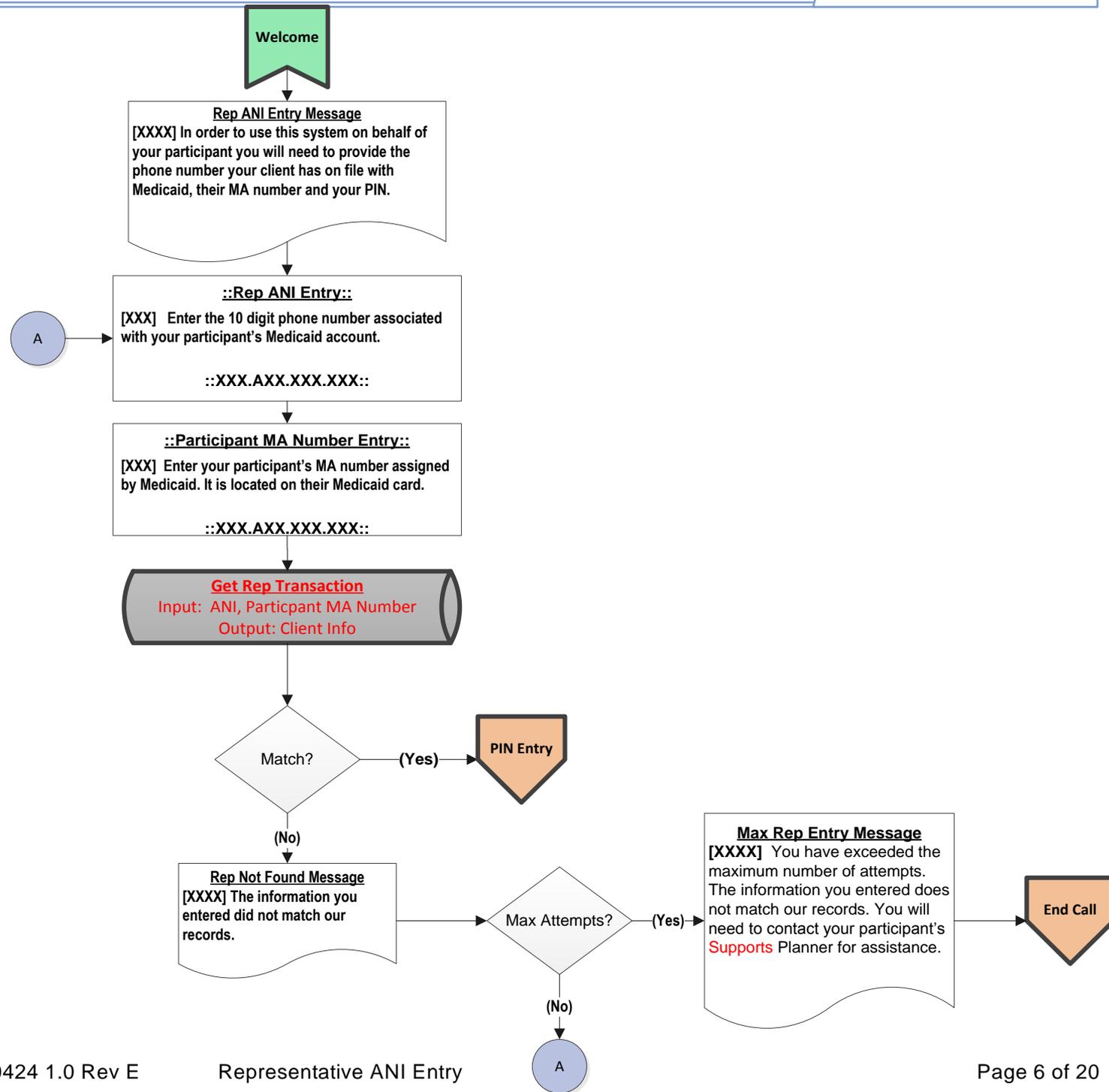
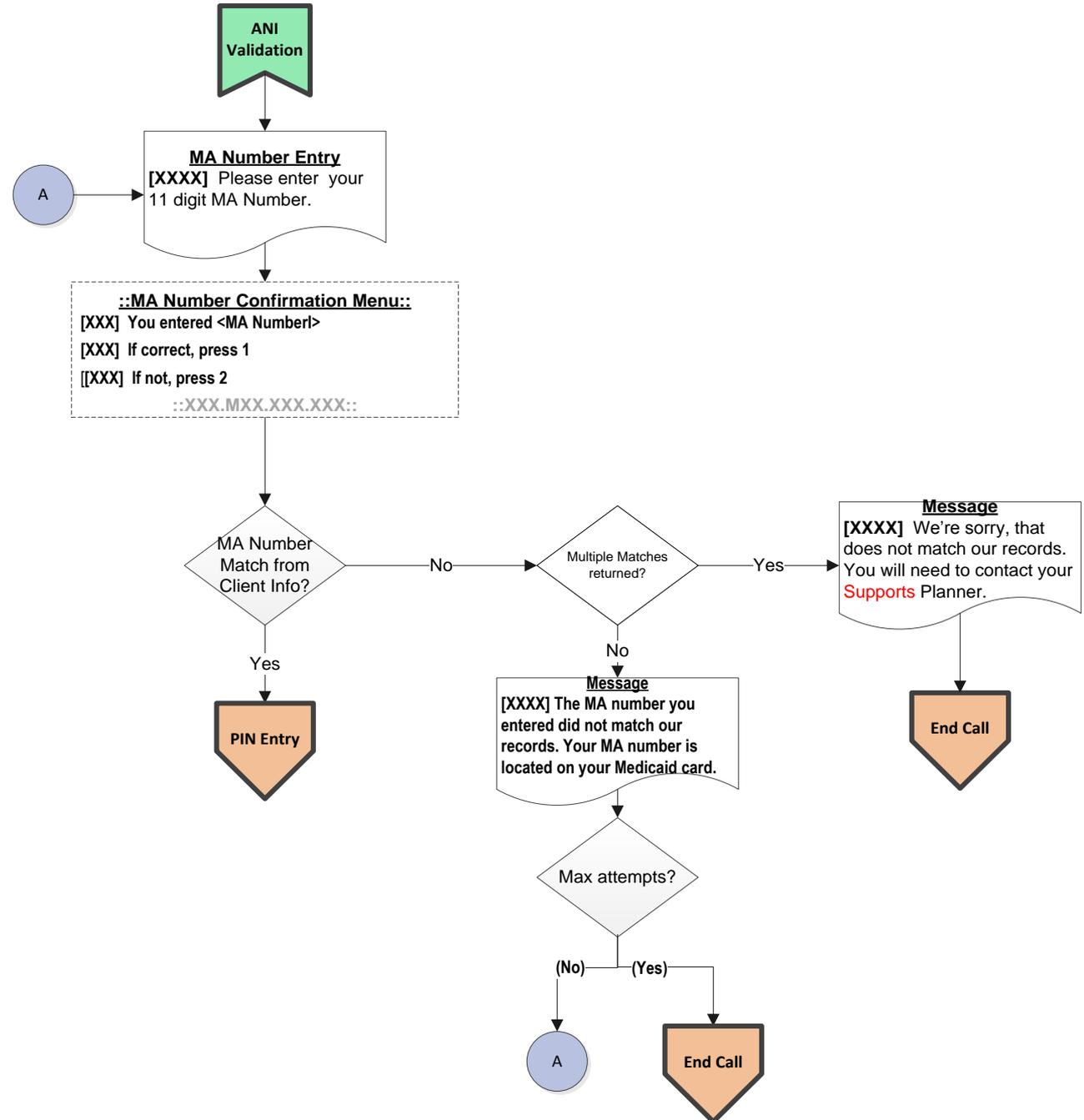
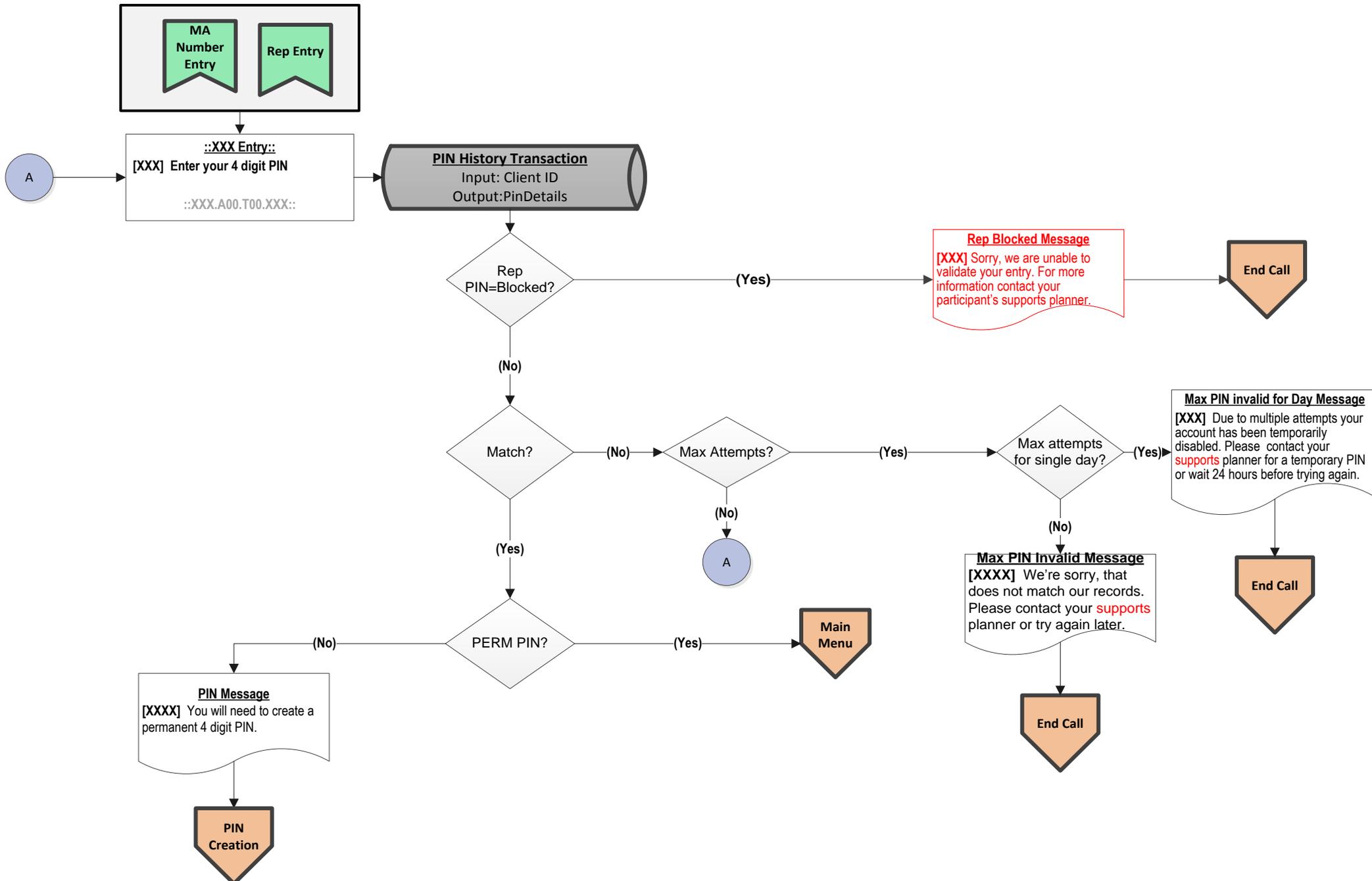


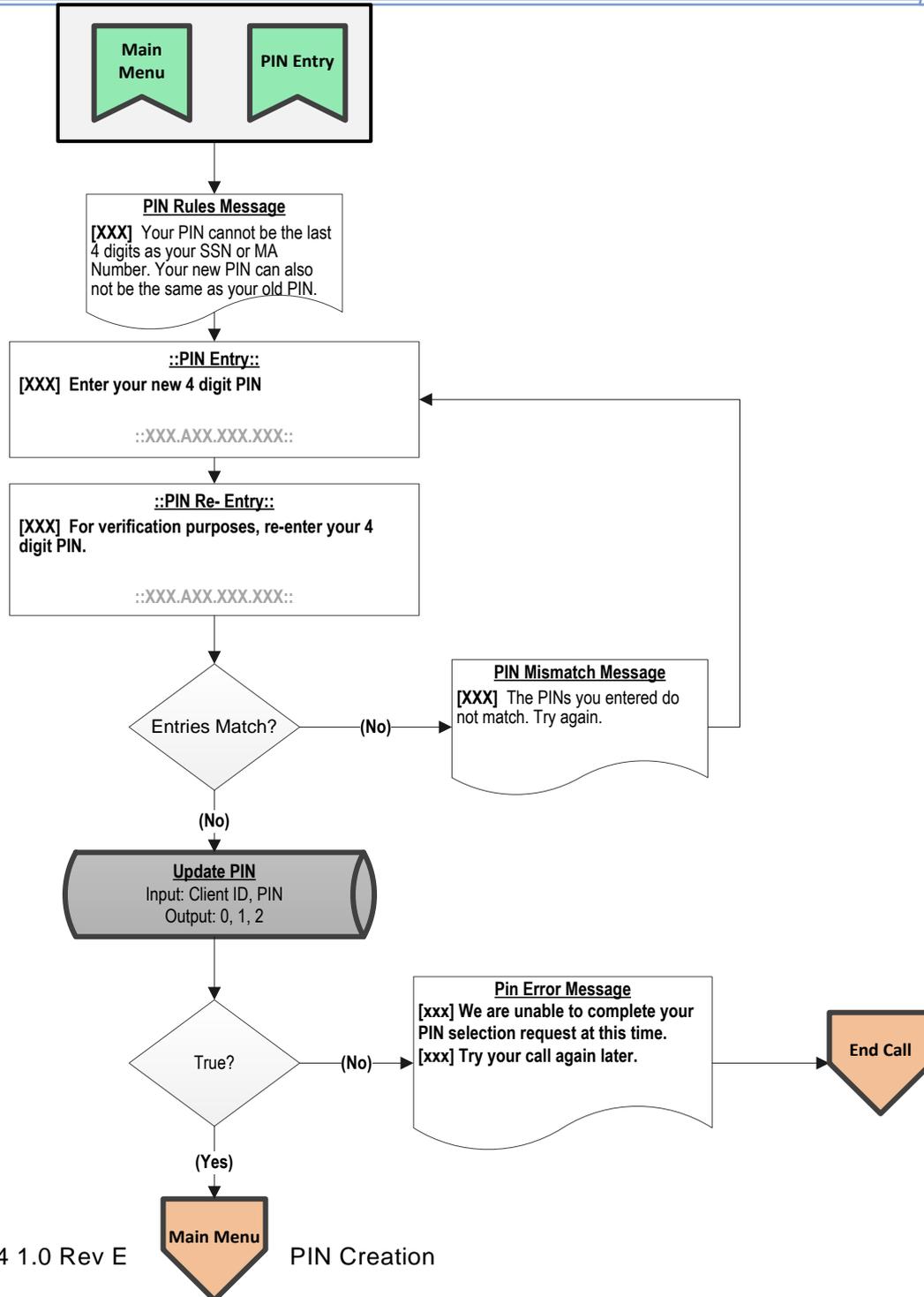
Call Flow Notes: Confirmation menu will play only after first invalid.

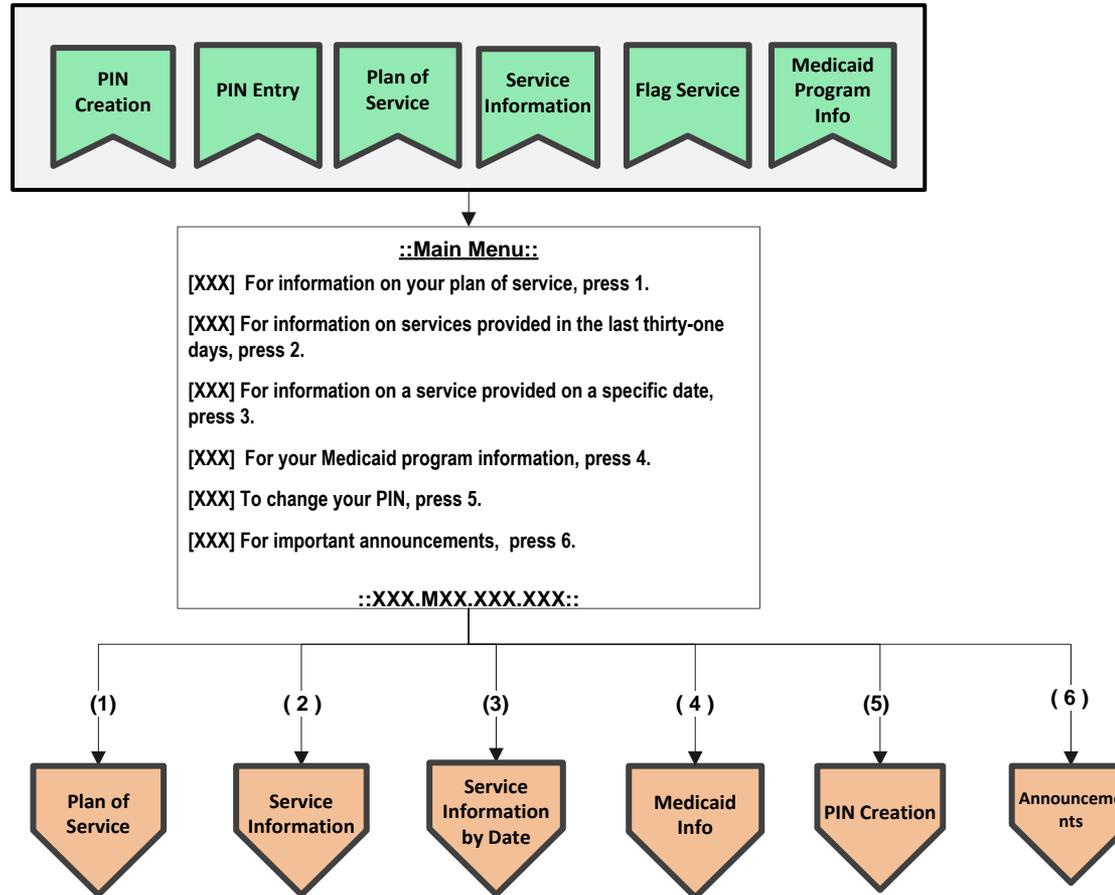


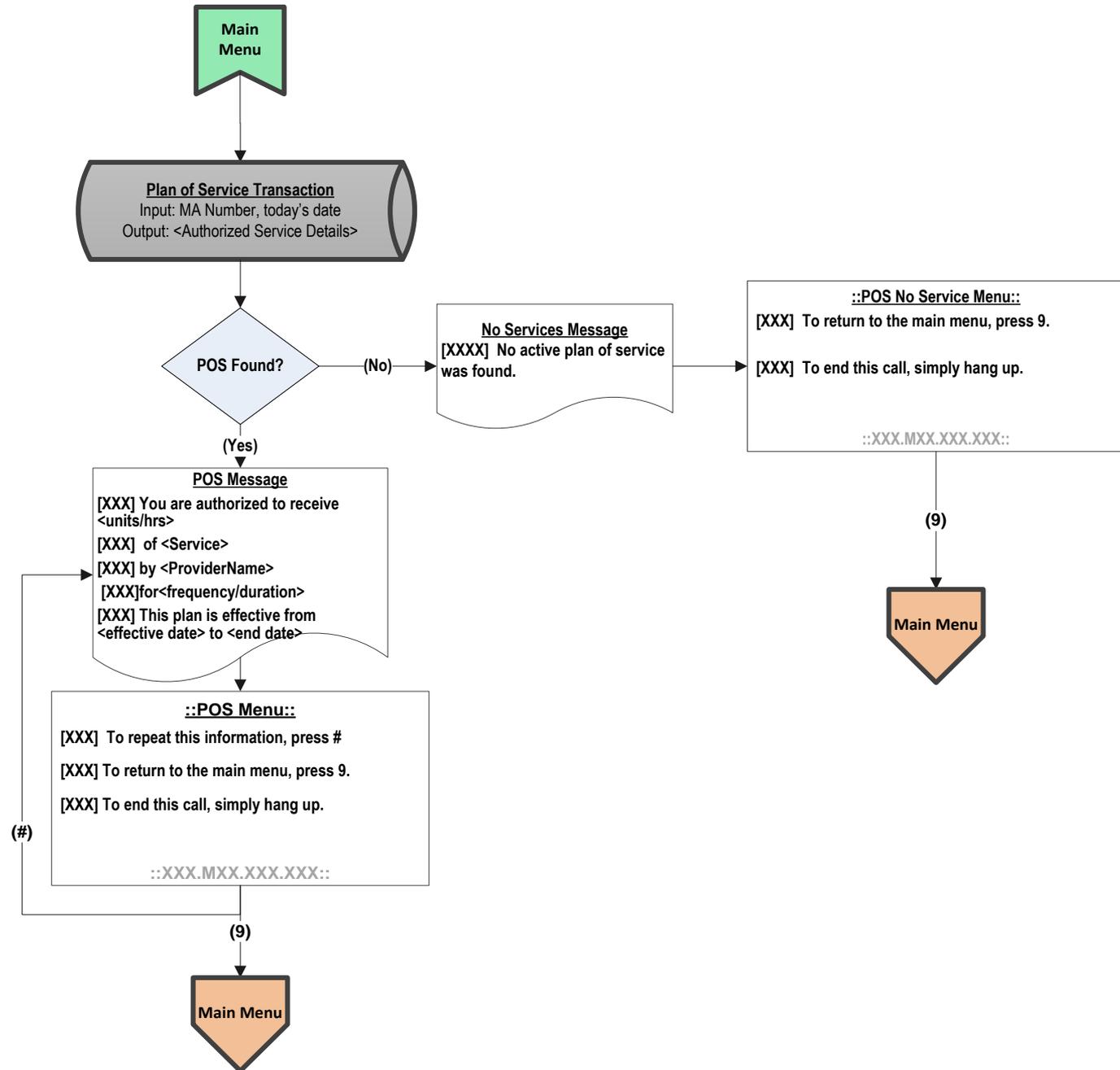


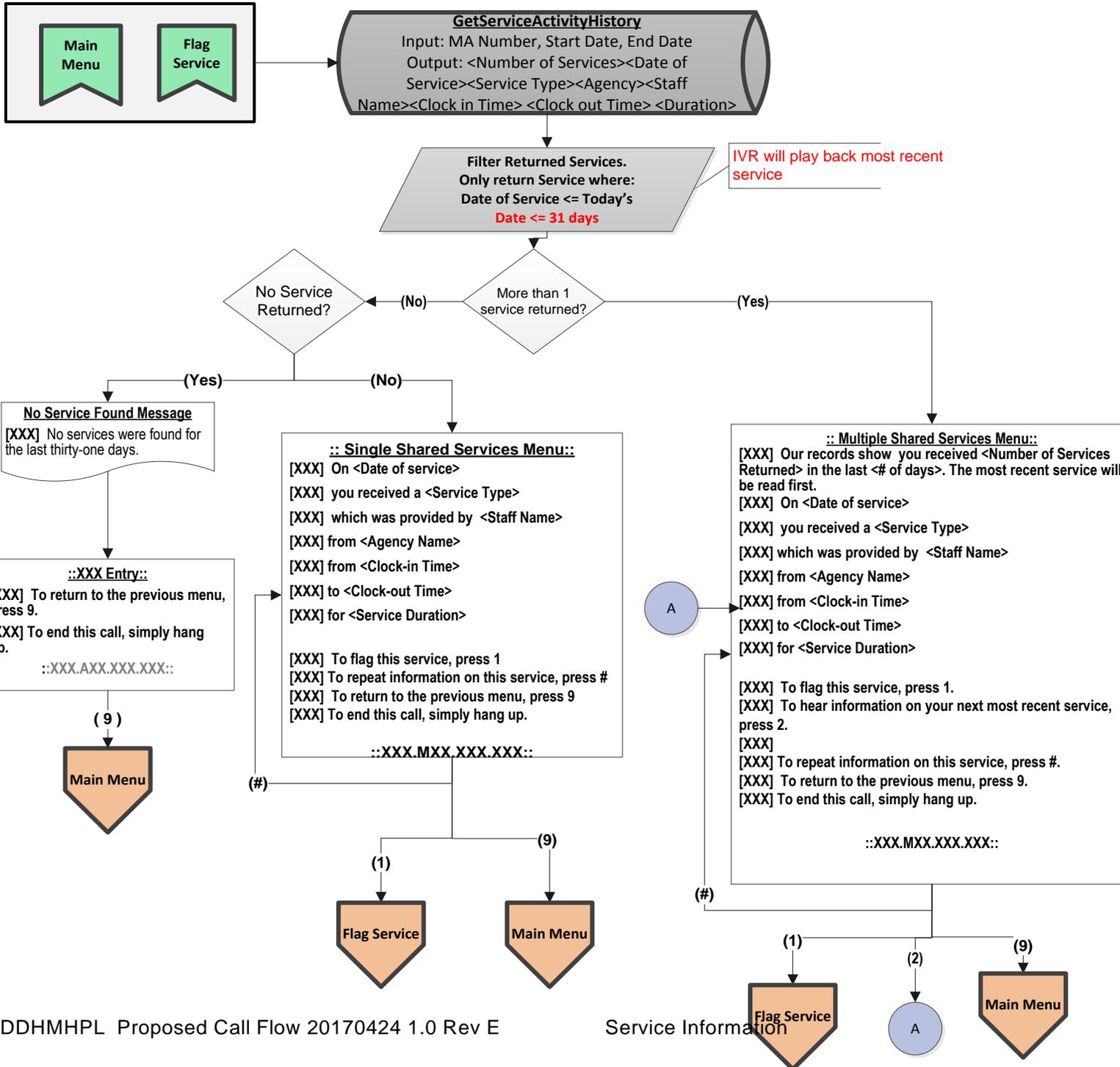
Call Flow Notes: Confirmation menu will play only after first invalid.

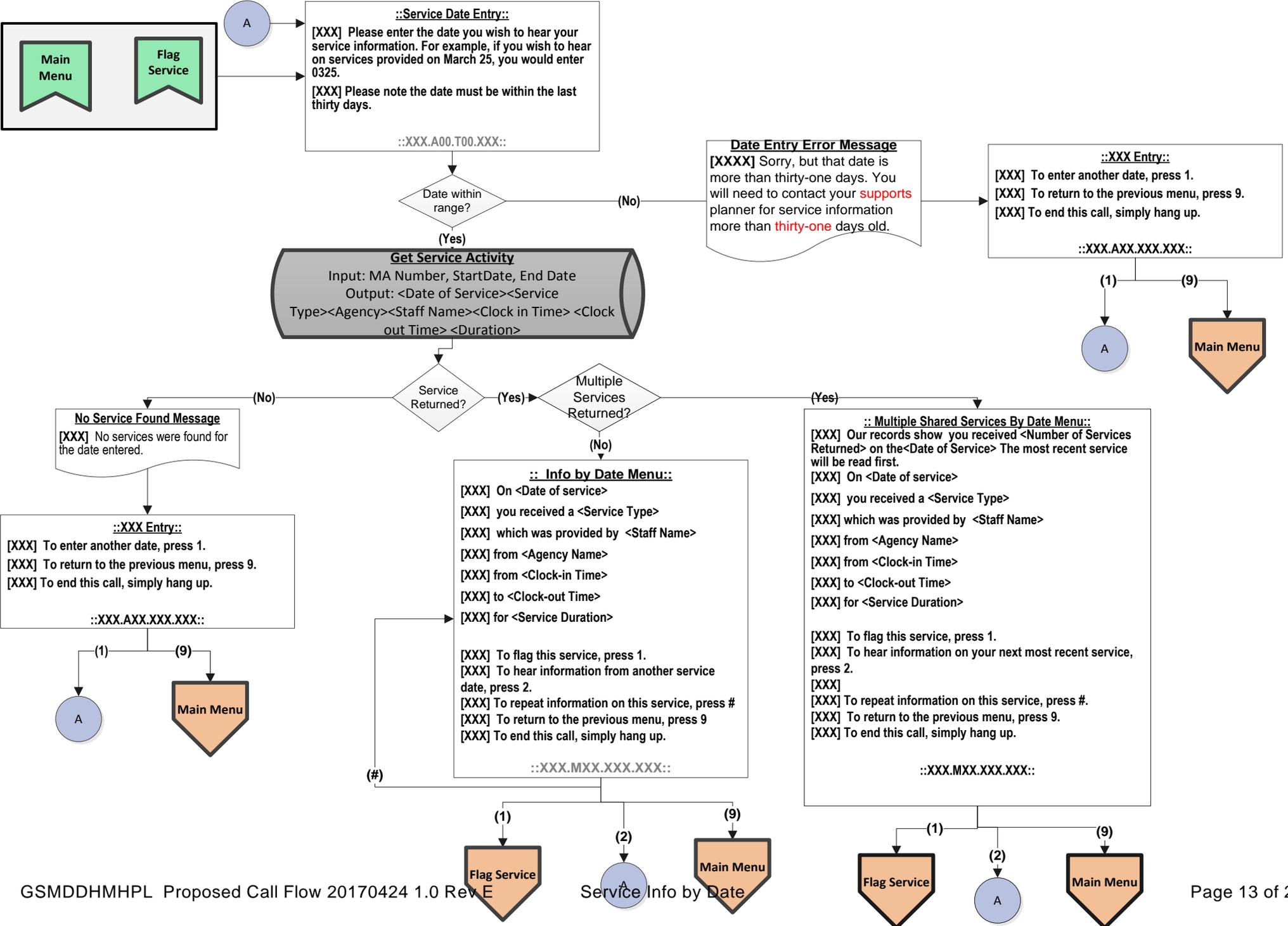


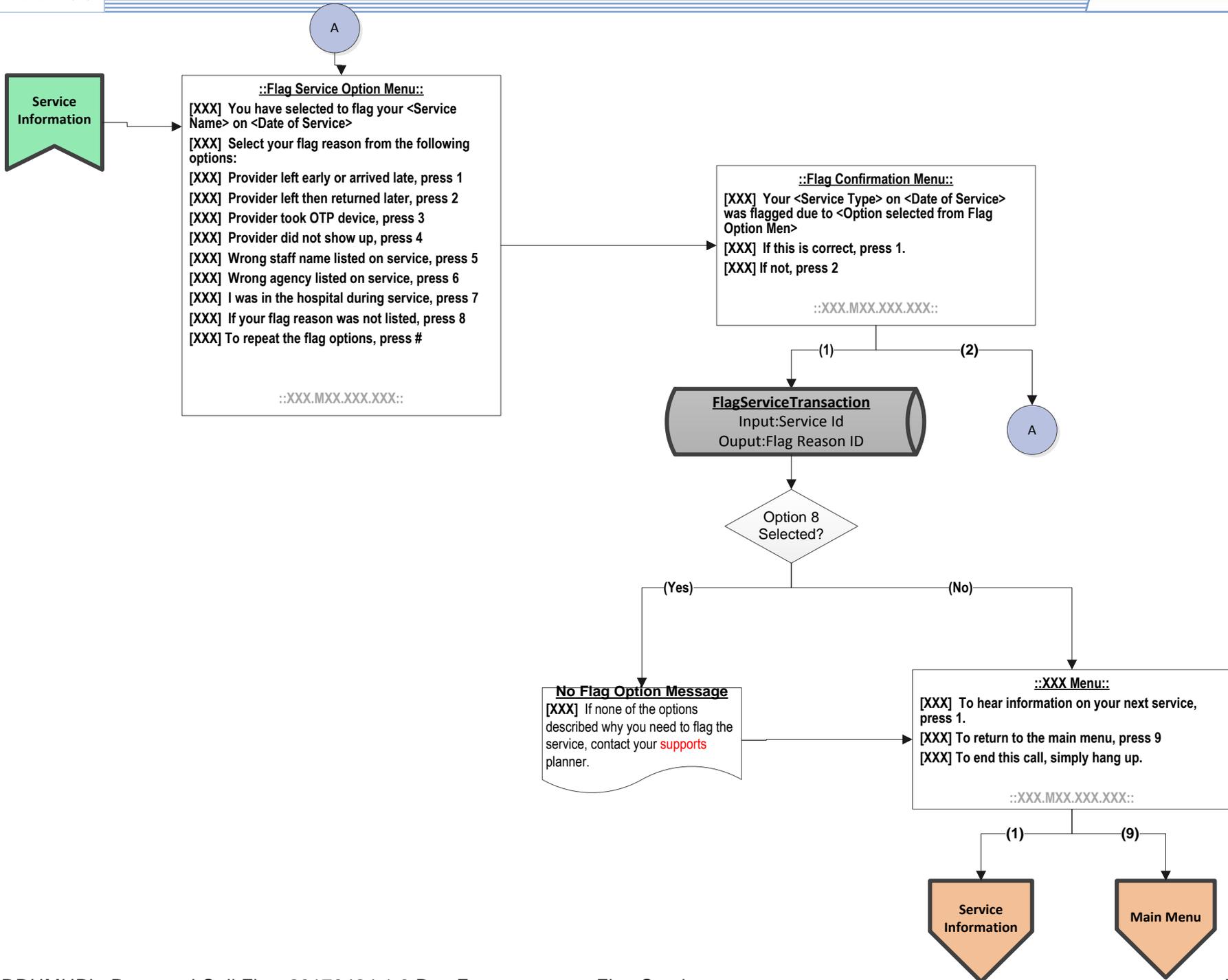


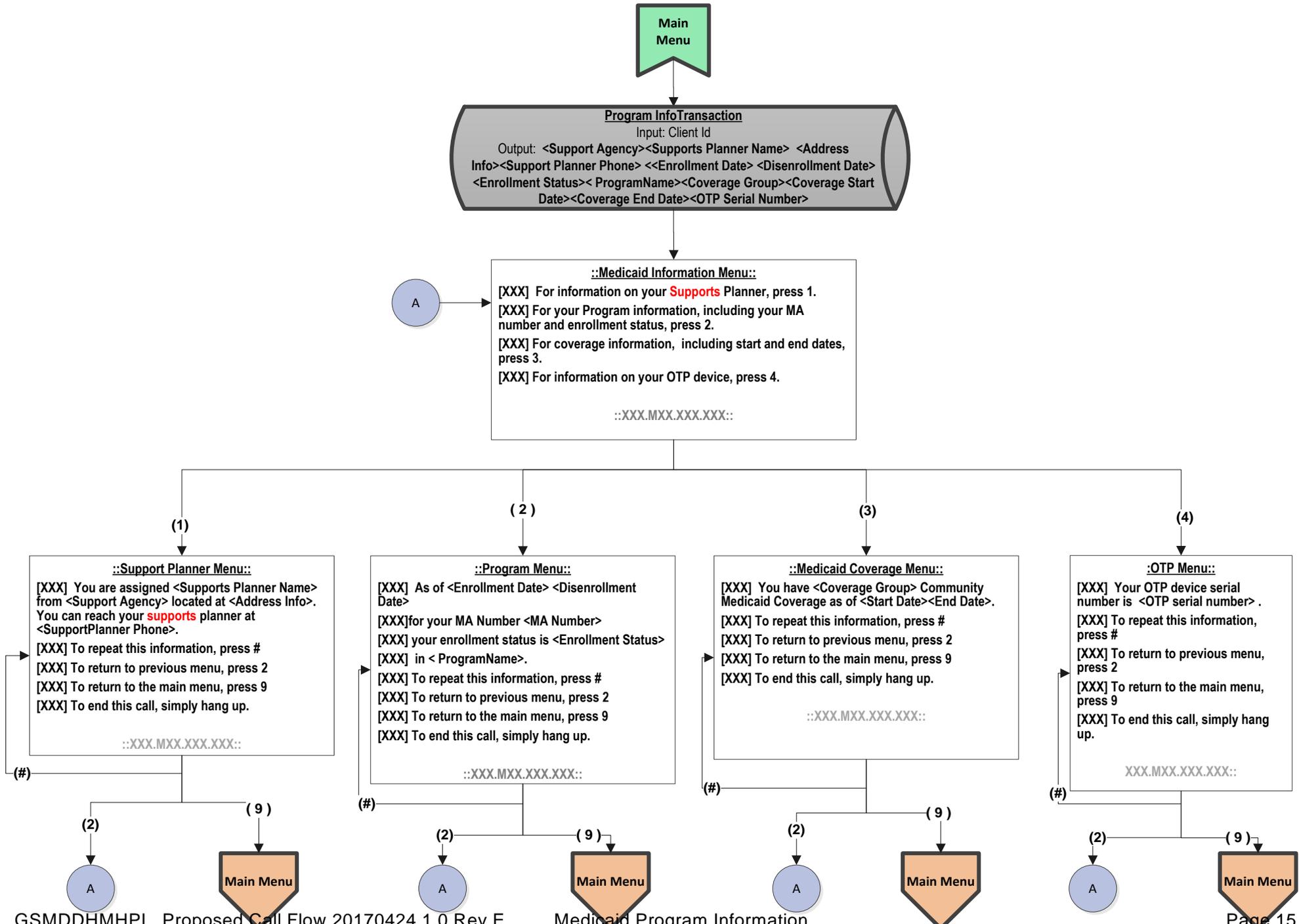


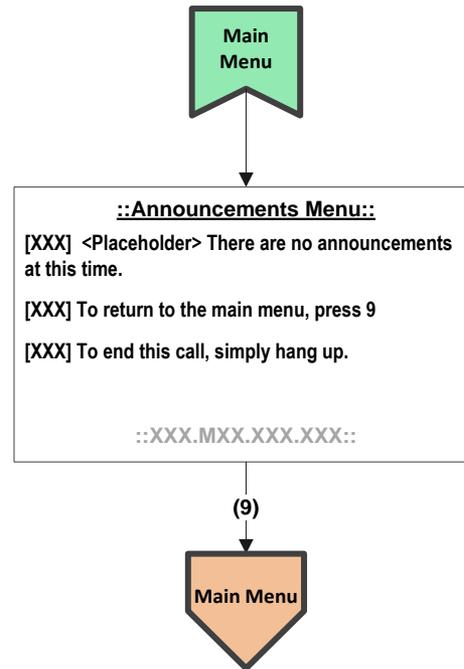


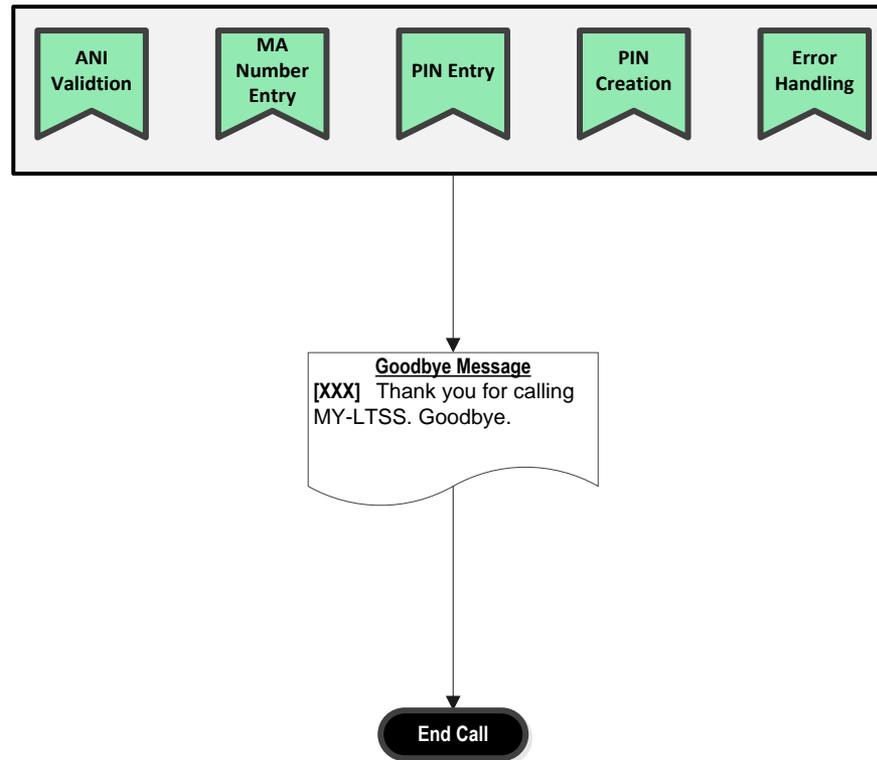












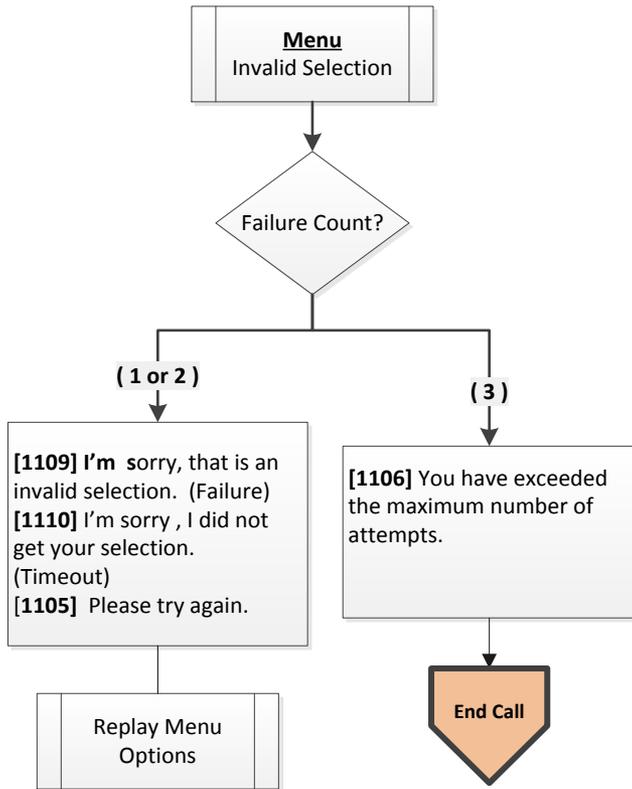
The following pages provide a list of exit points in the application. Additional pages should be added as needed.

The Exit Point list will be inserted below by the CI analyst once Tasks and Goals have been completed.

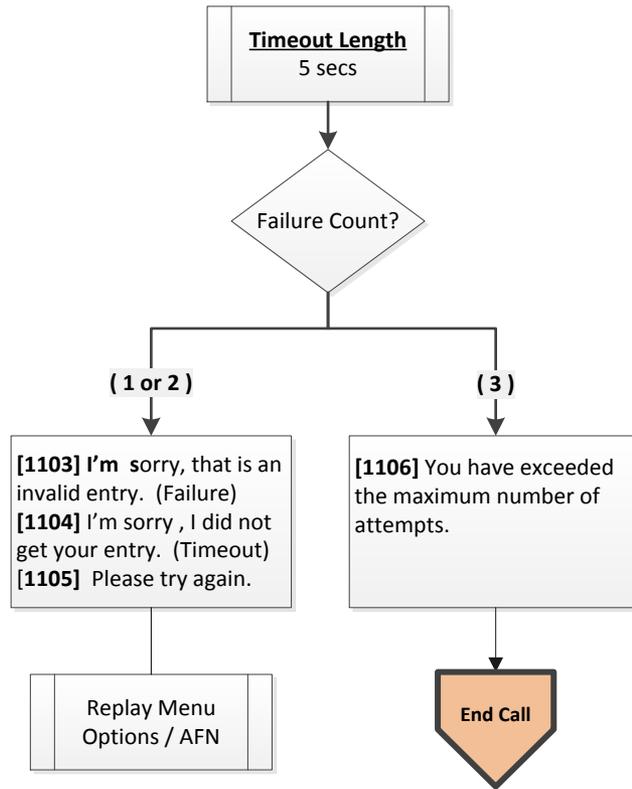
The following pages provide a list of exit points in the application. Additional pages should be added as needed.

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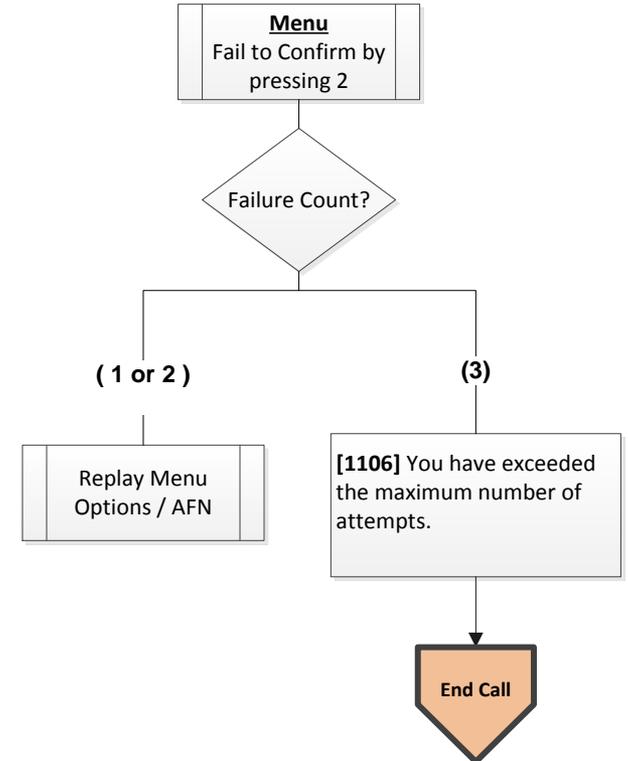
(01) Menu – Timeout/Invalid



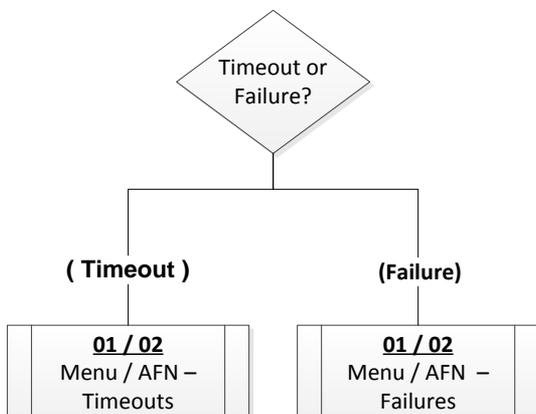
(02) AFN – Timeout/Invalid



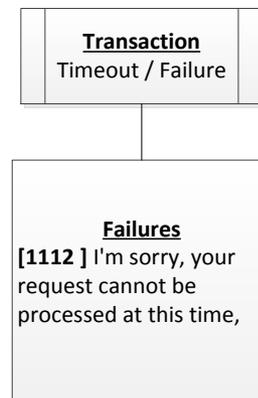
(03) Menu – Max Repeat Entry Menu Selection

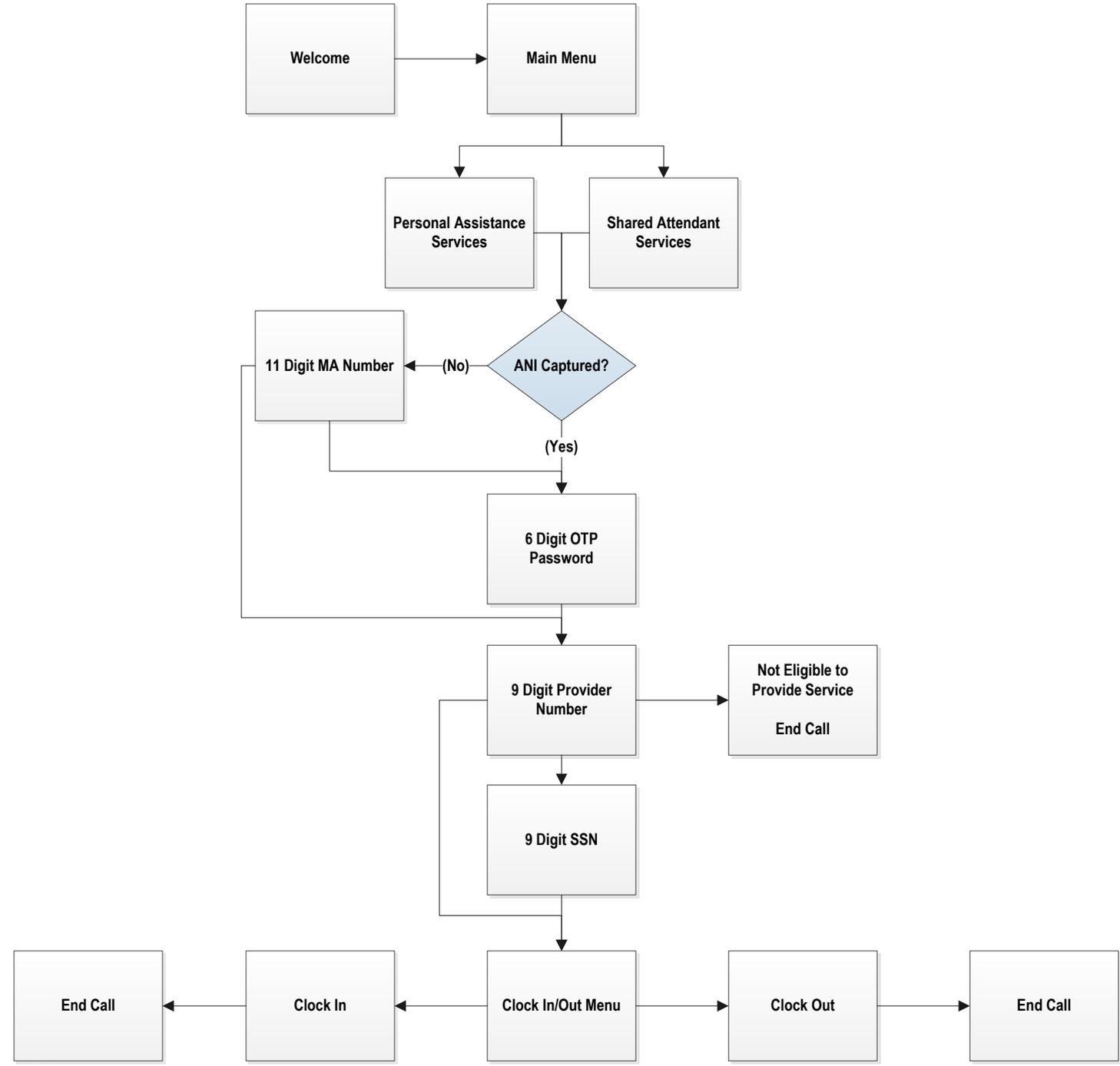


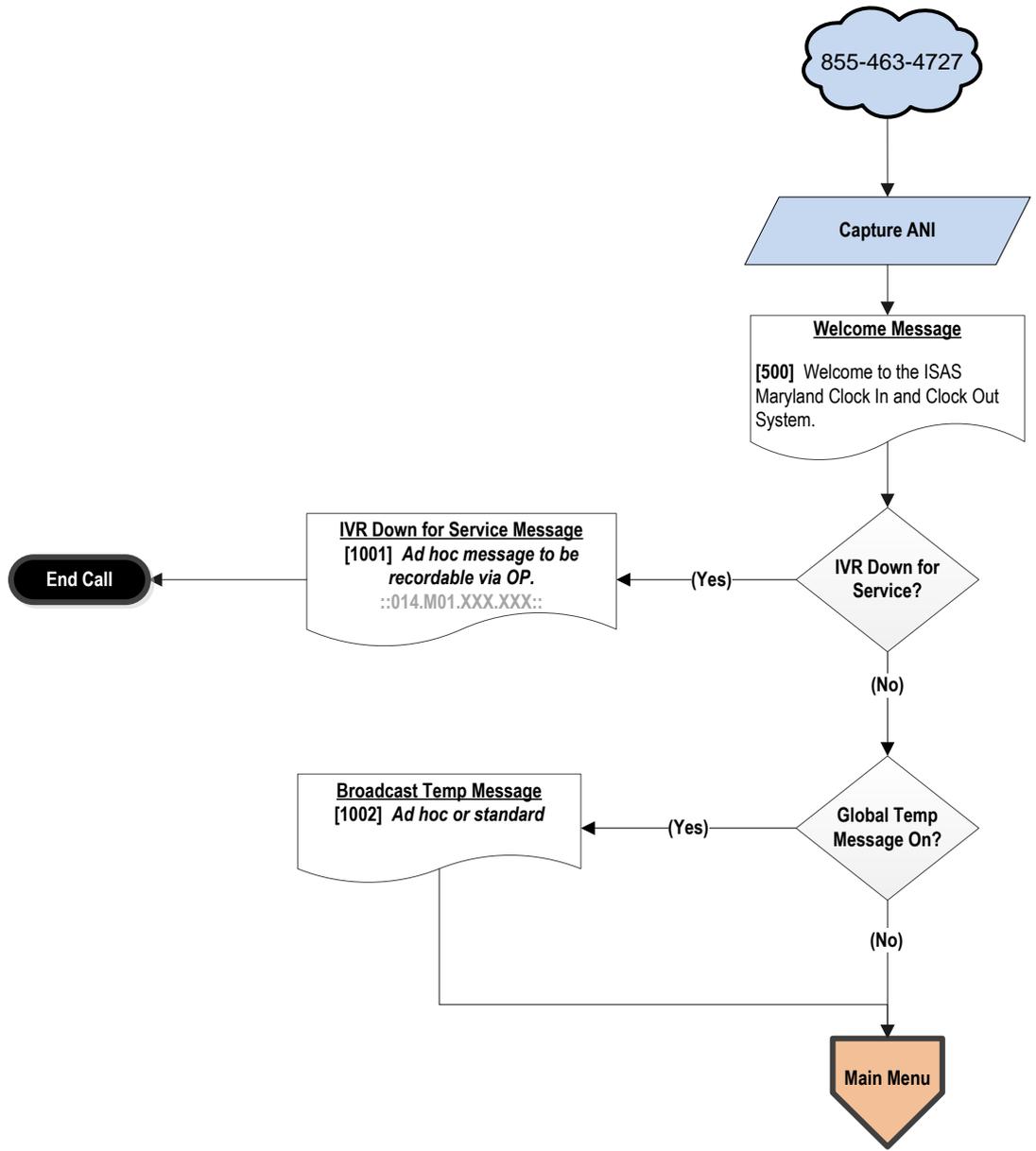
(04) Menu – Timeouts / Failures Combo

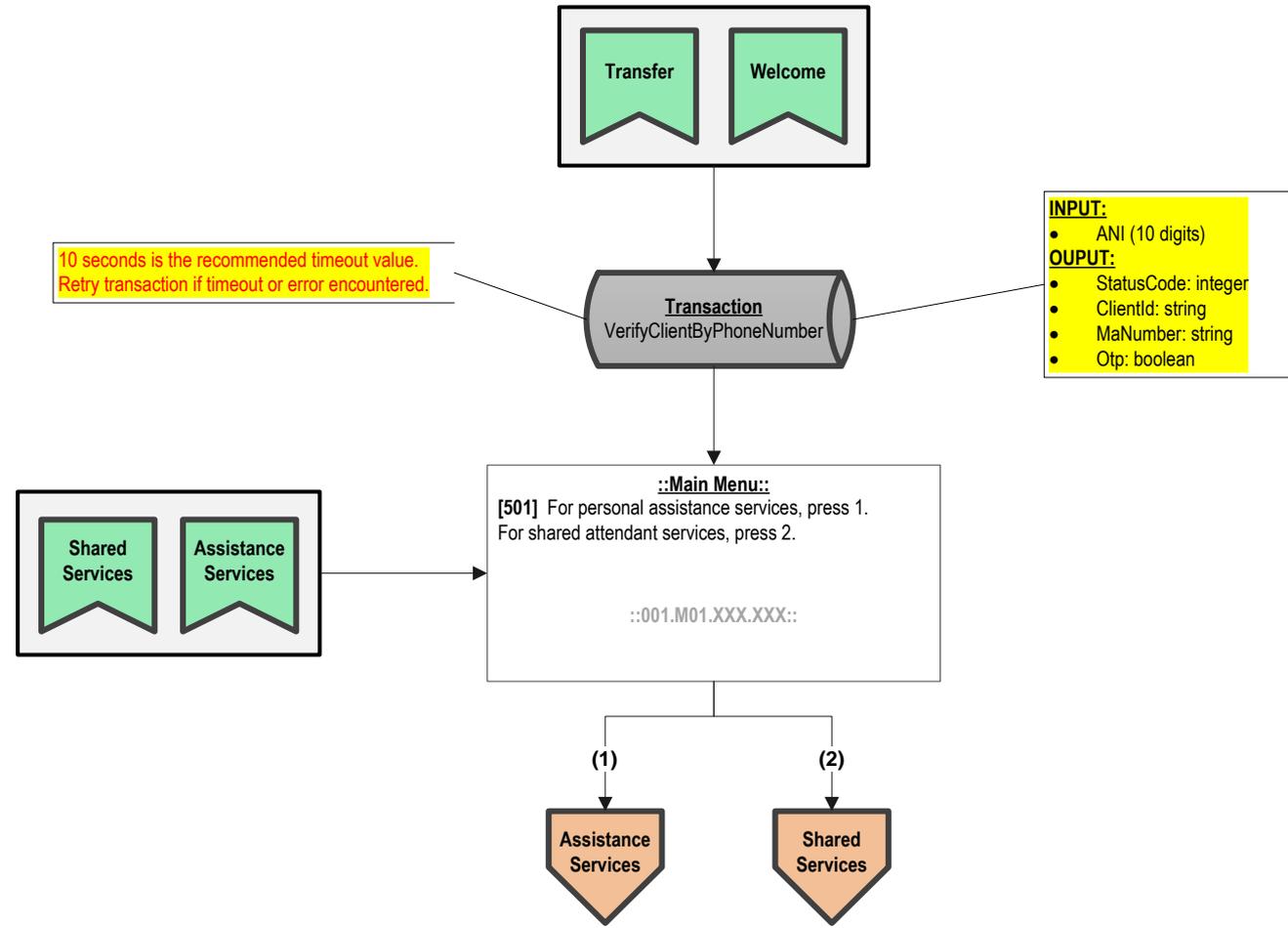


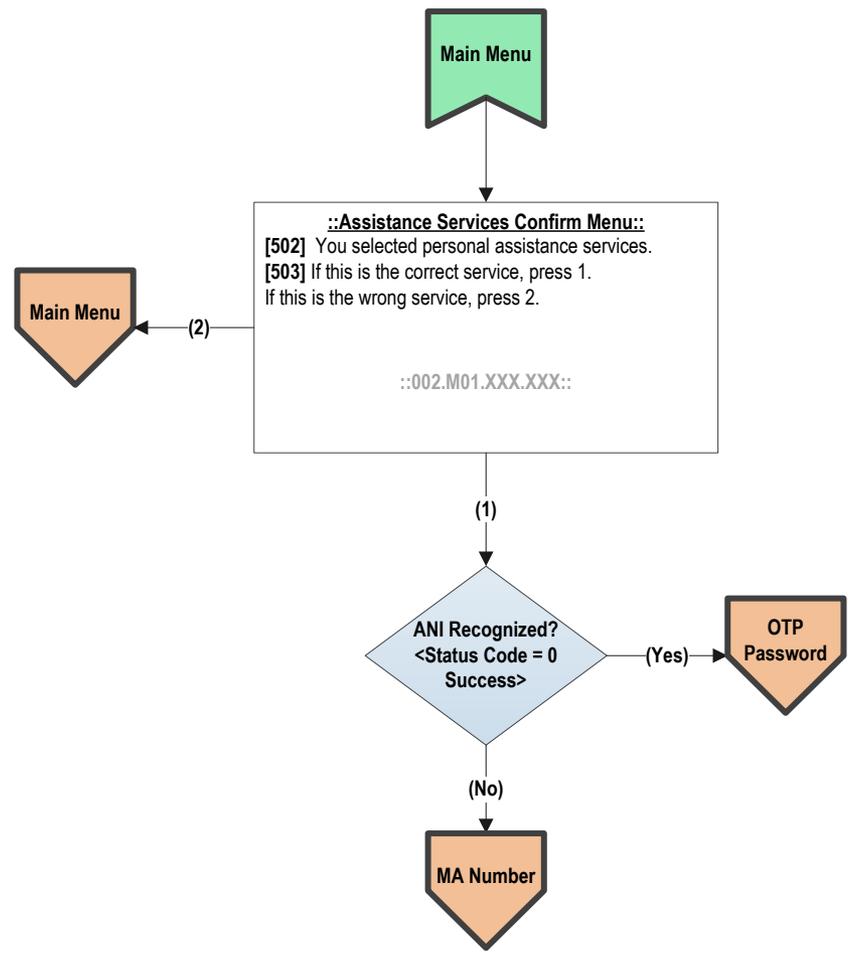
(05) Transaction – Timeouts / Failures





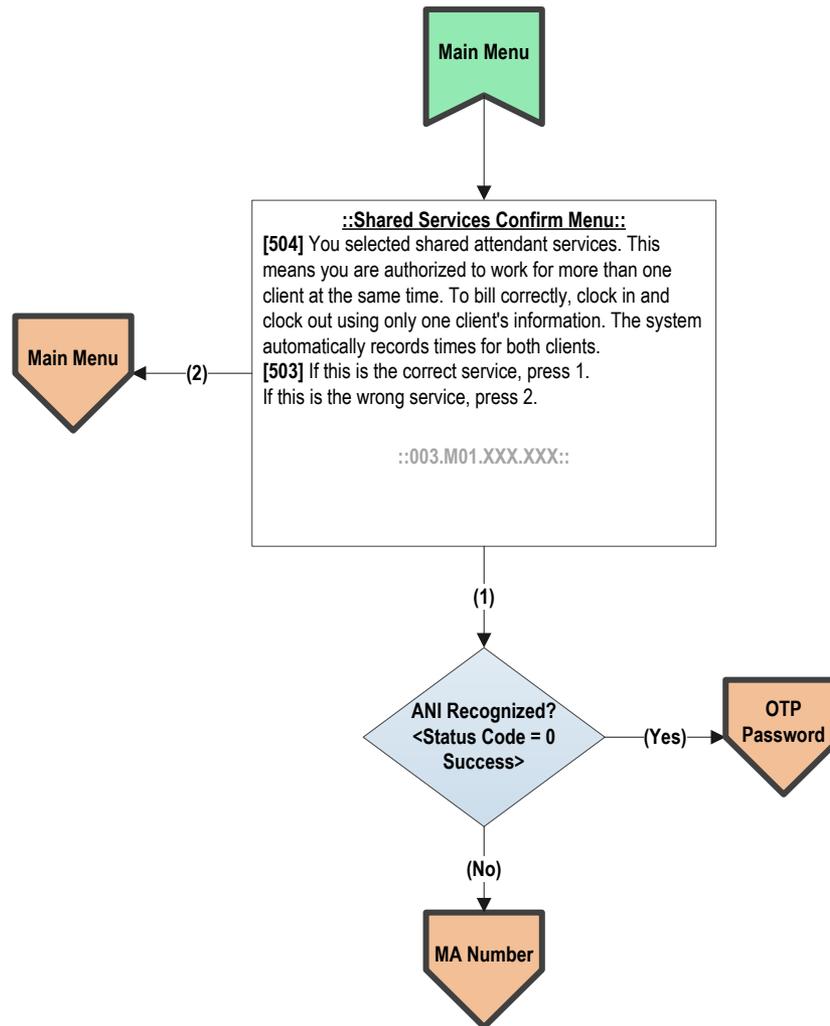






Goal Start Location Box
Assistance Services Confirm Menu

- Option 1: {G01.Assistance Services}



Goal Start Location Box
Shared Services Confirm Menu

- Option 1: {G02.Shared Services}

Best Practice Recommendation

- Play "The number you entered does not match our records." then send the caller back to MA Number Entry (if less than 3rd attempt)
- After 3rd failed attempt, transfer.

10 seconds is the recommended timeout value. Retry transaction if timeout or error encountered.

INPUT:

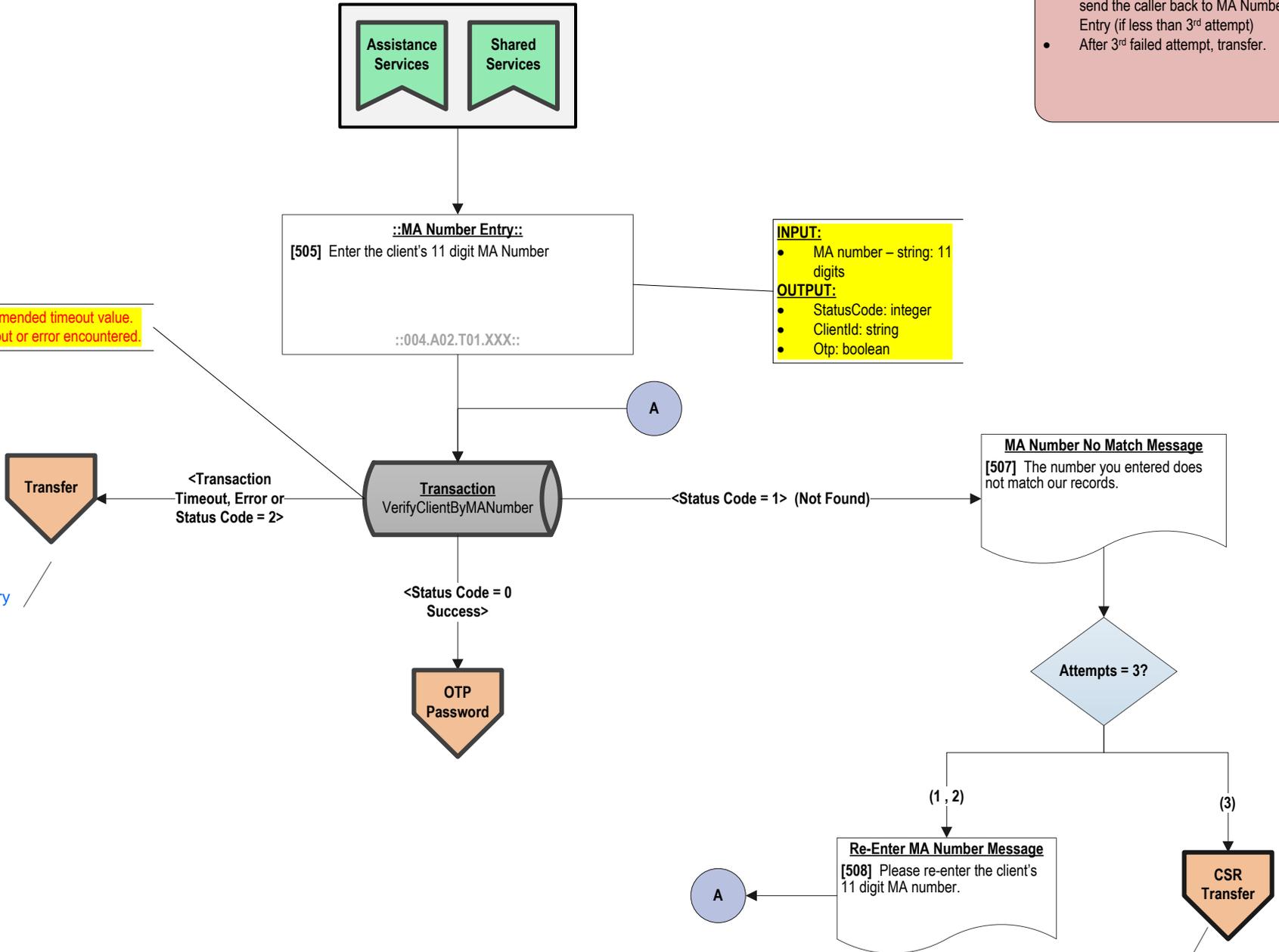
- MA number – string: 11 digits

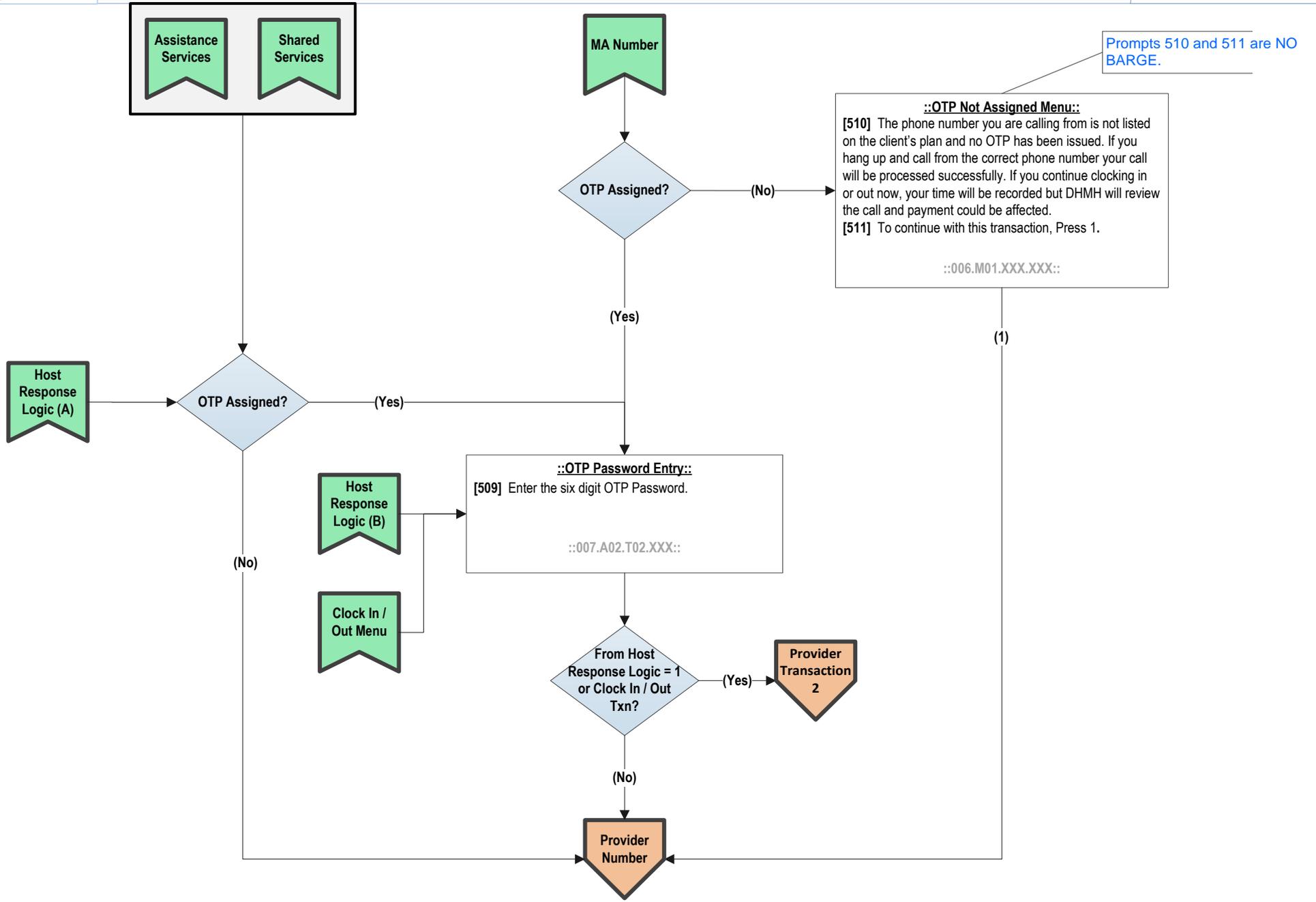
OUTPUT:

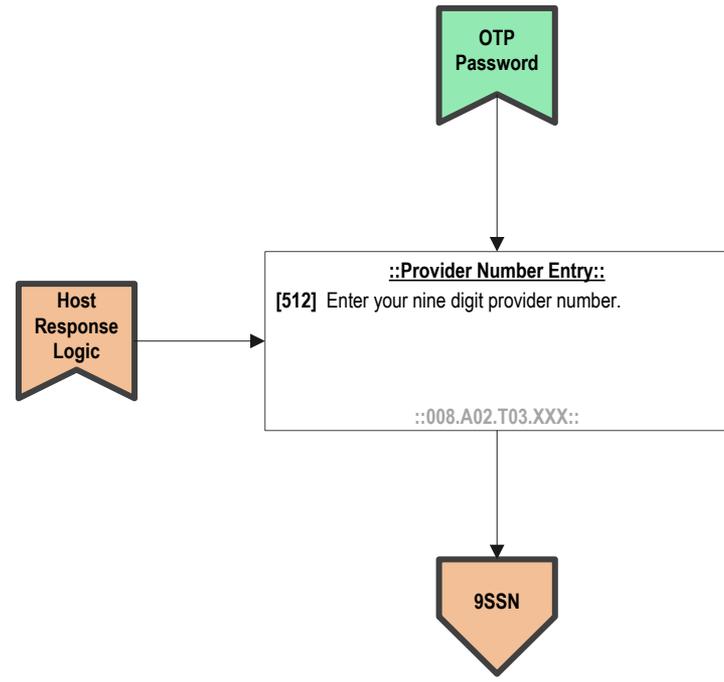
- StatusCode: integer
- ClientId: string
- Otp: boolean

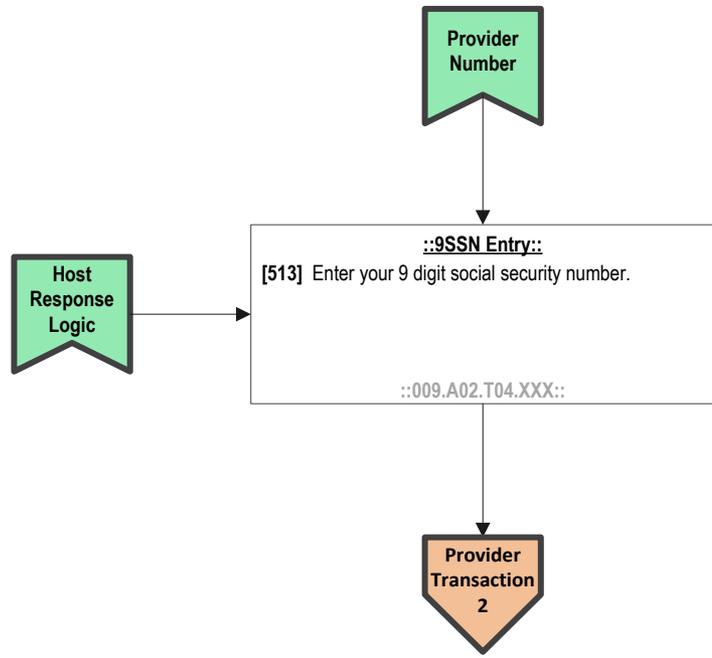
Exit Point: MA Entry Failure (016)

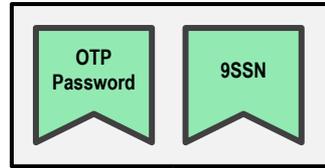
Exit Point: MA Entry Failure (016)











10 seconds is the recommended timeout value. Retry transaction if timeout or error encountered.

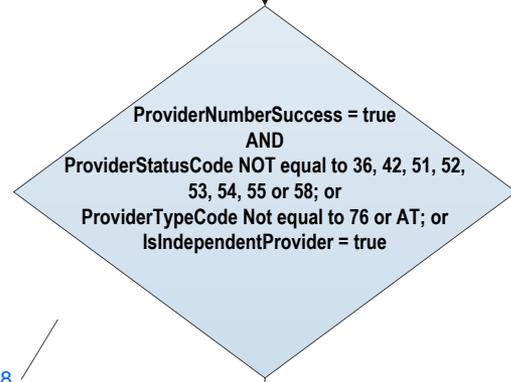
- INPUT:**
- Provider Number (9 digits)
 - SSN (9 digits)
 - OTP Password (6 digits)
 - Client ID (string)
- OUTPUT:**
- ProviderNumberSuccess - boolean
 - SsnSuccess - boolean
 - OtpPasswordSuccess - boolean
 - ProviderTypeCode - string
 - ProviderProgramCode - string
 - StaffId - string
 - IsIndependentProvider - boolean
 - OtpTimestamp - DateTimeOffset



<Transaction Timeout or Error>

Exit Point: Provider Verification Failure (017)

<Success>



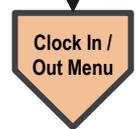
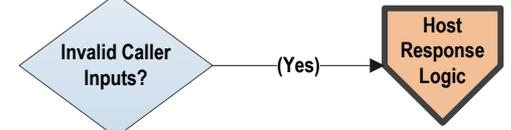
Call DHMH Message
 [514] The provider number entered is not eligible to provide service. Please contact DHMH or your agency administrator.
 [515] Goodbye.

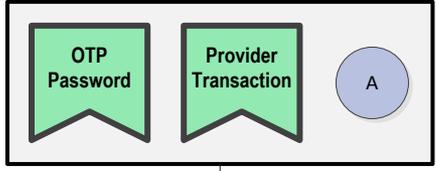


Exit Point: Ineligible Provider Message (015)

If any of the following are true, then **Yes (Ineligible)**. Otherwise, **No (Eligible)**.

ProviderStatusCode NOT equal to 36, 42, 51, 52, 53, 54, 55 or 58
 ProviderTypeCode NOT equal to 76 or AT
 IsIndependentProvider = true





::Clock In Out Menu::
 [516] To clock In, press 1.
 To clock out, press 2.
 ::010.M01.XXX.XXX::

Best Practice Recommendation

- Confirmation menus should use options 1 or 2
- Option 1 is "If this is correct"
- Option 2 is "If not"

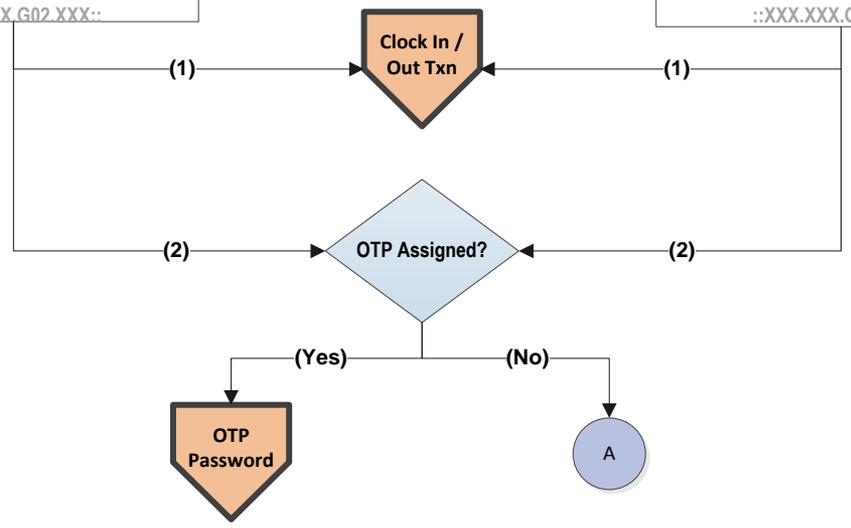
If OTP assigned, use OTP Timestamp from "GetProviderInformation" transaction. If OTP not assigned, use current timestamp.

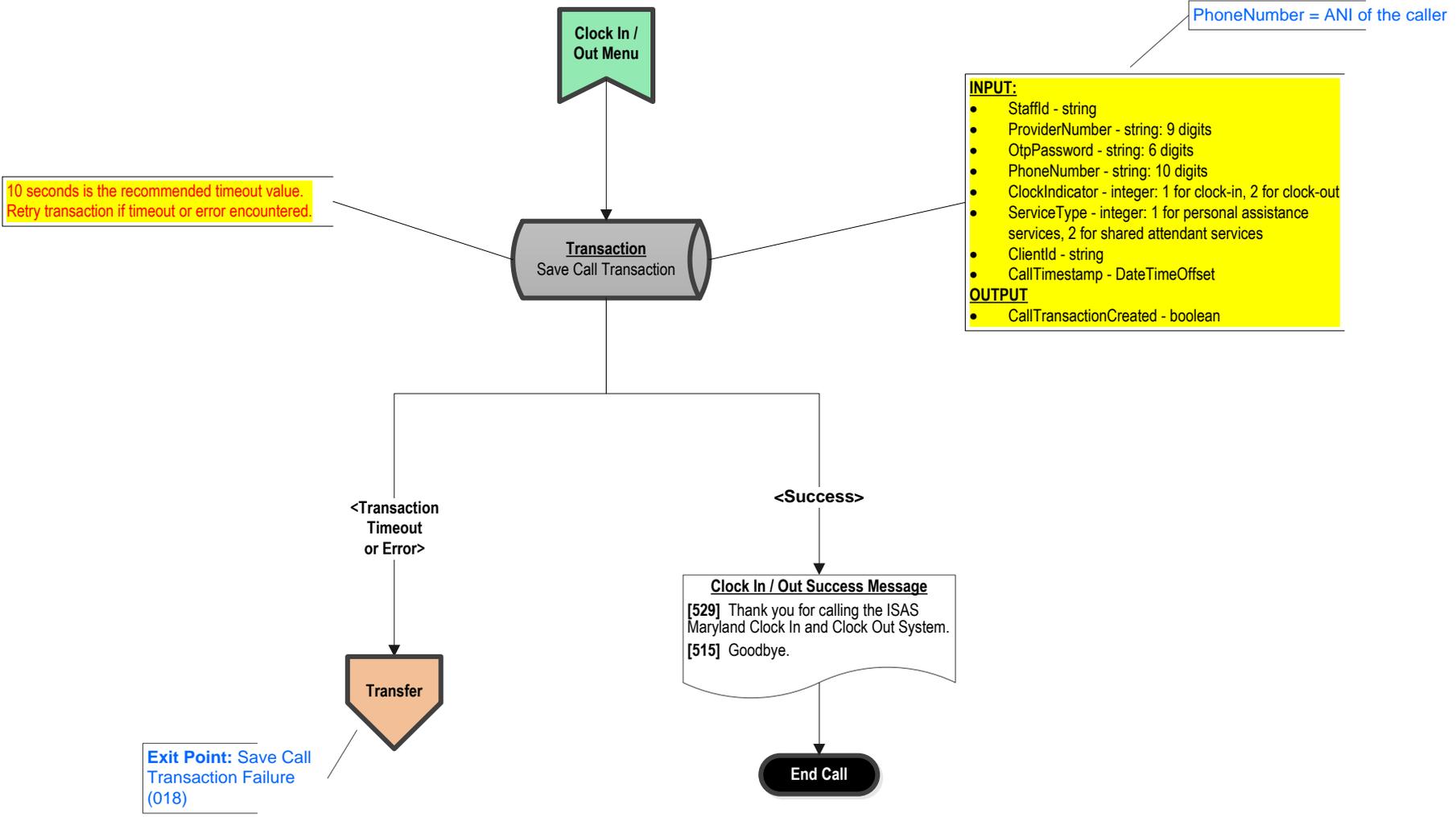
Prompt 518 = NO BARGE
 Prompt 519 = Allow BARGE

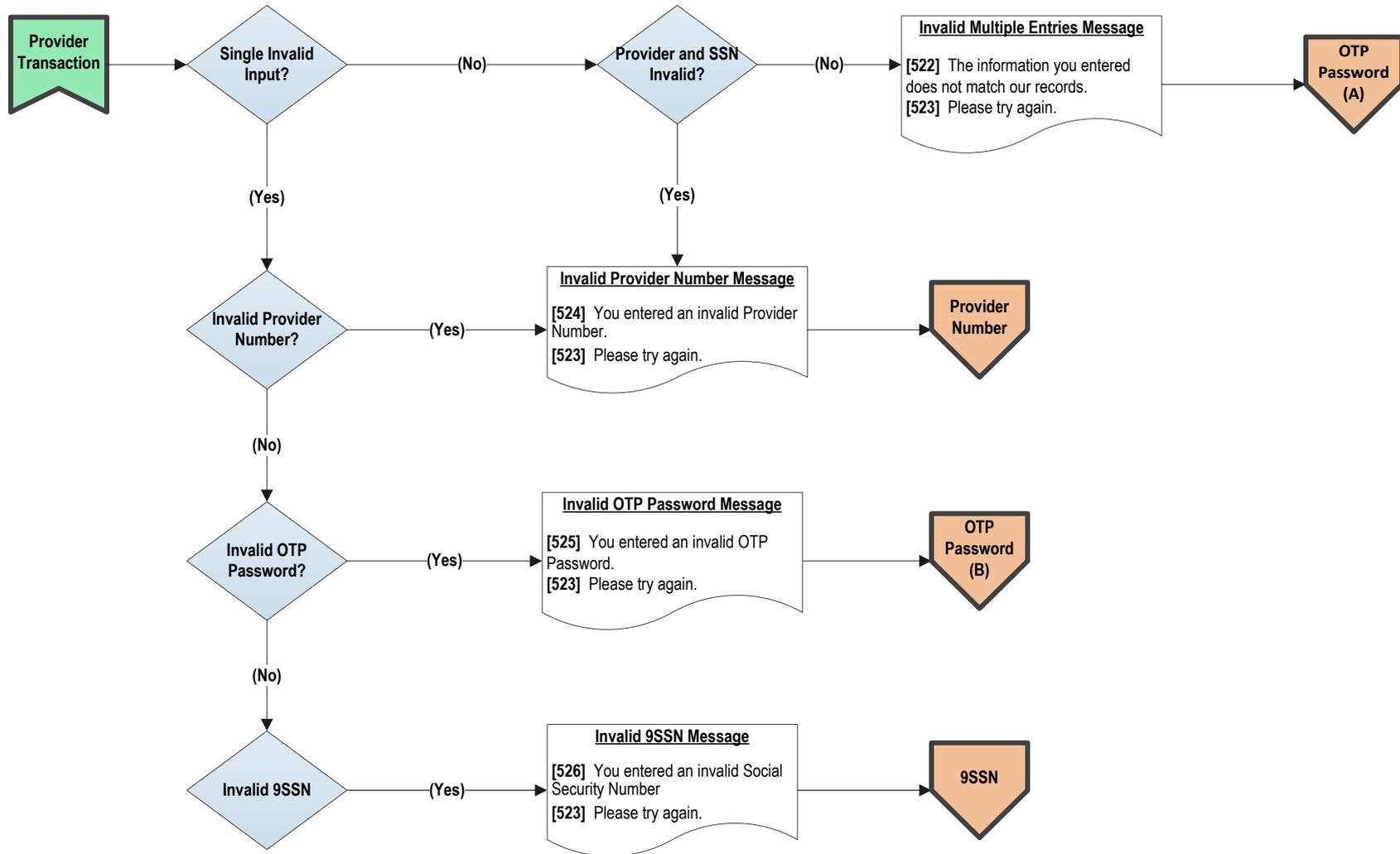
::Clock In Success Menu::
 [517] To confirm your clock-in time of...
 <Date/Timestamp>
 <Press 1>
 [519] To go back,
 <Press 2>
 ::011.M01.G01.XXX::
 ::XXX.XXX.G02.XXX::

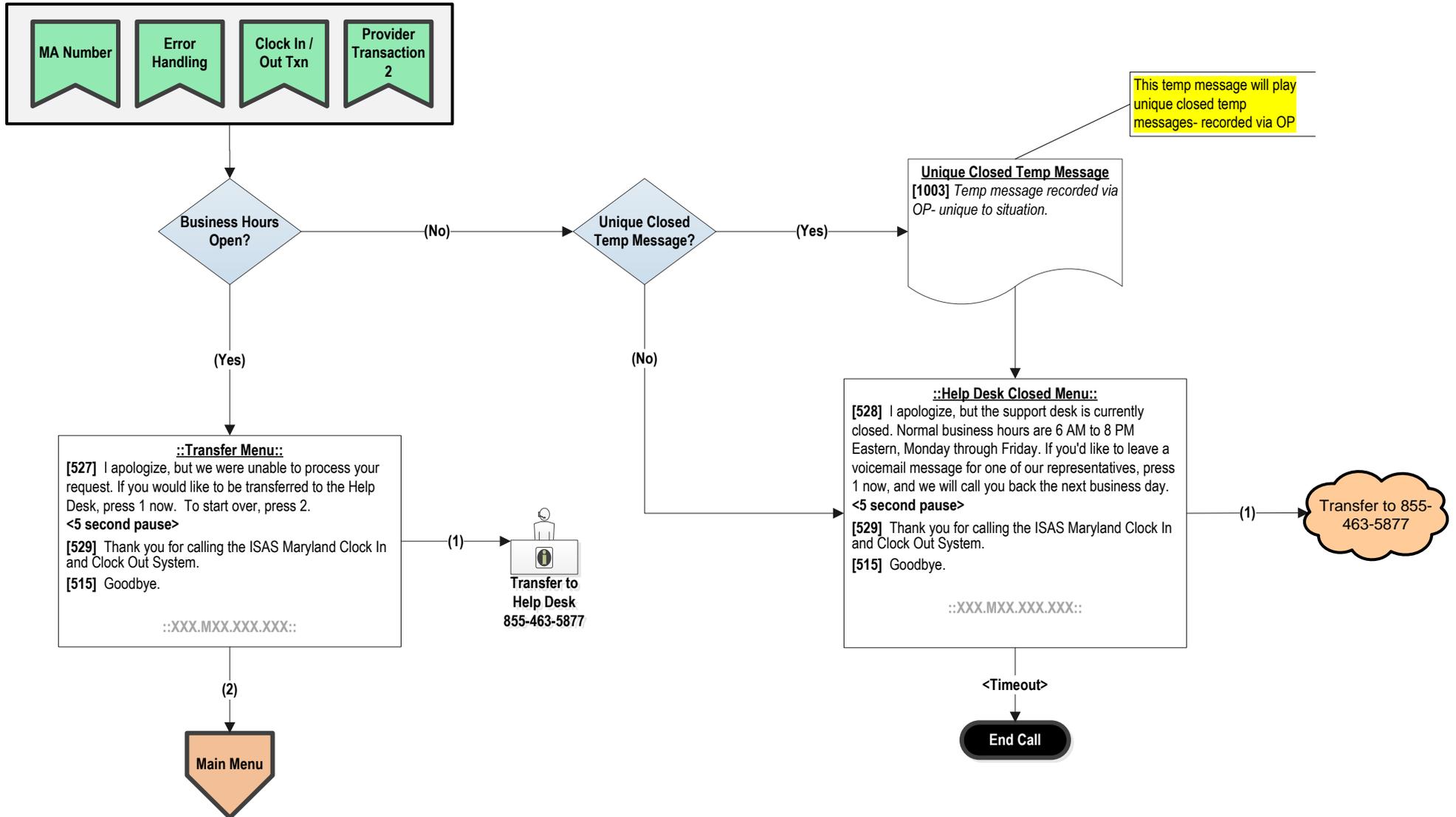
::Clock Out Success Menu::
 [518] To confirm your clock-out time of...
 <Date/Timestamp>
 <Press 1>
 [519] To go back,
 <Press 2>
 ::012.XXX.G01.XXX::
 ::XXX.XXX.G02.XXX::

Prompt 517 = NO BARGE
 Prompt 519 = Allow BARGE

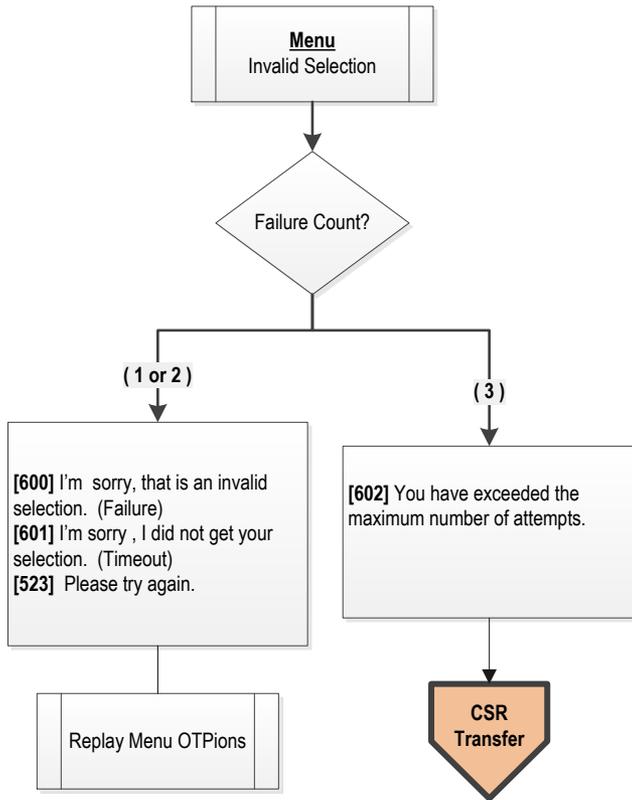




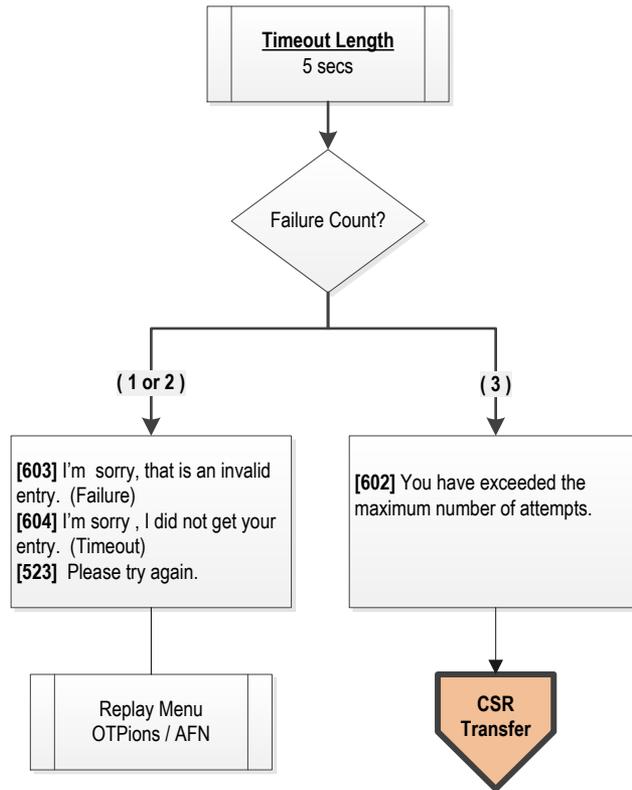




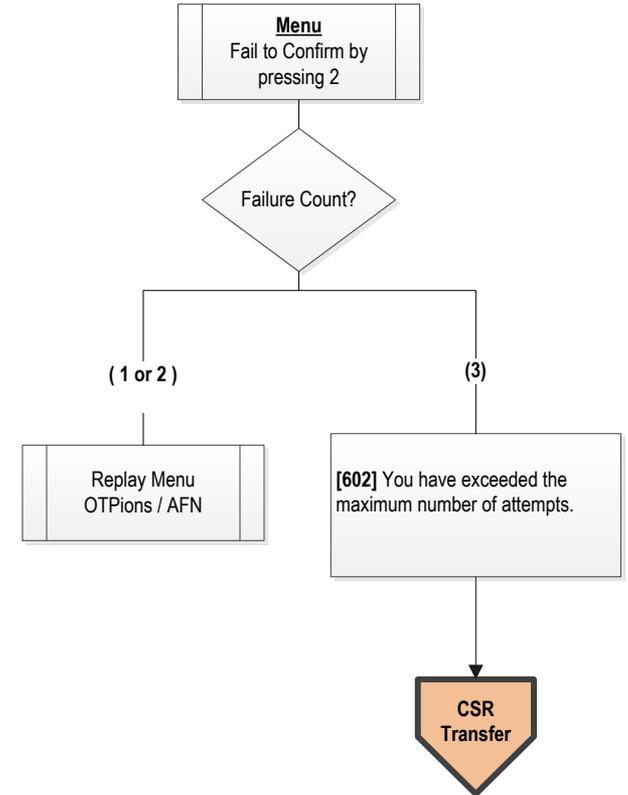
(01) Menu – Timeout/Invalid



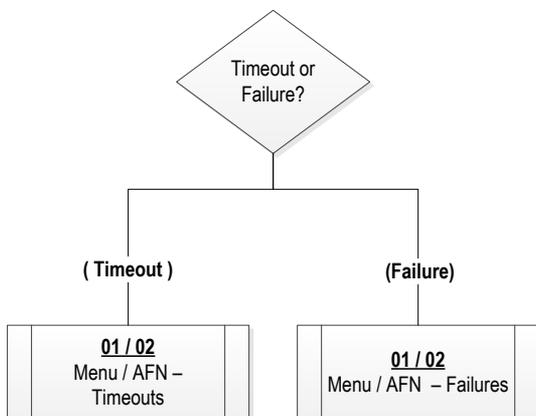
(02) AFN – Timeout/Invalid



(03) Menu – Max Repeat Entry Menu Selection



(04) Menu – Timeouts / Failures Combo



(05) Transaction Processing Message



EP/CP #	EP/CP Name
001	Main Menu
002	Assistance Services Confirm Menu
003	Shared Services Confirm Menu
004	MA Number Entry
005	Help Desk Closed Menu
006	OTP Not Assigned Menu
007	OTP Password Entry
008	Provider Number Entry
009	9SSN Entry
010	Clock In Out Menu
011	Clock In Success Menu
012	Clock Out Success Menu
013	Transfer Menu
014	IVR Down For Service
015	MA Entry Failure
016	Provider Verification Failure
017	Save Call Transaction Failure
018	Ineligible Provider Message