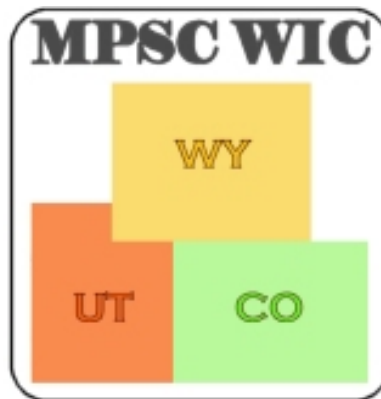

Mountain Plains States Consortium WIC System Project

DETAILED FUNCTIONAL DESIGN DOCUMENT CLINIC SERVICES INTERFACE WITH AUTO- DIALER

Presented to:



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Document Revisions

Revision Date	Updated By	Requested By	Description of Revision

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1 Communication Interface

Design based on: Teletask file formats, UT WIC Program, 11/2006, additional revisions added after reviewing current files, 9/16/2008

1.1 Summary

This is the communication interface that is the basis for the new MPSC WIC system and the auto-dialer communication software. This interface description provides the layouts that allow for the functional capabilities of the existing auto-dialer software and the new MPSC WIC system design.

This Communication interface contains the process of sending, receiving, and processing data about upcoming WIC appointments and Nutrition Education Class appointments in which a reminder phone call is needed, and reporting of those reminder phone calls. This design takes advantage of the OLTP database.

1.2 Functionality / Responsibility

The following bullet points describe the functionality and responsibilities of the communication interface between WIC and Teletask:

- From the OLTP database, WIC creates a daily file of WIC appointments and Nutrition Education appointments. The appointments to be included in the file are based on clinic level criteria (# of days in the future the clinic wants appointment reminders made and whether or not to include missed appointments) and based on the family data element related to calling a family. If the "Do Not Call" check box on the Contact/Address screen is marked, then the family's appointments are not included in the daily file. The Appointment File is used to call the endorsers/participants to remind them of an upcoming appointment.
- Using a standard naming convention, WIC "puts" the file in a defined directory on the state's system network by a specified time of the day (e.g., 3:30PM MT). The Teletask software then "gets" the file at a specified time of the day (e.g., 4:00PM MT), and processes the files. Reminder calls are made.
- After processing the Appointment file, Teletask creates a status file and reports of all appointments processed. Using a standard naming convention, Teletask "puts" this file in a defined directory on the state's system network. The file contains the information related to the appointment reminder phone calls (e.g., Left Message). This file is used to populate the Appointment table.
- WIC Staff (Central Office or Clinic Staff) can access the Teletask reports through the UT Dept of Health FTP site.

1.2.1 Assumptions and Notes

1. The file is in compressed ZIP format and is password-protected, so it is not transmitted as plain text for security reasons.

1.3 Technical Details

The data file is sent and received via File Transfer Protocol (FTP). The state's database server will initiate the process via MS SQL Server. After the data is created, the state web server will transmit the data to the state's FTP server using FTP over SSL.

1.4 Extract and Load Files

1.4.1 Attributes

How Initiated	Batch
Run Frequency	Daily
Affected Data	WIC Appointments, Nutrition Education Class Appointments
Staff	Central Office, Clinic staff
External Organizations	None
Period Covered	Based on Clinic setting for # of days in future and whether or not missed appts are called
Inputs to WIC	File sent from Auto-Dialer
Outputs from WIC	File sent to Auto-Dialer
Prerequisites	Appointments must be scheduled
Effect on Other Processes	Update Appointment table

1.4.2 File Sent to Auto-Dialer

This section describes the Teletask Communication file that is created by WIC, for processing by the communication software.

1.4.2.1 Processing Logic Details

The first process captures all upcoming WIC appointments and Nutrition Education Class appointments through a query of the OLTP database. The query is based on the clinic setting for number of days in the future to provide appointment data and whether or not missed appts are called. Any family record that has been marked as "Do Not Call" is not included in the file. "Rescheduled" and "Mass Rescheduled" appointments are not included in the file. Include all future WIC appointments with a status of "Scheduled" or "Mass Scheduled" whose family file is not marked as "Do Not Call". This file is placed in a defined directory on the Utah system network by a specified time of the day. The system produces an error message if no file is created. The Communication software (Teletask) then gets the files for processing.

Include in the file

Any families whose **Appointment.Cln_Id** matches a clinic whose Use Autodialer field **AutoDialerIn** is checked. As long as the following are also true.

- If the Missed Appts (past appointments) field **ADMissedApptIn** is checked then add the appointment participant to the file if the appointment date is

- equal to process date minus 1 day and appointment status is No Show or if the Nutrition Education class appointment participant status is Not Attended.
- If the Future Appts field **ADFutureApptIn** is checked then add the appointment participant to the file if the appointment date for a WIC appointment or a Nutrition Education class is the process run date plus ADDaysNr. The date selection is without regard to the time of the appointment.

This interface excludes investigation family related data.

File Sent to Auto-Dialer Name: BRI690.###

Where:

= Next consecutive number in range 001-999. When the range has been used up, then start over again at 001.

This file is a password-protected compressed zip file containing a text file in ASCII format. All fields in the record are "display" (not packed). This is a flat file, not zipped, and not in an executable. Numeric fields are right justified and zero filled.

The logical record length is 434 bytes. Records are separated by a carriage return and line feed at the end of each record. The carriage return/line feed pair are not counted in the length of 434 bytes.

A single state file is created. Only one file with the same name can be placed in the Utah system network directory. If a file is created in error, it must first be deleted from the network before a new file can be created and placed on the network. This file must be put to the directory before a designated time.

1.4.2.2 File Layout

File Sent to Auto-Dialer

Note: The current Auto-Dialer file layout does not support supplying information to call missed appointments as requested in the FReD.

Field Seq.	Field Size	Field Position	Field Name	Field Type	Data System Source	Where Collected in the UI
1	1	1	Record Type		"A" = Future appointment "M" = Missed appointment	NA
2	10	2 - 11	Participant ID	N	FamilyMember.FFMemberId Include leading blank spaces	Member screen
3	25	12 - 36	Last Name	A/N	FamilyMember.LastName	Member screen
4	15	37 - 51	First Name	A/N	FamilyMember.FirstName	Member screen

Field Seq.	Field Size	Field Position	Field Name	Field Type	Data System Source	Where Collected in the UI
5	10	52 - 61	Phone	N	Home Phone Number (area code + number) if available, if not use Alternate Phone Number (area code + number) if Alternate Phone Owner=Cell BenefitFamily.HomePhoneAreaCd BenefitFamily.HomePhoneNr or BenefitFamily.AltPhoneAreaCd BenefitFamily.AltPhoneNr	Contact/Address
6	8	62 - 69	Appoint Date	N	Appointment.StartTime (YYYYMMDD)	Clinic schedule
7	6	70 - 75	Appoint Time	N	Appointment.StartTime (HHMM) follow with spaces	Clinic schedule
8	10	76 - 85	Clinic ID	N	Clinic.FFclinicID (99999) Include leading spaces	Family screen
9	10	86 - 95	Office ID	N	Clinic.FFclinicID (99999) Include leading spaces	Family screen
10	10	96 - 105	Record ID		No data available, not being used	NA
11	1	106	Gender	N	Participant.SexCd F= Female M=Male	Member screen
12	30	107 - 136	Address 1	A/N	FamilyAddress.StreetAddrLine1	Contact/Address
13	30	137 - 166	Address 2	A/N	FamilyAddress.StreetAddrLine2	Contact/Address
14	20	167 - 186	City	A/N	FamilyAddress.City	Contact/Address
15	2	187 - 188	State	A/N	FamilyAddress.State	Contact/Address
16	9	189 - 197	Zip Code	N	FamilyAddress.ZipCode FamilyAddress.ZipPlus4	Contact/Address

Field Seq.	Field Size	Field Position	Field Name	Field Type	Data System Source	Where Collected in the UI
17	1	198	Minor	N	Participant.BirthDt If Today's Date - DOB > 5 years, then Adult. If Today's Date - DOB ≤ 5 years, then Child/Infant. 0=Adult 1=Child/Infant	Member screen
18	25	199 - 223	Guardian Last Name	A/N	FamilyMember.LastName and FamilyMember.ParentGuardianIn = Yes (first 25 characters)	Member screen
19	15	224 - 238	Guardian First Name	A/N	FamilyMember.FirstName and FamilyMember.ParentGuardianIn = Yes (first 15 characters)	Member screen
20	10	239 - 248	Appoint Type	N	Appointment.AppointmentTypeCd Acceptable codes: C = Certification R = Recertification M = Mid-Certification E = Education K = Follow-up F = FI Pickup	Clinic schedule
21	30	249 - 278	Office Name	A/N	Clinic.Name	Family screen
22	30	279 - 308	Clinic Name	A/N	Clinic.Name	Family screen
23	2	309 - 310	Multi Appoint		No data available, not being used	NA
24	78	311 - 388	Reserved Future Use		No data available, not being used	NA
25	1	389	Language	N	BenefitFamily.OutputLanguageCd Only two language types accepted: 2 = Spanish 1 = All other languages	Family screen

Field Seq.	Field Size	Field Position	Field Name	Field Type	Data System Source	Where Collected in the UI
26	1	390	Phone Type	N	H = Home C = Cell BenefitFamily.HomePhoneAreaCd BenefitFamily.HomePhoneNr or BenefitFamily.AltPhoneAreaCd BenefitFamily.AltPhoneNr	Contact/Address
27	2	391 - 392	Proof Income	N	Provisional Certification due to no proof of income 22 – proof of income has been provided for the certification Blank = certified provisionally and needs to bring proof of income, CertificationSnapshot.CertTypeCd =Yes and CertificationSnapshot.ProofOfIncCd = Income	Certification screen
28	6	393 - 398	User Defined		No data available, not being used	NA
29	36	399-434	AppointmentID	A/N	Appointment.ID	NA

1.4.3 File Received from Auto-Dialer

This section describes the Teletask Communication file that is created by Teletask for reporting and processing by WIC.

1.4.3.1 Processing Logic Details

WIC looks for a file sent from the Communication software (Teletask). Teletask places the file in a defined directory on the Utah system network. A status file and reports are created by Teletask and placed in this directory. When present, the file is processed. An error is produced in the Communications Interface when the file is not available at the processing time. The status file contains result and response information and populates the Call History screen. The Summary report is used by Central Office staff whereas local staff use the detailed report which is broken down by agency and clinic. WIC Staff can access the reports through the WIC application.

File Received from Auto-Dialer Name: RPT690.###

Where:

###=Julian date

This file is a password-protected compressed zip file containing a text file in ASCII format. All fields in the record are "display" (not packed). This is a flat file, not zipped, and not in an executable. Numeric fields are right justified and zero filled.

The logical record length is 82 bytes. Records are separated by a carriage return and line feed at the end of each record. The carriage return/line feed pair are not counted in the length of 82 bytes.

Result and response information (e.g., contact) related to WIC Appointments and Nutrition Education Class Appointments that were processed the previous day by the Communication software are provided in this file. A Summary file (a report of all calls made and used by the state staff) and a detail file for each clinic processed are created by the auto-dialer. The Communication software currently provides the information in a report format. MPSC will only receive and utilize the Summary file data. This is the same information that populates the Appointment History screen and Clinic Roster.

Teletask is responsible for recalling based on the call result. The MPSC system does not have to take into account the response code when creating the file to send to the auto-dialer.

1.4.3.2 File Layout

File Received from Auto-Dialer

Field Seq.	Field Size	Field Position	Field Name	Field Type	Data System Recipient	Where Displayed in the UI
1	10	1 - 10	Result	A/N	Result, Appointment.AutoDialResult Values: Answered Ans mach (Answering machine) Bad phon (Bad phone) Busy Hang up (Early hang up) Error Fax No answer No ring No tone Not yet dial Operator No Call Others	Appointment History screen
2	1	11	Filler	NA	NA	NA

Field Seq.	Field Size	Field Position	Field Name	Field Type	Data System Recipient	Where Displayed in the UI
3	10	12 - 21	Phone	N	Phone, Appointment.AutoDialPhoneNr (Phone number called)	Appointment History screen
4	1	22	Filler	NA	NA	NA
5	12	23 - 34	Response	A/N	Response, Appointment.AutoDialResponse Values: Confirmed No Response Can't Attend Wrong number	Appointment History screen
6	1	35	Filler	NA	NA	NA
7	10	36-45	Participant ID	N	Participant Id	Enrollment pop-up
8	1	46	Filler	NA	NA	NA
9	36	47-82	AppointmentID	A/N	Appointment.ID	NA