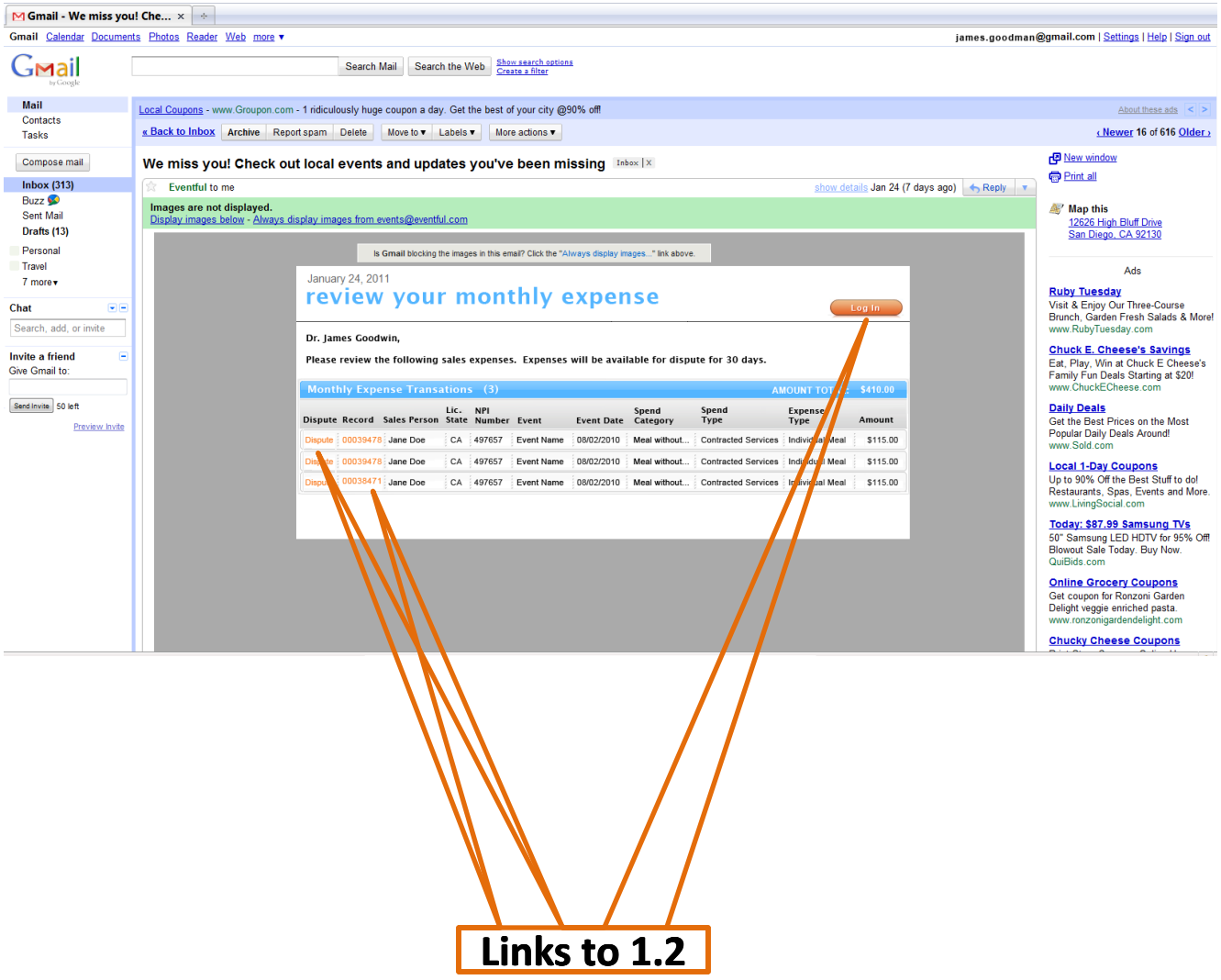
Spend Compliance UI

USE CASE 3

Presented by Lise W. Noble, January 20th, 2011

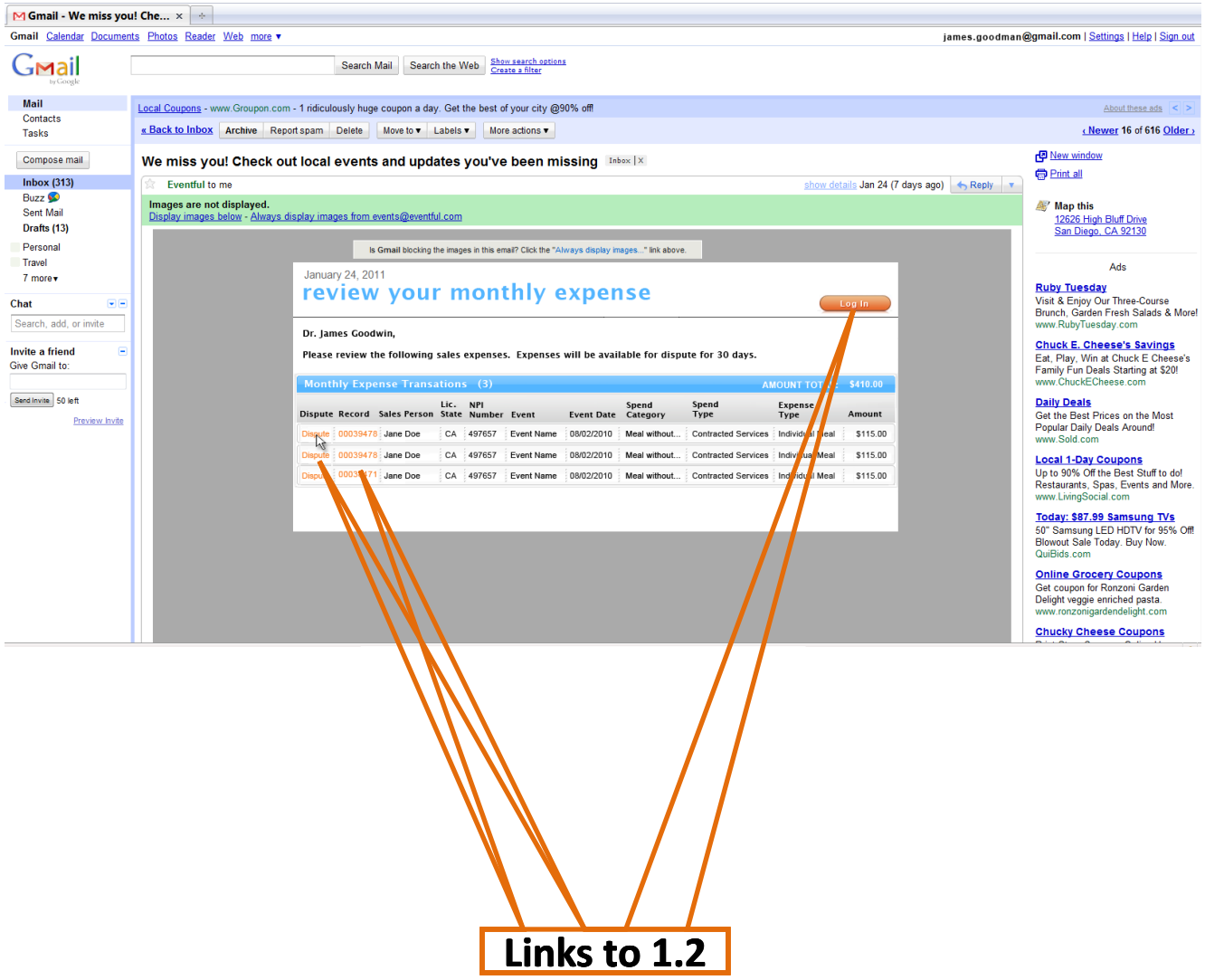
Email Alert



The Covered Recipient receives an email outlining expense which have been submitted by Sales Person in relation to them.

They can choose to log into the site, view the details or dispute any record.

Email Alert, Cont.



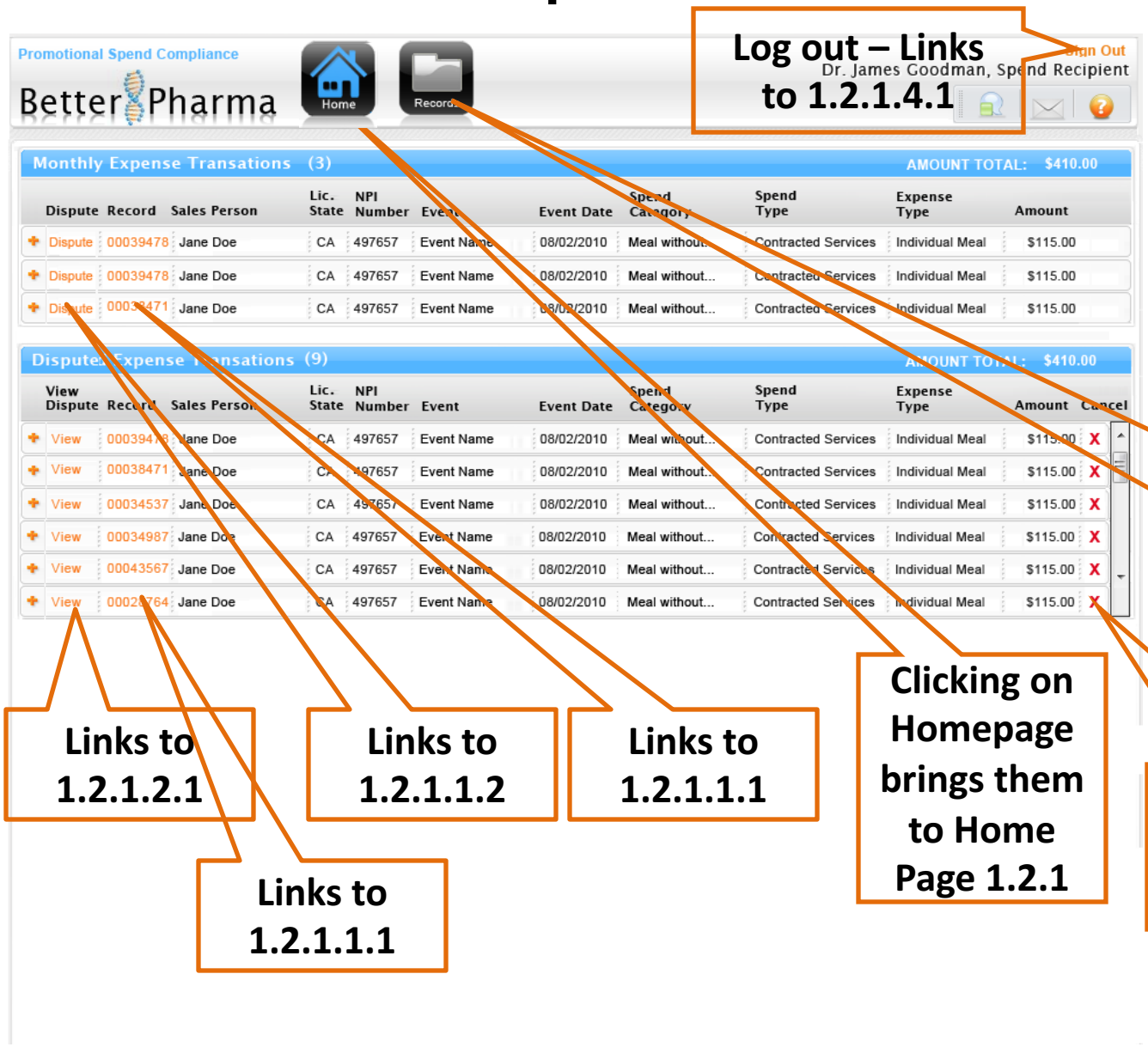
The Covered Recipient notices the date and amount for a listed expense are incorrect and chooses to dispute the record.

Log In

The Covered Recipient Logs In

If the user clicked Login from the email they link to 1.2.1. If they clicked dispute they link to 1.2.1.1.2

Covered Recipient - Home Page



Log out – Links to 1.2.1.4.1

Search Records – Links to 1.2.1.3.1

Clicking on Homepage brings them to Home Page 1.2.1

Links to 1.2.1.2.2

Links to 1.2.1.2.1

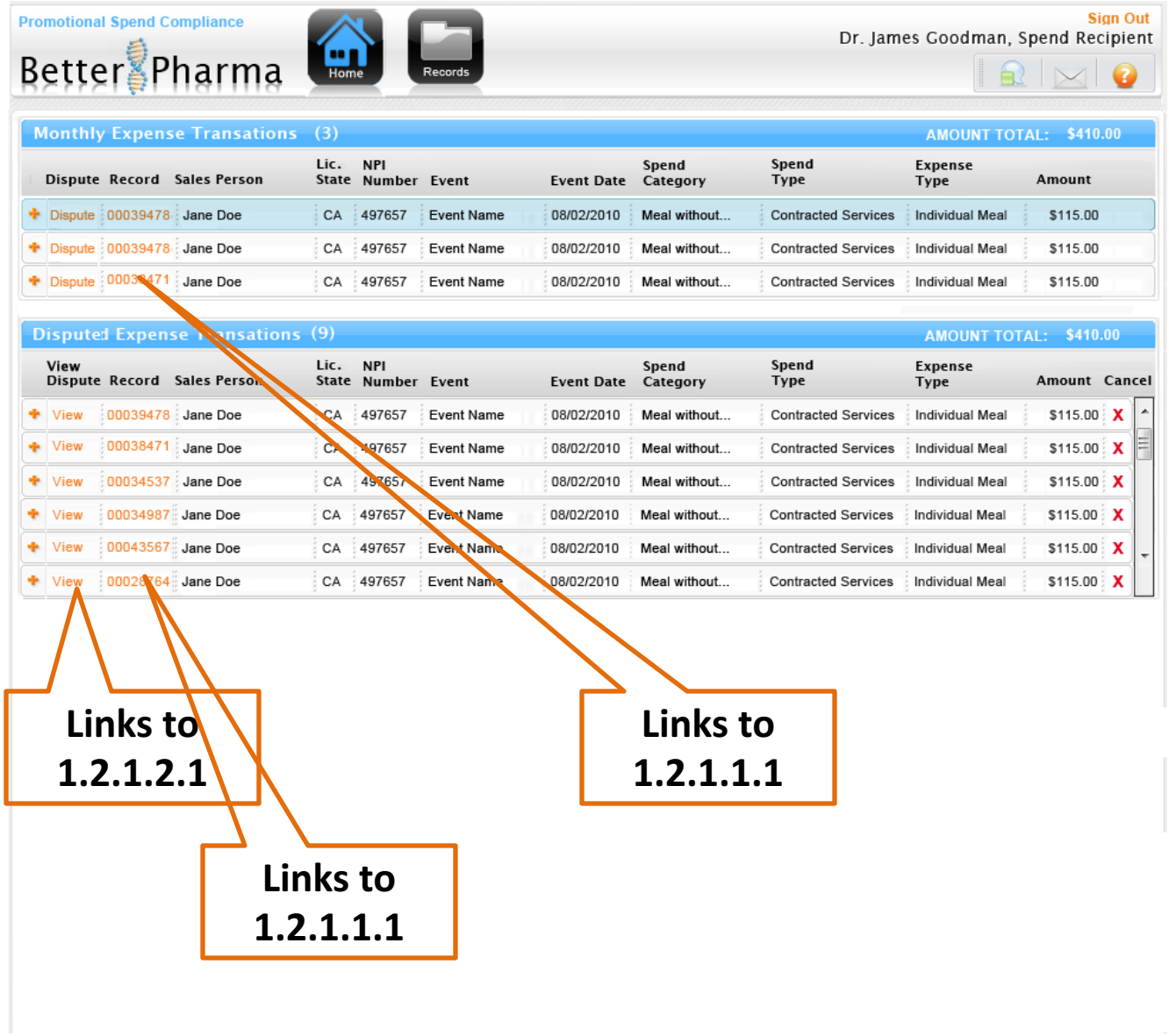
Links to 1.2.1.1.2

Links to 1.2.1.1.1

Links to 1.2.1.1.1

The Covered Recipient has two top level navigational elements, their Homepage and Records.

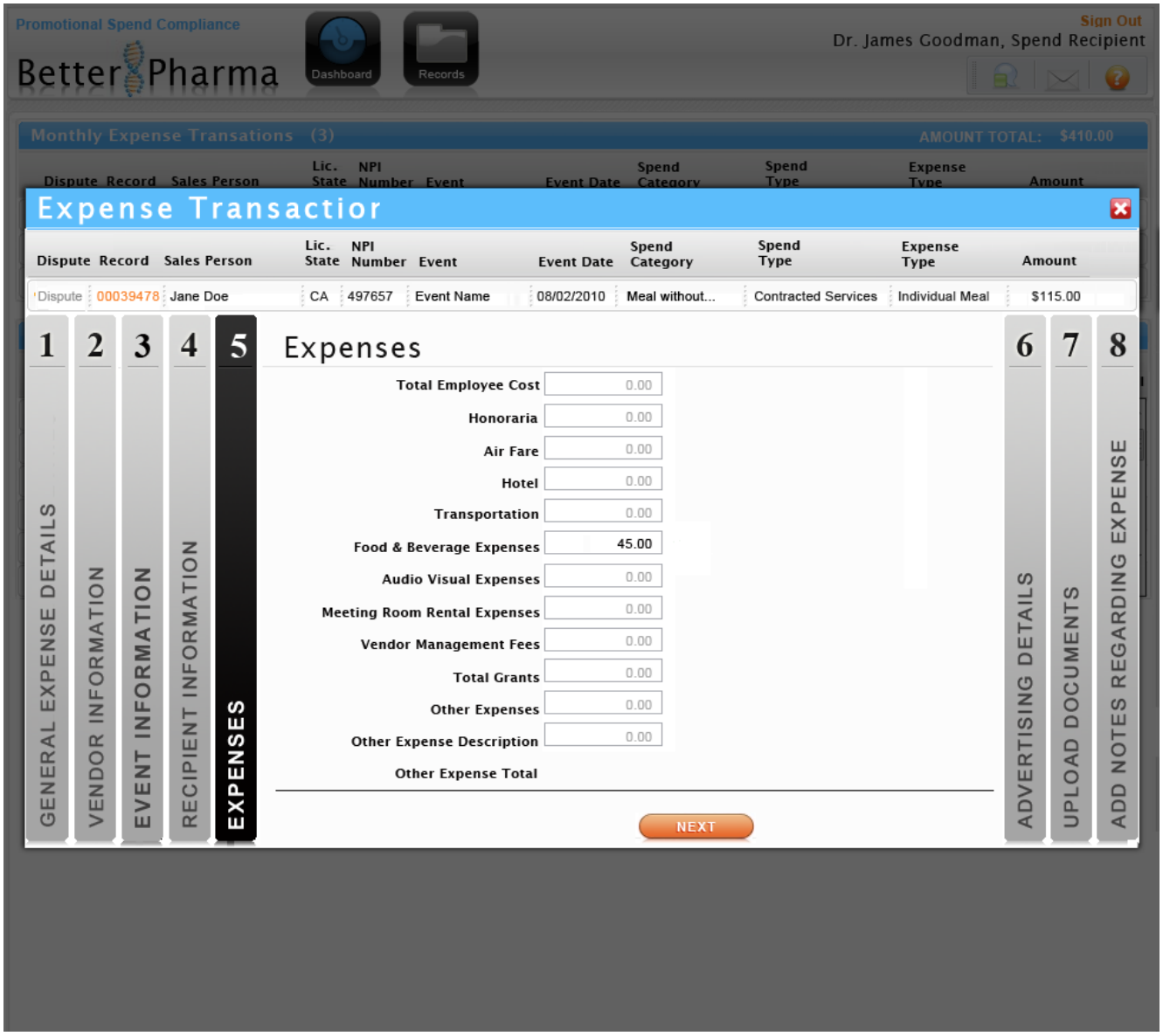
Covered Recipient - Home Page



Two tables exist on the Homepage, one displaying monthly expenses and another displaying disputed records.

As the mouse over a record it becomes highlighted and expands to reveal any truncated information.

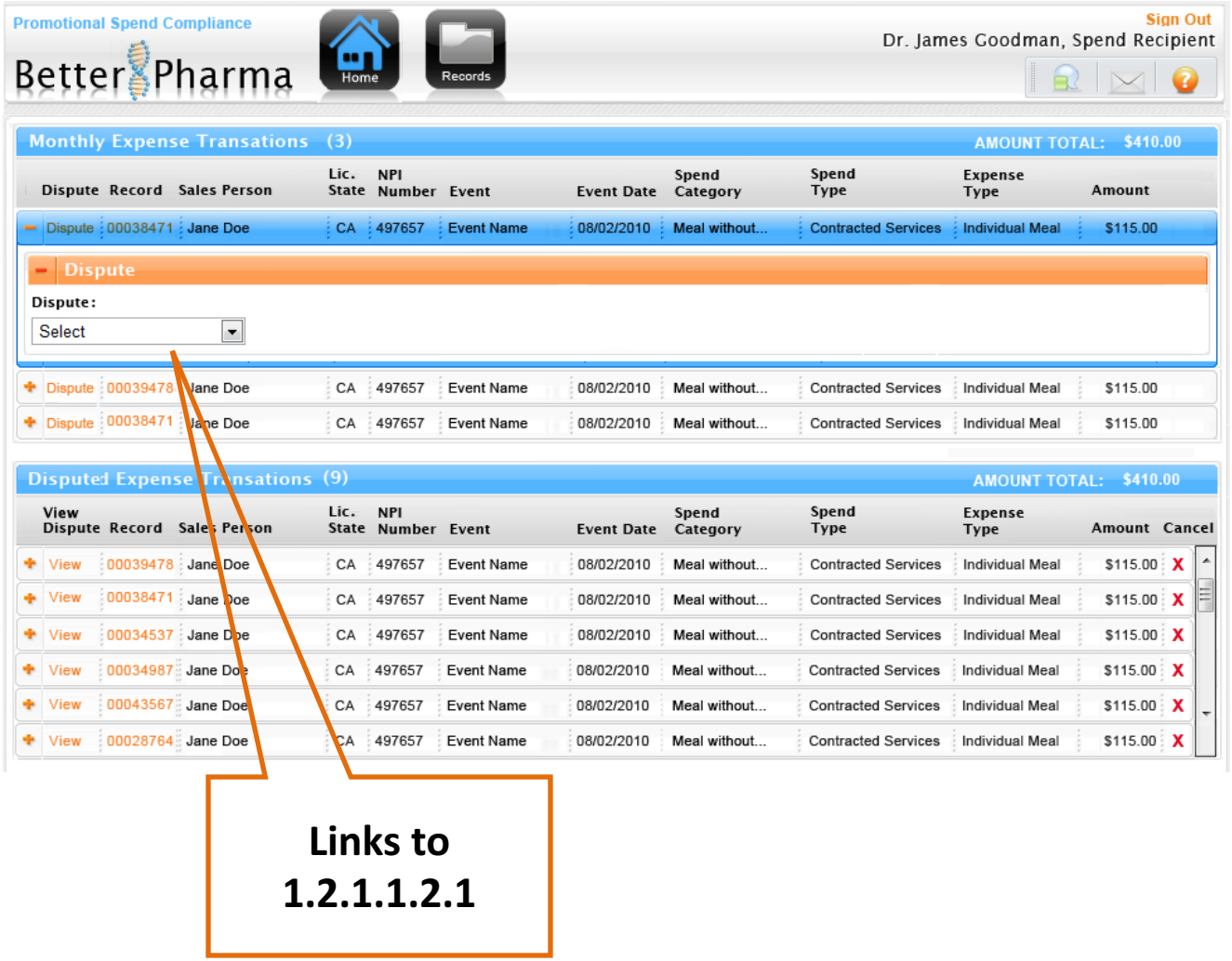
Covered Recipient - Home Page



They can click to review record details.

NOTE: The record is read only. They can not make edits and do not have access to all record details.

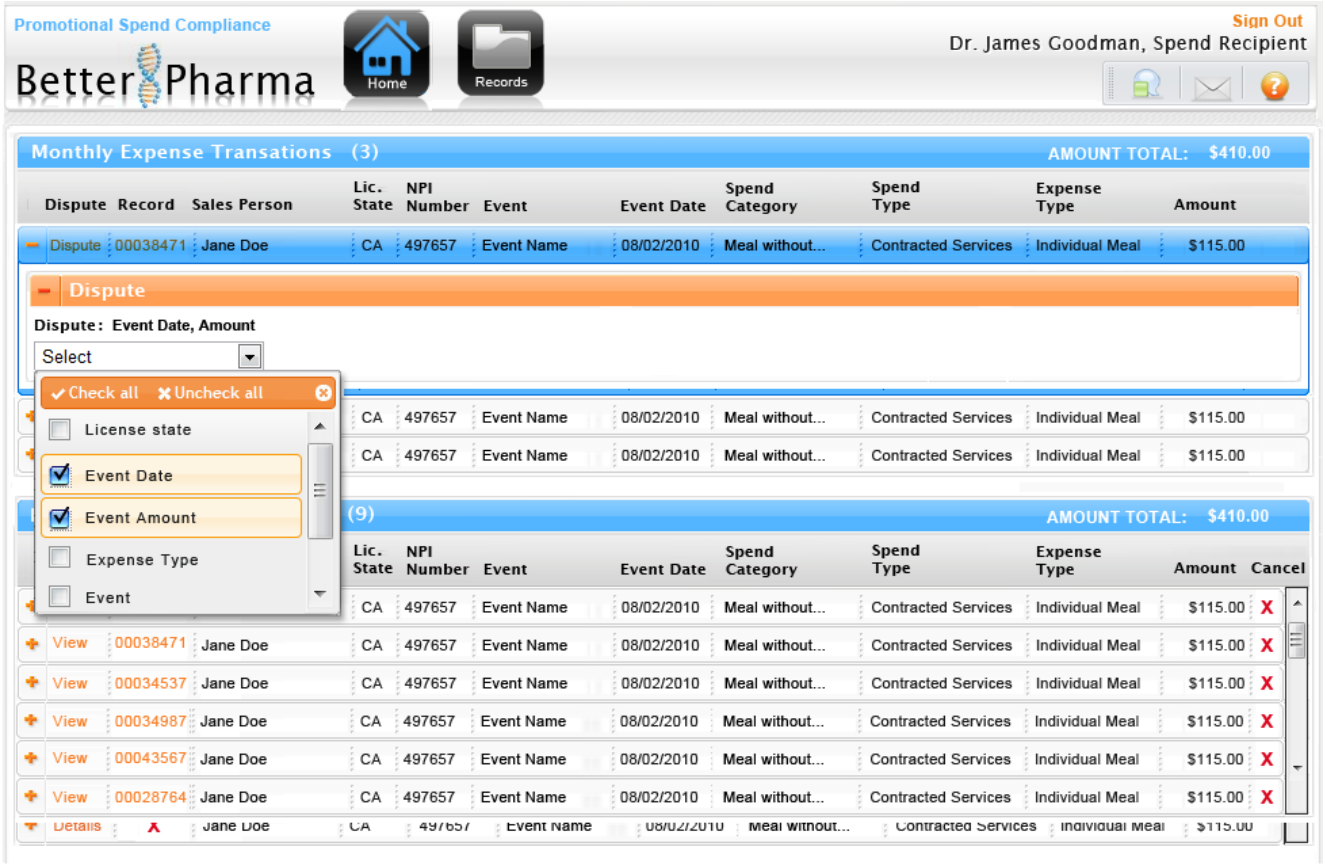
Covered Recipient - Home Page



If they click dispute the dispute console opens.

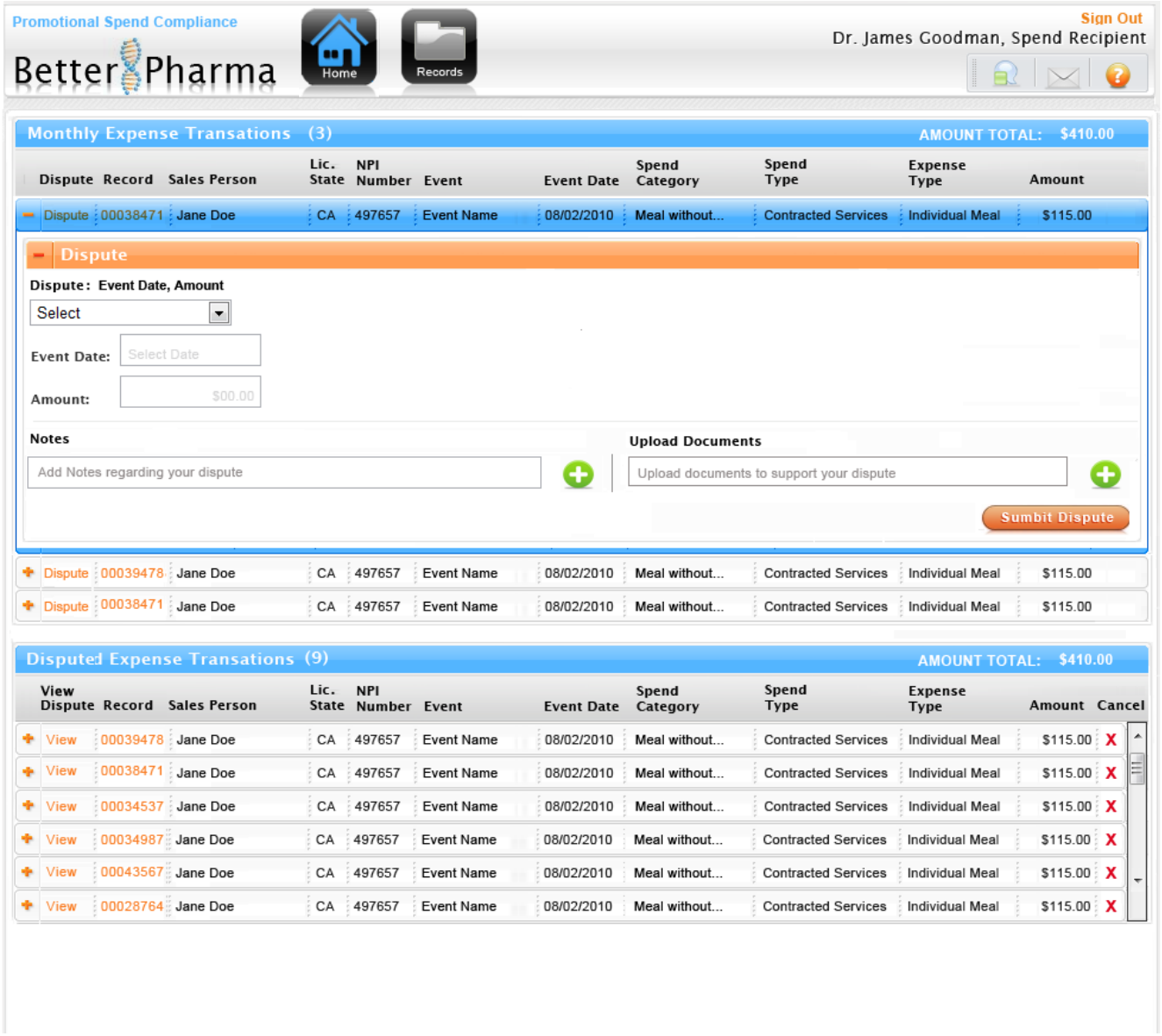
Note if they had clicked dispute with in the email this would be the first screen the Covered Recipient would see upon logging in.

Home Page



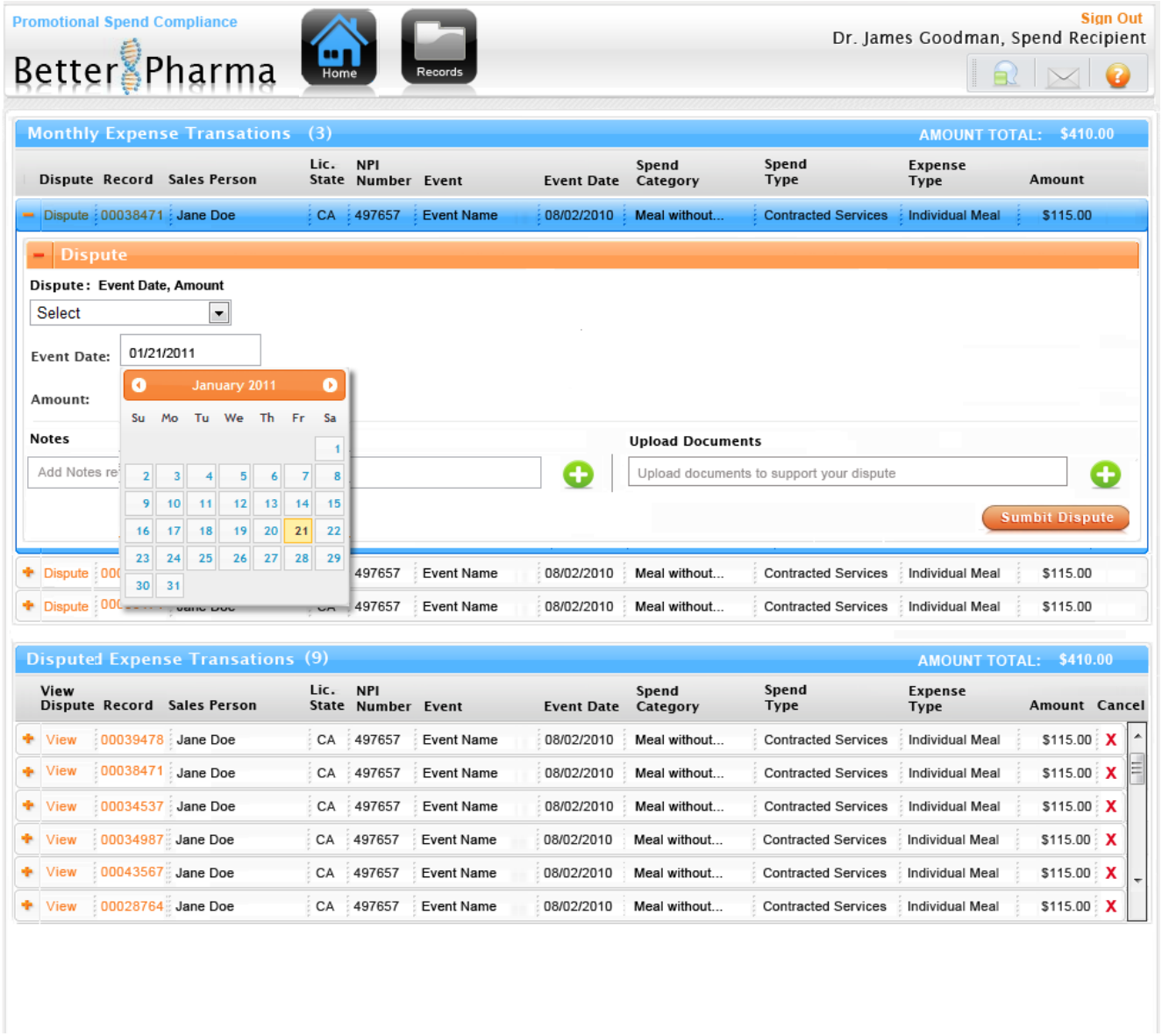
The Covered Recipient selects the items Disputed - Event Date & Amount.

Home Page



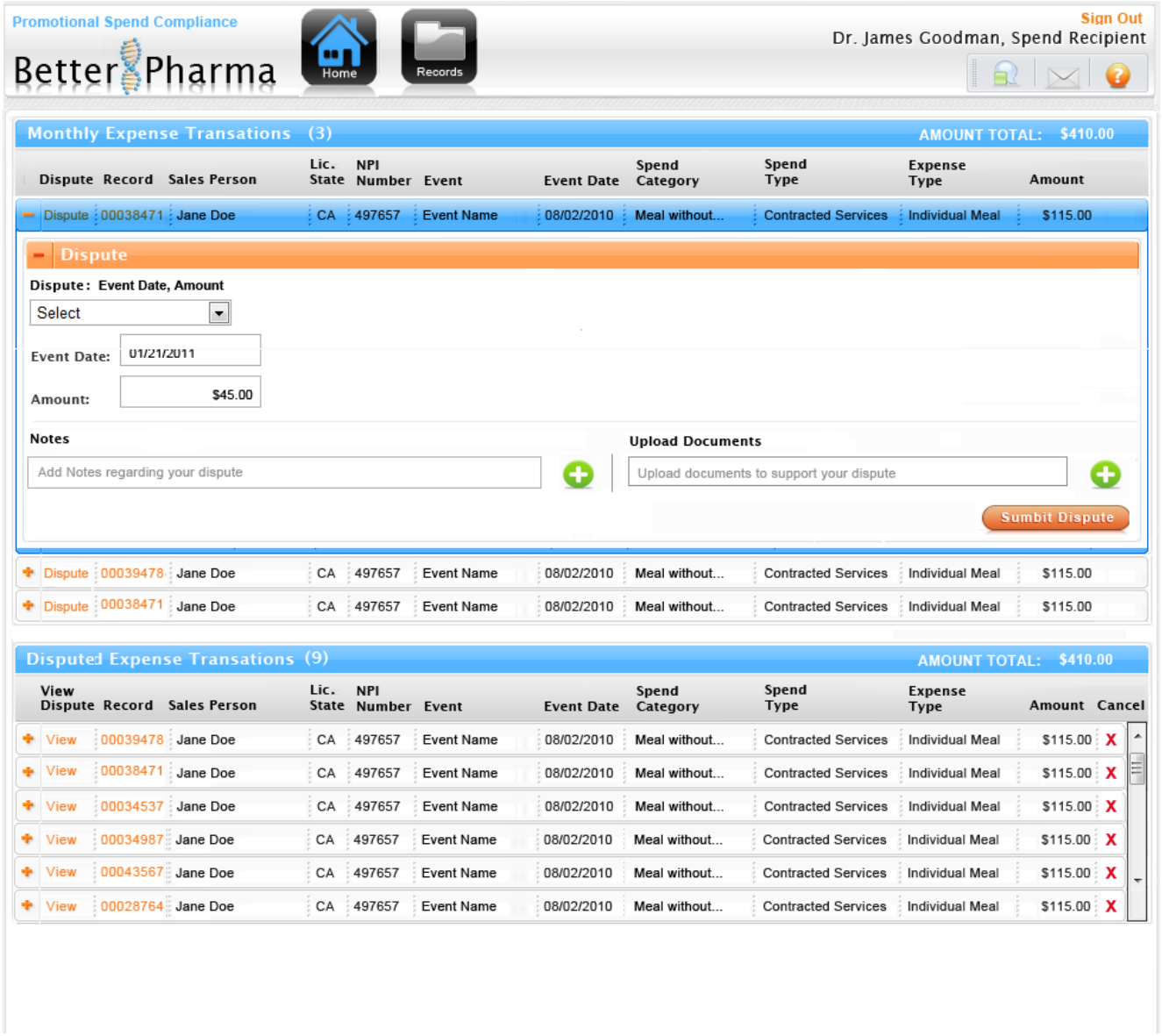
New input field for Event Date and Amount appear.

Home Page



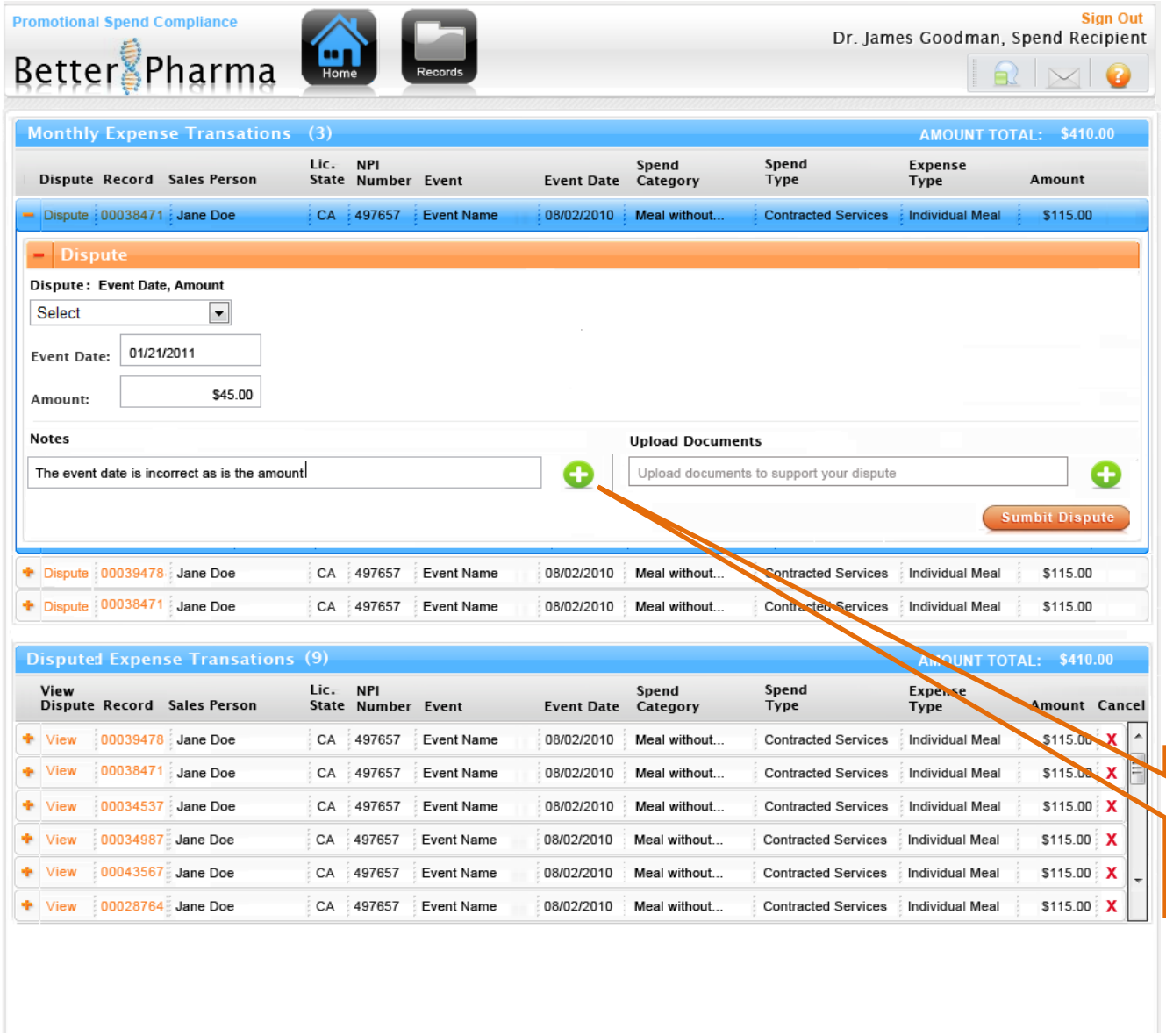
The Covered Recipient enters the date.

Adds Notes to Dispute



The Covered Recipient enters the amount.

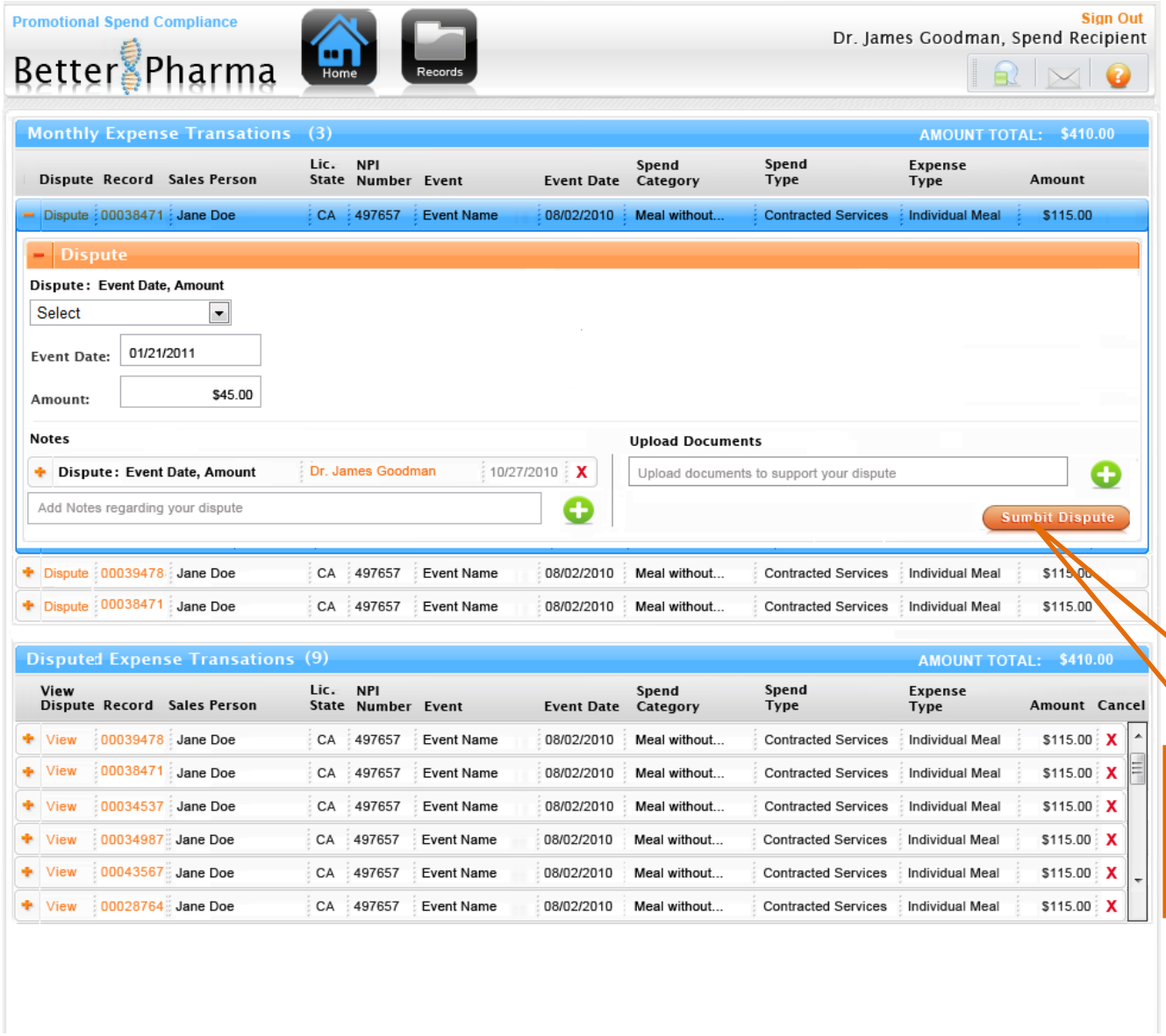
Adds Notes to Dispute



He proceeds to enter notes regarding his dispute.

Links to 1.2.1.1.2.1.1

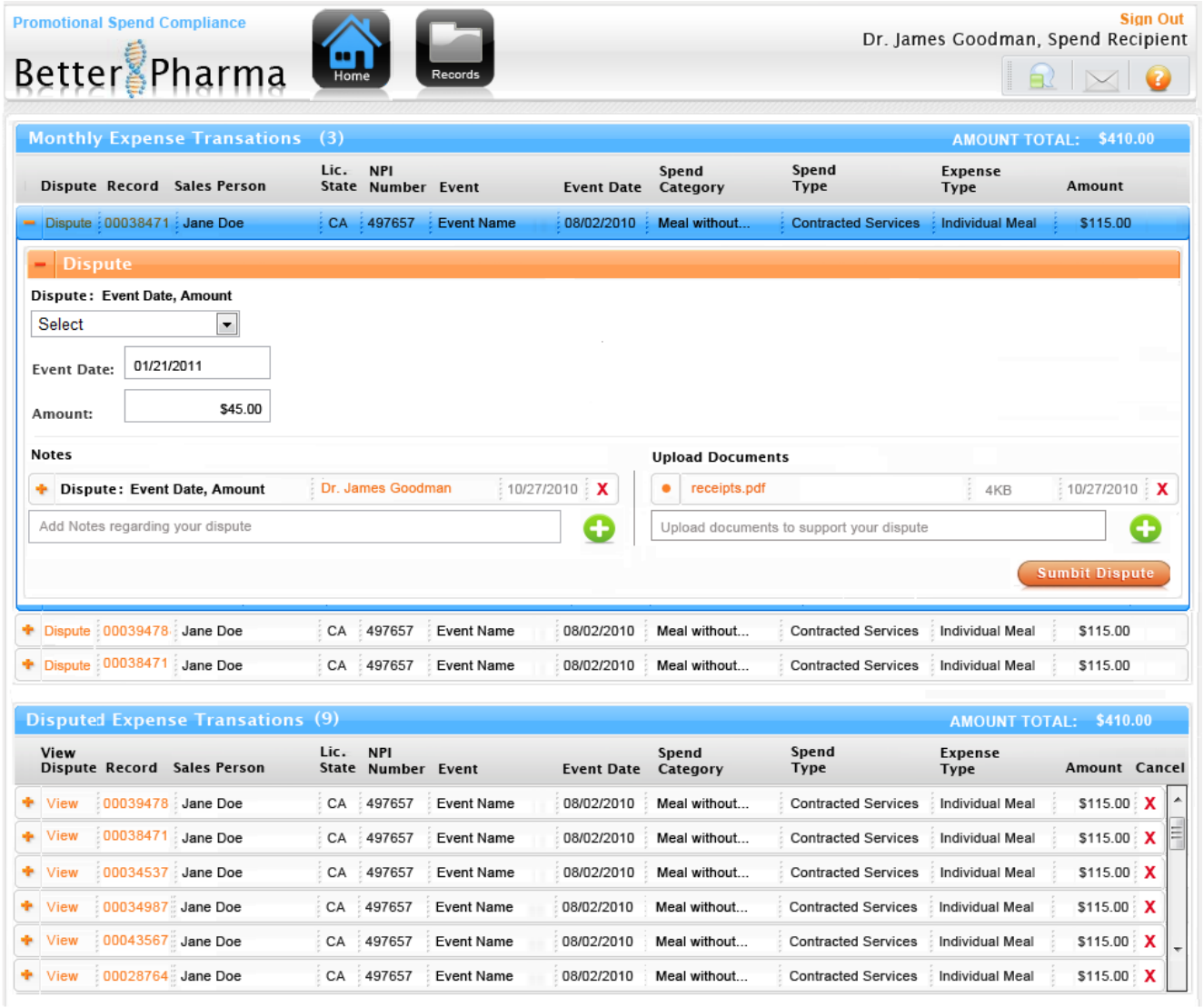
Uploads Document to Dispute



The new notes appear in the window with a date stamp and the ability for them to add other notes or delete previously uploaded notes

Links to 1.2.1.1.2.1.2

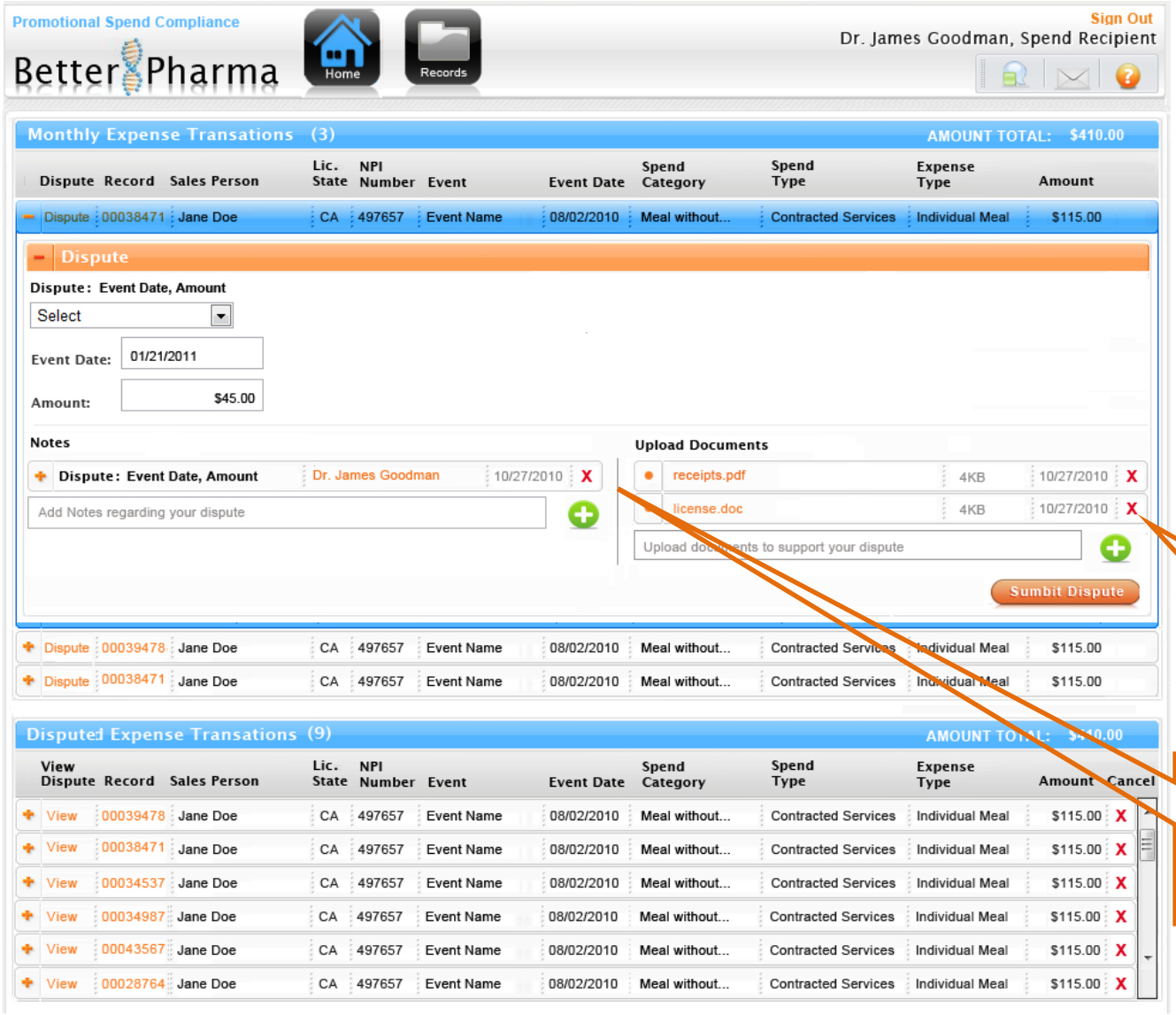
Uploads Document to Dispute



The Covered recipient uploads a document.

The newly added document appear, with the file title, size, time stamp and the ability to delete the file.

Uploads Document to Dispute

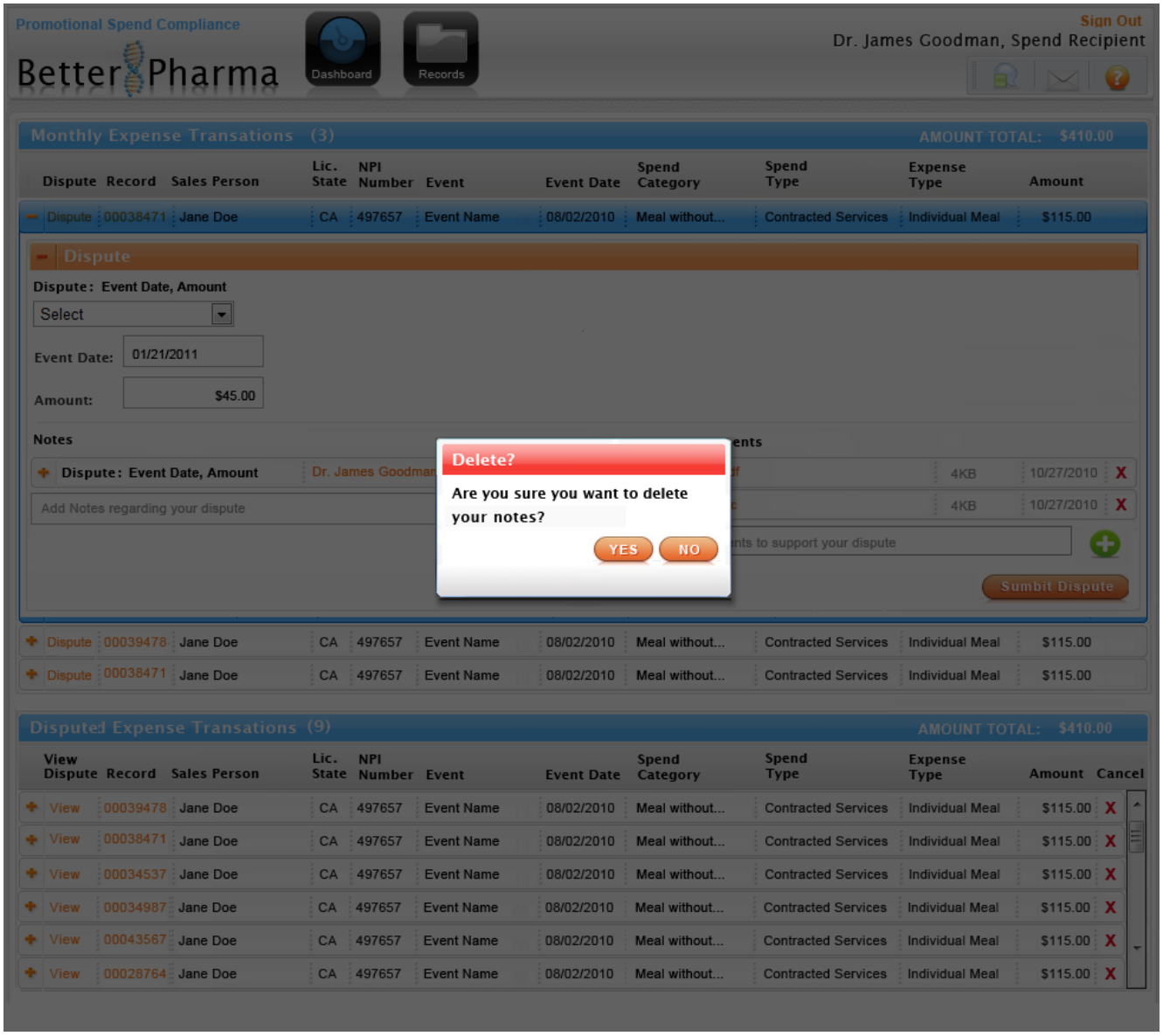


They add another document.

Links to 1.2.1.1.2.1.4

Links to 1.2.1.1.2.1.3

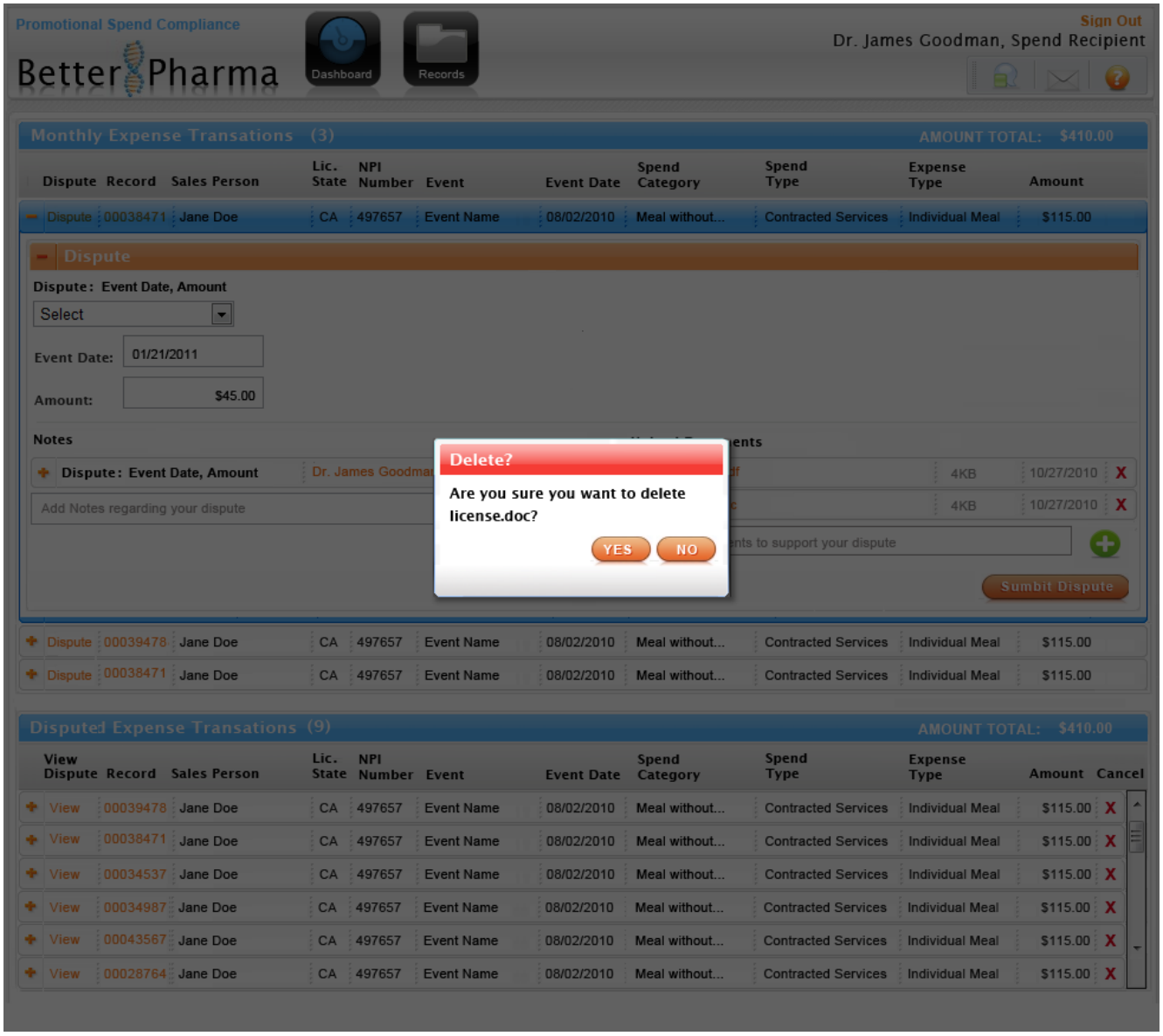
Delete notes in Dispute



Should they click on the red X next to previously added notes a pop up alert asks if they do in fact want to delete the notes.

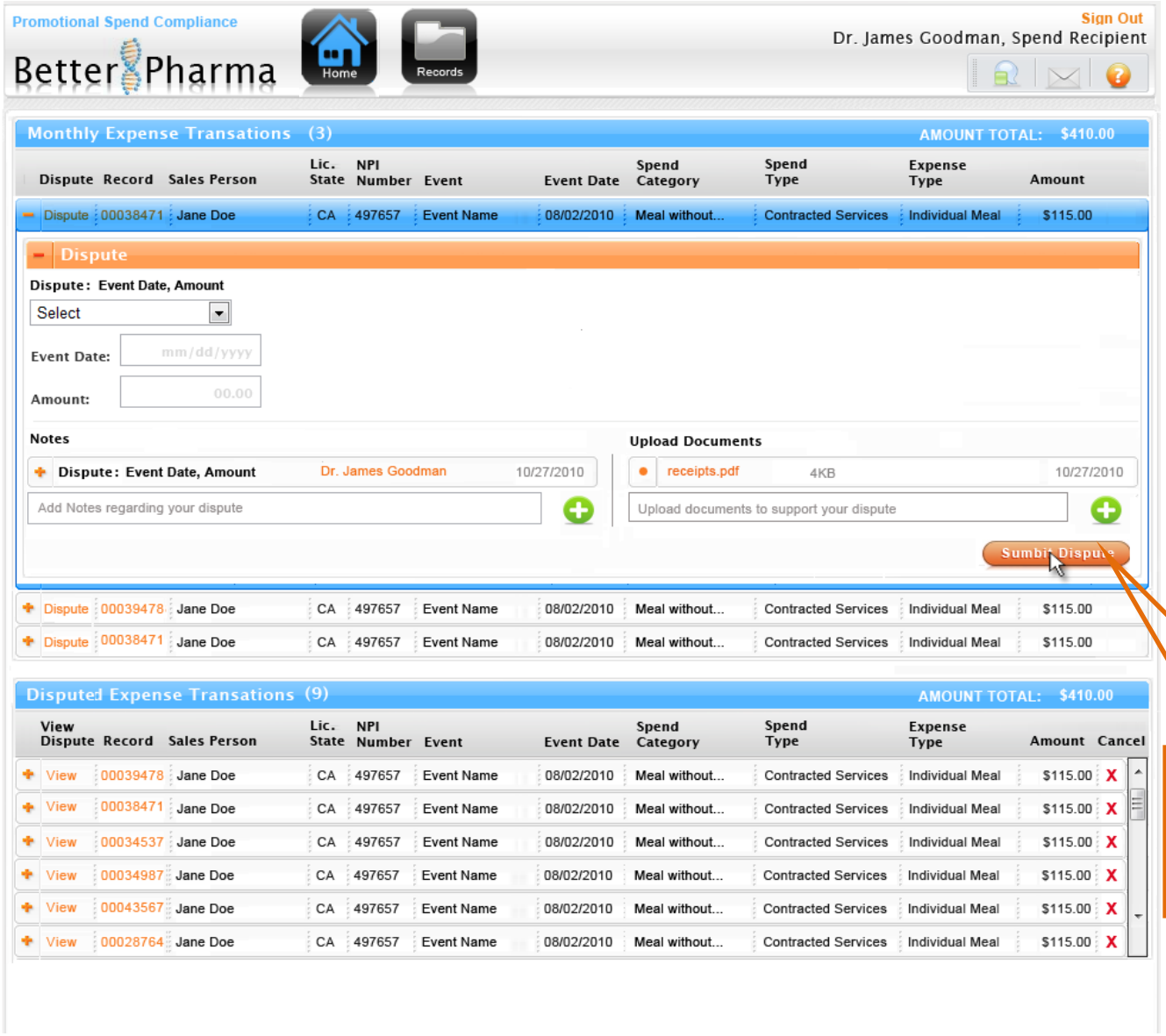
Delete Documents in Dispute

1.2.1.1.2.1.4



Should they click on the red X next to previously entered notes a pop up alert asks them if they want to in fact delete their notes.

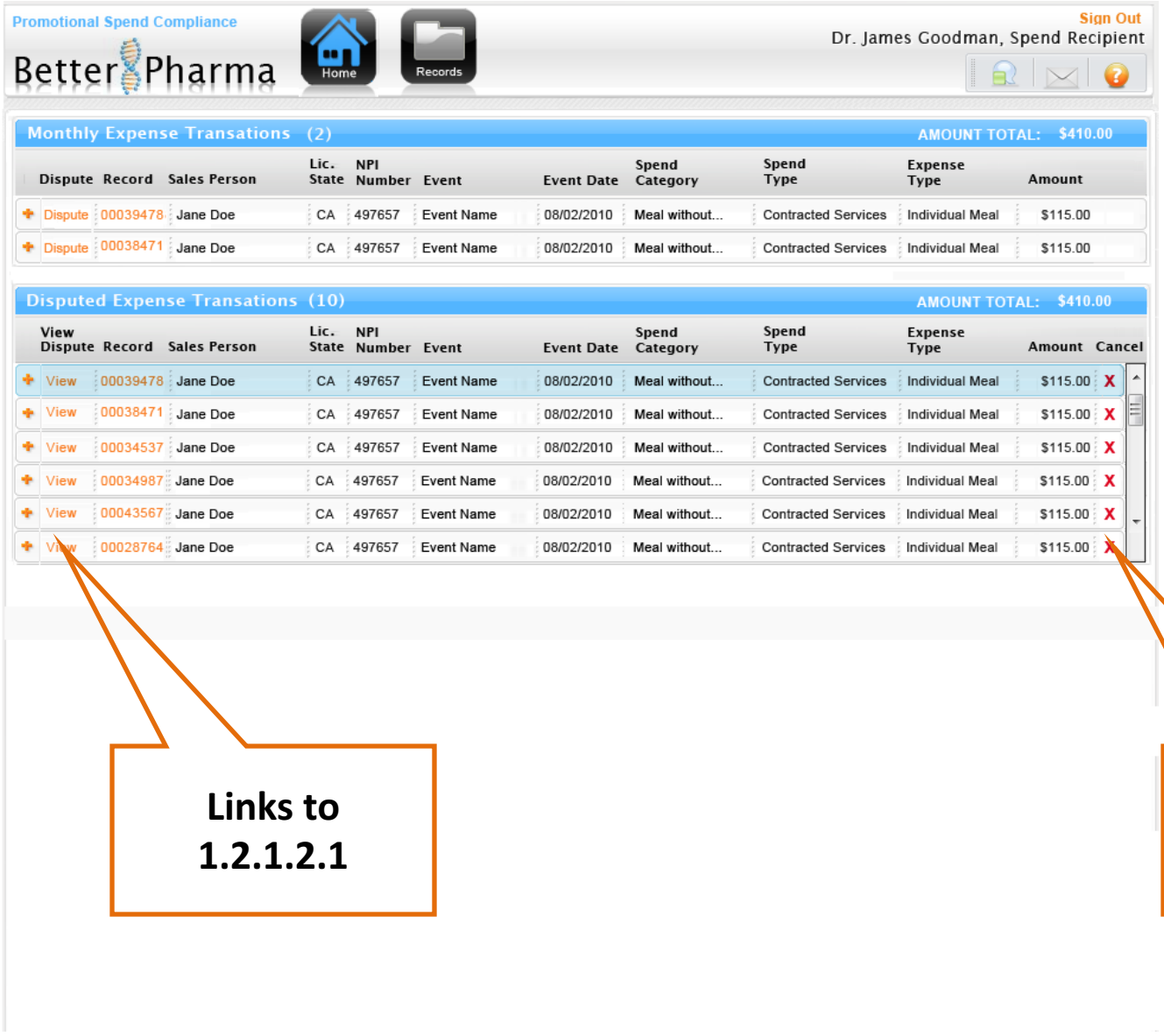
Submit Dispute



Once the covered recipient has added all their notes and uploaded all their documents they hit the submit button.

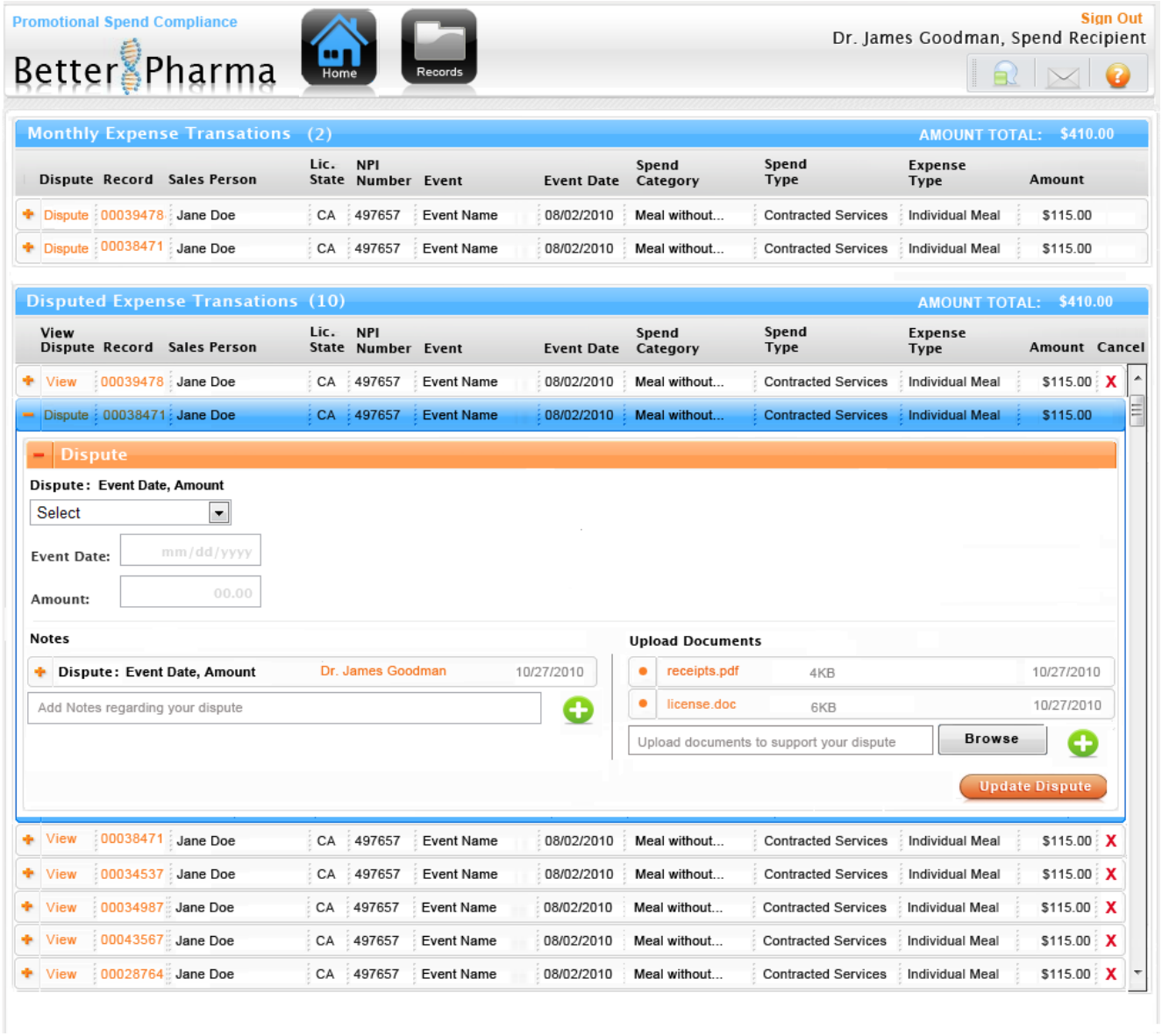
Links to 1.2.1.1.2.1.5

Submit Dispute



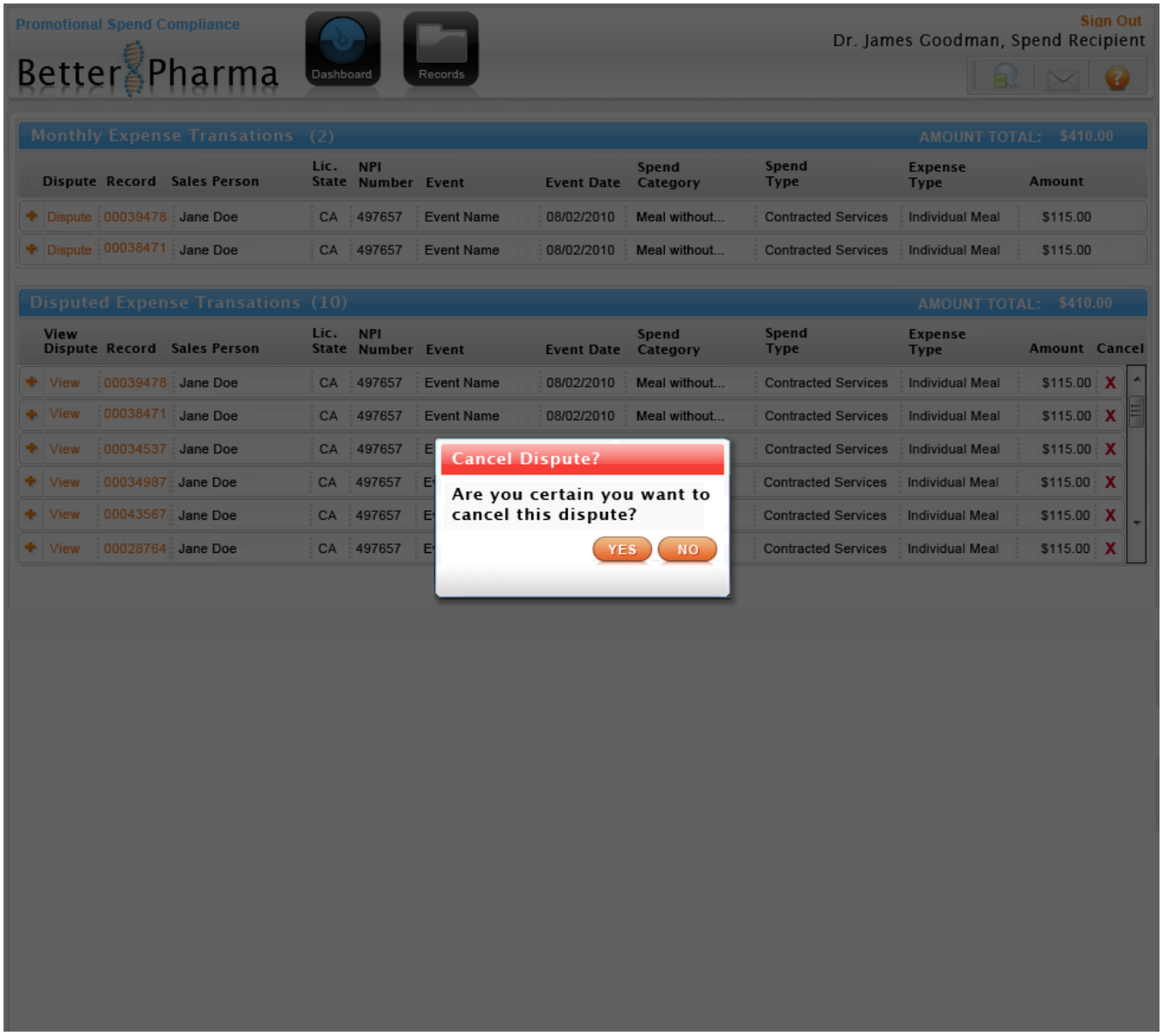
The Dispute window collapses and the record now appears in dispute. They can click Cancel Dispute at any time or reopen the dispute window to review or add new information.

View Dispute Details



The Covered recipient can Click to View Dispute Details and add additional notes or documents.

View Dispute Details



If the Spend User Cancels a dispute an alert window appear and asks if they are certain they want to cancel the dispute.

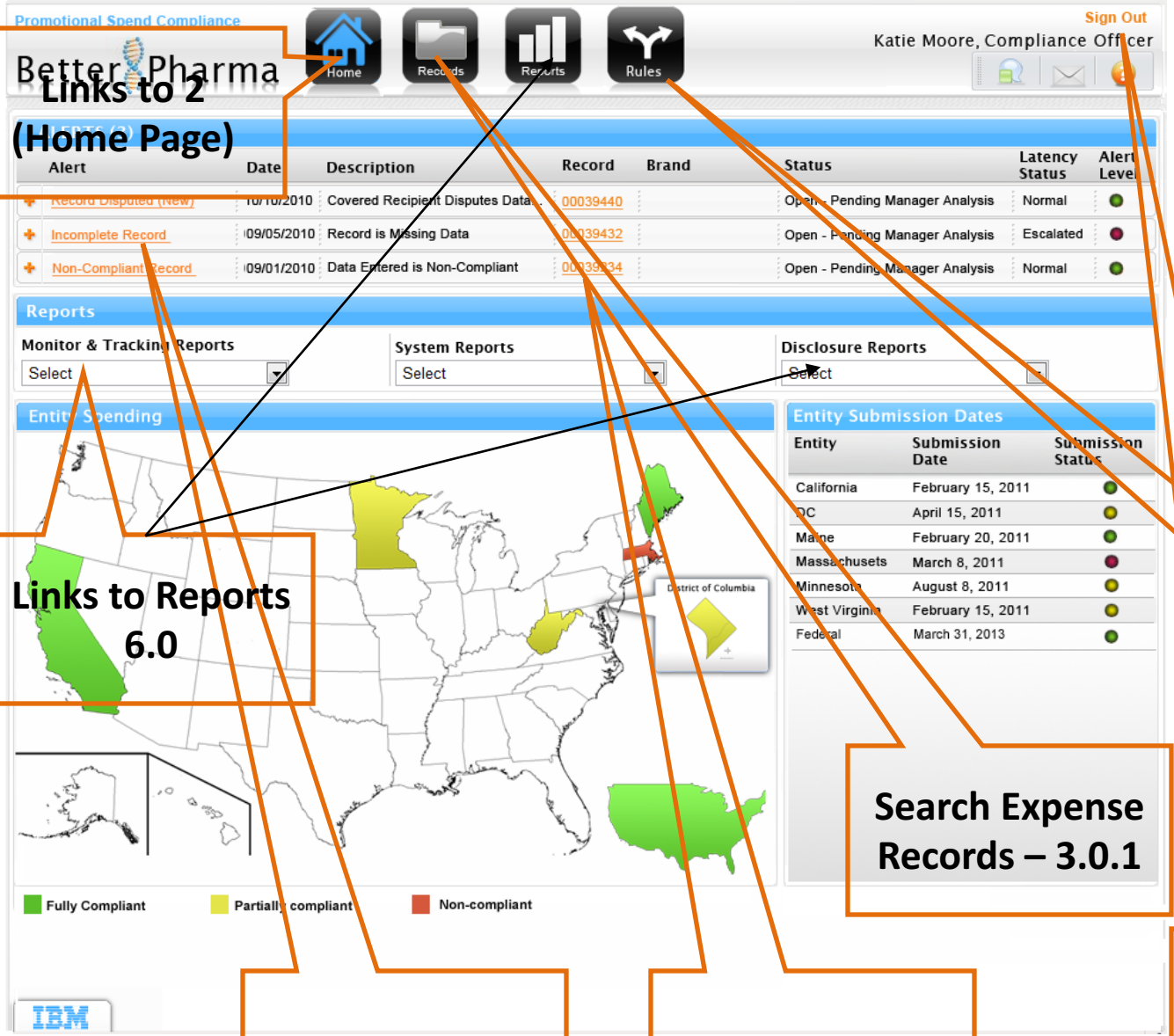
Log In

The Covered Recipient Logs Out and returned to the Log In Screen

Compliance Officer – Log In

The Compliance Officer Logs In.

Compliance Officer Home Page



Links to 2 (Home Page)

Links to Reports 6.0

Links to 4.1

Links to 3.1.1

Search Expense Records – 3.0.1

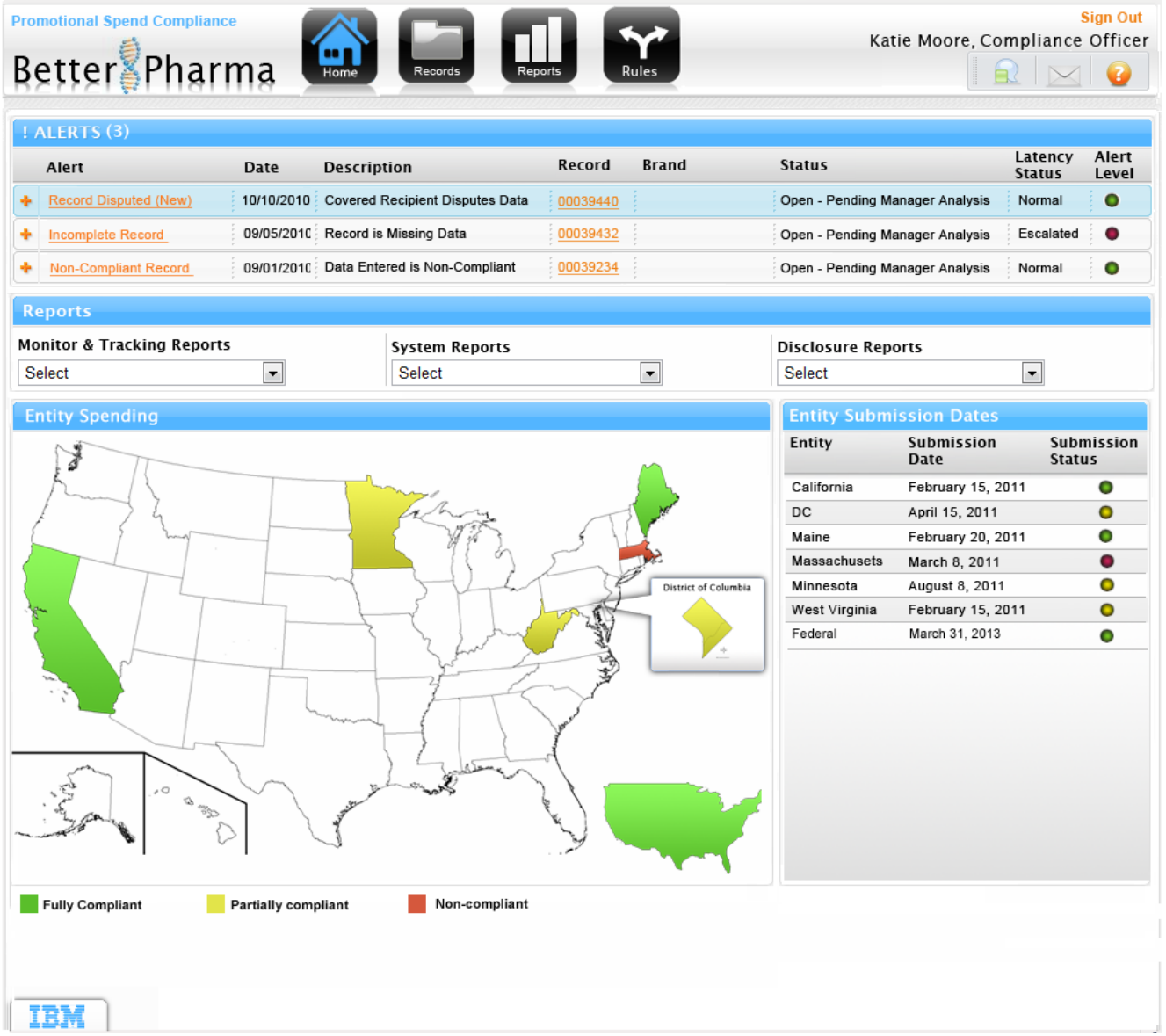
Search Rules – 7.0.1

Log out – 8.1

A new record appears on the Compliance Officer's Home Page alerting them that a Covered Recipient has disputed an expense.

Note: New Records have the words (New) in the Alert.

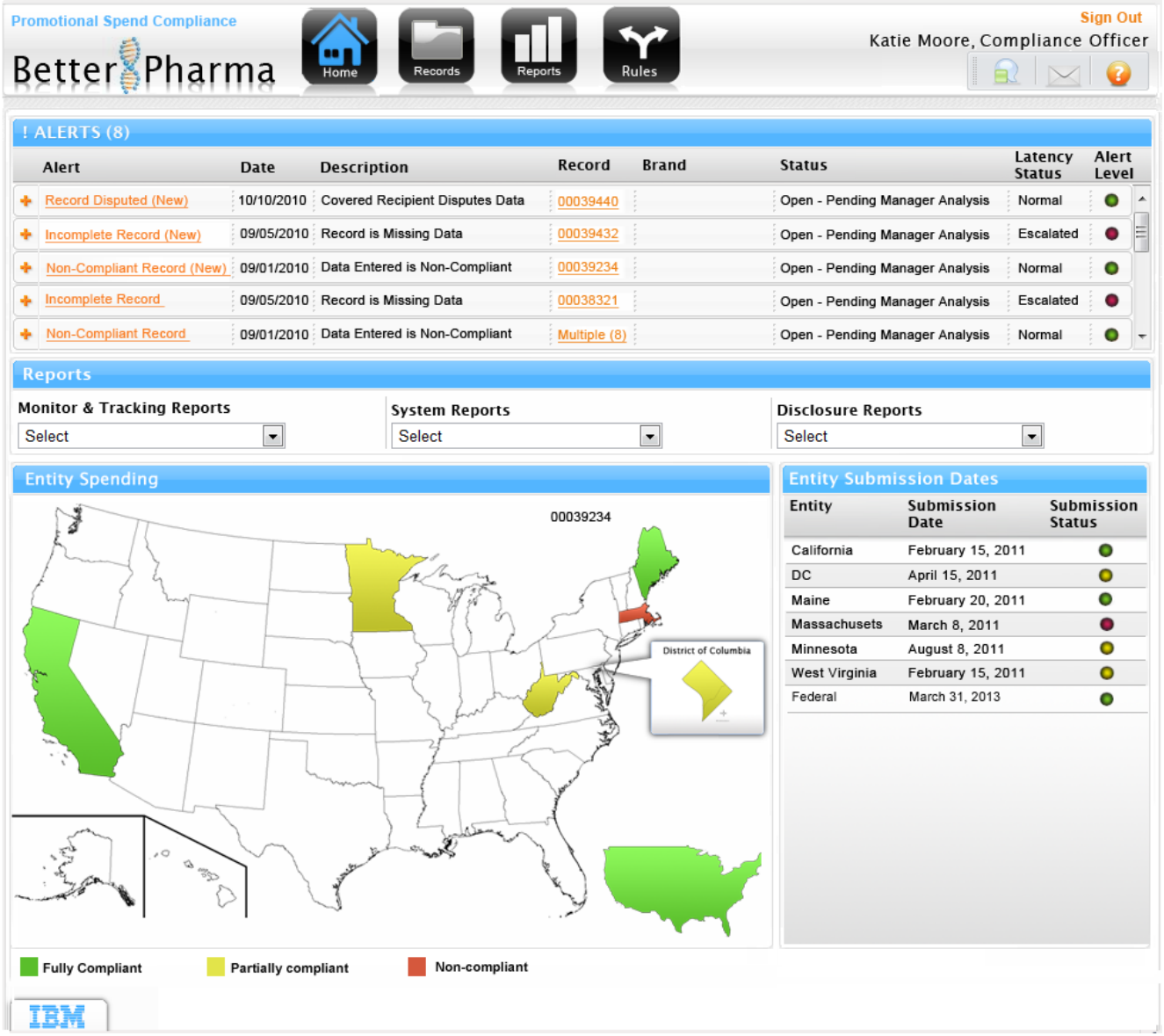
Compliance Officer Home Page



A new record appears on the Compliance Officer's Dash Board alerting them that a Covered Recipient has disputed an expense.

Note: New Records have the words (New) in the Alert.

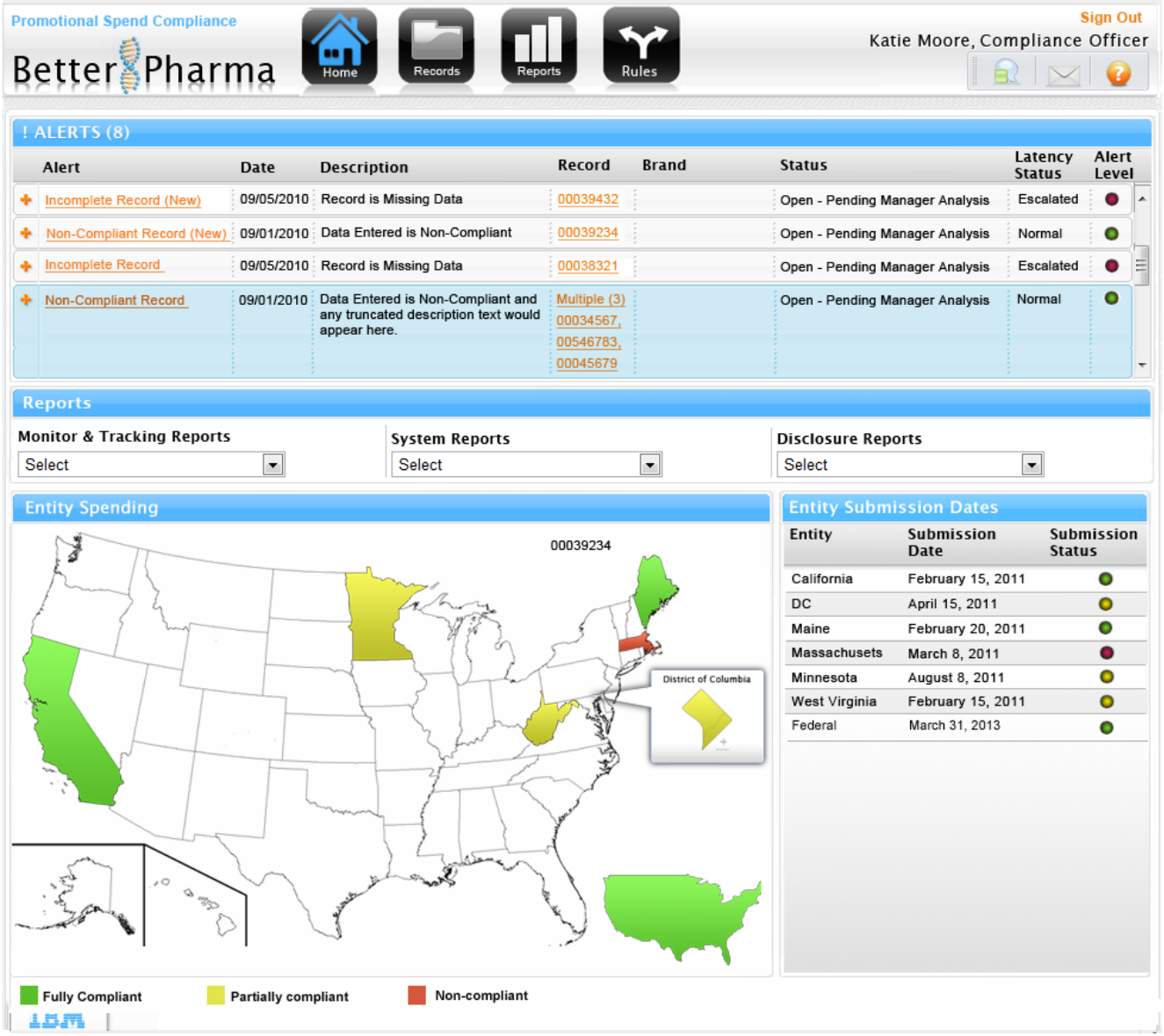
Compliance Officer – Home Page



Note: Should more than 5 records be in the Alerts Console a scroll bar appears.

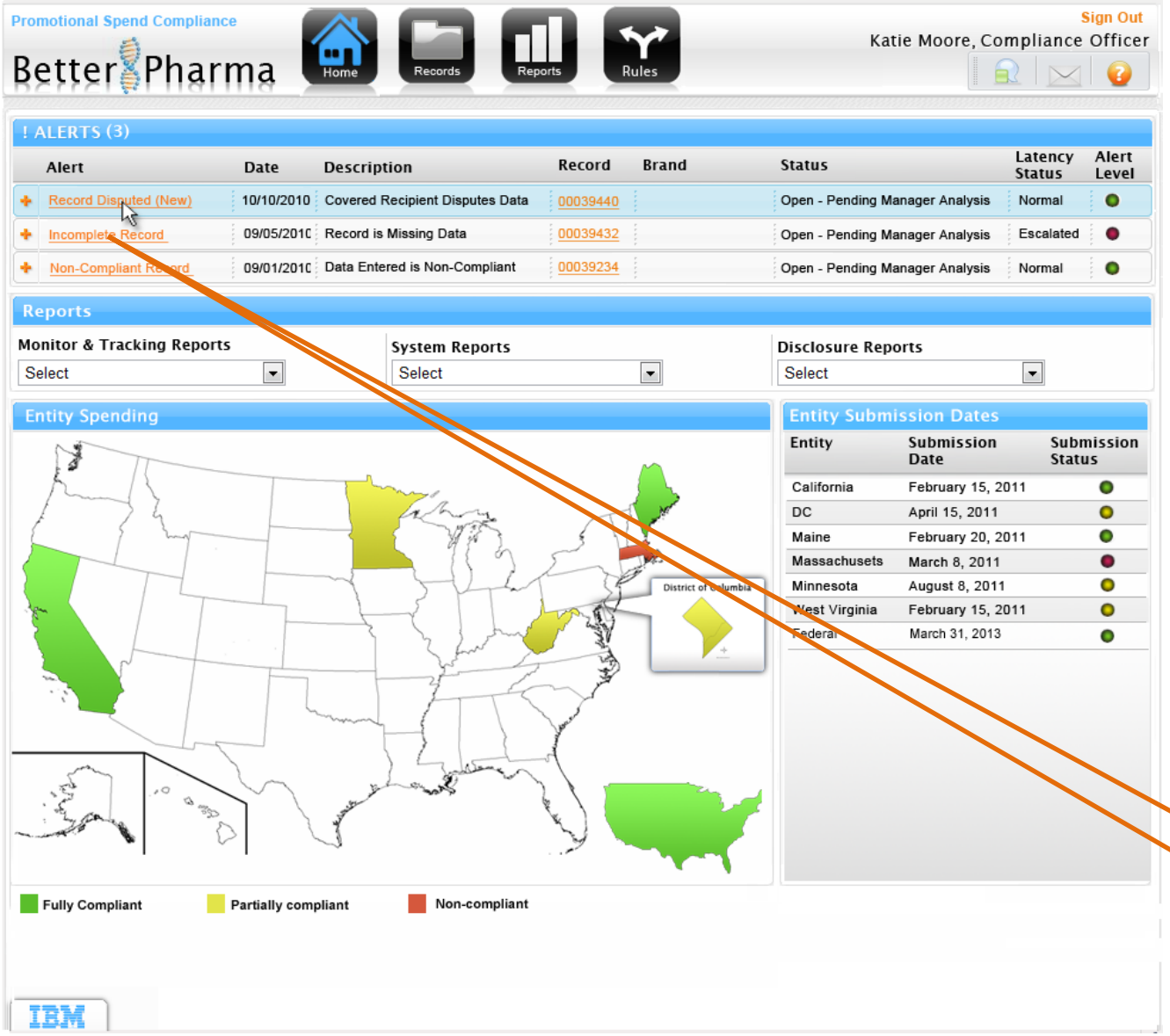
The Number of Alerts are noted in the Console Bar.

Compliance Officer – Home Page



Note: A mouse over on a record reveals the full description of various fields associated with the case.

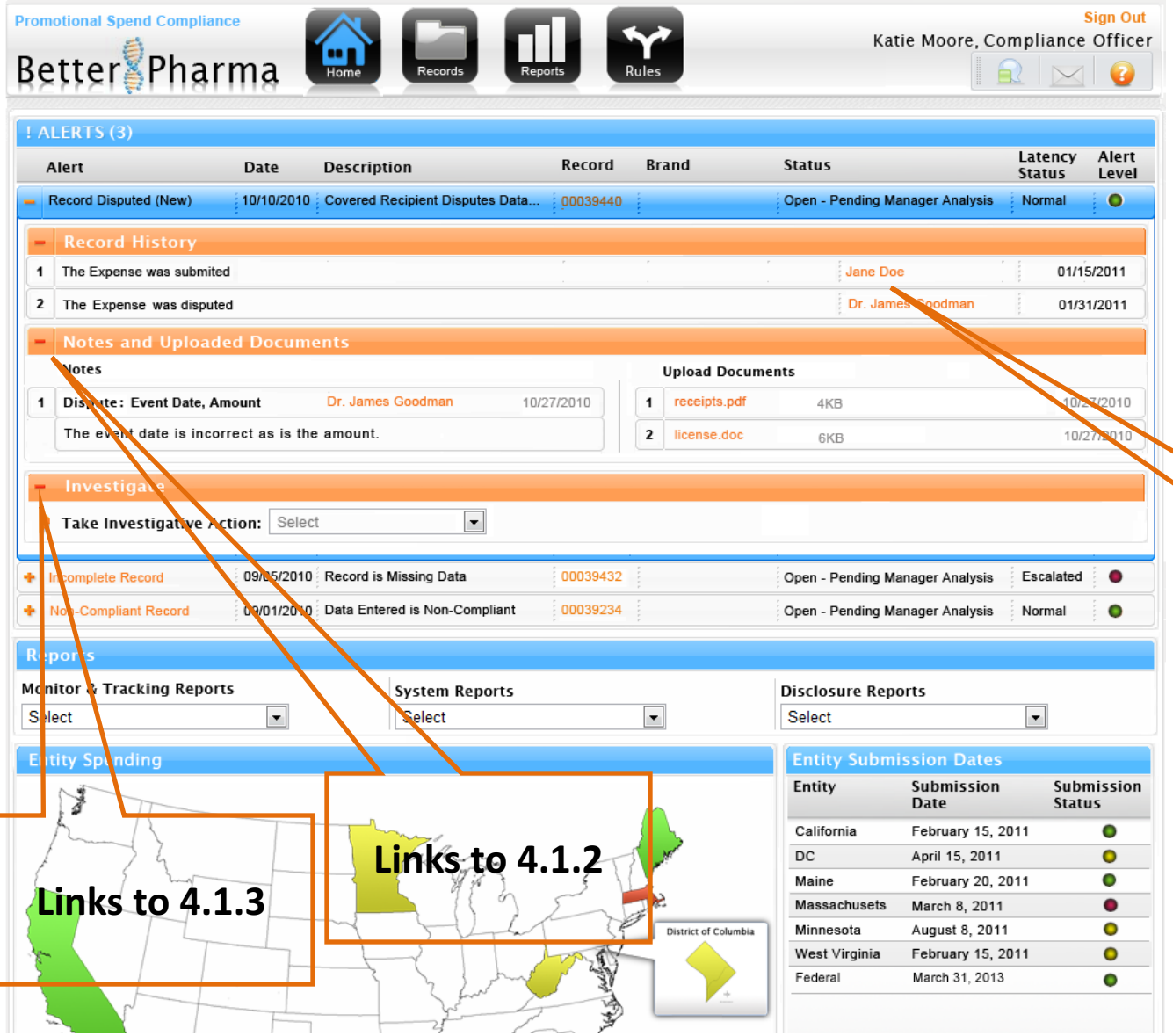
Compliance Officer Home Page



Should the user click on the + on a specific case in the Alert, the table will become active and expand to display the history, notes, uploaded documents and investigation details for a specific case.

Links to 4.1

Compliance Officer Home Page



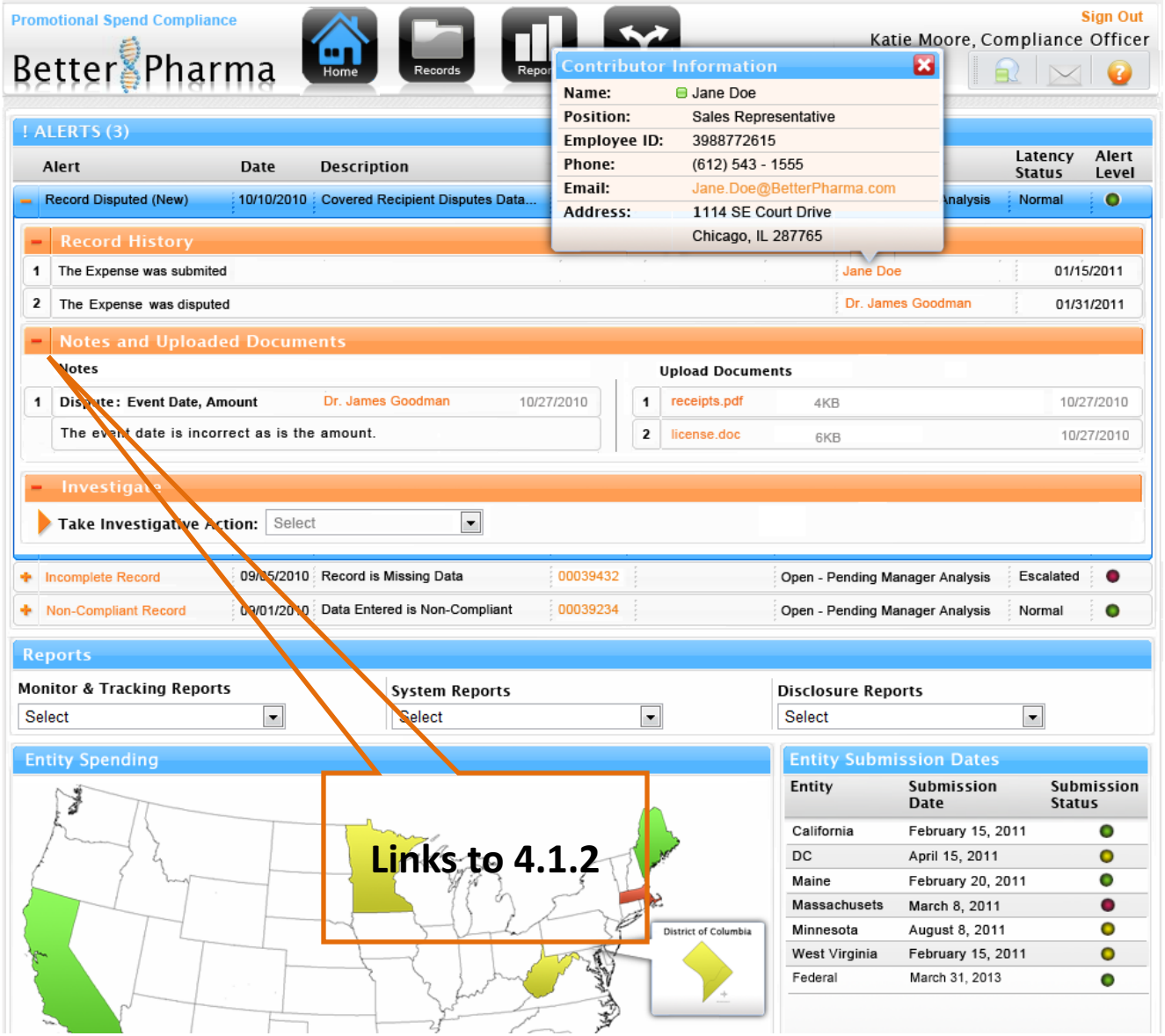
Should the user click on the + or the Alert the table will become active and expand to display the history, notes, uploaded documents and investigation details.

Links to 4.1.1

Links to 4.1.2

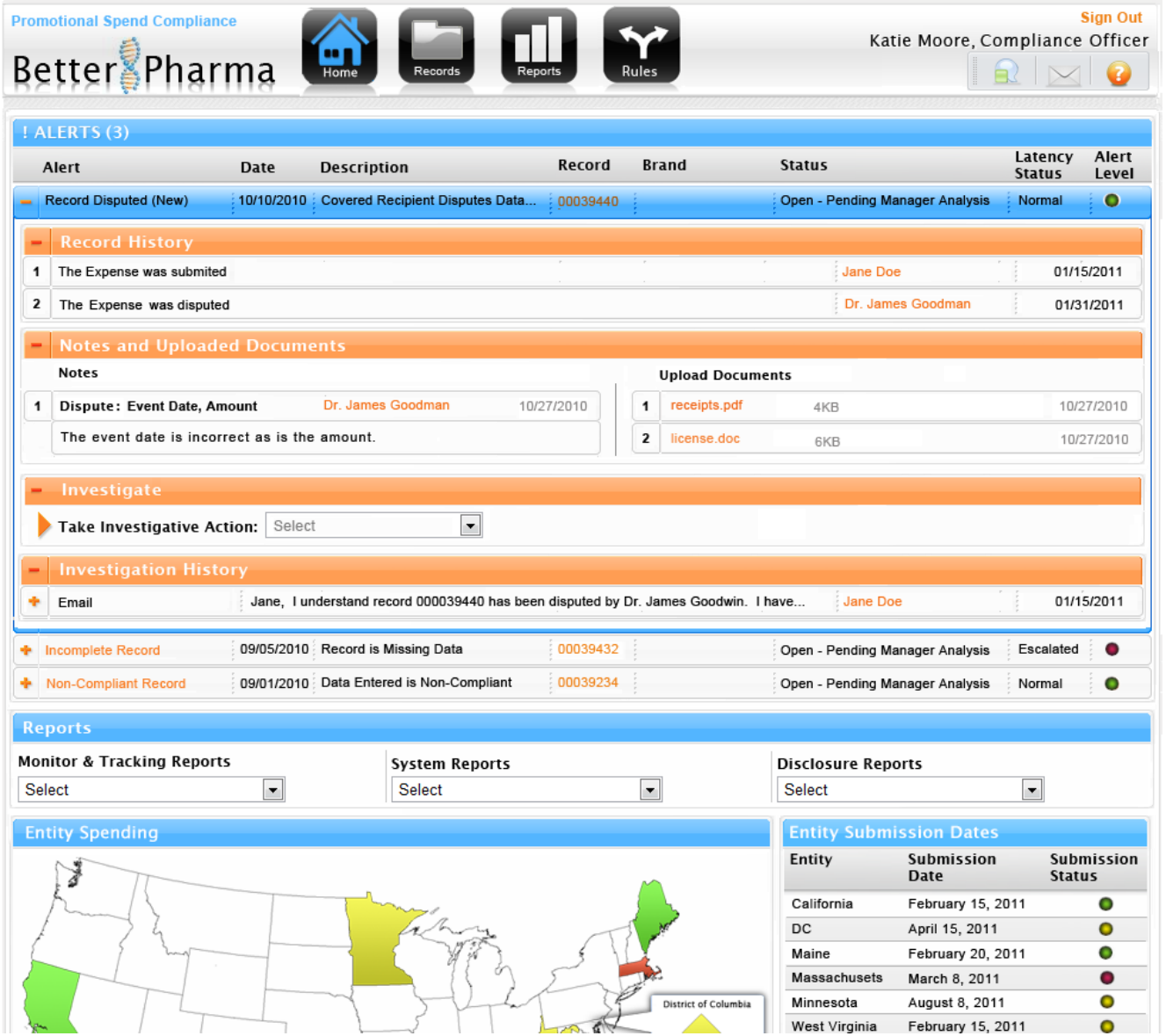
Links to 4.1.3

View Contributor Information



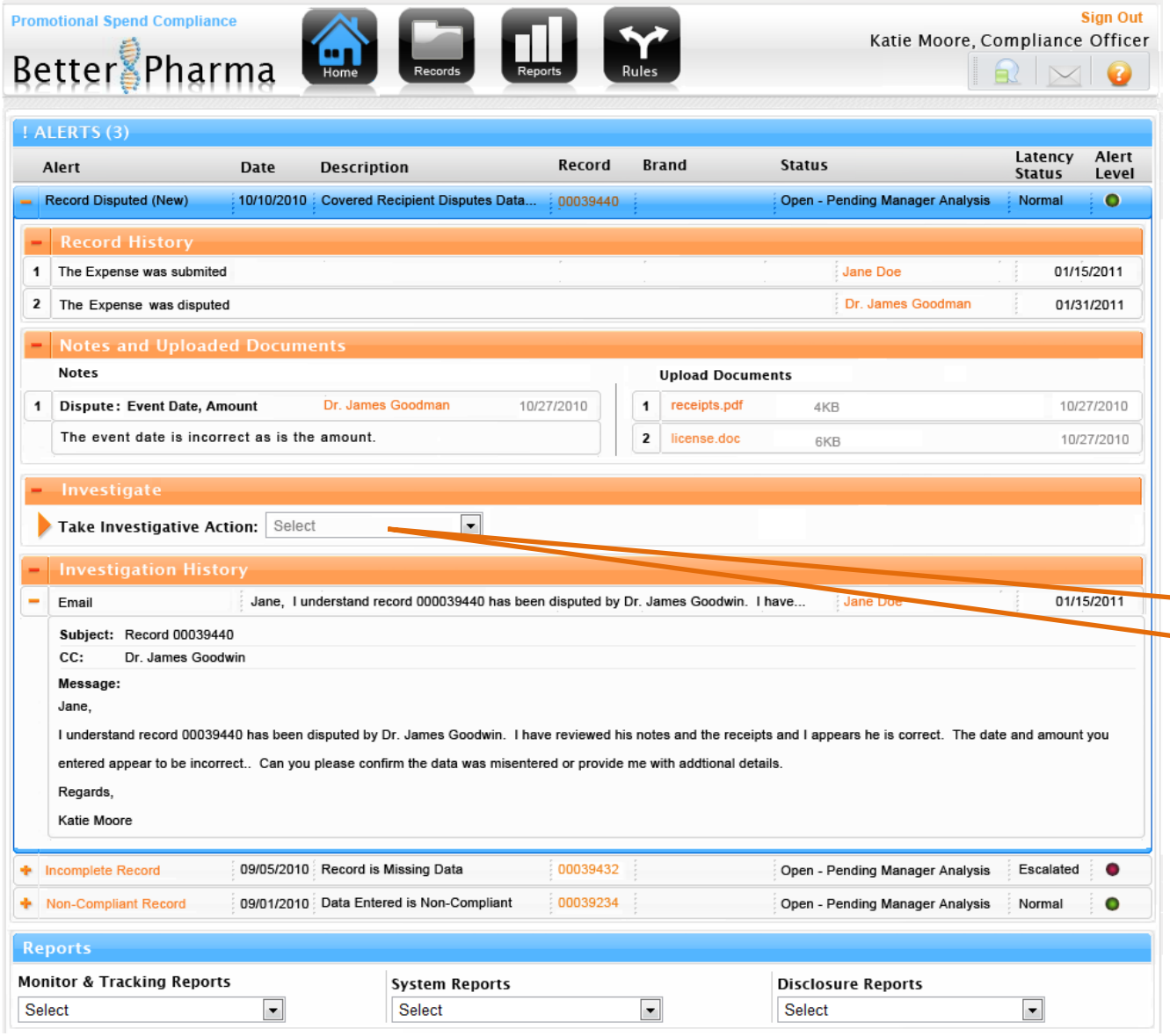
The compliance officer can click on the name of the contributor to get further information (name, address, phone number, etc).

View Investigation Details



The compliance officer can click on the “Notes and Uploaded Documents” section to see the prior notes and documents submitted by the contributor (sales person, covered recipient)

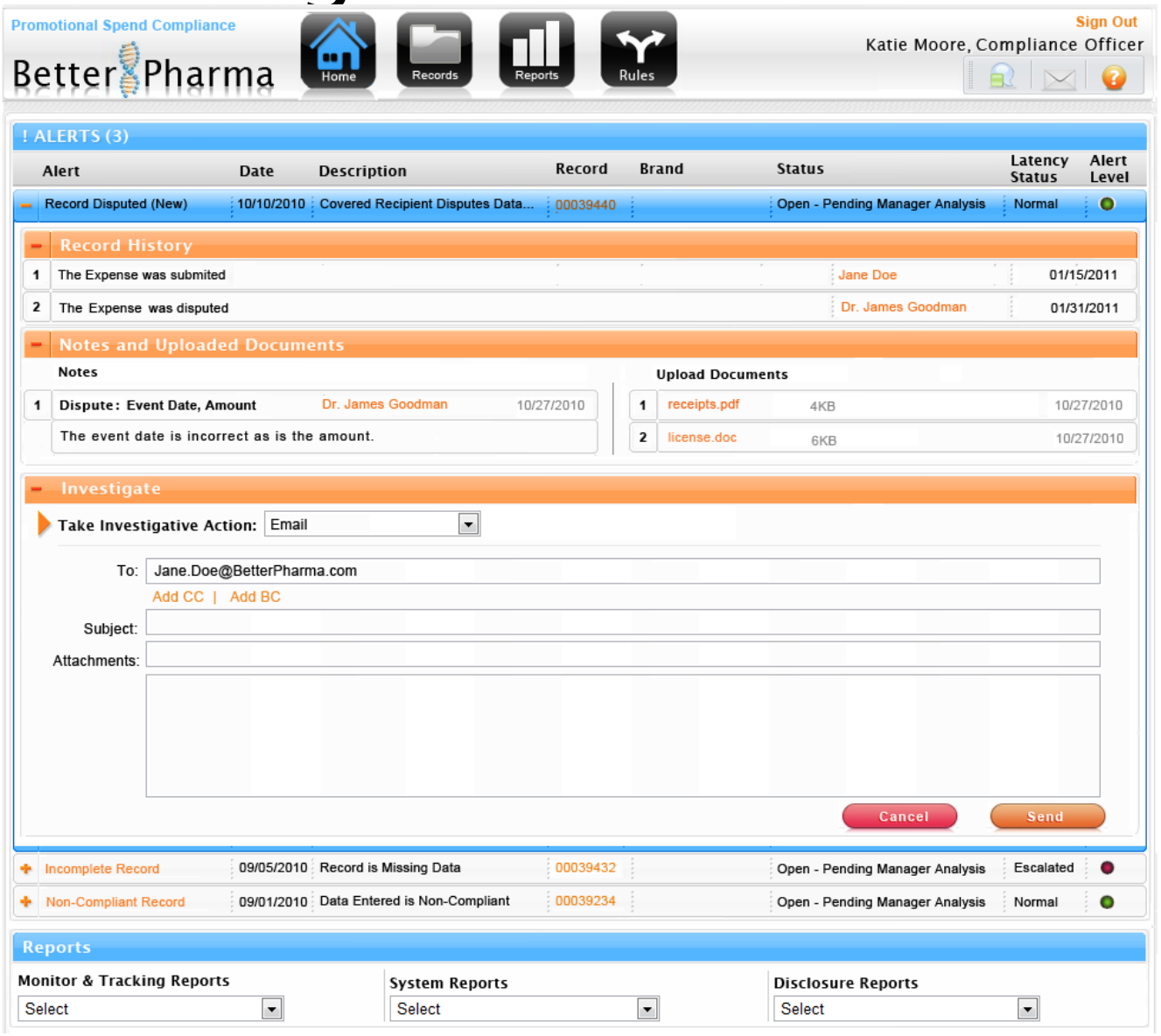
View Investigation Details



The compliance officer can click on "Take Investigative Action" that prompts him/her to send an email, same time, call or add notes

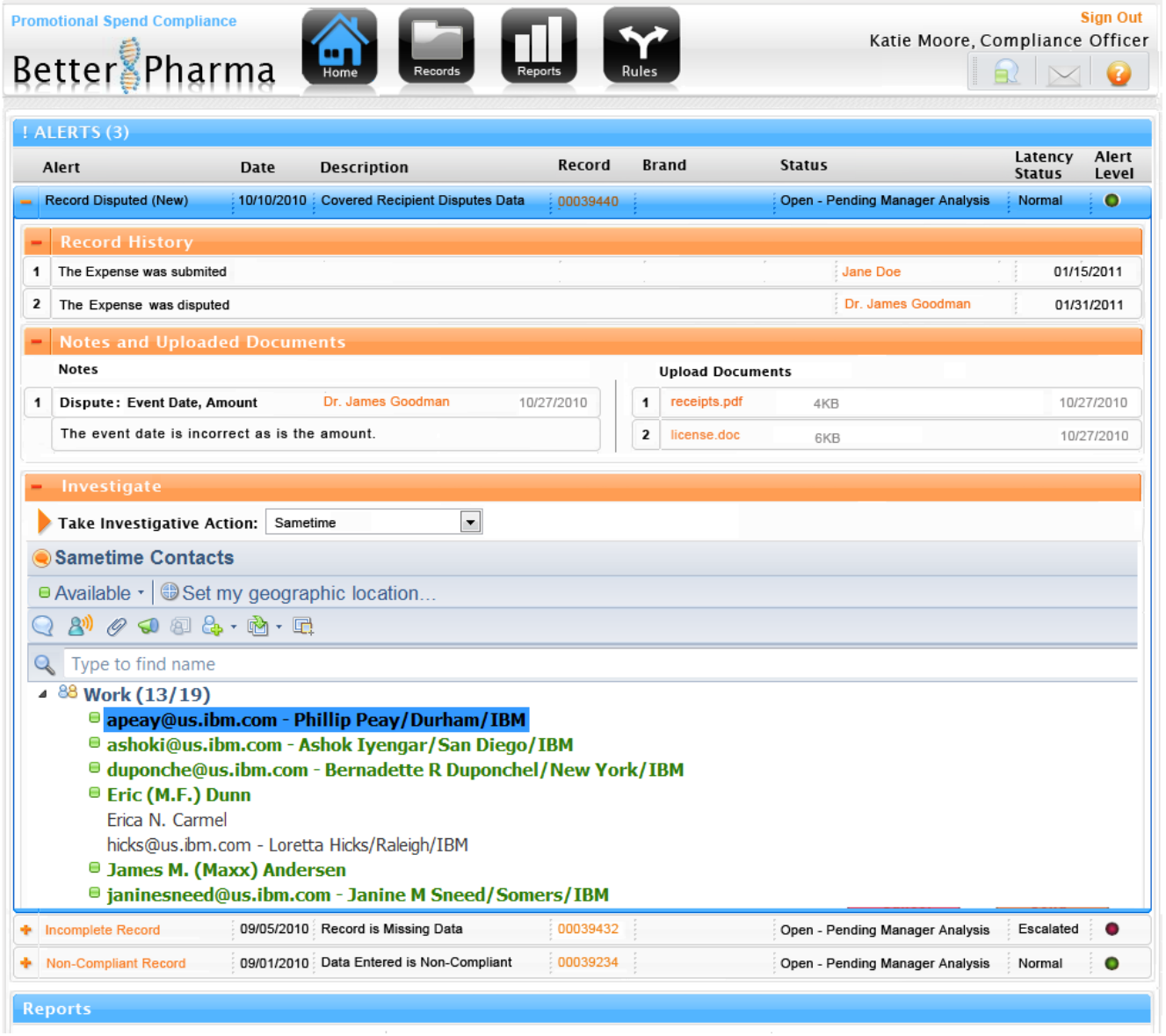
Links to 4.1.3.1, 4.1.3.2, 4.1.3.3 and 4.1.3.4

Investigate – Send Email



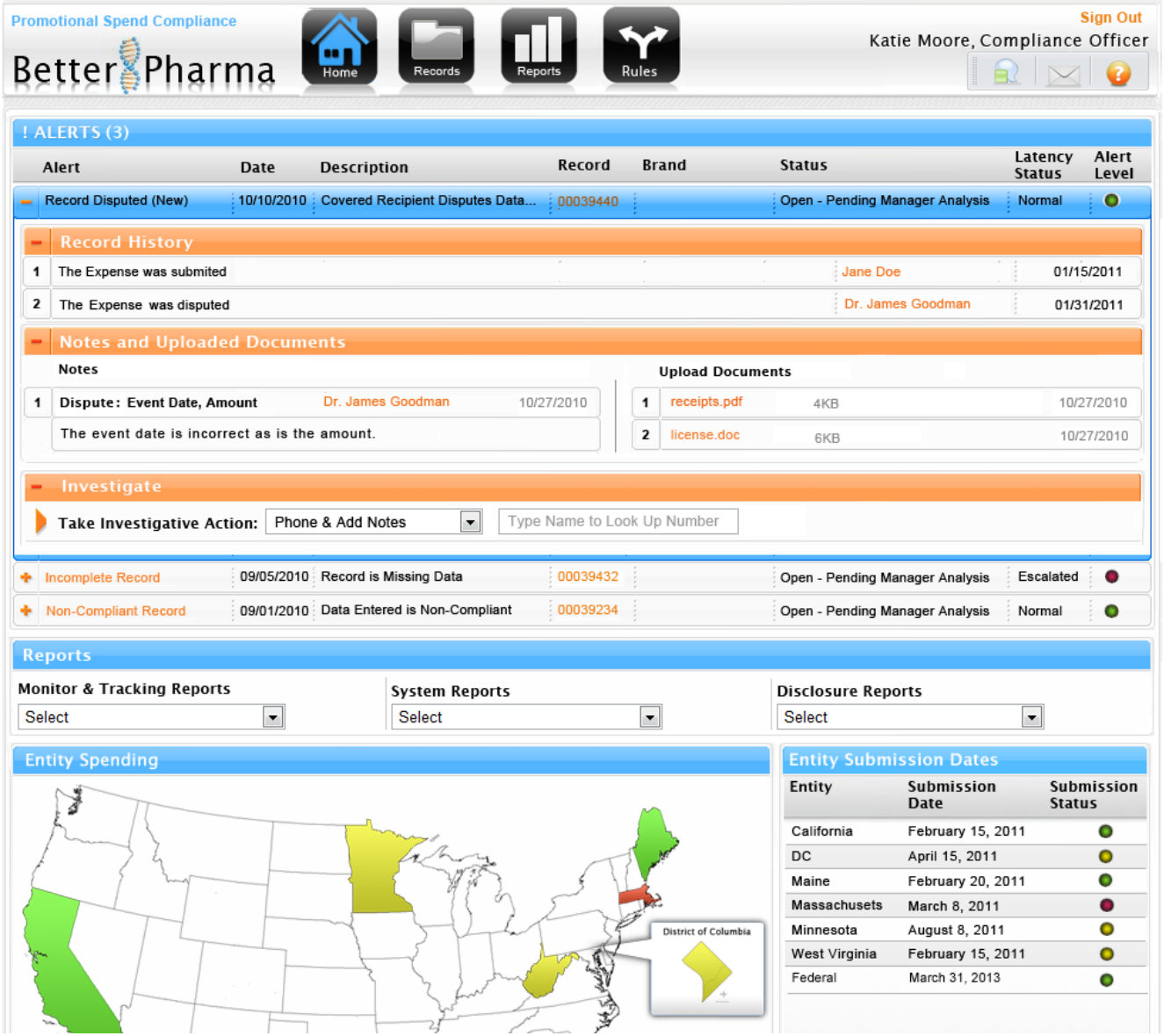
If the compliance officer chooses “Email” option, the system provides an email interface for them to send an email to appropriate persona

Investigate – Same Time



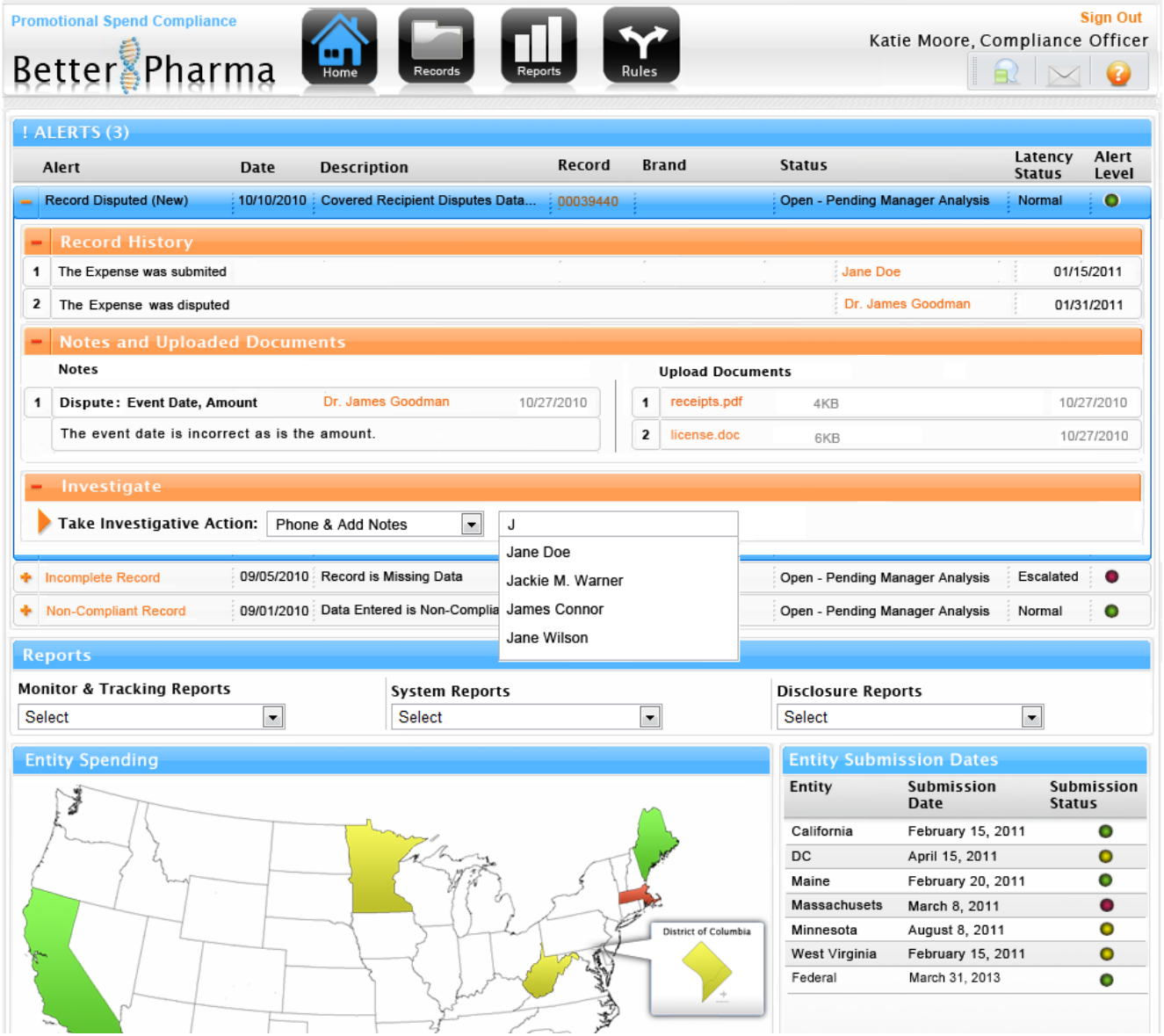
If the compliance officer chooses “Same Time” option, the system provides an Sametime interface for them to send an instant message to appropriate persona

Investigate – Phone/Add Notes



If the compliance officer chooses “Phone” option, the system provides a notes interface for them to add appropriate notes from their phone call

Investigate – Phone/Add Notes



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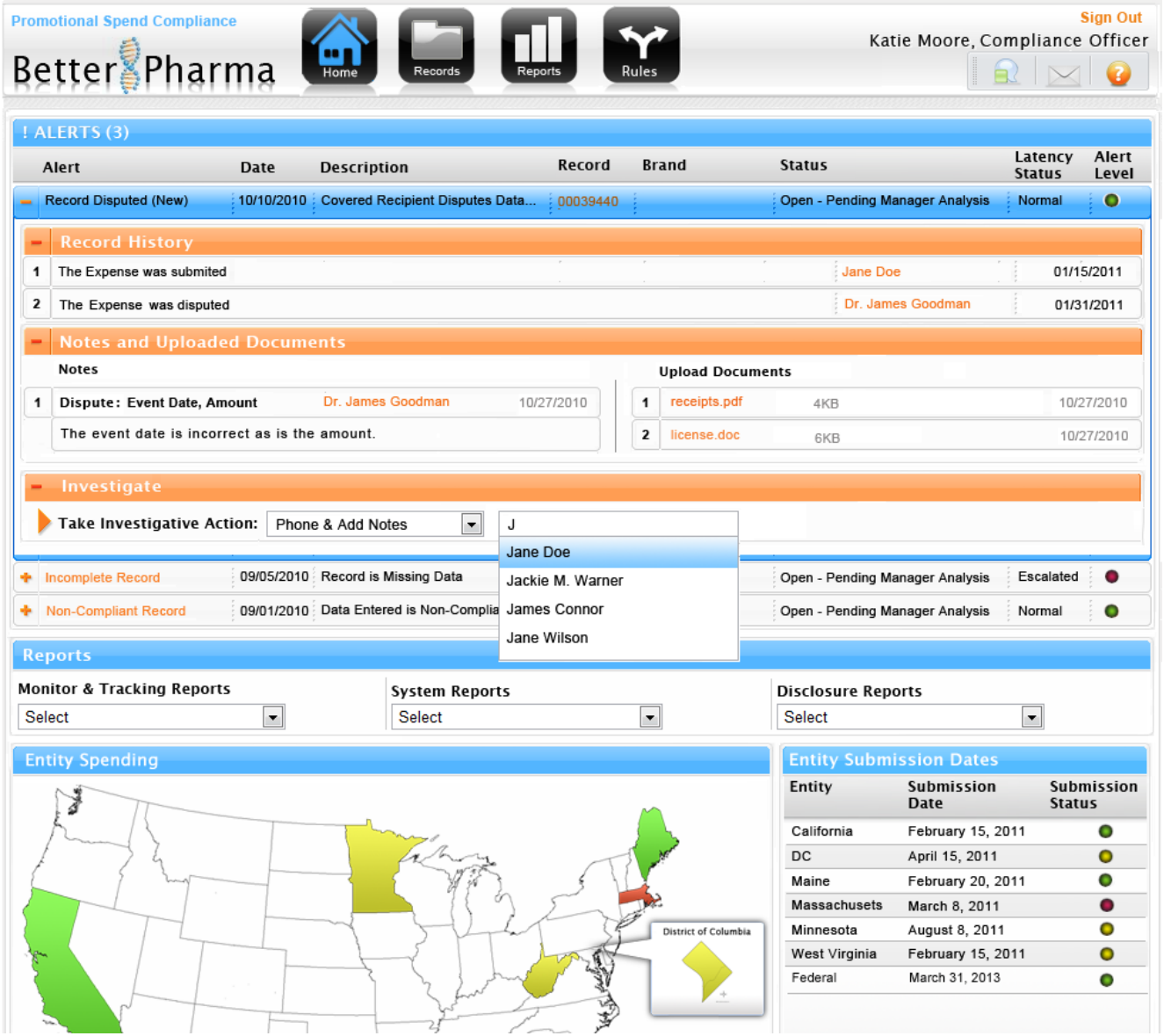
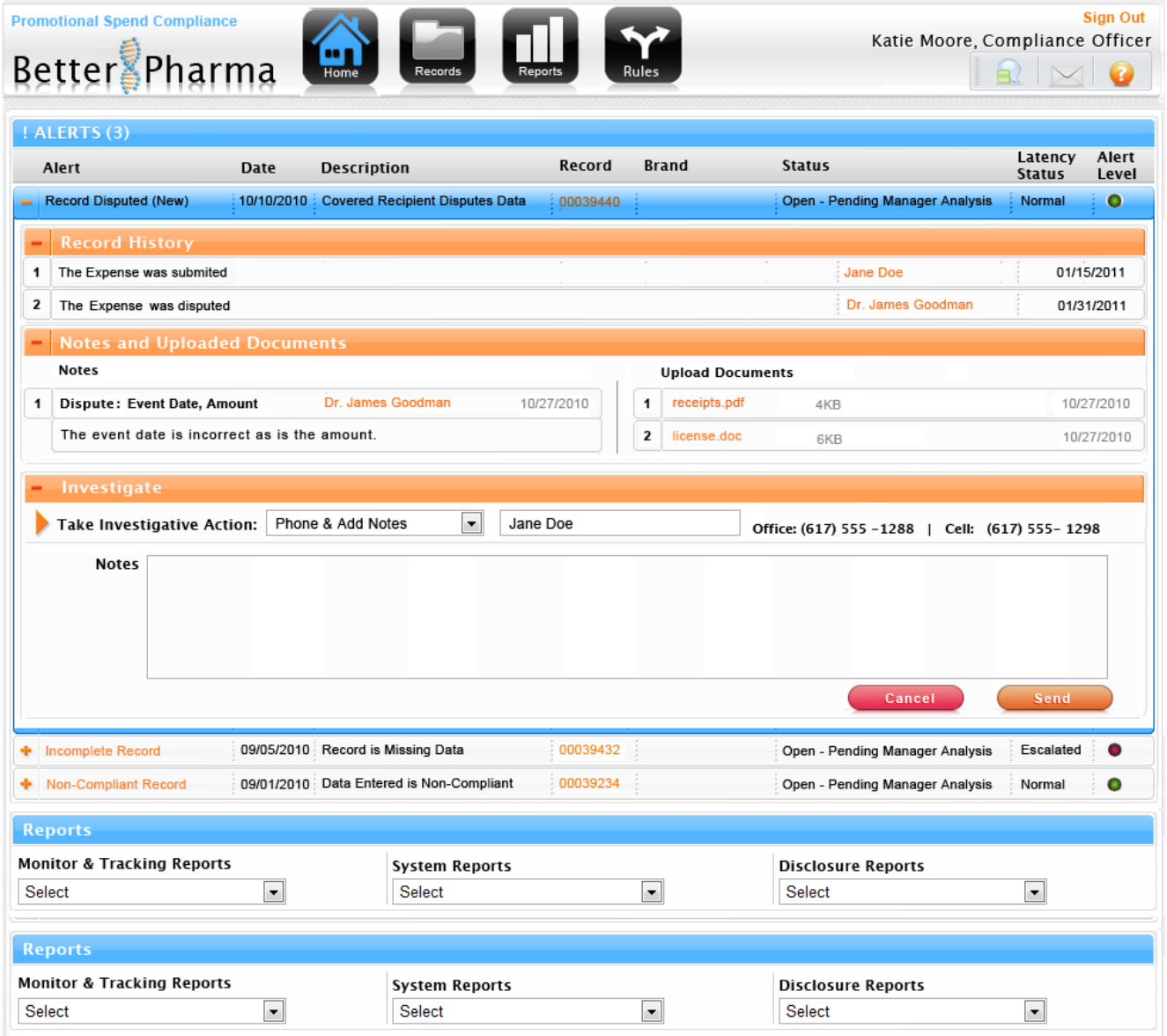
Investigate – Phone/Add Notes



If the compliance officer chooses “Phone” option, the system provides a notes interface for them to add appropriate notes from their phone call

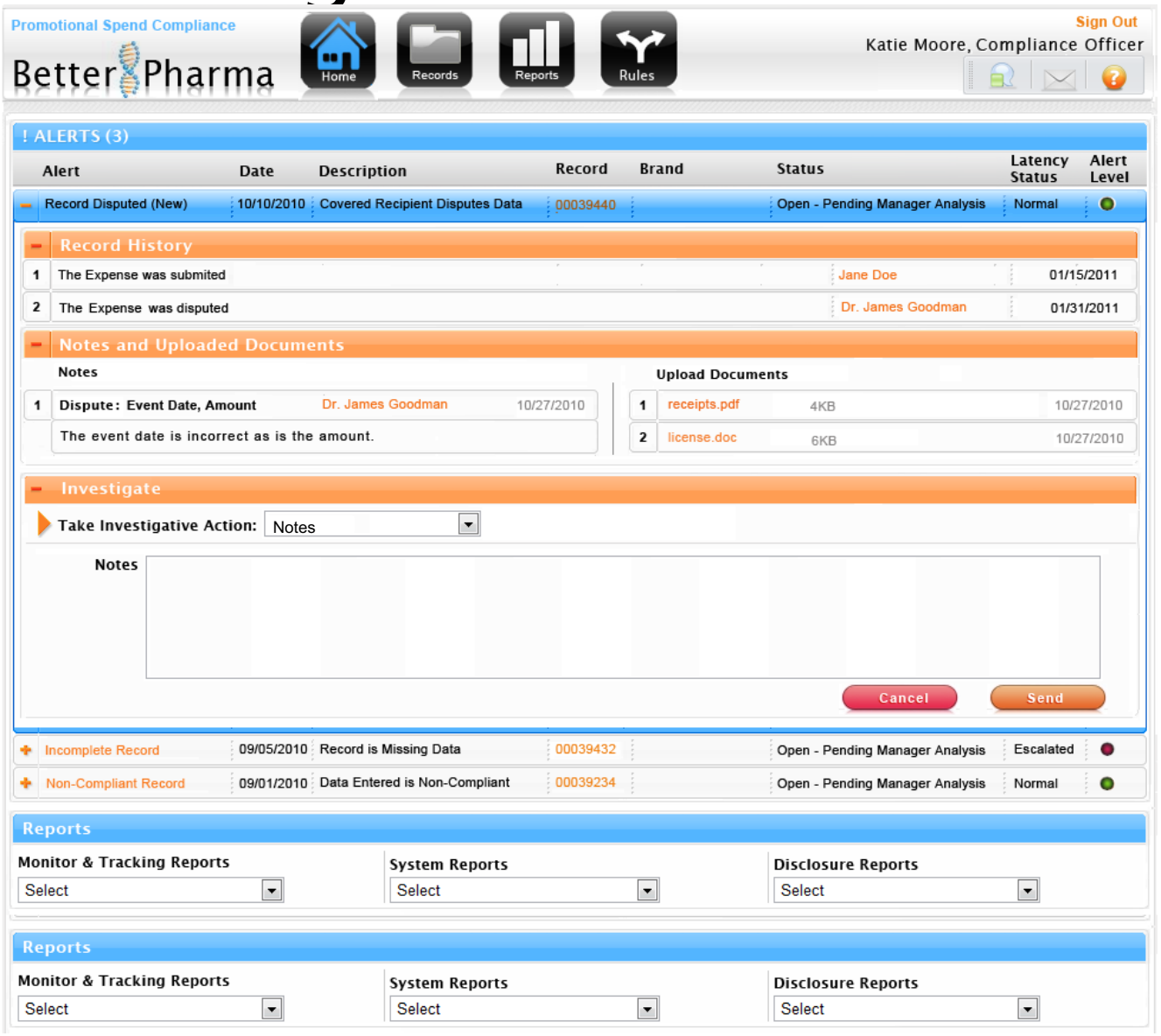
Investigate – Phone/Add Notes

4.1.3.3



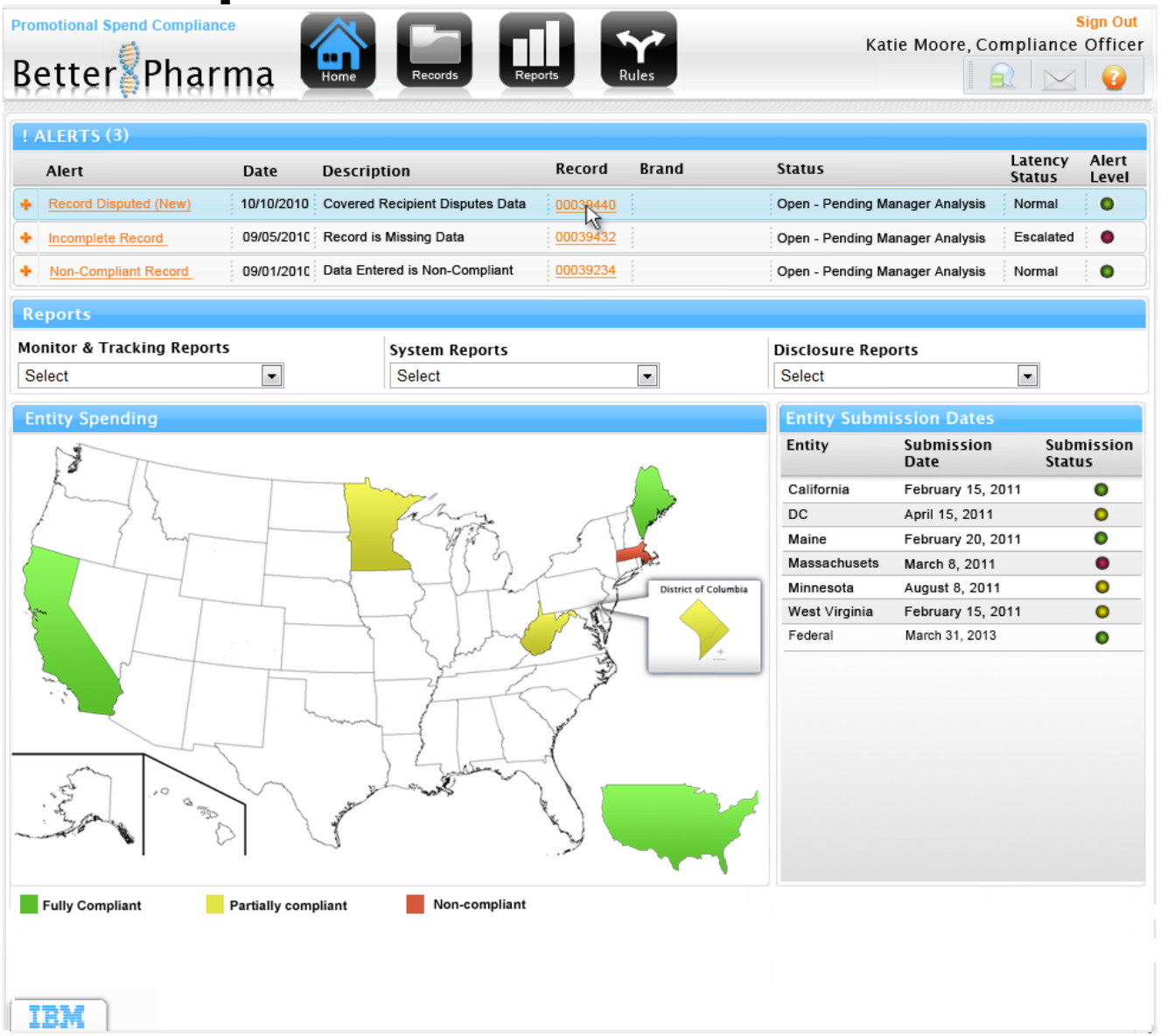
If the compliance officer chooses “Phone” option, the system provides a notes interface for them to add appropriate notes from their phone call

Investigate –Add Notes



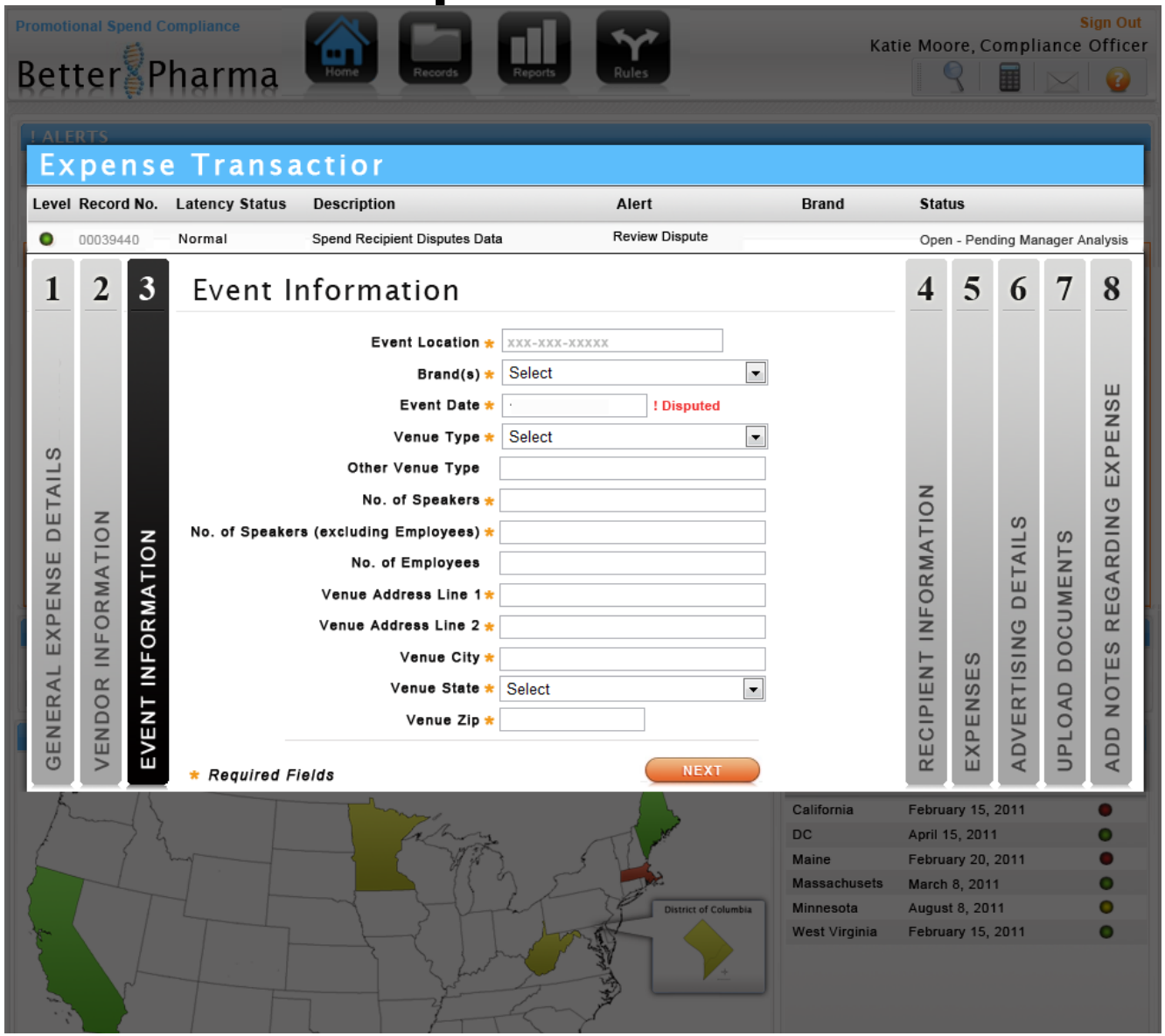
If the compliance officer chooses “Phone” option, the system provides a notes interface for them to add appropriate notes from their phone call

Compliance Officer



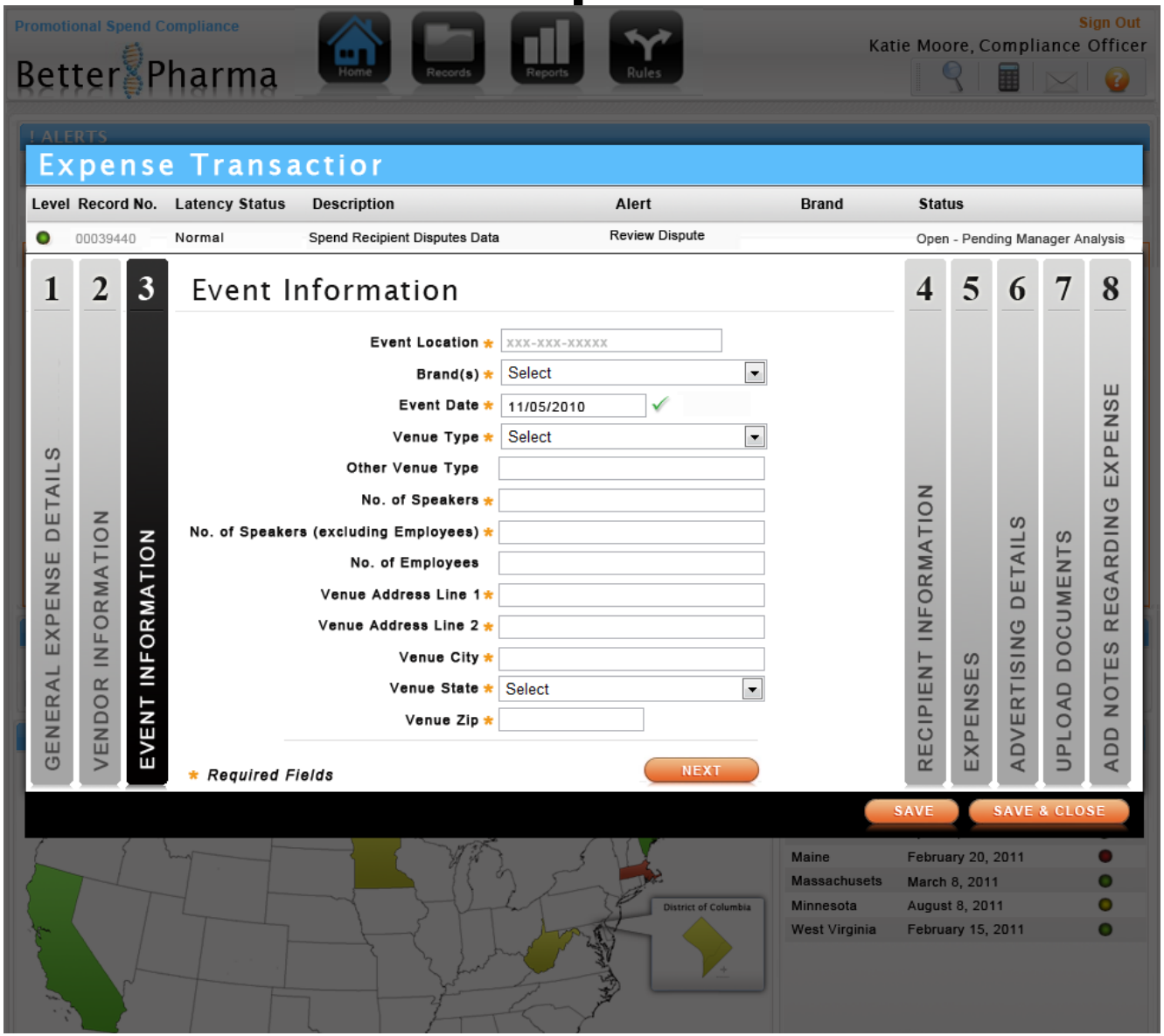
After reading the email response from the Spend User the Compliance Officer returns to the Homepage view and click to open the Record.

Views Disputed Data



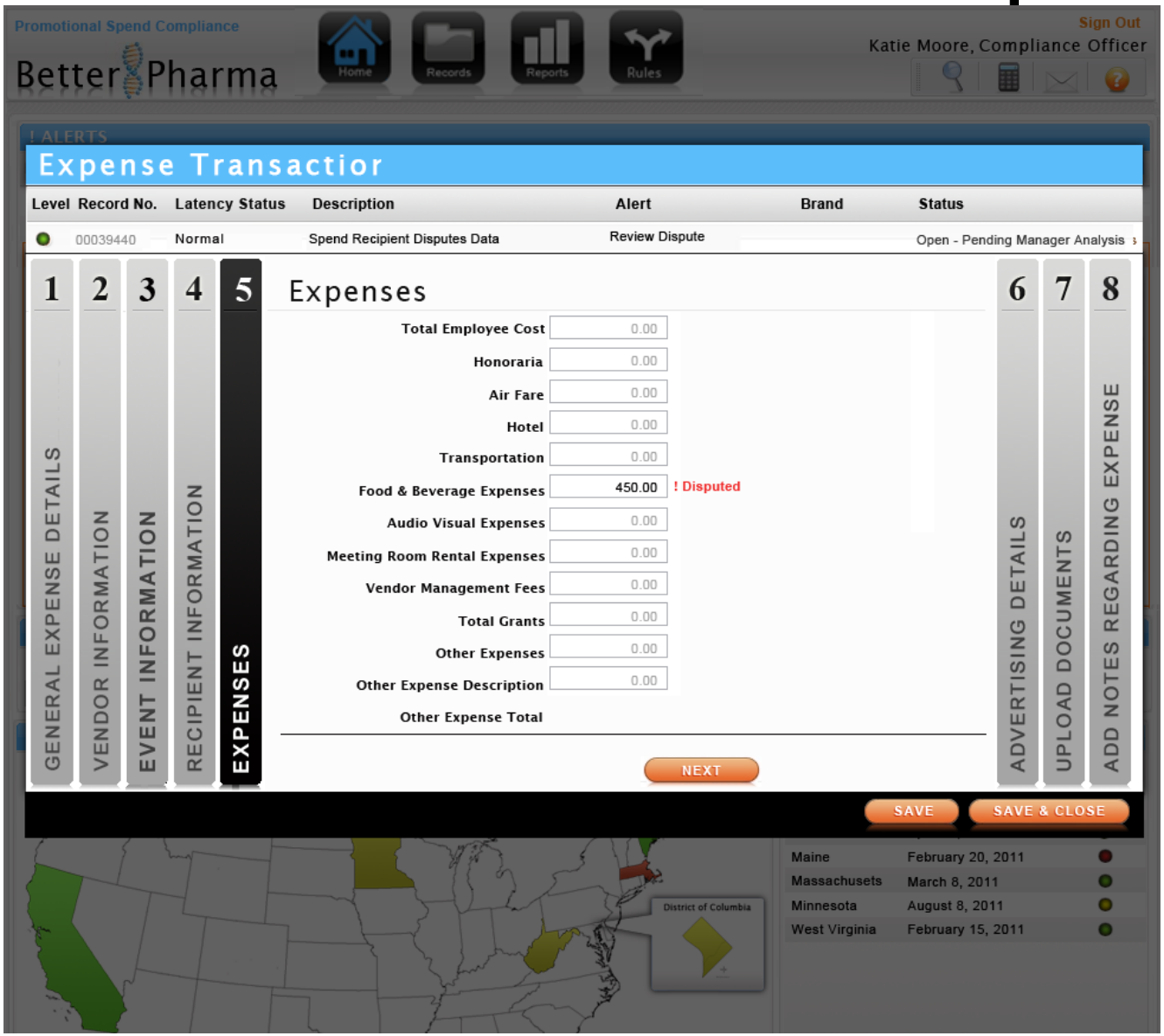
The disputed record/s appears and the disputed data is tagged.

Modifies Disputed Data



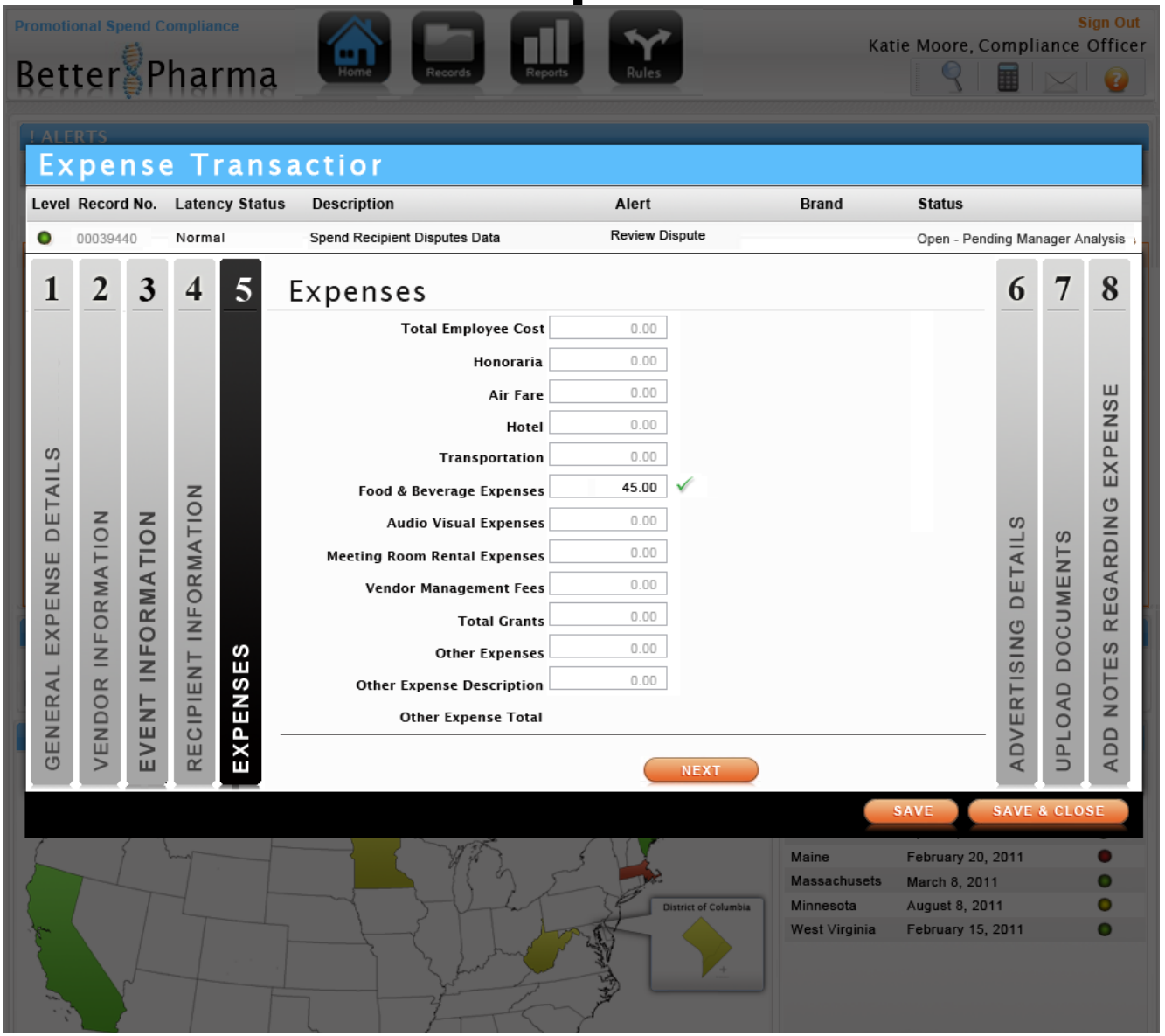
The Compliance Officer enters the correct date and moves onto correct the amount.

Continues to View Disputed Data[4.1.3]



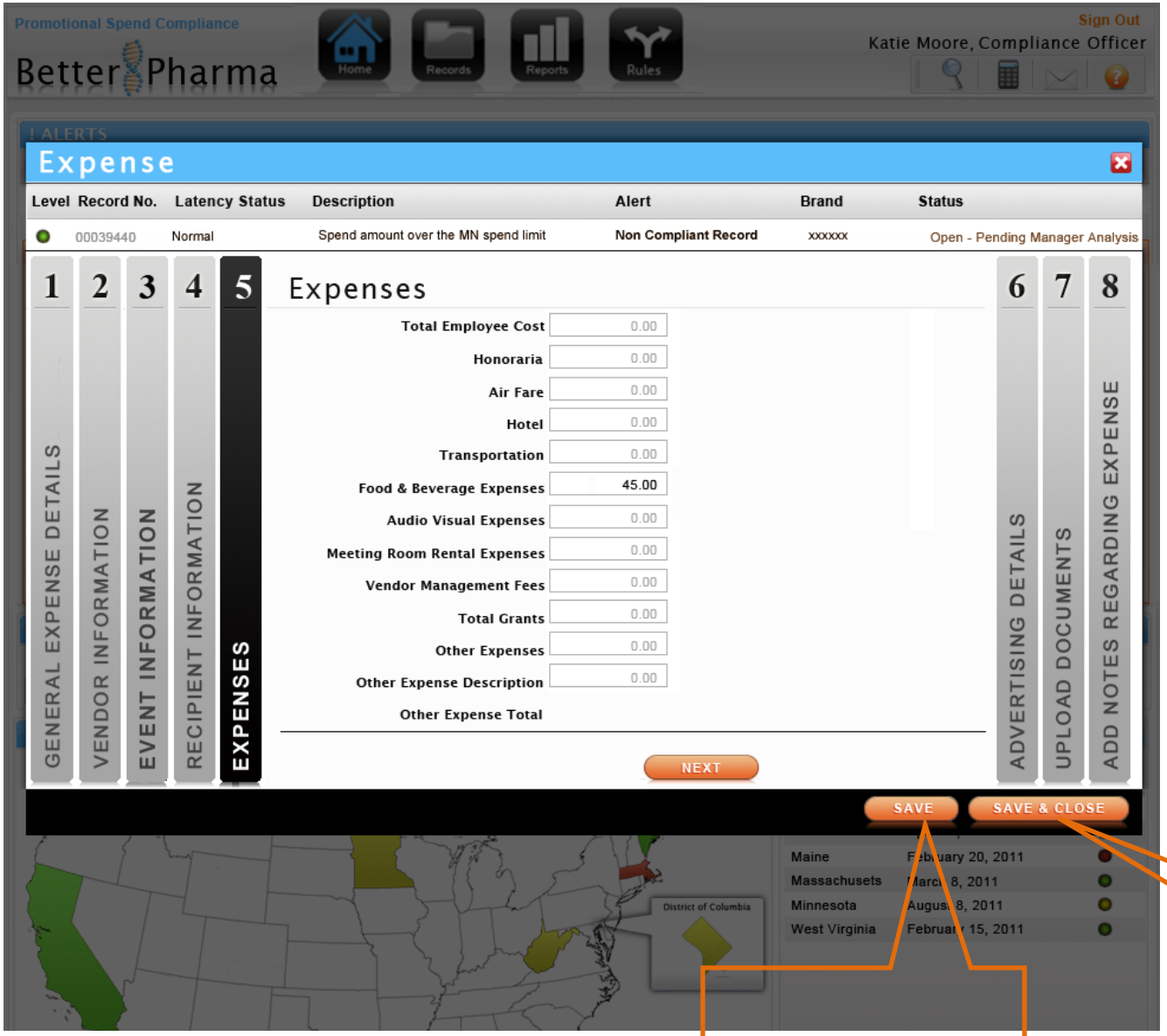
He tabs forward to the Expense slider and view the disputed amount.

Modifies Disputed Data



She updates the amount to $45.00

Save and Close Record

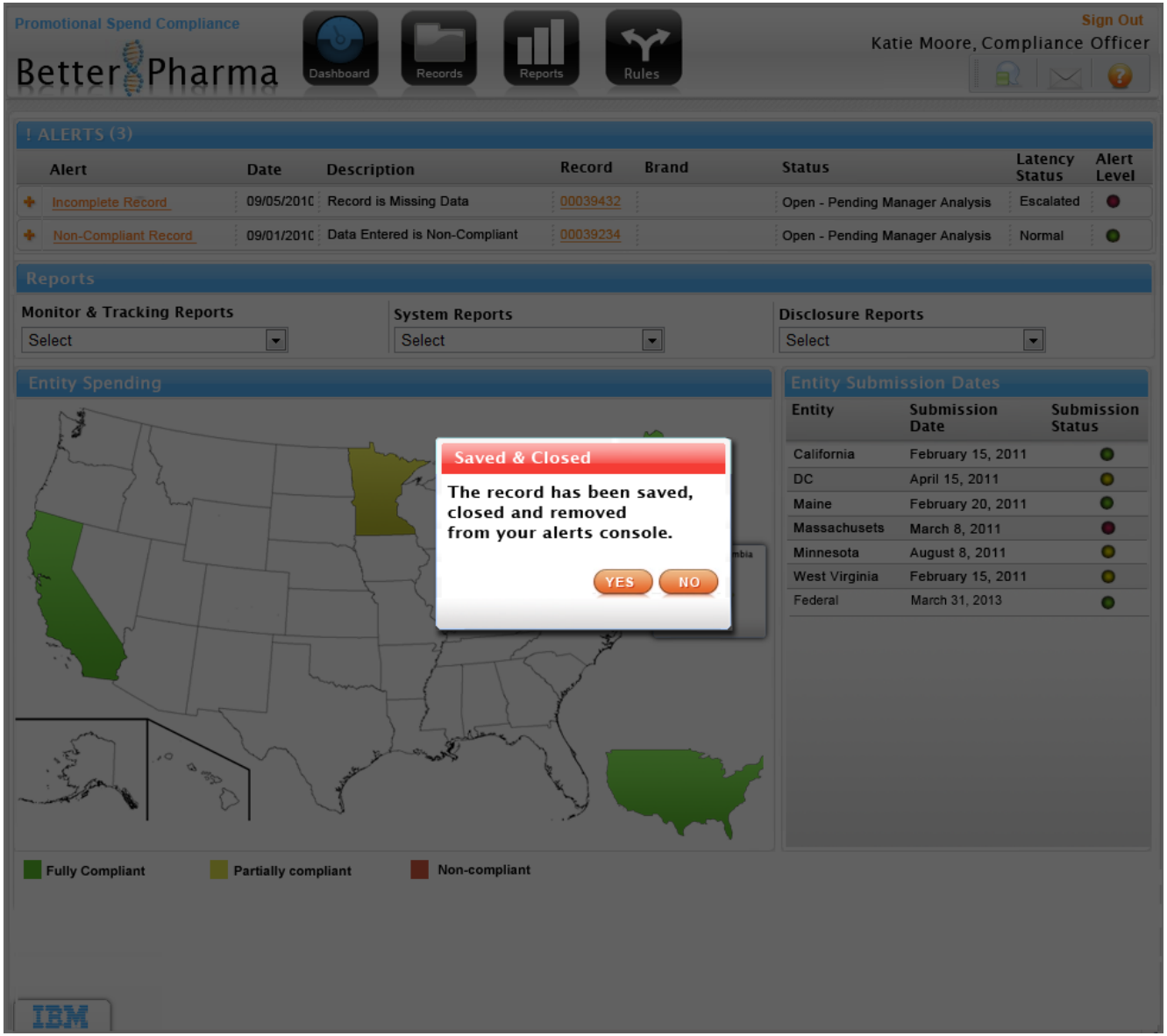


The Compliance Officer then clicks to Save and Close the Record.

Links to 3.1.1.1

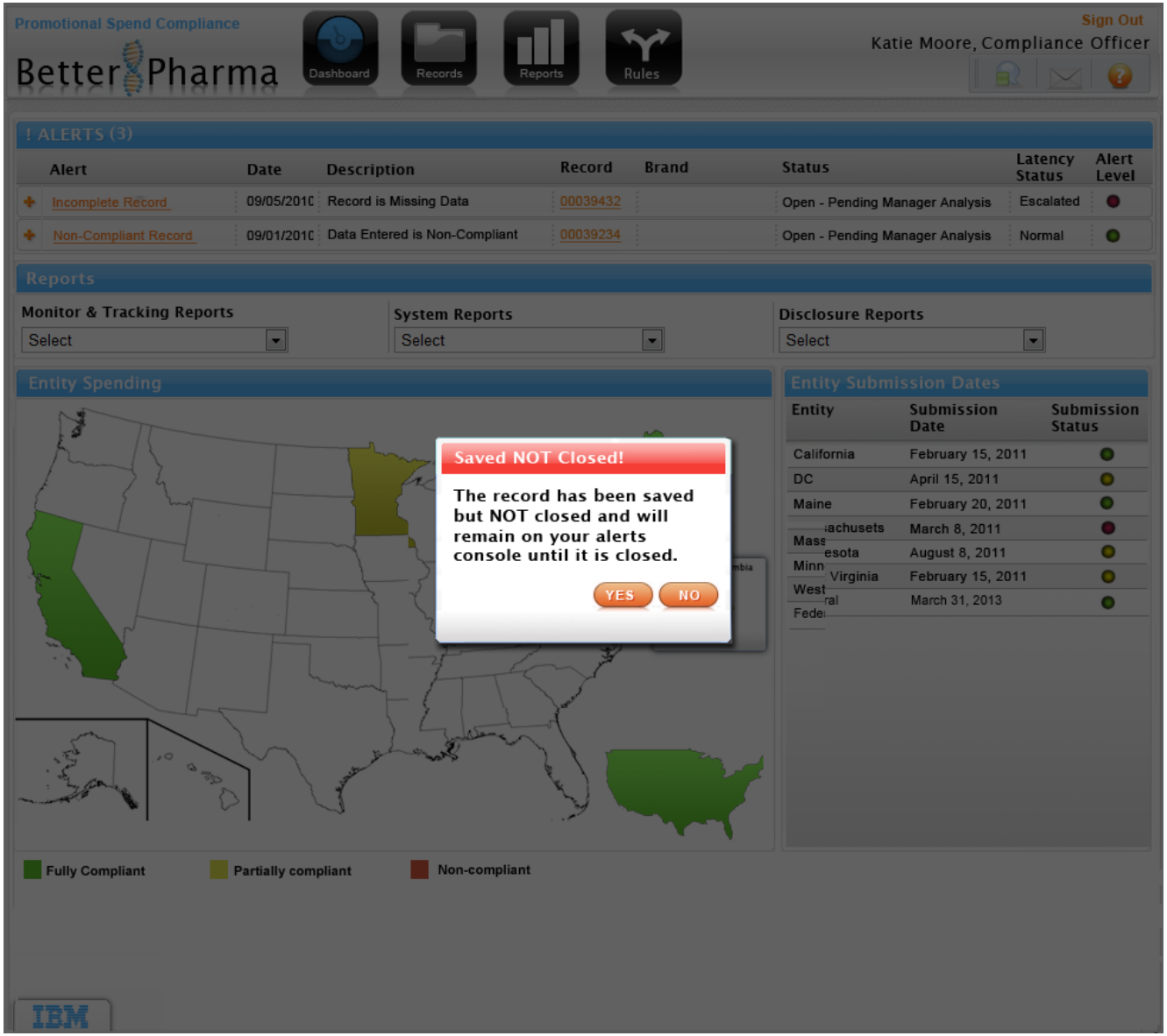
Links to 3.1.1.2

Saved & Closed Record - Alert 3.1.1.2



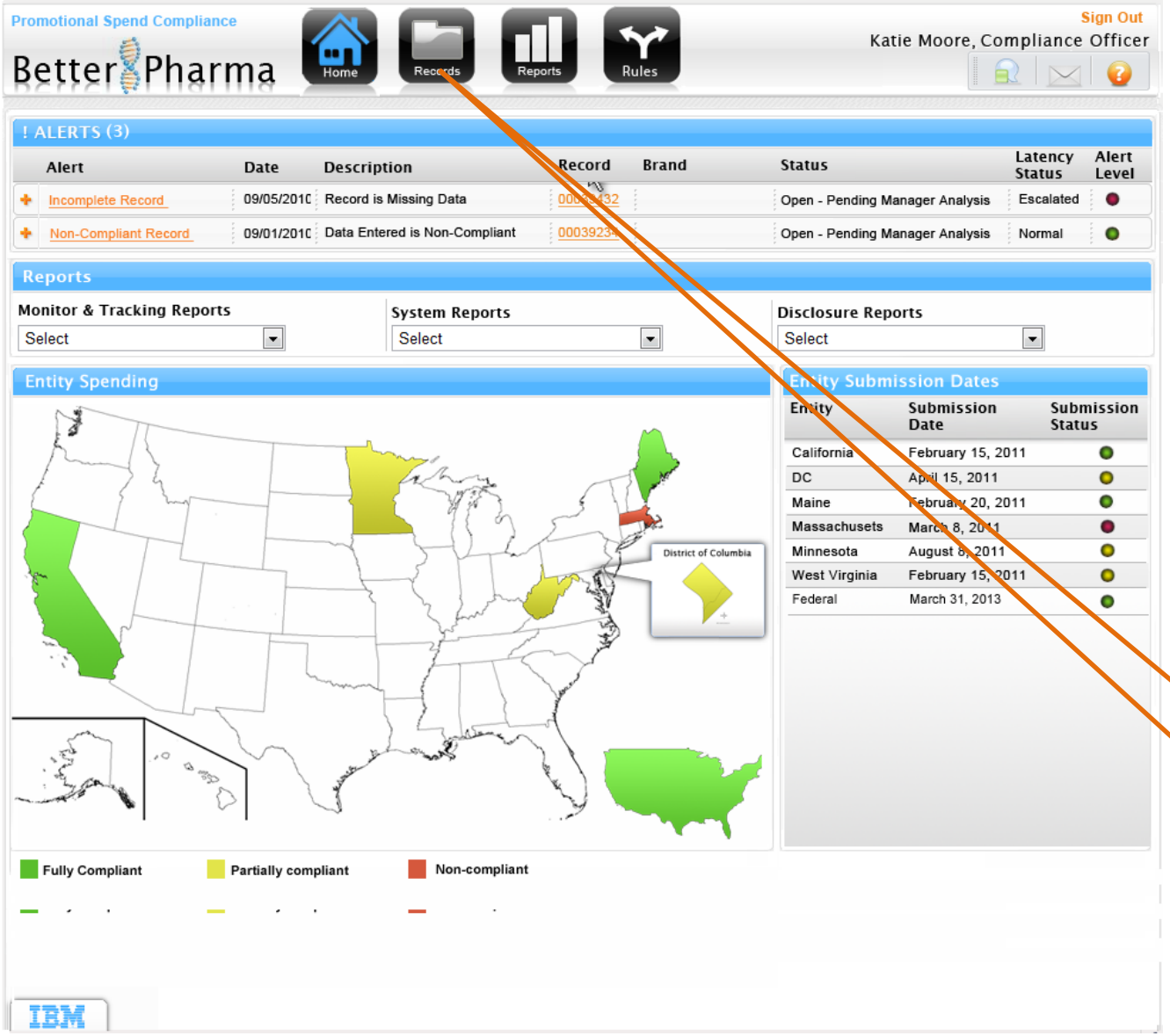
The Compliance Officer then clicks to Save and Close the Record.

Saved Record - Alert



If the Compliance Officer clicks to Save the record, he will get a message that the record has not been closed/submitted

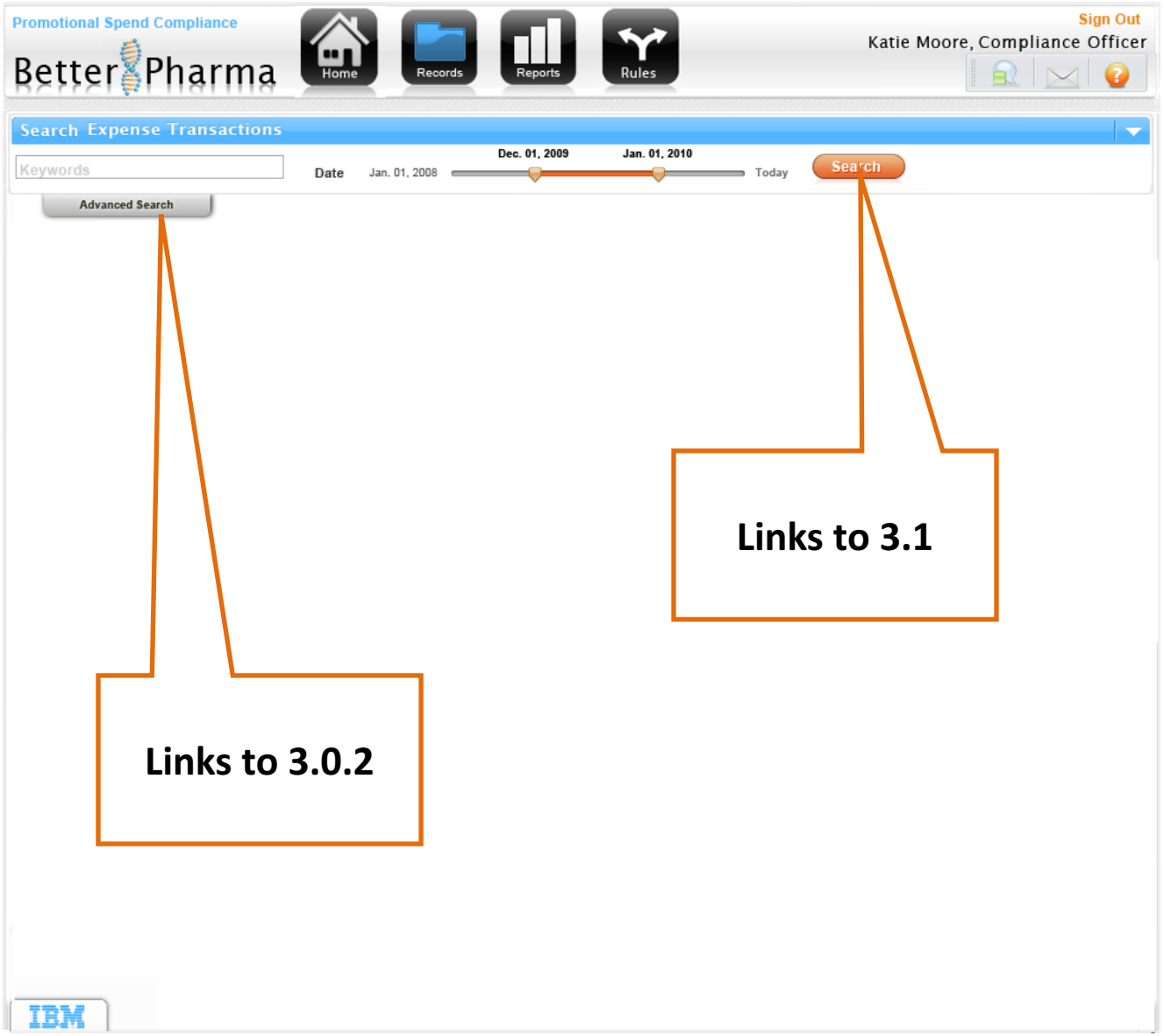
Save and Close Record



If the record was "Save and Close", the Modal window fades away and the updated and saved record slides up and is removed from the Alerts, Dialog Boxes, etc console on the Compliance Officer's Homepage.

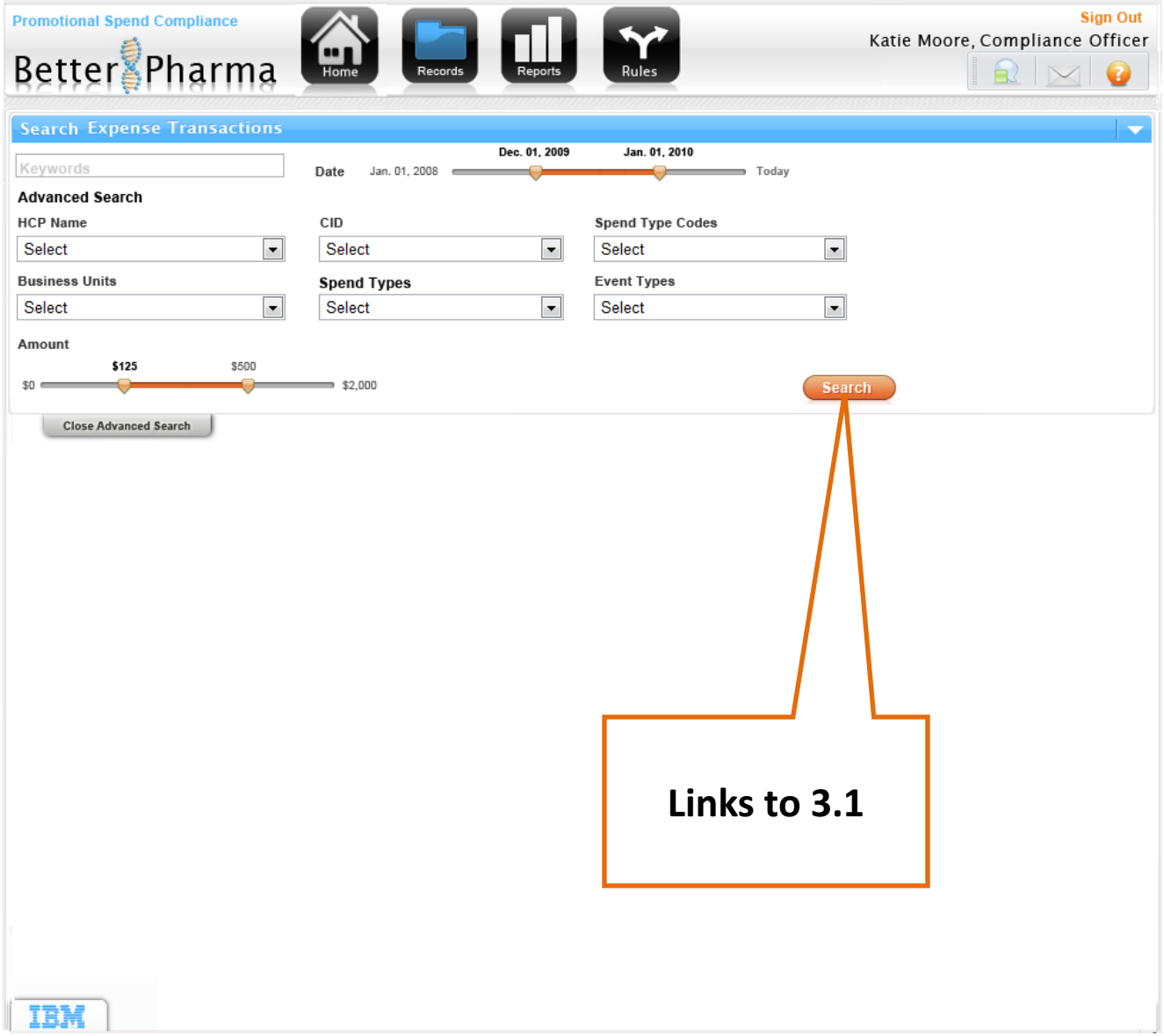
Links to 3.0.1

Search Records



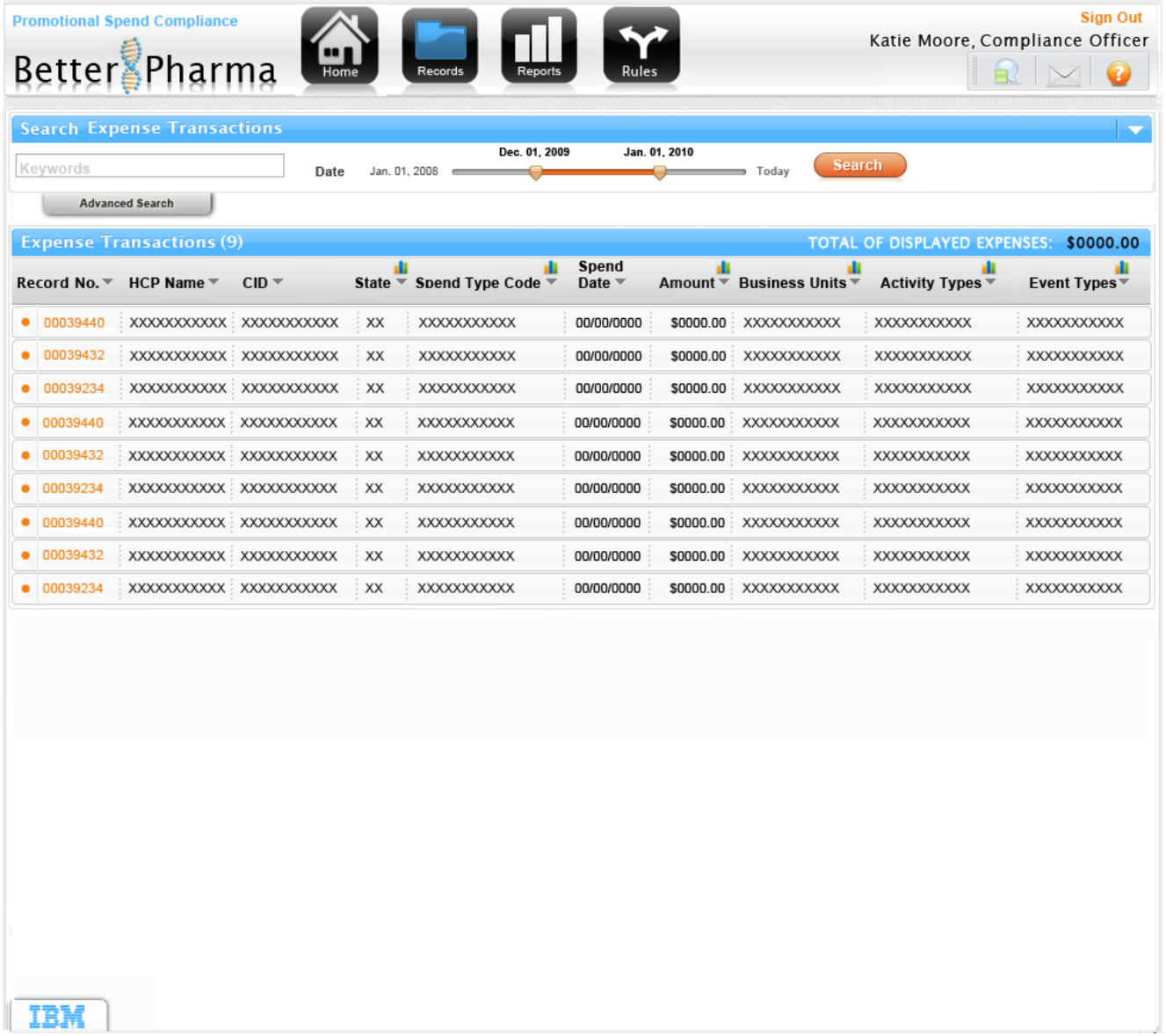
If the user clicks on "Records" button on the home page, a search screen opens up, with an option of Advanced Search

Search Records–Advanced Search



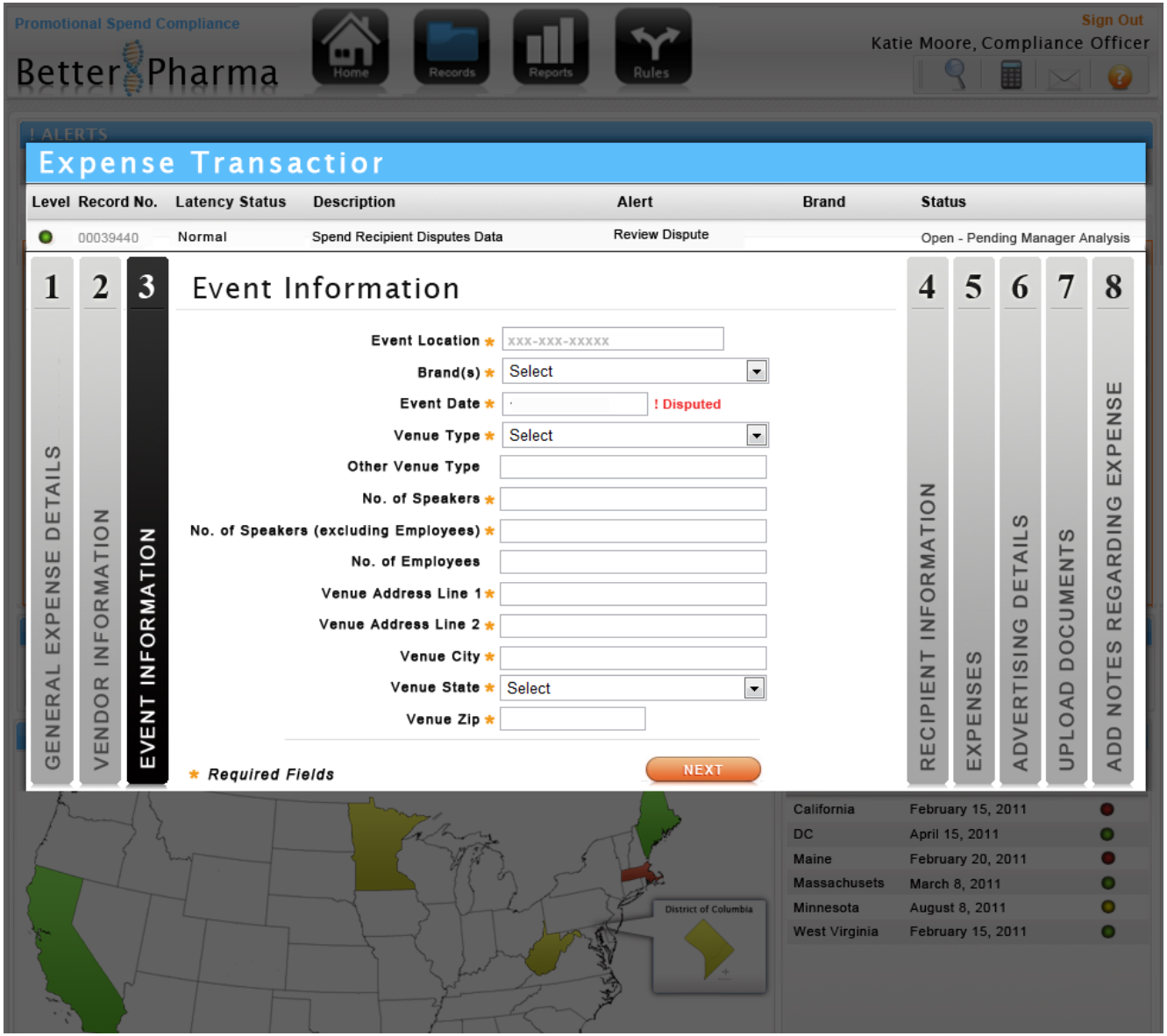
Advanced Search screen gives option to search the records through variety of filters

Search Records – View Results



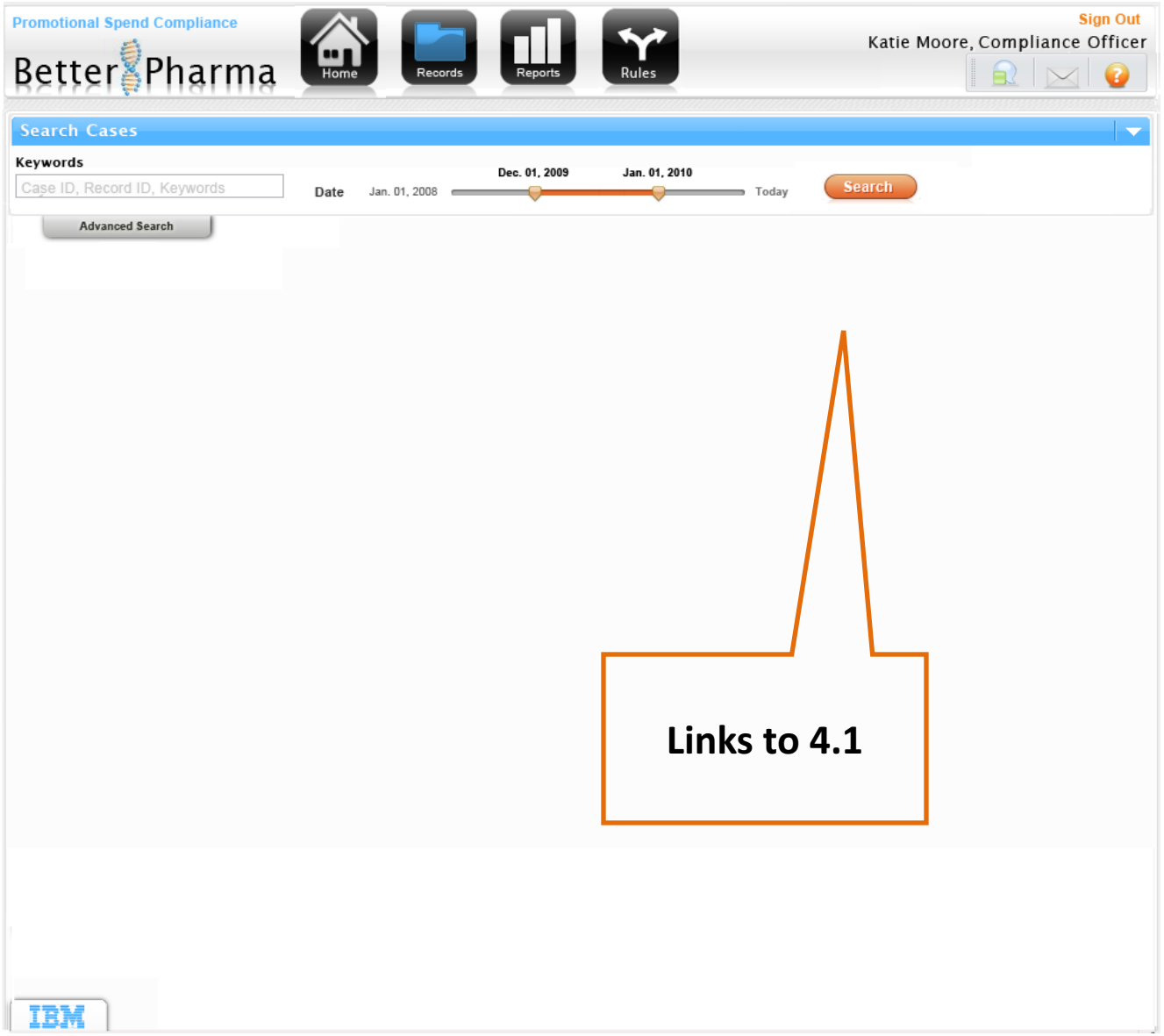
The search will return all the spend records that match the selected criteria

View Record Details



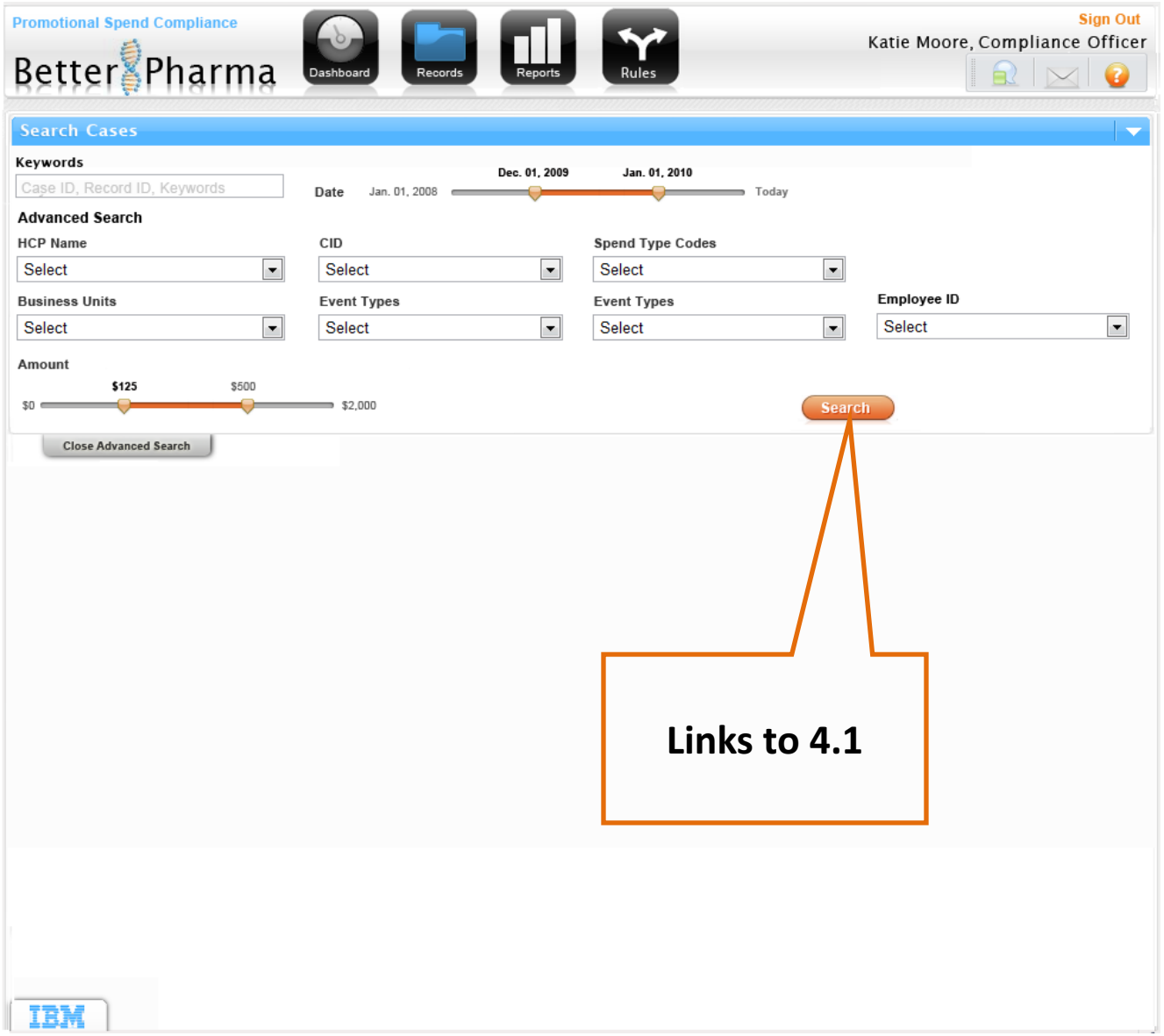
If the user selected to view a disputed record, the disputed record appears in the wizard and the disputed data is tagged.

Search Cases



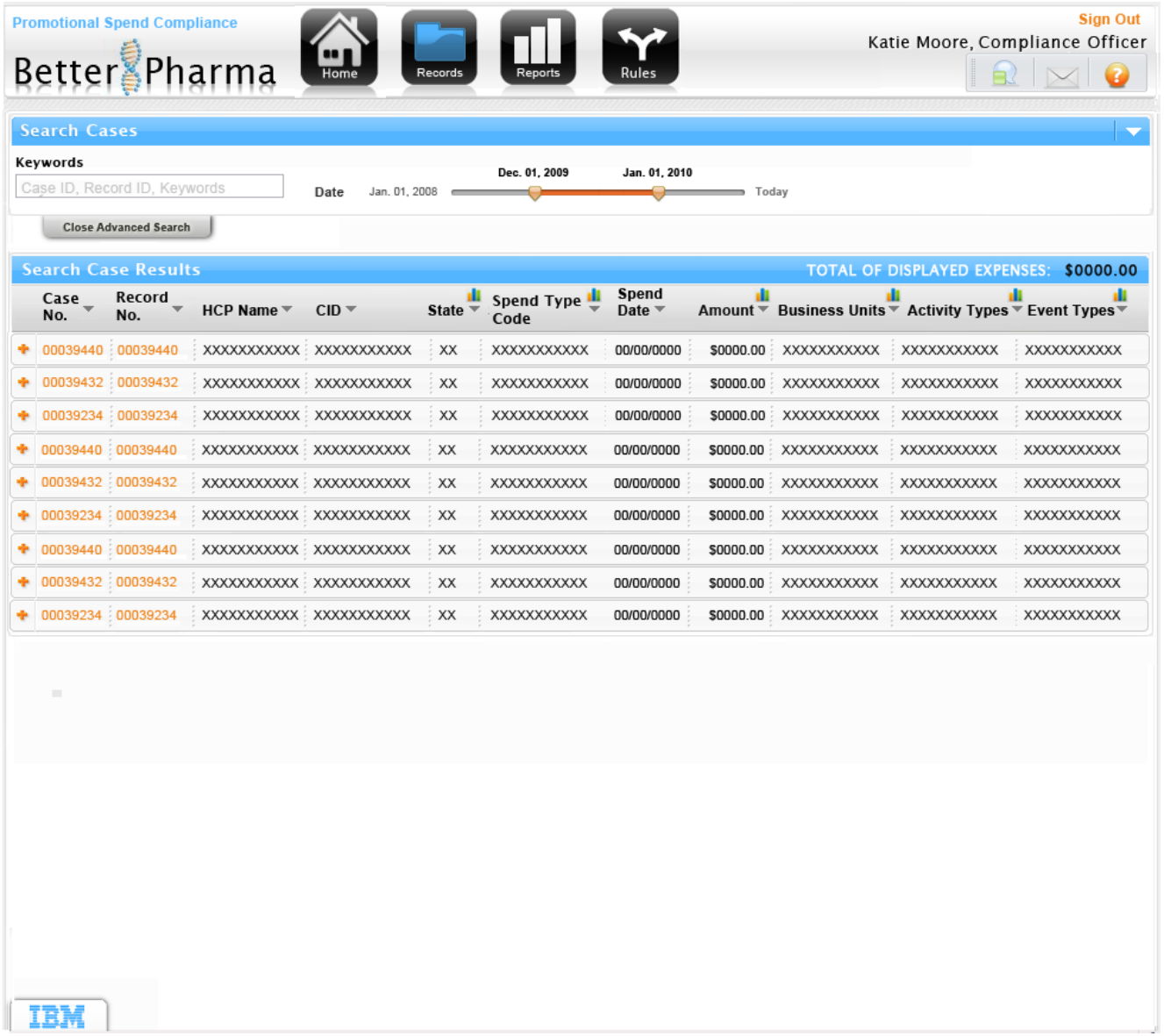
If the user clicks on "Cases" button on the home page, a search screen opens up, with an option of Advanced Search

Search Cases - Advanced



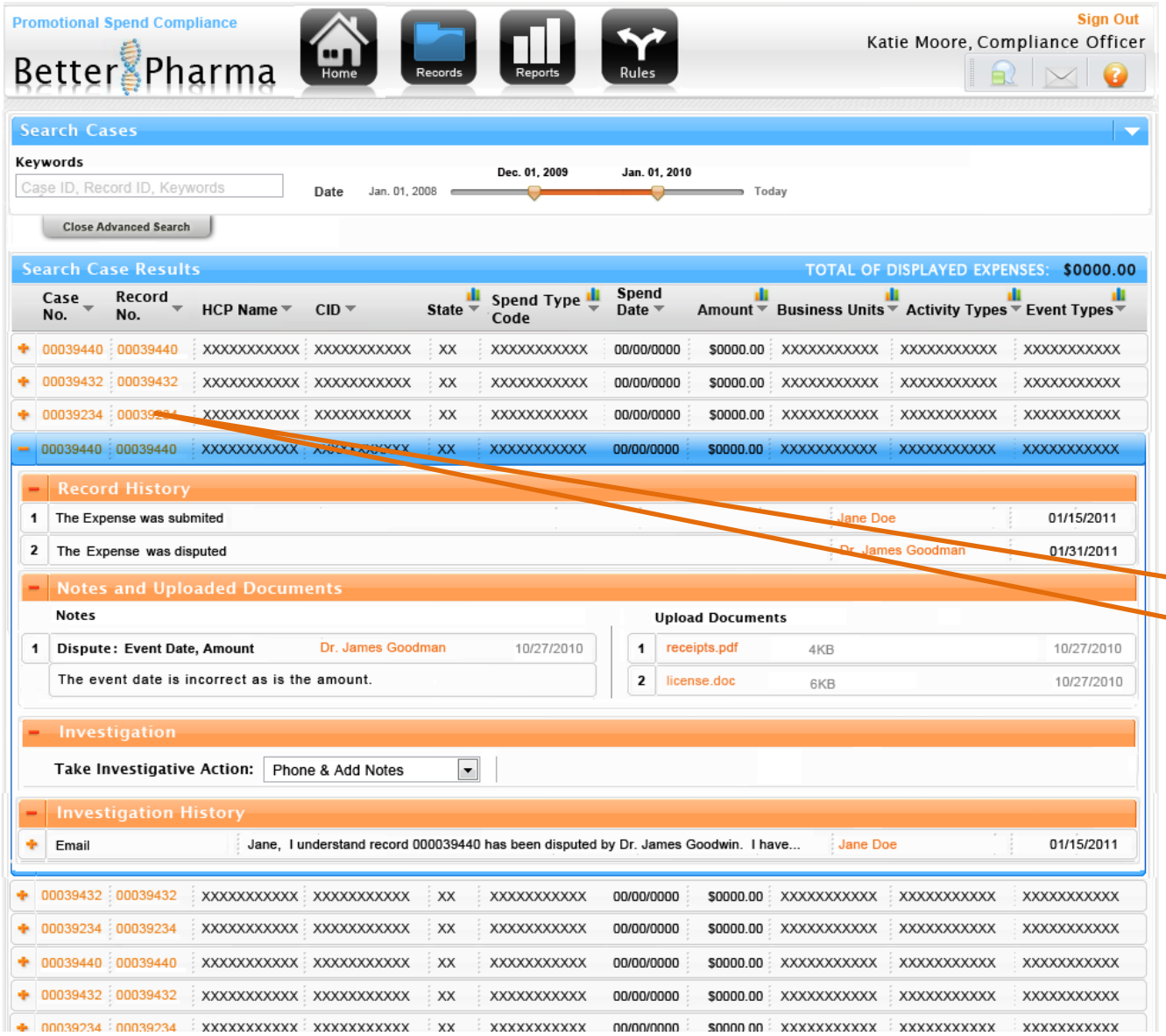
Advanced Search screen gives option to search the records through variety of filters

Search Cases - Results



Clicking on “Search” button gives all the cases that match the filtering criteria

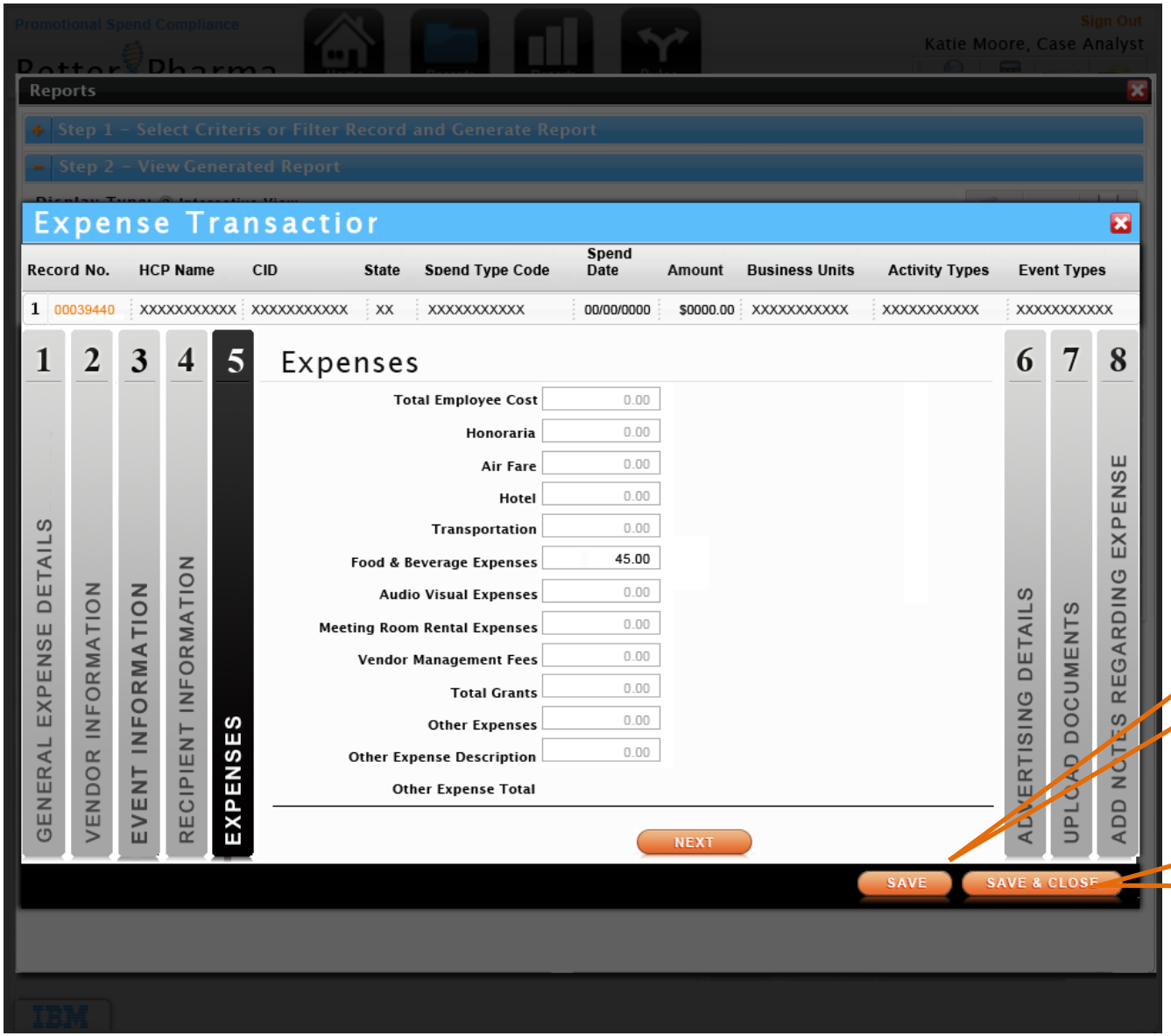
Search Cases – View Case Details



Compliance Officer can click on a specific case to get all the case details

Links to 3.1.1

View Record Details



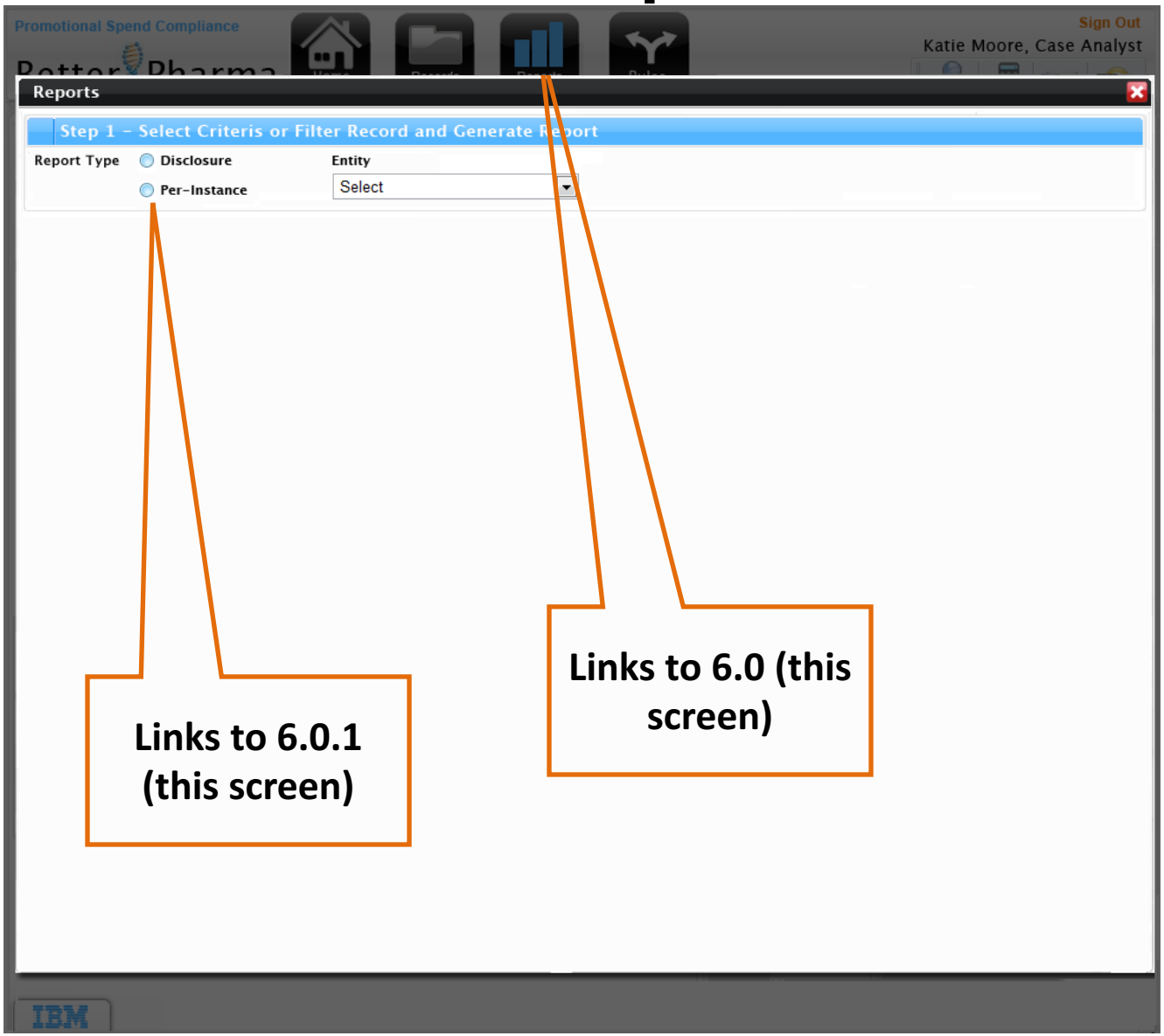
Compliance Officer can click on a specific record to get all the spend details

Links to 3.1.1.1

Links to 3.1.1.2

Generate Report

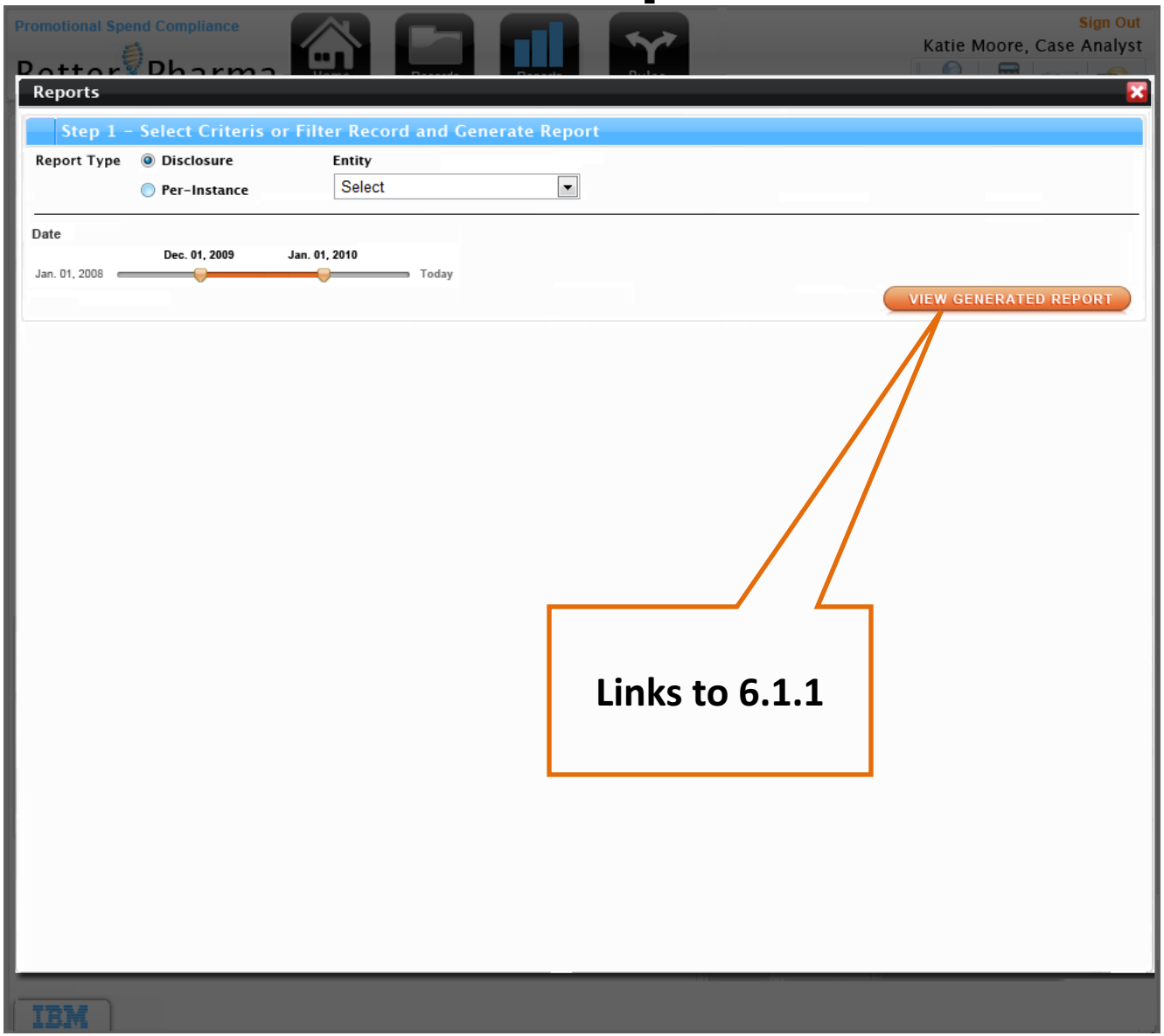
6.0



Clicking on "Reports" button brings the user to this screen, where they can choose between a Entity Disclosure report (i.e., Minnesota report), or Per-Instance report (i.e., for a specific spend user, by HCP, by date range, etc)

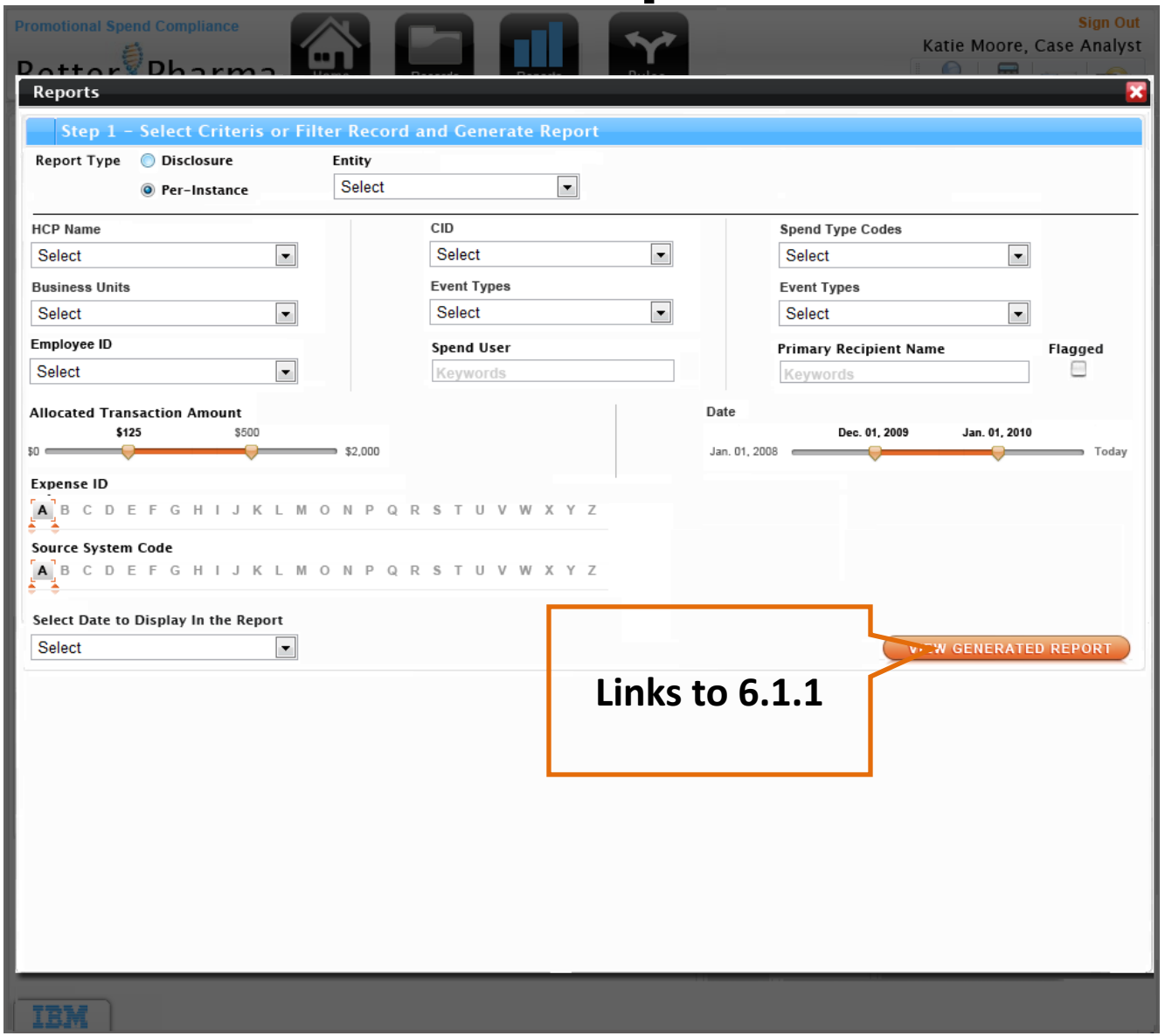
Generate Report

6.0.1



If the user selects “Disclosure” radio-button, they can choose “Entity”, and a date range

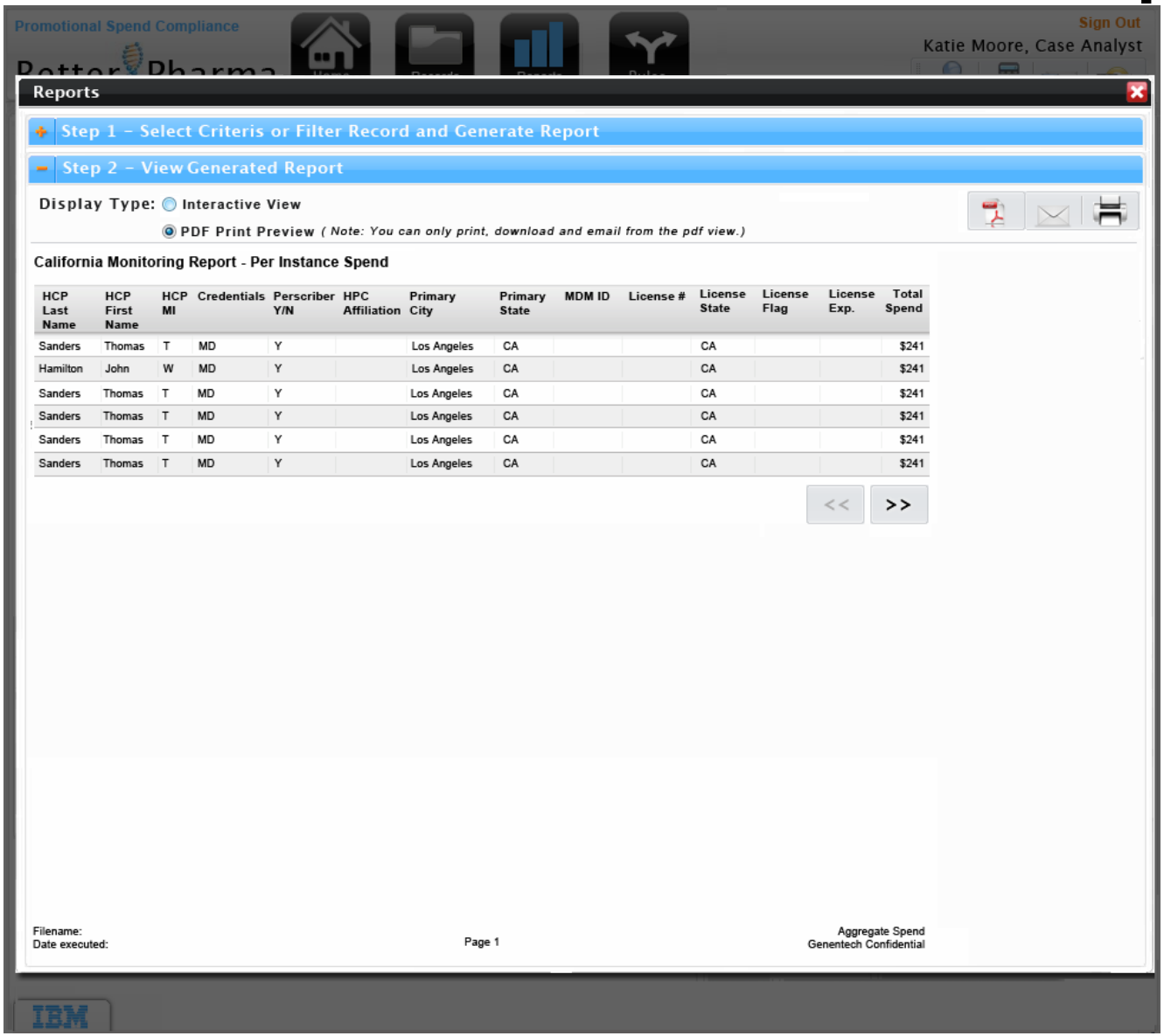
Generate Report



For Per Instance Report, they can also choose variety of filters in Advanced Search screen

PDF of Per-Instance Report

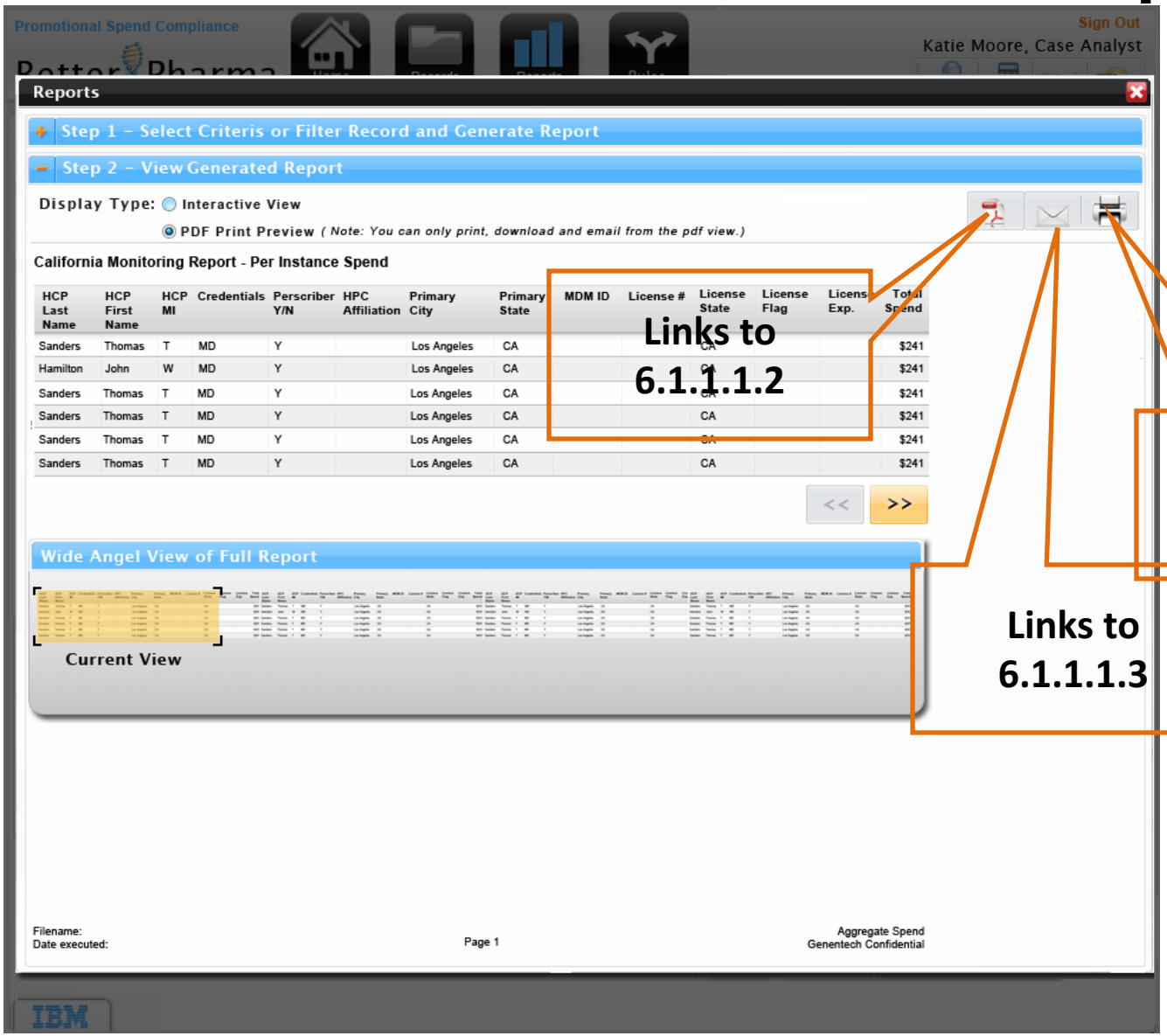
6.1.1.1



Once the report is generated, the user can choose Interactive report (where they can drill down further) or PDF Print Preview, where they can save to their hard-drive or print the report

PDF of Per-Instance Report

6.1.1.1



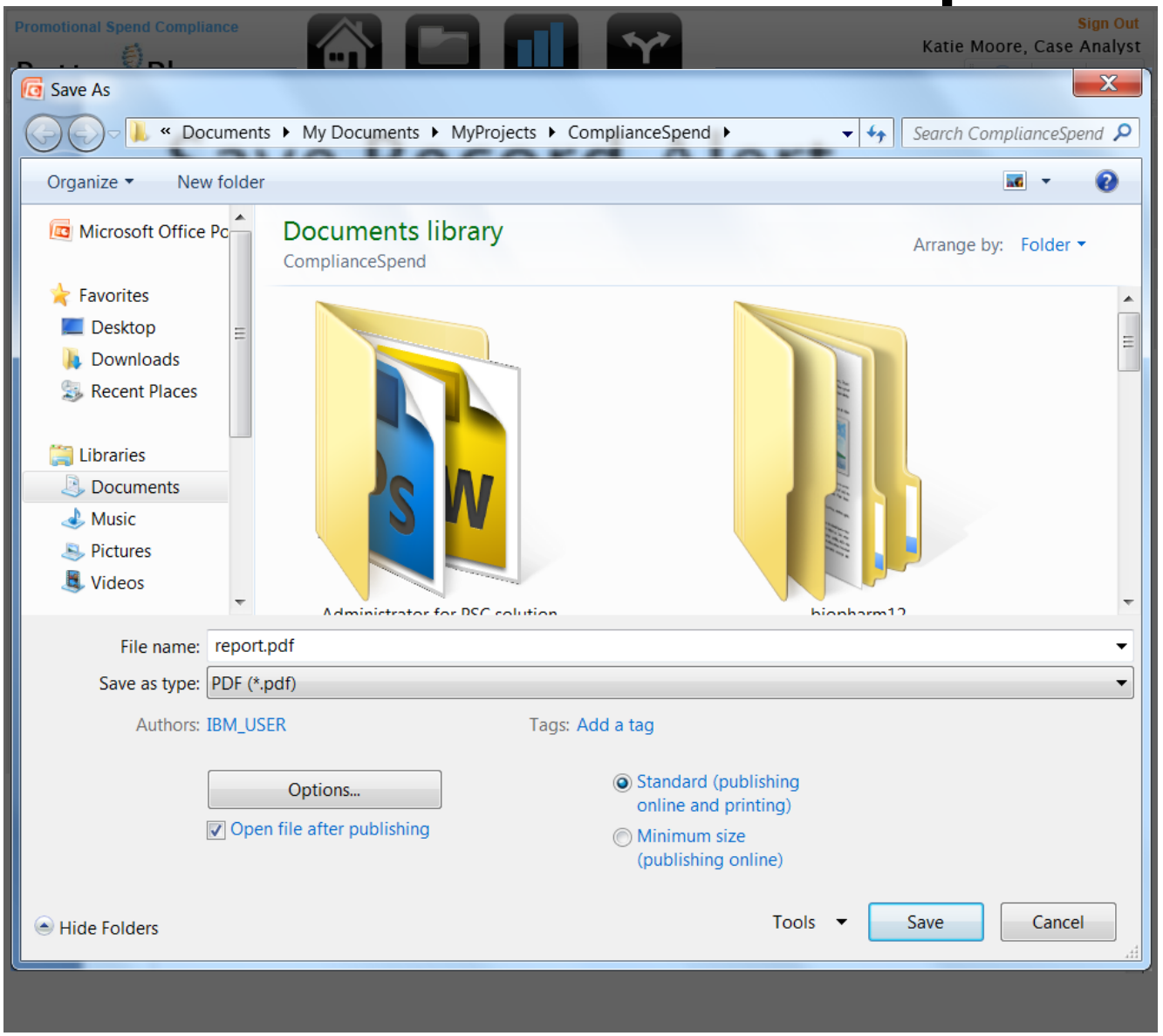
Links to 6.1.1.1.2

Links to 6.1.1.1.1

Links to 6.1.1.1.3

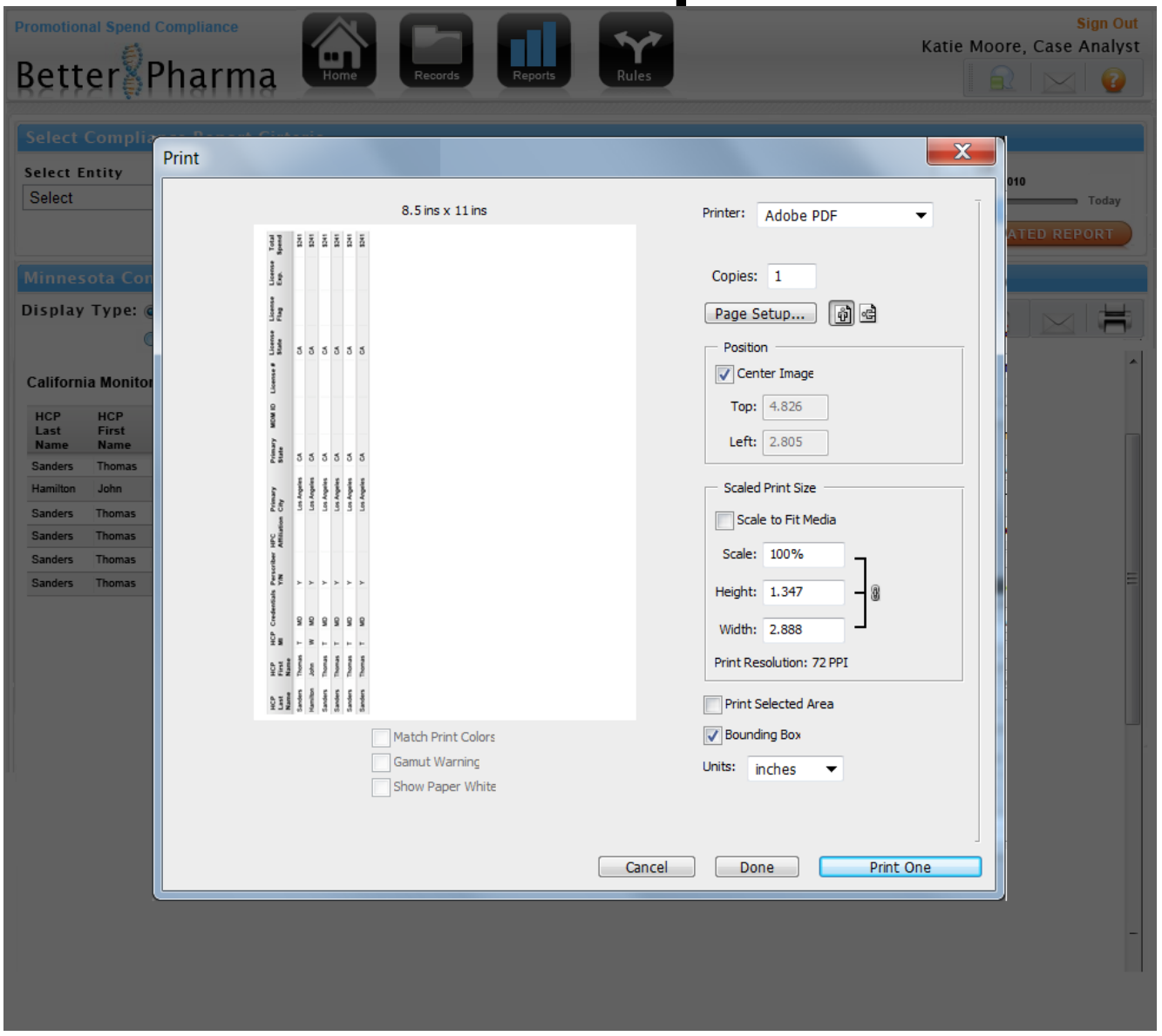
In the Interactive or PDF Print preview mode, the user can scroll through the report

Download PDF Report



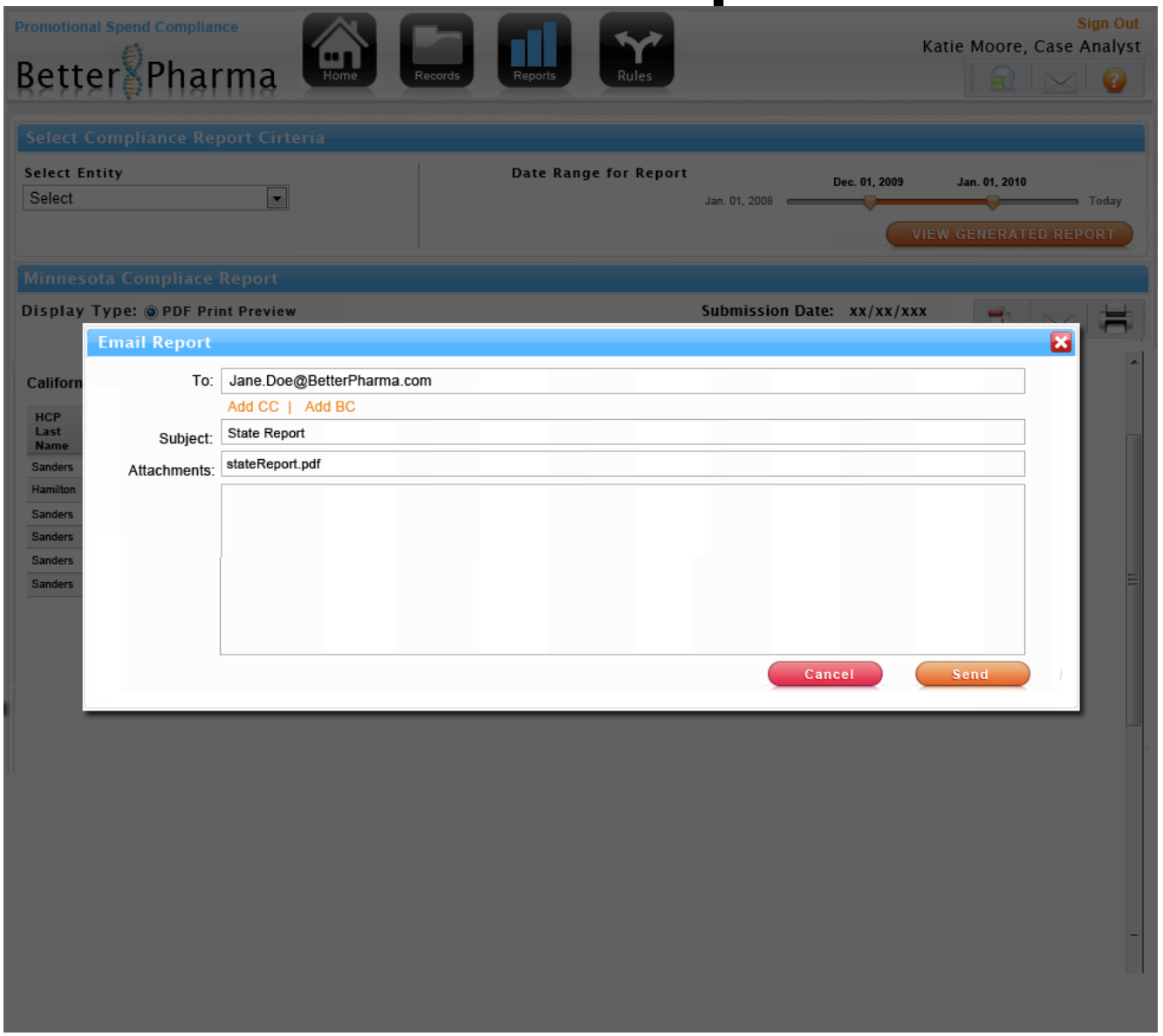
The user can decide to save the report in PDF format to his hard drive

Print PDF Report



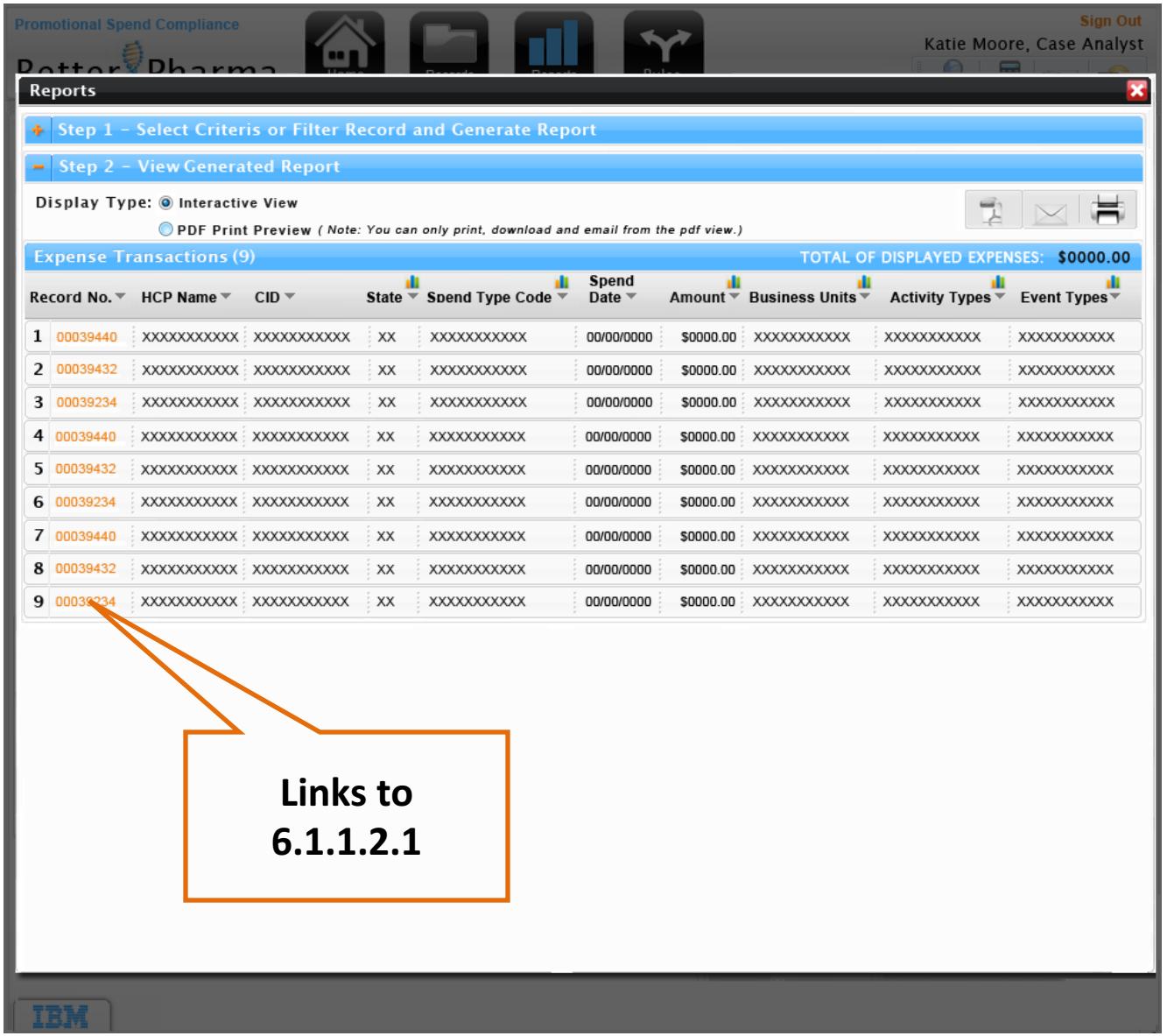
The user can decide to print the report

Email PDF Report



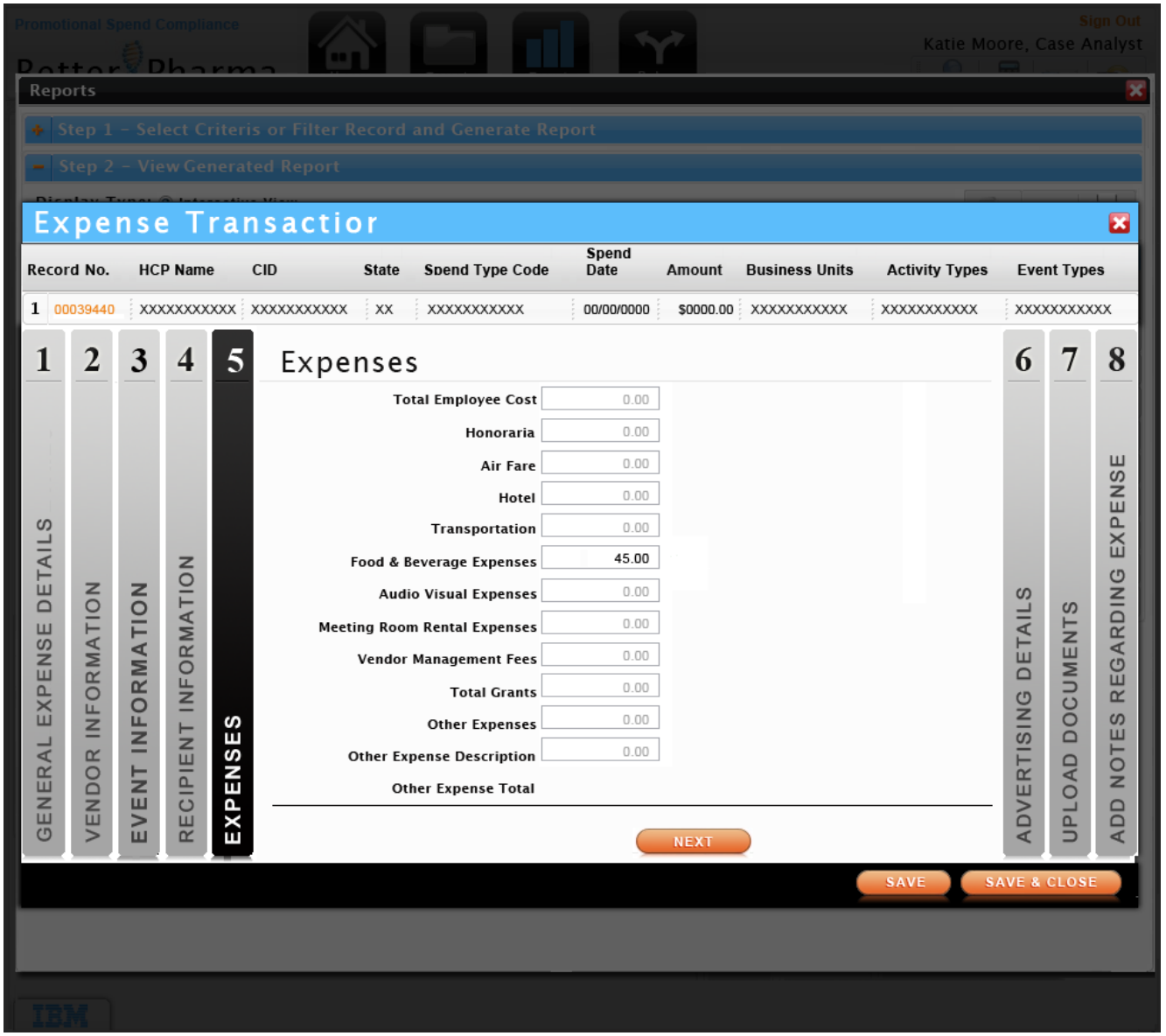
Or the user can decide to email the PDF version of the report to other users

View Interactive Report



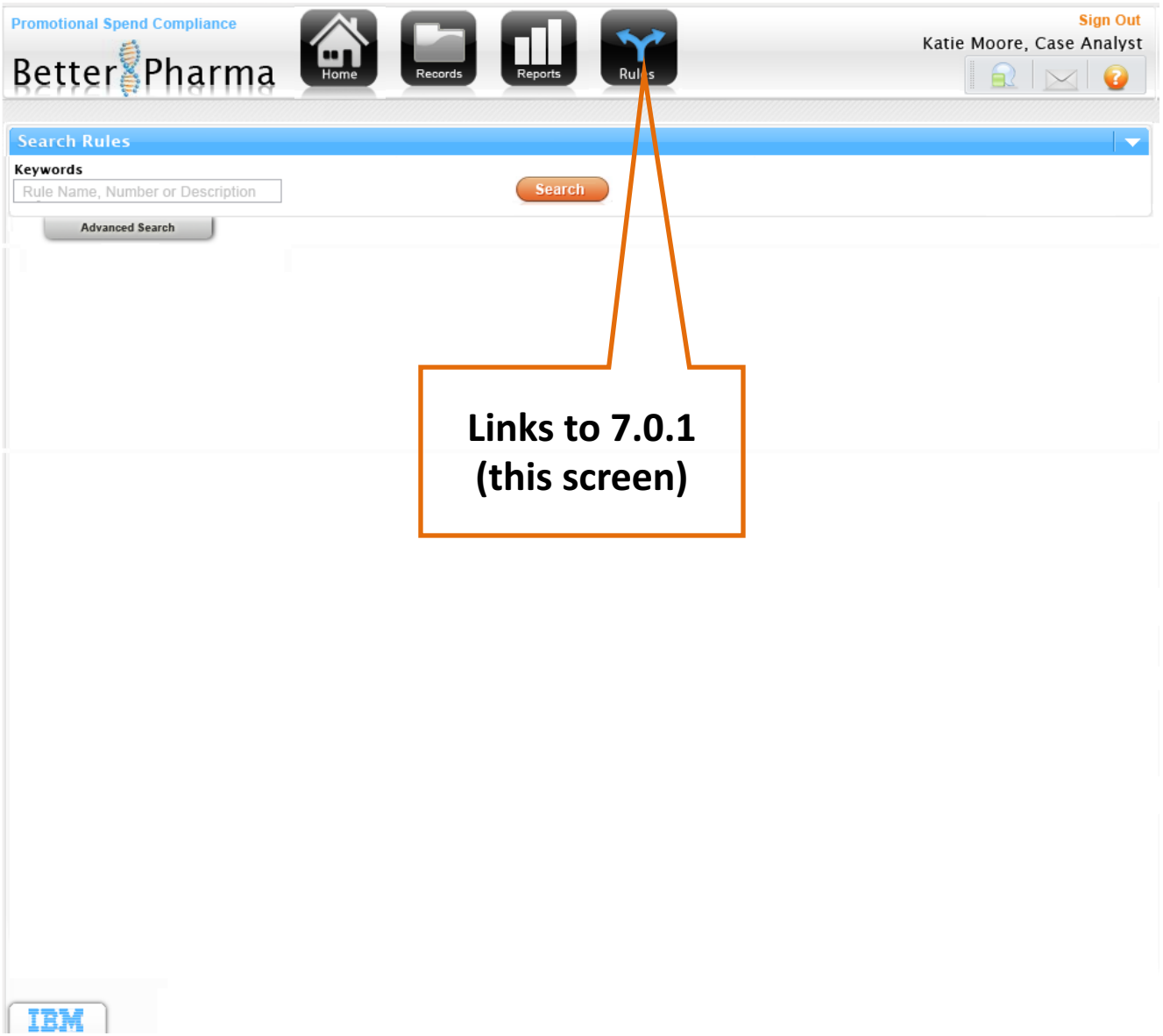
In the Interactive view, the user can drill down on any specific record within the report

View Record Details



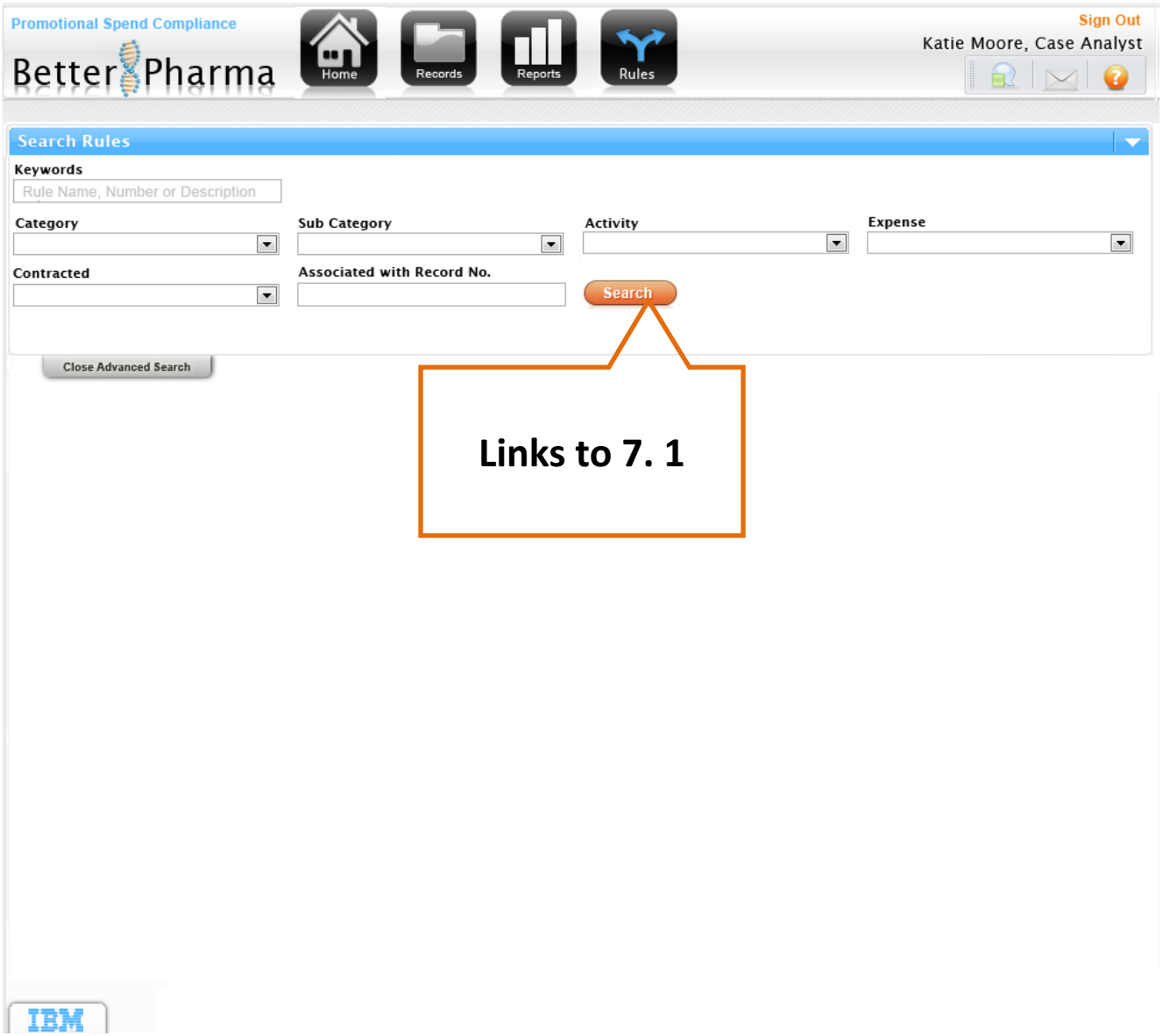
In the Interactive view, the user can drill down on any specific record within the report

Search Rules



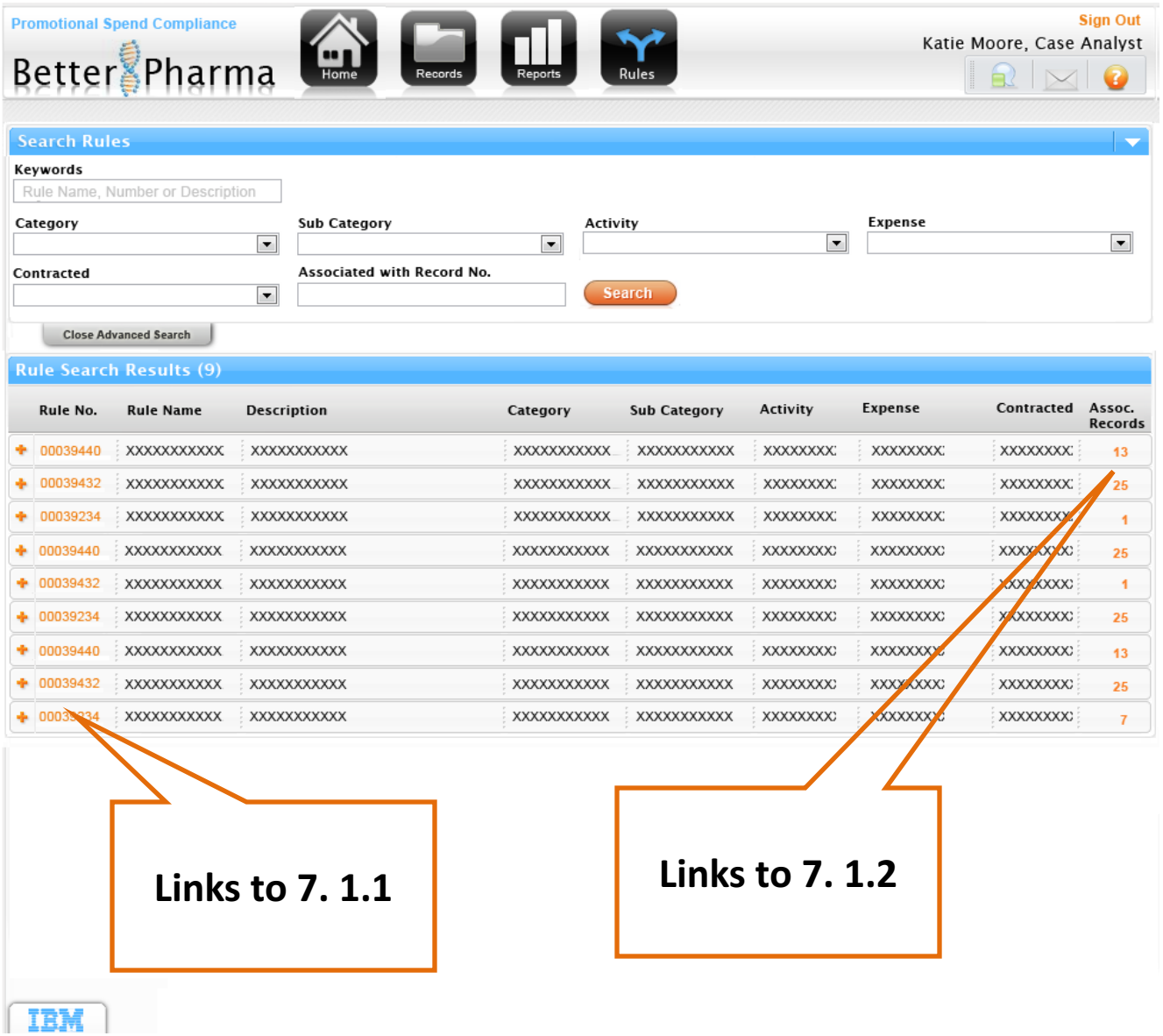
The Rules button will bring the user to the Search screen. In the "Keywords" field, they can enter either rule name, rule number or description to search for specific rules

Search Rules



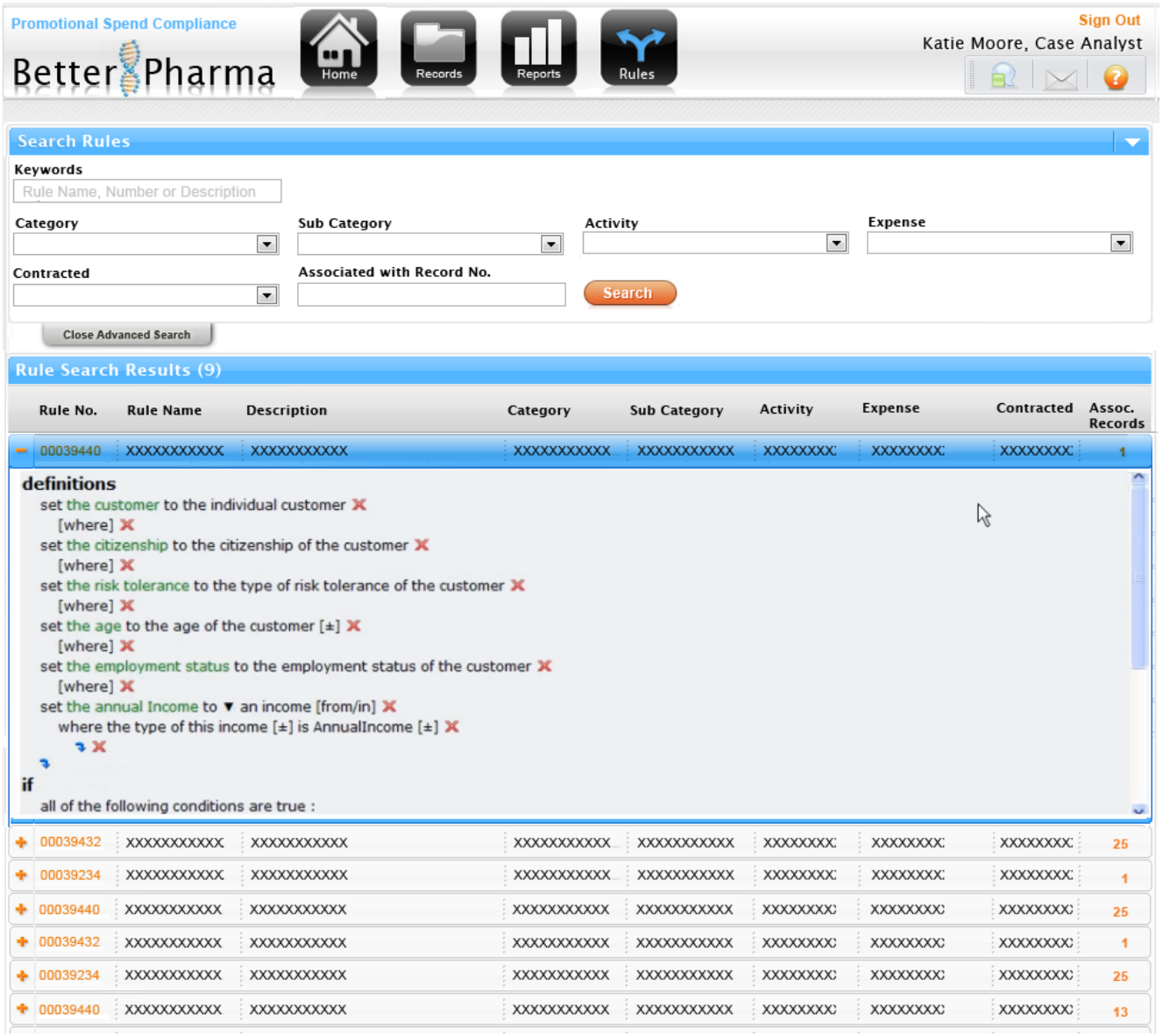
Advanced Search button brings out variety of filters to search on

Search Rules – View Results



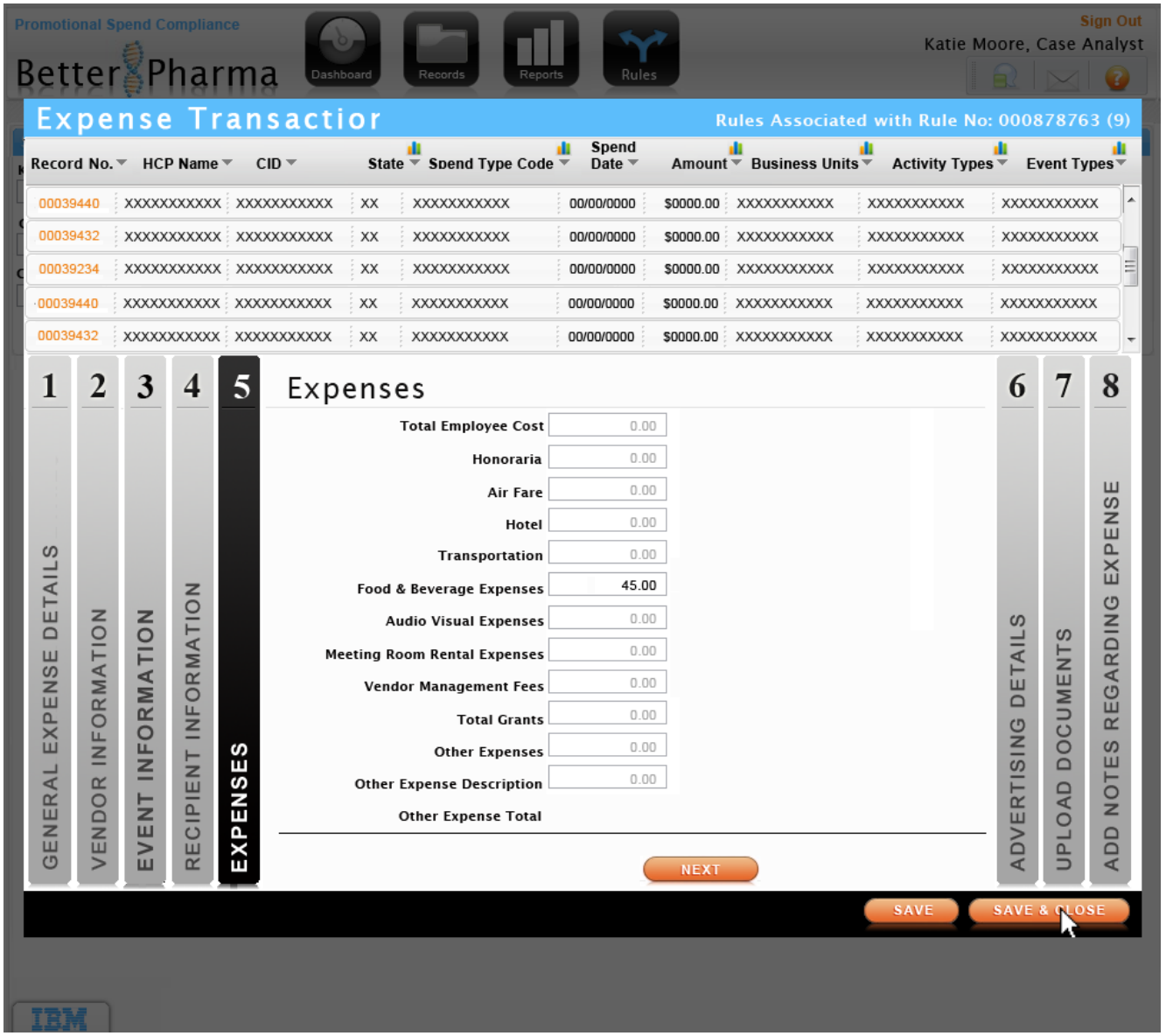
Clicking on Search button after entering search criteria brings up list of all rules that match the criteria

Search Rules – View Results



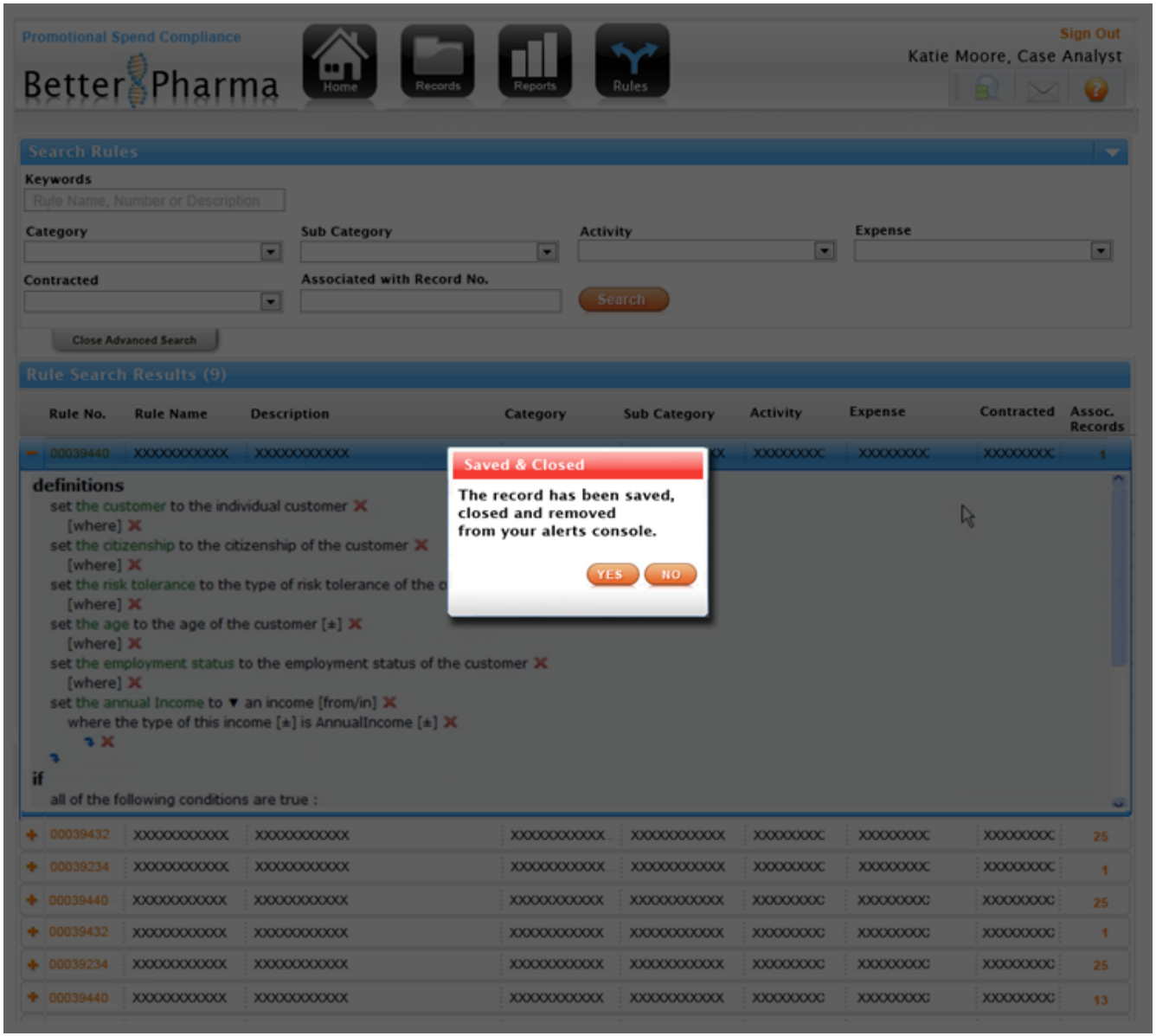
The user can click on any rule to get the description of the business rule

View Record Details Assoc. w/ Rule



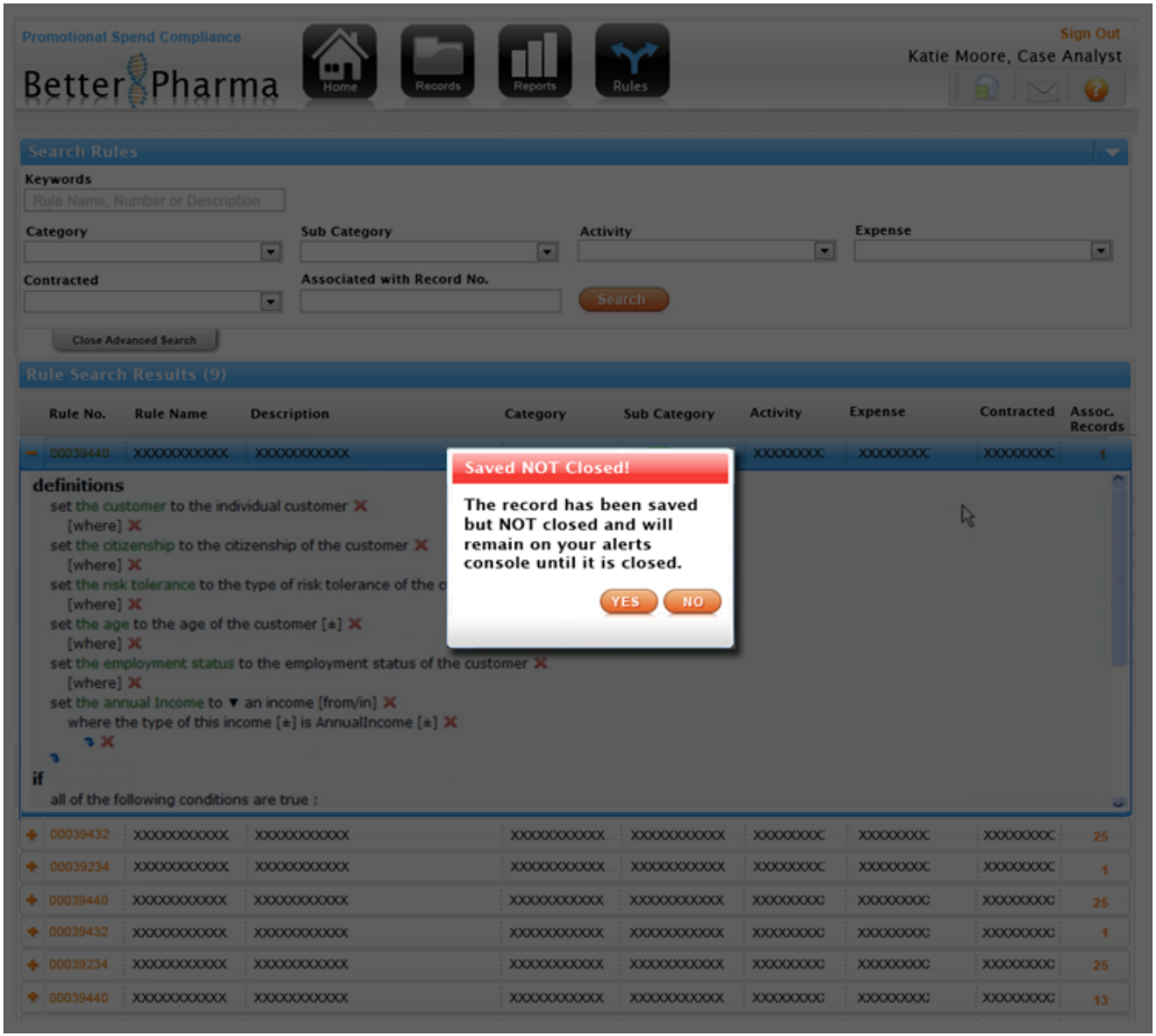
The user can view all the records associated with a specific rule

Saved & Closed Record - Alert



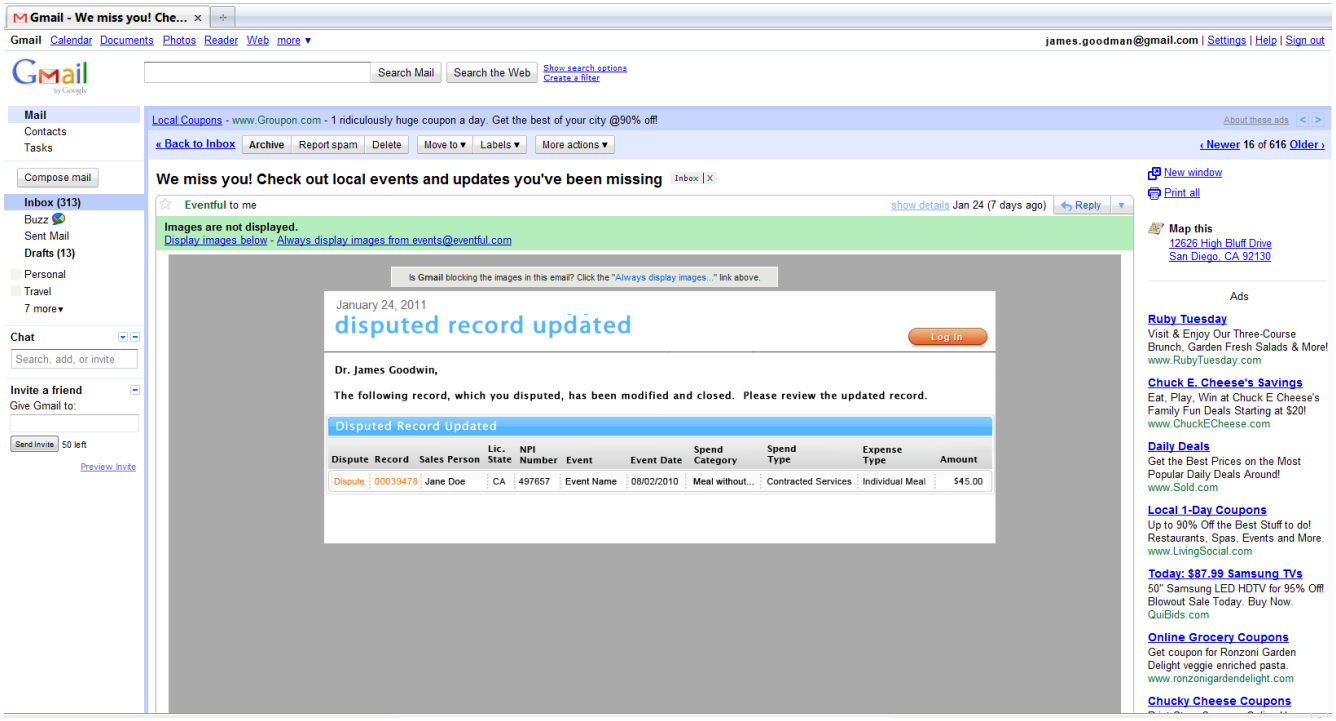
The Compliance Officer then clicks to Save and Close the Record.

Saved Record - Alert



If the Compliance Officer clicks to Save the record, he will get a message that the record has not been closed/submitted

Log In

The Compliance Officer Logs Out and returned to the Log In Screen

Covered Recipient Receives Email