

The Network's Case Management System

Case Manager User Guide Version 3.6

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1.0 Overview

Introduction

The Network's Case Management system centralizes and integrates all aspects of the incident reporting process, from notification to investigation and through resolution, creating a comprehensive historical record of all actions taken to investigate and resolve an incident.

There are two levels of users within the Case Management system:

- Higher-level users called Case Managers have access to more information in the system like the Summary View and Ad Hoc Reports. Additionally, Case Managers have case assignment rights and case closure/approval authority.
- Investigators are users to whom cases are assigned and who are primarily responsible for performing and documenting investigations, and sending cases to Case Managers for approval.

This document provides a User Guide for Case Manager level users. A similar User Guide for Investigator level users is available in a separate document. Contact your Program Manager at The Network to obtain a copy of the Investigator User Guide or access the guides directly on the Welcome Screen.

Features

The application was designed with the following elements in mind in order to create an intuitive workflow management tool.

- **Internet Enabled**
The application was built to allow users to securely access and manage their incidents from anywhere via the Internet.
- **Case Administration**
The Case Management system enables users to manage the full life cycle of an incident, from initial notification, to the assignment of an Investigator, to the documentation of the investigation, through the resolution and closure of the case.
- **Historical Record**
Actions on each case are recorded with a date/time/user stamp in the Case Log, creating an historical record of every action taken to investigate and resolve each case.
- **On-line access to Ad Hoc Reports**
Case Managers have online access to standard management reports as well as the ability to create a new report covering a custom date range.
- **Search and Sort Capabilities**
Users have the ability to search through case data by selecting one or more of nine different filters to locate information related to an individual case and/or cases that match specified criteria.
- **Access Security**
The system's security measures ensure that each user can access and work on only those cases to which he/she has been granted rights. Access rights are determined based on the type of incident that occurred and/or the location of the incident.
- **Communication with Anonymous Callers**
Through the CallBack functionality, the system provides a mechanism for communicating with anonymous callers.
- **Customizable Fields** – Track the information across your program that is important to your business.

1.1 Field types and Navigation

There are four types of fields in the Case Management application:

- Text Fields
- Numeric Fields
- Drop Down Fields
- Navigation Buttons

Text Fields

Text Fields require textual information to be entered such as names, address, and descriptive information.

Numeric Fields

Numeric Fields require numeric information to be entered such as dates and dollar amounts.

- Dates:
 - The format is mm/dd/yyyy - 01/01/2002
 - All date fields require the month, day and year. The field will not accept 10/99; it must have a complete date.
 - If you enter only the month/day and press TAB to move to the next field, the year will default to the current year
 - The following characters are accepted in the date field:
 - Forward slash "/" 01/01/2002
 - Back slash "\" 01\01\2002
 - Space 01 01 2002
 - Comma "," 01,01,2002
 - Hyphen "-" 01-01-2002
 - Period "." 01.01.2002
- Dollar Amounts:
 - It is only necessary to enter the decimal (.) if the amount has cents associated with it.

Drop Down Fields

- Drop down fields provide the user with a specific set of choices defined by the company. Dropdowns are used to provide potential choices related to the following:
 - Incident Type
 - Priority
 - Resolution Status
 - Actions
 - Report Date

There are four methods for using a drop down box.

- Use the mouse to activate the dropdown and make the selection.
- Type the first letter of the option for which you are looking. This will take you to that specific option. If there are two options that start with the same letter, then press the same letter a second time to go to the second option. Once you have selected the appropriate choice, TAB away from the field.
- Use the up and down arrow keys to navigate through the list of options in the drop down box. Once you have highlighted the appropriate choice, TAB away from the field.

- Press "Alt+Down Arrow" simultaneously to view all the options in the drop down menu. You can then either press the first letter of the option, or use your arrow keys to select the appropriate option. Once you have highlighted the appropriate choice, TAB away from the field.

Navigation Buttons

- Back Button:
 - The Back Button takes the user to the previous screen, without saving any changes made on the current screen.
 - Note: neither the Backspace key nor the Back button in your browser are supported in the Case Management system. Using either of these buttons will take the user to the previous page without saving any changes that have been made.
- Save Button:
 - The Save Button will save all of the changes that have been made and will keep the user on the current screen.
- Finish Button:
 - The Finish Button will save all of the changes that have been made and will take the user to his/her default view within the Case Management system:
 - Case Managers will be taken to the Summary View
 - Investigators will be taken to the Incident Queue.

Common Keyboard Shortcuts

Primarily using the keyboard will assist the user in efficiently navigating through the application and allow the user to take full advantage of the features of the application.

ACTION REQUIRED	KEYSTROKE
Move Forward	TAB
Move Backward	SHIFT + TAB (All can be done with the Right Hand)
Activate a Dropdown	Dropdown boxes can be activated in three manners. The three options are listed in preferential order. <ol style="list-style-type: none"> 1. Type the first letter of the item want to select. 2. Use the UP and DOWN ARROW keys to navigate in the dropdown. 3. ALT+DOWN ARROW will display the contents of the dropdown.
Activate a Button	ENTER
Make a Selection	ENTER

Module 2.0

2.0 Higher-Level User (Case Manager) Experience

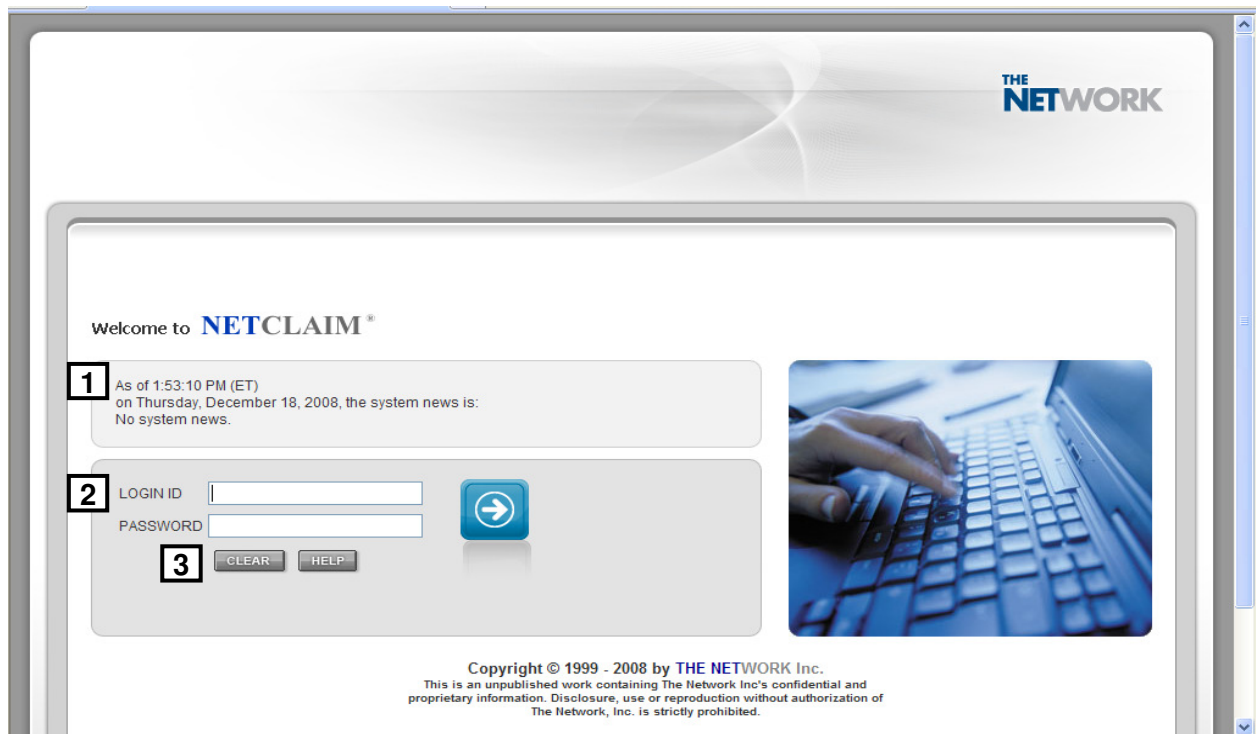
The Case Manager level user has access to the following screens within the Case Management system:

- Summary View screen
- Incident Queue screen
- Case Management screen
- Reminders Queue screen
- CallBack Information screen
- Ad Hoc Reports screen
- Reminders Admin screen – if designated to manage system reminders

The following modules in this section provide an overview of each of the screens, a description of the various data fields, and a description of the possible values for each field.

Module 2.1

2.1 Login Screen



1. System News

This field displays information regarding the ReportLine 3.0 system. If there are any problems with the system or upcoming scheduled downtime for system maintenance, the user will be notified by a message that will scroll in this field.

2. Login ID and Password

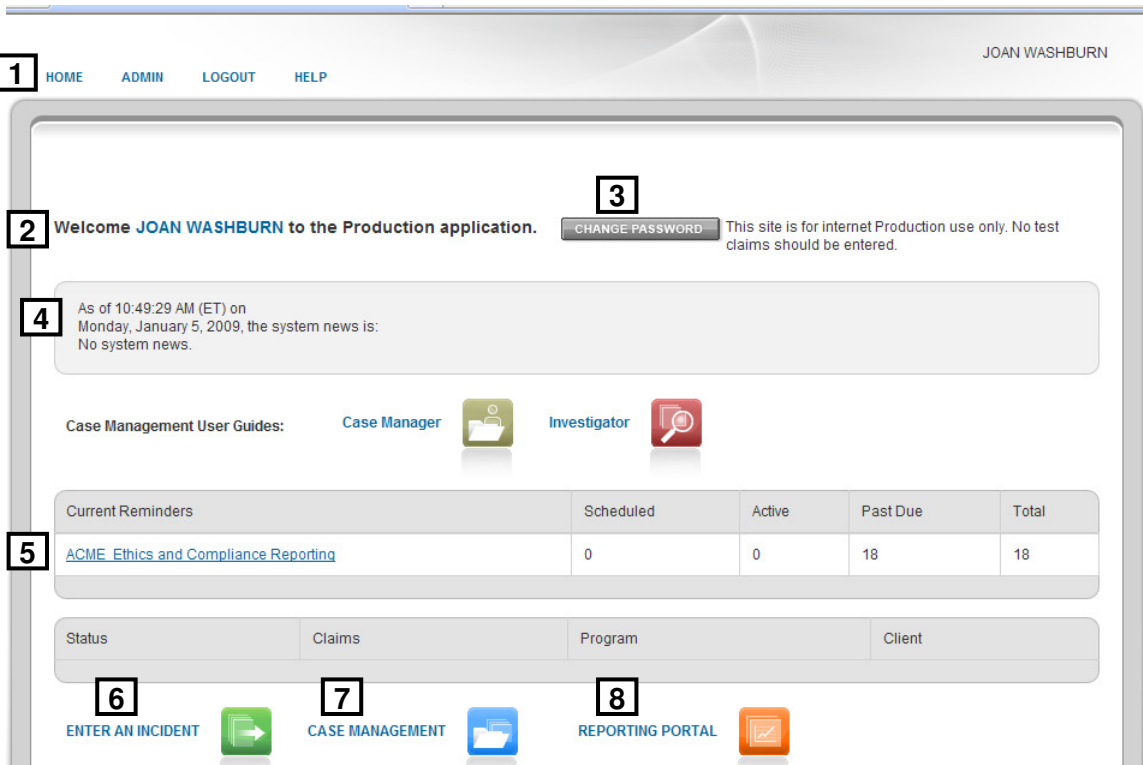
- Login Field
 - The user will enter his/her ReportLine 3.0 user ID in the Log In field to access the system.
- Password Field
 - The user will enter his/her password to access the ReportLine 3.0 system.
 - The user's password is case-sensitive.
 - Note: The Network recommends the use of a "strong" password – i.e., a password that is at least 8 characters long and that uses a combination of alphabetical and numeric characters.

3. Action Buttons

- Login Button
 - After entering his/her correct Login ID and password, the user will access the system by clicking on this button.
- Clear Button
 - The *Clear Button* enables the user to clear any text entered in the Login ID and/or Password fields.
- Help Button
 - The *Help Button* will provide the user with application-specific help.

Module 2.2

2.2 Welcome Screen



1. Upper Menu Bar

The Menu Bar at the top of the screen contains the buttons which enable the user to navigate to other parts of the system or to exit the system altogether.

Upper left side of the screen:

- **Home**
By clicking on Home, the user is taken back to the Log In screen.
- **Admin**
- **Logout**
By clicking on Log Out, the user exits the Case Management system.
- **Help**

2. Welcome/listing of system rights

This field welcomes the user and displays what rights he/she has within the system.

3. Change My Password link

By clicking on this link, the user will be able to change his/her password used to log in to the system.

4. System News

This field displays information regarding the ReportLine 3.0 system. If there are any problems with the system or upcoming scheduled downtime for system maintenance, the user will be notified by a message in this field.

5. The Reminders Summary Table

If the user is the author or recipient of any Reminder Notifications, they will be listed in the Reminders Summary Table. The Hyperlink will take the user to the Reminders Tab.

6. Enter an Incident Button

If the user has the rights to enter incidents directly into the ReportLine 3.0 system, this action button will be available to him/her. If the user does not have the right to enter an incident, then this action button will not appear on the screen.

Note: The instructions for how to “Enter an Incident” are not included in this document. Please contact your Program Manager if you would like more information regarding the ability to enter incidents into the ReportLine 3.0 system.

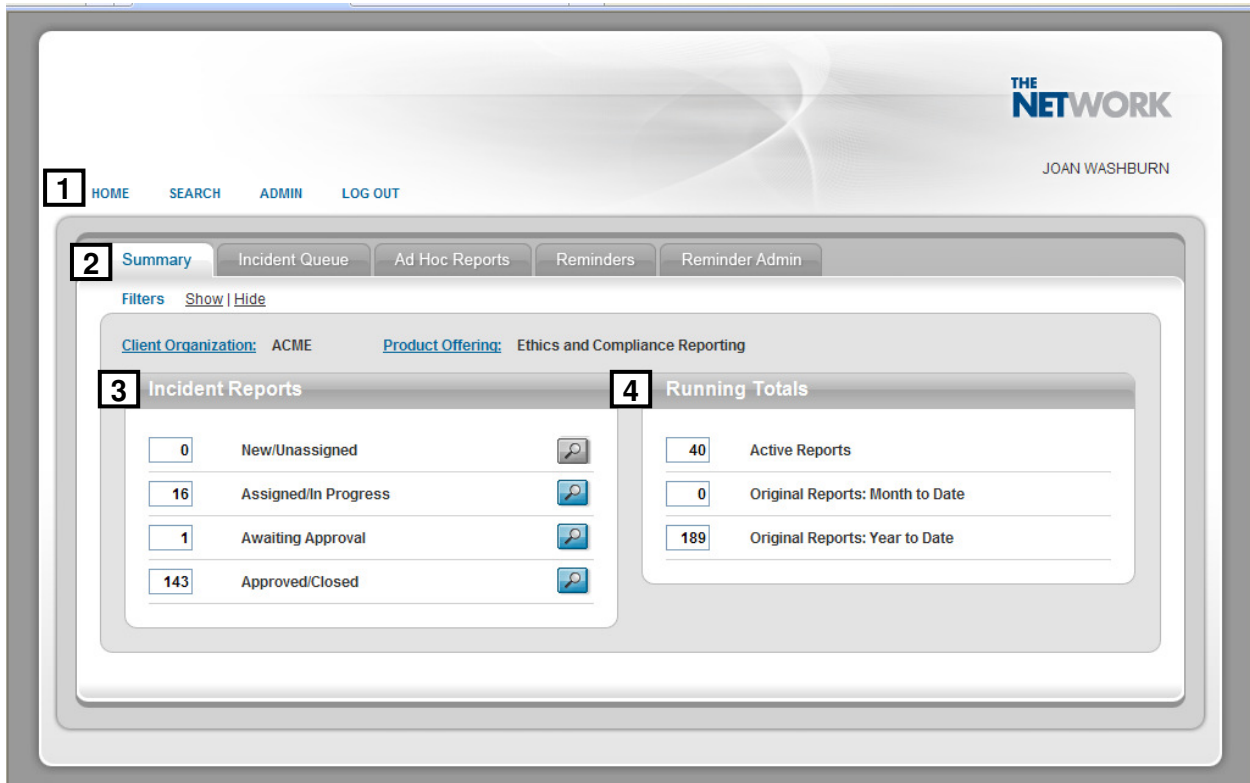
7. Case Management Button

After entering his/her correct Login ID and password, the user will enter the Case Management system by clicking on this button.

8. Reporting Portal Button

After entering his/her correct Login ID and password, the user will enter the Reporting Portal system by clicking on this button.

2.3 Summary View Screen



1. Upper Menu Bar

The Menu Bar at the top of the screen contains the buttons which enable the user to navigate to other parts of the system or to exit the system altogether.

Upper left side of the screen:

- **Home**

By clicking on Home, the user is taken back to the Log In screen.

- **Search**

- **Admin**

- **Log Out**

By clicking on Log Out, the user exits the Case Management system.

2. Tab Headings

Other than the Summary View tab (the current screen), there are two other tabs to which the Case Manager has access:

- **Incident Queue Tab**

By clicking on the Incident Queue Tab, the user is taken to the Incident Queue screen, the workflow management tool containing the Search/Sort functionality as well as a listing of all of the

active cases currently being worked. The layout and contents of the Incident Queue screen are covered in section 2.4 of this document.

- **Ad Hoc Reports Tab**

By clicking on the Ad Hoc Reports Tab, the user is taken to the Ad Hoc Reports screen where the Case Manager has access to monthly management reports as well as the ability to run a custom date range report. The layout and contents of the Ad Hoc Reports screen are covered in section 2.8 of this document.

- **Reminders Tab**

By clicking on the Reminders Tab, the user is taken to the Reminders Queue where the user has access to all of the non-cleared Reminders for which the logged-in user is the author or recipient.

- **Reminders Admin Tab (depending on user rights)**

By clicking on the Reminders Admin Tab, the Case Manager will be able to administer system Reminder Notifications for all cases based on triggering events. Triggering events for system Reminder Notifications include the Incident Create Date (once Case Management ownership is established) and Case Due Date. (See the Reminders Section of the Guide for more information).

Note: The user can navigate back and forth among the various screens simply by clicking on the appropriate tab headings.

3. Incident Reports

The left side of the screen labeled *Incident Reports* displays a “dashboard” listing of the number of cases for this particular Case Manager. The cases are broken down into four categories corresponding to the four different Resolution Statuses:

- **New/Unassigned**

This field displays the number of cases with a Resolution Status of New/Unassigned. The Case Manager has not yet assigned an Investigator for these cases.

- By clicking on View to the right of New/Unassigned, the user is taken to the Incident Queue screen and presented with a listing of all cases with a Resolution Status of New/Unassigned.

- **Assigned/In Progress**

This field displays the number of cases with a Resolution Status of Assigned/In Progress. These cases have been assigned to an Investigator who is in the process of conducting his/her investigation.

- By clicking on View to the right of Assigned/In Progress, the user is taken to the Incident Queue screen and presented with a listing of all cases with a Resolution Status of Assigned/In Progress.

- **Awaiting Approval**

This field displays the number of cases with a Resolution Status of Awaiting Approval. These cases have been investigated and have been sent back to the Case Manager for approval and closure.

- By clicking on View to the right of Awaiting Approval, the user is taken to the Incident Queue screen and presented with a listing of all cases with a Resolution Status of Awaiting Approval.

- **Approved/Closed**

This field displays the number of cases with a Resolution Status of Approved/Closed. These cases have been approved and closed by the Case Manager.

- By clicking on View to the right of Approved/Closed, the user is taken to the Incident Queue screen and presented with a listing of all cases with a Resolution Status of Approved/Closed.

4. Running Totals

The right side of the screen labeled “Running Totals” displays a “dashboard” listing of the number of cases for a particular Case Manager that are being worked or have been worked.

- **Active Reports**

This field displays the number of cases with a Resolution Status *other than* Approved/Closed, giving the Case Manager a sense of the current workload of active cases.

- **Original Reports: Month to Date**

This field displays the number of cases that could have been managed by this Case Manager in the current calendar month based upon location rights and incident type rights.

- **Original Reports: Year to Date**

This field displays the number of cases that could have been managed by this Case Manager in the current calendar year based upon location rights and incident type rights.

Module 2.4

2.4 Incident Queue Screen

The screenshot shows the Incident Queue screen with the following elements:

- 1**: HOME SEARCH ADMIN LOG OUT
- 2**: Summary Incident Queue Ad Hoc Reports Reminders Reminder Admin
- 3**: Filters Show | Hide Client Organization: ACME Product Offering: Ethics and Compliance Reporting
- 4**: Incident #, Due Date, Location ID, Report Date, Incident Type, Last Name, Investigator, Priority, Approver, Resolution Status
- 5**: EXPORT

Action	Incident #	Incident Type	Report Date	Priority	Location	DBA	Approver	Investigator	Resolution Status	Due Date	L
View PDF	805250233	Substance Abuse	5/25/2008 8:49 AM	1	154 - 650 Eastgate S. Dr. Cincinnati OH 45245		WASHBURN JOAN	ARCHER LEW	Assigned/In Progress		1:

1. Upper Menu Bar

The Menu Bar at the top of the screen contains the buttons which enable the user to navigate to other parts of the system or to exit the system altogether.

Upper left side of the screen:

- **Home**

By clicking on Home, the user is taken back to the Log In screen.

- **Search**

- **Admin**

- **Log Out**

By clicking on Log Out, the user exits the Case Management system.

2. Tab Headings

Other than the Incident Queue tab (the current screen), there are two other tabs to which the Case Manager has access:

- **Summary Tab**

By clicking on the *Summary* Tab, the user is taken back to the Summary View screen. The layout and contents of the Incident Queue screen are covered in section 2.3 of this document.

- **Ad Hoc Reports Tab**

By clicking on the *Ad Hoc Reports* Tab, the user is taken to the Ad Hoc Reports screen where the Case Manager has access to monthly management reports as well as the ability to run a custom date range report. The layout and contents of the Ad Hoc Reports screen are covered in section 2.8 of this document.

- **Reminders Tab**

By clicking on the Reminders Tab, the user is taken to the Reminders Queue where the user has access to all of the non-cleared Reminders for which the logged-in user is the author or recipient.

- **Reminders Admin Tab (depending on user rights)**

By clicking on the Reminders Admin Tab, the Case Manager will be able to administer system Reminder Notifications for all cases based on triggering events. Triggering events for system Reminder Notifications include the Incident Create Date (once Case Management ownership is established) and Case Due Date. (See the Reminders Section of the Guide for more information).

Note: The user can navigate back and forth among the various screens simply by clicking on the appropriate tab headings.

3. Filters

The Filters section contains a multitude of criteria by which the user can search to find specific incident report information. The user can refine his/her search by selecting one or multiple values in each of the filters listed below.

- **Incident # - Incident Report #.**

- Search for a specific incident by typing in the Incident Report # and then clicking on the *Find* button.
- To clear the value entered in the filter, click on the *Clear* button.

NOTE: If the user searches by Incident Report #, then no other filter criteria can be used. Additionally, the values for the Approver filter will default to "ALL APPROVERS", the value in the Investigator filter will default to "ALL INVESTIGATORS", the value in the Resolution Status Filter will default to "ALL STATUS" and the value in the Incident Type filter will default to "ALL INCIDENT TYPES".

- **Due Date** – The date on which the investigation should be completed. This date is selected by the Case Manager as part of the process of assigning an Investigator.
 - Search for reports that are due on a specific date by entering that date in this field and then clicking on the Find button.
 - To clear the value entered in the filter, click on the *Clear* button.

- **Location ID** – The location identification number of the client’s location where the incident took place.
 - Search for incidents that have taken place at a particular location by entering a specific Location ID and then clicking on the *Find* button.
 - To clear the value entered in the filter, click on the *Clear* button.

- **Report Date** – The date on which an incident was reported.
 - Search for reports that took place on a specific date or dates by performing the following steps:
 - Click on the drop down arrow and select one of the following options:
 - *Today* – will return all incidents reported on the current day
 - *Last 7 Days* – will return all incidents reported in the last 7 days
 - *Last 30 Days* – will return all incidents reported in the last 30 days
 - *This Year* – will return all incidents reported in the current calendar year
 - *Last Year* – will return all incidents reported in the last calendar year
 - *Specific Date* – will return all incidents reported on a specific date
 - Enter a specific date using the MM/DD/YYYY format
 - *Custom Date Range* – will return all incidents reported during a specified date range
 - Enter a specific date in the “From” field using the MM/DD/YYYY format
 - Enter a specific date in the “To” field using the MM/DD/YYYY format
 - *All Dates* – will return all incidents that have been reported
 - Click on the *Find* button.
 - To clear the value entered in the filter, click on the *Clear* button.

- **Incident Type** – The type of incident reported.
 - Search for a specific incident type or types by selecting one or multiple incident types and then clicking on *Find*.
 - To select multiple values in this filter, select the first value, press and hold the Control Key, then select the next desired value. Repeat as necessary until all desired values are selected.
 - To clear the value or values entered in the filter, click on the *Clear* button.

- **Last Name** – The last name of any person listed in the Caller, Reported Party, Management Notified, or Involved/Aware Party section of the incident report.
 - Search for all incidents involving or reporting a specific individual by entering that person’s last name and then clicking on the *Find* button.
 - To clear the value entered in the filter, click on the *Clear* button.

- **Investigator** – The Investigator to which an incident has been assigned.
 - Search for all incidents that have been assigned to an Investigator or Investigators by selecting one or multiple Investigator names listed in the drop down and then clicking on the *Find* button.
 - To select multiple values in this filter, select the first value, press and hold the Control Key, then select the next desired value. Repeat as necessary until all desired values are selected.
 - To clear the value or values entered in the filter, click on the *Clear* button.

- **Priority** – The priority of an incident report.
 - Search for all incidents that have a particular priority or priorities by selecting one or multiple priorities listed in the drop down and then clicking on the *Find* button.
 - To select multiple values in this filter, select the first value, press and hold the Control Key, then select the next desired value. Repeat as necessary until all desired values are selected.
 - To clear the value or values entered in the filter, click on the *Clear* button.

- **Approver** – The Case Manager with approval authority for this incident.
 - Since a Case Manager without the right to see the Case Management information of other Case Managers has access to only his/her cases, this filter is read-only and is pre-populated with the Investigator's name.

 - NOTE: If the Case Manager has the right to see the Case Management information of other Case Managers, then he/she will be able to filter by Approver.
 - Search for all incidents that are currently being managed by a particular Case Manager or Case Managers by selecting one or multiple Case Managers listed in the drop down and then clicking on the *Find* button.
 - To select multiple values in this filter, select the first value, press and hold the Control Key, then select the next desired value. Repeat as necessary until all desired values are selected.
 - To clear the value or values entered in the filter, click on the *Clear* button.

- **Resolution Status** - This field displays the number of cases with a Resolution Status of Approved/Closed. The Case Manager has approved the Investigator's work and has closed the case.
 - Search for all incidents that have a particular resolution status or statuses by selecting one or multiple statuses listed in the drop down and then clicking on the *Find* button.
 - Potential values in this filter include:
 - All Statuses
 - New/Unassigned
 - Assigned/In Progress
 - Awaiting Approval
 - Approved/Closed
 - To select multiple values in this filter, select the first value, press and hold the Control Key, then select the next desired value. Repeat as necessary until all desired values are selected.
 - To clear the value or values entered in the filter, click on the *Clear* button.

4. Incident Queue Listing

The Incident Queue is listed beneath the Filters section. If no filters are applied, then the table displays all active cases, i.e., the ones with a Resolution Status of *other than* Approved/Closed.

Note: You can hide the Filters section altogether by clicking on the Hide button to the right of the word *Filters*.

The Incident Queue is displayed in a table format and is pre-sorted by Due Date. The Incident Queue can be sorted by each of the column headings simply by clicking on the desired column heading.

If a column heading is displayed with an arrow next to the heading (up or down), then the table is currently sorted by the data in that column.

If a case is displaying with **Bold Red** text, there is a past due Reminder related to the case. Please see the Reminders Notifications section to learn how to clear a Reminder which will return the text to normal font.

The Incident Queue table is comprised of the following columns:

- **Action** – Drop down listing of the various actions that a user can take to navigate to more information related to a particular incident.
 - **View PDF** – The user can view a full-length pdf of the original incident report by performing the following:
 - Select *View PDF* in the Action drop down.
 - Click on *Go*.
 - When the user is finished viewing the full-length pdf of the original incident report, he/she closes the popup window.
 - **Summary** – The user can view the *Incident Summary Report*, a compilation of information related to the original incident report including: caller information, user information, Callback information, incident type, incident description, transaction history and dissemination history. The user can access this by performing the following:
 - Select *Summary* in the Action drop down.
 - Click on *Go*.
 - When the user is finished viewing the Incident Summary Report, he/she closes the popup window
 - **View Case** – The user can view the *Case Management* screen for a particular case by performing the following:
 - Select *View Case* in the Action drop down.
 - Click on *Go*.
 - NOTE: When selecting this option, the user will navigate to the Case Management screen for this incident, but will be in “view” mode, meaning he/she will only be able to perform the following actions:
 - Adding an entry in the Case Log
 - Printing the log by selecting the *Print Log* button
 - Printing the case by selecting the *Print Case* button
 - **Manage Case** – The user can go to the Case Management screen for this particular incident by performing the following:
 - Select *Manage Case* in the Actions drop down.
 - Click on *Go*.
 - NOTE: if a user attempts to select this option when another user already “owns” this case, he/she will receive an alert message stating that the action cannot be completed because some other user already “owns” the case. The user will be given the option to select the *View Case* option if so desired.
 - **Callbacks** – The user can go to the Callback Diary screen by performing the following:
 - Select *Callbacks* in the Action drop down.
 - Click on *Go*.
 - When the user is finished with the Callback Diary screen, he/she hits OK and is taken back to the Incident Queue.
 - **Edit Location** –
 1. From the Incident Queue, a designated user can select Edit Location from the Action Drop-Down and click GO

HOME ADMIN LOG OUT CONTACT US

JOAN WASHBURN

Summary Incident Queue Ad Hoc Reports Reminders Reminder Admin

Filters Show | Hide

Incident # Last Name Priority All Priorities

Due Date Investigator All Investigators ADAMS, WILL ARCHER, LEW BAILEY, MAZIE

Location ID Approver All Approvers No Approver Designated ADAMS, WILL BAILEY, MAZIE

Report Date All Dates

Incident Type All Incident Types Accounting/Audit Irregularities Conflicts of Interest Customer Relations

Resolution Status All Statuses All Active Cases New/Unassigned Assigned/In Progress

FIND CLEAR

First Prev 1-19 of 19 Next Last

EXPORT

Action	Incident #	Incident Type	Report Date	Priority	Location	DBA	Approver	Investigator	Resolution Status	Dat
1 Edit Location	811204001	Workplace Violence/Threats	11/20/2008 5:35 PM	1	426 - 3205 Woodward Crossing Blvd. Buford GA 30519	Acme USA	WASHBURN JOAN	BAILEY MAZIE	Assigned/In Progress	

2. Search for a location similar to searching for a location on the Greeting Tab of entering an incident.
 - a. Please Note: A user can only select from active location on client program for which the incident was originally taken that the logged-in user has rights to.

HOME ADMIN LOGOUT HELP

ACME - Incident: 811204002
JOAN WASHBURN

Edit Location

Warning: Editing the Location will be reflected on the Incident Report, Management Reports and in Link2 Perspective. A user's ability to access this incident in Case Management is subject to the user's rights-profile which will respect the edited Location. To proceed, select a Location and click 'Apply'; to cancel click 'Cancel'.

Find Location

Use a space as separator. Do not use commas or AND. Up to four items can be provided for search criteria.

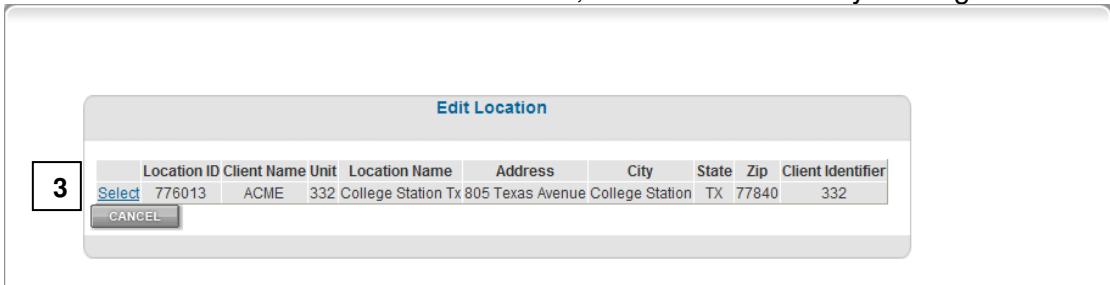
2 Criteria FIND

Current Location New Location

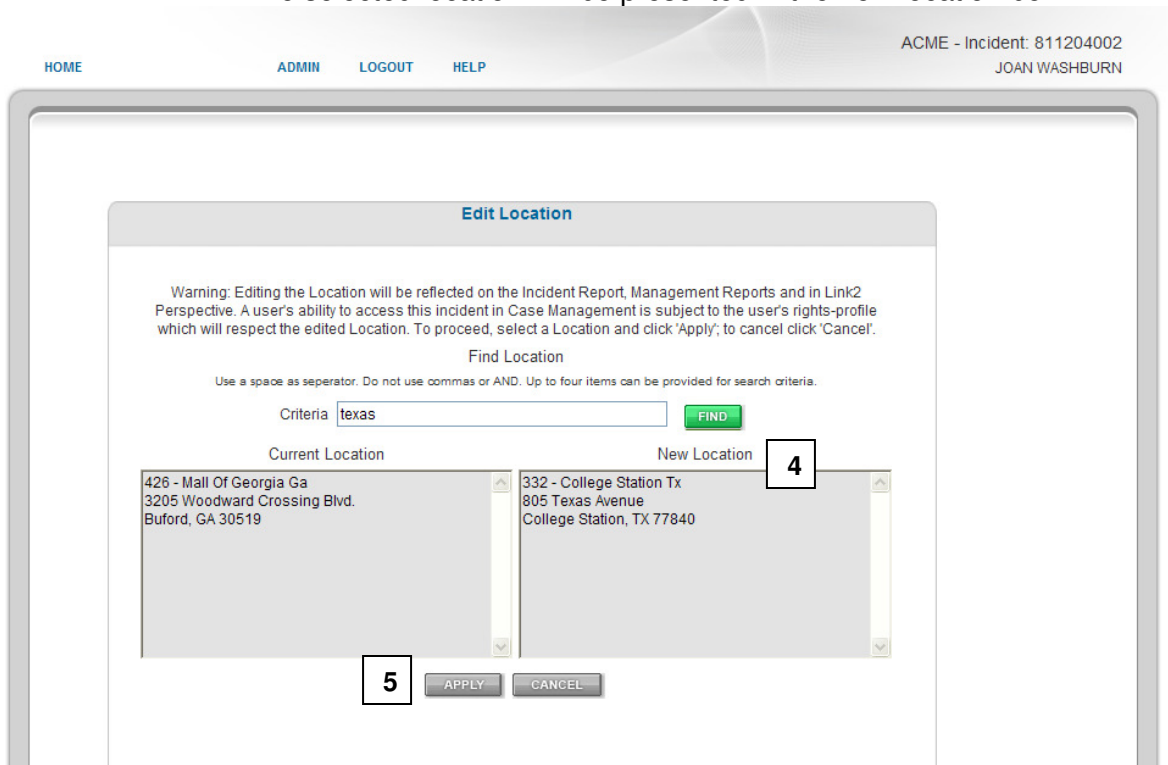
426 - Mall Of Georgia Ga
3205 Woodward Crossing Blvd.
Buford, GA 30519

APPLY CANCEL

3. From the Location results, select the location by clicking SELECT:



4. The selected location will be presented in the new location box.



5. Click Apply to complete or Cancel to abort the process. The user will be navigated to the Incident Queue upon completion.

6. The Incident Summary Report will be updated to reflect the change:

6	Unit #:426	Unit #: 332 College Station Tx 805 Texas Avenue College Station TX 77840	1/5/2009 11:33:25 AM	JOAN WASHBURN
----------	------------	--	----------------------	---------------

- o **Edit Inc. Type** –
- 1. From the Incident Queue, a designated user can select Edit Inc. Type from the Action Drop-Down and click GO

JOAN WASHBURN

HOME ADMIN LOG OUT CONTACT US

Summary **Incident Queue** Ad Hoc Reports Reminders Reminder Admin

Filters Show | Hide

Incident # Last Name Priority

Due Date Investigator Approver

Location ID Report Date Resolution Status

Incident Type

First Prev 1-1 of 1 Next Last

Action	Incident #	Incident Type	Report Date	Priority	Location	DBA	Approver	Investigator	Resolution Status	Due Date	Last Case Update
<div style="border: 1px solid black; padding: 2px; display: inline-block;">1</div> <input type="button" value="Edit Inc. Type"/>	812240186	Falsification of Company Records	12/24/2008 5:51 AM		128 - 5575 South Virginia Reno NV 89520	Acme USA			New/Unassigned		12/24/2008 5:54 AM

- 2. Select an Incident Type from the New Incident Type section.
 - a. Please Note: A User can only select from active incident type for the client program for which the incident was originally taken for which the logged in user has rights.

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HOME ADMIN LOGOUT HELP

Edit Incident Type

Warning: Editing the Incident Type will be reflected on the Incident Report, Management Reports and in Link2 Perspective. A user's ability to access this incident in Case Management is subject to the user's rights-profile which will respect the edited Incident Type. To proceed, select an Incident Type and click 'Apply'; to cancel click 'Cancel'.

Current Incident Type

Incident Type

Description

New Incident Type

Incident Type

Description

3. The Description of the Incident Type will populate in the Description box once an Incident Type has been selected.
4. Click Apply to complete or Cancel to abort the process. The user will be navigated to the Welcome Page upon completion.
5. The Incident Summary Report will be updated to reflect the change:

Incident Type Edit History

Changed From	Changed To	Date Changed	Changed By
Falsification of Company Records	Fraud	1/5/2009 11:58:34 AM	JOAN WASHBURN

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- **Incident #** – The Incident Report number.
 - The user can sort by Incident Report number by clicking on the *Incident #* column heading.
 - **Incident Type** – The type of incident reported.
 - The user can sort by Incident Type by clicking on the *Incident Type* column heading.
 - **Report Date** – The date on which an incident was reported.
 - The user can sort by Report Date by clicking on the *Report Date* column heading.
 - **Priority** – The priority of the incident.
 - The user can sort by Priority by clicking on the *Priority* column heading.
 - **Location** – The client’s location where the incident took place.
 - The user can sort by Location by clicking on the *Location* column heading.
 - **DBA** – If the client has subsidiaries or entities “doing business as” (DBA) other names, those will be listed in this column.
 - The user can sort by DBA by clicking on the *DBA* column heading.
 - **Approver** – The current Case Manager that has approval authority for this case.
 - The user can sort by Approver by clicking on the *Approver* column heading.
 - **Investigator** – The Investigator to which an incident has been assigned.
 - The user can sort by Investigator by clicking on the *Investigator* column heading.
 - **Resolution Status** – The Resolution Status for the case.
 - The user can sort by Resolution Status by clicking on the *Resolution Status* column heading.
 - **Due Date** – The date on which the investigation must be completed. The Case Manager set this date as part of the process of assigning an Investigator.
 - The table is pre-sorted by Due Date. Cases that have not been assigned a Due Date will appear at the top of the list, with the rest of the active cases appearing in the order, from the one due soonest to the one due latest.
 - **Last Case Update** – The date on which the last modification to this case was documented.
 - The user can sort by the Last Case Update by clicking on the *Last Case Update* column heading.
5. **Export To Excel** – the export to Excel button allows a user to create a Microsoft Excel spreadsheet of aggregate case information as a result of filters run on the Incident Queue. Details of this functionality are covered in Module 2.8.

By clicking on the Incident # hyperlink for a particular incident, the user is presented with the Incident Short Summary, a high-level overview of that incident's details.

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Incident Short Summary for Incident# 807020213 [HIDE INCIDENT SHORT SUMMARY](#)

Who: WEST LANGLEY What: Employee Relations

When: ONGOING - DATES UNKNOWN Where: 395 - 5480 N. 9th Ave Pensacola FL 32504

6. Incident Short Summary

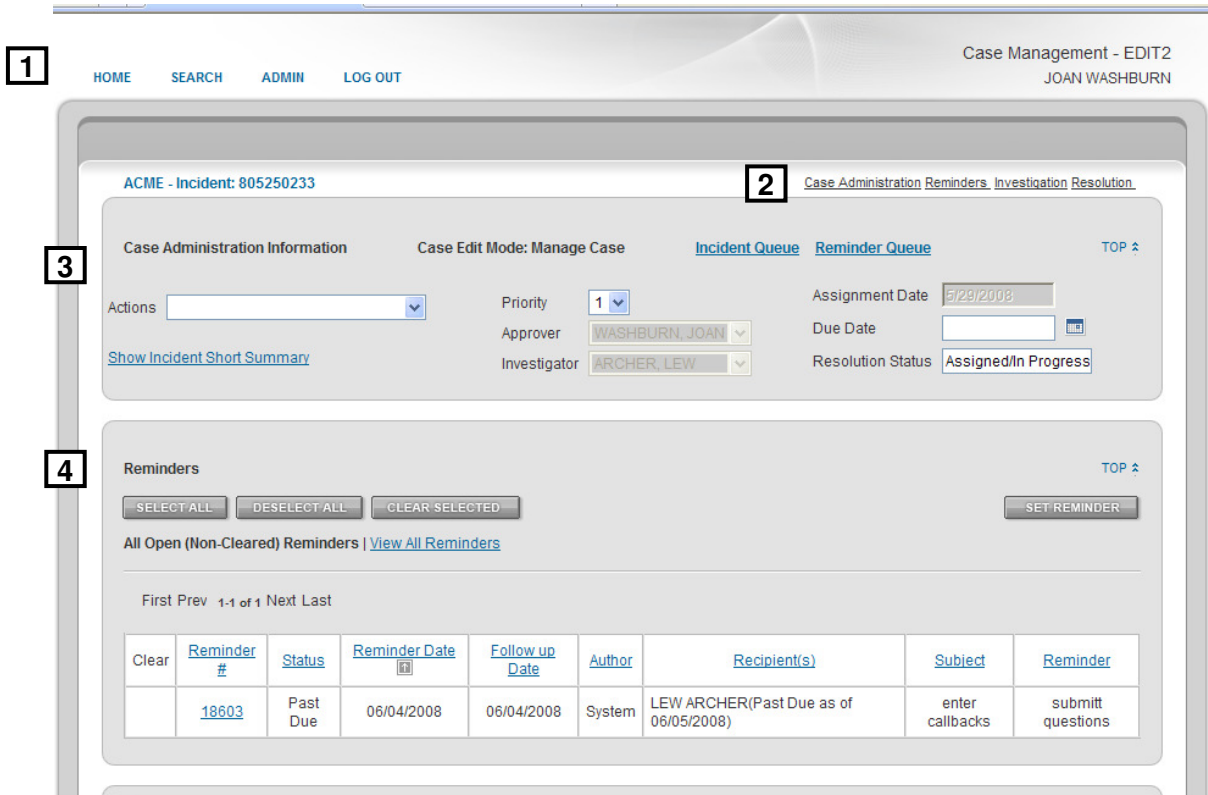
The Incident Short Summary displays the following information:

- **Who** - This field displays the Reported Party associated with this incident. If there is more than one Reported Party, all Reported Parties will be listed.
- **What** - This field displays the incident type classification for this incident.
- **When** - This field displays the time period when this incident occurred.
- **Where** - This field displays the specific place within the client's location (e.g., break room, sales floor, etc) where this incident occurred.
- **View PDF button** – By clicking on this button, the user is presented with a popup window containing a full-length pdf of the original incident report.
 - After viewing the full-length pdf, the user can close the popup window.
- **Manage Case button** – By clicking on this button, the user is taken to the Case Management screen for this incident.

The user can hide the Incident Short Summary at any time by clicking on *Hide Incident Short Summary*.

Module 2.5

2.5 Case Management Screen (screenshot 1 of 3) - Case Administration section



1. Upper Menu Bar

The Menu Bar at the top of the screen contains the buttons which enable the user to navigate to other parts of the system or to exit the system altogether.

Upper left side of the screen

- **Home**

By clicking on Home, the user is taken back to the Log In screen.

- **Search**

- **Admin**

- **Log Out**

By clicking on Log Out, the user exits the Case Management system.

2. Navigation Links – Case Administration, Investigation, Resolution and Top

- **Case Administration**

By clicking on the words *Case Administration* in the upper middle of the screen, the user is taken to the Case Administration Information section of the screen.

- **Reminders**

By clicking on the word *Reminders* in the upper middle of the screen, the user is taken to the *Reminders* section in the middle of the screen.

- **Investigation**

By clicking on the word *Investigation* in the upper middle of the screen, the user is taken to the Investigation Information section in the middle of the screen.

- **Resolution**

By clicking on the word *Resolution* in the upper middle of the screen, the user is taken to the Resolution Information section at the bottom of the screen.

- **Incident Queue**

By clicking on the words *Incident Queue* in the upper right of the screen, the user is taken to the Incident Queue screen.

- **Reminder Queue**

By clicking on the words *Reminder Queue* in the upper right of the screen, the user is taken to the Reminder Queue screen.

- **Top**

By clicking on the word *Top*, the user is taken to the top of the screen.

3. Case Administration Information

The Case Administration section is comprised of the following information:

- **Actions** – Drop down listing of the various actions that a user can take with respect to the assignment and/or transfer of a particular case for investigation and resolution.

The role of the user (either Case Manager or Investigator), as well as the actions that have already been completed on the case, will dictate which options appear at any given time. The seven options for Case Managers include: (details about each option are listed below)

- Blank – no action
- Assign Inv – Assign Investigator
- Transfer to New Inv – Transfer to new Investigator
- Transfer to New CM – Transfer to new Case Manager
- Send for Approval – Send back to the Case Manager for approval
- Return Back to Inv – Return back to Investigator for further work
- Approve/Close – Approve the investigation/resolution and close the case

NOTE: All of the other fields in this section are dependent upon the option selected in the *Actions* drop down. When a particular action is selected, certain fields will be available that were read-only before that particular action was selected.

- **Blank** – No action selected. This is the default value for this drop down.
- **Assign Inv**
 - Only Case Managers have the right to perform this action.
 - This action is completed by performing the following steps:
 - Select Assign Inv in the Actions drop down.
 - Select an Investigator in the Investigator drop down.
 - Fill in a valid date in the Due Date field.
 - Click on Save or Finish on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.
- **Transfer to New Inv**
 - Either Case Managers or Investigators who have been granted rights to do this can perform this action.
 - This action is completed by performing the following steps:
 - Select Transfer to New Inv in the Actions drop down.
 - Select a new Investigator in the Investigator drop down.

- Click on Save or Finish on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.
- **Transfer to New CM**
 - Only Case Managers can perform this action.
 - This action is completed by performing the following steps:
 - Select Transfer to New CM in the Actions drop down.
 - Select a Case Manager in the Case Manager drop down.
 - Click on Save or Finish on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.
- **Return to Inv**
 - Only Case Managers can perform this action.
 - This action is completed by performing the following steps:
 - Select Return to Inv in the Actions drop down.
 - Click on Save or Finish on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.
- **Send for Approval**
 - Only Investigators can perform this action.
 - This action is completed by performing the following steps:
 - Select Send for Approval in the Actions drop down.
 - Click on Save or Finish on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.
- **Approve/Close**
 - Only Case Managers can perform this action.
 - This action is completed by performing the following steps:
 - Select Approve/Close in the Actions drop down.
 - Click on Save or Finish on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.
- **Priority – The priority of the incident.**
 - This field is customizable, so the client can choose whatever schema (e.g., numbers, colors, etc) to differentiate priorities that it would like to use.
 - The default for this field is the highest priority for the client.

- If the client uses a numbering system from 1 to 5 with 1 being the highest priority and 5 being the lowest priority, then this field will default to 1.
 - The user can change the value in this field by performing the following steps:
 - Click on the Priority drop down arrow.
 - Select the desired priority designation.
 - Click on Save or Finish on the bottom of the screen.
 - Clicking on Save will save all information entered and keeps the user on this screen.
 - Clicking on Finish will save all information entered and will take the user back to the Summary View screen.
- **Approver** – The Case Manager with approval authority for this case.
 - After a case is assigned, this field will be read-only and will contain the name of the Case Manager that assigned the case to an Investigator.
 - The only time the value in this field will change is when a Case Manager decides to transfer a case to a new Case Manager.
- **Investigator** – The Investigator to which this incident could be assigned.
 - As part of the implementation process, the client will provide a listing of potential Investigators, including the locations and the incident types he/she is authorized to access.
 - These values will populate the drop down list of potential Investigators that the Case Manager will choose from in assigning the case.
 - After a case is assigned, this field will be read-only and will contain the name of the Investigator to which the case has been assigned.
 - The only time the value in this field will change is when the case is transferred to a new Investigator.
- **Assignment Date** – The date on which this case was assigned.
 - The value in this field is read-only and is automatically populated when the action of *Assign Inv* is completed.
- **Due Date** – The date on which the investigation must be completed.
 - The Case Manager enters this date, usually as part of the process of assigning an Investigator.
- **Resolution Status** – The current Resolution Status for this case.
 - The value in this field is read-only and is determined by what actions have been completed on this case.
 - New/Unassigned
 - When the case has not yet been assigned.
 - Assigned/In Progress
 - When the Assign Inv action has been completed, the Resolution Status will automatically change from New/Unassigned to Assigned/In Progress.
 - Awaiting Approval
 - When the investigation has been documented and the Send for Approval action completed, the Resolution Status will automatically change from Assigned/In Progress to Awaiting Approval.
 - Approved/Closed

- When the Case Manager has reviewed the case and agrees with the Investigator's investigation and resolution recommendations, the Case Manager Approves/Closes the case. When this action is completed, the Resolution Status changes from Awaiting Approval to Approved/Closed.
 - NOTE: if and only if a case is in the status of Approved/Closed, an additional field (Closed Date) will be displayed.
 - The Closed Date field will display the date that the case was approved/closed.

4. Reminders Section

The Reminders Section allows Users to set individual Reminder Notifications for the Case. Please see the Reminder Notifications section (Module 2.10) for further detail on the use of this feature.

2.5 Case Management Screen (screenshot 2 of 3) - Investigation Information section

The screenshot displays the 'Investigation Information' section of a web application. At the top, there is a 'New Case Log Entry' text box (5) and two buttons: 'CLEAR' and 'SAVE ENTRY' (6). Below this is a 'Case Log' section (7) showing two entries: '12/15/2008 2:47PM (ET) - JOAN WASHBURN - Callback Edited' and '12/15/2008 2:47PM (ET) - JOAN WASHBURN - Callback Added'. Below the case log are buttons for 'CALLBACK INFORMATION' (8), 'PRINT CASE' (9), and 'PRINT LOG'. The 'Attachments' section (10) has an 'ADD ATTACHMENT' button. The 'Additional Information' section contains a note: 'Note: The following are examples of field types that can be inserted in the additional information section:' followed by several form fields: 'Have you completed and attached the investigation form?' (dropdown), 'Who is the Reported Party's Supervisor?' (text), 'What is the Supervisor's phone number?' (text), 'Email' (text), 'In which state does the Reported Party work?' (dropdown), and 'On what date was the investigation completed?' (text with '5/28/2008' entered).

5. New Case Log Entry Text Box

Any user with access to the Case Management screen for a particular case can create an entry in the Case Log simply by placing his/her cursor in the New Case Log Entry text box and typing the desired text.

6. Case Log Entry Action Buttons

▪ Save Entry Button

- After entering the desired text into the New Entry to Case Log text box, the user can save that entry by clicking on the *Save Entry* Button.
- The user can also save any information entered by clicking on *Save* or *Finish* on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.
- NOTE: Once a New Entry to the Case Log has been saved, it cannot be edited.

▪ Clear Button

- If, after typing text into the New Entry to Case Log text box, and before saving the entry, the user wants to delete what has been typed, he/she can click on the *Clear* button.
- NOTE: Once a New Entry to the Case Log has been saved, it cannot be deleted.

7. Case Log

The Case Log is an historical record of every action taken in the investigation and resolution of a case. The entries to the Case Log are documented in reverse chronological order, i.e., the most recent action is listed first, followed by the next most recent action, etc.

The following actions are automatically documented in the Case Log with a date/time/user stamp:

- Text entries typed by a user.
- NOTE: all times are denoted in the Case Log as being Eastern Time (ET)
 - Each text entry is limited to a maximum of 8000 characters, but the maximum number of entries to the Case Log is unlimited.
- Any action of assignment or transfer of a case:
 - Assigning an Investigator
 - Transferring a case to a new Investigator
 - Transferring a case to a new Case Manager
 - Sending a case for approval
 - Sending a case back to an Investigator for further investigation
 - Approval/Closure of a case

8. CallBack Information Button

By clicking on the CallBack Information button, the user navigates to the CallBack Information screen and is presented with the CallBack Diary, a listing of all questions and answers between the client and the anonymous caller.

Refer to Module 2.7 for more details regarding the CallBack Information screen.

9. Print Buttons

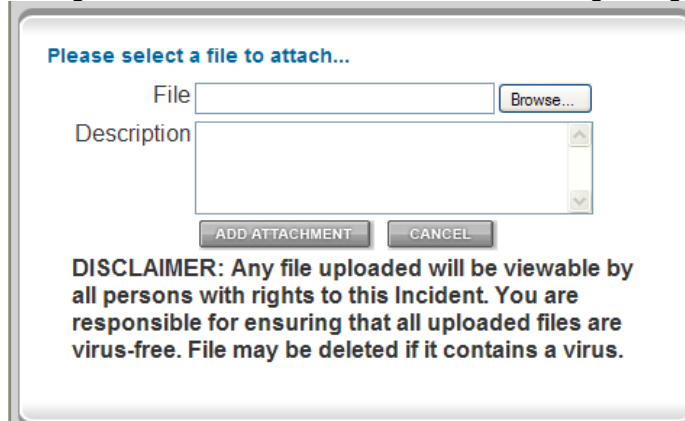
The user can print information related to a particular case by clicking on one of the Print buttons listed below:

- **Print Log Button**
 - The user can print the entire Case Log by clicking on the *Print Log* Button.
- **Print Case Button**
 - The user can print all of the information on the Case Management screen, including the Case Administration Information, the Incident Short Summary, the Case Log, and the Resolution Information, by clicking on the *Print Case* Button.

10. Add Attachments Button

The user can add digital file attachments to the case log by clicking on the *Add Attachments* Button.

- By clicking on the Add Attachment Button the following dialogue box will be displayed:



Please select a file to attach...

File

Description

DISCLAIMER: Any file uploaded will be viewable by all persons with rights to this Incident. You are responsible for ensuring that all uploaded files are virus-free. File may be deleted if it contains a virus.

- By clicking on the Browse Button, the user can navigate to the file to be uploaded.

2.5 Additional Information Section

Additional Information

Examples of Field Types

Note: The following are examples of field types that can be inserted in the additional information section:

Have you completed and attached the investigation form?

Who is the Reported Party's Supervisor?

What is the Supervisor's phone number?

Email

The Additional Information section is customized for the program by the administrator of the Case Management program. Any unique questions that are required by your organization are tracked in the Additional Information section. Simply answer the questions presented and hit the Save or Finish button at the bottom of the page to complete the action.

- Questions are required to be answered in the format of the question type. If questions are not answered properly an error message will be displayed showing the validation requirements:
 - Date must be entered in US date format
 - Drop-down lists must be selected from the drop-down list
 - Numbers will be pre-formatted to the proper decimal point
 - Phone numbers must be 7 or 10 digits
 - Zip Codes are for US zip code
 - US currency must show \$0.00
- The fields will be available for Export to Excel. Please note the export to Excel feature will be released in the coming weeks (written 2/23/2007).
- **Always hit Save or Finish at the bottom of the page or the changes made to these fields will be lost.**

2.5 Case Management Screen (screenshot 3 of 3) – Resolution Information section

11 Resolution Information TOP ▲

Outcome

Disposition

Amount of Reward

Message to Caller Once Case is Approved/Closed

The client has completed their investigation and has marked this issue as resolved. Unfortunately I am unable to provide you with any additional information. If you like I can start a new report for you.

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11. Resolution Information Section

The Resolution Information section contains information related to the final outcome of the case and what, if any, action has been taken against the reported party as a result of the incident.

The Resolution Information section is comprised of the following fields:

- **Outcome** – the final outcome of this incident.
 - The options listed in this field are customizable by client.
 - If the client does not customize the options in this field, the following standard options will be listed:
 - No Investigation Necessary
 - Corrective Action Taken
 - No Corrective Action Taken
 - Note: The action of Approve/Close cannot be completed without having a value selected in this field.

- **Disposition** – what happened to the reported party or parties as a result of this incident
 - The options listed in this field are customizable by client.
 - If the client does not customize the options in this field, the following standard options will be listed:
 - N/A
 - Cleared
 - Disciplined
 - Terminated
 - Prosecuted
 - Note: The action of Approve/Close cannot be completed without having a value selected in this field.

- **Amount of Reward**– if applicable, the dollar amount of reward to be distributed to the caller for reporting this incident.
 - The default value for this field is blank.
 - If you would like to utilize this feature, please contact your Program Manager at The Network to discuss how to set up and execute the distribution of rewards.

- **Message to Caller Once Case is Approved/Closed**– In the event that an anonymous caller calls back to check on the outcome of an incident after that case has been Approved/Closed, this message will be read, verbatim, to the caller by The Network’s Interview Specialist.
 - The message listed in this field is customizable by client.
 - If the client does not customize the options in this field, the following standard options will be listed: “The client has completed their investigation and has marked this issue as closed. Unfortunately, I’m unable to provide you with any additional information. If you’d like, I can start a new report for you.”

12. Save/Navigation Buttons

The user can perform save and/or navigation actions by clicking on one of the following action buttons:

- **Back Button**
 - By clicking on the *Back* Button, the user is taken to the previous screen without saving any of the changes made on the current screen.
- **Save Button**
 - By clicking on the *Save* Button, the user saves all of the changes made on the current screen and the user will remain on the current screen.
- **Finish Button**
 - By clicking on the *Finish* Button, the user saves all of the changes made on the current screen and then is taken back to the Incident Queue with the previous filters maintained from when the user last left the Incident Queue..

Module 2.7

2.7 CallBack Information Screen

ACME - Incident: 805250233

CallBack Information Counts: Caller: Client: Total: 0

1 Action	2 Date	3 Category	4 Comments	5 Entered By
<input type="button" value="ADD CLIENT"/>				
<input type="button" value="VIEW"/> <input type="button" value="EDIT"/>	12/15/2008 2:47:00 PM	Client		JOAN WASHBURN
<input type="button" value="VIEW"/> <input type="button" value="EDIT"/>	12/15/2008 2:11:00 PM	Client		JOAN WASHBURN

6 7

The CallBack Diary screen displays a listing of all CallBack activity related to a particular incident report. The information is displayed in a table with the following fields:

1. Action Field

The user can perform any of the following actions by clicking on the appropriate button:

- Add
The *Add* button allows the user to add a new entry to the CallBack Diary. This entry will be read to the caller if/when the caller calls back. Responses to questions and/or additional information provided by the caller during the callback will be documented in the CallBack Diary.
- View
The *View Button* allows the user to access the Client Callback Page in a non-editable version.

2. Date Field

This field displays the date and time the callback was originally added to the CallBack Diary.

3. Category Field

This field displays the originator of the callback information

- *Client* in this field signifies that this information was entered by the Client user
- *Caller* in this field signifies that this information was entered on behalf of the anonymous caller

4. Comments Field

This field displays the text entered by the user (if the entry is a *Client* callback entry) and the answers/comments entered on behalf of the anonymous caller (if the entry is a *Caller* callback entry.)

5. Entered By Field

This field displays the name of the individual that entered the specific CallBack Diary entry.

6. Summary Button

By clicking on the *Summary* button, the user is presented with a popup window containing the Incident Summary Report, a compilation of information related to the original incident report including the following:

- Caller Information
- User Information
- Callback Information
- Incident Type
- Incident Description
- Transaction History
- Dissemination History

7. OK Button

When selected, the *OK* button closes the CallBack Information popup window and returns the user to the screen on which he/she was working within the Case Management system.

Module 2.8

2.8 Export to Excel

A Case Management user can currently search for specific incident report information on the Incident Queue by using one or more of the filters at that top of the screen.

With the Export to Excel feature, you can now transport the information from the Incident Queue results table, as well as other related incident information, into an Excel spreadsheet that appears in a separate window. The Export to Excel Button is located at the bottom of the Incident Queue, above the results table.

The screenshot displays the Case Management - EDIT3 interface for user JOAN WASHBURN. The main navigation bar includes HOME, SEARCH, ADMIN, and LOG OUT. The Incident Queue section is active, showing filters for Client Organization (ACME) and Product Offering (Ethics and Compliance Reporting). Search criteria include Incident #, Due Date, Location ID, Report Date, Incident Type (with a dropdown menu showing options like Accounting/Audit Irregularities), Last Name, Investigator (with a dropdown menu showing All Investigators), Priority (All Priorities), Approver (with a dropdown menu showing All Approvers and No Approver Designated), and Resolution Status (with a dropdown menu showing All Statuses, All Active Cases, New/Unassigned, and Assigned/In Progress). A FIND button and a CLEAR button are present. Below the filters, a table of results is shown with columns for Action, Incident #, Incident Type, Report Date, Priority, Location, DBA, Approver, Investigator, Resolution Status, and Due Date. An EXPORT button is located above the table. The table contains one row of data for incident 805250233.

Action	Incident #	Incident Type	Report Date	Priority	Location	DBA	Approver	Investigator	Resolution Status	Due Date	L
View PDF ➔	805250233	Substance Abuse	5/25/2008 8:49 AM	1	154 - 650 Eastgate S. Dr. Cincinnati OH 45245		WASHBURN JOAN	ARCHER LEW	Assigned/In Progress		1:

Steps to Complete an Export:

1. Run one filter, or a combination of filters, to produce a results table of cases.
2. Click on the EXPORT TO EXCEL button.
3. Review cases in the pop-up window.
4. Manipulate the spreadsheet as needed to create reports.
5. Save the document by choosing "SAVE AS" and choose Microsoft Excel as the file type or copy and paste the document into a separate Excel Spreadsheet.

Data Elements:

Each incident that is exported will have the following columns of information populated in the Excel spreadsheet.

1. Incident Number
2. Incident Type
3. Report Date
4. Priority
5. Location (Location ID - Address 1, City, State, Zip)
6. DBA
7. Approver (Case Manager)
8. Investigator
9. Resolution Status
10. Due Date
11. Last Case Update
12. Origin (of incident report - Phone Call, Fax, Email, Internet)
13. Incident Description
14. Caller Name
15. Reported Party *
16. Members of Management Notified *
17. Involved/Aware Parties *
18. When (Date or time period from the Incident Short Summary)
19. Assignment Date
20. Date Closed
21. Amount of Reward
22. Outcome
23. Disposition
24. Message to Caller When Case Is Approved/Closed
25. File attachments
26. Additional information fields (coming soon)

* When there is more than one person named in any of these fields, the cell will contain multiple names (First Last) separated by a soft return.

System Requirements:

In order for the new Export to Excel feature to function properly, the following requirements must be met:

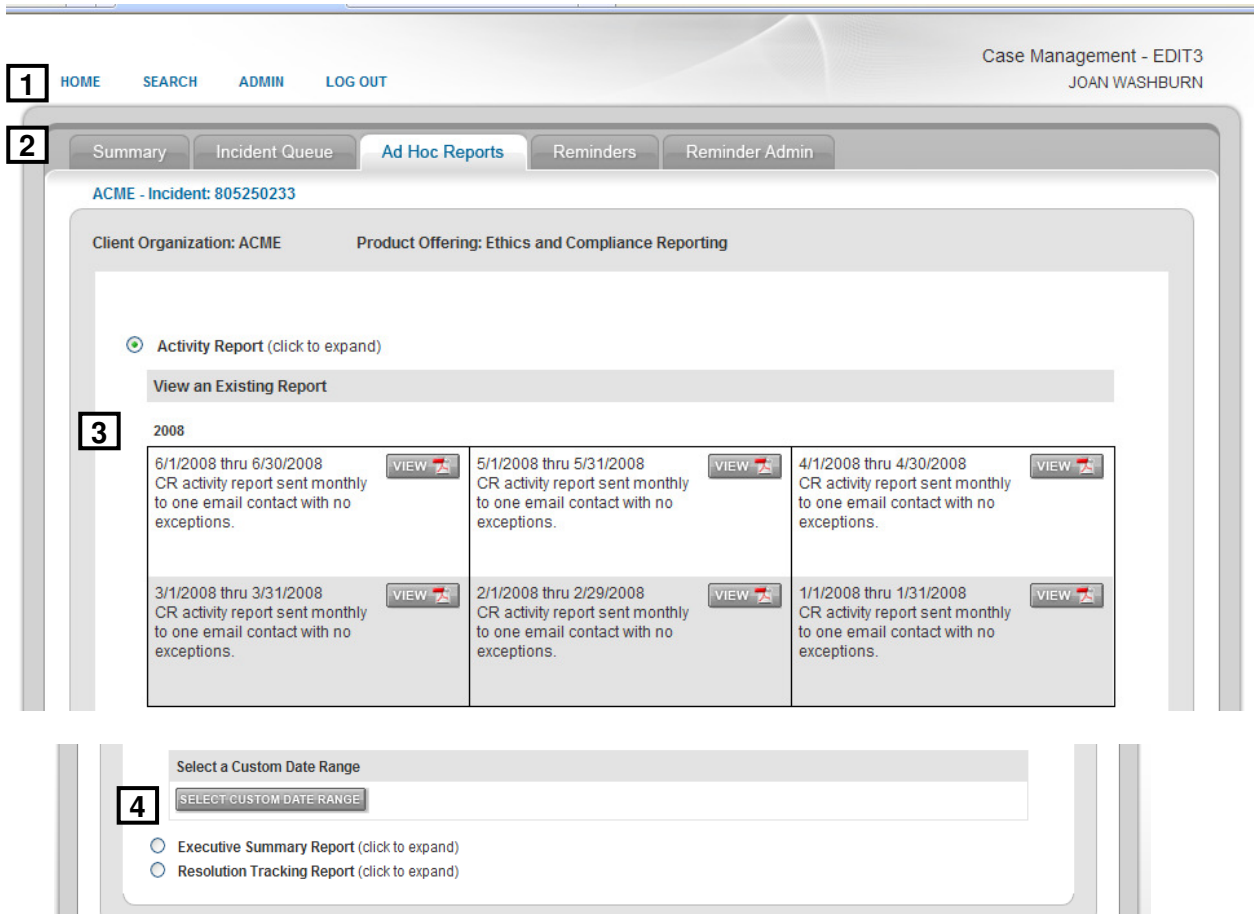
- You must have Microsoft Excel installed on your computer
- Your version of Microsoft Excel must be at least Excel 2000 or later

Errors and Warnings:

In order to protect system performance, the system will only allow exports of up to 1,500 reports. If you try to export a results table of more than 1,500 cases, you will receive the following Warning message:

“There are too many rows selected to perform the Export to Excel function. Please refine your search by using any of the available filters (eg, Date Range, Incident Type, Resolution Status, etc.) and try again.”

2.9 Ad Hoc Reports Screen



1. Upper Menu Bar

The Menu Bar at the top of the screen contains the buttons which enable the user to navigate to other parts of the system or to exit the system altogether.

Upper left side of the screen

- **Home**

By clicking on Home, the user is taken back to the Log In screen.

- **Search**

- **Admin**

- **Log Out**

By clicking on Log Out, the user exits the Case Management system

2. Tab Headings

▪ **Summary Tab**

By clicking on the *Summary* Tab, the user is taken to back to the Summary View screen. The layout and contents of the Incident Queue screen are covered in section 2.3 of this document.

▪ **Incident Queue Tab**

By clicking on the *Incident Queue* Tab, the user is taken to the Incident Queue screen where he/she can perform searches and or view their work queue. The layout and contents of the Incident Queue screen are covered in section 2.4 of this document.

Note: The user can navigate back and forth among the various screens simply by clicking on the appropriate tab headings.

3. Listing of Standard Management Reports

The user is presented with a listing of all standard management reports provided to the client by The Network. These reports are sent to the client on a regular basis, usually monthly, according to how their service was set up.

The user can view a pdf of a particular report by completing the following steps:

- Select a specific report type by clicking on the radio button next to the title for the desired report. The potential report types include:
 - **Activity Report** – a breakdown of all of the incident report activity for the given period of time
 - Note: If the client receives this report broken down by hierarchy, the Title of this report will be Activity Report with Hierarchy.
 - **Executive Summary Report** – a high-level overview, including text and graphical representations, of the incidents that have taken place for the given period of time.
 - Note: If the client receives this report broken down by hierarchy, the Title of this report will be Executive Summary Report with Hierarchy.
 - **Resolution Tracking Report** – an overview of the case management activity for the given period of time. This report will include all incidents that are currently active as well as all cases Approved/Closed in the report's specified period of time.
- Click on the *View PDF* button for the specific desired report.

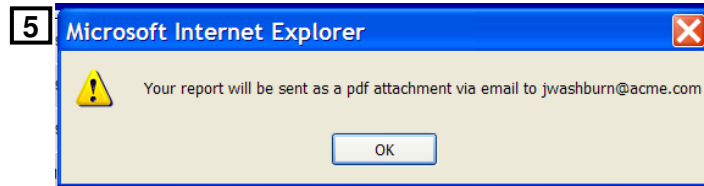
4. Set Custom Date Range Button

Users can also create an Ad Hoc report by completing the following actions:

- Select a specific report type by clicking on the radio button next to the title for the desired report.
- Click on the *Set Custom Date Range Report* button.
- Enter the desired date (MM/DD/YYYY) in the *From* field to designate the start date for the period of time covered by the custom date range report.
- Enter the desired date (MM/DD/YYYY) in the *To* field to designate the end date for the period of time covered by the custom date range report.
- Click on the *Send Report* button.

5. Alert for a Custom Date Range Report

After clicking on Send for a Custom Date Range Report, the user is presented with the following alert informing him/her that the Custom Date Range Report will be sent via email as a pdf attachment.



The email containing the Custom Date Range Report will be sent to the user in less than four hours, but usually within a matter of minutes.

Note: if the email address listed in the alert message is incorrect, please contact your Program Manager at The Network so that the correct email address can be entered into the system.

Module 2.10

2.10 Reminder Notifications

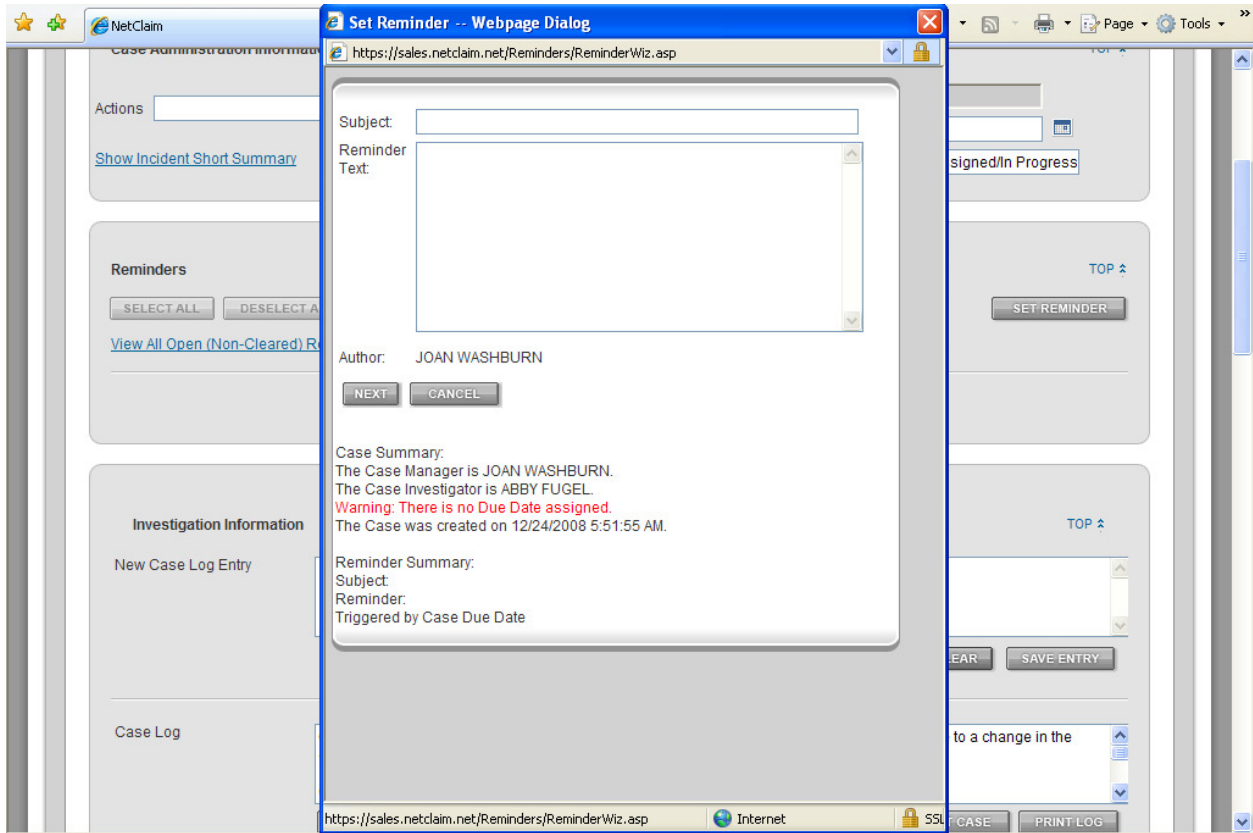
There are two types of Reminder Notifications:

- Individual Reminders – these Reminders can be set up by any Case Management User and can be assigned to Case Manager, Investigators, Super User Case Managers or External Recipients (if the user has the function right to email beyond the named users of the system).
- System Reminders – these Reminders can only be set up by Case Managers with the rights to do so and are triggered on all cases by specific criteria (Incident Create Date or Case Due Date). System Reminders can be set up to be sent to the owning Case Manager or assigned Investigator for a case.

2.10.1 Individual Reminders

Setting an Individual Reminder:

By selecting the SET REMINDER button, the user will be presented with a pop-up window for creating a reminder. The section will allow the user to enter the subject line of the email to be sent and the second section will allow the user to construct the body of the email to be sent. Upon completing this section the user can select NEXT to proceed or CLOSE to cancel.



Upon clicking NEXT, the user will be taken to page where the recipients, scheduling of the Reminder email and the scheduling of the Follow-Up Date are managed.

Recipients can include the following:

- The owning Case Manager
- The assigned Investigator
- Any Super User Case Manager who can access the case
- An external recipient (if the logged-in user has the function right to email to an external recipient – please contact your Program Manager to set up).

The Reminder Date is the date on which the email will fire. Currently, email are scheduled to fire once daily at 6:00 AM ET. Therefore, the earliest a Reminder can be scheduled is for the next calendar day.

Reminder Dates can be set three ways:

- A specific date which can be selected by clicking on the calendar
- Days before the established Due Date (if one exists)
- Days After the Due Date (if one exists)

The Follow-Up Date is the date on which the Reminder becomes Past Due if the Reminder has not been cleared. The Follow-Up Date is not required. If none is selected, the Reminder will not display as Past Due. The Follow-Up Date choices include:

- A Specific Date which can be selected from the calendar button
- Day after the Reminder Date
- None - will not have to be cleared

If more than one recipient is needed for the Reminder, the user would select NEXT to select another recipient; otherwise the user would select FINISH to complete the Reminder.

By selecting NEXT, the user can select the next recipient and the specific Reminder Date and Follow up dates for the next recipient.

Upon completion of the Reminder, the screen will refresh and a table of Reminders will be presented on the Case Management page. Included in this table are following fields:

- Clear – selecting this radio button and selecting CLEAR SELECTED will de-activate (or clear) the Reminder
- Reminder # - this is the unique identifier for the Reminder for trouble shooting purposes. If there are any issues to report on the Reminder, please refer to this identifier when communicating with Client Services at The Network.
- Status - there are 4 possible status on Reminders:
 - Scheduled – the Reminder has been set up, but the email has not yet been sent
 - Active – the Reminder email has been sent, but the Follow-up date has not yet passed and the Reminder has not yet been cleared.
 - Past Due – the Reminder has not been cleared and the Follow-up date is in the past.
 - Cleared – the Reminder has been cleared and no further action is required
- Reminder Date – the date on which the Reminder email will be sent
- Follow up Date – the date on which the Reminder is schedule to be due. If a Reminder is not cleared by this date it will show as Past Due (**Bold Red**) in the system until it is cleared. If no Follow up is required this will display as “none”.
- Author – the person who created the Reminder
- Recipient(s) - the person/people to whom the Reminder has been assigned
- Subject – the subject line of the Reminder Email
- Reminder – the body of the email and the instructions for the Reminder

HOME ADMIN LOG OUT CONTACT US JOAN WASHBURN

ACME - Incident: 811204001 Case Administration Reminders Investigation Resolution

Case Administration Information Case Edit Mode: Manage Case [Incident Queue](#) [Reminder Queue](#) TOP ^

Actions Priority Assignment Date
 Approver Due Date
 Investigator Resolution Status

[Show Incident Short Summary](#)

Reminders TOP ^

All Open (Non-Cleared) Reminders | [View All Reminders](#)

First Prev 1-2 of 2 Next Last

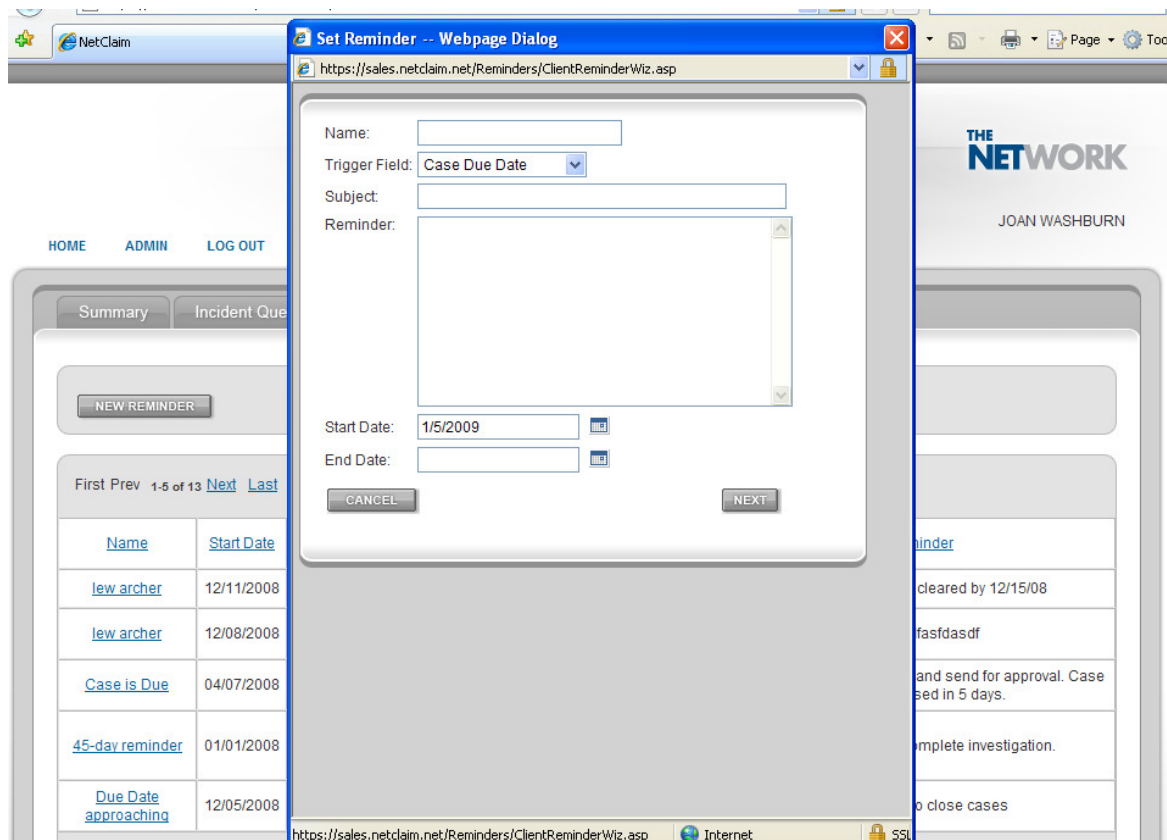
Clear	Reminder #	Status	Reminder Date	Follow up Date	Author	Recipient(s)	Subject	Reminder
	22666	Past Due	12/16/2008	12/16/2008	System	MAZIE BAILEY(Past Due as of 12/17/2008)	enter callbacks	submit questions

2.10.2 System Reminders

Setting System Reminders:

From the Reminders Admin Tab, authorized Case Managers can Create Edit, or Expire System Reminders. System Reminders are based on the creation of a Case or the establishment of a Due Date. All System Reminders are displayed on the Reminders Admin Tab.

- To Create a New Reminder, the Case Manager will select NEW REMINDER.
- A pop-up will allow the user to edit the email including the following elements:
 - A Name for the Reminder
 - The field from which the Reminder automatically is set – Case Create Date or Case Due Date
 - The Subject of the email
 - The Body of the email
 - The effective dates for the Program Reminder (Start Date and End Date) – To Expire a System Reminder, simply set the End Date to the current date.



By clicking NEXT, the Case Manager will navigate to the next screen where the following information is gathered:

- Recipient – Case Manager or Investigator
- Reminder Date
 - Days before Case Create/Due Date
 - Days After Case Create/Due Date
 - # of Days
- Follow up Date
 - Days after Reminder Date
 - None – will not need to be cleared

Clicking NEXT will allow the Case Manager to add a second recipient; clicking FINISH will complete the Reminder. The System Reminder will be in effect for all cases for the hotline program.

Set Reminder -- Webpage Dialog
 https://sales.netclaim.net/Reminders/ClientReminderWiz.asp

Role: <--Select-->

Schedule Reminder Date based on: Days Before Case Due Date
 Days After Case Due Date

of Days: 0

Schedule Followup Date based on: Days After Reminder Date
 None

of Days: 0

Start Date: 1/5/2009

End Date:

CANCEL FINISH BACK

Name:	Past Due
Subject:	Past Due Case
Reminder:	Please complete your investigation or coordinate with the Case Manager to update the Due Date for your investigation. Thank you.
Trigger:	Case Due Date
Effective Dates:	1/5/2009-No End Date

2.10.3 Expiring and Clearing Reminders

- Reminders can be Expired by setting the end date to the current date
- Reminders can be cleared on the individual case or on the Reminders Queue by selecting the appropriate Clear radio button and clicking on the CLEAR SELECTED button. Reminders that are in the Scheduled status and have been cleared will not send an email.

3.0 Quick Reference Tools

The following tools can serve as quick reference job aids to help you perform actions within the Case Management system.

- Frequently Asked Questions (FAQs)
- Workflow diagram of a case, from notification through the documentation of the investigation and resolution, to the approval and closure of the case

3.1 FAQs

The following table provides a quick reference tool with answers to frequently asked questions.

Question	Steps to Complete after logging in to the system
1. How Do I log into the Case Management System?	<ul style="list-style-type: none"> ▪ Type the following URL into a browser: https://www.netclaim.net ▪ Enter your login id and password (case sensitive) ▪ Once logged in, click on the “Case Management” button to enter the application.
2. How do I assign an Investigator to begin the case management process?	<ul style="list-style-type: none"> ▪ Click on the Incident Queue tab ▪ Select the desired incident report and click on the Incident # hyperlink ▪ Click on <i>Manage This Case</i> ▪ Select <i>Assign Inv</i> in the Actions drop down ▪ Select the desired Investigator in the Investigator drop down ▪ Enter the desired Due Date in the Due Date field ▪ Click on <i>Save</i> to save your work and remain on the screen or <i>Finish</i> to save your work and navigate back to the Summary View screen
3. How do I transfer a Case to a new Case Manager, thereby transferring assignment and approval authority?	<ul style="list-style-type: none"> ▪ Click on the Incident Queue tab ▪ Select the desired incident report and click on the Incident # hyperlink ▪ Click on <i>Manage This Case</i> ▪ Select <i>Transfer to New CM</i> in the Actions drop down ▪ Select the desired Case Manager in the Approver drop down ▪ Click on <i>Save</i> to save your work and remain on the screen or <i>Finish</i> to save your work and navigate back to the Summary View screen
4. How do I return a case back to an Investigator for additional investigation when I don't agree with the investigation/resolution recommendations from the Investigator?	<ul style="list-style-type: none"> ▪ Click on the Incident Queue tab ▪ Select the desired incident report and click on the Incident # hyperlink ▪ Click on <i>Manage This Case</i> ▪ Select <i>Return back to Inv</i> in the Actions drop down ▪ Click on <i>Save</i> to save your work and remain on the screen or <i>Finish</i> to save your work and navigate back to the Summary View screen
5. How do I view a standard management report?	<ul style="list-style-type: none"> ▪ Click on the <i>Ad Hoc Reports</i> tab ▪ Select the desired management report by clicking on the appropriate radio button next to the desired report ▪ Click on <i>View pdf</i> the desired report in the Existing Reports section
6. How do I run a custom date range (Ad Hoc) report?	<ul style="list-style-type: none"> ▪ Click on the <i>Ad Hoc Reports</i> tab ▪ Select the desired management report by clicking on the appropriate radio button next to the desired report ▪ Click on the <i>Set Custom Date Range</i> button ▪ Enter the desired start date of the report period in the <i>From</i> field ▪ Enter the desired end date of the report period in the <i>To</i> field ▪ Click on the <i>Send Report</i> button ▪ Click on <i>OK</i> to close the alert message

Question	Steps to Complete after logging in to the system
7. How do I see a listing all of my Approved/Closed Cases?	<ul style="list-style-type: none"> ▪ Click on <i>View</i> next to the Approved/Closed label on the Summary View screen to navigate to the Incident Queue listing of all cases with the status of Approved/Closed
8. How do I see a listing of all of my active reports?	<ul style="list-style-type: none"> ▪ Click on the Incident Queue Tab ▪ Click on <i>Hide Filters</i>
9. How do I add a question to be asked of an anonymous caller through the callback process? <small>*Note: For CCQ, currently the CallBack functionality will not be accessible from the Case Management System.</small>	<ul style="list-style-type: none"> ▪ Click on the Incident Queue tab ▪ Select the desired incident report ▪ Click on the Actions drop down arrow and select CallBacks ▪ Click on <i>Go</i> ▪ Review the CallBack Diary information to see what information the caller has already provided ▪ Click on the <i>Add</i> button ▪ Enter the text for your question ▪ Click <i>OK</i> for the spell check ▪ Click on <i>Finish</i> ▪ Close the CallBack screen
10. How do I search for incidents that have been assigned to a particular Investigator?	<ul style="list-style-type: none"> ▪ Click on the Incident Queue tab ▪ Select the desired Investigator in the Investigator filter drop down ▪ Ensure that no other filters are being used ▪ Click on <i>Find</i>
11. How do I print the case information for a particular case?	<ul style="list-style-type: none"> ▪ Click on the Incident Queue tab ▪ Select the desired incident report and click on the Incident # hyperlink ▪ Click on <i>Manage This Case</i> ▪ Click on the <i>Print Log</i> button to print the Case Log ▪ Click on the <i>Print Case</i> button to print all of the information on the Case Management screen including the Case Administration Information, the Incident Short Summary, the Case Log and the Resolution Information
12. How do I change the Priority for a particular case?	<ul style="list-style-type: none"> ▪ Click on the Incident Queue tab ▪ Select the desired incident report and click on the Incident # hyperlink ▪ Click on <i>Manage This Case</i> ▪ Click on the Priority drop down arrow ▪ Select the desired Priority designation ▪ Click on <i>Save</i> to save your work and remain on the screen or <i>Finish</i> to save your work and navigate back to the Summary View screen
13. How to add a comment to the Case Log to help guide the investigation?	<ul style="list-style-type: none"> ▪ Click on the Incident Queue tab ▪ Select the desired incident report and click on the <i>Incident #</i> hyperlink ▪ Click on <i>Manage This Case</i> ▪ Place your cursor in the <i>New Entry to Case Log</i> text box and type in your comment ▪ Click on <i>Save</i> to save your work and remain on the screen or <i>Finish</i> to save your work and navigate back to the Summary View screen
14. How do I close a case for which an investigation is not necessary?	<ul style="list-style-type: none"> ▪ Click on the Incident Queue tab ▪ Select the desired incident report and click on the Incident # hyperlink ▪ Click on <i>Manage This Case</i> ▪ Click on the word <i>Resolution</i> at the top of the screen to navigate to the Resolution Information section ▪ Select <i>No Investigation Necessary</i> in the Outcome field ▪ Select <i>NA</i> in the Disposition field ▪ Click on the word <i>Top</i> to navigate to the top of the screen ▪ Select <i>Approve/Close</i> in the Actions drop down ▪ Click on <i>Save</i> to save your work and remain on the screen or <i>Finish</i> to save your work and navigate back to the Summary View screen

Questions	Steps to Complete after logging in to the system
<p>15. How do I add new users to the system? (Case Managers or Investigators)</p>	<ul style="list-style-type: none"> ▪ Contact your Program Manager at The Network ▪ Provide a listing of new users including the following information: <ol style="list-style-type: none"> 1. User name (first and last) 2. User Login ID 3. User Role (Case Manager or Investigator) 4. If location rights apply, a listing of the locations to which this user has rights 5. If incident type rights apply, a listing of the incident types to which this user has rights 6. If the user is a Case Manager: <ul style="list-style-type: none"> ▪ Whether or not the user will have the right to view the Case Management information of other Case Managers (ie, a Super User)
<p>16. Which fields are customizable within the Case Management system?</p>	<ul style="list-style-type: none"> ▪ The following fields are customizable by client within the Case Management system: <ol style="list-style-type: none"> 1. Priority <ul style="list-style-type: none"> ▪ Default options are: <ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 2. Outcome <ul style="list-style-type: none"> ▪ Default options are: <ul style="list-style-type: none"> • No Investigation Necessary • Corrective Action Taken • No Corrective Action Taken 3. Disposition <ul style="list-style-type: none"> ▪ Default options are: <ul style="list-style-type: none"> • N/A • Cleared • Disciplined • Terminated • Prosecuted 4. Message to Caller Once Case is Resolved <ul style="list-style-type: none"> ▪ Default text: The client has completed their investigation and marked this issue as closed. Unfortunately, I'm unable to provide you with any additional information. If you'd like, I can start a new report for you. *Note: For CCQ, currently the CallBack functionality and MESSAGE TO CALLER ONCE CASE IS APPROVED/CLOSED will not be accessible from the Case Management System. ▪ NOTE: The potential values for each of the customizable fields must be provided to The Network as part of the client implementation process. If no customized values are provided, the defaults options will be used.

Questions	Steps to Complete after logging in to the system
<p>17. What do I do if I get a listing of incidents that are "checked out" on my Welcome Screen</p>	<ul style="list-style-type: none"> ▪ If you have previously been in the system working on cases and you didn't click on the Finish button, then you may not have "checked the incident back in" to the system. ▪ If that is the case, then you'll see a listing of such incidents on your Welcome screen with the heading of "Claims Checked Out." ▪ To "check a claim/incident back in" to the system, simply click on the incident number hyperlink under the heading "Claims Checked Out." <ol style="list-style-type: none"> 1. After clicking on the incident number hyperlink, you will be taken to the Case management screen for that incident. 2. At that time, you can take any actions on the case you need to complete. 3. If you simply want to check the incident back in, click on the Finish button at the bottom of the screen. 4. You will be taken to the Summary View. 5. If there are multiple claims that you have checked out, click on the Home link in the upper left side of the screen to navigate back to the Welcome screen. 6. Complete steps 1-5 listed above until all claims are "checked in."
<p>18. What do I do if I can't access a case because another user has it "checked out?"</p>	<ul style="list-style-type: none"> ▪ Contact the user that has the case checked out and refer them to the action steps listed above in number 16.

3.2 Workflow diagram for the life-cycle of a case

The following diagram depicts the normal workflow of a case from beginning to end, including the following steps:

- Notification to the Case Manager of a new incident
- Assignment of an Investigator
- Notification to the Investigator that he/she has been assigned a new case
- Documentation of the Investigation and Resolution activities
- Sending the case back to the Case Manager for approval/closure
- Notification to the Case Manager that a case is pending his/her approval
- Approval/Closure of the case

Case Management Workflow Diagram

