

# Person Evidence Management 8.1.1

Enablement material

© 2024 Merative



Hello and welcome to this deep dive presentation that introduces the Person Evidence Management enhancement that is available in Merative Social Program Management (SPM) V8.1.1

## Agenda

1. Introduction
2. Business Overview
3. Change of Circumstances
4. Technical Overview
5. Upgrade Considerations
6. Where to Find More Information

© 2024 Merative

2

The presentation will begin with an introduction and business overview of Person Evidence Management.

We will walk through how a change of circumstance is handled when Person Evidence Management is enabled in the application.

We will then look at a technical overview of this enhancement and the upgrade considerations.

The presentation concludes with guidance about where to find additional information for this enhancement.

## Introduction

- Person Evidence Management is a separately licensed module.
- Person Evidence Management integrates with platform business processes. As of v8.1.1 this module is not supported with the Curam Income Support module, the Curam Income Support for Medical Assistance module or the Curam Child Welfare module.
- Extending the offering to all our solutions; Income Support, Insurance Affordability, Child Welfare and Workers Compensation, will be based on customer interest.



# Business Overview

© 2024 Merative

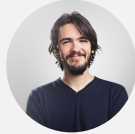
4

## Who do we serve



**Emma Harris**

Delivery of Benefits  
Caseworker; case  
ownership model



**David Nadar**

Delivery of Benefits  
Caseworker; work  
queue driven  
model

Targeting all caseworkers who  
manage person evidence; both  
Emma and David.

## Person Evidence Management

- Person Evidence Management allows person evidence to be managed centrally independent of any benefit.
- Where an agency can streamline verification requirements, Person Evidence Management allows an agency to verify this data once only for use on any application, providing efficiency gains to the agency.
- This person centric approach is especially advantageous to customers delivering benefits across multiple integrated cases:
  - Benefit access can be restricted to only the caseworkers who need it, to ensure data privacy of citizens, without impact on caseworkers having visibility on the latest person evidence.
  - All caseworkers have access to person evidence regardless of status and will not be asking citizens for evidence that has already been submitted to the agency.
  - Support for digital updates to person evidence extended by removing the correlation to benefit delivery or entitlement.
- In general, evidence types should not be maintained at the person level where they have benefit specific verifications requirements. These evidence types can be maintained within an integrated case.

© 2024 Merative

6

Our caseworkers, Emma and David, can manage common person information centrally, independent of the state of applications/benefits for that person or Emma's/David's access to those applications/benefits, with the information still available for use on an Integrated Case.

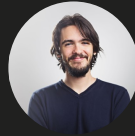
Person Evidence Management allows customers to centralize as much evidence as they possibly can at person level. Where it is not possible to streamline verifications for an evidence type, this evidence type can be maintained within an integrated case and shared to the person level. This allows customers to avail of the benefits of using Person Evidence Management and centralising evidence at person level while still being able to use the integrated case to maintain evidence that has benefit specific verifications.

## Change of circumstance

Our citizen Maria has recently moved address, and she calls the government agency she receives benefits from, to update her information.

David the caseworker, will change Maria's address.

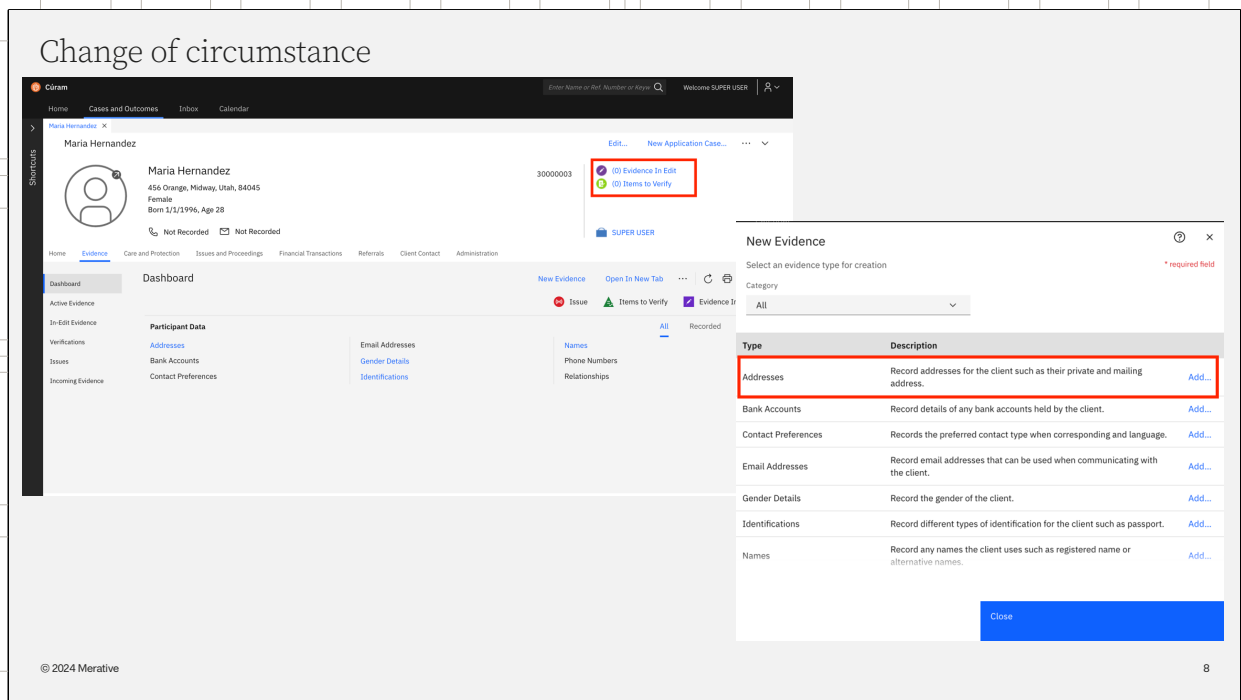
This enhancement allows David to make the change within Maria's person profile where it can immediately be available to all other caseworkers



David Nadar  
Delivery of Benefits, Caseworker

© 2024 Merative

Today David is supporting our citizen Maria by processing a change of circumstance. Maria has recently moved address, and she calls the government agency she receives benefits from, to update her information.



When David is assigned to process Maria's change in address, he navigates to Maria's evidence page within her Person profile because he knows that Person evidence such as Address that requires verification can be entered at the Person level initially in an in-edit state where proof can then be added and the evidence activated. He sees the evidence in a Dashboard view and that currently there is no evidence in-edit and no outstanding items to verify.

He is no longer required to navigate to one of Maria's cases in order to document the change in address but instead can now enter the change centrally within Maria's person profile where it will be immediately available to all other caseworkers. He isn't forced to potentially make an arbitrary decision about which case to use to enter the change in address. In addition his ability to enter a change in address that requires verification at the Person level enables the change to be documented independently of the state of applications/benefits for Maria or to which of those applications/benefits he may have access.

He selects to add new Address evidence.



## Change of circumstance

**New Addresses** ⓘ ✕

**Case Participant** ^

Case Participant  
Maria Hernandez (28)

**Address Details** ^

Type \*  
Private

From \* 3/5/2024 To Mid/yyyy

Please enter either Apt/Suite or Street 1.

Apt/Suite Street 1  
123 Lemon

Street 2 City  
Midway

State Zip  
Utah 84045

Preferred

Cancel Save & Exit Save & Next

**New Addresses** ⓘ ✕

**New Addresses** **End Existing Addresses**

**End Addresses**

Change Reason  
Case Audit

Evidence End Date  
3/4/2024

**End Existing Addresses** ▾

Select any record(s) which require an end date

<input checked="" type="checkbox"/>	Name	Evidence Description	Period
<input checked="" type="checkbox"/>	Maria Hernandez (28)	Private address is 456 Orange, Midway, Utah, 84045	3/1/2024 -

Cancel Finish

© 2024 Merative

9

He adds the new address, selects Save and Next, and then selects the former address to end date and finishes.

## Change of circumstance

The screenshot displays the Cúram Evidence Dashboard for Maria Hernandez. The dashboard is divided into several sections:

- Participant Data:** Includes a profile card for Maria Hernandez (456 Orange, Midway, Utah, 84045, Female, Born 1/1/1996, Age 28) and a list of data categories: Addresses (highlighted with a red box), Bank Accounts, Contact Preferences, Email Addresses, Gender Details, Identifications, Names, Phone Numbers, and Relationships.
- Evidence Status:** Shows a list of evidence items. Two items are highlighted with red boxes: "(2) Evidence In Edit" and "(2) Items to Verify".
- Navigation:** Includes a top navigation bar with "Home", "Cases and Outcomes", "Inbox", and "Calendar". A left sidebar shows "Shortcuts" and "Evidence" (selected). A right sidebar shows "Smart Panel" with "New Evidence", "Open In New Tab", and "Evidence In Edit" (checked).

On the Evidence Dashboard, he sees the Address evidence is in-edit and requires verification. He is also notified in the context panel that two evidence records are in-edit and there are two items to verify – one for the change to the original address and one for the new address entered.

David doesn't have Maria's proof of her new address yet so he can't complete the verification and activate the address evidence change.

## Change of circumstance

Maria's address change is in an in-edit state awaiting the necessary verification. A few days later, Maria provides the required proof of address to the government agency.

Emma the caseworker, will now verify the address change for Maria.

Again, this change is made within Maria's person profile where it can immediately be available to all other caseworkers



**Emma Harris**  
Delivery of Benefits, Caseworker

## Change of circumstance

The screenshot displays the Cúram system interface for a client named Maria Hernandez. The top navigation bar includes 'Home', 'Cases and Outcomes', 'Inbox', and 'Calendar'. The client's profile shows her name, address (456 Orange, Midway, Utah, 84045), gender (Female), and birth date (Born 1/1/1996, Age 28). A context panel on the right highlights two items: '(2) Evidence In Edit' and '(2) Items to Verify'. The main content area is divided into sections: 'Home' (Sensitivity: 1, Special Interest, Preferred Public Office, Registration Date: 3/5/2024), 'Receive Deduction Payment Details' (Currency, Method Of Payment, Payment Frequency, Next Payment Date), and 'Comments'. At the bottom, there are sections for 'Pending Application Cases' and 'Current Cases'. The footer shows '© 2024 Merative' and the page number '12'.

A few days later, Maria arrives to the office to provide a utility bill to prove the new address.

Emma, the caseworker has been assigned the task of processing the proof of address that Maria has provided.

Emma searches for and finds Maria in the system. She isn't sure if Maria has already informed the agency of moving (and is just giving the proof today) or if it is completely new information but she can easily see from the context panel that there are two evidence records in edit and two items to verify.

## Change of circumstance

The screenshot shows the Cúram software interface. At the top, there is a search bar and a user profile for 'SUPER USER'. The main content area displays the profile of Maria Hernandez, including her name, address (456 Orange, Midway, Utah, 84045), gender (Female), and birth date (Born 1/1/1996, Age 28). Below the profile, there is a section titled 'In Edit Evidence' which contains a table of evidence records. The table has columns for Type, Description, Period, and Latest Activity. Two records are listed, both of type 'Addresses'. The first record describes a private address at 123 Lemon, Midway, Utah, 84045, with a period of 3/5/2024 - and was created by SUPER USER on 3/5/2024. The second record describes a private address at 456 Orange, Midway, Utah, 84045, with a period of 3/1/2024 - 3/4/2024, and was in edit by SUPER USER on 3/5/2024. The 'In-Edit Evidence' link in the left sidebar is highlighted with a red box.

Type	Description	Period	Latest Activity
Addresses	Private address is 123 Lemon, Midway, Utah, 84045	3/5/2024 -	Created by SUPER USER on 3/5/2024
Addresses	Private address is 456 Orange, Midway, Utah, 84045	3/1/2024 - 3/4/2024	In Edit by SUPER USER on 3/5/2024

She navigates to Maria's Person evidence page to investigate.

When she navigates to the In-Edit Evidence list page, she sees two in-edit Address evidence records. One is for the original address that has been end-dated and the other for the new address that was created by David that matches the address on the utility bill Maria provided as proof for her address change.

Previously, Emma would not have been able to view and continue to process Maria's change of address in this central location and would have been required to determine that the change of address was entered on one of Maria's cases, which she may or may not have had access to, and process it there.

## Change of circumstance

The screenshot displays the Cúram user interface. At the top, the header includes the Cúram logo, navigation tabs (Home, Cases and Outcomes, Inbox, Calendar), a search bar, and a user profile for 'SUPER USER'. The main content area is for a case titled 'Maria Hernandez', showing her profile information: 456 Orange, Midway, Utah, 84045, Female, Born 1/1/1996, Age 28. Below this, there are tabs for 'Evidence', 'Care and Protection', 'Issues and Proceedings', 'Financial Transactions', 'Referrals', 'Client Contact', and 'Administration'. The 'Evidence' tab is active, and the 'Verifications' sub-tab is selected. A table lists two outstanding verifications:

Item for Verification	Evidence Type	Mandatory	Due Date
> State	Addresses	Yes	<a href="#">Add Proof</a>
> State	Addresses	Yes	<a href="#">Add Proof</a>

At the bottom left, there is a copyright notice: © 2024 Merative. At the bottom right, the page number 14 is displayed.

Emma navigates to the Verifications list page, selects the Verify option and provides proof for both outstanding verifications.

## Change of circumstance

The screenshot displays the Curam system interface for a client named Maria Hernandez. The client's profile includes personal information such as name, address (456 Orange, Midway, Utah, 84045), gender (Female), and birth date (Born 1/1/1996, Age 28). The interface shows a dashboard with various tabs like Evidence, Care and Protection, and Issues and Proceedings. A table titled 'Active Evidence' is visible, listing various types of evidence such as Addresses, Birth and Death Details, Gender Details, Identifications, and Names, along with their descriptions, periods, and update dates.

Type	Description	Period	Updates	Latest Activity
Addresses	Private address in 123 Lemon, Midway, Utah, 84045	3/5/2024 -	1	SUPER USER on 3/5/2024 17:55
Addresses	Private address in 456 Orange, Midway, Utah, 84045	3/1/2024 - 3/4/2024	1	SUPER USER on 3/5/2024 17:55
Birth and Death Details	Born 1/1/1996	3/5/2024 -	1	SUPER USER on 3/5/2024 16:32
Gender Details	Female	3/5/2024 -	1	SUPER USER on 3/5/2024 16:32
Identifications	Reference Number 30000003	3/5/2024 -	1	SUPER USER on 3/5/2024 16:32
Names	Maria Hernandez is the Registered name for this client.	3/5/2024 -	1	SUPER USER on 3/5/2024 16:32

With the evidence verified, Emma can now apply the changes and activate the address evidence. This updated information is immediately available to all caseworkers.



# Technical Overview

© 2024 Merative

16



## Person Evidence Management

- Person Evidence Management utilizes a new case construct Person Evidence Case (PEC) to deliver the evidence workspace.
  - It allows for person evidence captured at the Person level to make use of the full evidence lifecycle to support the centralization of person evidence.
  - It is a system level case not visible to users of the application.
  - It is a new/separate case which is a new, additional layer on top of existing participant data case.
  - Tight synchronization between these two cases provided for the 10 out-of-the-box evidence types ensure any existing usage of person evidence is unimpacted.

### The 10 out-of-the-box evidence types are:

- ✓ **Addresses**
- ✓ **Birth and Death Details**
- ✓ **Gender**
- ✓ **Identifications**
- ✓ **Names**
- ✓ **Contact Preferences**
- ✓ **Phone Numbers**
- ✓ **Relationships**
- ✓ **Bank Accounts**
- ✓ **Email Addresses**

Person Evidence Management is an alternative approach to managing person evidence. Customers may continue to use the existing approach and maintain person evidence within an integrated case and share these changes to person level where it is stored on a participant data case, for example, if they are unable to streamline verification requirements across benefits.

To ensure both approaches operate against Cúram business processes, the technical approach in Person Evidence Management is to introduce a new case type, person evidence case as an additional layer that sits on top of participant data case. Person evidence case is a system level case that is not exposed to caseworkers containing evidence which provides the full evidence lifecycle.

## Using Person Evidence Management

- Administrators can enable Person Evidence Management processing by setting the system property in the administration application to YES. By default this property is set to NO.

**Note:** Once enabled, we recommend that you do not disable Person Evidence Management as enabling it determines a way of managing person and prospect persons.

- When Person Evidence Management processing is enabled, administrators can configure evidence, verifications, and the smart navigator.

<i>Sysadmin properties</i>	<i>Default value</i>	<i>Description</i>
Enable Person Evidence Case (curam.pec.enabled)	NO	Determines whether Person Evidence Management is enabled for persons/prospect persons.
Enable Demographics (curam.pec.demographicsenabled)	NO	Determines whether the demographics tab is enabled for persons with an underlying person evidence case.

The configuration options for Person Evidence Management are available in the administration application. Administrators can enable Person Evidence Management processing and configure evidence, verifications, and the smart navigator.

Using Person Evidence Management for managing data belonging to a person is a conscious decision by an agency and in order to use it, it must be configured on. By default, the property that must be set is not enabled.

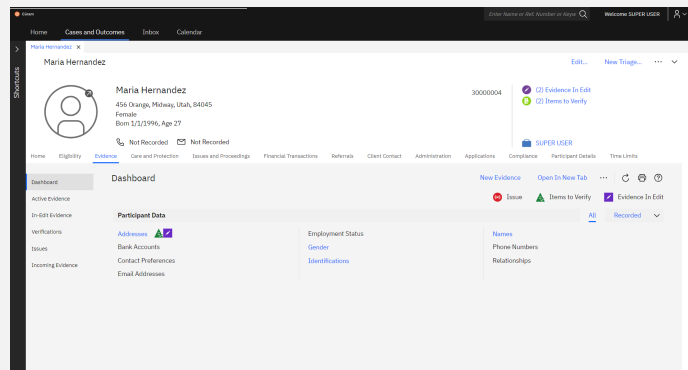
When Person Evidence Management processing is enabled, evidence sharing for Person Evidence Management is configured in the same way in the administration application. To share evidence between the person and an application case, integrated case or a product delivery case, you must create the appropriate sharing configurations.

Verifications for evidence types associated with Person Evidence Management are configured in the administration application in the same manner as currently exists for an integrated case.

The smart navigator is used by caseworkers to quickly navigate to predefined persons, pages, or tabs. To use the smart navigator for Person Evidence Management, follow the procedure to update the relevant system property to point at Person Evidence Management in the *Modifying search targets redirect URLs* section in the *Web Client Reference Manual*.

## Using Person Evidence Management

- Person Evidence Management provides a full evidence lifecycle for all evidence types that are configured for a person or prospect person, enabling maintenance of evidence at the person level.
- An evidence dashboard view and active and in-edit lists provide caseworkers with a consistent user experience for managing evidence across the system.
- Evidence can exist in both an in-edit and active state and remains in-edit until it is activated. Evidence for which one or more mandatory verifications have been configured cannot be activated until outstanding verifications are satisfied.
- Context panel provides the ability to view:
  - **Items to verify**  
When caseworkers select the Items to Verify link, the Outstanding in-line tab on the verifications page opens.
  - **In-edit evidence records**  
When caseworkers select the Evidence in Edit link, the In Edit Evidence list page opens.



© 2024 Merative

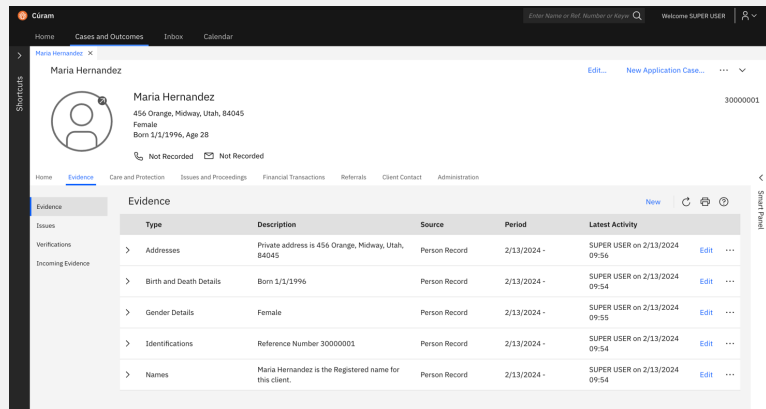
19

With Person Evidence Management enabled, an evidence dashboard view and active and in-edit lists provide caseworkers with a consistent user experience for managing evidence across the system. Evidence can exist in both an in-edit and active state and remains in a state of in-edit until it is activated. Evidence for which one or more mandatory verifications have been configured cannot be activated until the outstanding verifications are satisfied. As the evidence goes through its lifecycle, caseworkers can access the latest version of the evidence along with the status of verifications centrally.

The context panel on the person homepage provides the ability to view the number of items that require verification and number of evidence records that are in edit. For verifications, the link opens the Outstanding Verifications in-line tab on the verifications page and for evidence, the link opens the In Edit Evidence list page.

## Maintaining Person Evidence at Integrated Case level

- Customers opting **not** to use Person Evidence Management may continue to use an integrated case to maintain person evidence and share these changes to person level where it is stored on a participant data case.
- No updates are required within the administration application as, by default, the property for Person Evidence Management is not enabled.
- Evidence at the person level remains as is i.e. with an active evidence list page.
- Synchronization is not applicable since it is only by enabling Person Evidence Management that synchronization between person evidence case and participant data case is required.



Type	Description	Source	Period	Latest Activity
Addresses	Private address is 456 Orange, Midway, Utah, 84045	Person Record	2/13/2024 -	SUPER USER on 2/13/2024 09:56 Edit ...
Birth and Death Details	Born 1/1/1996	Person Record	2/13/2024 -	SUPER USER on 2/13/2024 09:54 Edit ...
Gender Details	Female	Person Record	2/13/2024 -	SUPER USER on 2/13/2024 09:55 Edit ...
Identifications	Reference Number 30000001	Person Record	2/13/2024 -	SUPER USER on 2/13/2024 09:54 Edit ...
Names	Maria Hernandez is the Registered name for this client.	Person Record	2/13/2024 -	SUPER USER on 2/13/2024 09:54 Edit ...

© 2024 Merative

20

Customers opting **not** to use Person Evidence Management may continue to use the existing approach and maintain person evidence within an integrated case and share these changes to person level where it is stored on a participant data case, for example, if they are unable to streamline verification requirements across benefits. By default, Person Evidence Management is not enabled so no updates are required should customers want to use the existing approach.

The User Interface remains the same with an active evidence list page at the person level.

No synchronization is applicable as this is only relevant when Person Evidence Management is enabled and a new person evidence case is created as a layer on top of participant data case.

Customers need to select one approach **only** for maintaining the 10 out-of-the-box person evidence, either using Person Evidence Management or Maintaining Person Evidence at Integrated Case level, it is not possible to

mix and match approach at evidence type level.

## Upgrade Considerations

- When enabling Person Evidence Management, two main areas must be addressed:
  1. Configuration specific to participant data case must be updated to reference person evidence case.
    - Participant verification configurations to be removed from participant data case and re-applied to person evidence case.
    - Participant data case evidence sharing configurations to be removed and recreated against person evidence case.
  2. Data tied to participant data case must be migrated to person evidence case.
    - The PEC Migration Batch process is provided to facilitate the migration of data from participant data case to person evidence case. This manages data migration from a default product standpoint and acts as a foundation that customers can build upon based on their specific customizations.
- **Customers are responsible for their own rulesets** and therefore will need to make the changes required given that common person evidence is no longer on an integrated case and instead on a person evidence case.

© 2024 Merative

21

Enabling Person Evidence Management requires two main areas to be addressed for upgrade purposes, configuration and migration.

Configuration specific to participant data case must be updated to now reference person evidence case. Participant verification configurations must be removed from participant data case and re-applied to person evidence case. Sharing configurations for participant data case need to be removed and recreated against person evidence case.

Data tied to participant data case must be migrated to person evidence case. The PEC Migration Batch process facilitates the migration of data from participant data case to person evidence case. Customers can build upon this based on their specific customizations.

Customers are responsible for their own rulesets and would need to make the changes required given that common person evidence is no longer on an integrated case but instead on a person evidence case.

## Where to Find More Information

- Merative Social Program Management Documentation 8.1.1
  - What's New in Cúram 8.1.1
  - Person Evidence Management Guide
  - Cúram Upgrade Guide (Section 10.30 PEC Migration Batch)



Thank you

© 2024 Merative



## Forward Looking Statement

Merative's statements regarding its plans, directions and intent are subject to change or withdrawal without notice at Merative's sole discretion.

Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision.

The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.

© Merative 2024. All Rights Reserved.

The information contained in this publication is provided for informational purposes only. While efforts were made to verify the completeness and accuracy of the information contained in this publication, it is provided AS IS without warranty of any kind, express or implied. In addition, this information is based on Merative's current product plans and strategy, which are subject to change by Merative without notice. Merative shall not be responsible for any damages arising out of the use of, or otherwise related to, this publication or any other materials. Nothing contained in this publication is intended to, nor shall have the effect of, creating any warranties or representations from Merative or its suppliers or licensors, or altering the terms and conditions of the applicable license agreement governing the use of Merative products.

Product release dates, availability and/or capabilities referenced in this presentation may change at any time at Merative's sole discretion, and are not intended to be a commitment to future product or feature availability in any way. Not all Merative products are available in all jurisdictions in which Merative operates. Nothing contained in these materials is intended to, nor shall have the effect of, stating or implying that any activities undertaken by you will result in any specific performance results, and an individual user may achieve results different than any stated here.

Any customer examples described are presented as illustrations of how those customers have used Merative products and the results they may have achieved. Actual environmental costs and performance characteristics may vary by customer.

Merative, the Merative logo, and merative.com are trademarks of Merative, registered in many jurisdictions worldwide. Other product and service names might be trademarks of Merative or other companies.

© 2024 Merative

25

