

REQ ID	Requirement	Associated Process Flow (If applicable) (Process Flow Name - Process Flow Activity ID - Process Flow Activity Name)	Group	Priority	Policy Number	Policy Title	Comments	Solution Support for Requirement	Release	Bidder Response Narrative Section Reference	Notes	State Use	
												REQ Met? (Y / N / P)	Reviewer Comment
FR-INT-001	The Solution shall record the source and channel via which all information is received.	Intake --- INT 1.1 --- Identifies/Selects Application Process Channel	Intake	H									
FR-INT-002	The Solution shall integrate seamlessly with software implemented within the centralized contact center.	Intake --- INT 1.1 --- Identifies/Selects Application Process Channel	Intake	H									
FR-INT-003	The Solution shall support interaction with internal and external users through the following channels: phone (inbound and outbound), mail, fax, email, FFM Account Transfer, Member portal, Partner portal and Worker portal.	Intake --- INT 1.1 --- Identifies/Selects Application Process Channel	Intake	H	200.030	The Application Process							
FR-INT-004	The Solution for all portals (member, worker and partner) shall be compliant with Section 508 c of the Amendment to Rehabilitation Act of 1973 to eliminate barriers for people with disabilities in using the online portals.	Intake --- INT 1.1 --- Identifies/Selects Application Process Channel	Intake	H	200.030	The Application Process							
FR-INT-005	The Solution shall allow a user to designate an authorized representative.	Intake --- INT 1.1 --- Identifies/Selects Application Process Channel	Intake	H	200.030	The Application Process							
FR-INT-006	The Solution shall have an application workflow that replicates the paper application form for a new applications and/or redetermination.	Intake --- INT 1.2 --- Member Portal/Mobile Application Information	Intake	H	200.030	The Application Process							
FR-INT-007	The Solution shall provide online help functionality for the member portal.	Intake --- INT 1.2 --- Member Portal/Mobile Application Information	Intake	H									
FR-INT-008	The Solution shall have a dynamic user-interface and workflow based on information provided by the user.	Intake --- INT 1.2 --- Member Portal/Mobile Application Information	Intake	H									
FR-INT-009	The Solution shall have the ability to capture application/case information through the online member portal.	Intake --- INT 1.2 --- Member Portal/Mobile Application Information	Intake	H	200.030	The Application Process							
FR-INT-010	The Solution shall have the ability to prohibit the use of special characters, as defined by the State.	Intake --- INT 1.2 --- Member Portal/Mobile Application Information	Intake	H									
FR-INT-011	The Solution shall allow applicant/member to view application status, coverage, and notices through an online channel.	Member Portal / Mobile Application Information --- INT 1.2.1 --- Access the Member Portal and Provide Account Credentials to Submit Application / Change of Circumstance	Intake	H									
FR-INT-012	The Solution shall allow applicant/member ability to submit/update application or report changes through an online channel.	Member Portal / Mobile Application Information --- INT 1.2.1 --- Access the Member Portal and Provide Account Credentials to Submit Application / Change of Circumstance	Intake	H	200.030	The Application Process							
FR-INT-013	The Solution shall have the ability to display State-specific content that informs the consumer/applicant regarding the confidentiality of their data.	Member Portal / Mobile Application Information --- INT 1.2.2 --- Display login	Intake	H	200.005	Confidentiality and Privacy							
FR-INT-014	The Solution shall have the ability to display privacy notifications, including Section 508 compliance notifications, as defined by the State.	Member Portal / Mobile Application Information --- INT 1.2.2 --- Display login	Intake	H									
FR-INT-015	The Solution shall have the ability to notify the applicant/member if an account does not exist.	Member Portal / Mobile Application Information --- INT 1.2.2 --- Display login	Intake	H									
FR-INT-016	The Solution shall have the ability to automatically deactivate a user account if there has been no recent log in based on configurable time frame as defined by the State.	Member Portal / Mobile Application Information --- INT 1.2.2 --- Display login	Intake	H									
FR-INT-017	The Solution shall have the ability to allow user roles, as defined by the State, to manually deactivate a user login.	Member Portal / Mobile Application Information --- INT 1.2.2 --- Display login	Intake	H									
FR-INT-018	The Solution shall display all current user specified preferences (if existing) or default preferences (if none exist) and allow the user to confirm or change preferences.	Member Portal / Mobile Application Information --- INT 1.2.2 --- Create Account	Intake	H									
FR-INT-019	The Solution shall allow a client to specify or update their preferences. Preferences may include, but are not limited to: i. Preferred method of communication (e.g., e-mail, SMS, phone, etc.) ii. Subscription to alerts and notifications (e.g., changes to client record, new messages, referral changes, etc.) iii. Notification types desired iv. Language preference including notification (Spanish/English)	Member Portal / Mobile Application Information --- INT 1.2.3 --- Create Account	Intake	H									
FR-INT-020	The Solution shall generate a notification to the user that the personal preferences have been updated.	Member Portal / Mobile Application Information --- INT 1.2.3 --- Create Account	Intake	H									
FR-INT-021	The Solution shall have the ability to provide account confirmation and send notification to the user based on user preferences.	Member Portal / Mobile Application Information --- INT 1.2.4 --- Account Confirmation	Intake	H									
FR-INT-023	The Solution shall have the ability for the applicant to provide login information.	Member Portal / Mobile Application Information --- INT 1.2.6 --- Provide Login Credentials	Intake	H									
FR-INT-024	The Solution shall have the ability for the applicant to retrieve or reset user id/password.	Member Portal / Mobile Application Information --- INT 1.2.6 --- Provide Login Credentials	Intake	H									
FR-INT-025	The Solution shall have the ability to validate the login credentials.	Member Portal / Mobile Application Information --- INT 1.2.7 --- Validate Login Credential	Intake	H									
FR-INT-026	The Solution shall have the ability to restrict the applicant from logging in after reaching maximum number of invalid login attempts.	Member Portal / Mobile Application Information --- INT 1.2.7 --- Validate Login Credential	Intake	H									
FR-INT-027	The Solution shall have the ability to automatically direct a user to a landing 'Home' page upon a successful log-in.	Member Portal / Mobile Application Information --- INT 1.2.8 --- Direct to Home Page	Intake	H									
FR-INT-028	The Solution shall provide guidance on the Member Portal regarding how to appeal a decision, either via static text or a link to static text.	Member Portal / Mobile Application Information --- INT 1.2.8 --- Direct to Home Page	Intake	H	200.055	Appeals							
FR-INT-029	The Solution shall allow an online applicant/member to retrieve an application that was saved for additional data collection prior to submission or re-saving.	Member Portal / Mobile Application Information --- INT 1.2.9 --- Open an Existing Application/COC/Link Document	Intake	H									
FR-INT-030	The Solution shall allow an online applicant/member to navigate to sections previously completed without losing data entered.	Member Portal / Mobile Application Information --- INT 1.2.9 --- Open an Existing Application/COC/Link Document	Intake	H									
FR-INT-031	The Solution shall provide a mechanism to manually navigate/skip to any screens that the user is authorized to access.	Member Portal / Mobile Application Information --- INT 1.2.9 --- Open an Existing Application/COC/Link Document	Intake	H									
FR-INT-032	The Solution shall allow member/applicants to attach documents (including but not limited to verification proof documents) to a case/individual.	Member Portal / Mobile Application Information --- INT 1.2.9 --- Open an Existing Application/COC/Link Document	Intake	H	200.035	Verification							
FR-INT-033	The Solution shall allow user roles, as defined by the State, to reassign documents from a case/ individual.	Search for Existing Application/Case --- INT 1.3.5 --- Open an Existing Application/COC/Link Document	Intake	H									
FR-INT-034	The Solution shall allow members/applicants to delete documents from an individual/case.	Member Portal / Mobile Application Information --- INT 1.2.9 --- Open an Existing Application/COC/Link Document	Intake	H									
FR-INT-035	The Solution shall allow user roles, as defined by the State, to delete or reassign documents from an individual application or eligibility case.	Search for Existing Application/Case --- INT 1.3.5 --- Open an Existing Application/COC/Link Document	Intake	H									
FR-INT-036	The Solution shall have the ability to accept medical bills for Medically Needy applications and Medical Packet for TennCare Standard.	Member Portal / Mobile Application Information --- INT 1.2.9 --- Open an Existing Application/COC/Link Document	Intake	H									
FR-INT-037	The Solution shall provide capability to link a document to multiple members and cases.	Member Portal / Mobile Application Information --- INT 1.2.9 --- Open an Existing Application/COC/Link Document	Intake	H									
FR-INT-038	The Solution shall allow member/applicants to add, remove, or change document type descriptions.	Member Portal / Mobile Application Information --- INT 1.2.9 --- Open an Existing Application/COC/Link Document	Intake	H									
FR-INT-039	The Solution shall provide the capability for online applicants/member to enter or report changes of circumstances through the online portal.	Member Portal / Mobile Application Information --- INT 1.2.9 --- Open an Existing Application/COC/Link Document	Intake	H	200.030	The Application Process							
FR-INT-040	The Solution shall allow member/applicants to review, update, or print an application.	Member Portal / Mobile Application Information --- INT 1.2.9 --- Open an Existing Application/COC/Link Document	Intake	H									
FR-INT-041	The Solution shall allow member/applicants to withdraw an application, before or after submission.	Member Portal / Mobile Application Information --- INT 1.2.9 --- Open an Existing Application/COC/Link Document	Intake	H	200.030	The Application Process							

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FR-INT-042	The Solution shall interface with the Electronic Content Management system(s) to access and display documents and notices related to members and cases.	Member Portal / Mobile Application Information --- INT 1.2.9 --- Open an Existing Application/COC/Link Document Eligibility Determination --- ED 1.6 --- Assess Verification Information	Electronic Content Management	H			The State shall plan to re-use, where possible, the currently utilized ECM tool, FileNET.						
FR-INT-043	The Solution shall allow an online applicant/members to enter income, resource, and other asset data consistent with program policy.	Member Portal / Mobile Application Information --- INT 1.2.10 --- Create a New Application	Intake	H									
FR-INT-044	The Solution shall have the ability to capture applicant/member MCO preference.	Worker/Partner Portal Application Information --- INT 1.2.10 --- Create a New Application	Intake	H									
FR-INT-045	The Solution shall allow an online applicant/member to save an application without submitting it.	Member Portal / Mobile Application Information --- INT 1.2.10 --- Create a New Application	Intake	H									
FR-INT-046	The Solution shall have the ability to capture a digital signature.	Member Portal / Mobile Application Information --- INT 1.2.10 --- Create a New Application	Intake	H	200.030	The Application Process							
FR-INT-047	The Solution shall provide interactive capability to present applicants with prompts to efficiently gather additional information when required.	Member Portal / Mobile Application Information --- INT 1.2.10 --- Create a New Application	Intake	H	200.030	The Application Process							
FR-INT-048	The Solution shall provide a mechanism to define required and optional fields, including default data values as applicable, based on program rules.	Member Portal / Mobile Application Information --- INT 1.2.10 --- Create a New Application	Intake	H	200.030	The Application Process							
FR-INT-049	The Solution shall provide field level help for each online application data element that includes description and required format in the form of pop-up/hover.	Member Portal / Mobile Application Information --- INT 1.2.10 --- Create a New Application	Intake	H									
FR-INT-050	The Solution shall provide static text on the web and application in languages defined by the State, including: i. English ii. Spanish	Member Portal / Mobile Application Information --- INT 1.2.10 --- Create a New Application	Intake	H									
FR-INT-051	The Solution shall allow applicant to apply for multiple public assistance programs online.	Member Portal / Mobile Application Information --- INT 1.2.10 --- Create a New Application	Intake	H	200.030	The Application Process							
FR-INT-052	The Solution shall allow applicants to apply for multiple programs in person, through mail, fax, online or call centers.	Member Portal / Mobile Application Information --- INT 1.2.10 --- Create a New Application	Intake	H	200.030	The Application Process							
FR-INT-053	The Solution shall be capable of accepting a newly submitted application for healthcare and process it as a change of circumstance when: i. The applicant is a member who is receiving existing benefits, or ii. The applicant has an online account and previously submitted healthcare applications.	Member Portal / Mobile Application Information --- INT 1.2.10 --- Create a New Application	Intake	H	200.030	The Application Process	If the newly submitted application is for MSP or LTSS, then the application would not be considered a change of circumstance.						
FR-INT-054	The Solution shall have the ability to accept a completed document regarding an individual's medical records or medical bills.	Member Portal / Mobile Application Information --- INT 1.2.10 --- Create a New Application	Intake	H									
FR-INT-055	The Solution shall allow member/applicants to submit an application.	Member Portal / Mobile Application Information --- INT 1.2.11 --- Submit Application / Update Case	Intake	H	200.030	The Application Process							
FR-INT-056	The Solution shall assign a configurable unique identifier for each application recorded.	Member Portal / Mobile Application Information --- INT 1.2.11 --- Submit Application / Update Case	Intake	H									
FR-INT-057	The Solution shall have the ability to automatically remove an in-progress application based on a configurable timeframe, as defined by the State.	Member Portal / Mobile Application Information --- INT 1.2.11 --- Submit Application / Update Case	Intake	H									
FR-INT-058	The Solution shall have the ability to alert applicants/members prior to their un-submitted application being deleted at the end of the State-defined time period.	Member Portal / Mobile Application Information --- INT 1.2.11 --- Submit Application / Update Case	Intake	H									
FR-INT-059	The Solution shall have the ability to prohibit the submission of an application that does not contain all mandatory fields, as defined by the State.	Member Portal / Mobile Application Information --- INT 1.2.11 --- Submit Application / Update Case	Intake	H	200.030	The Application Process							
FR-INT-060	The Solution shall have the ability to alert the member/applicant when incomplete or invalid data is entered.	Member Portal / Mobile Application Information --- INT 1.2.11 --- Submit Application / Update Case	Intake	H									
FR-INT-061	The Solution shall present the applicant/worker with a summary view of the information entered prior to submission.	Member Portal / Mobile Application Information --- INT 1.2.11 --- Submit Application / Update Case	Intake	H									
FR-INT-062	The Solution shall allow an online applicant to review the current application before and after formal submission.	Member Portal / Mobile Application Information --- INT 1.2.11 --- Submit Application / Update Case	Intake	H									
FR-INT-063	The Solution shall require the applicant/member to agree to all required affirmations and agreements, as defined by the State, prior to submitting an application.	Member Portal / Mobile Application Information --- INT 1.2.11 --- Submit Application / Update Case	Intake	H	200.030	The Application Process							
FR-INT-064	The Solution shall provide the ability to automatically and manually collect, update, and manage information about applicant/member population from paper applications (delivered through mail or in person) to be used in the intake process.	Intake --- INT 1.3 --- Mail/Fax Application Information	Intake	H									
FR-INT-066	The Solution shall have the ability to receive and store documentation received via mail, fax or e-faxed.	Mail/Fax Application Information --- INT 1.3.2 --- Receive application/ Verification Request for Verification --- ED 1.7.4 --- Receive Information Post-Eligibility Verifications --- CM 1.2.9 --- Member Sends Information Post-Eligibility Verifications --- CM 1.2.10 --- Receive Information	Electronic Content Management	H			The State shall plan to re-use, where possible, the currently utilized ECM tool, FileNET.						
FR-INT-067	The Solution shall have the ability to scan documentation and store document images.	Mail/Fax Application Information --- INT 1.3.3 --- Scan and Index Document Request for Verification --- ED 1.7.5 --- Store Provided Information Post-Eligibility Verifications --- CM 1.2.11 --- Store Information Received Appeals Intake --- AP 1.1.1.4 --- Scan, Index, and Assign Type Appeals Intake --- AP 1.1.1.6 --- Supplemental Data Entry ART/AIR --- AP 1.1.3.4 --- Consolidate Information Associated with Appeal	Document Scanning	H									
FR-INT-068	The Solution shall have the ability to capture defining characteristics (metadata) of scanned documentation.	Mail/Fax Application Information --- INT 1.3.3 --- Scan and Index Document Appeals Intake --- AP 1.1.1.4 --- Scan, Index, and Assign Type Appeals Intake --- AP 1.1.1.6 --- Supplemental Data Entry ART/AIR --- AP 1.1.3.4 --- Consolidate Information Associated with Appeal	Electronic Content Management	H			The State shall plan to re-use, where possible, the currently utilized ECM tool, FileNET.						
FR-INT-069	The Solution shall have the ability to electronically date and time stamp scanned documents.	Mail/Fax Application Information --- INT 1.3.3 --- Scan and Index Document Appeals Intake --- AP 1.1.1.4 --- Scan, Index, and Assign Type Appeals Intake --- AP 1.1.1.6 --- Supplemental Data Entry ART/AIR --- AP 1.1.3.4 --- Consolidate Information Associated with Appeal	Electronic Content Management	H	200.030	The Application Process	The State shall plan to re-use, where possible, the currently utilized ECM tool, FileNET.						
FR-INT-070	The Solution shall have the ability to configure recognition thresholds associated with OCR capability.	Mail/Fax Application Information --- INT 1.3.3 --- Scan and Index Document Appeals Intake --- AP 1.1.1.4 --- Scan, Index, and Assign Type Appeals Intake --- AP 1.1.1.6 --- Supplemental Data Entry ART/AIR --- AP 1.1.3.4 --- Consolidate Information Associated with Appeal	Document Scanning	M									
FR-INT-071	The Solution shall allow searching of documents by document type and sub-type.	Mail/Fax Application Information --- INT 1.3.3 --- Scan and Index Document Appeals Intake --- AP 1.1.1.4 --- Scan, Index, and Assign Type Appeals Intake --- AP 1.1.1.6 --- Supplemental Data Entry ART/AIR --- AP 1.1.3.4 --- Consolidate Information Associated with Appeal	Electronic Content Management	M			The State shall plan to re-use, where possible, the currently utilized ECM tool, FileNET.						
FR-INT-072	The Solution shall assign a configurable unique identifier to each scanned document.	Mail/Fax Application Information --- INT 1.3.3 --- Scan and Index Document Appeals Intake --- AP 1.1.1.4 --- Scan, Index, and Assign Type	Electronic Content Management	H			The State shall plan to re-use, where possible, the currently utilized ECM tool, FileNET.						
FR-INT-073	The Solution shall have Optical Character Recognition (OCR) capability to read the scanned documents and associate the data with an application/case.	Mail/Fax Application Information --- INT 1.3.4 --- Validate Scanned Documents Appeals Intake --- AP 1.1.1.5 --- Validate Scanned Documents	Document Scanning	M									
FR-INT-074	The Solution shall allow user roles, as defined by the State, to validate the scanned application/document.	Mail/Fax Application Information --- INT 1.3.4 --- Validate Scanned Documents Appeals Intake --- AP 1.1.1.5 --- Validate Scanned Documents	Document Scanning	H									

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FR-INT-075	The Solution shall allow user roles, as defined by the State, to edit/update a scanned applications/documentation and its metadata.	Mail/Fax Application Information --- INT 1.3.4 --- Validate Scanned Documents Appeals Intake --- AP 1.1.1.4 --- Scan, Index, and Assign Type Appeals Intake --- AP 1.1.1.5 --- Validate Scanned Documents	Document Scanning	H									
FR-INT-076	The Solution shall allow user roles, as defined by the State, to search for members.	Mail/Fax Application Information --- INT 1.3.5 --- Search for Existing Application/Case	Intake	H									
FR-INT-077	The Solution shall allow user roles, as defined by the State, to search using criteria that may include, but is not limited to: 1. First name (partial name) 2. Last name (partial name) 3. Date of birth / age 4. Social security number 5. Address 6. Unique Identifier 7. Any Member in a Household	Search for Existing Application/Case --- INT 1.3.5.1 --- Enter Information to Search for Existing Application	Intake	H	200.030	The Application Process							
FR-INT-078	The Solution shall have the capability to search for an in-progress application through an application ID.	Search for Existing Application/Case --- INT 1.3.5.1 --- Enter Information to Search for Existing Application	Intake	H									
FR-INT-079	The Solution shall allow a search based on one single criteria or multiple search criteria.	Search for Existing Application/Case --- INT 1.3.5.1 --- Enter Information to Search for Existing Application	Intake	H									
FR-INT-080	The Solution shall allow user roles, as defined by the State, to save their search criteria.	Search for Existing Application/Case --- INT 1.3.5.1 --- Enter Information to Search for Existing Application	Intake	M									
FR-INT-081	The Solution shall display search results in order of relevancy (i.e. matches meeting most criteria) and other criteria defined by the State.	Search for Existing Application/Case --- INT 1.3.5.1 --- Enter Information to Search for Existing Application	Intake	H									
FR-INT-082	The Solution shall allow user roles, as defined by the State, to refine search results by adding additional search criteria which is applied to the existing search results.	Search for Existing Application/Case --- INT 1.3.5.1 --- Enter Information to Search for Existing Application	Intake	H									
FR-INT-083	The Solution shall allow sorting and filtering of search results by search criteria.	Search for Existing Application/Case --- INT 1.3.5.1 --- Enter Information to Search for Existing Application	Intake	H									
FR-INT-084	The Solution shall display search results in summary form (subset of search criteria such as first name, last name and age) and detail (display all search criteria).	Search for Existing Application/Case --- INT 1.3.5.1 --- Enter Information to Search for Existing Application	Intake	H									
FR-INT-085	The Solution shall allow for partial text search ability (or fuzzy search), phonetic search and value range (e.g., dates, age, zip codes) search.	Search for Existing Application/Case --- INT 1.3.5.1 --- Enter Information to Search for Existing Application	Intake	H									
FR-INT-086	The Solution shall allow user roles, as defined by the State, to enable on-demand partial text search ability (or fuzzy search).	Search for Existing Application/Case --- INT 1.3.5.1 --- Enter Information to Search for Existing Application	Intake	M									
FR-INT-087	The Solution shall have the ability to present search results in small groups of data with Next/Back paging capability for multiple pages.	Search for Existing Application/Case --- INT 1.3.5.1 --- Enter Information to Search for Existing Application	Intake	H									
FR-INT-088	The Solution shall allow user roles, as defined by the State, to access individual/case information through links from a search result.	Search for Existing Application/Case --- INT 1.3.5.1 --- Enter Information to Search for Existing Application	Intake	H									
FR-INT-089	The Solution shall support the initiation and capture of application information via telephonic technology.	Intake --- INT 1.4 --- Phone Application Information	Intake	L	200.030	The Application Process							
FR-INT-090	The Solution shall have the ability to record application date/time, the minimum required application information including the telephonic signature via an inbound call.	Intake --- INT 1.4 --- Phone Application Information	Intake	L	200.030	The Application Process							
FR-INT-091	The Solution shall have the ability to generate a notice to the phone applicant including the application information that was submitted in the system.	Intake --- INT 1.4 --- Phone Application Information	Intake	H									
FR-INT-095	The Solution shall have the ability to provide a link to scanned application documentation.	Intake --- INT 1.5 --- Worker/Partner Portal Application Information	Intake	H									
FR-INT-096	The Solution shall have the ability to enter application/case information through the worker portal with a dynamic user interface.	Intake --- INT 1.5 --- Worker/Partner Portal Application Information	Intake	H									
FR-INT-097	The Solution shall have the ability to enter application/case information through the partner portal with a dynamic user interface. Partners include, but are not limited to: i. Department of Children Services ii. Department of Health	Intake --- INT 1.5 --- Worker/Partner Portal Application Information Worker/Partner Portal Application Information --- INT 1.5.4 --- Complete Full Application Worker/Partner Portal Application Information --- INT 1.5.6 --- Complete Full Application	Intake	H									
FR-INT-098	The Solution shall have the ability to allow role-based users, as defined by the State, to access in-progress applications from the Worker Portal and Partner Portal.	Intake --- INT 1.5 --- Worker/Partner Portal Application Information	Intake	H									
FR-INT-099	The Solution shall provide guidance on the Partner Portal regarding how to appeal a decision, either via static text or a link to static text.	Intake --- INT 1.5 --- Worker/Partner Portal Application Information	Intake	H	200.055	Appeals							
FR-INT-124	The Solution shall allow administrators to reset internal user's passwords.	Intake --- INT 1.5 --- Worker/Partner Portal Application Information	Intake	H									
FR-INT-101	The Solution shall have the ability to interface with the MMIS to verify existing Medicaid eligibility on a real-time or near real-time basis.	Worker/Partner Portal Application Information --- INT 1.5.2 --- Check MMIS to Verify Existing Medicaid Benefits Worker/Partner Portal Application Information --- INT 1.5.5 --- Check MMIS to Verify Existing Medicaid Benefits Denial / Terminate --- E&DT 1.2.1 --- Verify Existing Enrollment Record	MMIS Interface	H									
FR-INT-102	The Solution shall allow user roles, as defined by the State, to enter the individual's presumptive eligibility into the eligibility system.	Worker/Partner Portal Application Information --- INT 1.5.3 --- Complete Presumptive Eligibility Application Worker/Partner Portal Application Information --- INT 1.5.7 --- Complete Immediate Eligibility Application	Intake	H									
FR-INT-107	The Solution shall have the ability to record application date and application time upon submission.	Intake --- INT 1.6 --- Store Application Information	Intake	H	200.030	The Application Process							
FR-INT-108	The Solution shall store a record of all applications/documents submitted, including those withdrawn, based on TN OGC archival policy.	Intake --- INT 1.6 --- Store Application Information	Intake	H	Not Available	HICFA document retention							
FR-INT-109	The Solution shall have the ability to collect applicant/household information and share across multiple programs.	Intake --- INT 1.6 --- Store Application Information	Intake	L									
FR-INT-110	The Solution shall have the ability to status a stored/saved application as either 'in-progress' or 'submitted', while continuing eligibility determination processing (including verifications) for all 'submitted' status applications in a real time/near real-time basis.	Intake --- INT 1.6 --- Store Application Information	Intake	H									
FR-INT-112	The Solution shall be able to receive and process applications, including the eligibility assessment, from FFM without human intervention.	Intake --- INT 1.8 --- Transfer Account Information	Intake	H	200.030	The Application Process							
FR-INT-113	The Solution shall have the ability acknowledge receipt of an account transfer from the FFM.	Intake --- INT 1.8 --- Transfer Account Information	Intake	H	200.030	The Application Process							
FR-INT-114	The Solution shall have the ability to receive updates of account information and change of circumstance (COC) from the FFM and acknowledge receipt without human intervention.	Intake --- INT 1.8 --- Transfer Account Information	Intake	H	200.030	The Application Process							
FR-INT-115	The Solution shall be able to review data received from FFM and report any errors to FFM.	Intake --- INT 1.8 --- Transfer Account Information	Intake	H	200.030	The Application Process							
FR-INT-116	The Solution shall have the ability to receive and store images from the FFM.	Intake --- INT 1.8 --- Transfer Account Information	Intake	L	200.030	The Application Process							
FR-INT-117	The Solution shall have the ability to index and align images received from the FFM to the associated applications/cases.	Intake --- INT 1.8 --- Transfer Account Information	Intake	L	200.030	The Application Process							
FR-INT-118	The Solution shall enable input processing of H15 account transfer transactions from the FFM in accordance with State and Federal defined format, schedule and processing rules.	Intake --- INT 1.8 --- Transfer Account Information	Intake	H	200.030	The Application Process							

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FR-INT-119	The Solution shall create and transmit H15 account transfer referral transactions to the FFM in accordance with State and Federal defined format, schedule and processing rules.	Intake --- INT 1.8 --- Transfer Account Information	Intake	H	200.030	The Application Process								
FR-INT-120	The Solution shall interface with the Social Security Administration's (SSA) system in accordance with State and Federal defined format, schedule and processing rules.	Intake --- INT 1.9 --- Send SSI Recipient Information	Intake	H	200.030	The Application Process								
FR-INT-121	The Solution shall have the ability to process the BENDEX file received from the Social Security Administration (SSA).	Intake --- INT 1.9 --- Send SSI Recipient Information	Intake	H	200.030	The Application Process								
FR-INT-122	The Solution shall receive and utilize State Data Exchange (SDX) data needed to: i. Determine if an applicant/member is receiving SSI ii. Determine eligibility	Intake --- INT 1.9 --- Send SSI Recipient Information	Intake	H	200.030	The Application Process								
FR-INT-123	The Solution shall have the ability to receive information on eligibility information, demographics, appeals, and closures from the SSA.	Intake --- INT 1.9 --- Send SSI Recipient Information	Intake	H	Multiple	The Application Process Appeals	200.030 200.055							
FR-ED-001	The Solution shall have the ability to define security user roles that govern access to functionality.		Eligibility Determination	H										
FR-ED-002	The Solution shall have the functionality to identify existing individuals in a data registry prior to creating a new record.	Eligibility Determination --- ED 1.1 --- Member Matching	Eligibility Determination	H	015.010	Deemed Newborn								
FR-ED-003	The Solution shall have the ability to identify full matches, partial matches and no matches according to criteria defined by the State.	Member Matching --- ED 1.1.1 --- Perform Member Matching	Eligibility Determination	H	TBD	CMS 7-Criteria match (This is not an eligibility policy document, but is one of several inputs related to this requirement.)								
FR-ED-004	The Solution shall have the ability to electronically match and link an individual to an existing record.	Member Matching --- ED 1.1.2 --- Auto Selection of Record	Eligibility Determination	H										
FR-ED-005	The Solution shall have the ability to assign a pseudo SSN and pseudo SSN reason for purposes of unique identification of individuals via system interfaces using SSN, when member does not have an SSN.	Member Matching --- ED 1.1.3 --- Manual partial match reconciliation	Eligibility Determination	H	005.020	Enumeration								
FR-ED-006	The Solution shall allow user roles, as defined by the State, to match and un-match persons based on member matching criteria.	Member Matching --- ED 1.1.3 --- Manual partial match reconciliation	Eligibility Determination	H										
FR-ED-007	The Solution shall have the ability to create a new tracking number for each person that does not exist in their data registry.	Member Matching --- ED 1.1.4 --- Create new tracking key	Eligibility Determination	H										
FR-ED-008	The Solution shall have the ability to assign a unique tracking number to each person, independent of their association to cases or applications.	Member Matching --- ED 1.1.5 --- Unique tracking key assigned to each member and association to case data	Eligibility Determination	H										
FR-ED-009	The Solution shall have the ability to determine MAGI Medicaid Household and an FRR Medicaid Household within the same application/case.	Eligibility Determination --- ED 1.2 --- MAGI Household Composition	Eligibility Determination	H	010.015	Household Composition for MAGI								
FR-ED-010	The Solution shall have the ability to calculate MAGI Medicaid household size for each individual in an application.	Eligibility Determination --- ED 1.2 --- MAGI Household Composition	Eligibility Determination	H	Multiple	Unborn Status Household Composition for MAGI	005.030 010.015							
FR-ED-011	The Solution shall have the ability to accept self-attestation of pregnancy and consider it verified when determining eligibility.	Eligibility Determination --- ED 1.2 --- MAGI Household Composition	Eligibility Determination	H	010.015	Household Composition for MAGI								
FR-ED-012	The Solution shall automatically populate reciprocal relationships for both MAGI Medicaid Households and an FRR Medicaid Households.	Eligibility Determination --- ED 1.2 --- MAGI Household Composition	Eligibility Determination	H	010.015	Household Composition for MAGI								
FR-ED-013	The Solution shall have the ability to verify all non-financial eligibility requirements for MAGI programs, as defined by the State.	Eligibility Determination --- ED 1.3 --- MAGI Non-Financial Verification	Eligibility Determination	H	Multiple	Child 0-1 MAGI Child 1-5 MAGI Child 6-18 MAGI Presumptive Eligible Pregnant Women Pregnancy MAGI Caretaker Relative MAGI Child Medically Needy	015.015 015.020 015.025 015.030 015.035 015.040 015.045							
FR-ED-014	The Solution shall have the ability to verify applicant data through State data sources and/or Federal data services in hierarchical order according to the State Verification Plan.	Eligibility Determination --- ED 1.3 --- MAGI Non-Financial Verification	Eligibility Determination	H	200.035	Verification								
FR-ED-015	The Solution shall have the ability to verify applicant data through the Federal Data Services Hub.	Eligibility Determination --- ED 1.3 --- MAGI Non-Financial Verification	Eligibility Determination	H	200.035	Verification								
FR-ED-016	The Solution shall perform verification of identity with external data sources to include but not limited to SSA and SIEVS.	Eligibility Determination --- ED 1.3 --- MAGI Non-Financial Verification Post-Eligibility Verifications --- CM 1.2.4 --- Receive Verification Result	Eligibility Determination	H	200.035	Verification								
FR-ED-017	The Solution shall perform verification of attested citizenship with external databases, to include but not limited to SSA data sources.	Eligibility Determination --- ED 1.3 --- MAGI Non-Financial Verification	Eligibility Determination	H	005.010	Citizenship and Immigration								
FR-ED-018	The Solution shall perform verification of attested immigration status with external databases, to include but not limited to DHS (SAVE) data source.	Eligibility Determination --- ED 1.3 --- MAGI Non-Financial Verification	Eligibility Determination	H	005.010	Citizenship and Immigration								
FR-ED-019	The Solution shall perform verification of residency using State of TN internal and/or external data sources.	Eligibility Determination --- ED 1.3 --- MAGI Non-Financial Verification	Eligibility Determination	L	200.035	Verification								
FR-ED-020	The Solution shall have the ability to queue requests for information when information providers, including FDSH, are not available or otherwise return an error.	Eligibility Determination --- ED 1.3 --- MAGI Non-Financial Verification	Eligibility Determination	H										
FR-ED-021	The Solution shall have the ability to configure the number of information request attempts automatically made over a period of time.	Eligibility Determination --- ED 1.3 --- MAGI Non-Financial Verification	Eligibility Determination	H										
FR-ED-022	The Solution shall generate a configurable listing of verification proof documents for each type of verification.	Eligibility Determination --- ED 1.3 --- MAGI Non-Financial Verification	Eligibility Determination	H	200.035	Verification								
FR-ED-023	The Solution shall provide the ability to identify the appropriate verification items based on program criteria and application data.	Eligibility Determination --- ED 1.3 --- MAGI Non-Financial Verification	Eligibility Determination	H	200.035	Verification								
FR-ED-024	The Solution shall allow user roles, as defined by the State, to view documents submitted to verify data that could not be validated through data sources.	Eligibility Determination --- ED 1.3 --- MAGI Non-Financial Verification	Eligibility Determination	H	200.035	Verification								
FR-ED-025	The Solution shall allow applicants/members, as defined by the State, to submit verification materials electronically, by using a mobile device to send a photograph of the document using MMS (Multi Media Message) or email.	Eligibility Determination --- ED 1.3 --- MAGI Non-Financial Verification	Eligibility Determination	H			The existing eligibility policy documents describe the channels by which applicants and members can submit applications. It is anticipated that this new capability will eventually also be included in policy documents.							
FR-ED-026	The Solution shall have the ability to verify the date of birth of the applicant.	MAGI Non-Financial Verification --- ED 1.3.1 --- Verify Enumeration	Eligibility Determination	H	5.025	Age								

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FR-ED-027	The Solution shall have the ability to verify that the applicant possess a valid Social Security Number (SSN) or proof of application for a SSN, unless they meet an exception.	MAGI Non-Financial Verification --- ED 1.3.1 --- Verify Enumeration	Eligibility Determination	H	005.020	Enumeration							
FR-ED-028	The Solution shall interface with the FDSH for DHS/SAVE immigration status verification.	MAGI Non-Financial Verification --- ED 1.3.1 --- Verify Enumeration	Eligibility Determination	H	005.010	Citizenship and Immigration							
FR-ED-029	The Solution shall have the ability to verify that the applicant is a U.S. Citizen, U.S. National, or eligible non-citizen.	MAGI Non-Financial Verification --- ED 1.3.2 --- Verify Citizenship/Qualified Non-Citizen Status	Eligibility Determination	H	005.010	Citizenship and Immigration							
FR-ED-030	The Solution shall have the ability to accept the self-attestation of citizenship or immigration, for the purpose of establishing a reasonable opportunity period.	MAGI Non-Financial Verification --- ED 1.3.2 --- Verify Citizenship/Qualified Non-Citizen Status	Eligibility Determination	H	005.010	Citizenship and Immigration							
FR-ED-031	The Solution shall have the ability to validate that the applicant is a resident of Tennessee.	MAGI Non-Financial Verification --- ED 1.3.3 --- Verify Residency	Eligibility Determination	H	005.005	State Residence							
FR-ED-032	The Solution shall have the ability to accept self attestation of residency status.	MAGI Non-Financial Verification --- ED 1.3.3 --- Verify Residency	Eligibility Determination	H	005.005	State Residence							
FR-ED-034	The Solution shall perform verification of attested non-incarceration status with external data, including but not limited to: TN Dept. of Corrections file match and/or database.	MAGI Non-Financial Verification --- ED 1.3.4 --- Verify Incarceration	Eligibility Determination	H	N/A	State of TN Verification Plan	Not in eligibility policy documents, but updated Verification Plan is input.						
FR-ED-035	The Solution shall have the capability to request and store results of verification of individual's coverage and access to State Employee Health Coverage via external sources, including but not limited to the State Benefit Administration.	MAGI Non-Financial Verification --- ED 1.3.5 --- Verify State Employee Health Coverage and Access	Eligibility Determination	H	025.005	CoverKids							
FR-ED-036	The Solution shall have the ability to verify an individual's entitlement and/or enrollment in Medicare Part A with the Social Security Administration by social security number.	MAGI Non-Financial Verification --- ED 1.3.5 --- Verify State Employee Health Coverage and Access	Eligibility Determination	H	200.035	Verification							
FR-ED-037	The Solution shall have the ability to verify that the individual was in DCS custody and received TennCare Medicaid on his or her 18th birthday.	MAGI Non-Financial Verification --- ED 1.3.6 --- Verify Former Foster Care	Eligibility Determination	H	015.005	Former Foster Care Children up to Age 26							
FR-ED-038	The Solution shall provide capability to perform eligibility determination calculations based on any historic/current stored value tables.	Eligibility Determination --- ED 1.4 --- MAGI Household Verification	Eligibility Determination	H	010.010	Income Overview							
FR-ED-039	The Solution shall provide the capability to store multiple value tables, including but not limited to: i. Federal Poverty Level (FPL) Reference Tables ii. COLA Reference Tables iii. SIS Reference Tables	Eligibility Determination --- ED 1.4 --- MAGI Household Verification	Eligibility Determination	H	Multiple	Overview of Financial Eligibility Income Overview	010.005 010.010						
FR-ED-040	The Solution shall have the ability to verify all financial eligibility requirements for MAGI programs, as defined by the State.	Eligibility Determination --- ED 1.4 --- MAGI Financial Verification	Eligibility Determination	H	Multiple	Verification Child 0-1 MAGI Child 1-5 MAGI Child 6-18 MAGI Pregnancy MAGI Caretaker Relative MAGI Application for Other Program Benefits	200.035 015.015 015.020 015.025 015.035 015.040 200.015						
FR-ED-041	The Solution shall perform verification of attested income with external databases, to include but not limited to IRS, SSA (for SSI and SSDI), TN Unemployment Data, Quarterly Wage Data and The Work Number database.	MAGI Financial Verification --- ED 1.4.1 --- Annual Income Verification	Eligibility Determination	H	Multiple	Verification SSI Cash Recipient	200.035 115.025						Any interaction with the IRS implies the use of FTI data.
FR-ED-042	The Solution shall calculate the reasonable compatibility of attested total monthly income to external databases income in accordance with applicable federal regulations and State of TN business rules.	MAGI Financial Verification --- ED 1.4.2 --- Compare attested income to annual income Non-MAGI Financial Verification --- ED 1.11.1 --- Current Income Verification	Eligibility Determination	H	010.035	Reasonable Compatibility and Verification							
FR-ED-043	The Solution shall have the ability to accept the self-attestation of income when applying for presumptive eligibility.	MAGI Financial Verification --- ED 1.4.2 --- Compare attested income to annual income	Eligibility Determination	H	015.030	Presumptive Eligible Pregnant Women							
FR-ED-044	The Solution shall be able to verify the income level of the individual based on Household composition.	MAGI Financial Verification --- ED 1.4.3 --- Verify Current Income Sources	Eligibility Determination	H	200.035	Verification							
FR-ED-045	The Solution shall have the ability to verify individual countable income and excluded income for each household member.	MAGI Financial Verification --- ED 1.4.3 --- Verify Current Income Sources	Eligibility Determination	H	010.020	Countable and Excluded Income							
FR-ED-046	The Solution shall have the ability to designate that medical records and/or medical bills have been verified.	Eligibility Determination --- ED 1.5 --- Medical Records and Medical Bills Assessment	Eligibility Determination	H	Multiple	Emergency Medical Services Verification	020.005 200.035						
FR-ED-047	The Solution shall have the ability to calculate medically needy spend down.	Eligibility Determination --- ED 1.5 --- Medical Records and Medical Bills Assessment	Eligibility Determination	H	010.050	Medically Needy Spend Down							
FR-ED-048	The Solution shall have the ability to calculate carry-forward balance.	Eligibility Determination --- ED 1.5 --- Medical Records and Medical Bills Assessment	Eligibility Determination	H	010.050	Medically Needy Spend Down							
FR-ED-049	The Solution shall have the ability to indicate which verification documents have already been provided within the allotted time period.	Eligibility Determination --- ED 1.6 --- Assess Verification Information	Eligibility Determination	H									
FR-ED-050	The Solution shall have the ability to automatically update a case when verification items are received.	Eligibility Determination --- ED 1.6 --- Assess Verification Information	Eligibility Determination	H									
FR-ED-051	The Solution shall have the ability to designate that verification information is missing.	Eligibility Determination --- ED 1.6 --- Assess Verification Information	Eligibility Determination	H									
FR-ED-053	The Solution shall provide the ability to determine how many times a verification attempt was made and display the count.	Eligibility Determination --- ED 1.7 --- Request for Verification Notice	Eligibility Determination	H									
FR-ED-054	The Solution shall have the ability to configure the number of times a verification attempt is made.	Eligibility Determination --- ED 1.7 --- Request for Verification Notice	Eligibility Determination	H									
FR-ED-055	The Solution shall enable automated Verification Requests to be generated for selected financial institutions and pre-populated with the applicant/member information at the state's request.	Eligibility Determination --- ED 1.7 --- Request for Verification Notice	Eligibility Determination	L									
FR-ED-056	The Solution shall notify users when additional verification documents are necessary to complete the eligibility determination process.	Request for Verification --- ED 1.7.1 --- Request for Verification Notice	Eligibility Determination	H	200.035	Verification							
FR-ED-057	The Solution shall allow user roles, as defined by the State, to re-generate notices with original content.	Request for Verification Notice --- ED 1.7.1.1 --- Retrieve notice from Digital Repository Post-Eligibility Verifications --- CM 1.2.7 --- Request for Verification Notice	Notices	H	200.040	Eligibility Determination							
FR-ED-058	The Solution shall generate notices and dynamically populate the text in accordance with State and Federal Program rules, policy, administrative procedures and State design.	Request for Verification Notice --- ED 1.7.1.2 --- Identify Notice Triggers and variable content	Eligibility Determination	H	200.040	Eligibility Determination							
FR-ED-059	The Solution shall allow user roles, as defined by the State, to manually trigger notices.	Request for Verification Notice --- ED 1.7.1.2 --- Identify Notice Triggers and variable content	Eligibility Determination	H	200.040	Eligibility Determination							
FR-ED-060	The Solution shall produce notices in English and Spanish, in addition to other languages as defined by the State.	Request for Verification Notice --- ED 1.7.1.2 --- Identify Notice Triggers and variable content	Eligibility Determination	H	200.010	Rights and Responsibilities							

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FR-ED-061	The Solution shall allow user roles, as defined by the State of TN, to design and create notice templates.	Request for Verification Notice --- ED 1.7.1.2 --- Identify Notice Triggers and variable content	Eligibility Determination	H									
FR-ED-062	The Solution shall allow user roles, as defined by the State of TN, to edit existing notices.	Request for Verification Notice --- ED 1.7.1.2 --- Identify Notice Triggers and variable content	Eligibility Determination	M									
FR-ED-063	The Solution shall allow user roles, as defined by the State of TN, to manually compose a notice.	Request for Verification Notice --- ED 1.7.1.2 --- Identify Notice Triggers and variable content	Eligibility Determination	L									
FR-ED-064	The Solution shall allow user roles, as defined by the State of TN, to review a notice prior to its production.	Request for Verification Notice --- ED 1.7.1.2 --- Identify Notice Triggers and variable content	Eligibility Determination	L									
FR-ED-065	The Solution shall generate notices and forms pre-populated with case data based on triggers approved by the State.	Request for Verification Notice --- ED 1.7.1.2 --- Identify Notice Triggers and variable content	Eligibility Determination	H									
FR-ED-066	The Solution shall generate notices at the applicant/member/case level.	Request for Verification Notice --- ED 1.7.1.3 --- Generate Notice Record	Eligibility Determination	H									
FR-ED-067	The Solution shall have the ability to electronically store generated notices.	Request for Verification Notice --- ED 1.7.1.4 --- Store Notice in Digital Repository	Eligibility Determination	H									
FR-ED-068	The Solution shall allow user roles, as defined by the State, to suppress notices on a applicant/member/case-level basis.	Request for Verification Notice --- ED 1.7.1.5 --- Send Notices to Queue	Eligibility Determination	H									
FR-ED-069	The Solution shall allow user roles, as defined by the State, to suppress notices on a program-level basis.	Request for Verification Notice --- ED 1.7.1.5 --- Send Notices to Queue	Eligibility Determination	H									
FR-ED-070	The Solution shall have the ability to generate a file of all notices to be printed and mailed from a centralized location in accordance with State design and rules.	Request for Verification Notice --- ED 1.7.1.5 --- Send Notices to Queue	Eligibility Determination	H									
FR-ED-071	The Solution shall have the ability to distribute notice-related alerts via email.	Request for Verification Notice --- ED 1.7.1.6 --- Send Email Hearing --- AP 1.2.9 --- Denial of Continuance Order / Notice Petition --- AP 1.3.2 --- Notify Appellant of Petition Petition --- AP 1.3.11 --- Distribute Petition Receipts / Orders	Alerts	H									
FR-ED-072	The Solution shall have the ability to identify when an email has not been successfully delivered.	Request for Verification Notice --- ED 1.7.1.7 --- Detect System Non-delivery	Eligibility Determination	H									
FR-ED-073	The Solution shall have the ability to print a notice.	Request for Verification Notice --- ED 1.7.1.8 --- Send Mail	Eligibility Determination	H	200.040	Eligibility Determination							
FR-ED-074	The Solution shall apply USPS bar-coding to all mailed documents.	Request for Verification Notice --- ED 1.7.1.8 --- Send Mail Hearing --- AP 1.2.9 --- Denial of Continuance Order / Notice Petition --- AP 1.3.2 --- Notify Appellant of Petition Petition --- AP 1.3.11 --- Distribute Petition Receipts / Orders	Notices	H									
FR-ED-075	The Solution shall have the ability to bundle and send out multiple notices and/or send out notices with corresponding forms together.	Request for Verification Notice --- ED 1.7.1.8 --- Send Mail	Eligibility Determination	H									
FR-ED-076	The Solution shall have the ability to identify whether notice was auto-generated or worker-generated.	Request for Verification Notice --- ED 1.7.1.8 --- Send Mail	Eligibility Determination	H									
FR-ED-077	The Solution shall have the ability to auto-correct mailing address to be compliant with USPS guidelines.	Request for Verification Notice --- ED 1.7.1.8 --- Send Mail	Eligibility Determination	H			The State currently utilizes QAS for address verification.						
FR-ED-081	The Solution shall have the ability to configure verification time frames and verifications by program.	Request for Verification --- ED 1.7.3 --- Applicant/Member Sends Information	Eligibility Determination	H	200.035	Verification							
FR-ED-082	The Solution shall have the ability to allow verification times to be extended, as defined by the State.	Request for Verification --- ED 1.7.3 --- Applicant/Member Sends Information Post-Eligibility Verifications --- CM 1.2.9 --- Member Sends Information	Case Maintenance	H									
FR-ED-083	The Solution shall provide the ability to deny or terminate applications when verification time frames have lapsed.	Request for Verification --- ED 1.7.3 --- Applicant/Member Sends Information Post-Eligibility Verifications --- CM 1.2.9 --- Member Sends Information	Case Maintenance	H	200.035	Verification							
FR-ED-086	The Solution shall have the ability to determine eligibility based on a configurable list of business rules defined by the State.	Eligibility Determination --- ED 1.8 --- Determine Eligibility	Eligibility Determination	H	Multiple	Too numerous to list. Every policy will generate specific detail business rules.							
FR-ED-087	The Solution shall retain access to every production-released version of the eligibility rules, identified by version dates, and allow authorized user roles, as specified by the State, to process eligibility determinations using any current or former version of the rules, by specific date, as necessary.	Eligibility Determination --- ED 1.8 --- Determine Eligibility	Eligibility Determination	H									
FR-ED-088	The Solution shall provide version control of the business rules.	Eligibility Determination --- ED 1.8 --- Determine Eligibility	Eligibility Determination	H									
FR-ED-089	The Solution shall provide locking mechanisms (e.g., check-in/check-out).	Eligibility Determination --- ED 1.8 --- Determine Eligibility	Eligibility Determination	H									
FR-ED-090	The Solution shall provide the capability to roll back to prior version of rule.	Eligibility Determination --- ED 1.8 --- Determine Eligibility	Eligibility Determination	H									
FR-ED-091	The Solution shall provide simulation tools to perform what-if analytics with runtime data to analyze the behavior of rules independently and in conjunction with other rules.	Eligibility Determination --- ED 1.8 --- Determine Eligibility	Eligibility Determination	H									
FR-ED-092	The Solution shall have the ability to determine eligibility for MAGI.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	Multiple	Overview of Financial Eligibility, Income Overview, Countable and Excluded Income, Expenses, The 5 Percent Federal Poverty Level Disregard for MAGI, and Reasonable Compatibility and Verification Hospital Presumptive	010.005 010.010 010.020 010.025 010.030 010.035 TBD						

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FR-ED-093	The Solution shall have the ability to determine eligibility for Non-MAGI.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	Multiple	Medically Needy Countable and Excluded Income Medically Needy Spend Down Treatment of Resources: Ownership Countable and Excluded Resources for Medically Needy Inaccessible Resources for Medically Needy Trusts and Medically Needy Categories ABD Earned Income ABD Unearned Income ABD Income Disregards and Expenses ABD Deeming of Income and Resources	010.045 010.050 010.055 010.060 010.065 010.070 110.025 110.030 110.035 110.040							
FR-ED-094	The Solution shall have the ability to determine eligibility for Medicare Savings Programs.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	Multiple	Medicare Savings Programs Overview Qualified Medicare Beneficiary Specified Low Income Medicare Beneficiary Qualifying Individuals 1 Qualified Disabled Working Individuals	120.005 120.010 120.015 120.020 120.025							
FR-ED-095	The Solution shall have the ability to determine eligibility for LTSS.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	Multiple	Institutional Status, TennCare Choices in Long-Term Services, Resource Assessment, and Long-Term Care Partnership	125.005 130.005 125.015 125.025							
FR-ED-096	The Solution shall automatically determine eligibility for a specific program when verifications are resolved.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	200.040	Eligibility Determination								
FR-ED-097	The Solution shall have the ability to deny or terminate eligibility effective any day of the month based on State policies.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	Multiple	Death ABD Death Citizenship and Immigration Cooperation with CS Services ABD Citizenship and Immigration Breast or Cervical Cancer Institutional Status TennCare CHOICES in LTSS Other programs not listed above may also require a 'specific date' termination.	005.045 100.030 005.010 005.035 100.010 115.005 125.005 130.005							
FR-ED-098	The Solution shall be able to support penalty period identification, including retroactive application of penalty period, due to transfer of resources.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	125.010	Transfer of Assets and Penalty Periods								
FR-ED-099	The Solution shall be able to calculate penalty period based on entered asset transfer information and statewide average of nursing facility rate.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	125.010	Transfer of Assets and Penalty Periods								
FR-ED-100	The Solution shall apply the penalty period to the eligibility period.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	125.010	Transfer of Assets and Penalty Periods								
FR-ED-101	The Solution shall provide the ability to track a members penalty period.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	125.010	Transfer of Assets and Penalty Periods								
FR-ED-102	The Solution shall be able to support tracking of level of care for LTSS applicants/members.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	Multiple	Institutional Status TennCare Choices in Long-Term Services and Support	125.005 130.005							
FR-ED-103	The Solution shall be able to override an asset transfer penalty period or excess home equity denial due to a hardship waiver.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	125.010	Transfer of Assets and Penalty Periods								
FR-ED-104	The Solution shall determine the start date and end date of eligibility, on any day of the month, based on State policies.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	200.040	Eligibility Determination								
FR-ED-105	The Solution shall have the ability to provide presumptive coverage through the end of the month following the month in which the eligibility determination was made OR the day on which a decision is made on a filed Medicaid application.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	Multiple	Presumptively Eligible Pregnant Women Breast or Cervical Cancer	015.030 115.005							
FR-ED-106	The Solution shall have the ability to designate the reason/trigger for an eligibility determination.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	200.040	Eligibility Determination								
FR-ED-107	The Solution shall have the ability to determine eligibility based on applicant being in current State of TN DCS custody.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	Un-numbered	Policy for Immediate Eligibility for Current DCS Custody								
FR-ED-108	The Solution shall have the ability for appropriate user roles to perform mass changes to implement updated MSP Premium Amounts (based on federal COLA) or other similar reference value changes.	Determine Eligibility --- ED 1.8.1 --- Perform Eligibility Determination Process	Eligibility Determination	H	120.005	Medicare Savings Programs Overview								
FR-ED-109	The Solution shall have the ability to apply immediate eligibility for designated categories.	Determine Eligibility --- ED 1.8.2 --- Assign individual to one eligibility group	Eligibility Determination	H	200.040	Eligibility Determination								
FR-ED-110	The Solution shall have the ability to apply presumptive eligibility for designated categories.	Determine Eligibility --- ED 1.8.2 --- Assign individual to one eligibility group	Eligibility Determination	H	Multiple	Presumptively Eligible Pregnant Women Breast or Cervical Cancer Deemed Newborns Hospital Presumptive	015.030 115.005 015.010 TBD-not issued yet							
FR-ED-111	The Solution shall have the ability to store eligibility result.	Determine Eligibility --- ED 1.8.2 --- Store Eligibility Result	Eligibility Determination	H										
FR-ED-112	The Solution shall have the ability to store eligibility result reason.	Determine Eligibility --- ED 1.8.2 --- Store Eligibility Result	Eligibility Determination	H										
FR-ED-113	The Solution shall provide a link to the relevant section of policy manuals to identify the policy directing the eligibility outcome.	Determine Eligibility --- ED 1.8.3 --- Assign individual to one eligibility group	Eligibility Determination	H										

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FR-ED-114	The Solution shall allow user roles, as defined by the State, to manually override an eligibility decision, eligibility category, eligibility start dates, or eligibility end dates, as defined by the state of TN.	Determine Eligibility --- ED 1.8.3 --- Assign individual to one eligibility group	Eligibility Determination	H									
FR-ED-115	The Solution shall enable, for each applicant, calculation of Financially Responsible Relatives (FRR) Medicaid household size and association to FRR household composition members.	Eligibility Determination --- ED 1.9 --- FRR Household Composition	Eligibility Determination	H	Multiple	Medically Needy Household Composition ABD Household Composition ABD Financially Responsible Relatives	010.040 110.010 110.020						
FR-ED-116	The Solution shall have the ability to verify all non-financial eligibility requirements for Non-MAGI programs, as defined by the State.	Eligibility Determination --- ED 1.10 --- Non-MAGI Non-Financial Verification	Eligibility Determination	H	Multiple	ABD State Residence ABD Citizenship and Immigration ABD Qualified Non-Citizens ABD Enumeration ABD Age Pickle Pass-along Disabled Adult Children Widow/Widower Categories	100.005 100.010 100.015 100.020 100.025 115.050 115.010 115.030						
FR-ED-117	The Solution shall have the ability to verify Pickle-Pass along status.	Non-MAGI Non-Financial Verification --- ED 1.10.1 --- Pickle Pass Along Verification	Eligibility Determination	H	115.050	Pickle Pass-along							
FR-ED-118	The Solution shall have the ability to verify Disabled Adult Child status.	Non-MAGI Non-Financial Verification --- ED 1.10.2 --- Disabled Adult Child Verification	Eligibility Determination	H	115.010	Disabled Adult Children							
FR-ED-119	The Solution shall have the ability to verify Widow/Widower status.	Non-MAGI Non-Financial Verification --- ED 1.10.3 --- Widow/Widower Verification	Eligibility Determination	H	115.030	Widow/Widower Categories							
FR-ED-120	The Solution shall perform verification of attested access to and enrollment in Medicare with external data sources, including but not limited to SSA BENDEX.	Non-MAGI Non-Financial Verification --- ED 1.10.4 --- Medicare Verification	Eligibility Determination	H	200.035	Verification							
FR-ED-121	The Solution shall have the ability to verify all financial eligibility requirements for Non-MAGI programs, as defined by the State.	Eligibility Determination --- ED 1.11 --- Non-MAGI Financial Verification	Eligibility Determination	H	Multiple	ABD Income Overview ABD Treatment of Resources: Ownership ABD Trusts ABD Inaccessible Resources Application for Other Program Benefits							
FR-ED-123	The Solution shall have the ability to electronically verify assets and resources for all applicants upon submission of an application.	Non-MAGI Financial Verification --- ED 1.11.2 --- Resource/Asset Verification	Eligibility Determination	H	010.055	Treatment of Resources: Ownership, Equity Value and Accessibility for Medically Needy							
FR-ED-124	The Solution shall have the ability to electronically verify assets and resources for all members for redetermination of program services.	Non-MAGI Financial Verification --- ED 1.11.2 --- Resource/Asset Verification	Eligibility Determination	H	010.055	Treatment of Resources: Ownership, Equity Value and Accessibility for Medically Needy							
FR-ED-125	The Solution shall have the ability to send electronic verification requests to financial institutions.	Non-MAGI Financial Verification --- ED 1.11.2 --- Resource/Asset Verification	Eligibility Determination	L	010.055	Treatment of Resources: Ownership, Equity Value and Accessibility for Medically Needy	The State may plan to provide an Asset Verification system at a later date.						
FR-ED-126	The Solution shall have the ability to provide alerts upon receipt of information from an applicant/member or data source.	Non-MAGI Financial Verification --- ED 1.11.2 --- Resource/Asset Verification	Eligibility Determination	H									
FR-ED-127	The Solution shall have the ability to process electronic verification responses received per program rules.	Non-MAGI Financial Verification --- ED 1.11.2 --- Resource/Asset Verification	Eligibility Determination	H	200.035	Verification							
FR-ED-128	The Solution shall have the ability to calculate appropriate penalty period for the transfer of assets/resources.	Non-MAGI Financial Verification --- ED 1.11.2 --- Resource/Asset Verification	Eligibility Determination	H	Multiple	Treatment of Resources: Ownership Institutional Medicaid	010.055 115.015						
FR-ED-129	The Solution shall have the ability to verify resource limits do not exceed individual or couple thresholds as specified in State policy.	Non-MAGI Financial Verification --- ED 1.11.2 --- Resource/Asset Verification	Eligibility Determination	H	010.055	Treatment of Resources: Ownership, Equity Value and Accessibility for Medically Needy							
FR-ED-130	The Solution shall have the ability to calculate asset spend down.	Non-MAGI Financial Verification --- ED 1.11.2 --- Resource/Asset Verification	Eligibility Determination	H	010.050	Medically Needy Spend Down							
FR-ED-131	The Solution shall have the ability to future date letters and notices.		Notices	H									
FR-ED-132	The Solution shall determine Emergency Medicaid eligibility for persons with an emergency medical condition who otherwise meet all Medicaid eligibility requirements except for citizenship or immigration requirements.												
FR-ED-133	The Solution shall determine Hospital Presumptive eligibility for persons who attest to meeting the MAGI Medicaid eligibility requirements and apply through participating hospitals in the State of Tennessee.												
FR-ED-134	The Solution shall determine Presumptive eligibility for persons who attest to meeting Medicaid eligibility requirements.												
FR-ED-135	The Solution shall have the ability to generate a copy of a notice for multiple mailing addresses.	Request for Verification Notice --- ED 1.7.1.1 --- Retrieve notice from Digital Repository Post-Eligibility Verifications --- CM 1.2.7 --- Request for Verification Notice	Notices	H	200.040	Eligibility Determination							
FR-E&DT-001	The Solution shall implement an enrollment-related workflow to address individuals that are determined eligible.	Enrollment & Denial / Terminate --- E&DT 1.1 --- Enrollment	Enrollment & Denial / Termination	H									
FR-E&DT-002	The Solution shall implement a denial/termination-related workflow to address individuals that are determined ineligible.	Enrollment & Denial / Terminate --- E&DT 1.2 --- Denial / Terminate	Enrollment & Denial / Termination	H									
FR-E&DT-003	The Solution shall create and transmit H15 account transfer transactions to the FFM in accordance with State and Federal defined format, schedule and processing rules.	Enrollment --- E&DT 1.1.1 --- Outbound Account Transfer	Enrollment & Denial / Termination	H	200.030	The Application Process							

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FR-E&DT-004	The Solution shall have the ability to re-transmit H15 account transfer transactions to the FFM in accordance with State and Federal defined format, schedule and processing rules when the previous transfer was unsuccessful or unconfirmed.	Eligibility Information Transfer to External Sources (Outbound Account Transfer) --- E&DT 1.1.1.1 --- Send Eligibility Record	Enrollment & Denial / Termination	H	200.030	The Application Process							
FR-E&DT-005	The Solution shall have the ability to configure the timeframe associated with automatic transmission of data.	Eligibility Information Transfer to External Sources (Outbound Account Transfer) --- E&DT 1.1.1.1 --- Send Eligibility Record	Enrollment & Denial / Termination	H									
FR-E&DT-008	The Solution shall have the ability to verify the receipt of data transfers from the FFM.	Eligibility Information Transfer to External Sources (Outbound Account Transfer) --- E&DT 1.1.1.4 --- Verify Acknowledgement Received	Enrollment & Denial / Termination	H	200.030	The Application Process							
FR-E&DT-009	The Solution shall have the ability to transmit new and updated eligibility and case information to MMIS, as defined by the State.	Enrollment --- E&DT 1.1.2 --- Send Eligibility Record to MMIS	Enrollment & Denial / Termination	H									
FR-E&DT-010	The Solution shall have the ability to re-transmit eligibility information to MMIS for eligibility records designated in the error report.	Send Eligibility Record to MMIS --- E&DT 1.1.2.1 --- Send Eligibility Record	Enrollment & Denial / Termination	H									
FR-E&DT-012	The Solution shall have the ability to receive and process the error report generated by MMIS.	Send Eligibility Record to MMIS --- E&DT 1.1.2.3 --- Receive and Process Error Report	Enrollment & Denial / Termination	H									
FR-E&DT-014	The Solution shall have the ability to generate an Eligibility Determination Notice that includes, but is not limited to, for each applicant that was determined: i. All applicable reasons for eligibility/ineligibility ii. The associated eligibility program. iii. Effective dates of eligibility. iv. Appeal language and appeal dates. v. Preferred MCO vi. Notification of application being transferred to FFM for health exchange consideration	Send Eligibility Record to MMIS --- E&DT 1.1.2.5 --- Eligibility Determination Notice	Enrollment & Denial / Termination	H	200.040	Eligibility Determination							
FR-E&DT-015	The Solution shall have the ability to report on the following reconciliation items: i. All members that were sent to MMIS were actually received ii. Member's eligibility start, change or termination date is correct iii. Member's eligibility group is correct iv. Member is added to the correct household	Send Eligibility Record to MMIS --- E&DT 1.1.2.1 --- Send Eligibility Record	Enrollment & Denial / Termination	H									
FR-CM-001	The Solution shall allow user roles, as defined by the State, to view historical information in chronological order for a Members and their Eligibility Case or Appeals Case. (Separate logs).	Case Maintenance --- CM 1.1 --- Case Support Send Eligibility Record to MMIS --- E&DT 1.1.2.4 --- Resolve MMIS Error Report	Case Maintenance	H									
FR-CM-002	The Solution shall allow user roles, as defined by the State, to update case/member information for open and closed application/eligibility cases/appeals cases.	Case Maintenance --- CM 1.1 --- Case Support Appeals Order Implementation --- AP 1.4.3 --- Update Member Application / Eligibility Case	Case Maintenance	H									
FR-CM-003	The Solution shall allow user roles, as defined by the State, to flag an eligibility case for fraud investigation.	Case Maintenance --- CM 1.1 --- Case Support	Case Maintenance	H									
FR-CM-004	The Solution shall allow user roles, as defined by the State, to identify an eligibility case undergoing a fraud investigation.	Case Maintenance --- CM 1.1 --- Case Support	Case Maintenance	H									
FR-CM-005	The Solution shall display all notices and correspondence for an eligibility case or appeals case in chronological order.	Case Maintenance --- CM 1.1 --- Case Support	Case Maintenance	H									
FR-CM-006	The Solution shall allow closed eligibility cases to be re-opened within State-defined time period without requiring a new application or re-entry of data.	Case Maintenance --- CM 1.1 --- Case Support	Case Maintenance	H									
FR-CM-007	The Solution shall allow user roles, as defined by the State, to designate any eligibility case as confidential and limit accessibility. (All appeals cases are limited access by role.)	Case Maintenance --- CM 1.1 --- Case Support	Case Maintenance	H	200.005	Confidentiality & Privacy							
FR-CM-008	The Solution shall allow user roles, as defined by the State, to edit case notes. Case note logs shall be maintained separately for eligibility cases and appeals cases.	Case Maintenance --- CM 1.1 --- Case Support Request for Verification Notice --- ED 1.7.1.10 --- Update Case Notes Hearing --- AP 1.2.5 --- Accept Request for Continuance	Case Maintenance	H			(The ability to edit/update/browse case notes refers to separate note logs for an appeals case and an eligibility case (not just a single log for case notes).)						
FR-CM-009	The Solution shall provide the capability to select templates to generate case notes, with distinct templates for Eligibility Case Notes and Appeals Case Notes.	Case Maintenance --- CM 1.1 --- Case Support	Case Maintenance	M									
FR-CM-010	The Solution shall allow user roles, as defined by the State, to access and search case note logs for Eligibility Cases and Appeals Cases.	Case Maintenance --- CM 1.1 --- Case Support	Case Maintenance	H									
FR-CM-011	The Solution shall allow user roles, as defined by the State, to move or copy: - eligibility case notes from one eligibility case to another eligibility case, or - appeals case notes from one appeals case to another appeals case.	Case Maintenance --- CM 1.1 --- Case Support	Case Maintenance	H									
FR-CM-012	The Solution shall allow user roles, as defined by the State, to access the eligibility case summary from any eligibility case screen.	Case Maintenance --- CM 1.1 --- Case Support	Case Maintenance	H									
FR-CM-013	The Solution shall allow user roles, as defined by the State, to delete eligibility case notes or appeals case notes.	Case Maintenance --- CM 1.1 --- Case Support	Case Maintenance	H									
FR-CM-014	The Solution shall allow user roles, as defined by the State, to view appeals cases or appeals hearings status.	Case Maintenance --- CM 1.1 --- Case Support	Case Maintenance	H									
FR-CM-015	The Solution shall allow user roles, as defined by the State, to view and update appeal case information including, but not limited to: i. Status of the Valid Factual Dispute review ii. Status of the Hearing Preparation review iii. Status of the Post-Hearing Preliminary Order Implementation Review	Case Maintenance --- CM 1.1 --- Case Support	Case Maintenance	H									
FR-CM-016	The Solution shall allow user roles, as defined by the State, to view and search for appeals information from current and historical incidents.	Case Maintenance --- CM 1.1 --- Case Support	Case Maintenance	H									
FR-CM-017	The Solution shall have the ability to automatically perform post-eligibility verification to verify applicant data including but not limited to wages, unemployment, SSDI, incarceration, death and access to other coverage.	Case Maintenance --- CM 1.2 --- Post-Eligibility Verifications	Case Maintenance	H	Multiple	Cooperation with Child Support Services, and Verification	005.035 200.035						
FR-CM-018	The Solution shall perform periodic matching of applicant data with external data sources on a configurable frequency.	Post-Eligibility Verifications --- CM 1.2.1 --- Send a Verification Request	Case Maintenance	H	200.020	Prohibition Against Concurrent Receipt of Benefits							
FR-CM-022	The Solution shall have the ability to store verification information received from external information sources, including but not limited to verification status, date of verification receipt, time of verification receipt, and external information source name.	Post-Eligibility Verifications --- CM 1.2.5 --- Store Verification Record	Case Maintenance	H	200.035	Verification							
FR-CM-023	The Solution shall compare external data source information to member's attested information and identify any data discrepancies.	Post-Eligibility Verifications --- CM 1.2.6 --- Assess Verification Information	Case Maintenance	H	200.035	Verification							

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FR-CM-024	The Solution shall have the ability to configure threshold values to be utilized during comparison of external data source information to member attested information.	Post-Eligibility Verifications --- CM 1.2.6 --- Assess Verification Information	Case Maintenance	H									
FR-CM-029	The Solution shall have the ability to capture and update information related to Patient Liability within an Eligibility Case.	Post-Eligibility Verifications --- CM 1.2.10 --- Receive Information	Case Maintenance	H	125.020	Post Eligibility Treatment of Income							
FR-CM-030	The Solution shall have the ability to capture information related to Item D deductions within an Eligibility Case.	Post-Eligibility Verifications --- CM 1.2.10 --- Receive Information	Case Maintenance	H	125.020	Post Eligibility Treatment of Income							
FR-CM-031	The Solution shall have the ability to calculate patient liability amounts within eligibility case maintenance.	Post-Eligibility Verifications --- CM 1.2.10 --- Receive Information	Case Maintenance	H	125.020	Post Eligibility Treatment of Income							
FR-CM-033	The Solution shall allow user roles, as defined by the State, to update eligibility case/member information.	Post-Eligibility Verifications --- CM 1.2.12 --- Verify and Update Case	Case Maintenance	H									
FR-CM-034	The Solution shall have the ability to automatically update eligibility case/member information or appeals case information.	Post-Eligibility Verifications --- CM 1.2.13 --- Update Case Based on External Data Sources	Case Maintenance	H									
FR-CM-035	The Solution shall have the ability to automatically trigger eligibility case redeterminations in accordance with State policy.	Case Maintenance --- CM 1.3 --- Redetermination	Case Maintenance	H									
FR-CM-036	The Solution shall have the ability to update the member's scheduled date for the next redetermination, upon completion of a redetermination process or upon completion of an appeals case that revised a member's effective date.	Case Maintenance --- CM 1.3 --- Redetermination	Case Maintenance	H									
FR-CM-037	The Solution shall have the ability to automate the redetermination process if application information remains the same or if verified information remains within configurable thresholds.	Case Maintenance --- CM 1.3 --- Redetermination	Case Maintenance	H									
FR-CM-038	The Solution shall have the ability to automatically reschedule redetermination dates to align renewal dates for multiple members of the same case, in accordance with program rules.	Case Maintenance --- CM 1.3 --- Redetermination	Case Maintenance	H									
FR-CM-039	The Solution shall have the ability to provide a preliminary redetermination of eligibility based on updated data from external sources.	Redetermination --- CM 1.3.1 --- Perform Ex Parte Eligibility Determination	Case Maintenance	H									
FR-CM-040	The Solution shall have the ability to generate an automated pre-populated redetermination notification.	Redetermination --- CM 1.3.2 --- Pre-populated Eligibility Redetermination Notice	Case Maintenance	H									
FR-CM-041	The Solution shall send a notification to the client of a redetermination . The notification may include, but is not limited to: i. Proposed Program(s) ii. Request for additional information	Redetermination --- CM 1.3.2 --- Preliminary Eligibility Redetermination Notice	Case Maintenance	H									
FR-CM-042	The Solution shall have the ability to generate a prepopulated redetermination/change of circumstances application form, as defined by the State, based upon batch process trigger.	Redetermination --- CM 1.3.2 --- Pre-populated Eligibility Redetermination Notice	Case Maintenance	H									
FR-CM-044	The Solution shall have the ability to perform age out/postpartum/eligibility grouping assessment batch processes.	Case Maintenance --- CM 1.4 --- Age-Out/Postpartum/Eligibility Grouping Assessment	Case Maintenance	H	Multiple	TennCare Standard TennCare Standard Medical Eligibility	015.060 017.005						
FR-CM-045	The Solution shall periodically assess for other applicable aid category groupings that are time-based triggering events such as a birthday (age changes including 1, 6, 19), or end of pregnancy period.	Age-Out/Postpartum/Eligibility Grouping Assessment --- CM 1.4.1 --- Assess for Potential Eligibility Group	Case Maintenance	H									
FR-CM-046	The Solution shall have the ability to generate a Request for Information notice, which has specific content pertaining to the Age-Out/Postpartum/Eligibility Grouping Assessment process.	Age-Out/Postpartum/Eligibility Grouping Assessment --- CM 1.4.2 --- Request for Information Notice	Case Maintenance	H									
FR-CM-047	The Solution shall generate mass mailings as defined and scheduled by the State.	Age-Out/Postpartum/Eligibility Grouping Assessment --- CM 1.4.2 --- Request for Information Notice	Case Maintenance	H									
FR-AP-1	The Solution shall implement an appeals-related workflow to address the review of submitted appeals.	Appeals --- AP 1.1 --- Review	Appeals	H	200.055	Appeals							
FR-AP-2	The Solution shall support appeals interactions with internal and external users through the following channels: phone (inbound and outbound), mail, fax, email).	Review --- AP 1.1.1 --- Appeals Intake	Appeals	H	200.055	Appeals							
FR-AP-4	The Solution shall have the ability to store and process appeals-related documentation, including but not limited to: request forms, legal documents, correspondence, medical records and verification documents.	Appeals Intake --- AP 1.1.1.2 --- Receive Appeal Information	Appeals	H	200.055	Appeals							
FR-AP-5	The Solution shall have a dynamic user-interface and workflow for appeals intake based on information provided by the user.	Appeals Intake --- AP 1.1.1.3 --- Appeals Request Data Entry	Appeals	H									
FR-AP-6	The Solution shall have the ability to automatically date/time-stamp upon receipt of an appeals request.	Appeals Intake --- AP 1.1.1.3 --- Appeals Request Data Entry	Appeals	H									
FR-AP-7	The Solution shall be able to record appeals request data including, but not limited to: 1. Appellant name 2. Appellant current mailing address 3. Appellant current phone 4. Appellant authorized representative and/or conservator 5. Appellant's relationship to applicant 6. Appellant primary language 7. Appellant attorney name & contact info 8. Applicant name 9. Applicant date of birth 10. Applicant date of death (for deceased applicant) 11. Applicant's mother's enrollment status at applicant birth (for newborns) 12. Applicant SSN 13. Applicant phone number, alternate phone number and preferred callback time of day 14. Intake notes 15. Application ID (if appealing application submitted to FFM) 16. Application date 17. Application intake channel/form 18. Other appellants from same application 19. Case numbers of prior appeal(s) for same problem 20. Alleged incorrect treatment or eligibility decision 21. Expected action from State if appeal is granted/upheld 22. Election of Benefits continuation 23. Additional information regarding appeal 24. Appeals type 25. Program (Category of Aid) being appealed	Appeals Intake --- AP 1.1.1.3 --- Appeals Request Data Entry	Appeals	H									

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FR-AP-8	The Solution shall have the ability to store the reason for the appeal request, including but not limited to: i. Denial of eligibility ii. Incorrect effective start date iii. Benefits suspension or termination iv. Failure to provide timely eligibility determination v. Discriminatory treatment/practice vi. Incorrect co-pay amount vii. Incorrect aid category/program.	Appeals Intake --- AP 1.1.1.3 --- Appeals Request Data Entry	Appeals	H	200.055	Appeals							
FR-AP-10	The Solution shall enable automatically starting a configurable Appeal Process Clock (day count) for appeals requests, when an appeals request is received. i. When started, the Process Clock shall have the attribute 'No Continuance'.	Appeals Intake --- AP 1.1.1.4 --- Scan, Index, and Assign Type	Appeals	H									
FR-AP-13	The Solution shall enable multiple document types to be associated to an appeal, including but not limited to: i. Correspondences ii. Medical records iii. Lab records iv. Medical bills v. Testimony vi. Appeal request form vii. Healthcare application form viii. LTSS application form ix. MSP application form.	Appeals Intake --- AP 1.1.1.7 --- Link to an Appeals Case and Assign Workflow	Appeals	H	200.055	Appeals							
FR-AP-14	The Solution shall have the ability to associate multiple appeal cases with a single application.	Appeals Intake --- AP 1.1.1.7 --- Link to an Appeals Case and Assign Workflow	Appeals	H									
FR-AP-16	The Solution shall allow multiple appeals to be open for an individual or case at the same time.	Appeals Intake --- AP 1.1.1.9 --- Tag for Intake Resolution Workflow	Appeals	H									
FR-AP-17	The Solution shall enable identification of intake items which cannot be associated to any open appeals case (orphan).	Appeals Intake --- AP 1.1.1.9 --- Tag for Intake Resolution Workflow	Appeals	H									
FR-AP-18	The Solution shall implement an appeals-related workflow to address the Quality Improvement and Compliance Review process. See related Workflow Management Requirement #36.	Review --- AP 1.1.2 --- Quality Improvement and Compliance Review	Appeals	H									
FR-AP-19	The Solution shall enable workflow management of an appeals request, including ability to assign a task owner and automatic review routing with email alert to assignee.	Quality Improvement and Compliance Review --- AP 1.1.2.1 --- Confirm Appropriate Workflow	Appeals	H	200.055	Appeals							
FR-AP-20	The Solution shall enable workflow management of a request to withdraw an appeal, including ability to assign a task owner and automatic review routing with email alert to assignee.	Quality Improvement and Compliance Review --- AP 1.1.2.1 --- Confirm Appropriate Workflow	Appeals	H	200.055	Appeals							
FR-AP-21	The Solution shall enable workflow management of a submitted document/information for an appeal, including ability to assign a task owner and automatic review routing with email alert to assignee.	Quality Improvement and Compliance Review --- AP 1.1.2.1 --- Confirm Appropriate Workflow	Appeals	H	200.055	Appeals							
FR-AP-22	The Solution shall have the ability to automatically indicate that recoupment is due when a final hearing outcome is ineligible and an appellant has elected benefits continuance within the appeals process.	Quality Improvement and Compliance Review --- AP 1.1.2.2 --- Open Appeal Case	Appeals	H	200.055	Appeals							
FR-AP-23	The Solution shall enable creating/opening an appeals case.	Quality Improvement and Compliance Review --- AP 1.1.2.2 --- Open Appeal Case	Appeals	H	200.055	Appeals							
FR-AP-24	The Solution shall assign a unique tracking number for the appeals case.	Quality Improvement and Compliance Review --- AP 1.1.2.2 --- Open Appeal Case	Appeals	H									
FR-AP-25	The Solution shall have the ability to automatically add an eligibility case note, including appeal filing date, and an 'has open appeal' status flag, to the related eligibility case upon creation of an appeals case.	Quality Improvement and Compliance Review --- AP 1.1.2.2 --- Open Appeal Case	Appeals	H									
FR-AP-26	The Solution shall provide the ability to associate the appeal request to an eligibility case.	Quality Improvement and Compliance Review --- AP 1.1.2.2 --- Open Appeal Case	Appeals	H	200.055	Appeals							
FR-AP-27	The Solution shall allow user roles, as defined by the State, the ability to associate an appeal to a specific application within an eligibility case (linking data from the application into the appeal). Association to an application is not required.	Quality Improvement and Compliance Review --- AP 1.1.2.2 --- Open Appeal Case	Appeals	H									
FR-AP-28	The Solution shall enable automatic pre-processing of the data entry for an appeals request, in accordance with State defined rules.	Quality Improvement and Compliance Review --- AP 1.1.2.3 --- Pre-Process Appeal Request	Appeals	H									
FR-AP-29	The Solution shall have the ability to generate a pre-processing report in accordance with State-defined rules and template, that indicates the checkpoints evaluated and the results for each checkpoint.	Quality Improvement and Compliance Review --- AP 1.1.2.3 --- Pre-Process Appeal Request	Appeals	H									
FR-AP-30	The Solution shall allow user roles, as defined by the State, to have a 'split-screen' concurrent view of both the image of a scanned item (verification document, medical record, correspondence) and the meta-data index of the item, such as item description, with appropriate meta-data fields editable.	Quality Improvement and Compliance Review --- AP 1.1.2.4 --- QIC Review	Appeals	H									
FR-AP-31	The Solution shall have the ability to prohibit user roles, as defined by the State, from editing auto-populated data fields.	Quality Improvement and Compliance Review --- AP 1.1.2.4 --- QIC Review	Appeals	H									
FR-AP-32	The Solution shall have the ability to enable specific user roles to 'pause' the Appeals Process Clock, while still protecting the auto-populated field from being edited.	Quality Improvement and Compliance Review --- AP 1.1.2.4 --- QIC Review	Appeals	H									
FR-AP-33	The Solution shall have the ability to automatically generate and distribute, on a configurable frequency defined by the State, a batch log containing data entry errors requiring resolution.	Quality Improvement and Compliance Review --- AP 1.1.2.5 --- Send Error Log to TNHC	Appeals	H									
FR-AP-34	The Solution shall allow user roles, as defined by the State, to edit/update the appeals request data entry.	Quality Improvement and Compliance Review --- AP 1.1.2.6 --- Correct Errors	Appeals	H									
FR-AP-35	The Solution shall automatically transmit updated appeals requests into the pre-processing checkpoint.	Quality Improvement and Compliance Review --- AP 1.1.2.7 --- Send Updated Appeal Request	Appeals	H									
FR-AP-36	The Solution shall implement an appeals-related workflow to address the ART/AIR Research and Resolution process.	Review --- AP 1.1.3 --- ART/AIR Research and Attempt to Resolve	Appeals	H									
FR-AP-37	The Solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not an appeal request was received within the appropriate time limit, by providing the user with a recommendation regarding timeliness, based upon State defined timeliness rules. (Note that the timeliness rules for an appeal request are different than the timeliness rules for continuation of benefits.)	Review --- AP 1.1.3 --- ART/AIR Research and Attempt to Resolve	Appeals	H									
FR-AP-38	The Solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not the appeal can be resolved through research (ART/AIR resolution).	Review --- AP 1.1.3 --- ART/AIR Research and Attempt to Resolve	Appeals	H									

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FR-AP-39	The Solution shall have the ability to automatically and manually generate a draft Appeal Information Packet, which includes all supporting evidence within TEDS that is relevant to the associated application, in accordance with business rules for each 'benefit program type' or other criteria, as defined by State.	ART/AIR --- AP 1.1.3.1 --- Generate Draft Appeals Packet	Appeals	H	200.055	Appeals							
FR-AP-40	The Solution shall have the ability to manually re-generate the Appeal Information Packet (with version control), which will incorporate into a State-defined template (print layout) the changes/edits made to the draft.	ART/AIR --- AP 1.1.3.1 --- Generate Draft Appeals Packet	Appeals	H	200.055	Appeals							
FR-AP-41	The Solution shall enable 'user drag and drop' capability to associate a selected individual's existing linked documents into an appeals case folder.	ART/AIR --- AP 1.1.3.2 --- Review TEDS Appeals Information	Appeals	H									
FR-AP-42	The Solution shall enable 'user selection' capability to associate a selected individual's application information into an appeals case folder.	ART/AIR --- AP 1.1.3.2 --- Review TEDS Appeals Information	Appeals	H									
FR-AP-43	The Solution shall allow user roles, as defined by the State, to view specific appeals-related data fields, or groups of specific data fields (i.e. 'screens' or 'pages') of data.	ART/AIR --- AP 1.1.3.2 --- Review TEDS Appeals Information	Appeals	H									
FR-AP-46	The Solution shall allow user roles, as defined by the State, to edit/update a Draft Information Packet, while protecting appropriate fields from being changed.	ART/AIR --- AP 1.1.3.5 --- Edit / Update Draft Packet	Appeals	H									
FR-AP-47	The Solution shall have the ability to generate an appeals-related Request for Additional Information notice. (The content and layout of this notice is different from an application-related verification request for information.)	ART/AIR --- AP 1.1.3.6 --- Request for Additional Information	Appeals	H	200.055	Appeals							
FR-AP-48	The Solution shall allow user roles, as defined by the State, to generate a Request for information, pre-populated with values, in accordance with State-defined template.	ART/AIR --- AP 1.1.3.6 --- Request for Additional Information	Appeals	H									
FR-AP-51	The Solution shall store applicant information and verifications received as part of an appeals case separately from the verifications stored for the eligibility case information.	ART/AIR --- AP 1.1.3.9 --- Store Provided Information	Appeals	H									
FR-AP-52	The Solution shall have the ability to generate a Request to Withdraw Appeal Form, pre-populated with appropriate information, and merged into a resolution notice packet.	ART/AIR --- AP 1.1.3.10 --- Send Resolution Information and Form to Withdraw	Appeals	H									
FR-AP-54	The Solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not the appeal is a valid factual dispute.	Review --- AP 1.1.4 --- VFD Review	Appeals	H									
FR-AP-55	The Solution shall provide the ability to associate multiple applicants to a single appeal request, and to status an applicant's appeal as 'dismissed', when the appeals review process decides that certain applicants are not all on the same eligibility case and same application.	Review --- AP 1.1.4 --- VFD Review	Appeals	H	200.055	Appeals							
FR-AP-56	The Solution shall allow user roles, as defined by the State, to generate a Confirmation of Withdrawal, pre-populated with values, in accordance with State-defined template.	Review --- AP 1.1.5 --- Closure Notice	Appeals	H									
FR-AP-57	The Solution shall implement an appeals-related workflow to address the Hearing process.	Appeals --- AP 1.2 --- Hearing Hearing --- AP 1.2.6 --- Review Continuance Request Hearing --- AP 1.2.12 --- Order Implementation Unit (OIU) Preliminary Review	Workflow Management	H	200.055	Appeals							
FR-AP-58	The Solution shall implement an appeals-related workflow to address the Hearing Preparation process.	Hearing --- AP 1.2.1 --- Hearing Prep	Appeals	H	200.055	Appeals							
FR-AP-59	The Solution shall allow user roles, as defined by the State, to view a case summary of appeal information, including but not limited to: i. Appellant name/birthdate/mailling address ii. Application date of associated application iii. Benefits effective date iv. Application intake channel v. H15 application date for FFM Transfers, as defined by State vi. Appeal reason category vii. Current status in the workflow viii. Currently assigned owner of the appeals task ix. Due date for current task x. Days overdue, days since appeal was filed xi. Date appeal filed xii. Flag indicator for election of benefits continuation xiii. End date of coverage xiv. Date eligibility notice was sent xv. Last activity case note xvi. Process Clock value and clock attribute value (Continuance or No Continuance).	Hearing --- AP 1.2.1 --- Hearing Prep	Appeals	H									
FR-AP-60	The Solution shall allow user roles, as defined by the State, the ability to search for appeal information, based upon State-defined criteria including but not limited to: i. Appellant's SSN ii. Appellant's name	Hearing --- AP 1.2.1 --- Hearing Prep	Appeals	H									
FR-AP-61	The Solution shall enable automatically cancelling an appeals hearing, based upon appeal being withdrawn before the NOH was sent to appellant.	Hearing Prep --- AP 1.2.1.1 --- Schedule Hearing Docket	Appeals	H	200.055	Appeals							
FR-AP-62	The Solution shall enable automatic prompts to aid user re-scheduling an appeal hearing, through State-defined rules including but not limited to: 'soonest resource available date for specific resource', 'soonest team available date' and/or 'case weight'. Resources are based upon the availability calendar for each member of a team for each event (including but not limited to: an Administrative Judge, a Resolution Specialist, and a Litigation Attorney).	Hearing Prep --- AP 1.2.1.1 --- Schedule Hearing Docket	Appeals	H									
FR-AP-63	The Solution shall enable automatic docket scheduling based upon the availability calendars of resources selected for the specific hearing event and case weight.	Hearing Prep --- AP 1.2.1.1 --- Schedule Hearing Docket	Appeals	H									
FR-AP-64	The Solution shall enable manual scheduling and manual over-ride of the docket based on state defined roles, including ability to manually book resources, including persons and rooms, for the same time slot, or to add/delete resources for a specific hearing event.	Hearing Prep --- AP 1.2.1.1 --- Schedule Hearing Docket	Appeals	H									
FR-AP-65	The Solution shall enable appropriate roles to have the ability to assign the same person for multiple simultaneous hearings/conferences and multiple hearings/conferences for the same room/venue.	Hearing Prep --- AP 1.2.1.1 --- Schedule Hearing Docket	Appeals	H									

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FR-AP-66	The Solution shall enable sending appointment alerts via email and any other channels defined by State, to notify individuals and resource pools, as defined by State. Alert information will include, but is not limited to: i. Type of Alert: 1- Appeals Hearing Scheduled 2- Resource Availability Changed; Hearing Reschedule Required 3- Appeals Hearing Updated (date, room or team change) 4- Appeals Hearing Cancelled ii. Hearing type (phone/in person) location, iii. Hearing date/time, iv. Interpreter Needed/Not needed, v. Appellant representation, and vi. Appeal issue type	Hearing Prep --- AP 1.2.1.1 --- Schedule Hearing Docket	Appeals	H	200.055	Appeals							
FR-AP-67	The Solution shall enable associating docket schedule of hearings to specific appeal cases, and link appeal cases to docket schedule. This includes the ability to consolidate 'linked appeals' (multiple appealing individuals within a single household) into a single hearing.	Hearing Prep --- AP 1.2.1.1 --- Schedule Hearing Docket	Appeals	H									
FR-AP-68	The Solution shall have the ability to re-generate the Draft Information Packet if information has been edited.	Hearing Prep --- AP 1.2.1.2 --- Edit/Update Draft Information Packet	Appeals	H									
FR-AP-69	The Solution shall enable selecting specific linked documents (not all documents within appeals case) to be included as part of the Information Packet.	Hearing Prep --- AP 1.2.1.3 --- Assemble Information Packet	Appeals	H									
FR-AP-70	The Solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not an Appeals Information Packet is approved for internal distribution.	Hearing Prep --- AP 1.2.1.4 --- Review Information Packet	Appeals	H									
FR-AP-71	The Solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not an Appeals Information Packet is approved for distribution to an appellant.	Hearing Prep --- AP 1.2.1.4 --- Review Information Packet	Appeals	H									
FR-AP-72	The Solution shall enable access to appeals case information on State defined rules, including a combination of user roles and a configurable value for days prior to scheduled hearing.	Hearing Prep --- AP 1.2.1.4 --- Review Information Packet	Appeals	H									
FR-AP-73	The Solution shall enable organization of documents, records, etc. that are linked to the appeals case using State defined rules, including but not limited to: -folder or tree hierarchy by user-role (including but not limited to user-role folders for Admin Judge, Attorney, and Appeals Specialist) -default sorted list view by criteria such as document date and document description -ability for user to define personal default sort view -ability for user to sort document list	Hearing Prep --- AP 1.2.1.4 --- Review Information Packet	Appeals	H									
FR-AP-74	The Solution shall have the ability to generate a Draft Notice of Hearing, automatically populating values, in accordance with State defined templates.	Hearing Prep --- AP 1.2.1.5 --- Generate Draft Notice of Hearing	Appeals	H	200.055	Appeals							
FR-AP-75	The Solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not an Information Packet is approved for distribution to appellant.	Hearing Prep --- AP 1.2.1.6 --- Attorney Review	Appeals	H									
FR-AP-76	The Solution shall automatically generate appeals/ fair hearing correspondence to all appropriate recipients, per state policy.	Hearing Prep --- AP 1.2.1.7 --- Distribute NOH	Appeals	H									
FR-AP-77	The Solution shall enable automatic generation of a Notice of Hearing per State-defined template, that includes populating values for, but is not limited to: i. Hearing date/time/location ii. Assigned Administrative Judge iii. Assigned Attorney iv. Whether or not appellant has elected for benefits to continue during appeal period.	Hearing Prep --- AP 1.2.1.7 --- Distribute NOH	Appeals	H									
FR-AP-78	The Solution shall allow user roles, as defined by the State, to access appeals information and automatically release access to the assigned Administrative Judge based upon a configurable value of 'x' days prior to a scheduled hearing.	Hearing Prep --- AP 1.2.1.8 --- Release Case Information to Administrative Judge for Review	Appeals	H									
FR-AP-79	The Solution shall have the ability to automatically send the same Information Packet to the appellant's authorized representative, guardian and/or attorney, if applicable for the appellant, in addition to the packet that is sent for the appellant.	Hearing Prep --- AP 1.2.1.9 --- NOH and Information Packet	Appeals	H									
FR-AP-80	The Solution shall allow user roles, as defined by the State, to generate a Notice of Hearing and Orders, pre-populated with values, in accordance with State-defined template.	Hearing Prep --- AP 1.2.1.9 --- NOH and Information Packet	Appeals	H									
FR-AP-81	The Solution shall enable ability of users (based upon roles) to view case information, and to enter comments/update appeals case notes.	Hearing Prep --- AP 1.2.1.10 --- Review Case Info	Appeals	H									
FR-AP-87	The Solution shall have the ability to generate an Issue Continuance Order, pre-populated with appropriate appeals information, when a Judge indicates that review has been completed and decision is to approve the request.	Hearing --- AP 1.2.7 --- Issue Continuance Order	Appeals	H	200.055	Appeals							
FR-AP-88	The Solution shall have the ability, at Administrative Judge's option, to either: 1. Generate an Issue Continuance Order, pre-populated with appropriate appeals information, or 2. Edit Continuance Content, which will be merged into a new Notice Of Hearing at a subsequent workflow step. The choice for either option is triggered per specific appeals case when a Judge indicates that his review has been completed and has entered the decision to approve the Continuance request.	Hearing --- AP 1.2.7 --- Issue Continuance Order	Appeals	H									
FR-AP-89	The Solution shall have the ability to generate a Denied Request for Continuance Decision, pre-populated with appropriate appeals information, when a Judge indicates that review has been completed and decision is to deny the request.	Hearing --- AP 1.2.8 --- Deny Continuance Order	Appeals	H									
FR-AP-92	The Solution shall have the ability to generate Post-Hearing initial Orders, automatically populated with values, in accordance with State-defined template.	Hearing --- AP 1.2.11 --- Post-Hearing Initial Order	Appeals	H	200.055	Appeals							
FR-AP-94	The Solution shall implement an appeals-related workflow to address the Petition process.	Appeals --- AP 1.3 --- Petition	Appeals	H	200.055	Appeals							
FR-AP-95	The Solution shall have the ability to generate a Petition, automatically populating values, in accordance with State defined templates for multiple petition types.	Petition --- AP 1.3.1 --- Create Petition	Appeals	H									
FR-AP-96	The Solution shall allow user roles, as defined by the State, to generate various petitions, (pre-populated with appropriate values), including but not limited to: i. Petition For Reconsideration ii. Petition For Appeal iii. Petition for Reconsideration of a Final Order	Petition --- AP 1.3.1 --- Create Petition	Appeals	H									
FR-AP-100	The Solution shall allow user roles, as defined by the State, to view the image of a printed request for petition, while simultaneously viewing case information, and to enter comments/update appeals case notes.	Petition --- AP 1.3.5 --- Review Petition Petition --- AP 1.3.9 --- Review Petition for Appeal	Appeals	H									

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FR-AP-101	The Solution shall have the ability to generate orders regarding petitions, automatically populating values, in accordance with State defined templates for multiple petition types.	Petition --- AP 1.3.6 --- Create Order by Admin Judge	Appeals	H									
FR-AP-105	The Solution shall have the ability to generate a Commissioner's final orders, automatically populating values, in accordance with State defined template.	Petition --- AP 1.3.10 --- Create Commissioner's Final Order	Appeals	H									
FR-AP-109	The Solution shall implement an appeals-related workflow to address the Resolution/Order Implementation process.	Appeals --- AP 1.4 --- Resolution/Order Implementation	Appeals	H	200.055	Appeals							
FR-AP-110	The Solution shall enable multiple orders to be associated to an appeal case.	Appeals --- AP 1.4.1 --- Review the Order and Plan Implementation	Appeals	H									
FR-AP-111	The Solution shall allow user roles, as defined by the State, to edit appeal case notes. (Appeal case notes are a separate log from eligibility case notes log.)	Appeals Order Implementation --- AP 1.4.2 --- Implement Orders or Resolution to Appeal Case	Appeals	N/A									
FR-AP-114	The Solution shall have the ability for appropriate roles, as a user-selected option for any appeals case, to either: - Forward the closed appeal to Eligibility Determination processes, for re-running the eligibility rules and sending an eligibility determination notice, - Or, to run the same eligibility determination rules engine in a one-off calculation process which informs the Appeals Case Worker of the eligibility result (without implementing the determination).	Appeals Order Implementation --- AP 1.4.3 --- Update Member Application / Eligibility Case	Appeals	H									
FR-AP-115	The Solution shall allow user roles, as defined by the State, to over-ride eligibility determination automated rules, sending an input to Enrollment/Disenrollment processes.	Appeals Order Implementation --- AP 1.4.3 --- Update Member Application / Eligibility Case	Appeals	H									
FR-AP-116	The Solution shall have the ability to flag the reinstatement (or termination) of benefits due to an appeal, (or the denial of an appeal).	Appeals Order Implementation --- AP 1.4.4 --- Update/Close Appeal	Appeals	H	200.055	Appeals							
FR-AP-117	The Solution shall have the ability to flag the change of applicant information used to determine eligibility aid category or eligibility outcome (due to an appeal).	Appeals Order Implementation --- AP 1.4.4 --- Update/Close Appeal	Appeals	H									
FR-AP-118	The Solution shall have the ability to flag the change of effective date, due to an appeal.	Appeals Order Implementation --- AP 1.4.4 --- Update / Close Appeal	Appeals	H									
FR-AP-119	The Solution shall have the ability to automatically update the eligibility case 'has open appeal' status flag (from 'Yes' to 'No'), when all appeals associated with an eligibility case are all in 'closed' status.	Appeals Order Implementation --- AP 1.4.4 --- Update / Close Appeal	Appeals	H									
FR-AP-120	The Solution shall implement an appeals-related workflow to address the Continuation of Benefits process.	Appeals --- AP 1.5 --- Continuation of Benefits	Appeals	H	200.055	Appeals							
FR-AP-122	The Solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not a request for continuation of benefits was received within the appropriate time limit, by providing the user with a recommendation regarding timeliness, based upon State defined timeliness rules. (Note the timeliness rules for a continuation of benefits request are different than the timeliness rules for an appeals request.)	Continuation of Benefits --- AP 1.5.1 --- Review for Continuation of Benefits	Appeals	H									
FR-AP-123	The Solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not the appellant alleged good cause for not filing the request for continuation of benefits in a timely manner.	Continuation of Benefits --- AP 1.5.1 --- Review for Continuation of Benefits	Appeals	H									
FR-AP-125	The Solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not an appellant had good cause for electing benefits continuation after the allowable time limit.	Continuation of Benefits --- AP 1.5.2 --- Attorney Review	Appeals	H									
FR-AP-126	The Solution shall enable updating an eligibility record to prevent termination of benefits until after the hearing process has completed, including implementation of orders.	Continuation of Benefits --- AP 1.5.3 --- Update to Prevent Termination	Appeals	H									
FR-AL-001	The Solution shall provide a process to manually create, assign, reassign, update, and delete alerts based on user roles and program rules.		Alerts	H									
FR-AL-002	The Solution shall generate alerts to notify user roles, as defined by the State, when case/tasks are assigned based on work flow parameters and program rules.		Alerts	H									
FR-AL-003	The Solution shall be capable of automatically assigning and reassigning alerts based on work flow parameters, user roles, program rules and business needs.		Alerts	H									
FR-AL-004	The Solution shall display alerts, via a dashboard view, based on work flow parameters, user roles and program rules.		Alerts	H									
FR-AL-005	The Solution shall display a detailed alerts, via a dashboard view.		Alerts	H									
FR-AL-006	The Solution shall able to identify, generate, and display alerts, via a dashboard view, for deadlines, pending tasks, overdue actions and other information as defined by the State.		Alerts	H									
FR-AL-007	The Solution shall have the ability to sort alerts and tasks, via a dashboard view, based on user roles and program rules.		Alerts	H									
FR-AL-008	The Solution shall have the ability to filter alerts and tasks, via a dashboard view, based on user roles and program rules.		Alerts	H									
FR-AL-009	The Solution shall have the ability to close/archive alerts automatically when required action is complete.		Alerts	H									
FR-AL-010	The Solution shall alert users, via a dashboard view, that pending applications, verifications, and tasks have exceeded specified time limits.		Alerts	H									
FR-AL-011	The Solution shall automatically generate an alert related to deadlines, based on program rules for timeliness.		Alerts	H									
FR-AL-012	The Solution shall provide the capability to specify the timing and events that trigger automatically generated alerts.		Alerts	H									
FR-AL-013	The Solution shall allow user roles, as defined by the State, to search for generated alerts.		Alerts	H									
FR-AL-014	The Solution shall not satisfy Alert requirements via generation of reports.		Alerts	H									
FR-RE-001	The Solution shall include all reports as required by State and Federal law and regulations.		Reports	H									
FR-RE-002	The Solution shall comply with federally mandated reporting timelines.		Reports	H									

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FR-RE-003	The Solution shall include standard reports, as defined by the State. Standard reports include, but are not limited to the: Active Individuals by Program Report Breast and Cervical Cancer Treatment Plan Report Deceased Report Daily Error Detail Report Daily Error Summary Report Pseudo SSN Report Pending Re-verification Report QI Eligible Individuals Report Application Aging Report Low Income Subsidy (LIS) Report LTSS Recipients With Trusts or Annuities Report Applications Disposed with a Time Frame Report COLA Report Applications Report Denials Report Redetermination Report MGMT 2050 Supervisory Report DCS Foster Care and Adoption Assistance Redetermination Report Foster Care and Adoption Assistance Pending Applications Report		Reports	H									
FR-RE-004	The Solution shall allow all user roles, as defined by the State, to create, update, and delete report templates.		Reports	H									
FR-RE-005	The Solution shall have the capability to generate and display standard reports that users can view and export, but not customize. Standard reports may include but not limited to: i. Existing reports that are currently generated and published ii. Population centric reports related to member profiles (demographics, geography, etc.)		Reports	H									
FR-RE-006	The Solution shall display a list of standard reports available to the user. The list shall include, but is not limited to: i. Report Title ii. Last Update Date iii. Frequency of Updates		Reports	H									
FR-RE-007	The Solution shall allow users to specify parameters for the report. Parameters may include, but are not limited to: i. Reporting period (last month, last quarter, customized date range, etc.) ii. Population characteristics (age range, gender, program participation, income, FPL, eligibility category) iii. Geography (zip code, region, county, census) iv. Person-based analyses v. Threshold-based and exception reporting vi. Percent change reporting		Reports	H									
FR-RE-008	The Solution shall allow users to specify one or multiple parameters for reporting.		Reports	H									
FR-RE-009	The Solution shall provide the option of saving the report parameters in order to re-run it another time.		Reports	M									
FR-RE-010	The Solution shall allow queuing of reports to limit interruption of other Solution processes.		Reports	H									
FR-RE-011	The Solution shall allow reports to be generated at any time, without interrupting expected business operations.		Reports	H									
FR-RE-012	The Solution shall have the ability to identify sample selection criteria and pull random report samples.		Reports	H									
FR-RE-013	The Solution shall include version control for all reports.		Reports	H									
FR-RE-014	The Solution shall provide the capability to present data in graphical and/or GIS map format.		Reports	M									
FR-RE-015	The Solution shall provide the capability for reports to be automatically generated and distributed on a periodic basis.		Reports	H									
FR-RE-016	The Solution shall allow the user to configure report preferences.		Reports	H									
FR-RE-017	The Solution shall allow users roles, as defined by the State, to subscribe to reports.		Reports	H									
FR-RE-018	The Solution shall allow the user to export reports in a variety of formats, including but not limited to: i. PDF ii. Microsoft Excel iii. Microsoft Word		Reports	H									
FR-RE-019	The Solution shall provide a printer-friendly version of the generated report.		Reports	H									
FR-RE-020	The Solution shall have the capability to generate a report of all users that access reports and which reports they access.		Reports	H									
FR-RE-021	The Solution shall allow users to specify "favorites" and frequently used reports.		Reports	M									
FR-RE-022	The Solution shall allow for the user to sort and filter report data.		Reports	H									
FR-RE-023	The Solution shall provide the ability to compare the data from one reporting period to another.		Reports	H									
FR-RE-024	The Solution shall have the capability for user roles, as defined by the State, to create user-defined queries via an accessible user interface.		Reports	H									
FR-RE-025	The Solution shall allow user roles, as defined by the State, to save a user-defined queries for future use.		Reports	H									
FR-RE-026	The Solution shall allow user roles, as defined by the State, to share user-defined queries with other users.		Reports	M									
FR-RE-027	The Solution shall allow the user to view and select available data sources for use in a query. Data sources may include, but are not limited to: i. Data within the Solution such as centralized data stores ii. Data within legacy Solutions that are connected to the Solution and may be queried from the Solution iii. Data from other external sources that may be imported for use in the query.		Reports	H									
FR-RE-028	The Solution shall provide the ability to access reports via a variety of delivery channels (e.g. web, mobile) to meet the varying needs of user roles.		Reports	H									

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FR-RE-029	The Solution shall have the ability to run scheduled reports on a set frequency.		Reports	H									
FR-RE-030	The Solution shall allow user roles, as defined by the State, to define the frequency and method of report delivery.		Reports	H									
FR-RE-031	The Solution shall have the ability to distribute reports via e-mail.		Reports	H									
FR-RE-032	The Solution shall allow user roles, as defined by the State, to view available historical versions of the standard reports online.		Reports	H									
FR-RE-033	The Solution shall generate error reports from mass change processing.		Reports	H									
FR-RE-034	The Solution shall provide the ability to report on the number of active cases.		Reports	H									
FR-RE-035	The Solution shall generate a report that details the number of applications processed during a configurable timeframe.		Reports	H									
FR-RE-036	The Solution shall generate standardized eligibility reports including, not limited to, applications processed, applications denied, applications approved, members terminated, applicant demographics, and program churning.		Reports	H									
FR-RE-037	The Solution shall have the ability to generate a report that details application status and duration (time spent in current status).		Reports	H									
FR-RE-038	The Solution shall have the ability to generate a report on the number of applications received through various channels.		Reports	H									
FR-RE-039	The Solution shall provide the ability to report on cases that are approaching timeliness deadlines.		Reports	H									
FR-RE-040	The Solution shall produce a report on eligibility determinations and redeterminations that are due or past due.		Reports	H									
FR-RE-041	The Solution shall provide the ability to report on processing time, from the application date to eligibility determination date / redetermination date.		Reports	H									
FR-RE-042	The Solution shall provide the ability to report on processing time, from the receipt date to eligibility determination date / redetermination date.		Reports	H									
FR-RE-043	The Solution shall generate a caseload/task-based report to assist management in analyzing worker activities to establish priorities, trends and distribution of caseloads.		Reports	M									
FR-RE-044	The Solution shall provide the ability to report on the amount of active cases/tasks assigned to a unit, and worker.		Reports	H									
FR-RE-045	The Solution shall have the ability to provide users with access to a full set of complex query Online Analytical Processing (OLAP) capabilities.		Reports	M			The Contractor shall provide data analytics tool with OLAP capabilities.						
FR-RE-046	The Solution shall have the capability to include advanced statistical functionality and sources such as GIS maps.		Reports	M									
FR-RE-047	The Solution shall provide predictive analysis tools for modeling scenarios.		Reports	M									
FR-RE-048	The Solution shall contain reports targeted at identifying and remediating fraud, waste and abuse.		Reports	M									
FR-RE-049	The Solution shall provide the ability to produce reports to support accurate forecasting of program enrollments.		Reports	M									
FR-RE-050	The Solution shall generate an Appeal activity report, as defined by the State. Criteria for this report includes, but is not limited to: i. Summaries by appeal type ii. Appeal reason category iii. Appeal date iv. Appeal workflow status v. Appeal's assigned task owner vi. Appeal's assigned judge vii. Appellant's county viii. Appellant's region ix. Authorized representative x. Appellant's attorney/advocacy group xi. Process Clock Compliance status		Reports	H									
FR-RE-051	The Solution shall have the ability to generate an appeals summary report of basic appeals data, that does not include any personal health information (PHI) or personally identifiable information (PII).		Reports	H									
FR-RE-052	The Solution shall have the ability to generate a report on State-defined Key Performance Indicators.		Reports	H									
FR-RE-053	The Solution shall have the ability to generate Appeals Hearing dockets based upon State-defined parameters, generating reports including but not limited to: i. All dockets for a particular: 1-Room/Venue 2-Date 3-Resource or 4-Resource Team 5-Process Clock value ii. Docket description details: 1- Location type (phone/in person), 2- Hearing date/time/location, 3- Interpreter Needed/Not needed, 4-Appellant representation or None 5-Appeal issue type 6-Hearing type (Appeal, Continuance)		Reports	H									
FR-RE-054	The Solution shall provide inquiry access to appeals or hearings status for internal and external customers based on user roles and program rules.		Reports	N/A									
FR-RE-055	The Solution shall enable a dynamic dashboard summary view of appeals activity, filtered by user role, including but not limited to: summaries by appeal type, appeal reason category, appeal date, appeal workflow status, appeal's assigned task owner, appeal's assigned judge, appellant's county, appellant's region, authorized representative, and appellant's attorney/advocacy group. The timeframe for the report shall be parameterized.		Reports	N/A									
FR-RE-056	The Solution shall allow a role-based user to view and update appeal case information with the outcomes of reviews, including but not limited to: status of the Valid Factual Dispute review and status of the Hearing Preparation review.		Reports	N/A									

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FR-RE-057	The Solution shall provide the ability to view, search and ad-hoc query for appeals information from current and historical incidents, based State-defined criteria to include but not limited to appeal submitted date.		Reports	N/A									
FR-RE-058	The Solution shall produce an appeals summary report of basic appeals data that does not include any personal health information (PHI) or personally identifiable information (PII).		Reports	N/A									
FR-WM-001	The Solution shall include a workflow engine that can be used to describe multi-step workflows and can manage the execution of those workflows and task checklists.		Workflow Management	H									
FR-WM-002	The Solution shall have the ability to generate tasks and route them to individuals or groups of individuals (queues) for later assignment. The workflow requirements are described using the following terms: i. Workflow - this consists of one or more tasks. ii. Task - a discrete step or process in a workflow that may be assigned to an individual or may be an automated process. iii. Workflow Engine - the software component that runs and manages the workflows and the step by step execution.		Workflow Management	H									
FR-WM-003	The Solution shall provide an escalation process for tasks and alerts based on work flow parameters, user roles and program rules.		Workflow Management	H									
FR-WM-004	The Solution shall support workflows that interact/integrate with Electronic Content Management Systems.		Workflow Management	H									
FR-WM-005	The Solution shall include the capability to assign initial tasks/cases to staff based on defined business rules.	Appeals Intake --- AP 1.1.1.8 --- Assign to Initial Appeal Workflow	Workflow Management	H									
FR-WM-006	The Solution shall include the capability to route work to the next person in a workflow based on process outcomes.		Workflow Management	H									
FR-WM-007	The Solution shall provide an automated method to balance workload based on configurable parameters defined by the state.		Workflow Management	H									
FR-WM-008	The Solution shall provide a method to manually reassign workload based on user input.		Workflow Management	H									
FR-WM-009	The Solution shall support a visual/modeling tool to define business process flows.		Workflow Management	M									
FR-WM-010	The Solution shall support standard business process definition languages.		Workflow Management	H									
FR-WM-011	The Solution shall provide the capability to link a workflow to one or more workflows.		Workflow Management	H									
FR-WM-012	The Solution shall allow user roles, as defined by the State, to have a consolidated inbox where they can see all of their assigned tasks/cases.		Workflow Management	H									
FR-WM-013	The Solution shall allow user roles, as defined by the State, access to a work queue where tasks/cases can be pulled (self-assigned).		Workflow Management	H									
FR-WM-014	The Solution shall provide Inbox lists to be sorted by criteria defined by the state.		Workflow Management	H									
FR-WM-015	The Solution shall allow work groups to be defined as collections of individuals and/or roles and/or other work groups and/or organizations.		Workflow Management	H									
FR-WM-016	The Solution shall have allow user roles the ability to create a new workflow or modify an existing workflow, with limited technical knowledge, so that different tasks are created and assigned using different rules.		Workflow Management	H									
FR-WM-017	The Solution shall have allow user roles the ability to create a new task type, with limited technical knowledge, and associated criteria, as define by the State. Associated criteria includes, but is not limited to: i. Initiation event/rule ii. Notification requirements iii. Assignment or queue rule iv. Disposition/deletion event/rule		Workflow Management	H									
FR-WM-018	The Solution shall allow tasks, based on task type, to be manually completed.		Workflow Management	H									
FR-WM-019	The Solution shall allow tasks to be automatically completed by a system action.		Workflow Management	H									
FR-WM-020	The Solution shall allow tasks to track/include details as defined by the State. Task details include, but are not limited to: i. Task start date and time ii. Task end date and time iii. Priority history iv. Original due date v. Assignment history vi. Appeals Process Clock value vii. Appeals Process Clock compliance status		Workflow Management	H									
FR-WM-021	The Solution shall have the ability to automatically assign a due date to a task/case.		Workflow Management	H									
FR-WM-022	The Solution shall allow user roles, as defined by the State, to manually assign a due date to a task/case.		Workflow Management	H									
FR-WM-023	The Solution shall allow have the ability to automatically assign a priority/criticality to a task/case.		Workflow Management	H									
FR-WM-024	The Solution shall allow user roles, as defined by the State, to manually assign a priority/criticality to a task/case.		Workflow Management	H									
FR-WM-025	The Solution shall allow user roles, as defined by the State, to be able to see the tasks assigned to other users.		Workflow Management	H									
FR-WM-026	The Solution shall allow tasks to be escalated to a user role, as defined by the State, based on configurable date triggers for a type of task, e.g., 1 day past due.		Workflow Management	H									
FR-WM-027	The Solution shall allow user roles, as defined by the State, to create an ad-hoc task and assign it to another user or themselves.		Workflow Management	H									
FR-WM-028	The Solution shall allow user roles, as defined by the State, to reassign a task to another user.		Workflow Management	H									

REQ ID	Requirement	Associated Process Flow (if applicable) (Process Flow Name - Process Flow Activity ID - Process Flow Activity Name)	Group	Priority	Policy Number	Policy Title	Comments	Solution Support for Requirement	Release	Bidder Response Narrative Section Reference	Notes	State Use	
												REQ Met? (Y / N / P)	Reviewer Comment
FR-WM-029	The Solution shall allow user roles, as defined by the State, to forward a task to another group or work queue.	Petition --- AP 1.3.4 --- Confirm Petition Assignment Petition --- AP 1.3.7 --- Send Petition for Appeal to CD Petition --- AP 1.3.8 --- Confirm Petition for Appeal Continuation of Benefits --- AP 1.5.1 --- Review for Continuation of Benefits Continuation of Benefits --- AP 1.5.2 --- Attorney Review	Workflow Management	H									
FR-WM-030	The Solution shall allow user roles, as defined by the State, to view and search their task history.		Workflow Management	H									
FR-WM-031	The Solution shall allow user roles, as defined by the State, to view, search, and report on the task history within their organizations.		Workflow Management	H									
FR-WM-032	The Solution shall allow external users (applicant/member) to have tasks assigned to them for completion of applications/redeterminations.		Workflow Management	M									
FR-WM-033	The Solution shall enable BAM (Business Activity Monitoring) and event-based notifications.		Workflow Management	L									
FR-WM-034	The Solution shall have the ability to indicate document read/unread status.	Hearing --- AP 1.2.6 --- Review Continuance Request Hearing --- AP 1.2.12 --- Order Implementation Unit (OIU) Preliminary Review	Electronic Content Management	H			The State shall plan to re-use, where possible, the currently utilized ECM tool, FileNET.						
FR-WM-035	The Solution shall have the ability to indicate the existence of an appeal via a flag on an eligibility case.		Workflow Management	H									
FR-WM-036	The Solution shall have the ability to associate a specific document to a task, and provide the ability to review the document.	Petition --- AP 1.3.4 --- Confirm Petition Assignment Petition --- AP 1.3.7 --- Send Petition for Appeal to CD Petition --- AP 1.3.8 --- Confirm Petition for Appeal Continuation of Benefits --- AP 1.5.1 --- Review for Continuation of Benefits Continuation of Benefits --- AP 1.5.2 --- Attorney Review Hearing --- AP 1.2.6 --- Review Continuance Request Hearing --- AP 1.2.12 --- Order Implementation Unit (OIU) Preliminary Review	Electronic Content Management	H			The State shall plan to re-use, where possible, the currently utilized ECM tool, FileNET.						
FR-WM-037	The Solution shall have the ability to calculate Appeals Process Clocks status: 1- Shall calculate 'In Compliance' as: a. For Process Clocks with 'No Continuance' attribute, clock day count value is less than State-defined configurable maximum, default as 90 days. b. For Process Clocks with 'Granted Continuance' attribute, clock day count value is less than State-defined configurable maximum, default as 120 days. 2- Shall calculate 'Out of Compliance' for all other conditions.		Workflow Management	H									
FR-QM-001	The Solution shall support the State and Federal Quality Control Case Review Process.		Quality Management	H									
FR-QM-002	The Solution shall support the State's quality assurance process.		Quality Management	H									
FR-QM-003	The Solution shall support the State's quality control processing, including but not limited to: i. Payment Error Rate Measurement (PERM) ii. Medicaid Eligibility Quality Control (MEQC)		Quality Management	H									
FR-QM-004	The Solution shall support the State's internal audit processes.		Quality Management	H									
FR-AU-001	The Solution shall maintain an audit log of all additions, changes and deletions made to data in the system. This should be readily searchable by user ID or member ID. This must include but is not limited to: -The user ID of the person who made the change -The date and time of the change -The physical, software/hardware and/or network location of the person while making the change -The information that was changed -The outcome of the event -The data before and after it was changed, and which screens were accessed and used -The method in which the change was received (user / batch process / etc.)	Appeals Order Implementation --- AP 1.4.3 --- Update Member Application / Eligibility Case	Audit	H									
FR-AU-002	The Solution shall maintain an audit log of changes made to an applicant's/member's information.		Audit	H									
FR-AU-003	The Solution shall maintain an audit log of changes to business rules.		Audit	H									
FR-AU-004	The Solution shall maintain an audit log of changes made to case/client notes.		Audit	H									
FR-AU-005	The Solution shall maintain an audit log of changes made to reports/notices.		Audit	H									
FR-AU-006	The Solution shall allow user roles, as defined by the State, to view the contents of the audit trail, at a minimum by date and field level, on-line and via report.		Audit	H									
FR-AU-007	The Solution shall prohibit alterations of the audit trail.		Audit	H									
FR-AU-008	The Solution shall allow user roles, as defined by the State, to set the inclusion or exclusion of auditable events based on organizational policy & operating requirements/limits.		Audit	H									
FR-AU-009	The Solution shall maintain an audit log for all pages and the user ID of the user that has viewed the page.		Audit	H									