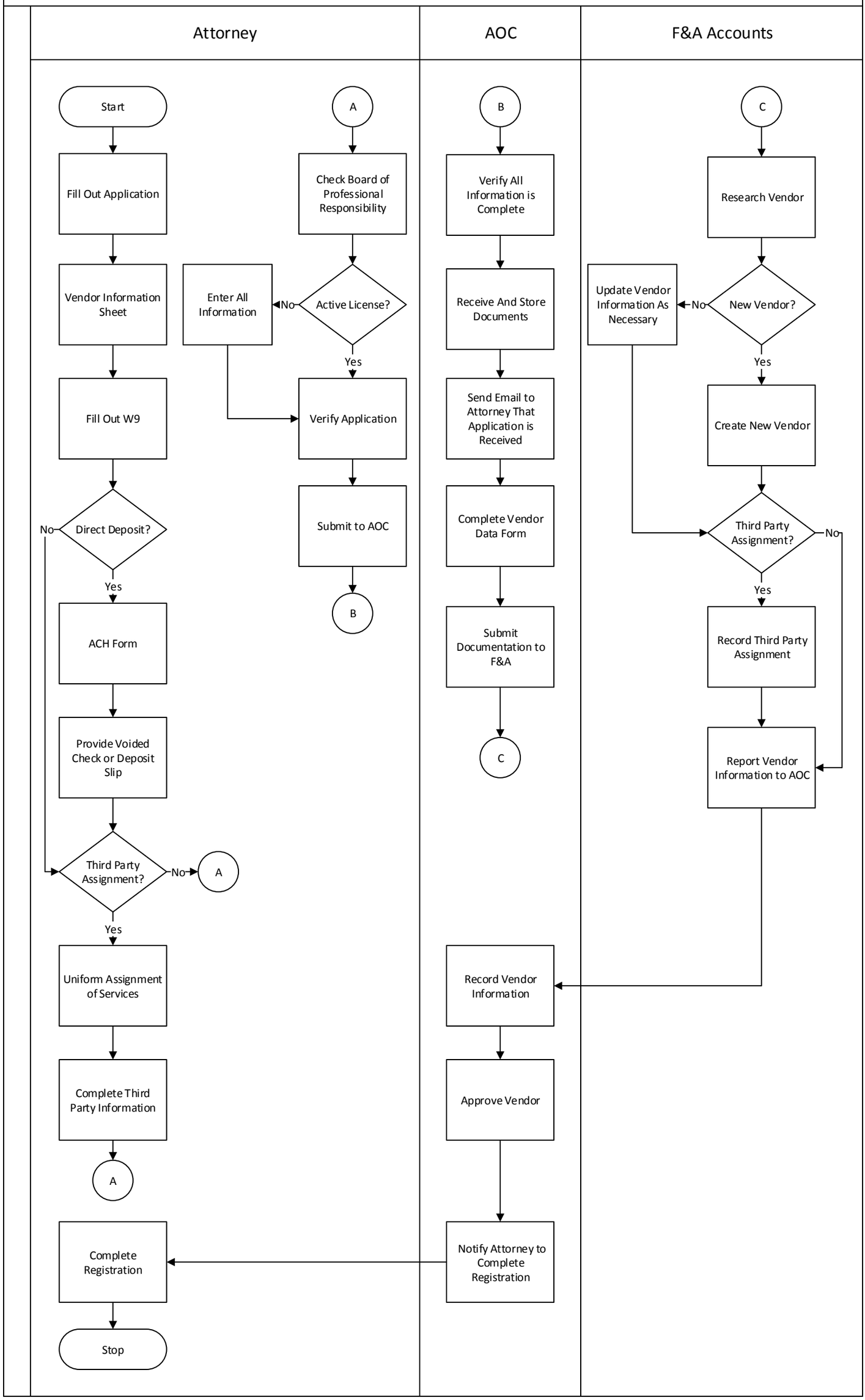
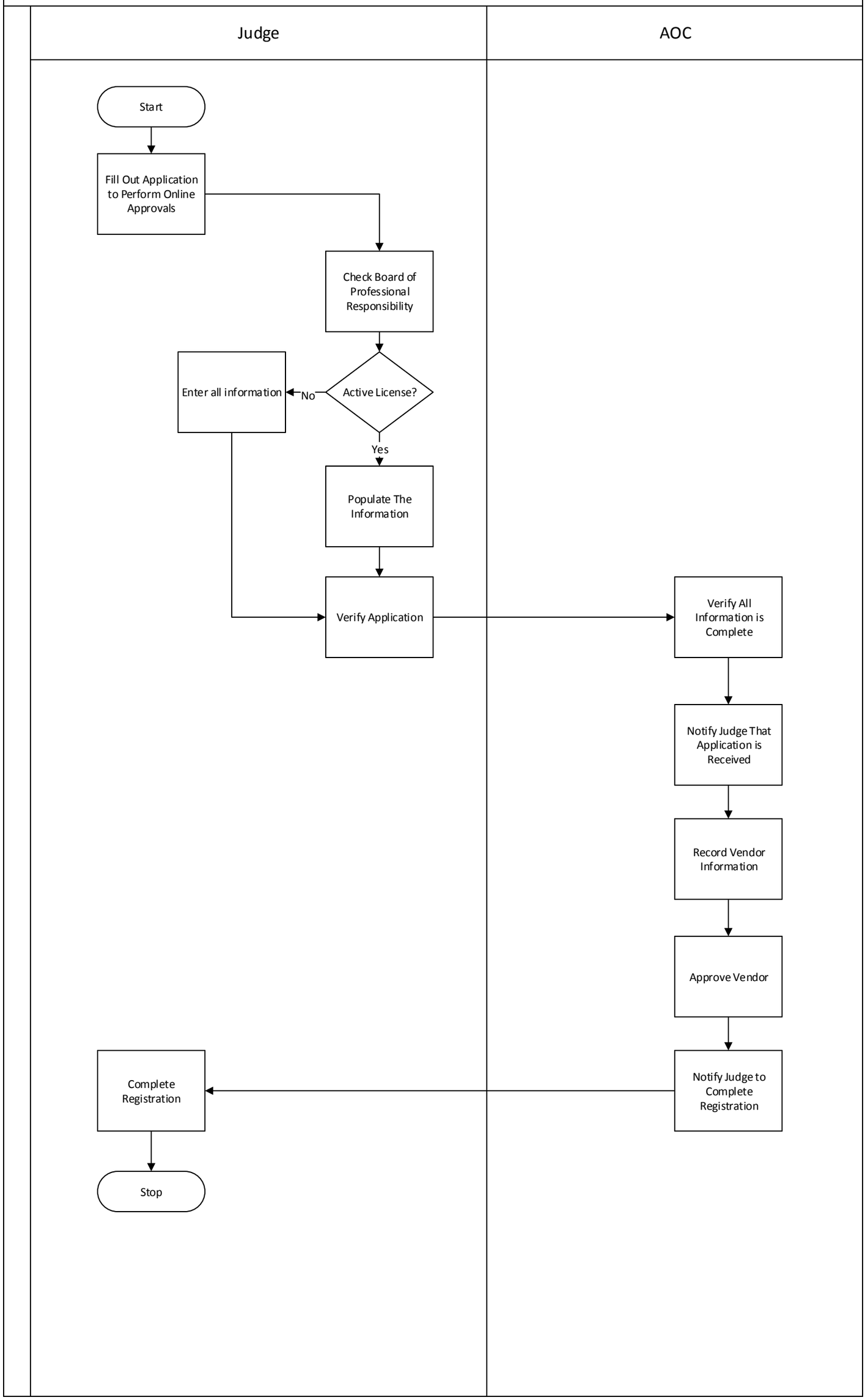
Workflows

Please see the following pages for workflows for claims processing and payments.

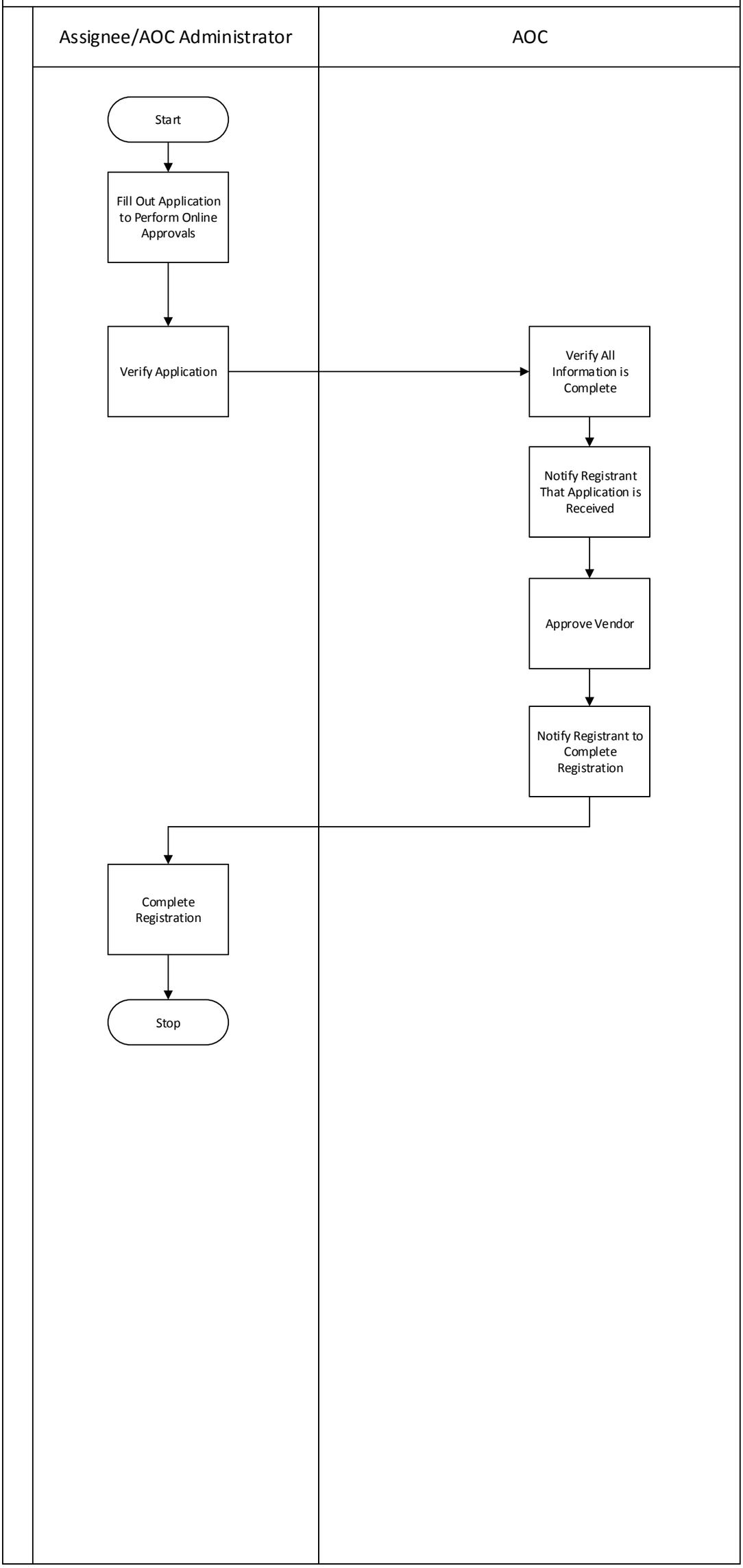
Register Attorney



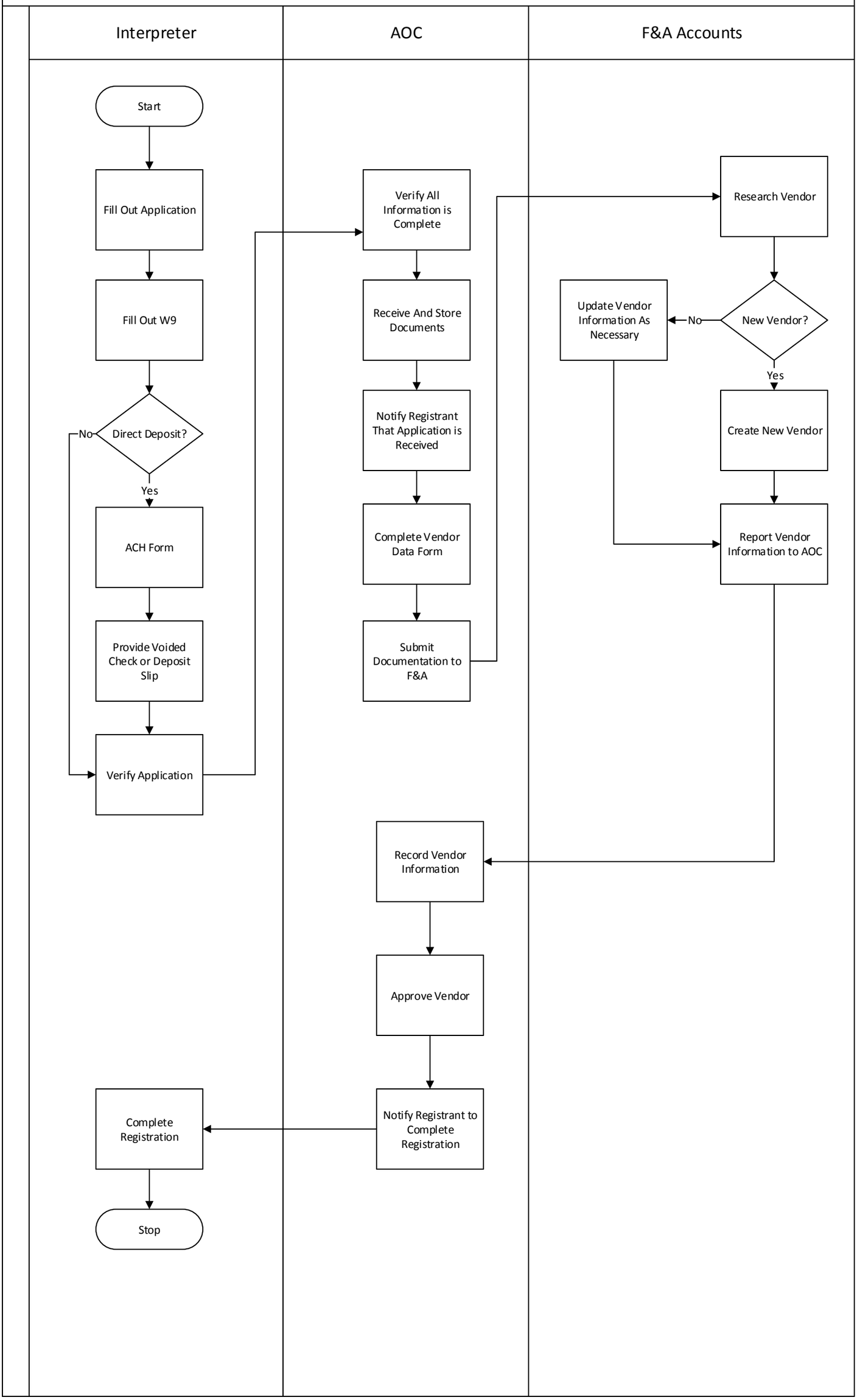
Register Judge



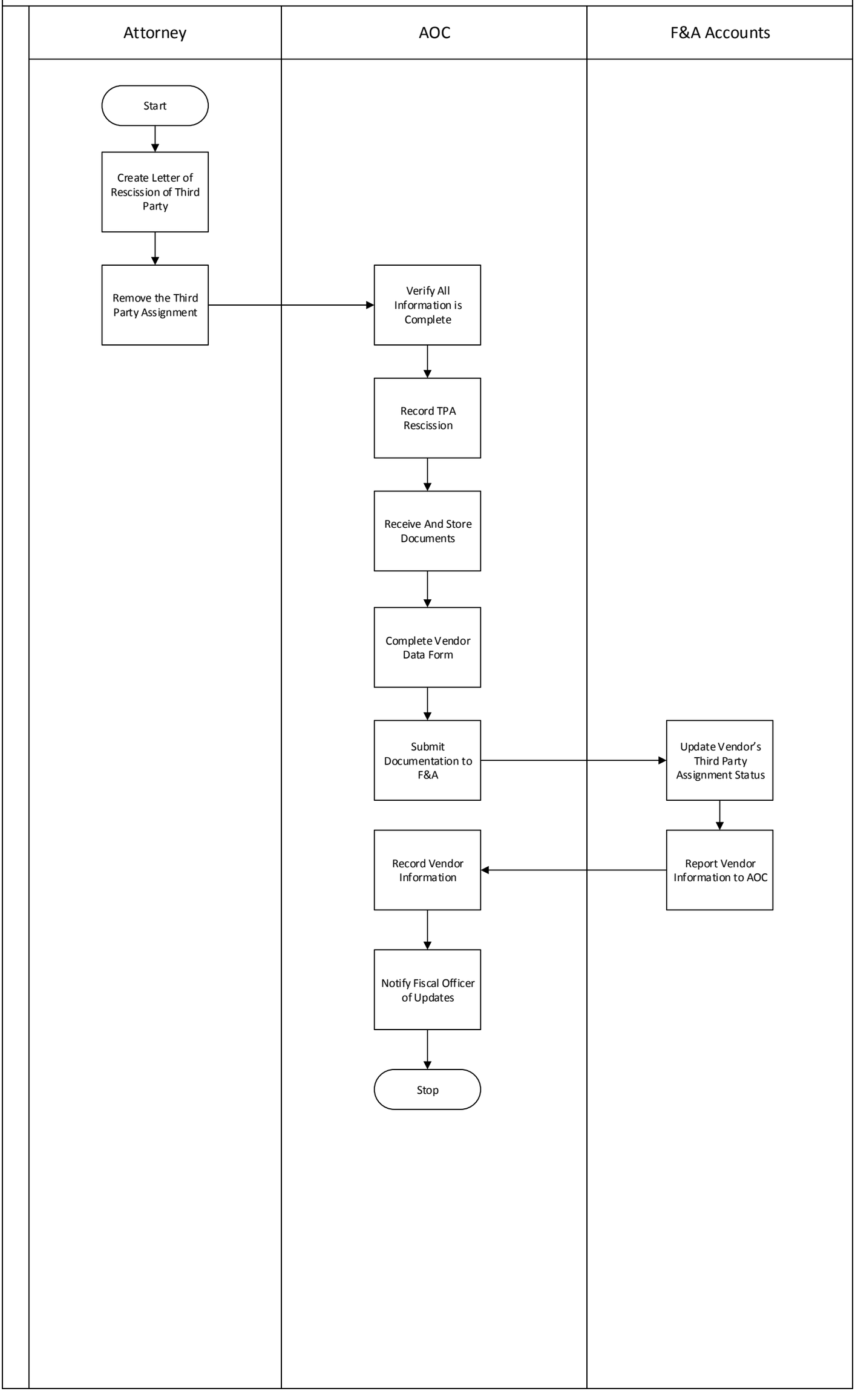
Register Assignee/AOC Administrator



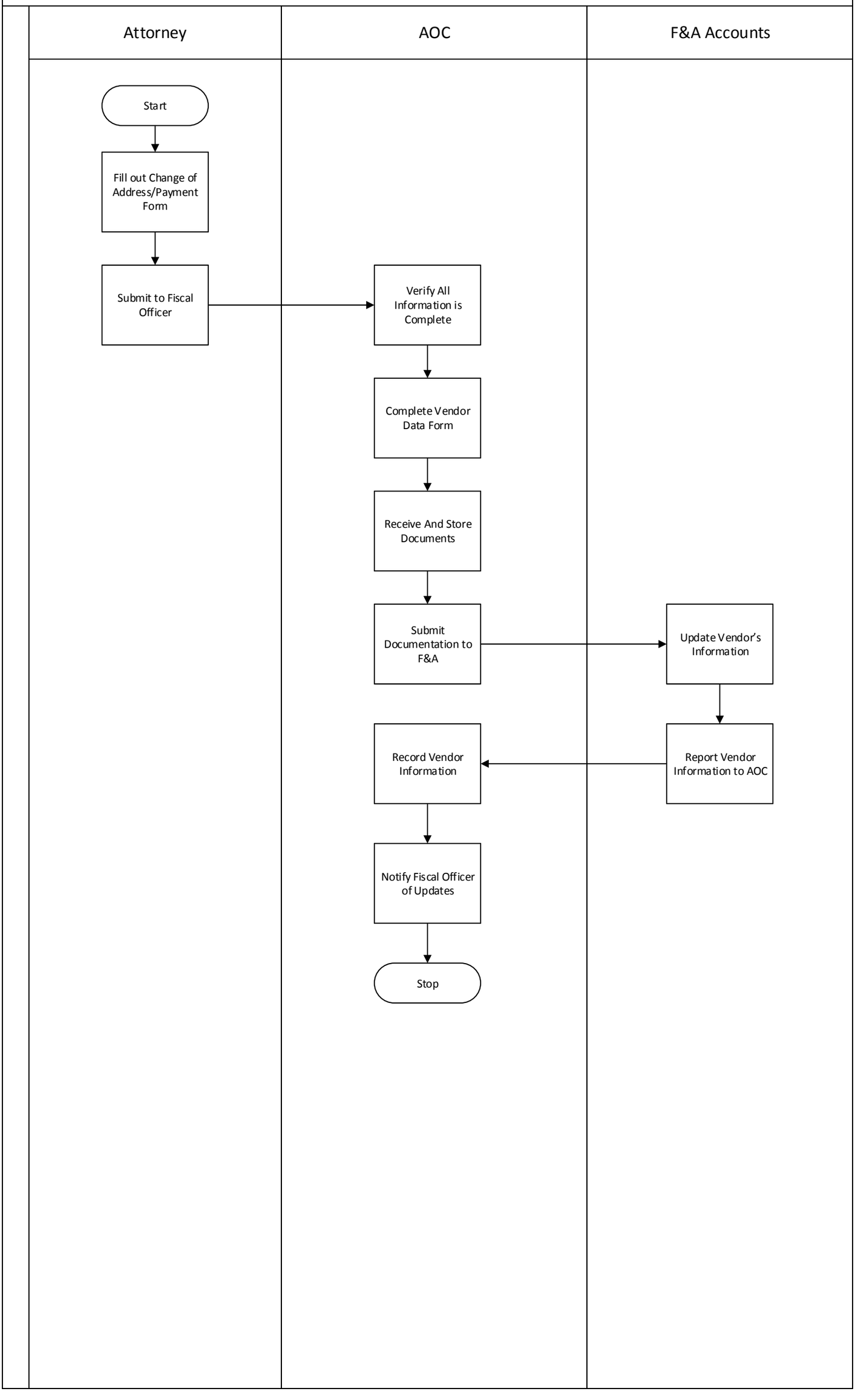
Register Interpreter/Expert Witness/Investigator



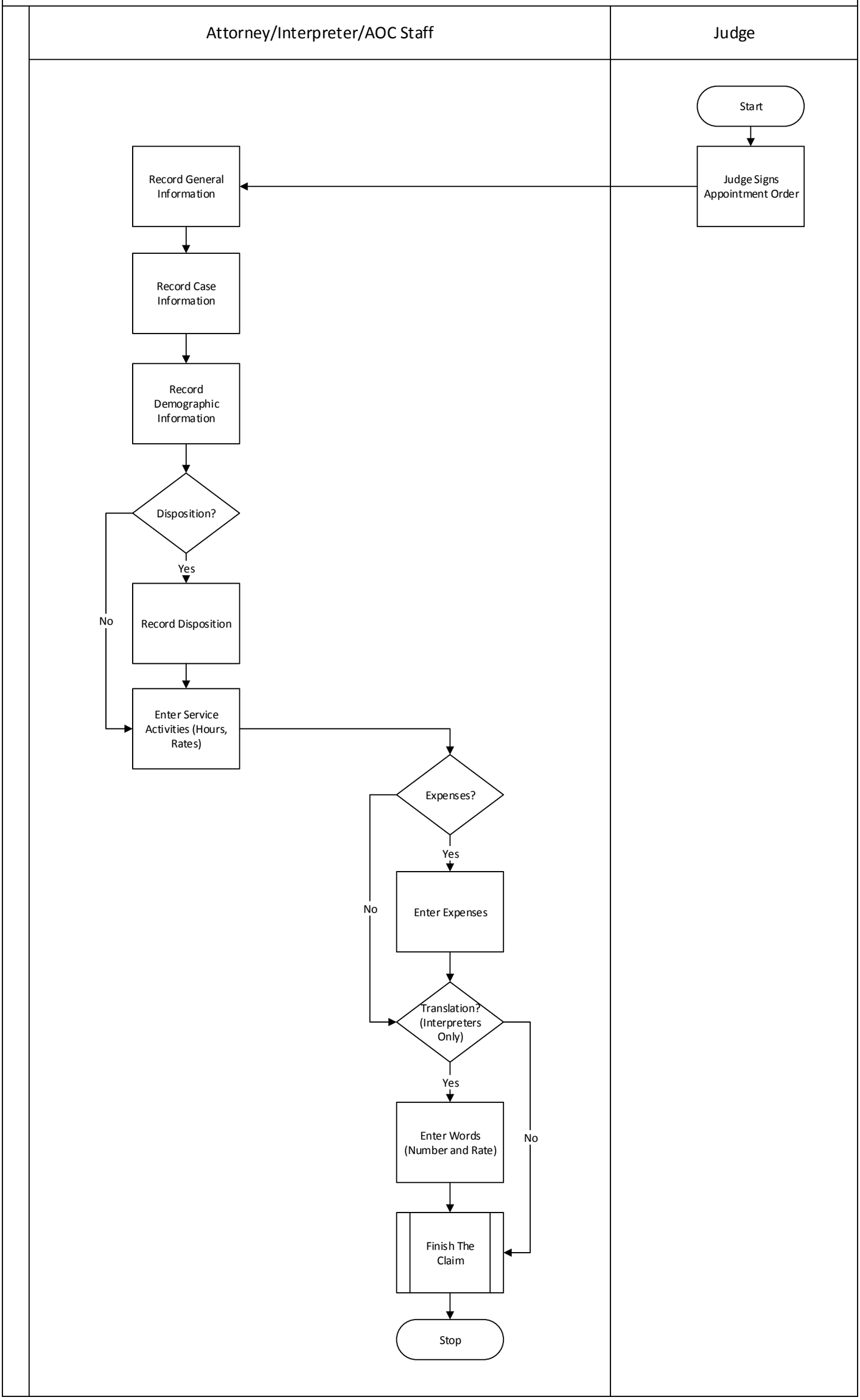
Rescission of Third Party Assignment



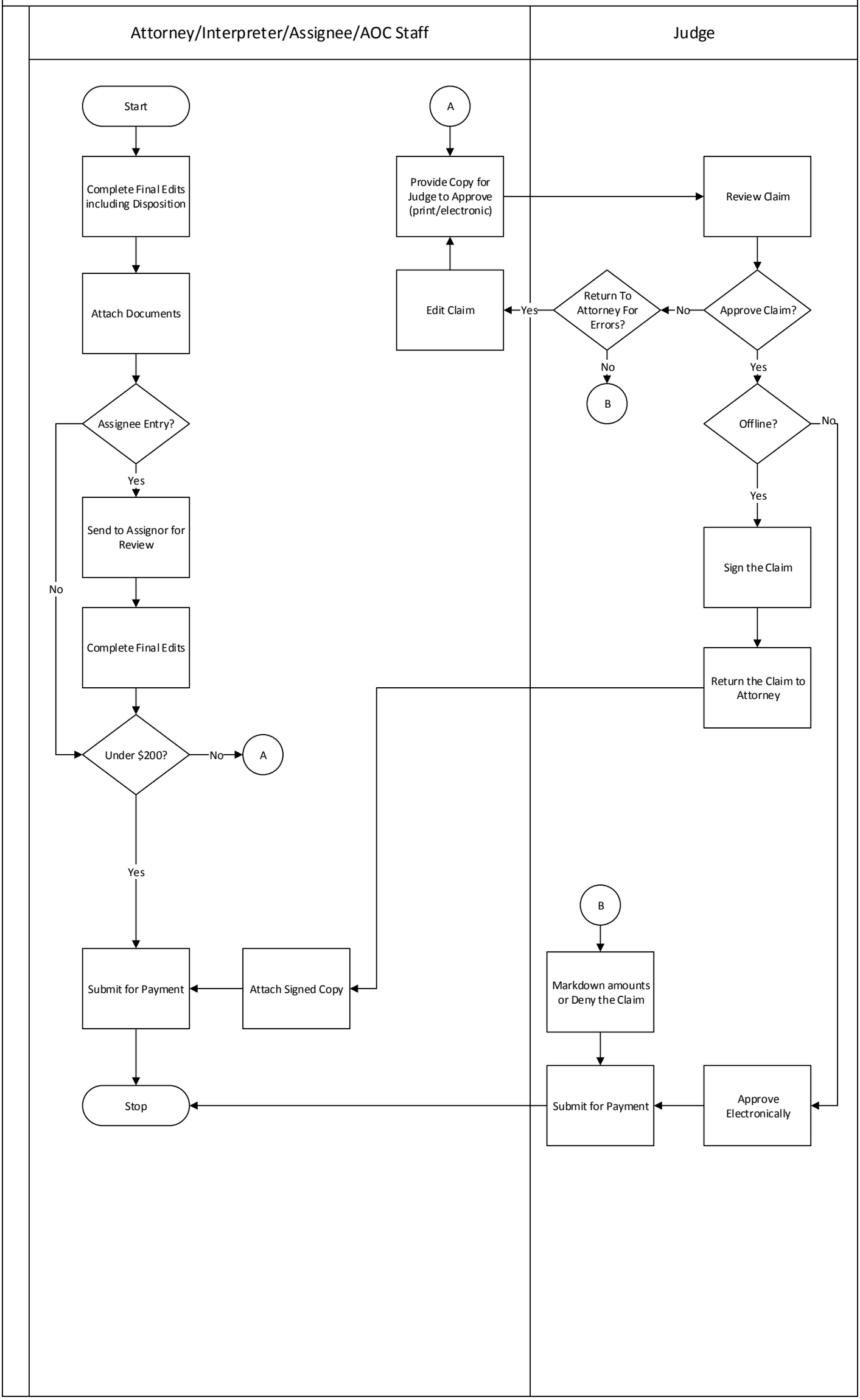
Update Vendor

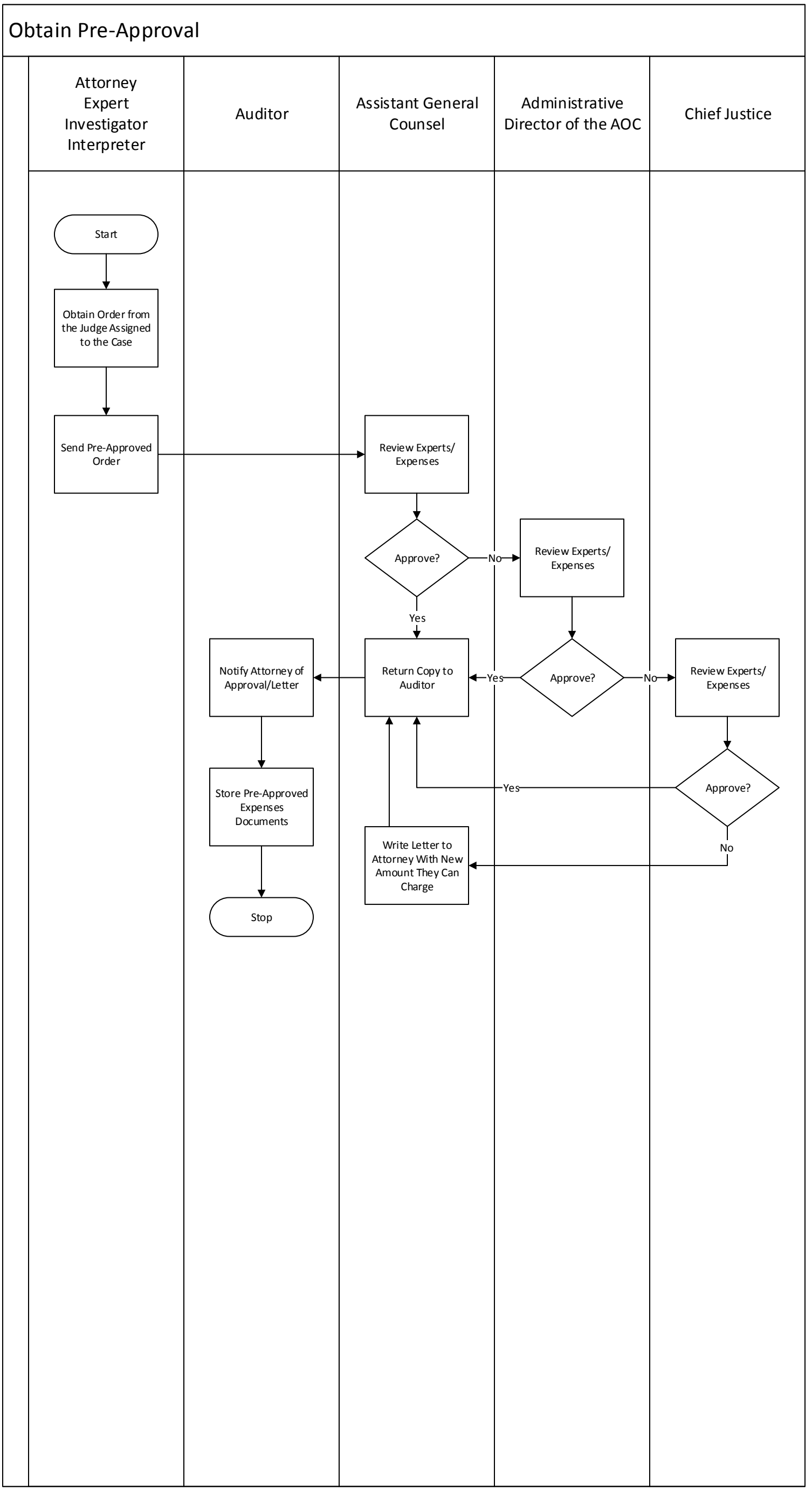


Claim Reimbursement (Attorneys, Interpreters, Assignee, AOC Staff) (manual entry)



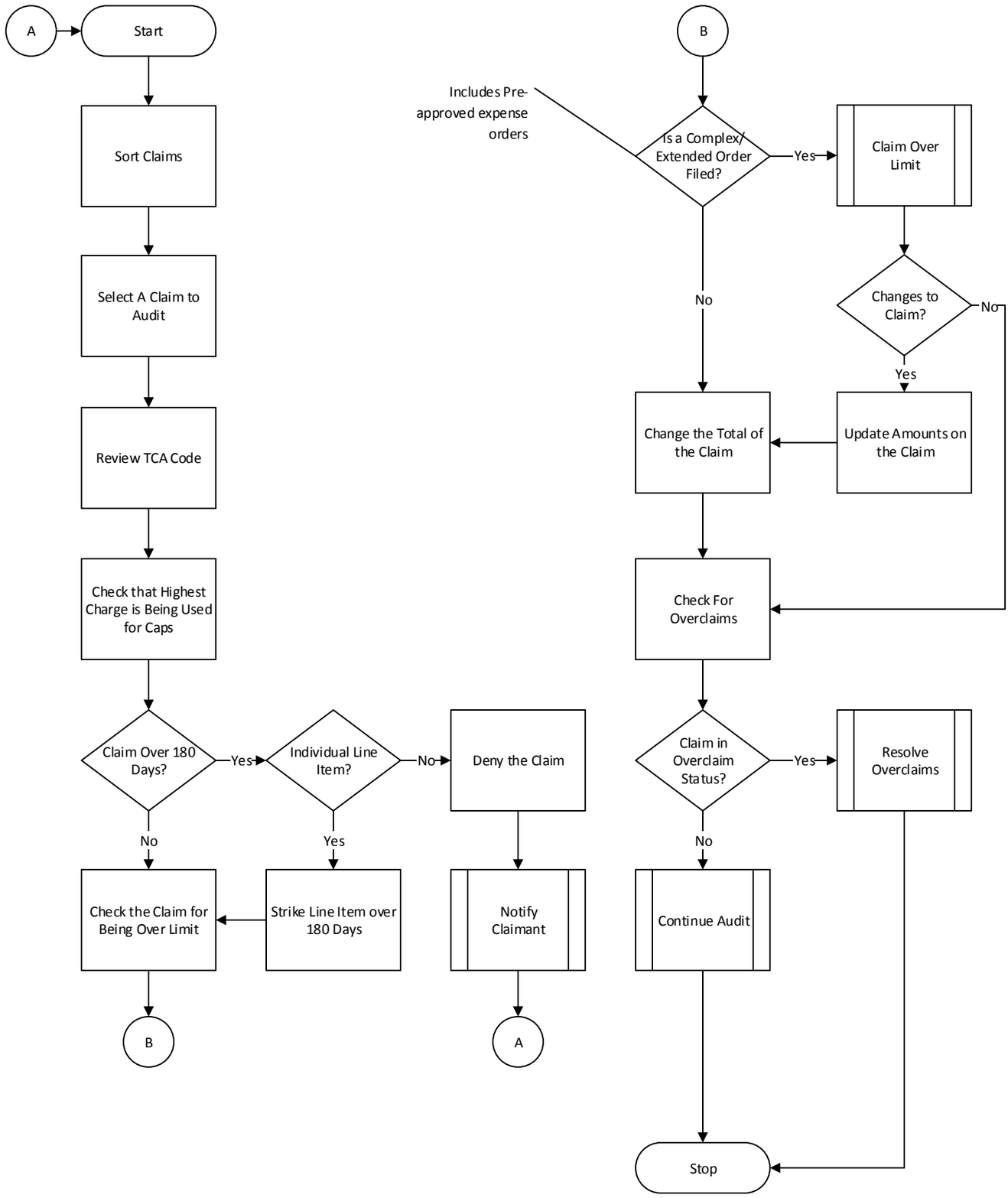
Finish the Claim




Obtain Pre-Approval
Attorney
Expert
Investigator
Interpreter
Auditor
Assistant General Counsel
Administrative Director of the AOC
Chief Justice
Start
Obtain Order from the Judge Assigned to the Case
Send Pre-Approved Order
Review Experts/ Expenses
Approve?
No
Yes
Review Experts/ Expenses
Notify Attorney of Approval/Letter
Return Copy to Auditor
Yes
Approve?
No
Review Experts/ Expenses
Store Pre-Approved Expenses Documents
Yes
Approve?
No
Write Letter to Attorney With New Amount They Can Charge
Stop

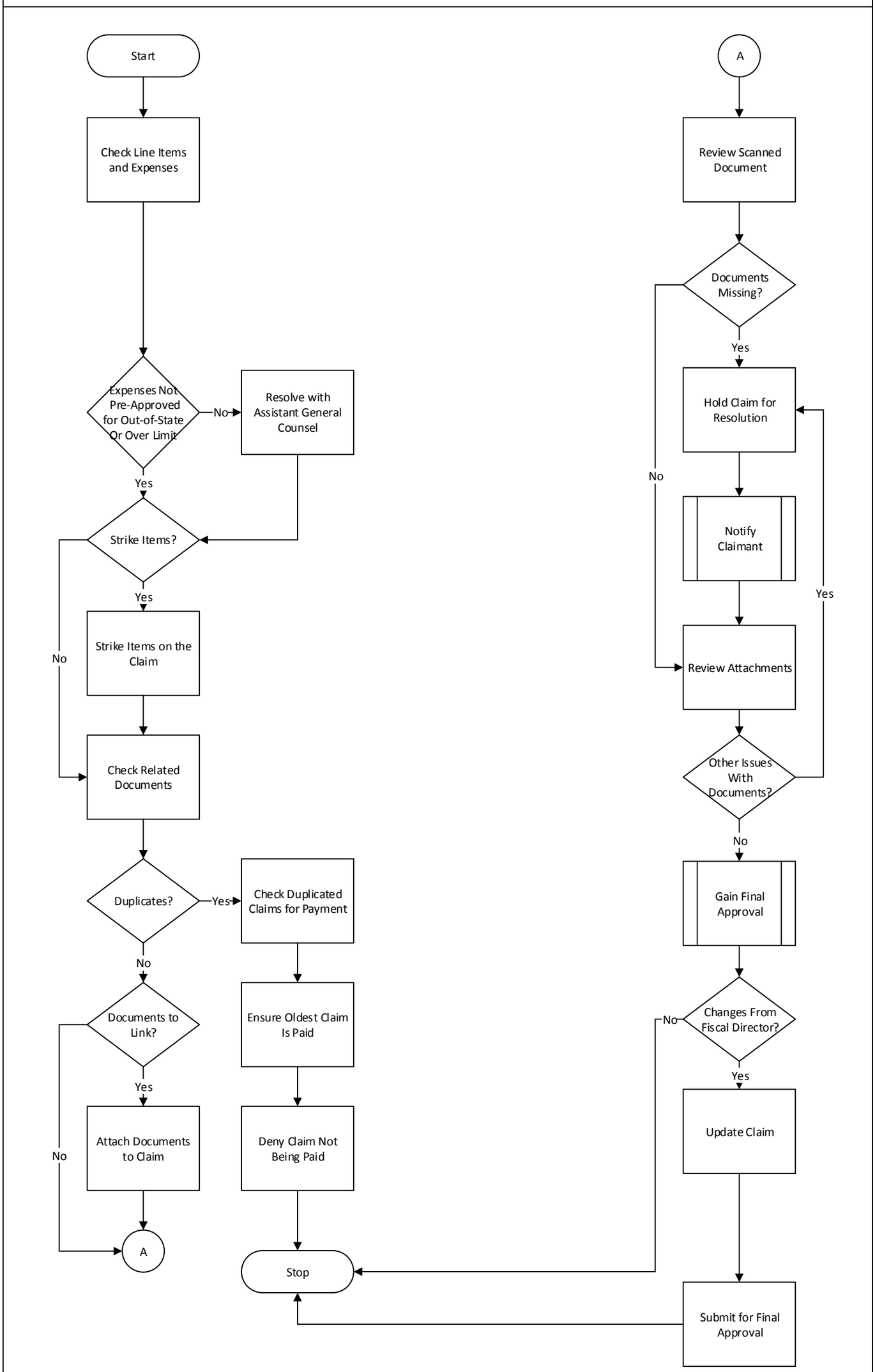
Audit Claim

Auditor

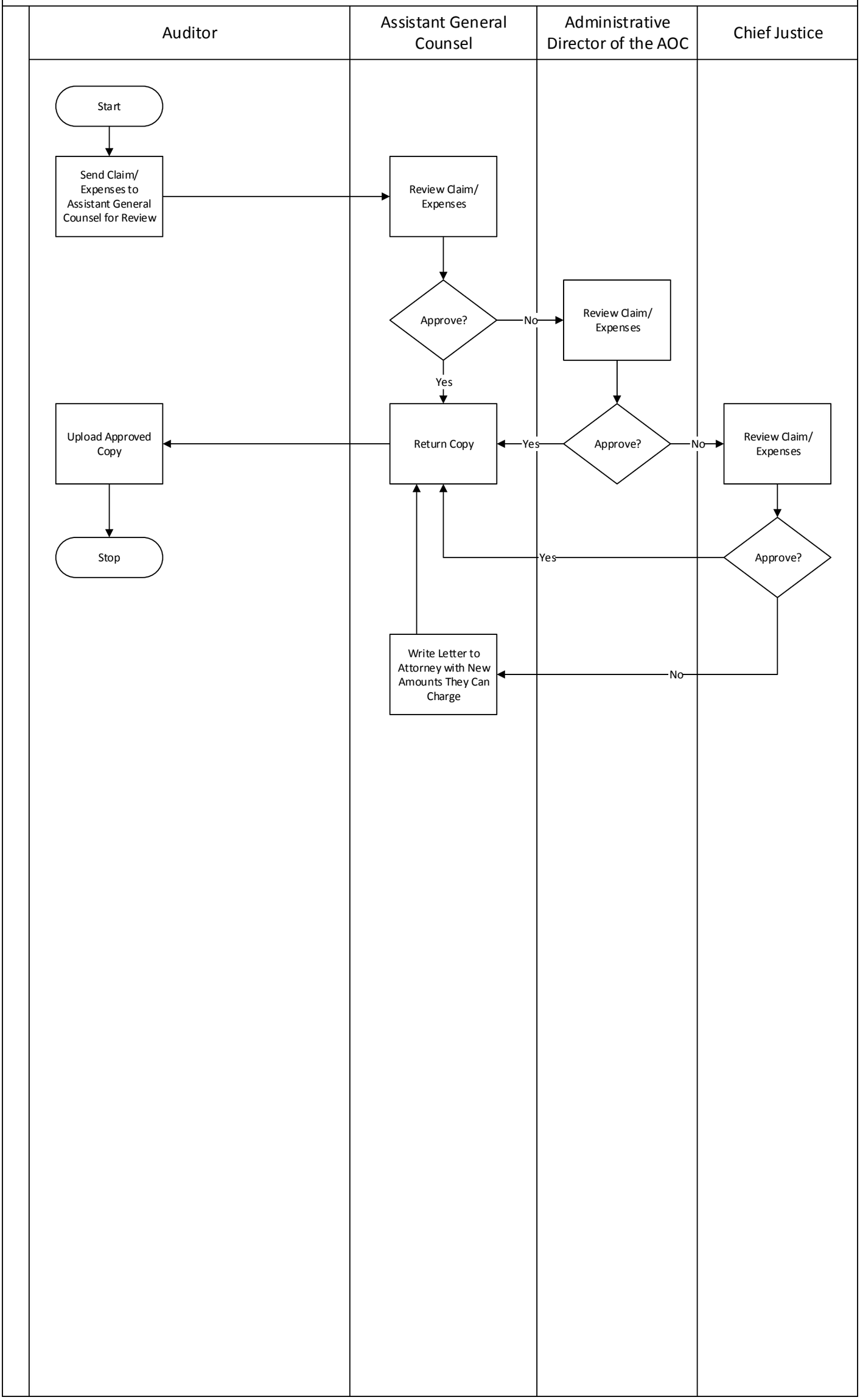


Continue Audit

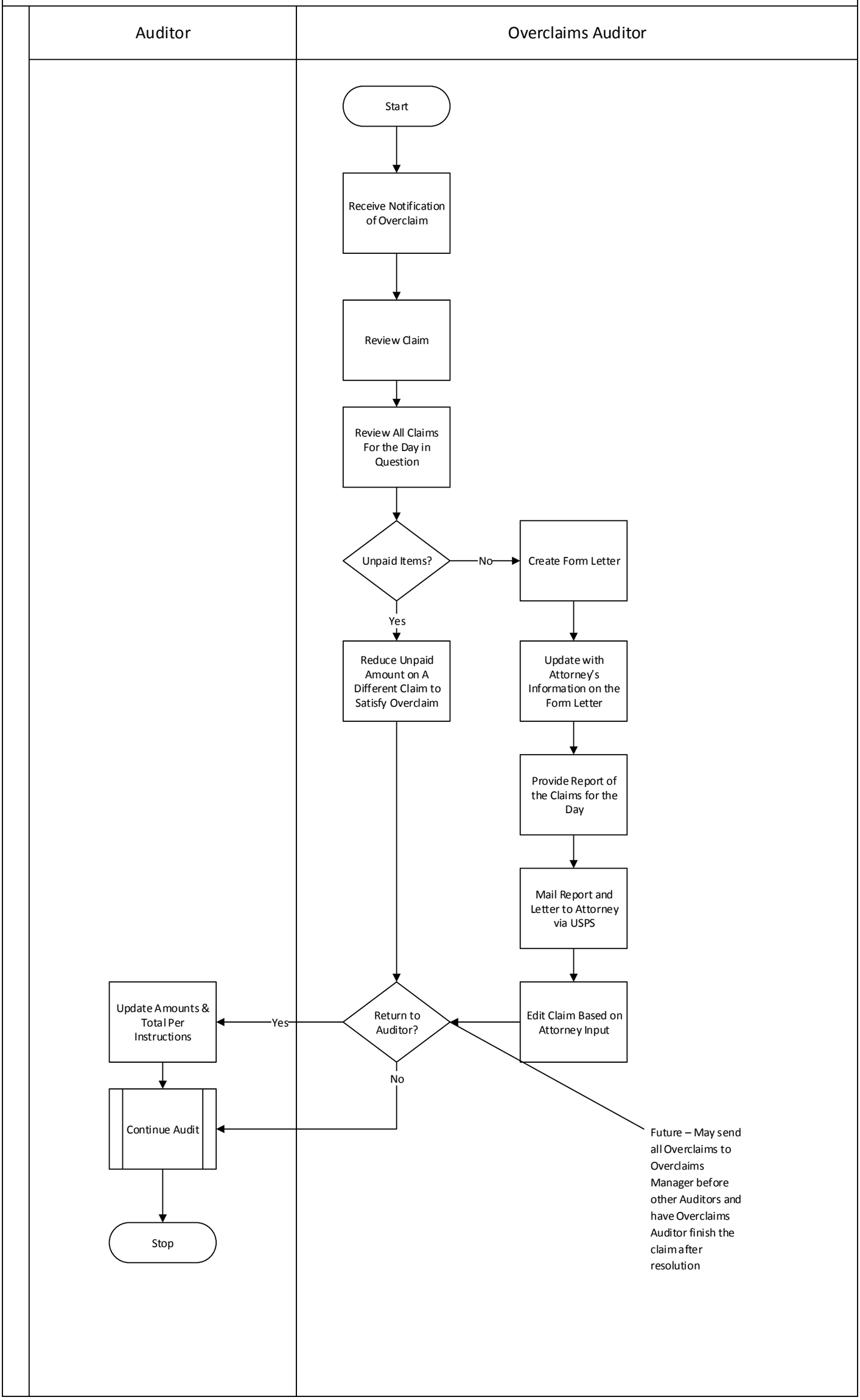
Auditor



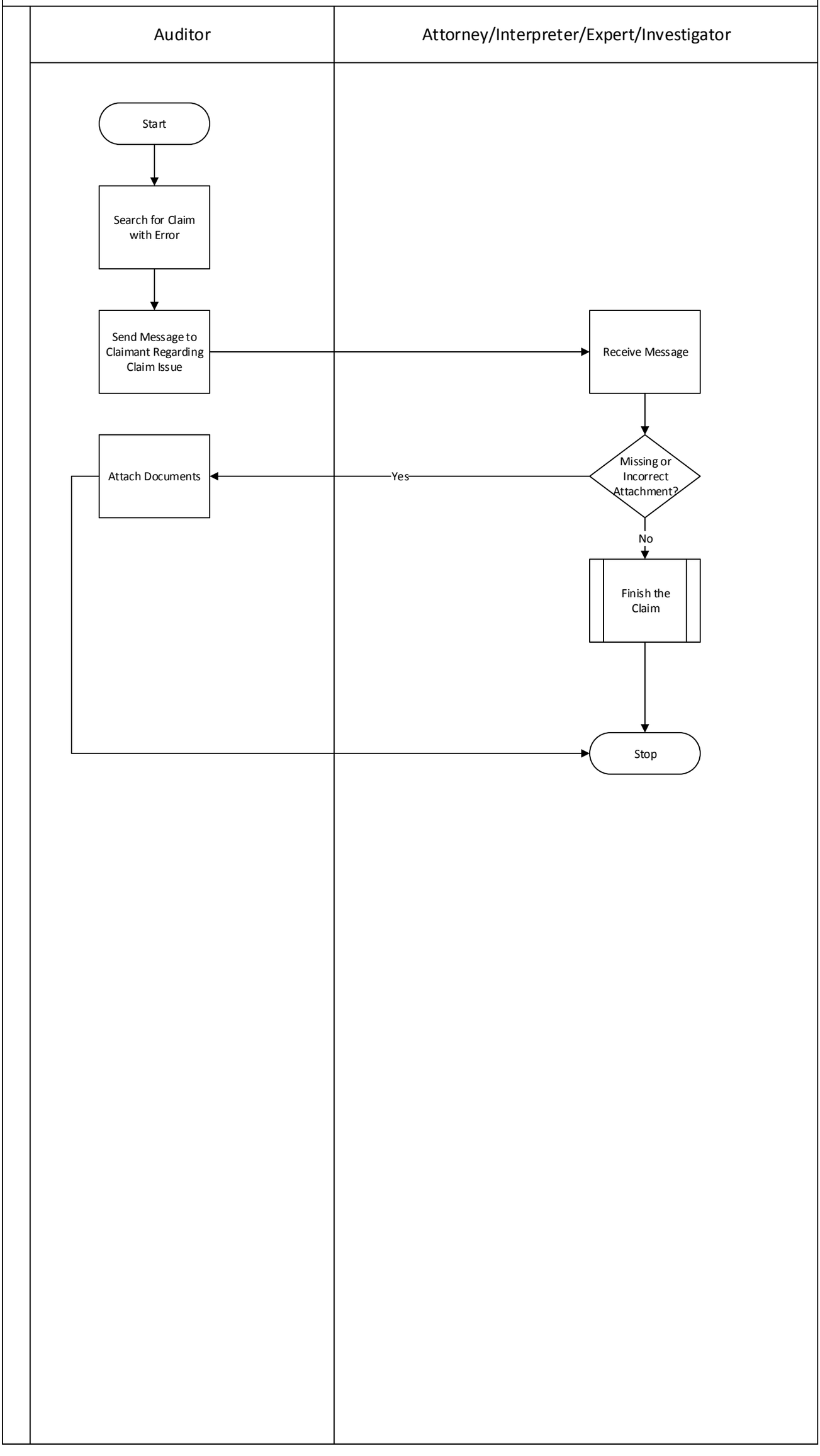
Claim Over Limit (Caps)



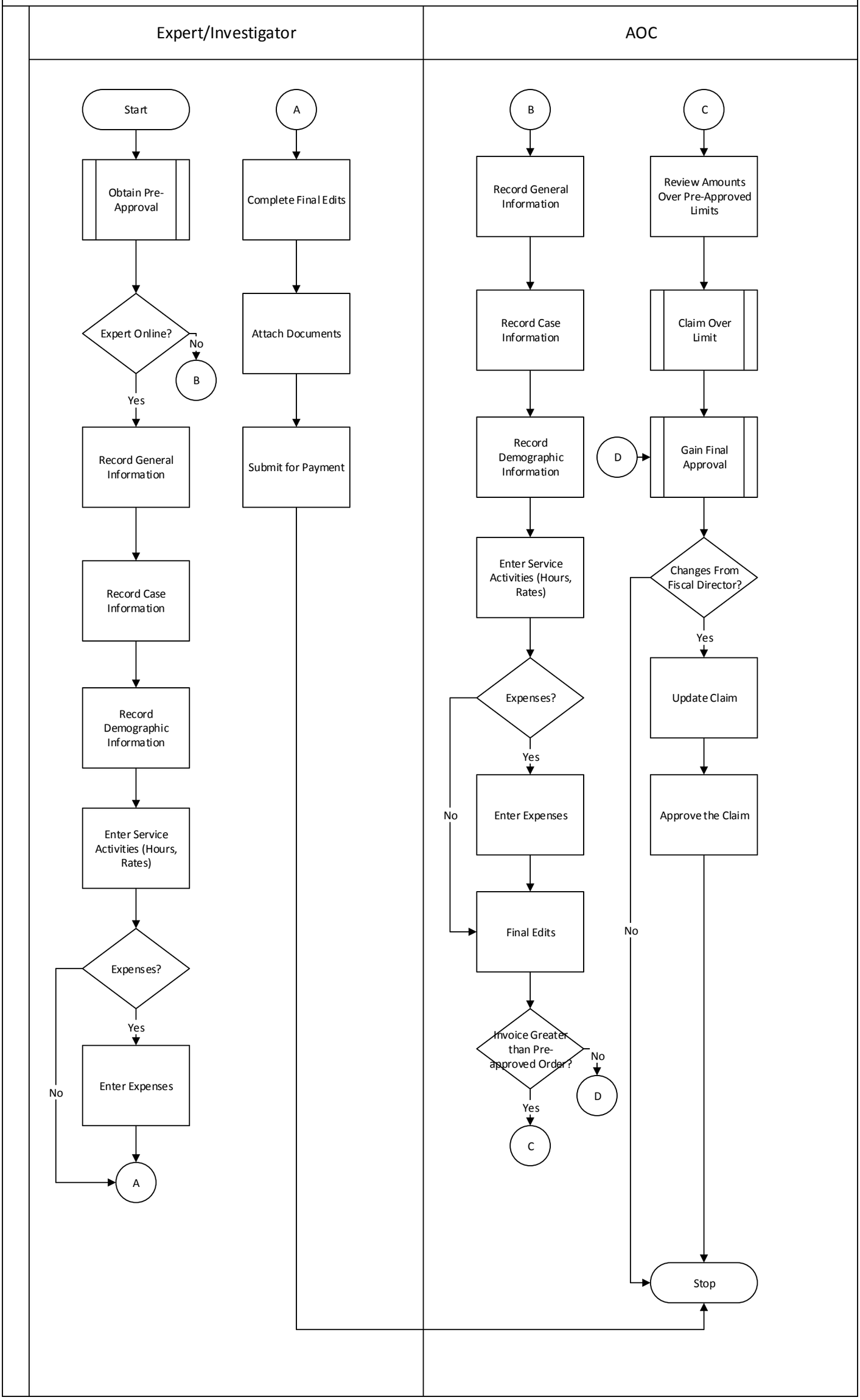
Resolve Overclaims



Notify Claimant

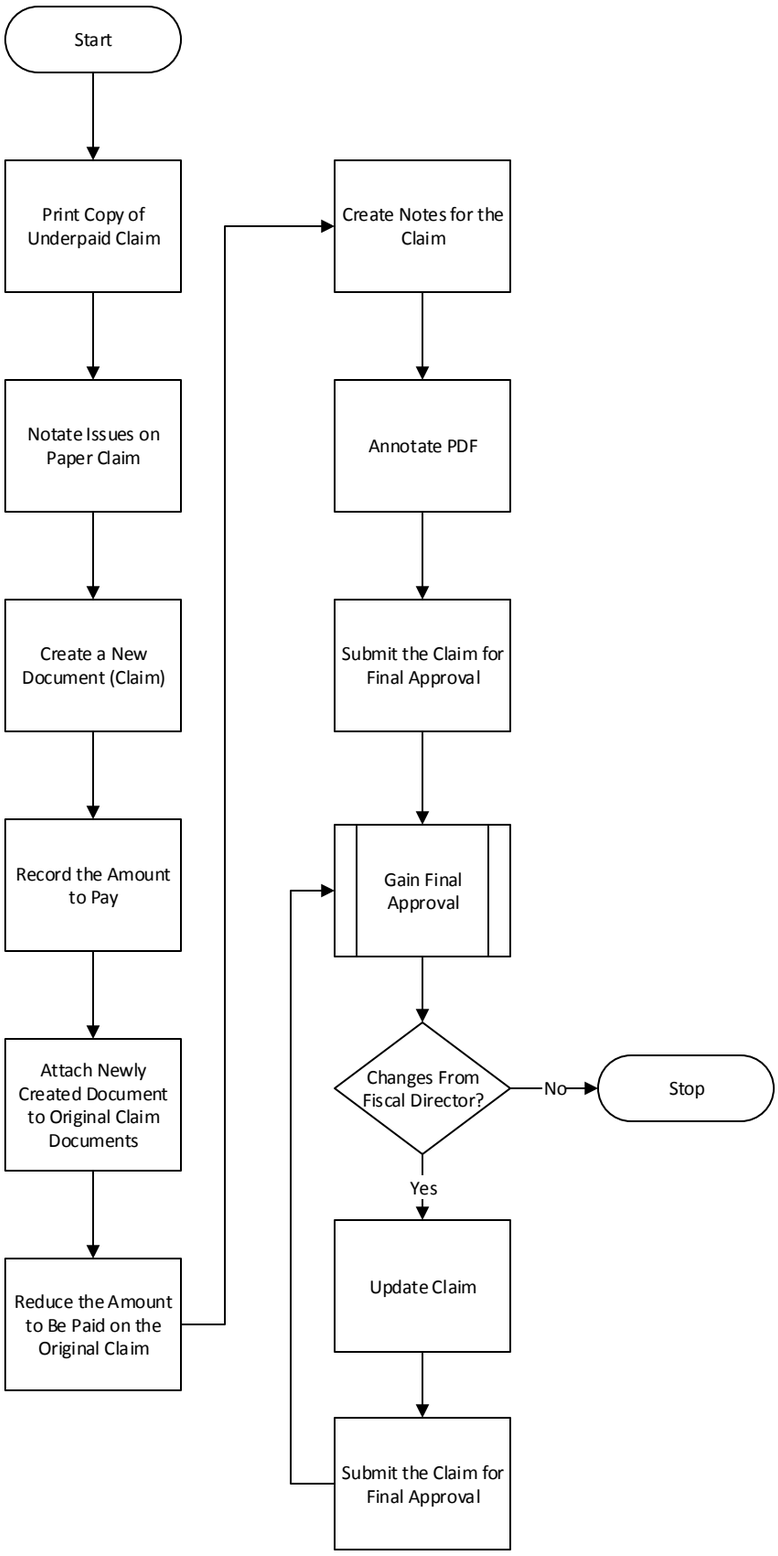


Claim Reimbursement for Expert Witness, Investigator Services, or Manual Entry

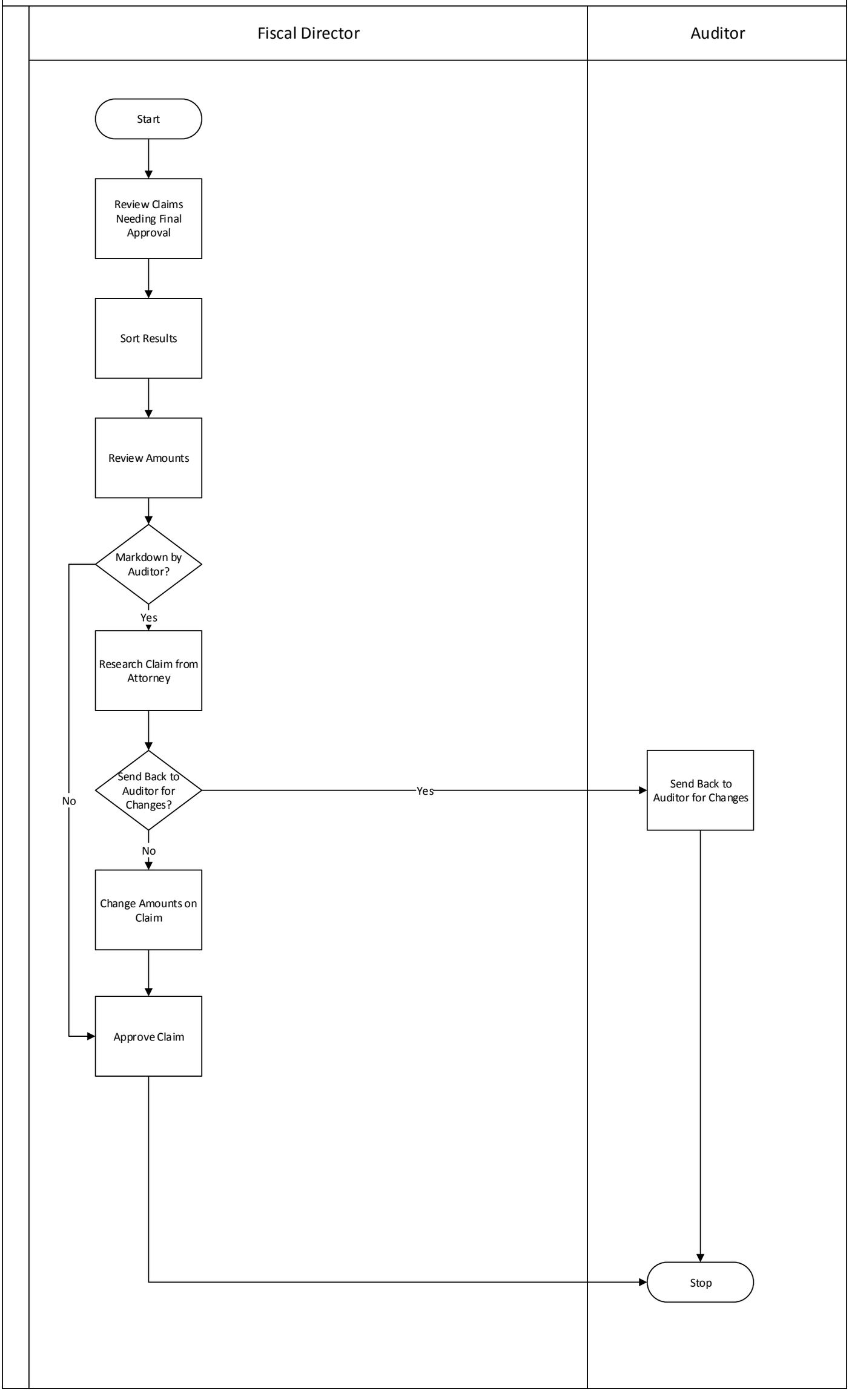
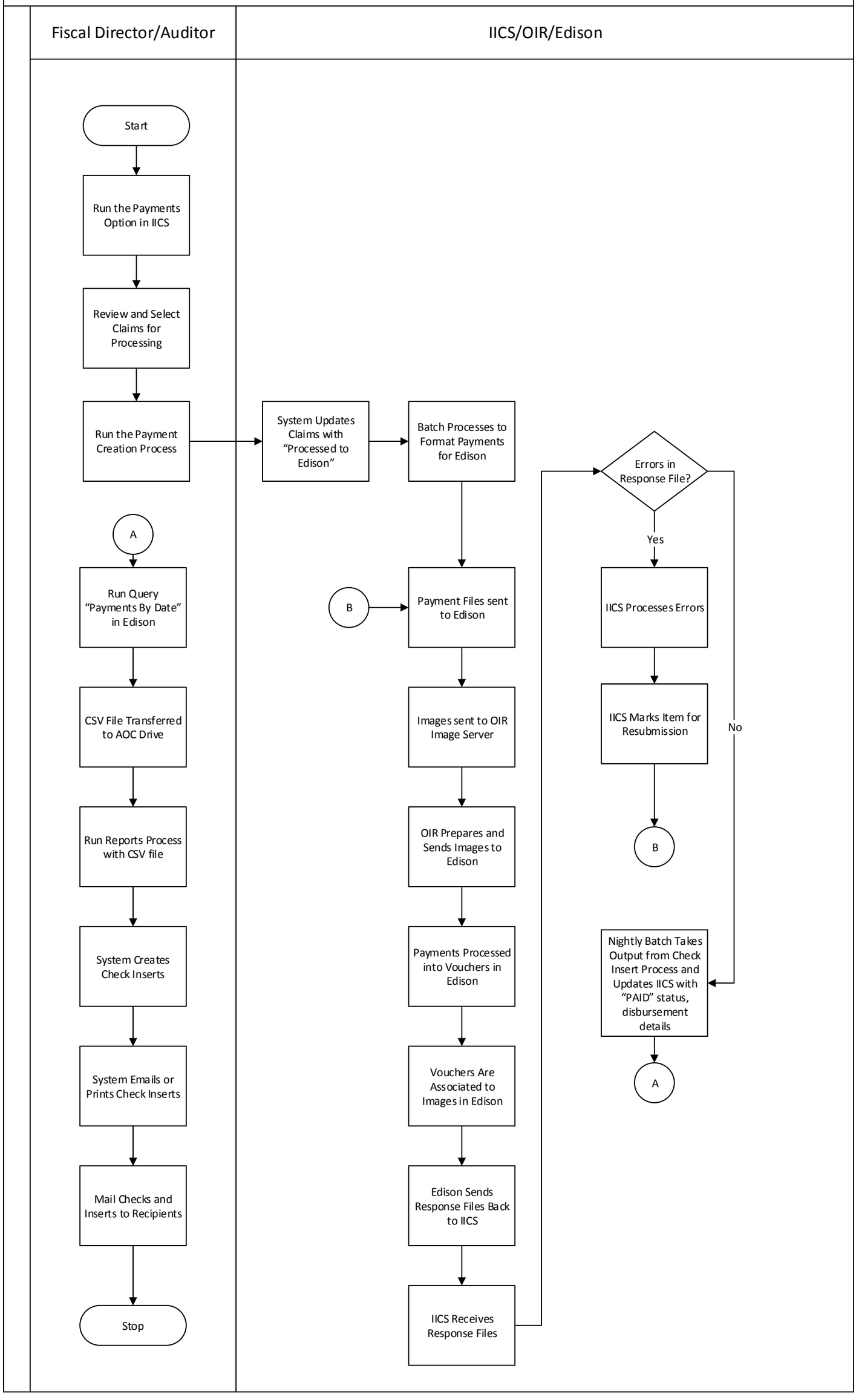


Create a Supplemental Claim

Auditor



Gain Final Approval



Process Payments (System Process)