

NYEIS Workflows
6/2012

Functional Area	Workflow Name	Task Subject Line	What invokes this workflow?	Task or Notification	Allocation Target?	How to close?	Deadline?	Escalation?	Case Closure Task?
Case Management	Close Ineligible Child's Case	Child <child's name> was determined ineligible. Please close Integrated Case <IC Reference #>	Child's MDE with a Eligibility Status = 'Not Eligible' is accepted by the EIO/D.	Task	Child's EIO/D	Click Task Primary Action link and record Case Close.	N/A	N/A	Yes
Case Management	CPSE Transition	Please arrange a transtion conference, with parental consent, for <child's name>.	Creating a CPSE Transition	Task	Child's EIO/D	Create a transition conference activity (from task actions)	N/A	N/A	Yes
Case Management	Child data change request	Child Data Change Request Submitted for <child's name>	Request is made to change child data	Task	<MUNI>_ChildChangeRequest Work Queue	Change status of request and save	N/A	N/A	
Case Management	Create impartial hearing	Impartial Hearing Request for Child <child's name>	Creation of a new Impartial Hearing Record	Notification	Child's EIO/D	N/A	N/A	N/A	
Case Management	Create mediation	Mediation Request for Child <child's name>	Creation of a new Mediation record.	Notification	Child's EIO/D	N/A	N/A	N/A	
Case Management	Municipality Transfer Acknowledgement	Municipality Transfer Acknowledgement	Creation of a municipality transfer record.	Task	<MUNI>_EIOD Work Queue of the Receiving municipality	Transfer is either Approved or Rejected	N/A	N/A	Yes
Case Management	Municipality Transfer rejection notification	Municipality Transfer Rejection	Receiving Muni rejects the transfer	Task	<MUNI>_EIOD Work Queue of the Transferring municipality	N/A	N/A	N/A	
Case Management	Municipality Transfer Print Transfer Notification	Print Transfer Document(s)	Receiving Muni accepts the transfer	Notification	Child's Service Coordinator	N/A	N/A	N/A	
Case Management	Municipality Transfer Parental Objection Close Case	A Transfer for <child's name> was initiated but canceled due to parental objection to notification of receiving municipality or transfer of records. The child's case is required to be closed.	A Transfer record is recorded and the parent object to notifying the receiving municipality or transfer of records.	Task	<MUNI>_EIOD Work Queue of the Transferring municipality	Close Integrated Case	N/A	N/A	Yes
Case Management	CPSE Transition Conference Notification	A transition conference has been scheduled for <child's name>	Activity created scheduling a transition conference	Notification	Child's Service Coordinator	N/A	N/A	N/A	
Claiming	Interface 278 Response	The following validation errors have been received for _____ request for Prior Authorization from _____. Request Validation Error: _____	If errors are received from a 278 request	Task	STATEWIDE_HIPAAError queue	N/A	N/A	N/A	
Claiming	Interface Transmission Error	An Interface reports 997 errors on the Transaction: _____	Electronic Receipt of 997 rejection for HIPAA transaction submitted by NYEIS.	Task	STATEWIDE_HIPAAError queue	The HIPAA Transaction is resubmitted	N/A	N/A	
Claiming	835S Remittance Claim Notification	Please review pending claims on the <date> Medicaid Remittance.	835 is received for Medicaid.	Notification	Users subscribed to the MUNI_FiscalStaff Work Queue	NA	NA	NA	
Evaluation	MDE agency assignment	Accept/Reject MDE Assignment for <child's name>	Agency assigned to perform an MDE	Task	<Provider>_Evaluations Work Queue	Agency Evaluator Accepts or Rejects the MDE Assignment	N/A	Invoke the "Escalate_Notification_MDE_Decline" Workflow, if provider does not respond to "MDE_Agency_Assignment" workflow within 5 days.	Yes

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Evaluation	Create MDE	A Multidisciplinary Evaluation has been assigned to <agency name> for <child's name>	Agency evaluator accepts the assignment of the MDE.	Task	<Provider>_Evaluations Work Queue	MDE is submitted by the agency or the agency assignment is cancelled.	N/A	N/A	Yes
Evaluation	Reject MDE	Submitted Provider Evaluation for <child's name>, Case Reference <Integrated Case Reference #> has been rejected. Please see rejection reason(s) and comments, make necessary corrections and re-submit the evaluation	An agency has submitted a completed MDE, and it is rejected by the EIOD	Task	<Provider>_Evaluations Work Queue	MDE is submitted by the agency or the agency assignment is cancelled.	N/A		Yes
Evaluation	Reassign MDE to another agency	Reassign MDE Agency for <child's name>	An agency has rejected the assignment of an MDE.	Task	Child's EIO/D	EIOD assigns an agency to perform an MDE	N/A	N/A	Yes
Evaluation	Cancel MDE Agency assignment	Notice of cancellation of Multidisciplinary Evaluation assignment	The assignment of an MDE to an agency is cancelled.	Notification	Users subscribed to the <Provider>_Evaluations Work Queue if the agency has personnel with NYEIS user accounts, or the Child's Service Coordinator	N/A	N/A	N/A	
Evaluation	Submit MDE	Review Submitted Provider Evaluation for <child's name>, Case Reference <Integrated Case Reference #>	An agency provider submits a completed MDE.	Task	Child's EIO/D	EIOD manages the MDE submission either accepting or rejecting	N/A	N/A	Yes
Evaluation	Accept evaluation	Submitted evaluation acceptance	The EIOD accepts a submitted MDE.	Notification	Users subscribed to the <Provider>_Evaluation Work Queue	N/A	N/A	N/A	
Evaluation	Health assessment notification	New Health Assessment	Creation of a new Health Assessment	Notification	Child's EIO/D	N/A	N/A	N/A	
Evaluation	Notification of evaluation upload	Full evaluation upload notification	User uploads an attachment to the MDE.	Notification	Child's EIO/D and Service Coordinator	N/A	N/A	N/A	
Evaluation	Evaluation 30-day Warning	The MDE Evaluation for _____ is overdue	Daily Batch Process	Task	<Provider>_Evaluations Work Queue	User records a delay reason.	N/A	N/A	
Evaluation	Reopen MDE < 90 Days from Eligibility Determination	The MDE for _____ has been re-opened for correction. Make corrections and resubmit for EIOD review.	User clicks the Modify Approved MDE button.	Task	<Provider>_Evaluations Work Queue	User updates the MDE and submits	N/A	N/A	Yes
Evaluation	Reopen MDE > 90 Days from Eligibility Determination	User _____ has requested that the approved MDE for _____ be modified for correction. The request occurs 90 days after the child's eligibility was determined.	User clicks the Modify Approved MDE button.	Task	Statewide_BEIReview Work Queue	User Approves or Denies request	N/A	N/A	Yes
Evaluation	Reopen MDE Denial Notification	The request to modify the approved MDE for child _____ has been denied by the Bureau of Early Intervention.	BEI user denies request to reopen an MDE.	Notification	User who requested the MDE to be reopened.	N/A	N/A	N/A	

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IFSP	IFSP Review Notification	Schedule IFSP Review for _____	IFSP with an end date 45 days from current date	Task	Child's EIO/D	Create an IFSP review	10 days	Invoke the "EIS_IFSPReviewNotificationDeadline" Workflow, assigning a task to any user assigned to the "MUNI_EL_Manager" role for the child's municipality	Yes
IFSP	IFSP Review Notification Deadline	The Schedule IFSP Review for child _____ is more than 10 days old. Schedule the review now.	IFSPReviewNotification deadline task not completed	Task	<Muni>_EIOD Work Queue	Create an IFSP review activity	N/A	N/A	
IFSP	IFSP Review Notification to Service Coordinator	Notify all Participants of IFSP Meeting scheduled on ____/____/____	User creates an IFSP Review Activity	Notification	Child's Service Coordinator	N/A	N/A	N/A	
IFSP	Provider accept/reject service authorization	Accept/Reject <service type> Service Authorization for <child's name> in ,child's municipality of residence>	EIO/D approval of a Service Authorization on an IFSP	Task	<Provider>_ServiceAuthorization Work Queue or Child's EIO/D	Provider Accepts or Rejects the assignment of the service authorization	7 days	A notification is sent to the EIOD	Yes
IFSP	Service Authorization notification	Based on SA comments	1) Suspend SA 2) Unsuspend SA 3) Service Authorization Approval 4) IFSP Amendment 5) IFSP/SA Closed	Notification	Members of provider vendor workque	N/A	N/A	N/A	
IFSP	IFSP Approval Notification	IFSP _____ approval is late	Approval of an IFSP	Notification	Child's EIO/D	N/A	N/A	N/A	
IFSP	IFSP closure approval	Review Request for Closure of IFSP _____	An IFSP is closed early by SC	Task	Child's EIO/D	EIOD Approves or Rejects the request	N/A	N/A	Yes
IFSP	IFSP extension approval	Review Request for Extension of _____ for child <child's name>	Creation of IFSP extension by SC	Task	Child's EIO/D	EIOD Approves or Rejects the IFSP extension	N/A	N/A	Yes
IFSP	IFSP extension notification	Request to extend IFSP _____ for <child's name> has been _____.	Creation of IFSP Extension	Notification	Child's Service Coordinator	N/A	N/A	N/A	
IFSP	IFSP amendment approval	Review Request for Amendment of IFSP _____	Creation of IFSP Amendment by SC	Task	Child's EIO/D	EIOD Approves or Rejects the Amendment	N/A	N/A	Yes
IFSP	IFSP add service authorization amendment approval	Review Request for Amendment of IFSP for <child's name> to add a Service Authorization	Creation of new SA to approved IFSP by SC	Task	Child's EIO/D	EIOD Approves or Rejects the Amendment	N/A	N/A	Yes
IFSP	Service authorization closure approval	Review Request for Closure of Service Authorization _____	Close an SA early by SC	Task	Child's EIO/D	EIOD Approves or Rejects the close SA early request	N/A	N/A	Yes
IFSP	Service authorization suspend approval	Review Request for Suspension of Service Authorization _____	Request Suspend to SA by SC	Task	Child's EIO/D	EIOD Approves or Rejects the SA suspend request	N/A	N/A	Yes

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IFSP	Service authorization unsuspend approval	Review Request for Unsuspension of Service Authorization _____	Request Unsuspend to SA by SC	Task	Child's EIO/D	EIOD Approves or Rejects the SA unuspend request	N/A	N/A	Yes
IFSP	Service authorization extension approval	Review Request for Extension of _____ (_____) _____ for child <child's name>	Creation of SA extension by SC	Task	Child's EIO/D	EIOD Approves or Rejects the SA Extension	N/A	N/A	Yes
IFSP	Service authorization amendment approval	Review Request for Amendment of Service Authorization _____ for _____	Creation of SA Amendment by SC	Task	Child's EIO/D	EIOD Approves or Rejects the Amendment	N/A	N/A	Yes
IFSP	Multiple extension notification	Multiple IFSP Extensions	If an IFSP has been extended more than 2 times.	Notification	Users subscribed to the STATEWIDE_IFSPExtension Queue	N/A	N/A	N/A	
IFSP	IFSP extension notification	Request to extend IFSP _____ for _____ has been _____.	IFSP Extension Approval, IFSP Extension Rejection	Notification	Child's Service Coordinator	N/A	N/A	N/A	
IFSP	Rejected service authorization provider assignment	Provider <provider name> has rejected the assignment of Service Authorization <SA reference number> for <child's name>	Provider rejects their assignment to a service authorization	Task	Child's EIO/D	EIOD assigns a new provider to a service authorization	N/A	N/A	Yes
IFSP	Service Coordinator Assignment Notification	Initial Service Coordinator Assignment Notification	A service coordinator being assigned to a child's integrated case.	Notification	Child's Service Coordinator	N/A	N/A	N/A	
IFSP	Service Authorization Provider Assignment Late Notification	Provider <Provider name> late for assignment accept/reject	Deadline function from a Provider not accepting or rejecting assignment to a service authorization for 7 days.	Notification	Child's EIO/D	N/A	N/A	N/A	
IFSP	Prior authorization	Prior Authorization Required for SA _____ for child <child's name>	A service authorization for a child is created, and the various combinations of service type, method, and QPs for the service authorization appear in the list on the child's insurance coverage as requiring prior authorization.	Task	Child's EIO/D	Prior Authorization created	14 Days	Invoke the "EIS_PriorAuthorizationEscalation" Workflow.	Yes
IFSP	Prior authorization Escalation	Delayed Prior Authorization(s) for child <child's name>	Deadline for Prior Authorization entry has passed.	Notification	Child's EIO/D	Prior Authorization created	N/A	N/A	
IFSP	PCP Referral	Primary Care Physician Referral Required for <SA> for <child's name>	A service authorization for a child is created, and the various combinations of service type, method, and QPs for the service authorization appear in the list on the child's insurance coverage as requiring primary care physician referral.	Task	Child's Service Coordinator	Primary Care Physician Referral Created	7 Days	Invoke the "EIS_PCPReferralEscalation" Workflow.	Yes
IFSP	PCP Referral Escalation	Delayed PCP Referral(s) for child <child's name>	Deadline for Primary Care Physician Referral entry has passed.	Notification	Child's EIO/D	Primary Care Physician Referral Created	N/A	N/A	

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IFSP	OSEP Late Reason	The first delivery of service for Service Authorization for _____, _____, is greater than 30 days from the IFSP Meeting Date. Please provide late reason.	First occurrence of service -provider service date > IFSP meeting date + 30 days (excludes transportation, respite and evaluations)	Task	<Provider>_ServiceAuthorizations Work Queue	OSEP Late Reason Entered	N/A	N/A	Yes
Invoicing	Interface 277 Notification	277 Claim Inquiry Received on ___/___/___	Electronic Receipt of HIPAA Claim Status Response from Commercial Insurance or Medicaid.	Notification	User that initiated 277 request, otherwise, all users subscribed to the <MUNI>_FiscalStaff Work Queue.	N/A	N/A	N/A	
Invoicing	Invoice waivers	Provide Justification for Billing Rule Violation for Claim _____							
Invoicing	Invoice waivers - Part 1	Provide Justification for Billing Rule Violation for Claim _____	An invoice is submitted which has billing rule violations and thus requires waivers	Task	If provider user exists with role = "PROV_FiscalManager", allocate to that user. Else, if provider user exists with role = "PROV_FiscalAdmin", allocate to that user. Else, allocate to the <MUNI>_FiscalStaff Work Queue Else, allocate to the Child's EIO/D	Waiver Justification provided or provider claim voided or escalation occurs and claim is denied	28 Days	A system process automatically denies the claim	
Invoicing	Invoice waivers - Part 2	Review Billing Waiver Request for Claim _____	Completion of Justification for billing violation	Task	Child's EIO/D	Waiver Approved, Rejected, or Invoice Claim Voided	5 Days	Invokes Late Claim Waivers workflow	
Invoicing	Late invoice waivers	_____ has Billing Waivers that need to be reviewed	Deadline passes for waiver review by EIO/D	Task	Child's EIO/D	Waiver Approved or Rejected	5 Days	Invoke EscalatedInvoiceWaiver" Workflow s/b claim	
Invoicing	Escalated invoice waiver	_____ has Invoice Waiver that need to be reviewed	Deadline passes in Late Invoice Waiver review	Task	<MUNI>_LateInvoiceWaivers Work Queue	Waiver Approved or Rejected	N/A	N/A	
Invoicing	Monitor Invoice Aging	Claim _____ for _____ has not been paid in 75 days.	Provider invoice with status not equal to Denied, Muni Approve, Open, Paid, Void Recovered, or Retro Paid and INVOICE STATUS EFFECTIVE DATE + 75 < SYSDATE	Task	<MUNI>_MonitorInvoiceAging Work Queue	Invoice Paid or Voided	N/A	N/A	
Invoicing	Muni Review Submitted Invoice	Please review the approved claims on Invoice <invoice #> for the Provider <provider name> that was submitted on <invoice submission date>	Provider submits electronic or manual invoice.	Task	<MUNI>_InvoiceReview Work Queue	Review approved claims and click "Review Complete" button.	90 Days	System approves all claims in invoice that were not adjudicated.	
Invoicing	Provider Review Rejected Claims	Invoice <invoice #> has claims that were denied	Muni has rejected some or all claims in submitted invoice.	Task	<Provider>_Financials Work Queue	Review rejection reason and click "Review Complete" button.	N/A	N/A	

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Medicaid Eligibility	Medicaid Eligibility Error	Errors have been received for _____ request for Medicaid Eligibility from DOH. Request Errors: _____	Before a claim to Medicaid is created an eligibility request is sent to Medicaid to verify eligibility. If the response contained errors then this workflow is invoked.	Task	STATEWIDE_HIPAAError Work Queue	Claim is resubmitted, sent to next payer, or task deadline passes	20 Days	A system process stages the claim to be vouchered.	
Medicaid Eligibility	Notify service coordinator of insurance coverage	Medicaid has identified Other Insurance for _____.	A HIPAA 271 Eligibility response from Medicaid indicates the child also has other insurance coverage and there is no record of Commercial Coverage in NYEIS.	Notification	Child's Service Coordinator	N/A	N/A	N/A	
Medicaid Eligibility	Interface Medicaid Eligibility Response	CIN results have been received for <child's name>	Electronic receipt of Medicaid eligibility results from OTDA.	Task	User that initiated the request, otherwise the MedicaidCIN work queue.	User reviews the CIN results and selects Complete Registration.	N/A	N/A	
Provider	Notice of Expiring License	Provider <name> with State ID / Employee ID <ID number> has a License: <license name> that is set to expire within 15 days on <date>.	Nightly batch program checking for licenses that are expiring in 15 days.	Task	STATEWIDE_ApprovedProvider Work Queue (for providers who are State approved) or STATEWIDE_EmployeeProvider Work Queue (for providers who are agency employees)	Click Task Primary Action link and edit provider's license record	N/A	N/A	
Provider	Provider Restriction Creation	A restriction has been set on provider _____ by the State. Please review the details.	Creation of a new global provider restriction.	Task	STATEWIDE_ProviderRestriction Work Queue (if Restriction created by a municipality) or <MUNI>_ProviderRestriction Work Queue (if Restriction created by SDOH)	View the details of the provider restriction	N/A	N/A	
Provider	Provider Restriction Task for impacted service authorizations	A restriction type _____ has been set on provider <Provider name> effective ___/___/___	Creation of a new provider restriction that impacts existing SA's.	Task	Child's Service Coordinator	View the details of the provider restriction	7 Days	Invoke the "EIS_providerRestrictionDeadline" Workflow	Yes
Provider	Provider Restriction Deadline Passed Notification	The review restriction placed on provider <Provider name> is more than 7 days old	Passing the deadline of 7 days from the invocation of the EIS_ProviderRestrictionTaskToSA workflow.	Notification	Child's EIO/D for Service Authorization's affected by Restriction.	N/A	N/A	N/A	
Provider	Contract expiring tasks	The Contract for Provider <Provider name> is due to expire on ___/___/___	Nightly process that checks for any contract with a status of active or new with an expiration date less than or equal to 15 days from current date	Task	<MUNI>_Contract Work Queue	Contract extended or contract closed.	N/A	N/A	
Provider	Contract Change Notification	A contract change has effected Service Authorizations for _____	Modification to a contract containing a service type currently approved in a service authorization.	Notification	Child's Service Coordinator	N/A	N/A	N/A	
Provider		<Agency reference # and name> has recently been approved for Bi-Lingual Evaluation Add-on products. Please update your contract with this agency and add these new products.	A Bi-Lingual Add On product is approved/added for a provider when a language is added to their languages list and they are approved for Core Evaluations or Supplemental Evals Only models	Task	<MUNI>_Contract Work Queue	Click Task Primary Action link 'Update Agency Contract'	N/A	N/A	
Provider	New provider flag	A flag has been set on provider <Provider name> by _____. Please review the details.	Creation of a Provider Flag.	Task	STATEWIDE_ProviderFlag Work Queue and <MUNI>_ProviderFlag Work Queue of Municipality's that contract with the provider.	User views the provider flag	N/A	N/A	

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Provider	Provider Disqualification Notification	<Provider name> is no longer approved by DOH effective _____.	If provider status is changed to anything other than Approved.	Notification	If Provider Type = Individual and this provider has an employment relationship with another provider with Employment Type = Contracted, then send notification to all users of the contracting agency with a user role of PROV_All or PROV_ServiceDirector. If Provider Type = Agency, then send notification to all users having a user role of PROV_All or PROV_ServiceDirector.	N/A	No	No	
Provider	Notify agencies that a rendering provider needs to be reassigned	<Provider name> is no longer approved by DOH effective ____/____/____ and is currently assigned as the rendering provider on the attached SAs. Please reassign the rendering provider for these SA	If provider status is changed to anything other than Approved and provider type = individual and this provider has an employment relationship with another provider with an employment type = contracted, then create task if there are any SA's with an end date later than status end date	Task	<Provider >_ServiceAuthorization work queue. If no users subscribed to this queue, then assign to <MUNI>_ EIOD Work Queue	Click on button titled "All SAs Edited" on Manage Affected SA's page	N/A		
Provider		Provider <provider name> is no longer approved to provide EI services as of <Current Approval Status date>. The provider is currently assigned on Service Authorization <SA #>.	Provider Current Approval Status is set to Disqualified or Disapproved.	Task	Child's EIO/D for Service Authorization's affected by the status change.	Reassign Service Authorization provider of record.	No	No	
Provider App	Submit provider application	<Provider name> with a catchment area in your municipality has submitted a Provider Application.	The successful submission of a completed provider application.	Both	1) Notification allocated to Users in each Catchment Municipality having a user role of MUNI_EIOD 2) Task is created in one of the following work queues: STATEWIDE_ProviderAppAgencyNew STATEWIDE_ProviderAppAgencyAmended STATEWIDE_ProviderAppAgencyReapproval STATEWIDE_ProviderAppIndividualNew STATEWIDE_ProviderAppIndividualAmended STATEWIDE_ProviderAppIndividualReapproval	Approve or Deny the submitted Provider Application	N/A	N/A	
Provider App	Notify provider application QA	Please review <Provider name>'s Provider Application.	A provider application review has taken place and decision made on its approval status (approved, denied, disapproved, disqualified, returned or withdrawn).	Notification	Users subscribed to the STATEWIDE_ProviderAppQualityAssurance Work Queue	N/A	N/A	N/A	
Provider App	Notify provider application denial	<Provider name>'s Provider Application has been denied.	A provider application review has taken place and it was denied.	Notification	User who completed the application review	N/A	N/A	N/A	
Provider App	Provider Restrictions Notification	<Provider name>'s Application has been Disapproved/Disqualified.	A provider application review has taken place and it was either disapproved or disqualified.	Notification	User who completed the application review	N/A	N/A	N/A	

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Provider App	Return Provider Application to Applicant	Please notify _____ that their application has been reopened.	A provider application review has taken place and it was either returned or withdrawn.	Notification	User who completed the application review	N/A	N/A	N/A	
Referral	Child At Risk Followup	The Child <child's name> has an At Risk status and requires a follow-up based on his Date of Birth: ___/___/___	A batch process that checks for all "at risk" children and creates a task every 6 months from the child's birthdate	Task	<MUNI>_AtRiskFollowUp Work Queue	Create an at-risk follow-up	N/A	N/A	Yes
Referral	New at risk referral	New At Risk Child <child's name>	EI Referral or Accept of Public/Provider Referral with Status = "At-Risk"	Task	<MUNI>_NewAtRisk Work Queue	Creation of an At-Risk Follow-Up	N/A	N/A	
Referral	New referral at risk follow up	Child <child's name>, currently At-Risk, has been re-referred to NYEIS.	A child currently in "At-Risk" is referred to EI	Task	<MUNI>_EIOD Work Queue	Either create or close an at risk follow-up for the child	N/A	N/A	
Referral	Submit referral	Referral Submitted for <child's name>	Submission of a Provider/Public Referral for a child	Task	<MUNI>_Referral Work Queue	Referral is Accepted	N/A	N/A	Yes
Referral	New child	New Integrated Case Created for <child's name>	Creation of an EI Referral or Acceptance of a Provider/Public Referral for a child with a status of Suspected of Delay or Confirmed Diagnosed Condition	Task	<MUNI>_NewCase Work Queue	Assignment of an EIOD	N/A	N/A	Yes
Referral	New Failed Hearing Screen	Child <child's name> referred as 'Failed Newborn Hearing/Screening'	New referral with status of Failed Hearing Screening	Task	<MUNI>_FailedHearing Work Queue	Create an at-risk follow-up	30 Days	Invoke the "NewFailedHearing30Day" Workflow	Yes
Referral	New Failed Hearing 30 Day Warning	30-Day Notification - Child <child's name> referred as 'Failed Newborn Hearing/Screening'	Deadline reached on initial hearing screening workflow	Task	<MUNI>_FailedHearing Work Queue	Create an at-risk follow-up	14 Days	Invoke the "NewFailedHearing44Day" Workflow	
Referral	New Failed Hearing 44 Day Warning	44-Day Notification - Child <child's name> referred as 'Failed Newborn Hearing/Screening'	Deadline reached on 30-day hearing screening escalation	Task	<MUNI>_EIOD Work Queue	Create an at-risk follow-up	N/A	N/A	
Referral	Assign initial Service Coordinator	Assign Initial Service Coordinator for Child: <child's name>	Assignment of the EIOD to a child	Task	<MUNI>_ EIOD Work Queue	User assigns an Initial Service Coordinator	N/A	N/A	Yes
Third Party Claim			If authorized units minus claimed units is less than 3	Notification	Users subscribed to the <Muni>_FiscalManager Work Queue	N/A	N/A	N/A	
Third Party Claim	835 Remittance Notification	Remittance received from _____ on ___/___/___	Receipt of Electronic 835 Remittance for Commercial Insurance or Medicaid	Notification	Users subscribed to the <MUNI>_FiscalManager Work Queue	N/A	N/A	N/A	
Third Party Claim	Resubmit Commercial Claim	Review Denied Claim from _____. Claim was Denied for _____ and _____	Commercial Claim Denied on Electronic HIPAA 835 Remittance	Task	<MUNI>_FiscalManager Work Queue	Claim Denied	14 Days	Invoke the "EIS_ResubmitCommercialClaim14Day" Workflow	
Third Party Claim	Resubmit Commercial Claim 14 Day	Review Denied Claim from _____. Claim was Denied for _____ and _____	Deadline handling if commercial claim still denied and not resubmitted.	Task	<MUNI>_FiscalManager Work Queue	Claim Resubmitted or Denied	14 Days	Invoke the "EIS_ResubmitCommercialClaim28Day" Workflow	

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Third Party Claim	Resubmit Commercial Claim 28 Day	Review Denied Claim from _____. Claim was Denied for _____ and _____	Deadline handling if commercial claim still denied and not resubmitted.	Task	<MUNI>_FiscalManager Work Queue	Claim Resubmitted or Denied	10 Months after the claim service date	Invoke the "EIS_ResubmitCommercialClaim12Or13Month" Workflow	
Third Party Claim	Resubmit Commercial Claim 120 days or 13 months	Review Denied Claim from _____. Claim was Denied for _____ and _____	Deadline handling if commercial claim still denied and not resubmitted.	Task	User with role of "MUNI_FiscalManager" or <MUNI>_FiscalManager Queue	Claim Resubmitted or Denied	12 13 Months after the claim service date	Invoke the "EIS_ResubmitCommercialClaim12Or13Month" Workflow	
Third Party Claim	Resubmit Medicaid Claim	Review Claim _____. Claim denied for _____.	Medicaid Claim Denied on Electronic HIPAA 835 Remittance	Task	<MUNI>_FiscalManager Work Queue	Claim Denied	14 Days	Invoke the "EIS_ResubmitMedicaidClaim14Day" Workflow	
Third Party Claim	Resubmit Medicaid Claim 14 Day	Review Claim _____. Claim denied for _____.	Deadline handling if medicaid claim still denied and not resubmitted.	Task	<MUNI>_FiscalManager Work Queue	Claim Resubmitted or Denied	14 Days	Invoke the "EIS_ResubmitMedicaidClaim28Day" Workflow	
Third Party Claim	Resubmit Medicaid Claim 28 Day	Review Claim _____. Claim denied for _____.	Deadline handling if medicaid claim still denied and not resubmitted.	Task	Assigned Task inbox of user with user role "MUNI_FiscalManager" or <MUNI>_FiscalManager Work Queue	Claim Resubmitted or Denied	16 Months after the claim service date	Invoke the "EIS_ResubmitMedicaidClaim16Or18Month" Workflow	
Third Party Claim	Resubmit Medicaid Claim 160 Days or 18 months ???	Review Claim _____. Claim denied for _____.	Deadline handling if medicaid claim still denied and not resubmitted.	Task	Assigned Task inbox of user with user role "MUNI_FiscalManager" or <MUNI>_FiscalManager Work Queue	Claim Resubmitted	18 Months after the claim service date	Invoke the "EIS_ResubmitMedicaidClaim16Or18Month" Workflow	
Third Party Claim	835 Error Handler	_____ has _____ on processing 835 remittance received on ____/____/____	Electronic 835 Remittance from Medicaid or Commercial Insurance unable to find claim reported on 835 in NYEIS	Task	<MUNI>_FiscalManager Work Queue	NYEIS claim found and allocated	15 Days	Invoke the "EIS_NotifyEIODofLate835Review" Workflow	
Voucher	Voucher Error	Please review Voucher Interface submission error for Voucher _____, with _____.	Electronic response from FMG of error in Voucher FMG transmission.	Task	Assigned Task inbox of users with user role of DOH Fiscal Manager	Voucher resubmitted to FMG	N/A	N/A	
Voucher	County Review Voucher	Please review Voucher for Service Type _____, Program Year _____	Creating a Voucher by Muni or Quarterly Batch	Task	<MUNI>_ReviewVoucher Work Queue	Voucher submitted to DOH or Voucher deleted	N/A	N/A	
Voucher	State Review Voucher	Please review Voucher for Service Type _____, Program Year _____ for County _____	Muni submits a Voucher	Task	STATEWIDE_ReviewVoucher Work Queue	Reject voucher back to Muni or Submit for State Approval	N/A	N/A	
Voucher	State Approve Voucher	Please approve Voucher for Service Type _____, Program Year _____ for County _____	State submits a Voucher for approval	Task	STATEWIDE_ApproveVoucher Work Queue	Reject voucher back to Statewide_ApproveVoucher work queue or Submit to FMG	N/A	N/A	
Voucher	Submit ALJ voucher to FMG	You must fully allocate this voucher, then submit it to FMG.	ALJ Voucher created	Task	STATEWIDE_ReviewVoucher Work Queue	Voucher submitted to FMG or Voucher Deleted	N/A	N/A	