms.	System updates case information and assigns "Re-hearing Request Determination" task to the Chief ALJ or designee.
5	Flow Ends.	

1.3.3. ALTERNATIVE FLOWS

Branched From:	
Flow Scenario:	None
Post-Condition:	
Branch To:	None

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

1.3.4. EXCEPTION FLOWS

Branched From:	None
Post-Condition:	None

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

1.3.5. USE CASE REVISION HISTORY

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State Requirements Use Case End

1.4. UC-7-04 RE-HEARING REQUEST DETERMINATION (PROGRAM)

A Program user will make a determination of the request for a re-hearing. The determination will result in a decision to deny the request or conduct a re-hearing in one of two ways: a re-hearing on the record (ROR) or a new scheduled hearing. If an ROR is chosen, the system should task the Chief ALJ or his designee to assign a judge to the re-hearing. If a new scheduled hearing is chosen, the system should flag the case to be scheduled along with all other cases.

State Requirements Use Case Beginning

1.4.1. SUMMARY SECTION

Item	Description
Use Case ID:	UC-7-04
Use Case Name:	Re-hearing Request Determination (Program)
Description:	This use case describes the steps necessary for a Program user or Chief ALJ to make a determination on a re-hearing request.
Actors:	<ul style="list-style-type: none"> Program User or Chief ALJ
Triggers:	1. Program user is assigned "Re-hearing Request Determination" task.
Pre-Conditions:	1. User has appropriate security and access permissions.
Post-Conditions:	<p>Main Flow:</p> <ol style="list-style-type: none"> Re-hearing grant or denial letter is generated. Re-hearing decision is released. Copy of re-hearing decision is generated (to be sent to claimant). "Assign Judge to Re-hearing" task assigned to PJ User. <p>Alternate Flow: None</p> <p>Exception Flows: None</p>
Includes:	None
Extension Points:	None
References	Functional Requirements WF 7.2.2, WF-7.3.6

1.4.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	Program user navigates to dashboard.	System displays list of assigned tasks.
2	Program user selects "Re-hearing Request Determination" task.	System displays case information and documents. System prompts user to grant or deny the recommendation for a

Step	Action/Cause/Stimulus	Reaction/Effect/Response
		re-hearing by selecting one of the following options: <ul style="list-style-type: none"> • Denied • Granted, as a Re-Hearing on the Record (ROR) • Granted, as a Hearing to be scheduled
3	Program user reviews case information (WF-7.2.2), selects an option, provides any required notation, and confirms (WF-7.3.6).	<p>If the user selected the “denied” option, the system generates a “Re-hearing Denied” letter to the re-hearing requestor.</p> <p>If the user selected the “Granted, as ROR” option, the system generates a “Re-hearing Granted” letter to the re-hearing requestor which includes an automatically generated hearing date based on business rules. The system assigns the “Assign Judge to Re-hearing” task to a Presiding Judge (PJ) user.</p> <p>If the user selected the “Granted, as hearing to be scheduled” option, the system generates a “Re-hearing Granted” letter to the re-hearing requestor and case is flagged for scheduling.</p> <p>For all user selections, the system shall update case status and capture any relevant statistical information for reporting.</p>
4	Flow Ends.	

1.4.3. ALTERNATIVE FLOWS

Branched From:	
Flow Scenario:	None
Post-Condition:	
Branch To:	None

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

1.4.4. EXCEPTION FLOWS

Branched From:	None
Post-Condition:	None

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

1.4.5. USE CASE REVISION HISTORY

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State Requirements Use Case End

1.5. UC-7-05 RE-HEARING REQUEST DETERMINATION (CDSS)

The Chief ALJ will make a determination of the request for a re-hearing. The determination will result in a decision to deny the request or conduct a re-hearing in one of two ways: a re-hearing on the record (ROR) or a new scheduled hearing. The system should provide ready access to the recommendation for the Chief ALJ user. If an ROR is chosen, the system should task the Presiding Judge or his designee to assign a judge to the re-hearing. If a new scheduled hearing is chosen, the system should flag the case to be scheduled along with all other cases.

State Requirements Use Case Beginning

1.5.1. SUMMARY SECTION

Item	Description
Use Case ID:	UC-7-05
Use Case Name:	Re-Hearing Request Determination
Description:	This use case describes the steps necessary for a Chief ALJ user to make a determination on a re-hearing recommendation.
Actors:	<ul style="list-style-type: none"> Chief ALJ User
Triggers:	1. Chief ALJ user is assigned “Re-hearing Request Determination” task.
Pre-Conditions:	<ol style="list-style-type: none"> User has appropriate security and access permissions. Re-hearing recommendation has been written and attached to case.
Post-Conditions:	<p>Main Flow:</p> <ol style="list-style-type: none"> Re-hearing grant or denial letter is generated. Re-hearing decision is released. Copy of re-hearing decision is generated (to be sent to claimant). <p>Alternate Flow: None</p> <p>Exception Flows: None</p>
Includes:	None
Extension Points:	None
References	Functional Requirements: WF-7.3.6

1.5.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	Chief ALJ user navigates to dashboard.	System displays list of assigned tasks.
2	Chief ALJ user selects “Re-hearing Request Determination” task.	System displays case information and documents, and ALJ II recommendation. System prompts user to grant or deny the

Step	Action/Cause/Stimulus	Reaction/Effect/Response
		<p>recommendation for a re-hearing by selecting one of the following options:</p> <ul style="list-style-type: none"> • Denied • Granted, as a Re-Hearing on the Record (ROR) • Granted, as a Hearing to be scheduled
3	Chief ALJ user selects an option, provides any required notation, and confirms (WF-7.3.6).	<p>If the user selected the “denied” option, the system generates a “Re-hearing Denied” letter to the re-hearing requestor.</p> <p>If the user selected the “Granted, as ROR” option, the system generates a “Re-hearing Granted” letter to the re-hearing requestor which includes an automatically generated hearing date based on business rules. The system assigns the “Assign Judge to Re-hearing” task to a Presiding Judge (PJ) user.</p> <p>If the user selected the “Granted, as hearing to be scheduled” option, the system generates a “Re-hearing Granted” letter to the re-hearing requestor and case is flagged for scheduling.</p> <p>For all user selections, the system shall update case status and capture any relevant statistical information for reporting.</p>
4	Flow Ends	

1.5.3. ALTERNATIVE FLOWS

Branched From:	
Flow Scenario:	None
Post-Condition:	
Branch To:	None

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

1.5.4. EXCEPTION FLOWS

Branched From:	None
Post-Condition:	None

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

1.5.5. USE CASE REVISION HISTORY

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State Requirements Use Case End

1.6. UC-7-06 ASSIGN JUDGE TO WRITE RE-HEARING DECISION

When a re-hearing on the record (ROR) has been chosen, a Presiding Judge (PJ) must assign an ALJ to the re-hearing. The system should provide the PJ with case information and a list of ALJ II users approved to write re-hearing decisions. The system tasks the ALJ II user with writing the decision, following the steps identified in use case UC-6-01.

State Requirements Use Case Beginning

1.6.1. SUMMARY SECTION

Item	Description
Use Case ID:	UC-7-06
Use Case Name:	Assign Judge to Write Re-hearing Decision
Description:	This use case describes the steps necessary for a PJ user to assign an ALJ II user to write a re-hearing decision.
Actors:	<ul style="list-style-type: none"> • Presiding Judge User
Triggers:	1. PJ user is assigned “Assign Judge to Re-hearing” task.
Pre-Conditions:	1. User has appropriate security and access permissions.
Post-Conditions:	<p>Main Flow:</p> <ol style="list-style-type: none"> 1. “Write Re-hearing Decision” task assigned to ALJ II user. <p>Alternate Flow:</p> <p>None</p> <p>Exception Flows:</p> <p>None</p>
Includes:	None
Extension Points:	None
References	Functional Requirements WF-7.3.7

1.6.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	PJ user navigates to dashboard.	System displays list of assigned tasks.
2	PJ user selects “Assign Judge to Re-hearing” task.	System displays case information and list of ALJ II users approved to write re-hearing decisions (WF-7.3.7). The system shall automatically default to the ALJ II user who wrote the re-hearing recommendation.
3	PJ user selects an ALJ II user from the list and confirms assignment.	System assigns “Write Re-hearing Decision” task to selected ALJ II user, updates case information and executes

Step	Action/Cause/Stimulus	Reaction/Effect/Response
4	Flow Ends	UC-6-01 Write Decision.

1.6.3. ALTERNATIVE FLOWS

Branched From:	
Flow Scenario:	None
Post-Condition:	
Branch To:	None

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

1.6.4. EXCEPTION FLOWS

Branched From:	None
Post-Condition:	None

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

1.6.5. USE CASE REVISION HISTORY

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State Requirements Use Case End
