Ohio | Medicaid Information Technology System

State & Local Government Solutions

Medicaid Information Technology System (MITS)

SUR Case Tracking and Data Maintenance Participant Guide

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Course Overview

Overview

The goal of this course is to provide you with the knowledge and skills necessary to use SUR (Surveillance and Utilization Review) case tracking and data maintenance functions in the Medicaid Information Technology System (MITS).

The SUR subsystem helps you to identify over- and under-utilization of services and potential fraud or abuse candidates. This subsystem uses browser-based windows to replace many of the manual operations throughout the case-tracking process, and provides storage for you to upload and link documentation to case files.

There is no connection from SUR to interChange. SUR data is pulled from the BIAR subsystem and there are no other connections to outside applications. You access SUR through BusinessObjects InfoView.

Objectives

After completing this course, you should be able to:

- Add a provider case
- Add a recipient case
- View and modify a case summary
- Add, view, modify, and delete a referral
- Add, view, modify, and delete a suspended or terminated provider
- Save and view case file documents
- Modify a recipient's lock-in status
- Add, modify, and delete a case category
- View, add, and modify a case type
- View, add, modify, and delete a case group
- View, add, modify, and delete a peer group
- Generate and view Random Sample requests and reports

Depending on the audience, your instructor may skip one or both of these objectives: Adding a Recipient Case and Modifying a Recipient's Lock-In Status. At the time of this publication, these topics were not used by ODJFS.

Agenda

Topic	Time in Minutes
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Generating and Viewing Random Sample Requests and Reports	20
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Total	**195**

Prerequisites

You must have completed the Overview of InfoView Reporting course before taking this training.

Getting Started

Overview

In this topic, you learn foundational information for working in SUR.

Foundational Information

SUR cases originate for a variety of reasons. Here are some examples:

- From a referral through the fraud-and-abuse hotline or another ODJFS department
- When you perform a new provider review and find suspicious information
- After you run a Profiler report in InfoView to look for outliers based on comparisons by peer groups or case types
- After you create a targeted query to look for outliers based on specific criteria you provide
- After you generate Random Sample reports to look for anomalies

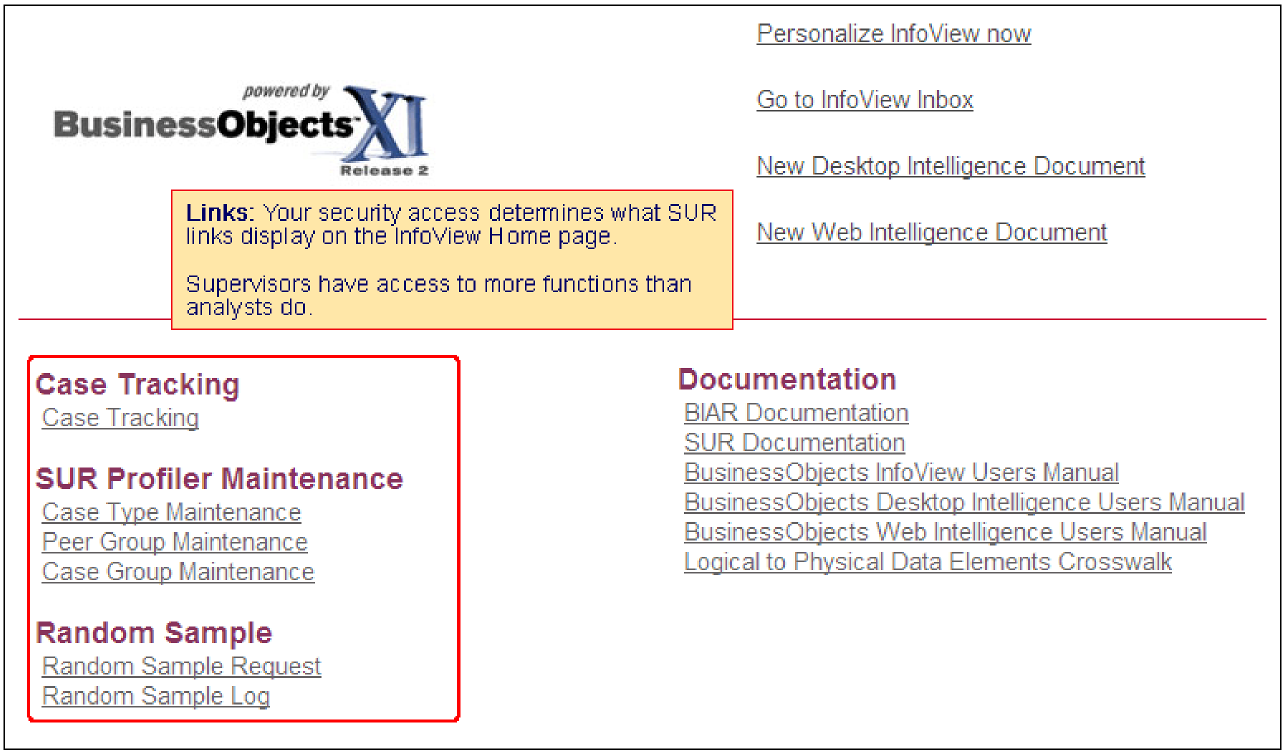
In SUR, each case and its accompanying documentation that you upload are linked to a unique identifier called a **Master Log Number**. Master Log Numbers help you to view and manage cases quickly and easily.

There are two security levels in SUR: **analyst** and **supervisor**. Your security level determines what panels you can view and modify. For this training, all functionality is shown at the supervisor level.

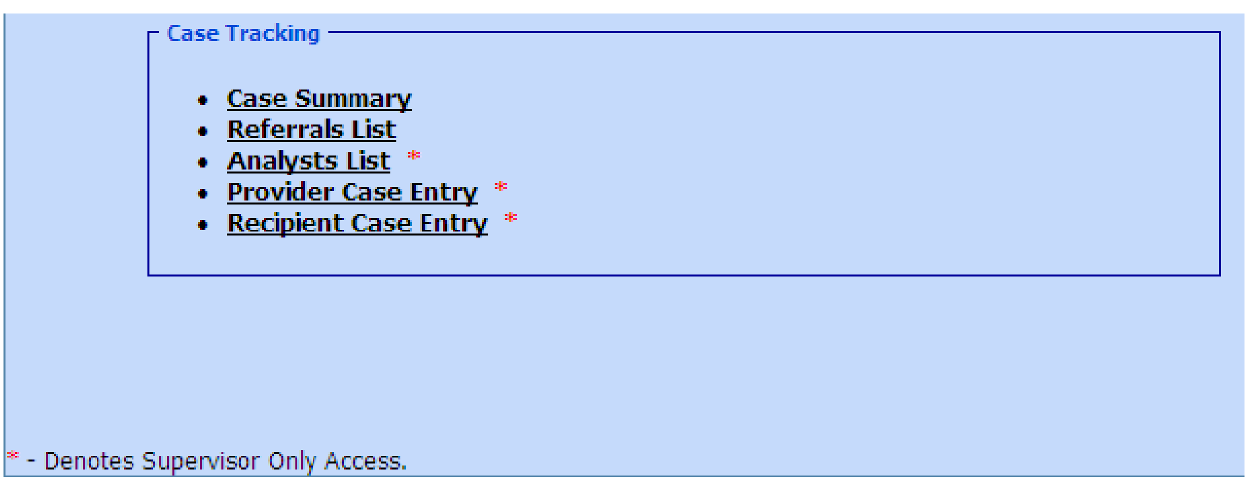
View the following images to learn the basic layout of SUR.

InfoView Home Page

The InfoView Home page displays SUR links based on your security access. This image shows all of the available links and categories:



When you click **Case Tracking** on the InfoView Home page, the **Case Tracking menu** displays, as shown in the following image. The asterisks in the menu indicate links available only to supervisors.



As a reminder from the Overview of InfoView Reporting course, SUR reports provide statistical screening tools designed to provide an in-depth view of utilization patterns and associated costs, and allow you to profile providers and recipients.

The following information describes SUR report categories.

- **Case Tracking:** Reports in this category help you to track case information. For example, you can view:
  - Cases in open, closed, and purged status
  - Providers who have been suspended or terminated
  - Recipient lock-in data

- **Random Sample:** This category contains the Random Sample Claim Detail report, which provides a detailed list of claims returned by a Random Sample request.

- **SUR Profiler:** This category provides quarterly and yearly reports that help you to identify providers and recipients who have medical resource use that is substantially different from their peers.

- **SUR Targeted Queries:** Reports in this category identify specific questionable practice patterns and potential instances of fraud or abuse. These reports display information such as:
  - Providers without particular specialties who bill certain MRI or CT scans during any one calendar quarter
  - All inpatient claims containing a surgical code where the surgical date is greater than the From Date of Service
  - A summary of all diagnosis codes billed by criteria you select for a specific time frame
  - Exception professional claims submitted by a provider meeting criteria you define for the report
  - Providers who bill a lower number of codes than their peers
  - Inpatient claims and home and community care service claims with overlapping time periods for the same recipient
  - Recipients who visited multiple pharmacies and multiple non-pharmacy providers for a given date-of-service range

Check Your Understanding

This activity contains questions to assess your understanding of key concepts in this topic. Review the topic if your score is below your standards.

Each case is linked to a unique Master Log Number.

A. True

B. False

What functions are available in SUR? (select all that apply)

A. Provider case tracking

B. Random sampling

C. Profiler maintenance

D. Recipient case tracking

Summary

In this topic, you learned foundational information for working in SUR.

Adding a Provider Case

Overview

What

In this topic, you learn how to add a provider case by referral and manually.

In this context, **referral** means when you add a case based on a referral you received for a provider. **Manually** indicates you discovered potential fraud or abuse through your own research instead of by referral.

Who

Supervisors can add provider cases.

When

These are common reasons for when to add a provider case:

- After you receive a referral from another entity
- After you review reports and find a suspicious provider situation
- When Medicaid identifies a provider who has an exception in specific cases

Relevance

The first step in working on a fraud or abuse investigation in SUR is to add either a provider or recipient case. Adding a provider case allows you to begin an investigation of that provider. You can also associate additional providers to the same case.

Guidelines

A provider case is not established until you click **Assignment Request**; however, prior to opening a case, you can save potential providers to the list.

After you click **Assignment Request**, the system assigns a **Master Log Number** to the providers you selected, and the Case Assignment Verification panel displays a list of analysts who have been automatically assigned by the system to the most recently-selected cases. If you do not approve of a system assignment, you can change the analyst assigned to a case.

After you make all of the analyst-assignment changes, you can approve the updates, and the analysts you selected are now assigned to the corresponding case.

How To

Follow these steps from the InfoView Home page to add a provider case by referral and manually:

TO add a provider case:	THEN do this:
By referral	a. Click **Case Tracking**. b. Click **Provider Case Entry**. c. Type the desired description in the **Criteria Description** field. d. Select **Referrals** in the **Select Only One** drop-down list. e. Click **Select**. f. Select the desired provider checkbox(es). **Note:** To select all providers in the list, click **Select All.** If you decide against the selection, immediately click **Unselect All.** g. Click **Save**. h. Click **OK**. i. Select the desired checkbox(es) for which you want to assign an analyst. j. Click **Assignment Request**. k. Select the checkbox for the case you just created. l. Select an analyst of your choice in the **Analyst Name** drop-down list. m. Click **Approve**. n. Click **OK**.
Manually	a. Click **Case Tracking**. b. Click **Provider Case Entry**. c. Type the desired description in the **Criteria Description** field. d. Select **Manual** in the **Select Only One** drop-down list. e. Type the appropriate provider ID in the **Provider ID** field and select **BSE**, **MCD**, or **NPI** in the drop-down list as applicable. f. Click **Search**. g. Click **Add**. h. Continue to add providers as needed. i. Click **Save**. j. Click **OK**. k. Select the desired checkbox(es) for which you want to assign an analyst. l. Click **Assignment Request**. m. Select the checkbox for the case you just created. n. Select an analyst of your choice in the **Analyst Name** drop-down list. o. Click **Approve**. p. Click **OK**.

Success

You have successfully completed this task when a confirmation message displays indicating the provider case has been added.

Practice

Add a provider case **by referral** and **manually** using this information:

By Referral

1) Click **Case Tracking**.
2) Click **Provider Case Entry**.
3) Type a description of your choice in the **Criteria Description** field.
4) Select **Referrals** in the **Select Only One** drop-down list.
5) Click **Select**.
6) Select the checkbox for the provider ID given to you by the instructor.
7) Click **Save**.
8) Click **OK**.

Assign an Analyst

9) If necessary, select the checkbox for your provider.
10) Click **Assignment Request**.
11) Select the checkbox for the case you just created.
12) Select an analyst of your choice in the **Analyst Name** drop-down list.
13) Click **Approve**.
14) Click **OK**.
15) Click **Main Menu** to return to the main Case Tracking menu.

Manually

1) Click **Case Tracking**.
2) Click **Provider Case Entry**.
3) Type a description of your choice in the **Criteria Description** field.
4) Select **Manual** in the **Select Only One** drop-down list.
5) In the **Provider ID** field, type the provider ID given to you by the instructor and select **MCD** in the drop-down list.
6) Click **Search**.
7) Click **Add**.
8) Click **Save**.
9) Click **OK**.

Assign an Analyst

10) Select the checkbox for your provider.
11) Click **Assignment Request**.
12) Select the checkbox for the case you just created.
13) Select an analyst of your choice in the **Analyst Name** drop-down list.
14) Click **Approve**.
15) Click **OK**.

16) Write down the **Master Log Number** for the case you just added to use in the Viewing and Modifying a Case Summary topic.
17) Click **Main Menu** to return to the main Case Tracking menu.

Summary

In this topic, you learned how to add a provider case by referral and manually.

Adding a Recipient Case

Overview

What

In this topic, you learn how to add a recipient case by referral and manually.

In this context, **referral** means when you add a case based on a referral you received for a recipient. **Manually** indicates you discovered potential fraud or abuse through your own research instead of by referral.

Who

Supervisors can add recipient cases.

When

These are common reasons for when to add a recipient case:

- After you receive a referral from another entity
- After you review reports and find an anomalous user of the Medicaid system

Relevance

The first step in working on a fraud or abuse investigation in SUR is to add either a recipient or provider case. Adding a recipient case allows you to begin an investigation of that recipient. You can also associate additional recipients to the same case.

Guidelines

A recipient case is not established until you click **Assignment Request**; however, prior to opening a case, you can save potential recipients to the list.

After you click **Assignment Request**, the system assigns a **Master Log Number** to the recipients you selected, and the Case Assignment Verification panel displays a list of analysts who have been automatically assigned by the system to the most recently-selected cases. If you do not approve of a system assignment, you can change the analyst assigned to a case.

After you make all of the analyst-assignment changes, you can approve the updates, and the analysts you selected are now assigned to the corresponding case.

How To

Follow these steps from the InfoView Home page to add a recipient case by referral and manually:

TO add a recipient case:	THEN do this:
By referral	a. Click **Case Tracking**. b. Click **Recipient Case Entry**. c. Type the desired description in the **Criteria Description** field. d. Select **Referrals** in the **Select Only One** drop-down list. e. Click **Select**. f. Select the desired recipient checkbox(es). **Note:** To select all recipients in the list, click **Select All.** If you decide against the selection, immediately click **Unselect All.** g. Click **Save**. h. Click **OK**. i. Select the desired checkbox(es) for which you want to assign an analyst. j. Click **Assignment Request**. k. Select the checkbox for the case you just created. l. Select an analyst of your choice in the **Analyst Name** drop-down list. m. Click **Approve**. n. Click **OK**.
Manually	a. Click **Case Tracking**. b. Click **Recipient Case Entry**. c. Type the desired description in the **Criteria Description** field. d. Select **Manual** in the **Select Only One** drop-down list. e. Type the recipient ID the **Recipient ID** field. f. Click **Search**. g. Click **Add**. h. Continue to add recipients as needed. i. Click **Save**. j. Click **OK**. k. Select the desired checkbox(es) for which you want to assign an analyst. l. Click **Assignment Request**. m. Select the checkbox for the case you just created. n. Select an analyst of your choice in the **Analyst Name** drop-down list. o. Click **Approve**. p. Click **OK**.

Success

You have successfully completed this task when a confirmation message displays indicating the recipient case has been added.

Practice

Add a recipient case **by referral** and **manually** using this information:

By Referral

1) Click **Case Tracking**.
2) Click **Recipient Case Entry**.
3) Type a description of your choice in the **Criteria Description** field.
4) Select **Referrals** in the **Select Only One** drop-down list.
5) Click **Select**.
6) Select the checkbox for the recipient ID given to you by the instructor.
7) Click **Save**.
8) Click **OK**.

Assign an Analyst

9) If necessary, select the checkbox for your recipient.
10) Click **Assignment Request**.
11) Select the checkbox for the case you just created.
12) Select an analyst of your choice in the **Analyst Name** drop-down list.
13) Click **Approve**.
14) Click **OK**.
15) Click **Main Menu** to return to the main Case Tracking menu.

Manually

1) Click **Case Tracking**.
2) Click **Recipient Case Entry**.
3) Type a description of your choice in the **Criteria Description** field.
4) Select **Manual** in the **Select Only One** drop-down list.
5) In the **Recipient ID** field, type the recipient ID given to you by the instructor.
6) Click **Search**.
7) Click **Add**.
8) Click **Save**.
9) Click **OK**.

Assign an Analyst

10) Select the checkbox for your recipient.
11) Click **Assignment Request**.
12) Select the checkbox for the case you just created.
13) Select an analyst of your choice in the **Analyst Name** drop-down list.
14) Click **Approve**.
15) Click **OK**.
16) Write down the **Master Log Number** for the case you just added to use in the Modifying a Recipient's Lock-In Status topic.
17) Click **Main Menu** to return to the main Case Tracking menu.

Summary

In this topic, you learned how to add a recipient case by referral and manually.

Viewing and Modifying a Case Summary

Overview

What

In this topic, you learn how to view and modify a case summary.

Who

Case analysts and supervisors can view and modify a case summary; however, supervisors have access to more fields than analysts do.

When

As a case moves through different phases, you can use the Case Summary panel to record related dates and amounts, as well as analyst information and comments. You can also update the status of a case through the Case Summary panel.

Relevance

The Case Summary panel gives you the ability to view and modify data about a case as the investigation proceeds. The panel provides quick access to information such as the status of a case, referrals, and associated case files.

Guidelines

The Case Summary panel is the main case panel. Different versions of this panel have been designed for supervisors and analysts, based on their security clearances. Supervisors have greater access to view and change information than analysts do.

The Case Summary panel is initially blank. By clicking in a field and then clicking **Search**, you can look for a particular case or all cases that have a common value.

How To

Follow these steps from the InfoView Home page to view and modify a case summary:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click Case Tracking.</td></tr>
<tr><td>2</td><td>Click Case Summary.</td></tr>
<tr><td>3</td><td>In the Case Summary panel, click in the desired field on which to base your case search.
Note: This includes the ML# field, even though it is grayed out.</td></tr>
<tr><td>4</td><td>Click Search.</td></tr>
<tr><td>5</td><td>Type or select the desired search criteria.</td></tr>
<tr><td>6</td><td>Click OK.
Note: If a single case is found for the search criteria, the case data displays in the Case Summary panel. If multiple cases are found for the search criteria, a list of cases displays in the Case Search Results panel and you need to click the Master Log Number for the appropriate case.</td></tr>
<tr><td>7</td><td>View the desired data by following these steps:
<table>
<tr><th>TO view information related to:</th><th>THEN click this tab:</th></tr>
<tr><td>The main case summary, including the status of the case</td><td>Case Summary</td></tr>
<tr><td>A recipient's lock-in status</td><td>Lock-In</td></tr>
<tr><td>Suspended or terminated providers</td><td>Contract Terminations</td></tr>
<tr><td>Case referrals</td><td>Referrals</td></tr>
<tr><td>Associated case files, such as Word documents or Excel workbooks</td><td>Case File
Note: To open a case file, click the appropriate file name in the treeview structure and then click Open.</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8</td><td>Modify the desired data by following these steps:

<table>
<tr><th>TO modify information related to:</th><th>THEN do this:</th></tr>
<tr><td>The main case summary, including the status of the case</td><td>a. Click the Case Summary tab.
b. Modify the desired fields.
c. Click Update.
d. Click OK.</td></tr>
<tr><td>A recipient's lock-in status</td><td>a. Click the Lock-In tab.
b. Modify the desired fields.
c. Click Update.
d. Click OK.</td></tr>
<tr><td>Suspended providers</td><td>a. Click the Contract Terminations tab.
b. Modify the desired fields.
c. Click Update.
d. Click OK.</td></tr>
<tr><td>Case referrals</td><td>a. Click the Referrals tab.
b. Modify the desired fields.
c. Click Update.
d. Click OK.</td></tr>
<tr><td>Associated case files, such as Word documents or Excel workbooks</td><td>Follow the steps in the Saving and Viewing Case File Documents topic of this guide.</td></tr>
</table>
</td></tr>
</table>

Success

You have successfully completed this task when you have viewed a case or when at least one of the case summary panels reflects modifications you made.

Practice

View and modify a case summary using this information:

1) Click **Case Tracking**.
2) Click **Case Summary**.
3) Click in the **ML#** field in the **Case Summary** tab.
4) Click **Search**.
5) In the operand field, type the Master Log Number you wrote down when you added the provider case in the previous topic.
6) Click **OK**.
7) Modify and add information as desired.
8) Click **Update**.
9) Click **OK**.
10) Click **Main Menu** to return to the main Case Tracking menu.

Summary

In this topic, you learned how to view and modify a case summary.

Adding, Viewing, Modifying, and Deleting a Referral

Overview

What

In this topic, you learn how to add, view, modify, and delete a referral.

Who

Case analysts and supervisors can add, view, modify, and delete referrals.

When

You add a referral when you get notification from Medicaid or another entity about a provider or recipient who might be engaged in fraud or abuse activities. Throughout the case-tracking research process, you can add, view, modify, and delete referrals as your investigation proceeds.

Relevance

Referrals that you or another analyst or supervisor have added, but that have not been assigned yet to a case, are listed when you add a case by referral.

Requirements

When you add a referral, you need to use zero (0) as the Master Log Number. Later, you can associate the referral to a case.

How To

Follow these steps from the InfoView Home page to add, view, modify, and delete a referral:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click Case Tracking.</td></tr>
<tr><td>2</td><td>Click Referrals List.
Note: The Referrals tab displays for Master Log Number 0 (zero).</td></tr>
<tr><td>3</td><td>Perform the desired task by following these steps:
<table>
<tr><th>TO:</th><th>THEN do this:</th></tr>
<tr><td>Add a referral</td><td>a. Type or select the desired information.
b. Click Insert.
Note: The information you added displays as a row in the Referrals tab, along with other referrals who have not been assigned yet to a case. Each of these has a Master Log Number of 0 (zero).</td></tr>
<tr><td>View a referral</td><td>Click the appropriate referral number in the Referrals tab for Master Log Number 0 (zero).</td></tr>
<tr><td>Modify a referral</td><td>a. Select the radio button next to the appropriate provider or recipient.
b. Click Update.
c. Type or select the desired information.
d. Click Update.</td></tr>
<tr><td>Delete a referral</td><td>a. Select the radio button next to the appropriate provider or recipient.
b. Click Delete.
c. Click Delete (again).</td></tr>
</table>
</td></tr>
</table>

Success

You have successfully completed this task when you have viewed a referral or when the Referrals tab of the Case Summary panel reflects modifications you made to referral information.

Practice

Demonstrate how to add, view, modify, and delete a referral using this information:

Add

1) Click **Referrals List** in the **Case Tracking** menu.
2) Use the provider ID given to you by the instructor and add information as desired.
3) Click **Insert**.

   Note: The information you added displays as a row in the Referrals tab, along with other referrals who have not been assigned yet to a case. Each of these has a Master Log Number of 0 (zero).

View

4) Click the referral number for the referral you added.
5) Click **Back to Case Tracking** to return to the main Referrals tab.

Modify

6) Select the radio button for the referral you added.
7) Click **Update**.
8) Modify or add information as desired.
9) Click **Update**.

Delete

10) Select the radio button for the referral you added.
11) Click **Delete**.

    Note: The referral details display.

12) Click **Delete**.

    Note: The Referrals tab displays, and the row you deleted is gone from the panel.

13) Click **Main Menu** to return to the main Case Tracking menu.

Summary

In this topic, you learned how to add, view, modify, and delete a referral.

Adding, Viewing, Modifying, and Deleting a Suspended or Terminated Provider

Overview

What

In this topic, you learn how to add, view, modify, and delete a suspended or terminated provider.

The actual suspension or termination of providers occurs in interChange. The SUR status of these providers is for documentation purposes only.

Who

Case analysts and supervisors can add, view, modify, and delete suspended or terminated providers.

When

You perform these tasks whenever your investigation results in the need to add, view, modify, or delete a suspended or terminated provider.

Relevance

Having the ability to add, view, modify, and delete a suspended or terminated provider helps you to maintain accurate information during your investigation and avoids your spending time researching a provider who is not currently, or is no longer, practicing.

Guidelines

These are the three status types recommended by ODJFS to use in the free-text, two-character **Provider Status** field when you add or modify a provider in the **Contract Terminations** tab:

- **Blank:** Decision is pending
- **T:** The provider has been terminated by the state
- **K:** Managed care, reporting-only providers, which means they are non-billing providers who are also not fee-for-service providers

How To

Follow these steps from the InfoView Home page to add, view, modify, and delete a suspended or terminated provider:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click Case Tracking.</td></tr>
<tr><td>2</td><td>Click Case Summary.</td></tr>
<tr><td>3</td><td>Search for the desired case.</td></tr>
<tr><td>4</td><td>Click the Contract Terminations tab.</td></tr>
<tr><td>5</td><td>Perform the desired task by following these steps:
<table>
<tr><th>TO:</th><th>THEN do this:</th></tr>
<tr><td>Add a provider</td><td>a. Click Add.
b. Type the appropriate provider ID in the Provider ID field and select BSE, MCD, or NPI in the drop-down list as applicable.
c. Click Get Info.
Note: The provider name displays in the Provider Name field.
d. Type the appropriate status in the Provider Status field.
e. Add the applicable dates in the Susp/Term Date and Susp/Term Ltr Date fields.
f. Click Insert.</td></tr>
<tr><td>View a provider</td><td>Click the appropriate provider name link in the Contract Terminations tab.
Note: The termination information panel (unlabeled) displays for the provider.</td></tr>
<tr><td>Modify a provider</td><td>a. Select the radio button for the appropriate provider in the Contract Terminations tab.
b. Click Update.
c. Modify the information as desired.
d. Click Update.</td></tr>
<tr><td>Delete a provider</td><td>a. Select the radio button for the appropriate provider in the Contract Terminations tab.
b. Click Delete.
Note: The termination information panel (unlabeled) displays.
c. Click Delete.</td></tr>
</table>
</td></tr>
</table>

As a reminder, these are the three status types recommended by ODJFS to use in the free-text, two-character **Provider Status** field when you add or modify a suspended or terminated provider:

- **Blank:** Decision is pending
- **T:** The provider has been terminated by the state
- **K:** Managed care, reporting-only providers, which means they are non-billing providers who are also not fee-for-service providers

Success

You have successfully completed this task when you have viewed a suspended or terminated provider, or when the Contract Terminations tab of the Case Summary panel reflects modifications you made to the provider information.

Practice

Add, view, modify, and delete a terminated provider using this information:

Add

1) Click **Case Summary**.
2) Search for the Master Log Number for the case you added previously.
3) Write down the provider ID.
4) Click the **Contract Terminations** tab.
5) Type the appropriate provider ID in the **Provider ID** field and select **MCD** in the drop-down list.
6) Click **Get Info**.

   Note: The provider name displays in the Provider Name field.

7) Type "**T**" in the **Provider Status** field.
8) Add today's date in the **Susp/Term Date** and **Susp/Term Ltr Date** fields.
9) Click **Insert**.

   Note: The termination information for the provider displays as a row in the Contract Terminations tab.

View

10) Click the appropriate provider name link in the **Contract Terminations** tab.

    Note: The termination information panel (unlabeled) displays for the provider.

11) Click **Back to Case Tracking Page**.

Modify

12) Select the radio button for the appropriate provider.
13) Click **Update**.
14) Modify the information as desired.
15) Click **Update**.

Delete

16) Select the radio button for the appropriate provider.
17) Click **Delete**.

   Note: The termination information panel (unlabeled) displays.

18) Click **Delete**.

   Note: The Contract Terminations tab displays, and the row you deleted is gone from the panel.

Summary

In this topic, you learned how to add, view, modify, and delete a suspended or terminated provider.

Saving and Viewing Case File Documents

Overview

What

In this topic, you learn how to save and view case file documents. Case file documents are electronic files, such as Word documents, Excel workbooks, or scanned images, that you upload to a secure FTP (File Transfer Protocol) site to associate with a Master Log Number.

The instructor is going to discuss this process in training, but you will not be able to see a demonstration or practice this task in class because the SUR FTP site is not available in the training environment. Please refer to the How To table when you are in the production environment.

Who

Case analysts can save files for their own cases and supervisors can save files for all cases. Both analysts and supervisors can view files for all cases.

When

You save and view case file documents as needed to support your research findings associated with a Master Log Number.

Relevance

Being able to associate case file documents with a Master Log Number helps you to have all of the supporting documentation you need for a case in an easy-to-access server location.

Requirements

You must be familiar with how to copy and view files in Windows Explorer or a similar treeview environment.

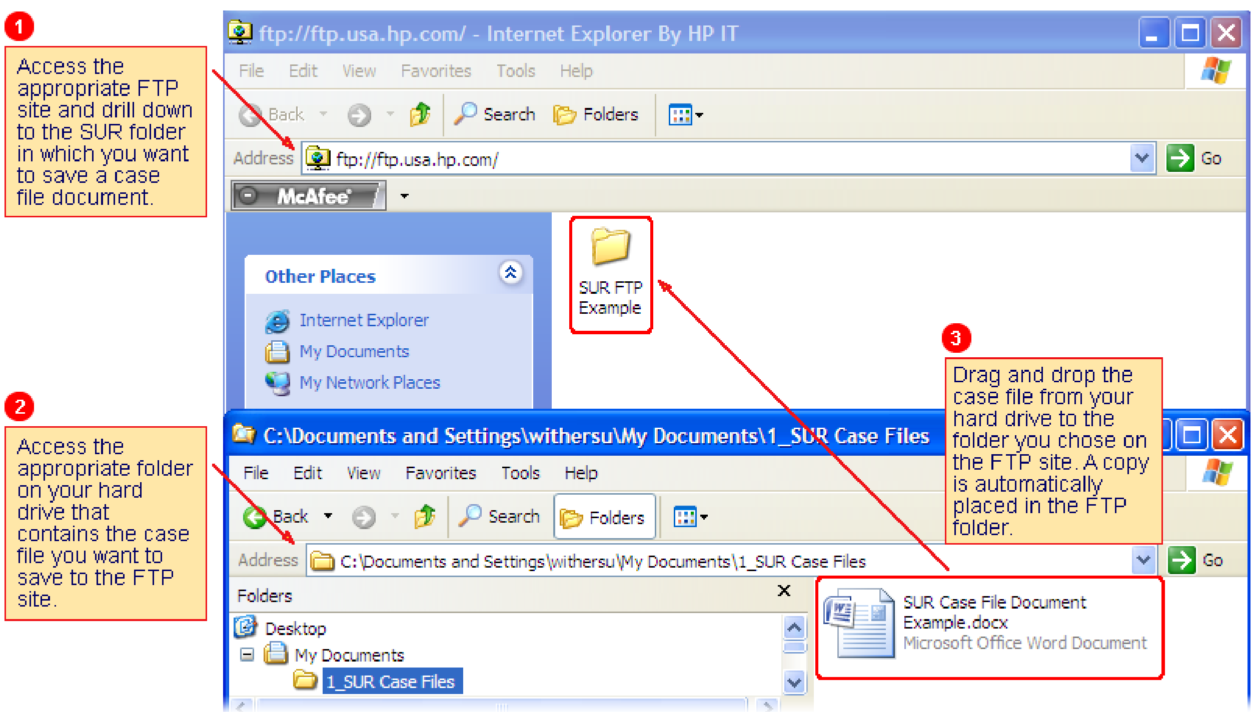
How To

Follow the steps in the tables below to save and view case file documents.

Save Case File Documents

These steps, and the accompanying screen image, provide an example of how you can save a file from your hard drive to a secure FTP site:

Step	Action
1	Access the SUR FTP site given to you by your manager.
2	Drill down to the SUR folder in which you want to save a case file document.
3	In a separate window, access the appropriate folder on your hard drive that contains the case file you want to save to the FTP site.
4	Drag and drop the case file from your hard drive to the folder you chose on the FTP site. **Note:** A copy is automatically placed in the FTP folder.



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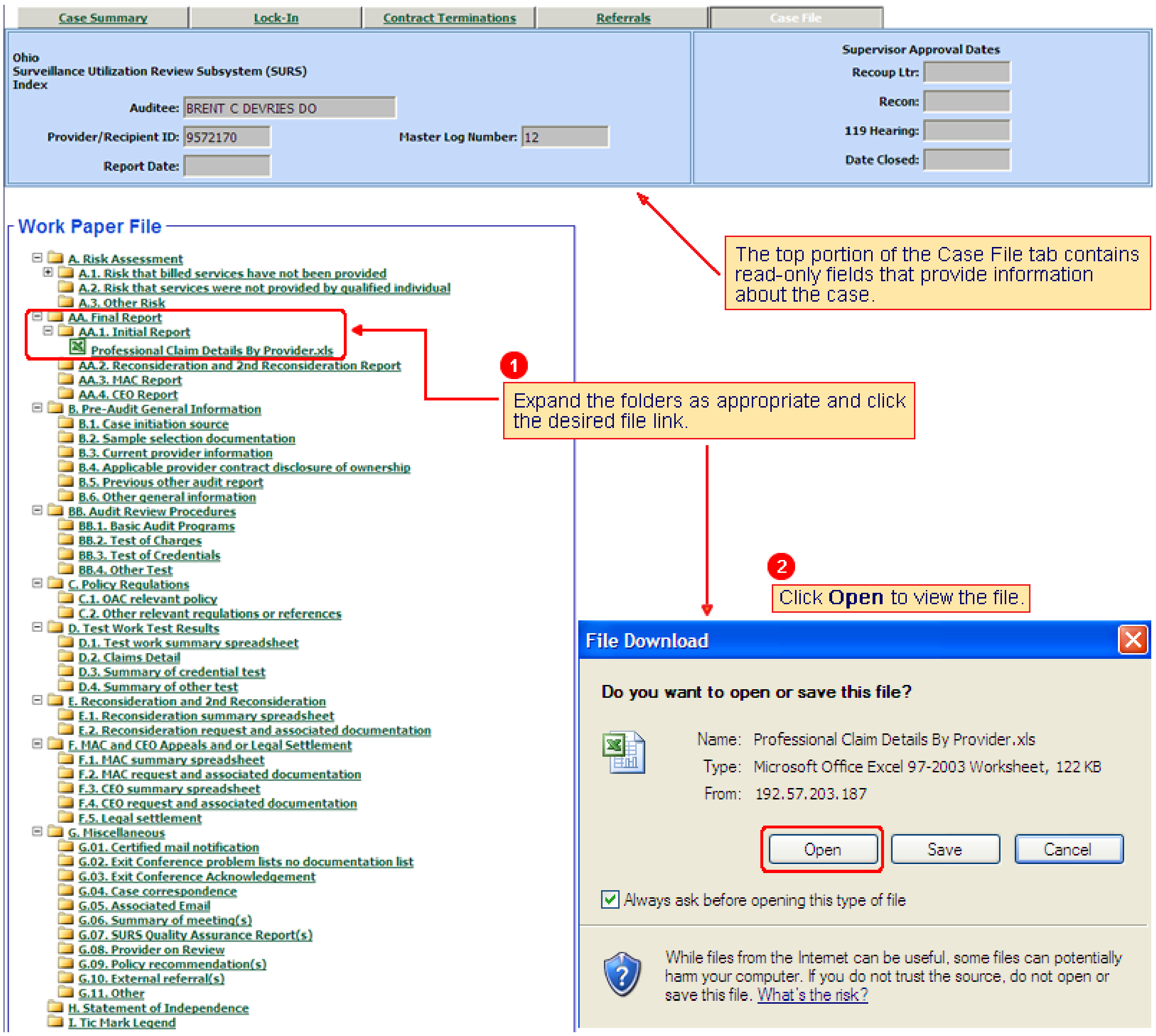
View Case File Documents

These steps, and the accompanying screen image, provide an example of how you can view a case file document:

Step	Action
1	Click **Case Tracking**.
2	Click **Case Summary**.
3	Search for the desired case.
4	Click the **Case File** tab. **Note:** A treeview displays with folders associated with the Master Log Number.
5	Expand the appropriate folder(s).
6	Click the desired file link. **Note:** The File Download window displays.
7	Click **Open** to view the file. **Note:** You can also click **Save** to save the file to your hard drive.

This image shows an example of how to view a file from the Case File tab for Master Log Number 12:



Success

You have successfully completed this task when you have saved a case file document to the SUR FTP site and then viewed the file through the Case File tab.

Summary

In this topic, you learned how to save and view case file documents.

Modifying a Recipient's Lock-In Status

Overview

What

In this topic, you learn how to modify a recipient's lock-in status. The lock-in code indicates whether the recipient is **locked in** to a specific provider to prevent utilization abuse by the recipient.

Who

Case analysts and supervisors can modify a recipient's lock-in status.

When

You perform this task whenever you need to modify a recipient's lock-in status based on your investigation findings.

Relevance

Being able to update a recipient's lock-in status helps you to maintain accurate information during your investigation and can aid you in determining whether utilization abuse is taking place.

Guidelines

The Lock-In panel displays information related to the recipient's lock-in status for a particular Master Log Number. You can maintain lock-in information for a case through this panel.

Because the Lock-In panel is used only to lock in a recipient to a provider, it is a one-to-one relationship. All information you add or modify is related to the Case Tracking system **only** and is **not** the same as the lock-in data in the MITS Recipient or BIAR subsystem.

How To

Follow these steps from the InfoView Home page to modify a recipient's lock-in status:

Step	Action
1	Click **Case Tracking**.
2	Click **Case Summary**.
3	Search for the desired case.
4	Click the **Lock-In** tab.
5	Modify and add information as desired.
6	Click **Update**.
7	Click **OK**.

Success

You have successfully completed this task when the Lock-In tab of the Case Summary panel reflects modifications you made to the fields.

Practice

Modify a recipient's lock-in status using this information:

1) Click **Case Tracking**.
2) Click **Case Summary**.
3) Click in the **ML#** field in the **Case Summary** tab.
4) Click **Search**.
5) In the operand field, type the Master Log Number you wrote down when you added the recipient case earlier in the course.
6) Click **OK**.
7) Click the **Lock-In** tab.
8) Modify and add information as desired.
9) Click **Update**.
10) Click **OK**.
11) Click **Main Menu** to return to the main Case Tracking menu.

Summary

In this topic, you learned how to modify a recipient's lock-in status.

Adding, Modifying, and Deleting a Case Category

Overview

What

In this topic, you learn how to add, modify, and delete a case category. Case categories allow you to group SUR Profiler case types and case group into report categories. You can create whatever categories make sense for your business processes.

Who

Only case supervisors can add, modify, and delete case categories.

When

You perform these tasks whenever you need to add, modify, or delete a case category to assist with organizing and maintaining SUR Profiler case types and case groups for your department.

Relevance

Adding, modifying, and deleting case categories assists you with organizing and maintaining SUR Profiler case types and case groups during your research.

Guidelines

You can use the Case Category Maintenance panel to group your case types by category, but this information does not display anywhere outside of the panel. The data does not appear in reports.

How To

Follow these steps from the InfoView Home page to add, modify, and delete a case category:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click Case Type Maintenance.</td></tr>
<tr><td>2</td><td>Click the Case Category Maintenance tab.</td></tr>
<tr><td>3</td><td>Perform the desired task by following these steps:
<table>
<tr><th>TO:</th><th>THEN do this:</th></tr>
<tr><td>Add a case category</td><td>a. Type the desired name in the Case Category field.
b. Click Add.
c. Click OK.</td></tr>
<tr><td>Modify a case category</td><td>a. Right-click the case category you want to modify and select Update.
b. Modify the name in the Case Category field.
c. Click Update.
d. Click OK.</td></tr>
<tr><td>Delete a case category</td><td>a. Right-click the case category you want to delete and select Delete.
b. Click OK.
c. Click OK (again).</td></tr>
</table>
</td></tr>
</table>

Success

You have successfully completed this task when the Case Category Maintenance panel reflects your changes.

Practice

Add, modify, and delete a case category using this information:

1) Click **Case Type Maintenance**.
2) Click the **Case Category Maintenance** tab.

Add

3) Type a name of your choice in the **Case Category** field.
4) Click **Add**.
5) Click **OK**.

Modify

6) Right-click the case category you added and select **Update**.
7) Modify the name in the **Case Category** field as desired.
8) Click **Update**.
9) Click **OK**.

Delete

10) Right-click the case category you modified and click **Delete**.
11) Click **OK**.
12) Click **OK** (again).

Summary

In this topic, you learned how to add, modify, and delete a case category.

Viewing, Adding, and Modifying a Case Type

Overview

What

In this topic, you learn how to view, add, and modify a case type. Case types let you organize claims into different groups on SUR Profiler reports.

You cannot delete case types.

Who

Case analysts and supervisors can view case types; only supervisors can add and modify case types.

When

You perform these tasks whenever you need to view, add, or modify a case type to help organize claim data that is used for SUR Profiler reports.

Relevance

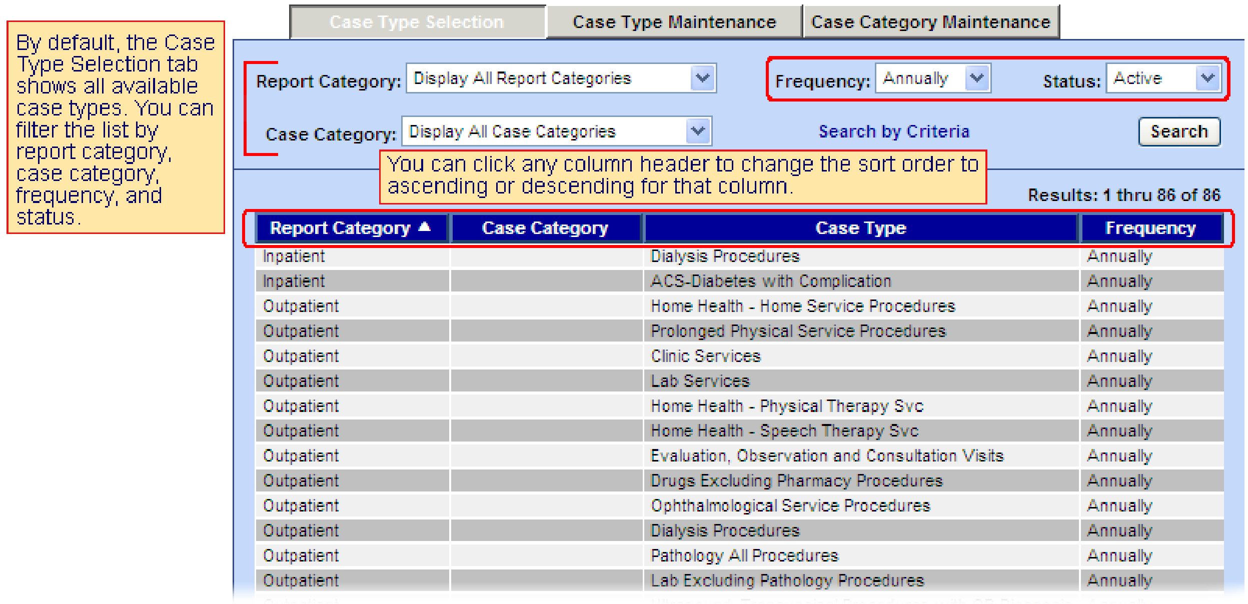
Viewing, adding, and modifying case types assists you with organizing information during your investigation.

Guidelines

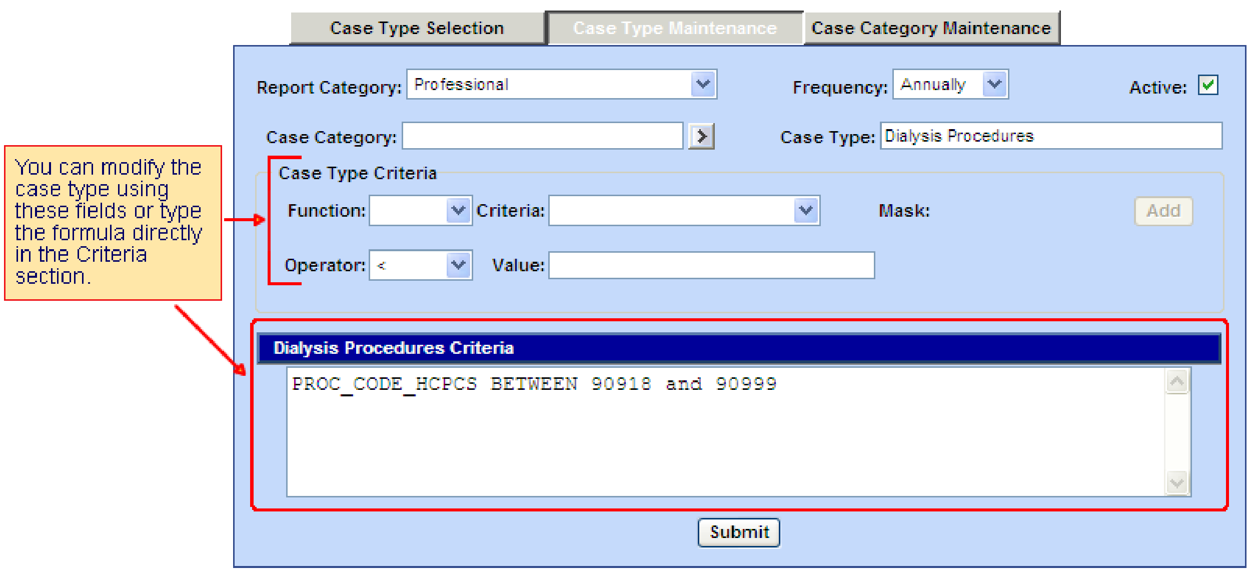
In the **Case Type Selection** panel, you can view all case types or search for a specific type by selecting from these criteria: Report Category, Case Category, Frequency, and Status.

In the **Case Type Maintenance** panel, you can add and modify case types.

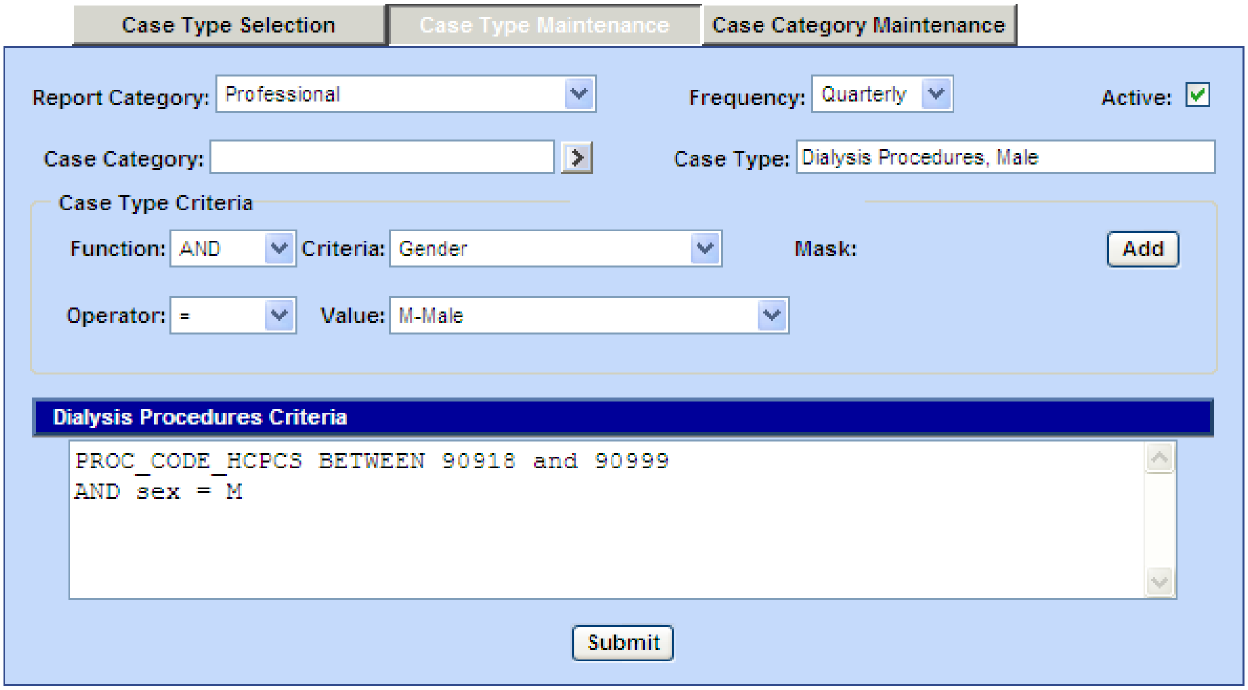
This image shows an example of the **Case Type Selection** tab:



This image shows an example of the **Case Type Maintenance** tab for the Dialysis Procedures case type:



This image shows an example of modifications made to the Dialysis Procedures case type by narrowing the case type to include males only:



How To

Follow these steps from the InfoView Home page to view, add, and modify a case type:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click Case Type Maintenance.</td></tr>
<tr><td>2</td><td>Perform the desired task by following these steps:
<table>
<tr><th>TO:</th><th>THEN do this:</th></tr>
<tr><td>View a list of filtered case types</td><td>Use the appropriate drop-down list(s) for Report Category, Frequency, Status, and Case Category.</td></tr>
<tr><td>Add a case type using a case type as a template</td><td>a. Right-click the case type you want to use as a template and select Add from the list.
b. Modify the Report Category and Frequency fields as desired.
c. Modify the Case Category field as desired.
d. Change the name in the Case Type field as desired.
e. Change the criteria in the Case Type Criteria fields as desired and click Add or edit expressions directly in the Criteria box.
a. Select or deselect the Active checkbox as applicable.
f. Click Submit.
g. Click OK.</td></tr>
<tr><td>Add a case type using the default blank template</td><td>a. Click the Case Type Maintenance tab.
b. Select the desired options from the Report Category and Frequency field menus.
c. Type or select the desired Case Category.
d. Type the desired name in the Case Type field.
e. Select criteria for the Case Type Criteria fields as desired.</td></tr>
</table>
</td></tr>
</table>

			f. Click **Add**. g. To make the case type active, select the **Active** checkbox. h. Click **Submit**. i. Click **OK**.
		Modify a case type	a. Right-click the desired case type and select **Update** from the list. b. Modify the **Report Category** and **Frequency** fields as desired. c. Modify the **Case Category** field as desired. d. Change the name in the **Case Type** field as desired. e. Change the criteria in the **Case Type Criteria** fields as desired and click **Add** or edit expressions directly in the **Criteria** box. a. Select or deselect the **Active** checkbox as applicable. f. Click **Submit**. g. Click **OK**.

Success

You have successfully completed this task when the Case Type Selection panel reflects your changes.

Practice

View, add, and modify a case type using this information:

View

1) Click **Case Type Maintenance**.

   Note: The list of case types displays.

Add

2) Right-click a case type of your choice to use as a template.
3) Select **Add**.
4) Select the desired option in the **Report Category** drop-down list.
5) Complete the other fields as desired.
6) Click **Submit**.
7) Click **OK**.
8) Return to the **Case Type Selection** tab.

Modify

9) Right-click the case type you added and select **Update**.
10) Modify the information as desired.
11) Click **Submit**.
12) Click **OK**.

Summary

In this topic, you learned how to view, add, and modify a case type.

Viewing, Adding, Modifying, and Deleting a Case Group

Overview

What

In this topic, you learn how to view, add, modify, and delete a SUR Profiler case group. Case groups are a collection of similar case types that you use in defining exception criteria for Profiler reporting.

Who

Case analysts and supervisors can view case groups; only supervisors can add, modify, and delete case groups.

When

You perform these tasks whenever you need to view, add, modify, or delete a case group before running a SUR Profiler report in InfoView. SUR Profiler reports look for outliers based on criteria you provide for each case group's low and high values.

Relevance

Case groups allow you to organize case types into meaningful groups for which you establish normal low and high values before running quarterly-exception reports in InfoView. These reports look for outliers based on criteria you provide.

Requirements

In the **Case Group Criteria Documentation** panel, these fields are required:

- Case Group
- Equation
- Comment
- Low Value
- High Value

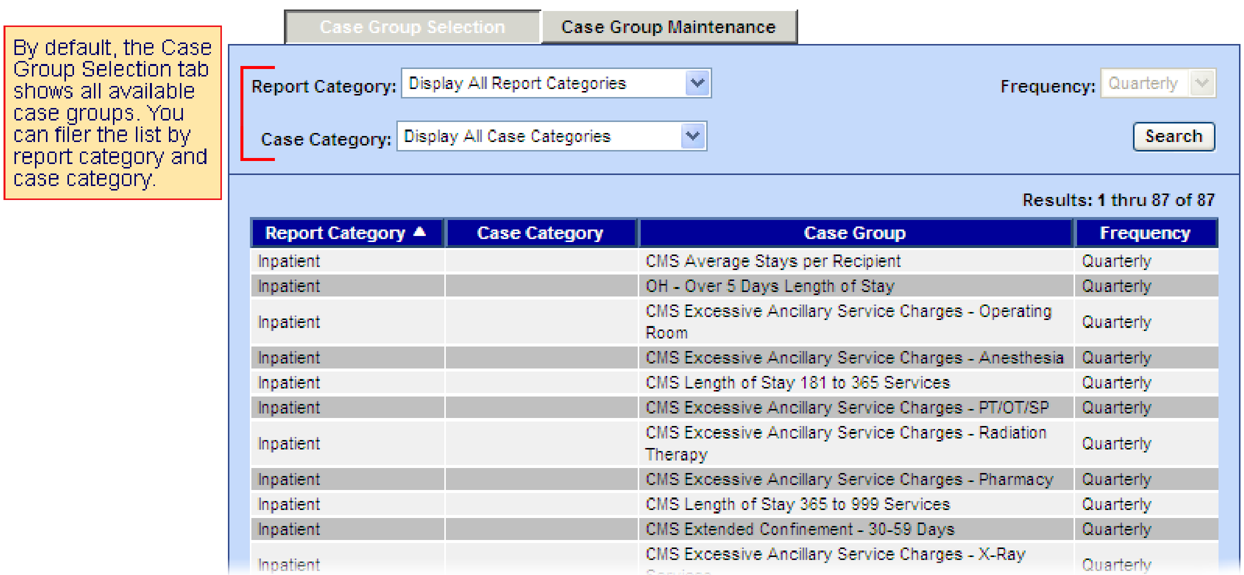
Guidelines

In the **Case Group Selection** panel, you can view all case groups or search for a specific group by selecting from these criteria: Report Category and Case Category.

In the **Case Group Maintenance** panel, you can add and modify case groups. This panel has **three sub-tabs**:

- **Case Type Assignment** allows you to select from a list of available case types to assign them to a case group
- **Case Group Criteria Documentation** lets you define the equation and case types to create or maintain a case group
  - The **Low Value** and **High Value** fields default to 0 (zero) and 5 respectively. In these fields, you set the range on which to base exceptions when you run SUR Profiler reports in InfoView to look for any outliers. The fields correspond with the type of measure you select in the **Measure** drop-down list.
- **Peer Group Assignment** lets you assign exception values at the peer group level for a case group

This image shows an example of the **Case Group Selection** tab:

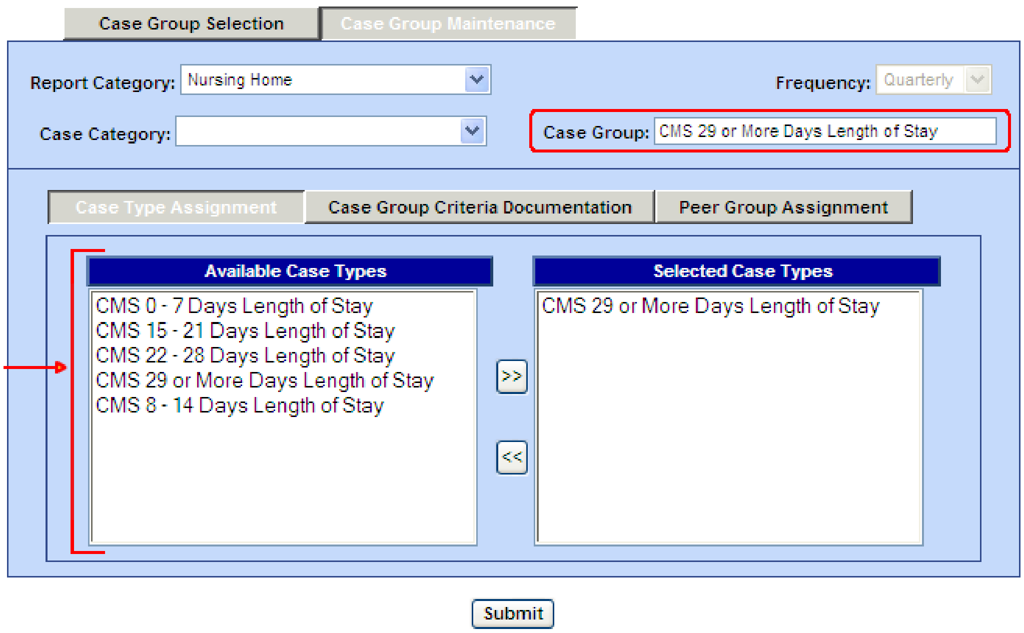


The following images show examples of the three **Case Group Maintenance** sub-tabs for a CMS-defined case group.

All case groups are associated with a **quarterly frequency** for reporting, so the Frequency field is grayed out in the Case Group Selection and Case Group Maintenance tabs.

This example shows the **CMS 29 or More Days Length of Stay** predefined case group, with a report category of **Nursing Home**, no case category selected, and the standard **Quarterly** frequency.

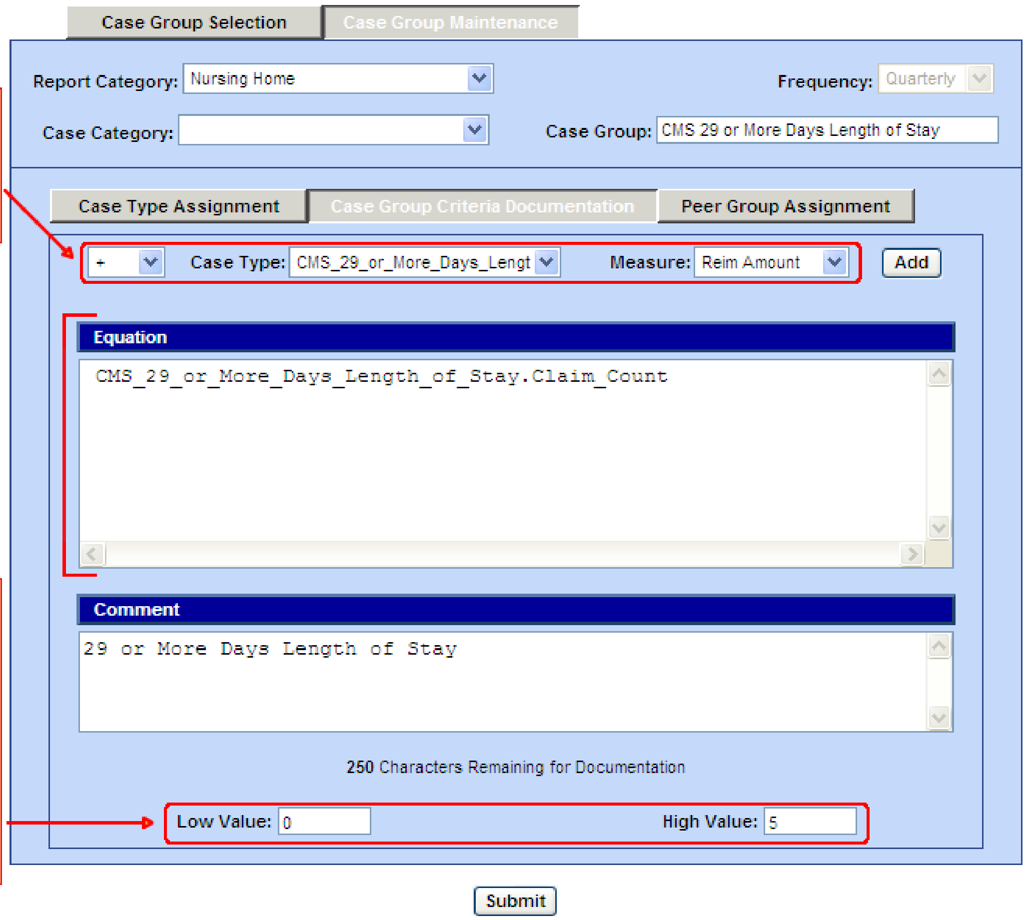
The available and selected case types associated with this case group display in the bottom section of the panel.



You can create or modify equations using these fields or type the formula directly in the Equation section.

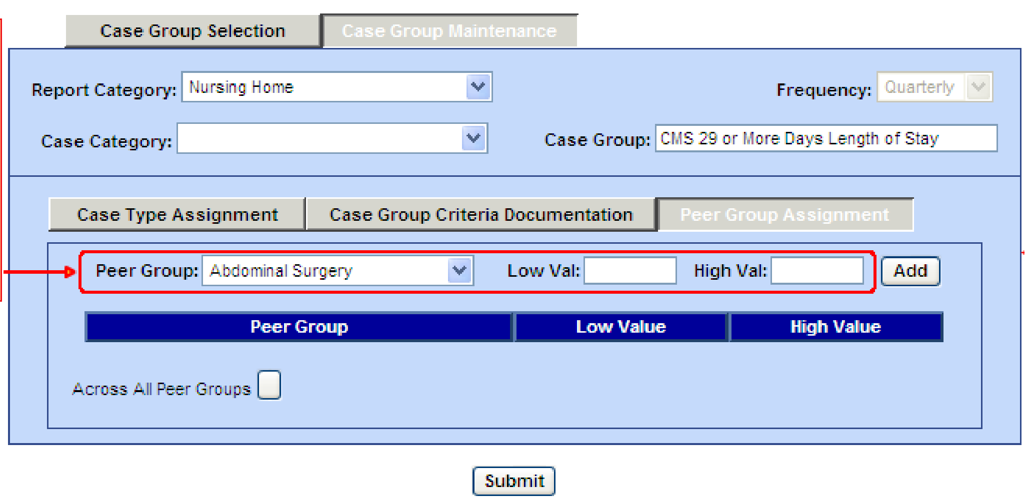
In the Low Value and High Value fields, you can set the range on which to base exceptions when you run SUR Profiler reports in InfoView to look for any outliers.

The default values are 0 and 5, respectively.



By default, case groups do not have peer groups assigned to them.

You can use the Peer Group Assignment sub-tab to assign exception values at the peer group level for a case group.



How To

Follow these steps from the InfoView Home page to view, add, modify, and delete a case group:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click Case Group Maintenance.</td></tr>
<tr><td>2</td><td>Perform the desired task by following these steps:
<table>
<tr><th>TO:</th><th>THEN do this:</th></tr>
<tr><td>View a list of filtered case groups</td><td>a. Select the desired options in the Report Category and Case Category drop-down lists.
b. Click Search.</td></tr>
<tr><td>Add a case group</td><td>a. Click the Case Group Maintenance tab.
b. Select the desired options in the Report Category and Case Category drop-down lists.
c. Type the desired name in the Case Group field.
Note: This name must be unique and begin with the prefix “OH – ”.
d. Click in the Available Case Types box.
e. Select a desired case type in the Available Case Types box and click >> (Add). Repeat as many times as necessary.
f. Click the Case Group Criteria Documentation tab and add the desired information.
Note: These fields are required: Case Group, Equation, Comment, Low Value, and High Value.
g. If you want to set special limits for particular peer groups within the case group, click the Peer Group Assignment tab and complete the fields as desired.
h. Click Submit.
i. Click OK.</td></tr>
<tr><td>Modify a case group</td><td>a. Right-click the case group you want to modify and select Update.
b. Modify the information as desired.
c. Click Submit.
d. Click OK.</td></tr>
<tr><td>Delete a case group</td><td>a. Right-click the case group you want to delete and select Delete.
b. Click OK.
c. Click OK (again).</td></tr>
</table></td></tr>
</table>

Success

You have successfully completed this task when the Case Group Selection panel reflects your changes.

Practice

View, add, modify, and delete a case group using this information:

View

1) Click **Case Group Maintenance**.
2) Select the desired option in the **Report Category** drop-down list.
3) Leave the **Case Category** field blank.
4) Click **Search**.

   Note: The filtered list displays.

Add

5) Click the **Case Group Maintenance** tab.
6) Select a category of your choice in the **Report Category** drop-down list.
7) Leave the **Case Category** field blank.
8) In the **Case Group** field, type text as desired for the case group name.
9) Click in the **Available Case Types** box.
10) Select the desired case type and click **>>** (Add).
11) Click the **Case Group Criteria Documentation** tab.
12) Select the desired measure in the **Measure** drop-down list.
13) Click **Add**.
14) Type a comment of your choice in the **Comment** field.
15) Type numbers of your choice in the **Low Value** and **High Value** fields.
16) Click **Submit**.
17) Click **OK**.
18) Return to the **Case Group Selection** tab.

Modify

19) Filter the list as appropriate to display the case group you added.
20) Right-click the applicable case group and select **Update**.
21) Modify the information as desired.
22) Click **Submit**.
23) Click **OK**.
24) Return to the **Case Group Selection** tab.

Delete

25) Right-click the case group you modified and click **Delete**.
26) Click **OK**.
27) Click **OK** (again).

Summary

In this topic, you learned how to view, add, modify, and delete a case group.

Viewing, Adding, Modifying, and Deleting a Peer Group

Overview

What

In this topic, you learn how to view, add, modify, and delete a SUR Profiler peer group. Peer groups are collections of providers or recipients who have similar characteristics, such as the same provider type or county code.

Who

Case analysts and supervisors can view peer groups; only supervisors can add, modify, and delete peer groups.

When

You perform these tasks whenever you need to manage a set of providers or recipients in relation to their peers for SUR Profiler reports.

For example, you could create a provider peer group, and then after the next quarterly data build, run a SUR comparison report in InfoView to compare those providers with their peers to determine who falls outside of service-dollar norms.

Relevance

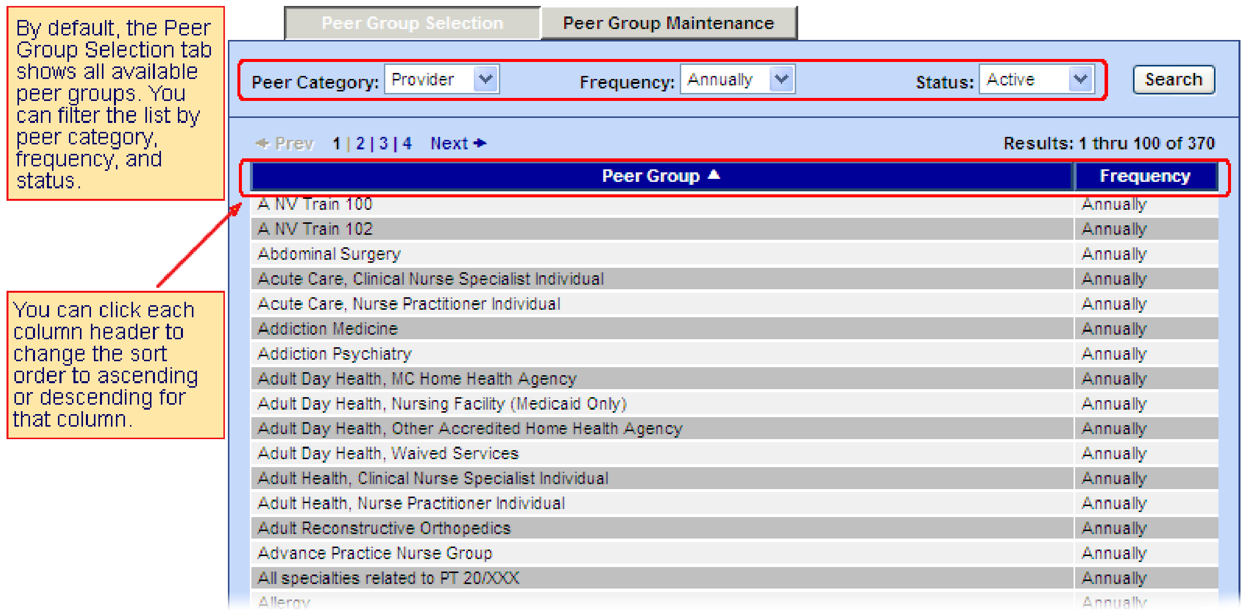
Viewing, adding, modifying, and deleting peer groups assists you with organizing information related to comparing and contrasting providers or recipients with their peers to find outliers.

Guidelines

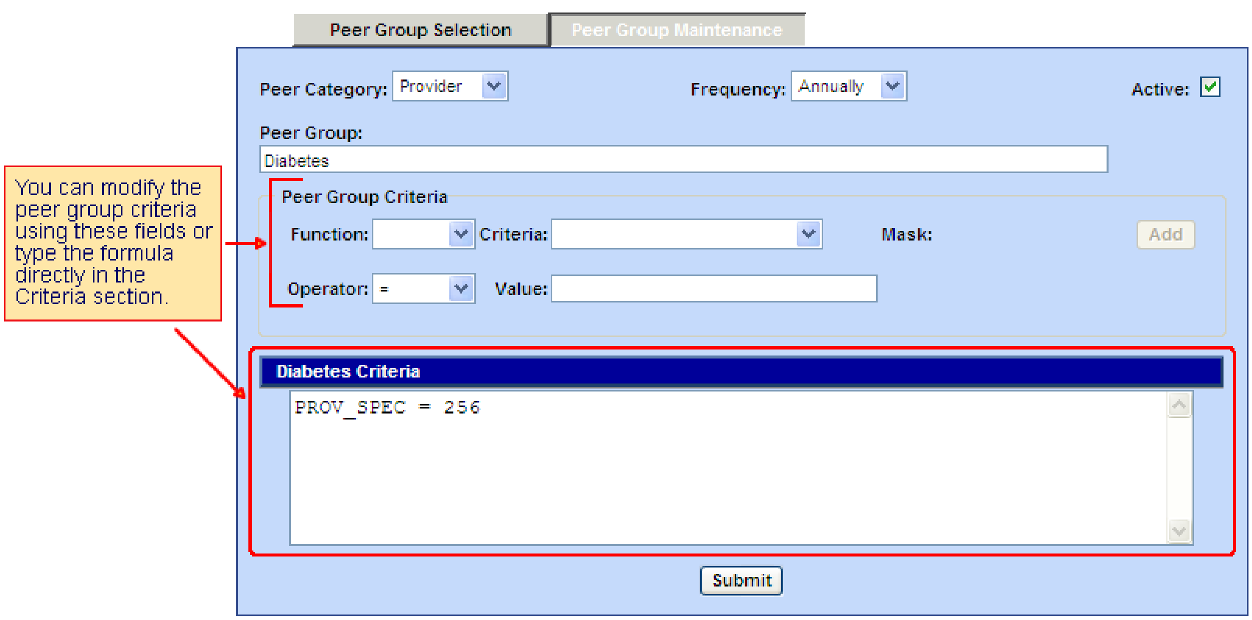
In the **Peer Group Selection** panel, you can view all case groups or search for a specific group by selecting from these criteria: Peer Category, Frequency, and Status.

In the **Peer Group Maintenance** panel, you can add and modify peer groups.

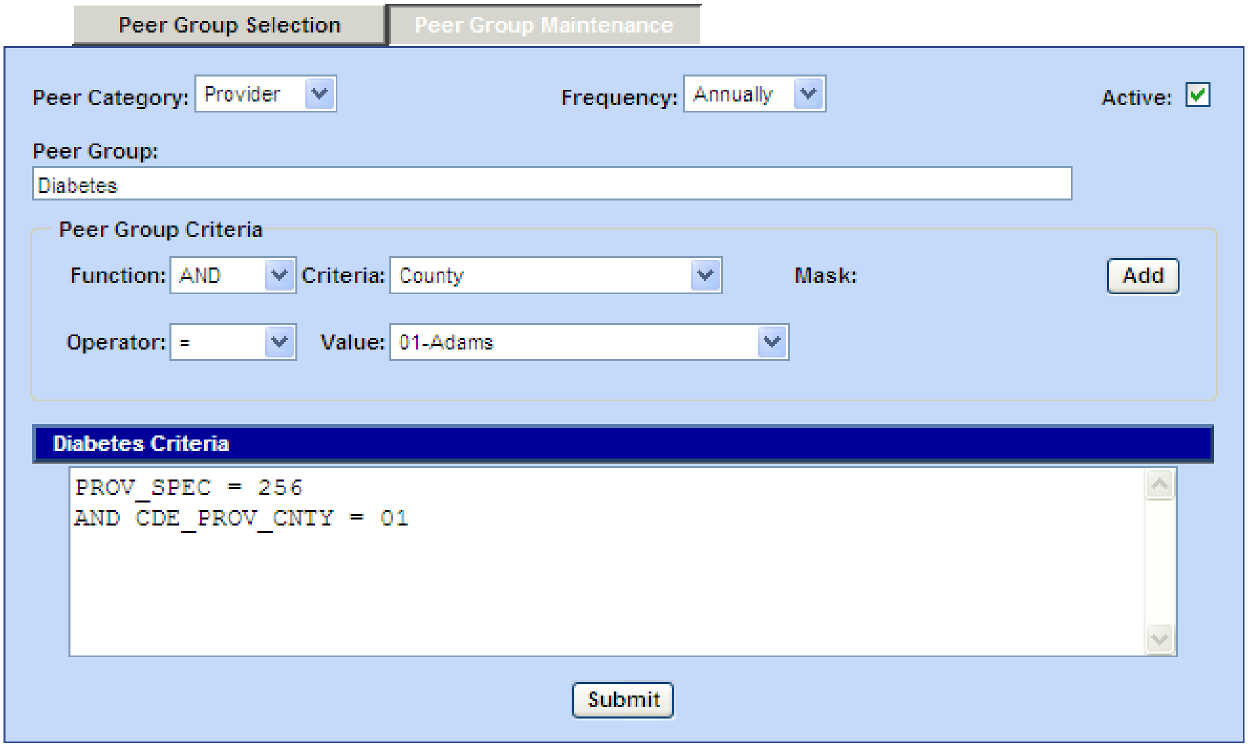
This image shows an example of the **Peer Group Selection** tab:



This image shows an example of the **Peer Group Maintenance** tab for the Diabetes provider peer group:



This image shows an example of modifications made to the Diabetes provider peer group by narrowing the peer group to include only providers in Adams county:



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How To

Follow these steps from the InfoView Home page to view, add, modify, and delete a peer group:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click Peer Group Maintenance.</td></tr>
<tr><td>2</td><td>Perform the desired task by following these steps:
<table>
<tr><th>TO:</th><th>THEN do this:</th></tr>
<tr><td>View a list of filtered peer groups</td><td>Select the desired options from the Peer Category, Frequency, and Status drop-down lists.</td></tr>
<tr><td>Add a peer group using a peer group as a template</td><td>a. Right-click the desired peer group and select Add from the list.
b. Change the name in the Peer Group field for the new peer group.
c. Modify the Peer Category and Frequency fields as desired.
d. Modify the criteria in the Peer Group Criteria fields as desired.
e. Click Add.
Note: You can also edit expressions directly in the Criteria field.
f. Select or deselect the Active checkbox as applicable.
g. Click Submit.
h. Click OK.</td></tr>
<tr><td>Add a peer group using the default blank template</td><td>a. Click the Peer Group Maintenance tab.
b. Type the desired name in the Peer Group field.
c. Select the desired options in the Peer Category and Frequency drop-down lists.
d. Select the desired criteria in the Peer Group Criteria fields.
e. Click Add.
f. To make the Peer Group active, select the Active checkbox.
g. Click Submit.
h. Click OK.</td></tr>
<tr><td>Modify a peer group</td><td>a. Right-click the desired peer group and select Update.
b. Modify the information as desired.
c. Click Submit.</td></tr>
</table></td></tr>
</table>

			d. Click **OK**.
		Delete a peer group	a. Right-click the peer group you want to delete and select **Delete**. b. Click **OK**. c. Click **OK** (again).

Success

You have successfully completed this task when the Peer Group Selection panel reflects your changes.

Practice

View, add, modify, and delete a peer group using this information:

View

1) Click **Peer Group Maintenance**.
2) Select the desired options in the **Peer Category**, **Frequency**, and **Status** drop-down lists.
3) Click **Search**.

   Note: The filtered list displays.

Add

4) Click the **Peer Group Maintenance** tab.
5) Complete the fields as desired.
6) Click **Add**.
7) Click **Submit**.
8) Click **OK**.
9) Return to the **Peer Group Selection** tab.

Modify

10) Right-click the peer group you added and select **Update**.
11) Modify the information as desired.
12) Click **Submit**.
13) Click **OK**.
14) Return to the **Peer Group Selection** tab.

Delete

15) Right-click the peer group you modified and select **Delete**.
16) Click **OK**.
17) Click **OK** (again).

Summary

In this topic, you learned how to view, add, modify, and delete a peer group.

Generating and Viewing Random Sample Requests and Reports

Overview

What

In this topic, you learn how to generate and view Random Sample requests and Random Sample reports. You start with a Random Sample request and then use the Request ID to run a Random Sample report.

Random Sample reports show a random sample of claims from the claims history of a particular provider or recipient. The reporting process uses a statistically-valid, random-sampling procedure that pulls data from the BIAR repository.

Who

Case analysts and supervisors can generate and view Random Sample requests and reports.

When

There is no specific starting point for generating Random Sample requests and reports; however, this is a possible scenario:

1) You receive a referral about a provider or recipient
2) You run two or three different Profiler reports
3) You generate Random Sample requests and reports for a sample of the provider or recipient claims, choosing the dates of service based on the Profiler reports

You could also run Random Sample requests and reports for a specific provider or recipient based on referral information.

Relevance

By generating and viewing Random Sample requests and reports, you can see sample claims for both providers and recipients, and apply a variety of filter conditions, such as date ranges, specific claim types, and code values. This can help you to detect fraud or abuse candidates.

Guidelines

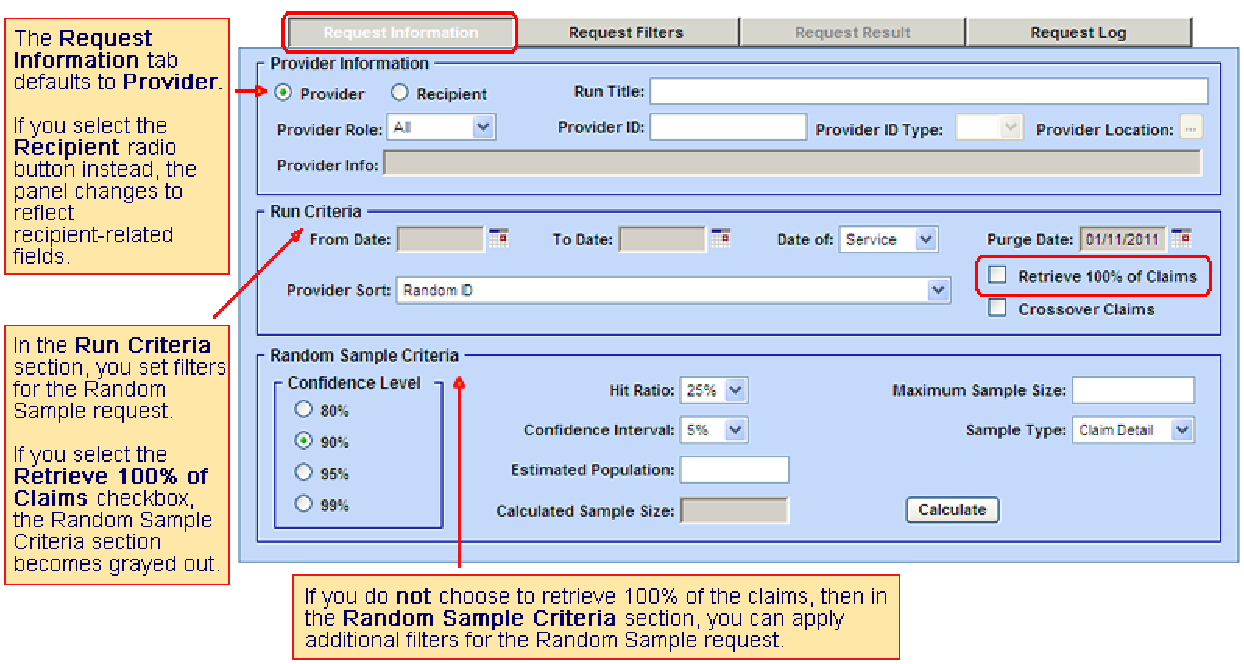
You generate Random Sample requests through a window in the Random Sample application. The window contains these tabs/panels:

- **Request Information:** Lets you generate a random claim sample for a provider or recipient. In this panel, you set up basic information for your request, such as the provider or recipient, dates, and sample size.
- **Request Filters:** Allows you to apply a variety of report filters to narrow the results of the random-sample process.
- **Request Result:** Displays the Random Sample status and results. This panel shows the detail or header claim results of the Random Sample request. You can click the detail number associated with the ICN to view additional claim information.
- **Request Log:** When you generate a Random Sample request, your request is stored in a batch process. The Request Log panel lets you check the status of your request.

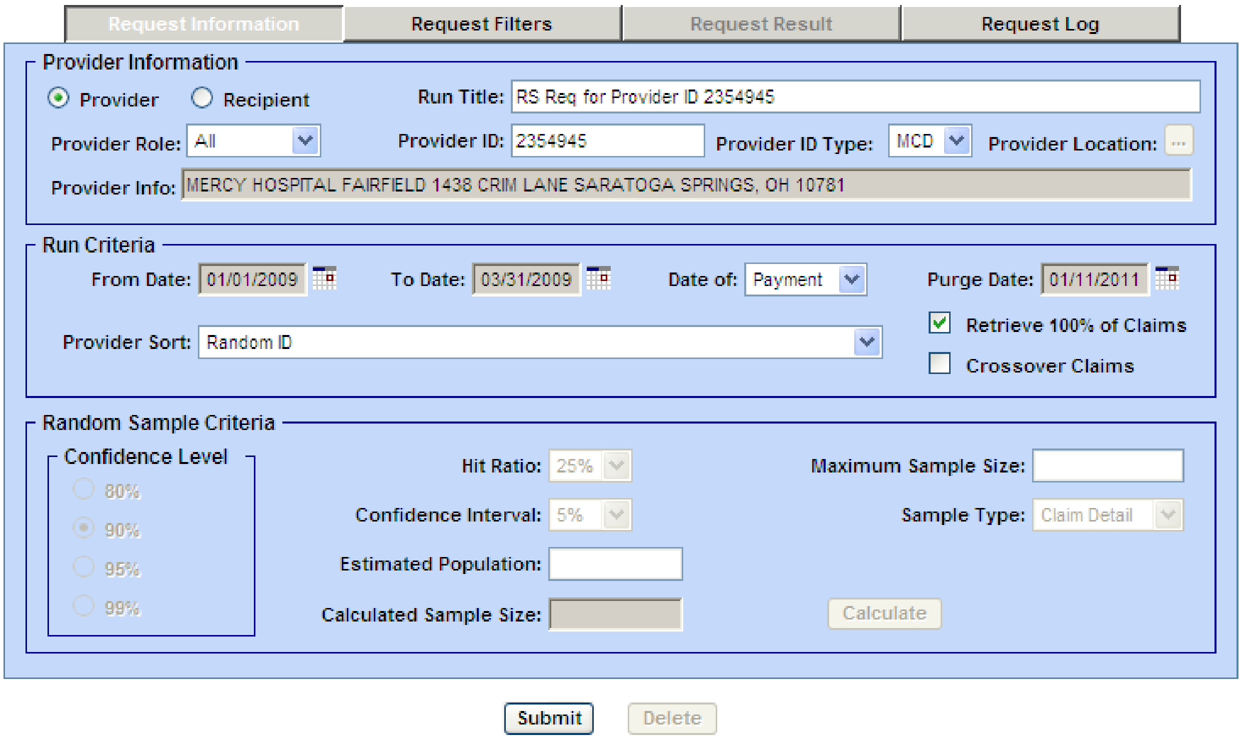
After the Random Sample request status changes to **Completed**, you can click the corresponding number in the **Sample Size** column to view sample claims. You can also click the number in the **Request ID** column to view the criteria you chose for running the Random Sample request.

The following images show examples of the four Random Sample tabs/panels.

Request Information



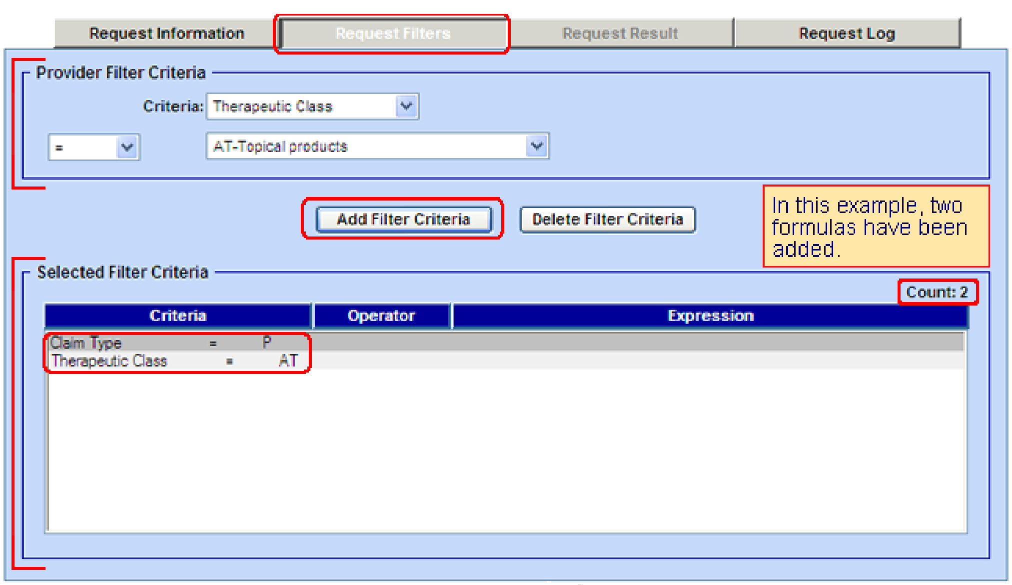
This image shows a Random Sample request for Mercy Hospital, with run criteria based on the payment date for the first quarter of 2009, and retrieving 100% of the claims:



Request Filters

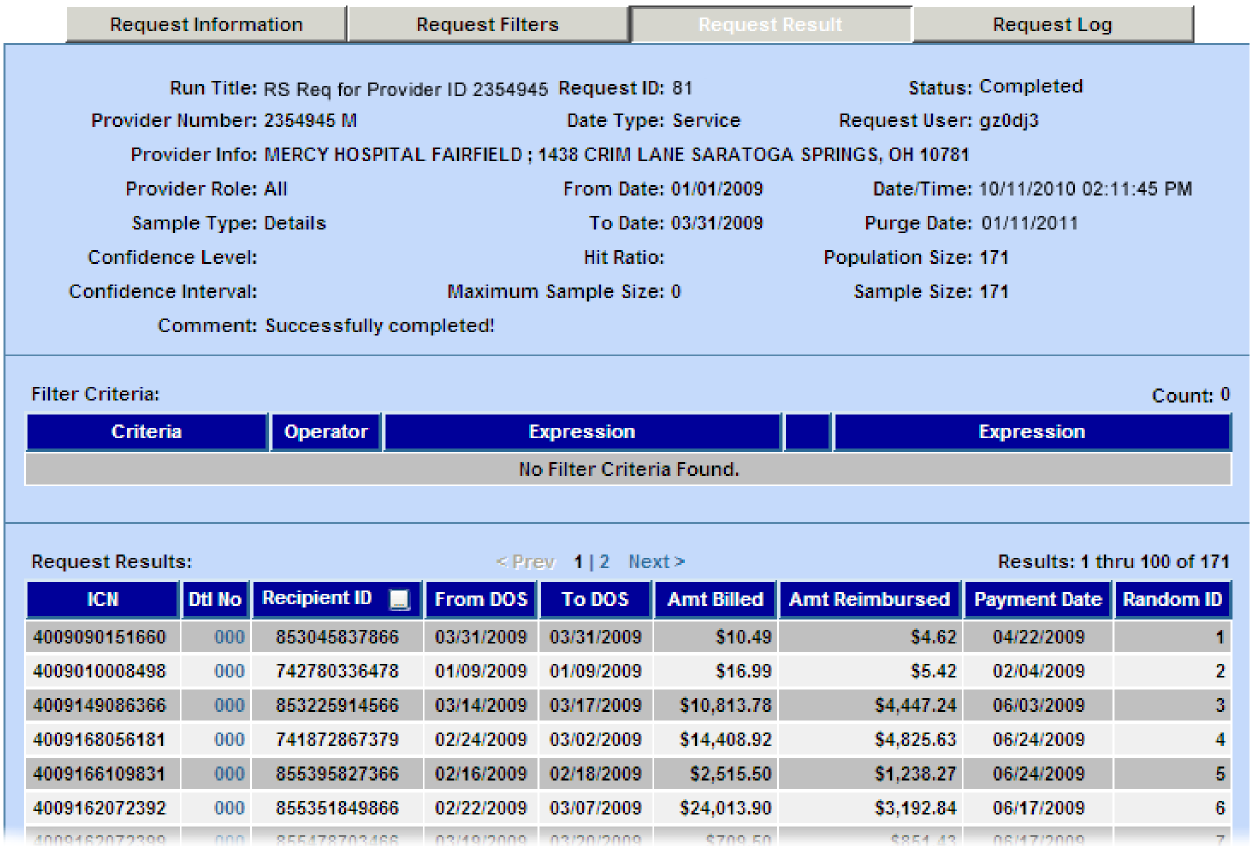
The **Request Filters** tab provides additional filter options for the provider or recipient you entered in the Request information panel. This is **not** a required tab.

By default, the **Selected Filter Criteria** section is blank. After you select the criteria, operator, and expression in the Provider Filter Criteria section, you click **Add Filter Criteria** to display the formula. You can add as many formulas as applicable.



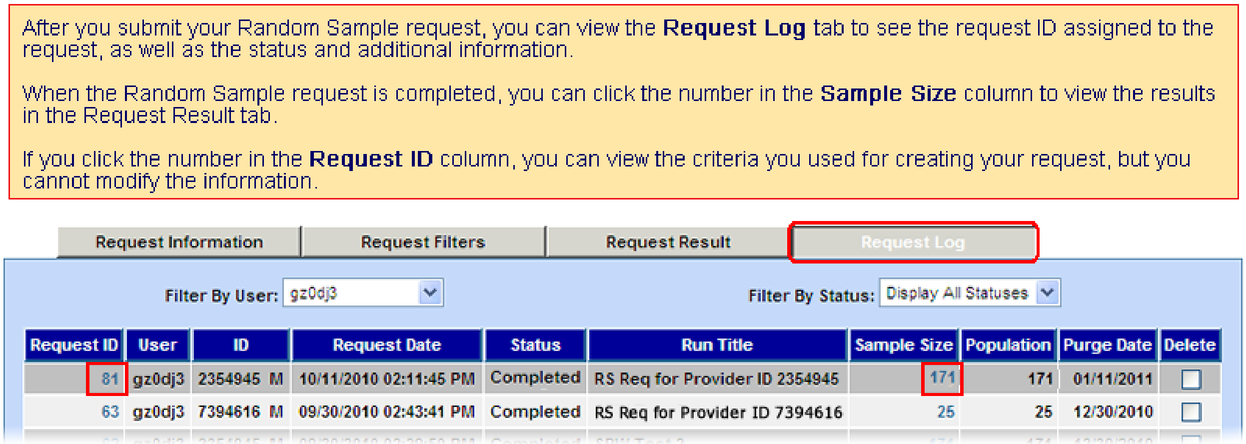
Request Result

This image shows a Random Sample request result for Mercy Hospital, with run criteria based on the service date for the first quarter of 2009, retrieving 100% of the claims, with no additional filter criteria applied:



ICN	Dtl No	Recipient ID	From DOS	To DOS	Amt Billed	Amt Reimbursed	Payment Date	Random ID
4009090151660	000	853045837866	03/31/2009	03/31/2009	$10.49	$4.62	04/22/2009	1
4009010008498	000	742780336478	01/09/2009	01/09/2009	$16.99	$5.42	02/04/2009	2
4009149086366	000	853225914566	03/14/2009	03/17/2009	$10,813.78	$4,447.24	06/03/2009	3
4009168056181	000	741872867379	02/24/2009	03/02/2009	$14,408.92	$4,825.63	06/24/2009	4
4009166109831	000	855395827366	02/16/2009	02/18/2009	$2,515.50	$1,238.27	06/24/2009	5
4009162072392	000	855351849866	02/22/2009	03/07/2009	$24,013.90	$3,192.84	06/17/2009	6
4009162072399	000	855478703466	03/19/2009	03/20/2009	$709.50	$851.43	06/17/2009	7

Request Log



How To

Follow these steps from the InfoView Home page to generate and view a Random Sample request and Random Sample report:

Step	Action
1	Click **Random Sample Request**.
2	Select either the **Provider** or **Recipient** radio button at the top-left of the panel. **Note:** The appropriate fields for a provider or recipient display.
3	Type or select the desired sample criteria.
4	To restrict the criteria further, click the **Request Filters** tab and type or select the desired information.
5	Click **Submit**.
6	Click **OK**.
7	Click the **Request Log** tab to see the status of the Random Sample request and to view the sample after it has run.
8	After **Completed** displays in the **Status** column, click the appropriate sample size link in the **Sample Size** column. **Note:** The Random Sample request results display.
9	Write down the Request ID number to use in running the Random Sample report.

Step	Action
10	Return to the InfoView Home page.
11	Display the **Random Sample Claim Detail** report title at this path: **Public Folders>SUR>Random Sample>Reports**.
12	Either refresh or schedule the report using the Request ID you wrote down previously for the Prompts window, and view the results.

Success

You have successfully completed this task when you have generated and viewed a Random Sample request and report.

Practice

Generate and view a Random Sample request and Random Sample report using this information:

Generate a Random Sample Request

1) Click **Random Sample Request**.
2) Keep the **Provider** radio button selected in the top-left portion of the **Request Information** panel.
3) Keep **All** selected for the **Provider Role**.
4) Type a title of your choice in the **Run Title** field.
5) Type **7394616** in the **Provider ID** field.
6) Select **MCD** in the **Provider Type ID** drop-down list.
7) Use this date range: **01/01/2009** to **03/31/2009**.
8) Select **Payment** in the **Date Of** drop-down list.
9) Select the **Retrieve 100% of Claims** checkbox.
10) Click **Submit**.
11) Click **OK**.

View a Snapshot of the Results

12) Click the **Request Log** tab.
13) Click the appropriate sample size link in the **Sample Size** column.
14) View the results at a high level and write down the Request ID number to use in Step 17 of this exercise.

View a Random Sample Claim Detail Report

15) Return to the InfoView Home page.
16) Click the **Random Sample Claim Detail** report title at this path: **SUR>Case Tracking>Random Sample>Reports**.
17) Schedule the report using the Request ID you wrote down previously for the **Prompts** window.

18) After the report has been scheduled successfully, view the results.

Summary

In this topic, you learned how to generate and view a Random Sample request and Random Sample report.

Review

In this course, you learned how to:

- Add a provider case
- Add a recipient case
- View and modify a case summary
- Add, view, modify, and delete a referral
- Add, view, modify, and delete a suspended or terminated provider
- Save and view case file documents
- Modify a recipient's lock-in status
- Add, modify, and delete a case category
- View, add, and modify a case type
- View, add, modify, and delete a case group
- View, add, modify, and delete a peer group
- Generate and view Random Sample requests and reports