

Lightspeed Data Solutions

Release Notes

Claim v5.07 User (post v5.06)

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Claim

Bulk Reassignment:

Release: 5.07 **Task Type:** Bug **External Ref:** 565 **Case No:** 7603

Issue: If a Notice is given a status of Archive, it should not come up in Bulk Reassignment

Resolution:

USER: Bulk Reassignment will no longer display Loss Notice items that are Archived or Denied

Claim Maintenance - Claimant:

Release: 5.06a **Task Type:** Bug **External Ref:** **Case No:** 7374

Issue: Need to change the way that the Claimant Full Name is populated. Currently it depends on the user tabbing out of the Last Name field. What it should really do is populate when the user enters the Claimant Full Name field, this should also include the Sfx information like Jr.

Resolution:

USER: The full name now populates when the user tabs or mouses into the field

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 6815

Issue: The second Claimant Name field is for secondary claimants (lclaimant.secondaryname). It is not supported by UDS and is rarely used by guaranty funds. In all the cases I reviewed where it was used by Guaranty Funds it was mis-used or abused. Please create a special rule to indicate if this field should be enabled or not. Please set it to be disabled (visible but greyed out and non-editable) for all customers except CFP. This should apply to Loss Notice as well

Resolution:

USER: By default the Second Claimant Name field is disabled in both Claim Maintenance and Loss Notice. This will be true for all customers except CFPA

Claim Maintenance - Claimant: Date of Death

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7059

Issue: Add a Date of Death to the claimant screen; center section and claimant detail.

Resolution:

USER: New field has been added.

Claim Maintenance - Claimant: Medical Detail History

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7551

Issue: The MSP Import/Export History grid should be sorted in the order of import or export by default. Please add iolog as the last column in the grid and make that the default sort column.

Resolution:

USER: The MSP Import/Export History grid is now sorted in the order of import or export by default.

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7619

Issue: Please include the UDS M Export in the History button.

Resolution:

USER: The UDS M Export has been added to the MSP History Grid

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Claim Maintenance - Claimant: Medical Test Button

Release: 5.07 **Task Type:** Bug **External Ref:** **Case No:** 7518

Issue: Test for Error CR12 is not working properly. Since the FC process will always mask missing contact info; so we should apply warnings (vs. errors) for the test button. The test button should generate warning for incomplete contact info that will be masked by the FC process. I think this same warning/error approach should be applied to the nightly test as well.

Resolution:

USER: Warning for condition has been added to the test; however this condition is masked in the MSP Claim Export.

Claim Maintenance - Home Alert: MSP Error Alert

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7046

Issue: Please add an alert for MSP Errors. Alert text should itemize the specific errors upto the limit of the text field. A nightly process should re-evaluate all claimants with MSP status Candidate, Beneficiary, Reported or Error. Evaluation should be same/similar to that done from the Test button on the Claimant MSP screen. Evaluation should clear (process) any existing alert when there is no longer any errors. Evaluation should be run at the time of the MSP Query Response Import for all claimants in the response. Evaluation should be run at the time of the MSP Claim Response Import for all claimants in the response.

Resolution:

USER: New Alert has been added to detect and report claimants with MSP errors.

Claim Maintenance - Home Metrics: Deceased Claimant without Survivors.

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7072

Issue: Please add an exception metric for Deceased Claimant without Survivors. Deceased determined by having a date of death (see tasks 7059&7103).

Resolution:

USER: New exception metric for Deceased Claimant without Survivors. Deceased determined by having a date of death (new field in v5.07)

Claim Maintenance - Notes: Letter and notes attachment

Release: 5.07 **Task Type:** Project **External Ref:** **Case No:** 7502

Issue: ImageRight Integration Letter and notes attachment.

Resolution:

USER: ImageRight Integration Letter and notes attachment for the Claim system has been implemented

HI HIG,HID,HIGA,HIH,HUI ONLY

Claim Maintenance - Status: Copy to Note

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 6830

Issue: Please add a Notes button to copy a Status entry to Notes. Note subject should be the Task Type followed by the coverage code and the claimant name.

Resolution:

USER: Notes button has been added to the status screen, it creates a note where the subject of the note is the Status type, Coverage Code and Claimant name. The body of the note is the same as the body of the Status

Claim Maintenance - Transaction: Green Bar

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7299

Issue: Please add a "Green Bar" flag next to the Qfind dropdown. Selecting the option should change the background color to green for every other row in the grid

Resolution:

USER: Green Bar flag has been added to the screen. When clicked it displays a Green bar on alternate rows. When highlighted the text on the row changes from black on green to white on green.

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Collections - Collection: Add Principle

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7389

Issue: Please provide option to add Excess Principle

Resolution:

USER: Add Principal button has been added to the screen to provide option to add Excess Principle

NJPLIGA ONLY

Collections - Search: Vendors

Release: 5.07 **Task Type:** Enhance **External Ref:** 11849 **Case No:** 7377

Issue: Please make a separate criteria field for vendor code and sort the Vendor dropdown by name (similar to how Company works on the claim search screen).

Resolution:

USER: Vendors have been alphabetized and blanks have been removed

NJPLIGA ONLY

Collections - Transaction:

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7508

Issue: Please show the Debtor in the grid for all transactions. Please add columns to the grid for voucher number and debtor id.

Resolution:

USER: Debtor will now be displayed for all transactions. Columns have been added to the grid for voucher number and debtor id.

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Collections: UNA-Unassigned and ZVA-Vendor Archived

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7365

Issue: Please set up queues and tasks for these two sets. The task workflows would be identical for each category; but the collections would be assigned to the appropriate category based on the vendor: "UNA - Unassigned" and "ZVA - Vendor Archived" and configure them to be all collections assigned to those similarly named pseudo vendors.

The workflows will each consist of the steps: 1) Review, a generic task. 2) Re-assign, similar to the re-assign task in the "New" workflow. 3) Done, another generic task for user note make final notes and complete the workflow.

Resolution:

USER: Queues and workflows have been created for the new Pseudo collection vendors.

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Dropdown Toolbar: Diary

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7057

Issue: Please add a Diary button to the dropdown toolbar to provide direct access to the diary system (without selecting claim mant., home, and then the diary queue). If there is a claim selected in Claim maintenance then it should open in Claim mode otherwise it should open in user mode.

Resolution:

USER: Diary button has been added to the drop down toolbar that allows the user to go directly to Diary without having to go through the Claim Maintenance module.

Dropdown Toolbar: Metrics

Release: 5.07 **Task Type:** Task **External Ref:** **Case No:** 7047

Issue: IIGF would like to have the Metrics option be available directly from the tree and not have to go into Claim Maintenance first. Please add a Metrics button to the Dropdown toolbar. When selected it should take the user immediately to the Metrics queue in claim maint.

Resolution:

USER: Metrics button has been added to the menu drop down allowing the user direct access to metrics without having to go through Claim Maintenance first.

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Excel Export: exportxl_spu_ncigf_summary4

Release: 5.07 **Task Type:** Task **External Ref:** **Case No:** 7552

Issue: Need to create new version for the new NCIGF: 2011 Comprehensive Data Request. Please create a new Excel Export exportxl_spu_ncigf_summary4

Resolution:

USER: This has already been applied to all customer production systems

Export - Bank Export:

Release: 5.07 **Task Type:** Task **External Ref:** 541 **Case No:** 7492

Issue: AGFG needs ability to export positive pay check data for 3rd Fund recently created. Current export only handles the FIGA primary fund. Can we request a fund dropdown on the current export or is there a better implementation option for us. Please add a checking account criteria. Their current export is for checking accounts 1 & 3; these should be the options in the dropdown and the export which currently filters on account 1 should be modified to filter on the selected account. Current filename defaults to figachk.txt please include the account number in filename as in figachk9.txt (where 9 would be the account number 1 or 3).

Resolution:

USER: A checking account criteria has been added with options for checking accounts 1 & 3. Current filename defaults will include the account number in filename as in figachk9.txt (where 9 would be the account number 1 or 3).

FIGA ONLY

Export - Bank Export: Version 2

Release: 5.07 **Task Type:** Task **External Ref:** **Case No:** 7409

Issue: IIGF would like to add an extra authentication field to the Positive Pay service we use to catch fraudulent checks. The bank currently uses the Amount and Check Number fields, IIGF would like to add Payee Name to the file.

Resolution:

USER: A new export option has been added that will include Payee Name. Old format will still be available until testing with the bank can be completed.

IIGF ONLY

Imaging: Letter and notes attachment

Release: 5.07 **Task Type:** Project **External Ref:** **Case No:** 6723

Issue: ImageRight Integration Letter and notes attachment.

Resolution:

USER: Attachment features had previously been implemented; however note attachments including letters will now be integrated into ImageRight.

HI,HIG,HID,HIGA,HIH,HUI ONLY

Import - MSP Candidate Response Import: Alert for DOB or Gender correction.

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7402

Issue: When a Beneficiary is identified if the DOB or Gender differ from what is in the system, that the import updates the system with the DOB or Gender from the import. When that occurs we need to generate an alert.

Resolution:

USER: New alert has been created.

Import - MSP Claim Response Import: New Error Codes

Release: 5.07 **Task Type:** Task **External Ref:** **Case No:** 7442

Issue: Please add the new SP31, SP48 & SP49 Error codes

Resolution:

USER: New error codes will now be supported.

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Import - MSP Claim Response Import: Special Error Code SP31

Release: 5.07 **Task Type:** Task **External Ref:** **Case No:** 7444

Issue: Error SP31 is a special case where no corrective action is required but the Beneficiary just needs to be re-reported in the next quarterly report. This error should be treated in a unique manner; the Claimant should be set back to Beneficiary and the Export status back to Add. The system note should indicate the Special Error 31 and that the claimant is being set to re-report in the next cycle.

Resolution:

USER: Special error SP31 will now automatically set the Beneficiary to be re-reported in the next cycle.

Import - MSP TIN Reference Response:

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7307

Issue: New Response file for the TIN Reference file.

Resolution:

USER: New response import to be implemented in the 3rd quarter will now be supported.

Import/Export - Collections Update from Vendor:

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7354

Issue: Collections Update from Vendor Import needs to be re-named from "Updated Collections Import".

Resolution:

USER: Import has been renamed from Collection Update from Vendor to Updated Collections Import

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Import/Export:

Release: 5.07 **Task Type:** Bug **External Ref:** **Case No:** 7426

Issue: The exception report generated in the exception report tab in import should be displayed in Print Preview format so that the page numbers are the same as when the report is printed out.

Resolution:

USER: The Exception report is being displayed in Print Preview mode to give an accurate depiction of how the Report will appear when printed out

Loss Notice - Claimant:

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7102

Issue: The second Claimant Name field is for secondary claimants (lclaimant.secondaryname). It is not supported by UDS and is rarely used by guaranty funds. In all the cases I reviewed where it was used by Guaranty Funds it was mis-used or abused. Please create a special rule to indicate if this field should be enabled or not. Please set it to be disabled (visible but greyed out and non-editable) for all customers except CFP. This should apply to Loss Notice as well

Resolution:

USER: By default the Second Claimant Name field is disabled in both Claim Maintenance and Loss Notice. This will be true for all customers except CFP

Loss Notice - Claimant: Date of Death

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7103

Issue: Add a Date of Death to the claimant screen; center section and claimant detail.

Resolution:

USER: Date of Death added to the Claimant screen

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Notes: Priority

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7061

Issue: LIGA requests the ability to earmark or highlight particular old notes of specific importance. Please add a Priority field with three values High, Normal, Low. Existing data should be set to normal. Please allow this priority field to be editable by any user with edit security regardless of the note creation date. Please add a last changed by user and date to the table to track changes. Please add the new field to the grid with sort capability; the sort should be in the order High, Normal, Low not alphabetical.

Resolution:

USER: The Priority field has been added to notes on the Grid and Form. User can select a priority when creating a new note (defaults to Normal). Additionally the any user can change the Priority of any note regardless of creation date. The last changed by field will show when the note was last changed and by whom. Able to sort/filter based on the Priority field

Payment - Claim: Alert for payment on DOL Error claim

Release: 5.07 **Task Type:** Enhance **External Ref:** 2009 **Case No:** 7095

Issue: Non-covered label changed to DOL error; see related task 7050
Request was "Force examiner to document payment on DOL Error claims". This is difficult to do but we can flag the verifier to check that it has been documented. Please enhance to generate a payment alert on any payment on a DOL Error claim. Please add a special rule to govern this alert. User entering the payment should see an alert message "Payment made on a DOL Error claim. This should be documented in notes."

Resolution:

USER: An Alert for payment on DOL Error claim has been added. It will be up to the requestor and approver to enforce organizational policies and procedures for documenting these payments.

Payment - Claim: Mail To

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7322

Issue: Please include any claim contact where the contact type is flagged as Payee. Please add the contact full name as a second column in the dropdown.

Resolution:

USER: Specially designated contacts will now be available for Mail To locations for the check when submitting payments.

Reports - Flex Reports: Claim Summary

Release: 5.07 **Task Type:** Task **External Ref:** **Case No:** 7075

Issue: For the Claim Summary Flex report we need to include the OSR in the output grid and the export file

Resolution:

USER: OSR (outstanding reserves for recovery) amount has been added to the Flex reports.

Reports - Flex Reports: MSP

Release: 5.07 **Task Type:** Enhance **External Ref:** **Case No:** 7298

Issue: Modify to a two tier Flex report. The new first tier would be rolled up to the claimant (rather than suffix) level. In the first tier coverage would indicate "Multiple" where there is more than one for the claimant; dollar amounts should be summed. The second tier would show the detail for the selected claimant in the first tier.

Resolution:

USER: The MSP Flex report has been changed to a 2 tier report, the first level is at the Claimant level with the second level showing the detail for the claimant

Reports - Flex Reports: MSP Suffixes

Release: 5.07 **Task Type:** Task **External Ref:** 514 **Case No:** 7408

Issue: TPOC amount without TPOC start date is not a valid combination; When the MSP Claim Export encounters this it treats the amount as zero. Generally; the flex report is supposed to reflect the Claim Export. However in this matter the Flex report needs to reflect the actual data. The flex report is the best tool to identify those invalid combinations so they can be addressed; if the report masks the condition they will go unnoticed.

Resolution:

USER: When a TPOC date is entered without an amount the system will require that the user input an amount before updating

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Reports: Company Financial Report

Release: 5.07 **Task Type:** Bug **External Ref:** **Case No:** 7346

Issue: There is an issue with the page breaks in the report causing a line to be half printer on one page and half on the second

Resolution:

USER: Able to provide the Company Financial Report without any page break issues with a multi page report

Table Maintenance: Collection Vendor Maintenance

Release: 5.07 **Task Type:** Train **External Ref:** 11849 **Case No:** 7555

Issue: Please make Vendor Name, Code and Status required fields. Please delete any existing records where Name and code are both blank.

Resolution:

USER: Vendor Name, Code and Status will now be required fields.

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