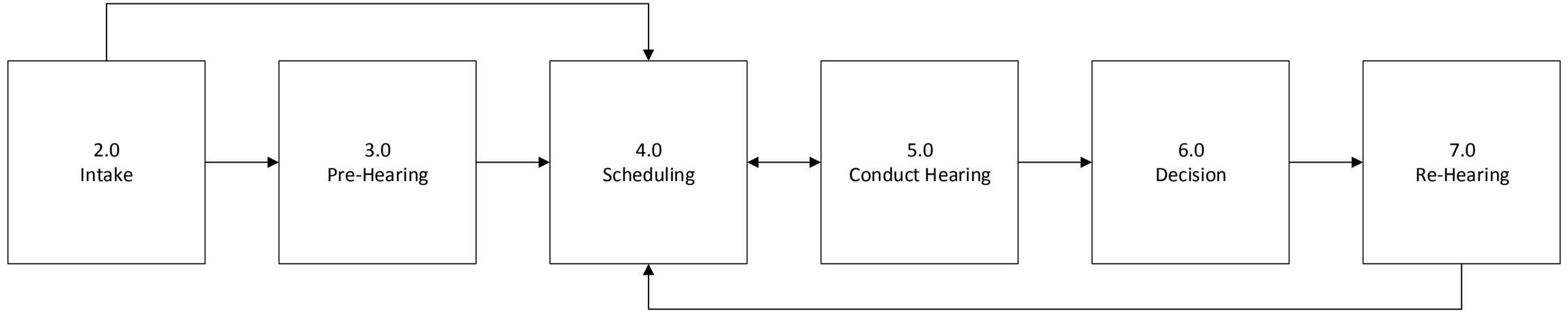
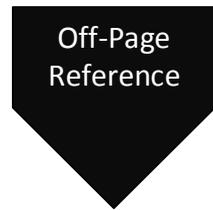
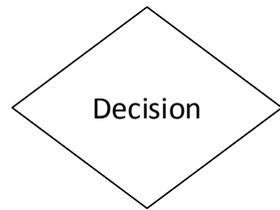
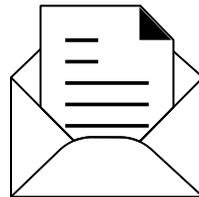
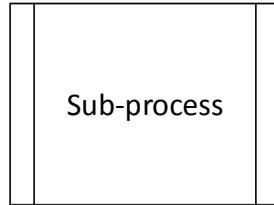
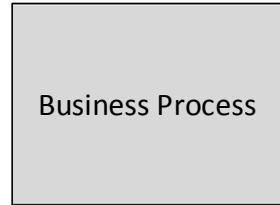


SHD "AS-IS" BUSINESS PROCESS MODEL

SHD Business Processes



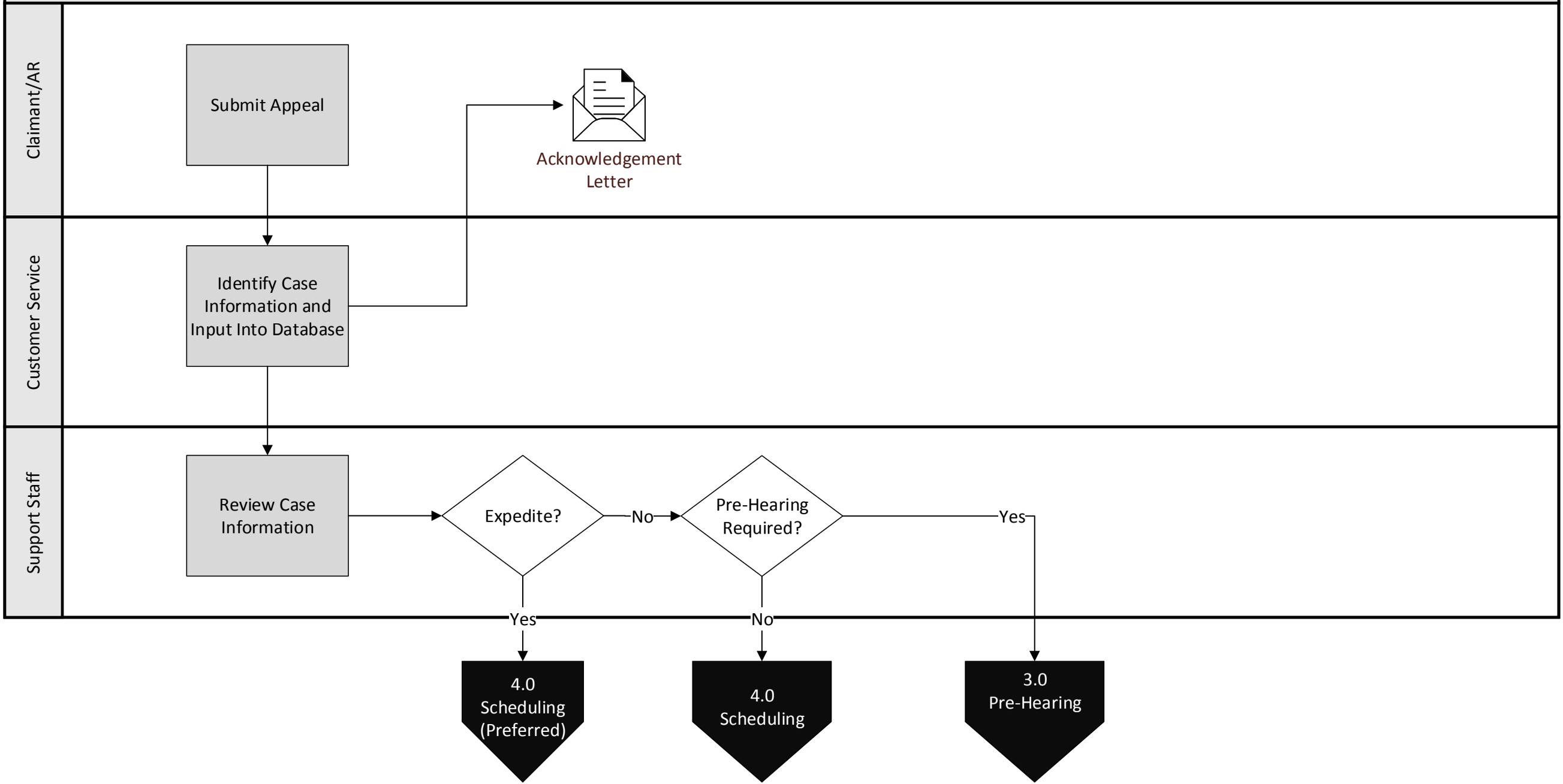
Legend



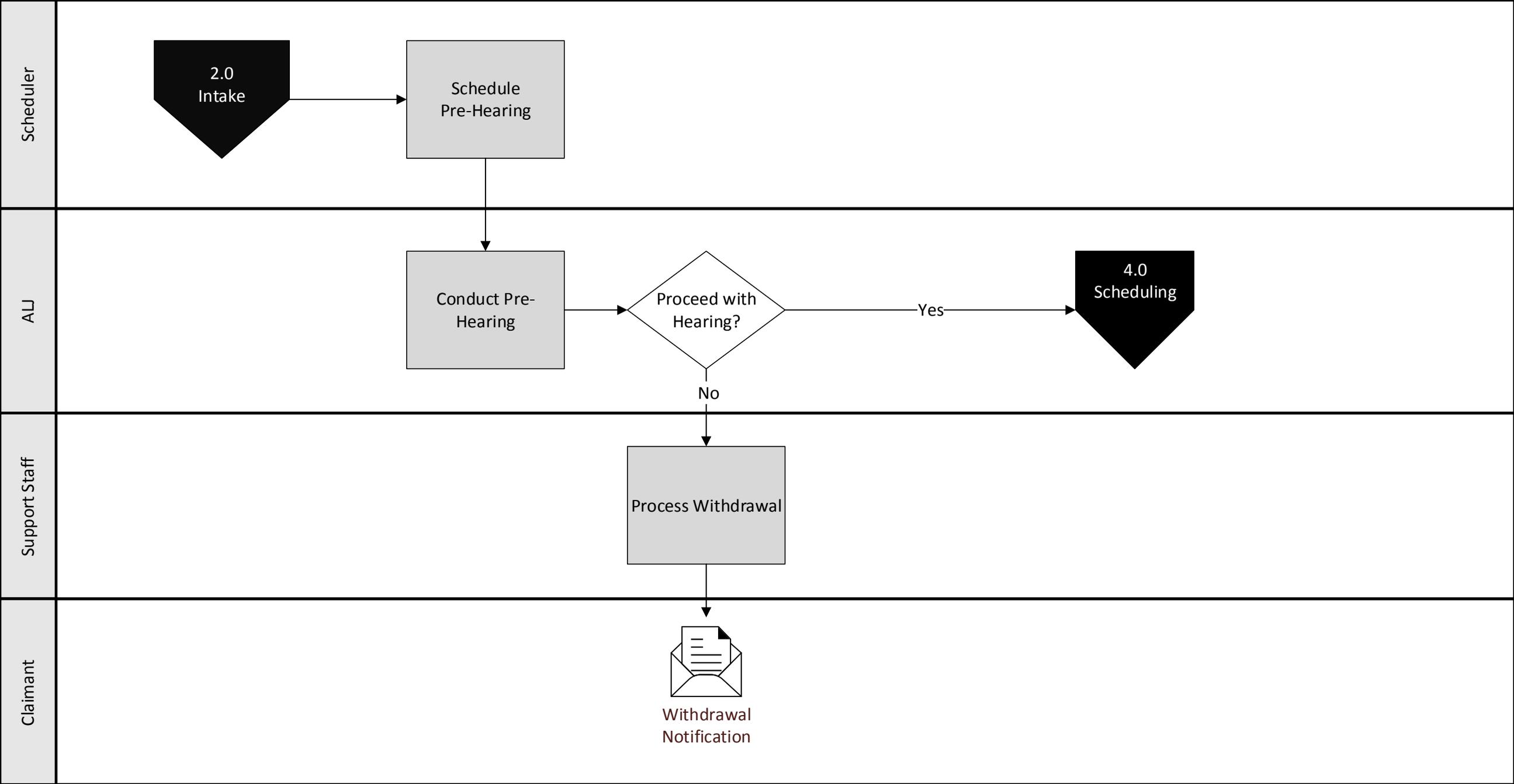
ACRONYMS

- ACA – Affordable Care Act
- ALJ – Administrative Law Judge
- AR – Authorized Representative
- HWDC – Health and Welfare Data Center
- PALJ – Presiding Administrative Law Judge
- ROR – Re-hearing on the Record
- SHD – State Hearings Division
- UCL – Uncalendared Case Listing

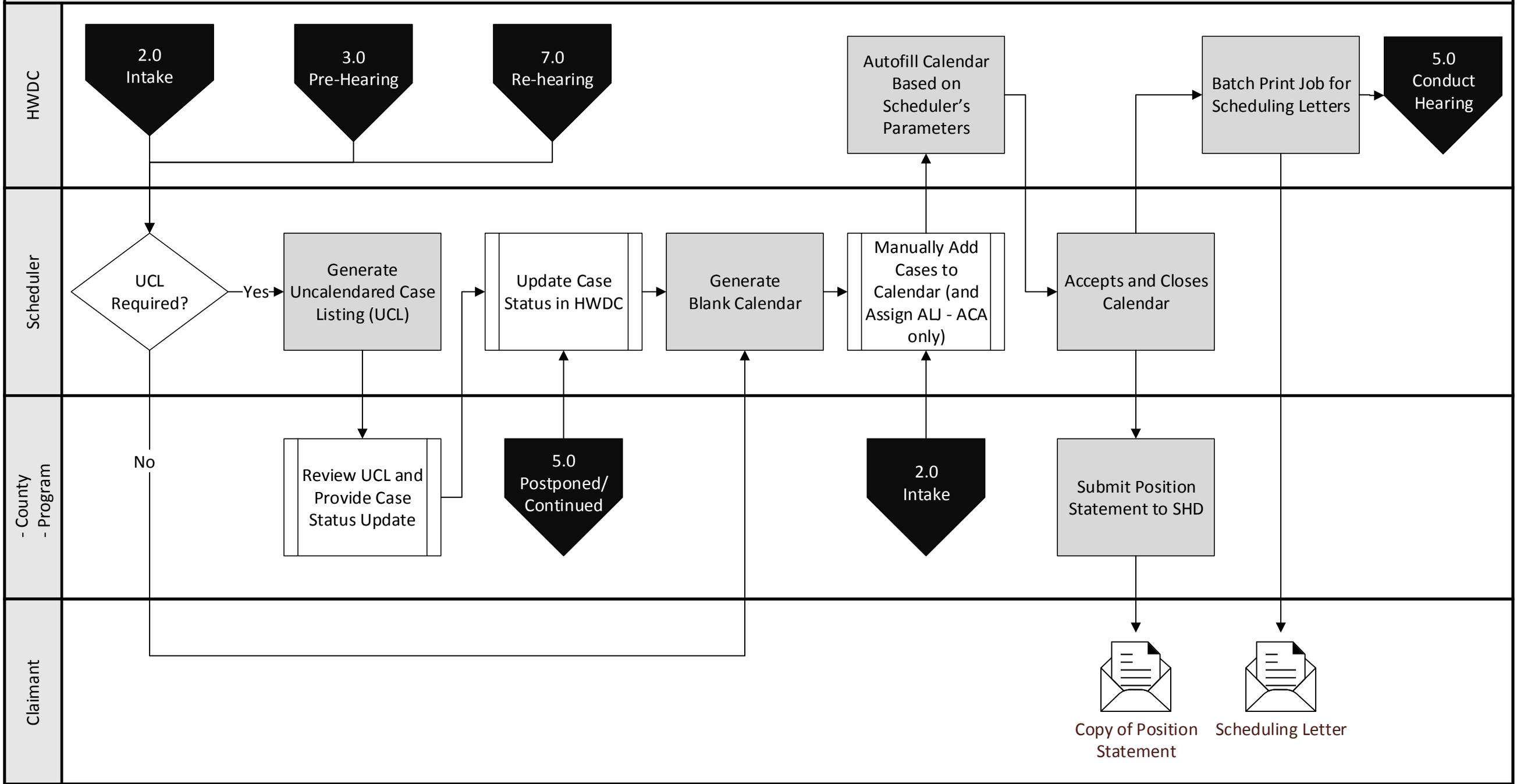
2.0 INTAKE



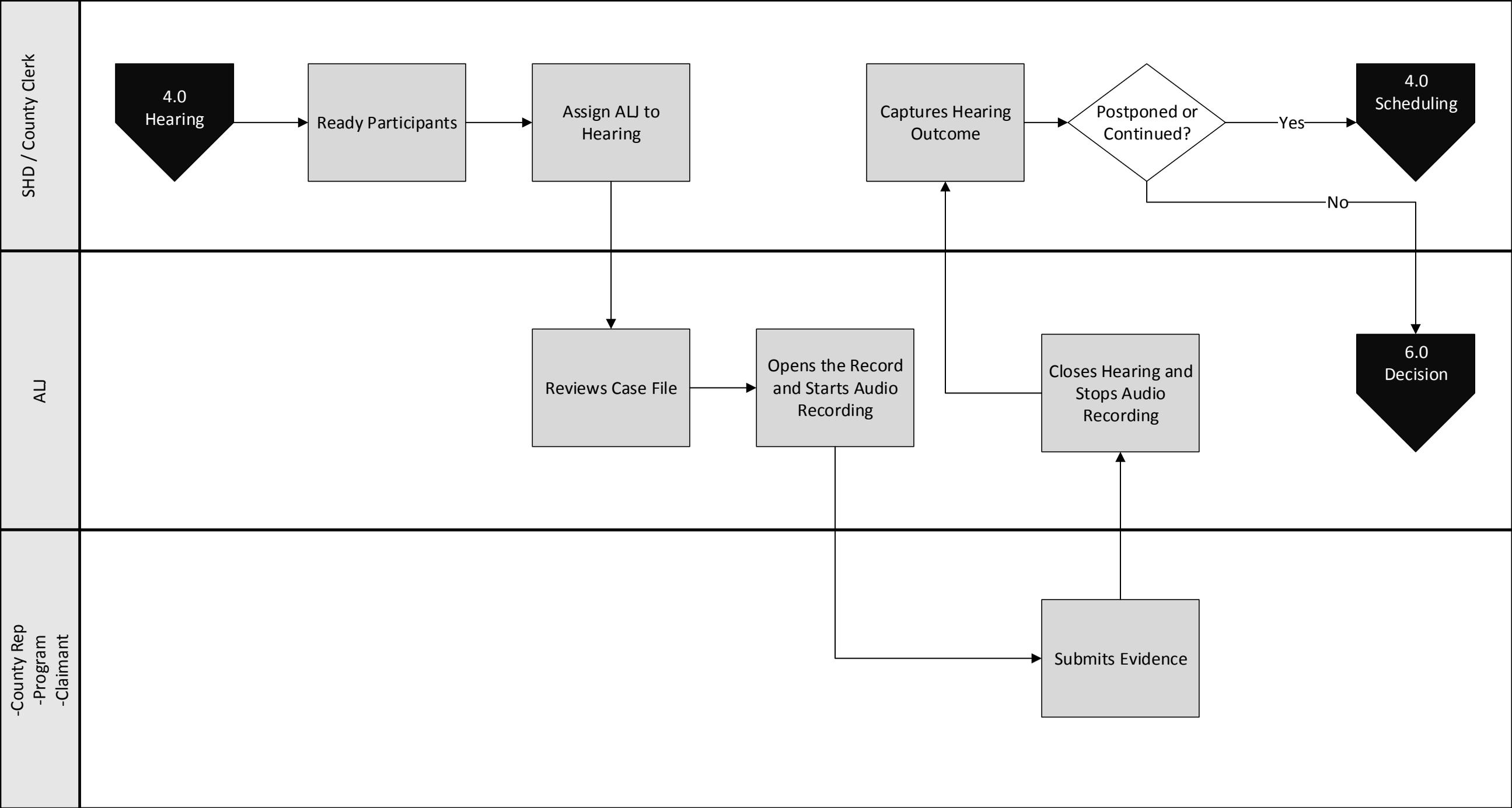
3.0 PRE-HEARING



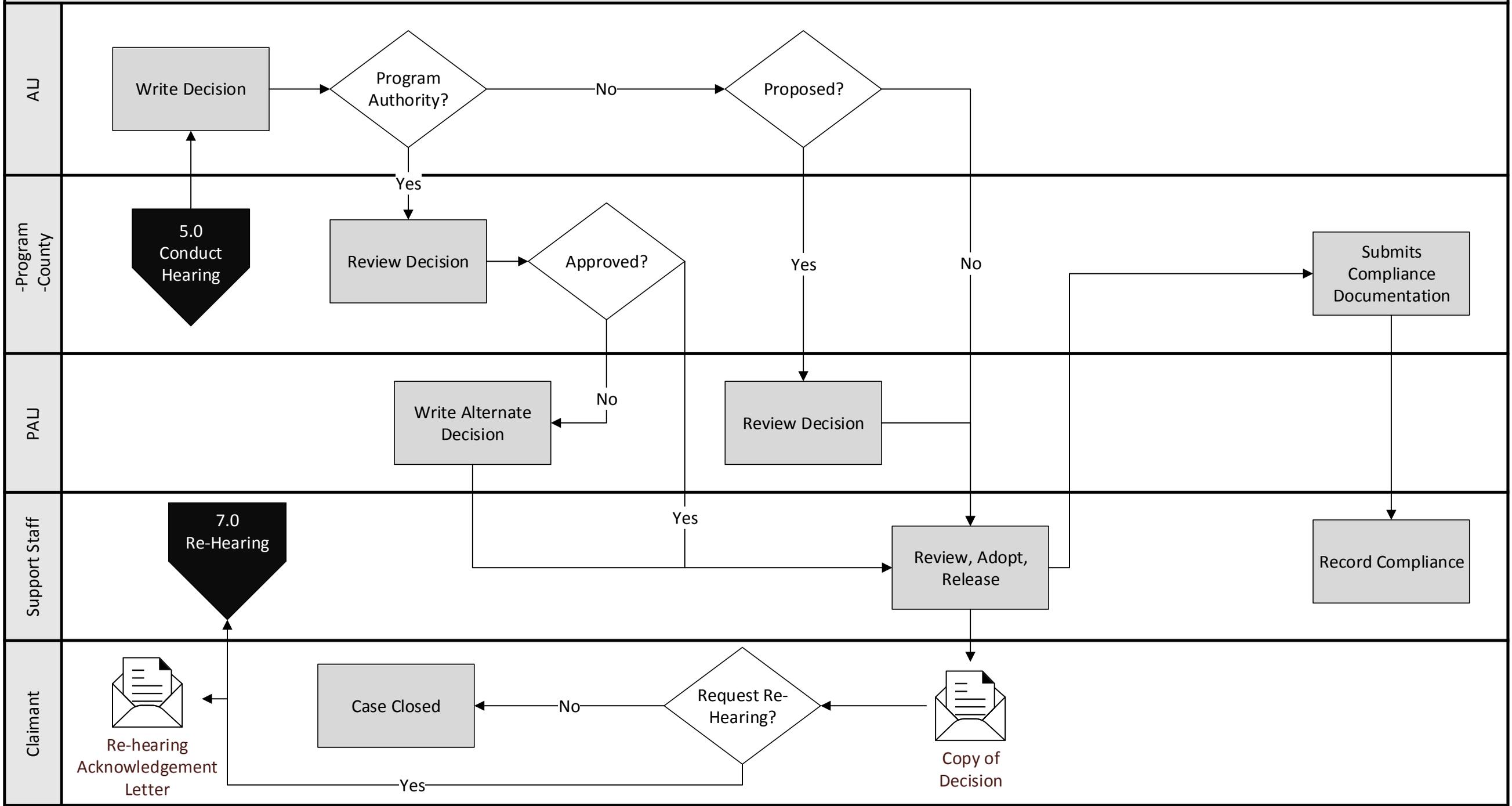
4.0 SCHEDULING



5.0 CONDUCT HEARING



6.0 DECISION



7.0 RE-HEARING

