

# Cúram 8.1.2

## Person Evidence Management



## Note

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Before using this information and the product it supports, read the information in [Notices on page 23](#)



# Edition

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This edition applies to Cúram 8.1, 8.1.1, and 8.1.2.

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# 1 Business overview

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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. This person-centric approach means that the evidence is independent of any benefits the person receives from the agency, yet can be used across all benefits in eligibility and entitlement calculations. This facilitates the restriction of benefit access to only the caseworkers who need it, ensuring data privacy of citizens, without impacting caseworkers' visibility of the latest person evidence.

## 1.1 Summary of Person Evidence Management

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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 following additional features are available on the person home page:

### **Apply Evidence Changes**

This option is now available as a tab-level action item on a person or prospect person.

### **Context panel features**

The context panel now 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.
- An incident icon is displayed when the person is a participant of any incidents.
- An investigation icon is displayed when the person is a participant of any investigations.
- A legal action icon is displayed when the person is a participant of any legal actions.
- An issues icon is displayed when the person is a participant of any issues.
- An appeals icon is displayed when the person is a participant of any appeals.
- The name of the caseworker who is the owner of the participant home page.

## 1.2 Registering persons and prospects

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When a caseworker registers a new person or prospect person, the person or prospect person evidence is created with a status of in-edit.

When a person or prospect person is registered, the following evidence types might be created depending on the information that is provided during the registration process:

- Addresses
- Birth and Death Details
- Contact Preferences
- Gender
- Identifications
- Names
- Phone Numbers

The following three evidence types are also configured for a person by default and are available for creation after registration:

- Bank Accounts
- Email Addresses
- Relationships

For persons, the following evidence types are mandatory, and until activated, the person's registration is considered incomplete:

- Addresses
- Birth and Death Details
- Gender
- Identifications
- Names

Where a person's registration is incomplete, validations ensure that their benefits cannot progress to delivery stage. For more information, see [1.8 Case management validations on page 14](#).

## 1.3 Registering prospect persons as persons

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When a prospect person is registered as a person, the most recent information about the prospect person is displayed to the caseworker and can be updated during the registration process.

For example, if the:

- Prospect person evidence is active, the latest version of the evidence (if it has any corrections or successions) is displayed.
- Prospect person evidence is in-edit and has never been activated, the in-edit version is displayed.
- Prospect person evidence has been activated but an update was made that has not been applied, the version of the information that is placed back into in-edit awaiting activation is displayed.

After the person is registered, the state of the person evidence created remains the same as it was on the prospect person, unless information was updated during the registration process. Evidence is processed in one of the following ways:

- If existing information for the prospect person is not updated during the registration process, the status of the evidence and associated verifications remains the same. For example, when the person is created, if:
  - Names evidence is in an active state on the prospect person, the names evidence remains in an active state.
  - Phone numbers evidence is in-edit on the prospect person, the phone numbers evidence remains in an in-edit state.
- If new information is provided during the registration process, an evidence record of that type is created for the person in an in-edit state.
- If existing information for the prospect person is updated during the registration process, the existing evidence record is corrected for the person using the information provided during the registration process. The corrected evidence is placed in an in-edit state if the evidence was previously in an active state. For example, if private address information exists and is updated during the registration process, addresses evidence of type private is updated or corrected and is in an in-edit state for the person.

When a prospect person is registered as a person, all verification information for the prospect person is transferred and remains the same. For example, any proof provided while the individual was a prospect person is transferred and re-verification is not required.

## 1.4 Managing person evidence

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A complete lifecycle of evidence management is provided at the person level to allow caseworkers to view, create, modify, delete, validate, and approve person evidence.

### Viewing evidence

The active evidence list in the evidence workspace allows caseworkers to view and interact with active evidence. The in-edit list allows caseworkers to view and interact with in-edit evidence.

The following actions are available on both lists:

- New Evidence
- Open in New Tab
- Apply Changes
- Validate Changes
- Approve Evidence
- Reject Evidence

The evidence dashboard is also available to allow caseworkers to see a summary of the evidence that exists for a person.

## Creating evidence

When evidence is created, the status of the evidence is 'In-edit'. The evidence can then transition to a status of 'Active' when any required approvals or outstanding verification requirements are satisfied and the evidence is manually activated by a caseworker.

## Modifying evidence

When active evidence is modified, an in-edit version of the evidence is created. In-edit evidence can also be modified using a 'Continue Editing...' action before being activated.

## Deleting evidence

Caseworkers can discard both in-edit evidence that has an existing active version and in-edit evidence that is not yet activated. Active evidence can be deleted. When active evidence is deleted, its status changes to 'Pending Deletion', and the evidence is deleted when the changes are applied.

## Validating and approving or rejecting evidence

In-edit evidence can be validated for correctness. Approval checks can be configured for the evidence providing the functionality, if required, to prevent evidence from being activated until required approvals are supplied.

## 1.5 Issues

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Issues are created and displayed for evidence based on the execution of advisor rulesets.

## 1.6 Managing verifications

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To manage verifications at the person level, the verification requirements must be streamlined across benefits. Streamlining involves aligning the verification process, criteria and documentation needed across benefits within an agency. By centralizing verification data tied to an individual, the verification process becomes more efficient as information needs to be confirmed or provided only once. This minimizes the need for individuals to repeatedly submit the same documentation across different interactions with the agency. Even if an individual's entitlement lapses, the verified data remains accessible and active. This ensures that when they re-engage or reapply for benefits, the evidence is still present and valid, eliminating the need for re-verification.

## Viewing verifications

Caseworkers can view two verification list pages within the evidence workspace, Outstanding Verifications and All Verifications. The Outstanding Verifications list page contains verifications with a status of Not Verified. The All Verifications list page contains all verifications with a status of Verified and Not Verified.

## Verifying evidence

When evidence is created that requires verification, an entry appears and is viewable on the Outstanding Verifications page. When proof is available to satisfy this outstanding verification, a caseworker can upload the relevant documentation, for example, a caseworker might upload a birth certificate to verify the date of birth on Birth and Death Details evidence. Once the verification has been satisfied, its status moves from Not Verified to Verified and it will move from the Outstanding Verifications list to the All Verifications list.

It might be the case that verifications were configured in such a way that evidence needs to be reverified when it is updated. In that instance, a new outstanding verification appears if a piece of evidence is updated that requires re-verification.

## Due date processing

Due Date processing can be configured for verifications on person evidence. The existing sample due date workflow is initiated when a verification is created for person evidence when due date information has been configured for the verification requirement. This enables caseworkers to receive warnings when due dates for outstanding verifications are approaching and take action as necessary.

## Expiry date processing

Expiry date processing can be configured for verifications against person evidence. The existing sample expiry date workflow is initiated when proof is added with expiry date information that is configured for a verification item utilization. This enables caseworkers to receive warnings when expiry dates for verification item utilizations are approaching and take action as necessary.

## Verification waivers

Verification waivers can be implemented for verifications against person evidence enabling caseworkers to bypass mandatory verifications for a set period of time in order to activate evidence.

## Conditional verification rules

Conditional verification rules can be implemented for verifications on person evidence.

For more information, see the *Verification Guide*.

## 1.7 Evidence sharing

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Person Evidence Management maintains evidence at the person level, centrally located, and can be used across all benefits in eligibility and entitlement. There is no requirement to have this evidence on an integrated case, which therefore removes the need to share the evidence from a person to/from an integrated case.

If necessary, evidence can be configured to share between person or prospect person evidence and other cases. For example, person or prospect person evidence that is created on an application case can be shared to a person or prospect person.

## 1.8 Case management validations

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The period that follows person registration, where person evidence might still be in-edit, means that the registration of the person is in progress and most likely waiting for outstanding verifications. During this time, while person registration is not complete, caseworkers can complete business processes for the purpose of setting up or preparing a benefit or program (work-in-progress stage) but cannot complete any business processes for the delivery of benefits to this person.

In Person Evidence Management, validations exist for the following actions, which are the key actions in the delivery phase of getting a benefit or program to a client. The purpose of the validations is to recognize and prevent the use of person evidence while the person registration is incomplete, or where the data is pending deletion to ensure that only active evidence is used in the delivery of benefits and programs to clients.

Examples of these validations include the following:

- Preventing the approval and activation of a product delivery case if a destination bank account is required but not specified for all case nominees.
- Preventing the activation of a product delivery case if the registration of any of the nominees is incomplete.
- Preventing a new nominee from being added to an active product delivery case if their registration is incomplete.
- Preventing the selection of a bank account as a destination bank account for a product delivery nominee when a caseworker selects to change the destination bank account for a nominee.
- Preventing a nominee from being set as the default nominee in a product delivery case when a valid destination address or bank account is required for a delivery pattern but does not exist.

To support these changes in business processing, caseworkers cannot create new addresses or bank account while changing the destination address or bank account for a nominee.

Other business processes that are related to case management activities that are work in progress to prepare for the delivery of benefits continue to function as they do when Person Evidence Management is not enabled. This allows caseworkers to continue to progress an application or case while awaiting proof from clients for evidence, such as address, that is required to deliver benefits.

This includes the following types of business processes:

- Creation of an application case.
- Adding a new client to an application case.
- Creation of an integrated case.
- Adding a new case member to an integrated case.
- Selecting case members of the integrated case as the primary client of product delivery cases.
- Adding nominees to a new product delivery case.
- Creation and modification of person and case communications.
- Searching for and retrieving persons for use as part of existing business processes, such as when creating evidence.

No validations exist to limit the addresses, phone numbers or email addresses that can be selected when creating communications. However, caseworkers cannot create new addresses, phone numbers or email addresses as part of creating a communication. The rationale for no validations

is that the address, phone number, or email address might be the only means of communicating with the client post-registration.

## 1.9 Program eligibility

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The person-centric approach to maintaining evidence centrally at the person level eliminates the requirement to have this evidence on an integrated case. Benefit programs can utilize the evidence stored at the person level to determine if an individual meets the eligibility criteria for a specific program. Given the full evidence lifecycle at the person level, when a caseworker runs an eligibility check within a particular integrated case, they will have the option to assess potential eligibility using the evidence that is in-edit at the person level.

## 1.10 Searching participants

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When using Person Evidence Management, caseworkers can search for persons or prospect persons whose data has been verified and activated with the exception of when a person or prospect person is first registered. This exception is because there is no other data to use to find the person. When registration is complete, the process reverts to searching only on activated, verified data.

## 1.11 Merging participants

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When merging one person with another, person evidence that is in both an in-edit and active status can be merged. All evidence that is transferred to a person during the merge process is created in an in-edit status.

Person evidence that is in a status of Pending Deletion is not available for selection during the merge process.

The display of soft links that allow information that is not merged such as cases can be configured by enabling the `curam.participant.clientmerge.softLinksEnabled` application property.

When a person is marked as a duplicate, person evidence that is in an in-edit state can no longer be modified or discarded. Person evidence that is in an active state can no longer be modified or deleted. New person evidence cannot be created.

For more information about merging persons and prospect persons, see the *Participant Guide*.

## 1.12 Person owner

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A caseworker is assigned as owner of the person or prospect person upon registration. This supports the ability of the owner to manage person and prospect evidence as it moves through in-

edit, verify, and active stages and might require user allocation for tasks and notifications, such as evidence approvals.

By default, the caseworker who registers the person or prospect person is set as the owner. Caseworkers can change the owner on the User Roles page where the owner and the supervisor of the person or prospect person is maintained.

## 2 Configuring Person Evidence Management

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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.

### 2.1 Enabling Person Evidence Management

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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 you must set is not enabled.

Enable Person Evidence Management processing by setting the system property `curam.pec.enabled` in the administration application to *YES*.

**Note:** It's important to note that once enabled, we recommend that you do not disable Person Evidence Management as enabling it determines a way of managing person and prospect persons.

### 2.2 Configuring evidence sharing

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As is the case today with evidence that is managed at the person level, evidence can be shared from and to a person using the Person Evidence Management solution.

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. Cúram continues to use the following source and target values which point to person evidence in Person Evidence Management.

- Source: Person
- Source type: Participant Manager
- Target: Person
- Target type: Participant Manager

For more information about configuring and sharing evidence using the evidence broker, see the *Evidence Broker Guide*.

### 2.3 Configuring verifications

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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.

## Configuring verification requirements

When Person Evidence Management is enabled, configuring a verification requirement continues to use ‘Non Case Data’ to apply the verification requirement to person evidence in Person Evidence Management.

## Configuring verification due date processing

Due date processing can be configured for verifications associated with Person Evidence Management in the same manner as currently exists for an integrated case. The existing sample due date workflow is initiated when a verification is created for Person Evidence Management when due date information has been configured for the verification requirement.

## Configuring verification expiry date processing

Expiry date processing can be configured for verifications associated with Person Evidence Management in the same manner as currently exists for an integrated case. The existing sample expiry date workflow is initiated when a verification is created for Person Evidence Management when expiry date information has been configured for the verification requirement.

## Configuring verification waivers

Waivers can be implemented for verifications associated with Person Evidence Management. This allows person evidence to be activated when there are outstanding mandatory verifications. The waiver is used to bypass mandatory verifications for a set period of time to activate evidence.

A waiver can be used to block product delivery activation if there are any outstanding mandatory verifications against active integrated case evidence unless there is a waiver covering the current date and it includes the product ID of the product being activated. The system property `curam.miscapp.considerproductidforpecwaivers` when enabled also considers the person evidence within Person Evidence Management.

## Configuring conditional verification rules

Conditional verification rules can be configured for Person Evidence Management in the same manner that it is supported for evidence maintained within an integrated case.

More information on configuring verifications can be found in the *Cúram Verification Guide*.

## 2.4 Configuring smart navigator for Person Evidence Management

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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*.

## 3 Developing with Person Evidence

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An overview of the technical aspects of working with person evidence.

### 3.1 *Technical overview*

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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 (PDC), 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 (PEC), as an additional layer that sits on top of PDC. PEC is a system level case that is not exposed to caseworkers and only contains evidence, which provides the full evidence lifecycle.

PEC is a completely separate case to PDC, therefore there are separate copies of person evidence on each case. Tight synchronisation of evidence between PEC and PDC ensures any existing dependencies that may exist on evidence within PDC continue to function as expected. The synchronization occurs only for the 10 default person evidence types. If custom evidence types are introduced, they are not synchronized with the PDC.

### 3.2 *Checking that the mandatory person registration evidence is active*

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There is an external API in the system, `PECCCommonUtil.isInitialPersonRegistrationComplete`, which determines if the tombstone data on a person has been activated. Tombstone data means the following dynamic evidence types:

- Addresses
- Birth and Death Details
- Gender
- Identifications
- Names

### 3.3 *Implementing person evidence case to participant data case replicator extenders for custom evidence*

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Use the replicator extender interfaces to include custom participant data case (PDC) evidence attributes in the person evidence case (PEC) to PDC replication process.

When the PEC functionality is enabled, PDC evidence types that are created and maintained on the PEC are automatically replicated back to the PDC to maintain the data integrity between PEC, PDC, and the legacy concern role tables. Each evidence type has a replicator that assigns the dynamic evidence values from the PEC evidence to the PDC evidence during the replication

process. If you have customized PDC evidence attributes, you must include them in the PEC to PDC replication process so that they are set correctly. Use the replicator extender interfaces to do this.

For example, an extra field might be configured on a PDC evidence type that details information that is not in the 10 default evidence types. You must implement the replicator extender for that evidence to assign that custom attribute and then bind the implementation in a module. The replication process calls these extenders when mapping PEC evidence to PDC evidence to ensure that any custom attributes are set.

The following PEC replicator extenders are available:

- PECAAddressReplicatorExtender
- PECAAlternateIDReplicatorExtender
- PECAAlternateNameReplicatorExtender
- PECBankAccountReplicatorExtender
- PECBirthAndDeathReplicatorExtender
- PECContactPreferencesReplicatorExtender
- PECEmailAddressReplicatorExtender
- PECGenderReplicatorExtender
- PECPhoneNumberReplicatorExtender
- PECRelationshipsReplicatorExtender

## Example: Implementing a replicator extender

Each PDC evidence type has a replicator extender interface. The following sample shows the signature of the `assignEvidenceDetails` method on the `curam.pec.impl.PECEmailAddressReplicatorExtender` interface:

```
/*
 * Copyright Merative US L.P. 2023
 */
package curam.pec.impl;
@Implementable
@AccessLevel(AccessLevelType.EXTERNAL)
public interface PECEmailAddressReplicatorExtender {
void assignEvidenceDetails(
    DynamicEvidenceDataDetails pecDynamicEvidenceDataDetails,
    DynamicEvidenceDataDetails pdcDynamicEvidenceDataDetails)
    throws ApplicationException, InformationalException;
}
```

### Step 1: Replicator extender interface example

Each PDC evidence type has a replicator extender interface. The following sample shows the signature of the `assignEvidenceDetails` method on the `curam.pec.impl.PECEmailAddressReplicatorExtender` interface:

```
/*
 * Copyright Merative US L.P. 2023
 */
package curam.pec.impl;
@Implementable
@AccessLevel(AccessLevelType.EXTERNAL)
public interface PECEmailAddressReplicatorExtender {
void assignEvidenceDetails(
    DynamicEvidenceDataDetails pecDynamicEvidenceDataDetails,
    DynamicEvidenceDataDetails pdcDynamicEvidenceDataDetails)
    throws AppException, InformationalException;
}
```

### Step 2: Replicator extender implementation

Customize the `assignEvidenceDetails` method by implementing the method in a new custom class that implements the `PECEmailAddressReplicatorExtender` interface as shown in the following example:

```
/**
 * Sample implementation of PECEmailAddressReplicatorExtender that
 * uses a sample custom attribute 'subscribedInd' to indicate that the
 * person subscribed for updates from the agency.
 */
public class PECEmailAddressReplicatorExtenderSampleImpl
    implements PECEmailAddressReplicatorExtender {

    @Override
    public void assignEvidenceDetails(final DynamicEvidenceDataDetails
        pecDynamicEvidenceDataDetails, final DynamicEvidenceDataDetails
        pdcDynamicEvidenceDataDetails) throws AppException, InformationalException {

        final boolean pecSubscribedIndValue =
            pecDynamicEvidenceDataDetails.getAttribute("subscribedInd").getValue();
        final DynamicEvidenceDataAttributeDetails pdcSubscribedInd =
            pdcDynamicEvidenceDataDetails.getAttribute("subscribedInd");
        DynamicEvidenceTypeConverter.setAttribute(pdcSubscribedInd, pecSubscribedIndValue);
    }
}
```

### Step 3: Inject the implementation using Guice

When you provide an implementation, ensure that you inject the implementation using a [Guice](#) binding in a custom module. The bindings will look similar to the following sample:

```
binder().bind(PECEmailAddressReplicatorExtender.class).to(
    PECEmailAddressReplicatorExtenderSampleImpl.class);
```

### Step 4: Inserting the custom module into the database

Insert the module class name into the `moduleClassName` column of the `ModuleClassName` database table by adding an extra row to the `ModuleClassName.DMX` file.

***Step 5: Redeploy the application***

When you redeploy the application, the replication process calls the extenders when mapping PEC evidence to PDC evidence to ensure that the custom attributes are set.

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