

# **Cúram 8.2.2**

## **Participant Guide**



## Note

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Before using this information and the product it supports, read the information in [Notices on page 59](#)



# Edition

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This edition applies to Cúram 8.2.2.

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# Contents

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<b>Note.....</b>	<b>iii</b>
<b>Edition.....</b>	<b>v</b>
<b>1 Cúram Participant Guide.....</b>	<b>9</b>
1.1 Introduction.....	9
Purpose.....	9
Audience.....	9
Prerequisites.....	9
Chapters in this Guide.....	9
1.2 Understanding Participants.....	10
Overview of Participant Types.....	10
Person Participant Type.....	10
Prospect Person Participant Type.....	11
Employer Participant Type.....	11
Prospect Employer Participant Type.....	11
Product Provider Participant Type.....	11
Service Supplier Participant Type.....	11
Utility Participant Type.....	11
Information Provider Participant Type.....	12
Representative Participant Type.....	12
External Party Participant Type.....	12
1.3 Maintaining Information for Participants.....	12
Participant Registration.....	13
Accessing Participant Information.....	14
Common Participant Information.....	20
External Party Registration Information.....	25
Educational Institute Registration Information.....	25
1.4 Maintaining Additional Information for Persons and Prospects.....	25
Introduction.....	25
Person Picture.....	25
Cases.....	26
Incidents.....	26
Special Cautions.....	30
Deductions.....	30
Evidence.....	30
Eligibility.....	46
Employments.....	47
1.5 Merging Information for Persons and Prospect Persons.....	47
Introduction.....	47

Marking a Record as a Duplicate.....	47
Unmarking a Record as a Duplicate.....	48
Merging Information.....	48
Completing a Merge.....	49
Quitting and Resuming a Merge.....	49
Viewing the Duplicates List.....	50
1.6 Maintaining Additional Information for Employers and Prospect Employers.....	50
Introduction.....	50
Trading Status.....	51
Related Companies.....	51
Cases.....	51
1.7 Maintaining Additional Information for Product Providers and Service Suppliers.....	51
Introduction.....	51
Product Provider Information.....	51
Service Supplier Information.....	52
1.8 Maintaining Additional Information for External Parties.....	52
Introduction.....	52
External Party Offices.....	52
External Party Office Search.....	53
External Party Office Phone Number.....	53
External Party Office Address.....	53
Office Members.....	53
1.9 Configuring Participant Information.....	53
Introduction.....	53
Common Participant Settings.....	53
Participant Settings for Person and Prospect Person.....	54
1.10 Client Merge Customization Points.....	55
Creating a Custom Event Handler for Client Merge.....	55
Mark New Duplicate.....	55
Unmark Duplicate.....	56
Complete Merge.....	56
1.11 Conclusion.....	57
Summary.....	57
Additional Information.....	58
Where to Go Next.....	58
<b>Notices.....</b>	<b>59</b>
Privacy policy.....	60
Trademarks.....	60

# 1 Cúram Participant Guide

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Participants are the individuals and bodies that the organization interacts with. The 10 participant types are persons, prospect persons, employers, prospect employers, product providers, service suppliers, utilities, information providers (includes educational institutes), representatives, and external parties.

## 1.1 Introduction

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### Purpose

The purpose of this guide is to define the basic concepts of participants and participant types. After reading this guide, the reader should understand the roles the different participant types play, the importance of participant registration, and what information can be maintained for the different participant types.

In order to best understand these concepts, the guide should be read in full. The guide is not intended to be used as a training manual or user guide.

### Audience

This guide is intended for business analysts working within a social enterprise organization. It is assumed that this audience is familiar with the basic concepts of Social Enterprise Management (SEM) and has a strong knowledge of the organization's business requirements.

### Prerequisites

Only a basic knowledge of the Cúram application is required.

### Chapters in this Guide

The following list describes the chapters within this guide:

- **Understanding Participants**

This chapter provides a general definition of participants and introduces the ten participant types. The ten participant types are: persons, prospect persons, employers, prospect employers, product providers, service suppliers, utilities, information providers, representatives, and external parties. Note that the Educational Institute is described under the participant types section because it is presented in the application like other participant types. However, this role is modeled as an Information Provider participant role in the underlying application design.

- **Maintaining Information for Participants**

This chapter provides information on registering participants, on accessing participant information, and on maintaining participant information. This chapter also describes the information that is common to all participant types.

- **Maintaining Additional Information for Persons or Prospect Persons**

This chapter describes the information that can be maintained exclusively for persons and prospects.

- **Merging Information for Persons and Prospect Persons**

This chapter describes merging information for persons and prospect persons.

- **Maintaining Additional Information for Employer or Prospect Employers**

This chapter describes the information that can be maintained exclusively for employers.

- **Maintaining Additional Information for Product Providers or Service Suppliers**

This chapter describes the information that can be maintained exclusively for product providers or services suppliers.

- **Maintaining Additional Information for External Parties**

This chapter describes the information that can be maintained exclusively for external parties.

- **Configuring Participant Information**

This chapter describes the configuration settings available for controlling how participant information is presented and managed in the application.

## 1.2 Understanding Participants

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### Overview of Participant Types

The business of a social enterprise organization involves many individuals and bodies. These are the “participants” of the organization. There are ten participant types modeled in the application. Each of these types plays a role in the delivery or receipt of benefits and services. For example, the person participant type receives benefits from the organization.

A set of information is stored for each participant type. This set includes common information stored for all participant types and additional information stored only for some participant types. For example, address information is stored for all participant types whereas deduction information is only stored for persons.

Each participant's information is stored in a central location. This allows the participant's information to be easily accessed and maintained by users. Participant information can also be reused as necessary throughout the application. For example, a person's information may be reused as part of case processing for that person.

### Person Participant Type

A person is an individual who has registered with the organization. The information stored for a person is useful in managing the person's interactions with the organization. For example, a person's information may be used to determine his or her eligibility to receive benefits or services from the organization.

## Prospect Person Participant Type

The prospect person participant type represents a person who has either supplied insufficient information to be registered as a person participant, or alternatively, the organization does not wish to register the prospect person as a person participant in their system. The prospect person participant allows the organization to fully interact with the person without the participant being fully registered on the system. The prospect participant type may be used to screen an individual for potential eligibility for benefits or services. A prospect person participant can be registered as a person participant if more information becomes available or if prospect screening identifies an individual as potentially eligible for products or services.

## Employer Participant Type

Employers employ persons, prospects, or other individuals. an employer can be assigned the role of nominee and receive payments on behalf of an individual employed in their organization. Information can be maintained about an employer's trading status and related companies.

## Prospect Employer Participant Type

The prospect employer participant type represents an employer who has either supplied insufficient information to be registered as an employer participant, or alternatively, the organization does not wish to register the prospect employer as an employer participant in their system. The prospect employer participant allows the organization to fully interact with the employer without the employer being fully registered on the system. A prospect employer participant can be registered as an employer participant if required.

## Product Provider Participant Type

Product providers offer products to persons or employers on behalf of the organization. The organization itself may be a product provider. A product is either a benefit or a liability issued to participants. Examples of products include child care and training. An external product provider's role allows the organization to offer products that are not part of its core business. For example, the organization may contract an outside product provider to provide child care.

## Service Supplier Participant Type

Service suppliers offer services to persons on behalf of the organization. A service is a task that must be performed by a qualified individual or body. Examples of services include eye examinations or court translations. A service supplier's role allows the organization to outsource tasks that it is not equipped to perform. For example, an organization may cover the cost of an aged person's periodic eye examinations.

## Utility Participant Type

Utilities provide an essential commodity such as electricity, gas, or water. The organization's interaction with utilities typically involves the issuance of payments based on third party deductions taken from persons' benefit payments. For example, if a person deducts part of

a monthly benefit payment for electricity payments, the organization issues payments to the electricity supplier based on these deductions.

## **Information Provider Participant Type**

Information providers supply the organization with information relevant to a person or employer. For example, information supplied by some information providers can be used in the prevention of fraud. Types of information providers include private individuals, government agencies, educational institutes, and registered data brokers. The information that can be stored for information providers is limited because they play a peripheral role in the organization and do not directly deliver or receive products or services.

### ***Educational Institute***

Educational Institutes are a type of information provider. Their role is to provide information regarding a person or prospect in relation to education services they are receiving. This information may be used as evidence during case processing or in the selection of appropriate services related to a product delivery case. Examples of educational institutes include elementary schools, junior schools, open universities, and vocational training institutes.

While an Educational Institute is by design a type of Information Provider, it shares many of the functions that are provided for the other participant types. The role is therefore represented in the application as a participant type in its own right. For example, A specific Educational Institute registration and search is provided.

## **Representative Participant Type**

A representative is an individual who interacts with the organization on behalf of another participant. Representatives can be contacts for participants, correspondents for participants or cases, or nominees who receive benefits on behalf of persons. The information that can be maintained for a representative is limited as most relevant information is stored for the person or case that is represented.

## **External Party Participant Type**

An external party is an individual or organization which interacts with the organization on behalf of another participant. Types of external parties include community-based organizations. Community-based organizations can assist with a participant's application for benefits. Members of community-based organizations can submit an application on behalf of a participant along with any verification items which are required by the organization, e.g., a copy of a passport.

## ***1.3 Maintaining Information for Participants***

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## Participant Registration

Participant registration places an individual or body in a specific role and defines the participant type of the individual or body. The registration process can be set up to facilitate the business requirements of the organization; it may be implemented as an independent process or as part of case processing, screening, intake, etc. For example, a person can be registered independently of any other business process or as part of case creation.

Participant registration also adds a new participant to the system. Several categories of information can be stored for each new participant. While some of these categories are common to all participant types, others relate only to some participant types. For example, date of birth. Common information is generally useful or applicable to all participant types. For example, address information can be maintained for all participant types and is used for participant correspondence. Additional information is generally only useful or applicable to some participant types. For example, 'relationships' information can only be maintained for persons and prospect persons.

Participant registration validates that all necessary information is collected. It also checks to determine if a participant has already been registered. This prevents the same participant from being added to the system more than once. It also prevents a person or employer who is already registered as a participant from being registered again as prospects.

Additionally, participant registration supports multiple registrations for an individual or body. For example, a body who provides products and employs persons may be registered as both a product provider and an employer. A separate registration is completed for each participant type, but the participants are linked on the system and information is shared between them.

### ***Registering Prospect Persons, Prospect Employers, Representatives***

Individuals can be registered as prospect person participants if the organization does not have enough information to register them as person participants. Prospect persons can be registered as part of creating a new screening case or they can be registered in the same manner as the other participant types. They are modeled similarly to person participants but there are fewer information requirements during prospect person registration. This means that an individual can be screened for potential eligibility even if information on that individual is limited. If the organization gains more information on an individual after registering them as a prospect person, the prospect person can be then be registered as a person participant and any information held for the prospect person will be automatically copied to the person record.

Prospect employers are registered in the same manner as the other participant types. If the organization gains more information on an employer after registering them as a prospect employer, they can then be registered as an employer participant.

Representative registration differs from standard registration. Representatives can be registered as contacts for participants, correspondents for participants or cases, and case nominees. Representatives are registered as part of creating these roles rather than as an independent business process. For example, when a letter is sent to a correspondent who is not a registered participant, the correspondent is automatically registered as a representative. The information entered for the correspondent (such as name and address) is automatically transferred to the representative. Note that representatives are generally accessed from the place where they were registered because their purpose only relates to the role for which they were added. The

representative's date of birth is used to differentiate a person representative from an organization representative.

**Note:** Representative registration can be set up to occur as part of additional processing as needed by the organization. For example, if an organization frequently needs to store information on individuals involved in a certain process, representative registration can be set up to occur as part of that process.

## Accessing Participant Information

A Participant's information can be accessed by performing a participant search. Specific participant searches available include person, employer, and information provider. Additionally, searches can also be performed for product provider, service supplier, external party, external party office and educational institute participants. When searching for a person or employer, the search also returns any prospect persons or employers. Prospect persons and employers have not been fully registered on the system.

For person/prospect person searches, the user can indicate whether or not the search by names should use a phonetic (sounds-like) search, the implementation of this uses the Double Metaphone algorithm.

### **Using Cúram Smart Navigator**

Use Smart Navigator to quickly navigate to predefined persons, pages, or tabs.

#### **Searching the application**

From anywhere in the application, type in the Cúram Smart Navigator

**Search** 

box to search for and navigate to predefined persons, pages, or tabs. Relevant search results appear and are refined as you type.

#### **Search methods**

You can search the application by using any combination of person name, Alternative ID (Alt ID), or keyword.

#### **Searching by person name**

You can search for persons in the following ways:

- **First and last names**

Enter a first and last name. Enter at least one character of the first name and two characters of the last name. For example, the search *J Sm* returns persons who are called either James Smith or James Smart. Type more characters to refine the search.

- **Multiple names**

You can enter multiple names in a search. When you enter more than two names, Smart Navigator assumes that the first name that is entered is a *first name* and then checks the next name as a *last name*. The search also checks for persons with multiple last names. For example, if you search for *James Smith Walsh*, Smart Navigator searches for persons with a

first name of *James* and a last name of *Smith Walsh*. Smart Navigator then displays results for any person with the name *James Smith Walsh*. If no such person exists, Smart Navigator then searches for *James Smith* and returns any persons who have only that name.

- **More than one person name**

You can also enter more than one person name. For example, if you enter *James Smith Lisa Smith*, the search returns results for both *James Smith* and *Lisa Smith*.

**Note:** You cannot use wildcards in Smart Navigator, such as *\**.

## Searching by Alt ID

You can search for a person by using an Alt ID.

Alternative ID records store different forms of participant identification, such as passport numbers and national insurance numbers. Organizations generally use identification records to identify and search for participants.

If an Alt ID is shared by more than one person, then the search results display all persons who have the Alt ID. You can also enter more than one Alt ID. Smart Navigator returns results for any person that matches the Alt IDs. If Alt IDs contain spaces, enclose your Alt ID in quotation marks, for example, *"664 66387"*.

## Search targets and keywords

Search targets are predefined application pages or tabs, for example, **Integrated Case**. A keyword is a group of one or more words that users use to navigate directly to search targets. Examples of keywords are *integrated*, *integrated case*, or *person search*.

Enter keywords into the **Search** box to get the results for the associated search targets. For example, *Application Case* is a search target that has the keyword *application* associated with it. To search for an application case for *James Smith*, type *James Smith application* in the **Search** box. The search returns results for all persons that are named *James Smith* and shows any application cases for each *James Smith*.

The following list summarizes the default search targets:

- *Application Case* searches for application cases
- *Integrated Case* searches for integrated cases
- *Investigation Case* searches for investigation cases
- *Product Delivery Case* searches for product delivery cases
- *Outcome Plan* searches for outcome plans
- *Person Evidence* searches for links to a person's evidence pages
- *Person Eligibility* searches for links to a person's eligibility pages
- *Person Financials* searches for links to a person's financial pages
- *Register Person* searches for a registered person
- *Person Search* searches for a person

## Search by using keywords

A prompt box displays a list of all available search targets and their associated keywords. Click the **KEYWORDS** hyperlink to display the targets and their keywords. Targets are displayed in black text, with associated keywords displayed in blue text. You can either select a keyword from the **KEYWORDS** list or type the keyword directly into the **Search** box. Smart Navigator highlights any keyword that you enter is highlighted in blue. Some keywords require you to enter person details, which Smart Navigator prompts you to enter. Opening any of the results from the Smart Navigator search adds the selected record to the recent search history.

## Search by using multiple keywords

You can also search by using multiple keywords. Smart Navigator treats each of these keywords as separate searches. Search results are combined and presented in a single results list. Searching with multiple keywords could return items in more than one search, so search items could be listed multiple times. To ensure that items are not listed multiple times, search using a single keyword.

## Refining your search

You can search for a person by using either a name or an Alt ID. You can refine the search by combining a person with a DoB, a keyword, or both a DoB and a keyword.

## Search combinations

In a person search, you can combine a name with a DoB, a keyword, or both a DoB and a keyword. If you combine a name with an Alt ID, the Alt ID takes precedence. Smart Navigator then ignores the name and returns person results based on Alt ID only. If a person search is combined with a keyword, Smart Navigator always returns person results even if a selected keyword is not relevant to that person.

You cannot search by DoB alone, you must use DoB together with a name or Alt ID to narrow the results of a person search. You must also enter the DoB in the same date format that is used in the application, for example, *Mark Smith 31/05/2008*.

## Precedence

Person names take precedence over keywords. For example, if you want to search for a person *James Case* and *Case* is a keyword, the search text *James Case* only returns results for persons named *James Case*. However, if you enter the search text *James Case case*, then Smart Navigator recognizes *case* as a keyword and returns results for all persons named *James Case* and any cases that are associated with any individual *James Case*.

## Ordering text

You can enter search elements in any order, for example, the searches *Lisa Smith 11/01/1985* and *11/01/1985 Lisa Smith* give the same results.

## Selecting search results

As you type in the **Search** box, Cúram Smart Navigator returns a list of search results. You can select from the list or keep typing to refine your search.

### Person name search

When Smart Navigator identifies a person name in the search box, it displays a list of all persons that match the name. For each person that the search returns, Smart Navigator displays the person name, DoB, age, and address. Click **Person information** to browse to the **Person** home page.

### Alt ID search

When Smart Navigator identifies an Alt ID in the search box, it displays a list of all persons that are associated with that Alt ID. For each result returned Smart Navigator displays the person name, DoB, age, and address. Click **Person information** to browse to the **Person** home page.

### Keyword search

When Smart Navigator identifies a keyword in the search box, it indicates whether a person name is also required for that search target by displaying the following text: [Person Name Required]. When you enter a person name with a keyword, Smart Navigator returns a list of all persons that match the name, even if the keyword is not relevant to the person. Where the keyword is relevant to the person, Smart Navigator also returns results so that you can navigate to the **Person** page or the **Search Target** page that is associated with the keyword. Low volumes of results are returned in a single column. For higher volumes of results, the person search targets are listed in a single column with an arrow icon



Hover over the arrow icon to display the keyword search targets for each person, then select the result to browse directly to that page or tab.

If a keyword is associated with a **Search Target** page that does not require a person name, such as **Register Person**, then the results display a link to the **Search Target** page.

### Recent searches

Pages that are found by using Smart Navigator search criteria, for example **Firstname Lastname 1/5/1990 IC**, are opened by selecting the result that displayed. These pages are recorded in the Smart Navigator recent search history. When you click in the **Search** box, your Smart Navigator recent search history is displayed.

### Navigation Hook

Provides a means to intercept navigation and allow custom processing to be added between the click of a result and navigation to the related page.

The custom processing, once complete, must hand control back to Smart Navigator to complete the navigation.

For example, the navigation hook could be used to present important information to the caseworker and could also include some caseworker interaction, such as acknowledging the information has been seen or answering some questions.

**Searching for Participants**

Common search criteria for participants includes a reference number for any alternate identification, name, which includes any alternate name for the participant, and address. In addition, specific search criteria is provided for certain participants, for example date of birth for person participants.

For person participant searches, the user can use nickname and phonetic searching. If a nickname search is performed, the search returns a list of all persons and prospect persons who are registered under the nickname, and the name associated with the nickname. For example, a person who is registered as "James" can also go by the name "Jimmy". If a nickname search is performed and the name "Jimmy" is specified in the search criteria, the system returns a list of all persons who are registered as either "Jimmy" or "James".

Nicknames are associated with names as part of application administration. By default, a person's nickname is automatically considered when a search is performed. The default setting for the nickname search indicator can be configured by using an administration property. For more information about nickname management and configuring the default setting for the nickname search indicator, see the *System Administration Guide*.

Phonetic, that is, sounds like, searching is implemented as standard in respect of a person's surname. Phonetic searches return similar sounding names. For example, a search for "Smith" also returns "Smyth", "Smythe" plus any other similar sounding names.

For employer participant searches, the user can select whether to return prospect employers in the search results.

Users can also choose to search across all participant roles, by entering a set of common search criteria that is applicable for all participant roles. For example, a name and address. Details of all the participants that match the search criteria are returned, including the participant role or roles they are currently assigned to in the application.

**Wildcard Searching**

Use database searching for wildcard searches.

Table 1: Wildcards for database searching

Character Used	Description
%	<p>To perform a multiple character wildcard search, use % as a substitute for zero or more characters.</p> <p>Multiple character wildcard searches look for 0 or more characters. For example, to search for "test", "tests", or "tester", use the following search term: test%.</p> <p>You can also use wildcard searches in the middle of a term, for example, te%t.</p>
—	<p>To perform a single character wildcard search, use _ as a substitute for exactly one character.</p> <p>The single character wildcard search looks for terms that match when the single wild card character is replaced. For example, to search for "text" or "test", use the following search term: te_t.</p>

## Automatic appending of wildcards

For database searches wildcard characters are appended, pre-pended or both to some search criteria. For example, for a person search if a user enters "Smith" the appended search criteria is "Smith%" which returns all persons with the name Smith. Without appending the % wildcard the search would return only exact matches on Smith. The following table outlines database searches in the application and whether wildcard are automatically appended.

Table 2: Summary of application database searches

	Prepended	Appended
Person	No	Yes
Employer	No	Yes
Information Provider	No	Yes
Product Provider	No	Yes
Service Supplier	No	Yes
Utility	No	Yes
Educational Institute	No	Yes
External Party	No	Yes
External Party Office	No	Yes
All Participant Search	No	Yes
User	Yes	Yes
Organization Unit	Yes	Yes
Position	No	Yes
External User	Yes	Yes
Wait List	Yes	Yes
Work Queue	Yes	Yes

## Performing a Quick Search

A quick search facility is provided within the application. The quick search can be accessed from anywhere in the application, and allows a user to enter a reference number and search across all cases, participants, investigations, and incidents. If the reference number entered matches the alternate identification for a participant, their participant information is automatically displayed. If the matching participant also has one or more related cases, investigations and incidents, the system returns a set of search results, which includes both the participant record and the related records. Organizations can configure which participant roles are included in the quick search using a number of application property settings.

**Note:** Quick search and Cúram Smart Navigator are separate search functions. Performing a quick search does not update the Smart Navigator recent search history.

## Common Participant Information

Participant information can be added to and maintained. This is performed manually for most categories of information so that users can keep the information accurate and up-to-date. For example, a user can add a new address for a person.

Several categories of information are added to and maintained automatically by the system. For example, interaction records are automatically added every time a communication or payment is made to a participant.

The following sections describe the categories of information that are common to most participant types. Note that some categories may not be maintained for prospects, representatives, or information providers.

### ***Registration Information***

Registration information is saved for each participant when the participant is registered. This information includes the participant's preferences, sensitivity level, and payment information.

A participant's preferences indicate the participant's preferred public office, communication method, and language.

A participant's sensitivity level indicates the users who will be able to access the participant's information. Each user is assigned a sensitivity level on the system. In order for a user to access and/or modify the participant's details, the user must have a sensitivity level equal to or higher than the participant's sensitivity level.

A participant's payment information indicates the currency, method of payment, and frequency by which third party payments are issued to the participant. Third party payments are issued to registered participants based on deductions from a person's benefit payments. For example, an amount can be deducted from a person's benefit and used to pay the provider of a utility such as gas or electricity. Third party payments are issued as a result of case processing. Payment information is not maintained for prospects or representatives.

In order to effectively manage eligibility and the delivery of benefits and services to persons and prospect persons, information about the social community to which the person or prospect person belongs is saved for these participant types during registration. Social community information aids in determining eligibility per strata of society the participant belongs and includes details on ethnic origin, race, and indigenous group. Additional information that can be saved for person and prospect persons includes nationality and country of birth.

An example of an ethnic origin is Hispanic or Latino. Examples of race include Black/ African American and White/Caucasian. One or more races can be captured for a participant if appropriate. This enables the participant to be assessed for all the benefits and services that are applicable to each race. Indigenous groups refer to the specific communities of origin to which the person or prospect person belong. For example, Aztec , Babine, Bahwika and so on. Examples of indigenous groups include Eskimo, Maya, and Lakota. Indigenous details include whether or not the participant is a member of an indigenous group and the indigenous group to which the participant belongs.

## ***Addresses, Phone Numbers, and Email Addresses***

For each address, phone number, or email address recorded, a type must be selected, e.g., private, business, home.

Address records are optional for prospects and representatives, but mandatory for all other participant types.

## ***Administrators***

An administrator is the user assigned to manage the interactions between the organization and a participant. For example, Jane Doe, the administrator for the person, Lisa Jones, is responsible for managing all interactions between the organization and Lisa Jones. The user who registers a participant is set as that participant's administrator. The administrator can be changed after registration to another user, or to a group of users by setting the administrator to any organization group, i.e. organization unit, position, or work queue. Assigning ownership to an organization group indicates that the participant can be managed by all members of the specified organization group or work queue.

Administrators are not assigned to representatives.

## ***Alternative IDs***

Alternative ID records store different forms of participant identification, such as passport numbers and national insurance numbers. Organizations generally use identification records to identify and search for participants.

If an alternative ID reference number is not entered for a participant at registration, the system automatically generates a reference number identification record.

**Note:** Person and prospect participant types use Identification records to capture alternative identification information. See the topic related to [Identification](#) for further details.

## ***Attachments***

An attachment is a supplemental file specific to a participant that is attached to the participant's record. For example, the organization may attach photographs of a person's pets, first day at school, or sporting achievements in order to provide a record of the key events in the person's life. Other examples of attachments include marriage certificates, letters, and invoices. Additionally, product providers may provide the organization with documents such as fire certificates and health and safety statements.

A range of file types are supported including Microsoft® Word, Microsoft® Excel, and PDF. The system does not restrict the file size of the attachment although the organization may wish to set a limit using an application property. Once the file is attached to the case, it may be accessed by other system users who have appropriate security privileges.

Attachments can also be integrated with a content management system through the configuration of application properties as part of administration. If an organization chooses to integrate attachments with a content management system, the file will be stored in and retrieved from the content management system rather than the application database. Information about the attachment can also be stored in the content management system. For example, the reference

number of the case in which the attachment was created, the document type, and the date the document was received can be stored along with the document.

For more information about integration with a content management system, see the *System Administration Guide* and the *Content Management Interoperability Services Integration Guide*.

## **Bank Accounts**

Bank account information captures the details of a participant's actual bank accounts. Each bank account record includes the account type, account name, account number, sort code, joint account indicator and effective from and to dates. When enabled, the system allows for International Bank Accounts (IBANs) and Bank Identifier Codes (BICs) to be maintained for participant bank accounts.

A bank account is typically unique to a participant, unless it is a joint account or the participant holds multiple roles within the organization. In such cases, a joint bank account may be shared across roles. For example, a married couple may choose to share a joint account for receiving or making payments. Similarly, if a participant has more than one role within the agency (e.g., as both a person and a service supplier), the same bank account may be used across those roles.

These accounts can be used to facilitate electronic funds transfers (EFT) to or from the organization. Bank accounts used in payment generation are retained to maintain traceability. This ensures an accurate record of the bank account details provided by the client and the exact accounts to which payments were made. As a result, only a limited set of fields can be modified on a bank account record once it has been used for payments processing.

A bank account cannot be deleted when it is linked to a case with a payment delivery method of EFT, or if it is no longer linked to a case but has been used to receive payments. In the case of a joint bank account, if one or more participants are using the account to receive payments, no other participant can delete the account, as it is considered one shared account.

Where a bank account is no longer being used for payments, another bank account - either new or existing - can be selected as the nominee bank account to receive future payments for a case.

When changes are made to a joint bank account (e.g. closing the account), it automatically impacts all participants, preventing any discrepancies or differing account statuses for the same joint account. If one participant closes the joint account, it results in the account being closed for all participants. The closure is not individual; it applies across all linked participants simultaneously.

## **Communications**

A communication is an item of correspondence to or from the organization. Communications related to a participant are contained in the participant's list of communications. The participant may or may not be the correspondent for all communications on this list. For example, a letter may be sent to an outside agency on behalf of a person.

Communications can be hard copy, telephone, or email-based. Outgoing communications can be created using Microsoft Word templates, XSL templates, or email and then automatically stored for a participant. Outgoing and incoming communications can also be recorded after they have been issued or received. For example, a letter received from a participant can be scanned and then stored for the participant.

For a communication to be issued to a participant, relevant information must be stored for the participant. For example, for an email to be sent to a participant, an email address must be stored. Communications cannot be issued for prospect persons who do not have a last name or address recorded.

If a communication is sent to someone who is not registered as a participant, communication information about the correspondent has to be added manually. The correspondent is automatically registered as a representative and the information entered is stored.

### ***Communication Exceptions***

A communication exception is used to indicate that a participant does not wish to receive communications in a specific format. If a correspondent has an active communication exception, a communication cannot be created using that method. For example, if hard copy communications are listed as a communication exception because a person has no fixed address, hard copy communications are not sent to that person.

### ***Contacts***

A contact is a person who is assigned to act on behalf of a participant. Contacts are useful if a participant is unable to speak directly with the organization or if the participant is a large body that has designated an individual to handle its interactions. For example, if a person is incapacitated, all the person's interactions with the organization can be conducted through a contact. Or, if a product provider is a large company, a representative of the company might be listed as the company contact.

If a contact who has not been registered as a participant is added, he or she is automatically registered as a representative. The information entered for the contact is used for the new representative.

### ***Financials***

Each financial transaction between a participant and the organization is recorded on the participant's list of financials. For example, when a payment is issued to a person, a financial record is automatically added to the person's list of financials.

Financial transactions that are recorded for persons and employers are issued as a result of case processing. For example, a person may be issued payments when they are eligible for a benefit. If necessary, a financial transaction for a person or employer can be entered as an account adjustment from the person or employer's list of financials. This allows a user to credit or debit a financial transaction to correct any errors that might have occurred. A financial transaction is also recorded when a client makes a payment to the agency.

Third-party payments can be issued to persons, employers, information providers, product providers, utilities, service suppliers, and external party participants based on deductions from a person's benefit payment. The financial transactions that are recorded for persons, employers, product providers, service suppliers, information providers, utilities, and external party participants typically include several payments from more than one participant. These are usually issued to the participant at a specified frequency, for example, quarterly, annually. Third party payments are not created against representatives, therefore no information is maintained for representatives.

The frequency, method, and currency by which payments are issued can be set up for each participant. For example, a service supplier may be issued a single payment for all services that are rendered over a defined period of time. The frequency, method, and currency by which payments are issued can be set up for each product provider, service supplier, utility, or external party.

### ***Interactions***

A participant's list of interactions provides information on all of a participant's communications and payments. Interactions are useful because they form an overview of a participant's contact with the organization. For example, if a participant calls about a specific payment, a user can quickly access the general information about that payment and any communications relating to it.

Interaction records are automatically added by the system when they occur. For example, when a payment is made to a participant, an interaction record is automatically recorded for that participant. An interaction is also recorded when a payment is received by a client and when a liability is sent to a client.

Interaction information is not maintained for representatives.

### ***Notes***

Notes allow a user to store additional information regarding a participant. Users can enter a note as free text, prioritize it, and give it a sensitivity rating so that it can be accessed only by certain users. From the smart panel, a quick note can be added for a participant. A priority of medium and a sensitivity rating of 1 is automatically applied to quick notes.

Users can modify a note to update its priority, sensitivity, and append additional note text. If configured, they can also edit their original note text for a specific time period. For more information about appending to notes and editing notes, see the *Integrated Case Management Guide*.

When a note is added or appended, a note history is maintained. The history includes a history of the changes made, the date and time of the changes, and the name of the user who made the changes.

Notes cannot be stored for representatives.

For more information about configuring notes, see the *System Administration Guide*.

### ***Participant Roles***

An individual or body that interacts with the organization in more than one capacity is registered as a separate participant type for each capacity. For example, if a registered person is also registered as an employer, a role record is stored for both the person and employer.

Role records are automatically added for each participant when a participant is registered as an additional participant type. They are likewise automatically canceled when a participant for a related role is canceled.

Roles are not maintained for representatives.

## **Tasks**

A task is an instruction to carry out an item of work. Tasks are usually created automatically by the system but they can also be created manually by a user. Tasks are assigned to a user and managed from the user's inbox. Tasks that are associated with a particular participant are also displayed and managed from the participant's list of tasks. For example, a task created to indicate that a participant's date of birth must be verified after registration appears in the user's inbox and on the participant's list of tasks.

Tasks are not created in relation to representatives.

## **External Party Registration Information**

An external party's registration information differs to the standard registration information recorded for other participants. In addition to standard information such as preferences and payment details, for certain types of external parties, such as community-based organizations, verification information is also recorded.

Verification information indicates whether or not the external party can collect verification items on behalf of a participant. Examples of verification items include a copy of a birth certificate or passport. If verification is allowed, members of the external party whose user profile contains the appropriate verification privileges can submit verification items to the organization as required.

## **Educational Institute Registration Information**

Educational institute registration information differs to the standard registration information recorded for other participants. In addition to standard information such as preferences and contact details, the educational institute type, such as graduate school and the school district to which the educational institute belongs is also recorded. Educational institute registration information also indicates whether or not the educational institute is a public or private organization.

# ***1.4 Maintaining Additional Information for Persons and Prospects***

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## **Introduction**

This chapter describes the additional categories of information that can be maintained for person participants and/or prospect person participants.

## **Person Picture**

A picture can be maintained for a person or prospect person. Once a picture is uploaded by the user it is displayed on the person or prospect person's home page. The picture can also be removed by a user. A maximum picture size of 65 kb is allowed. A variety of image file types

can be used including jpeg, png and gif. The option to display pictures for persons and prospect persons is configured in the system administration application.

## Cases

Cases are used to manage the determination of eligibility and the delivery of benefits and services to person participants and prospect person participants. A case refers to an integrated case or product delivery case.

If a person participant or prospect person participant is recorded as a case member, the case is automatically added to the person's list of cases. This enables the user to see how the person participant or prospect person participant is interacting with the organization. It also provides a convenient way of accessing any cases that relate to that person. The organization may wish to restrict the case list view to cases where the person participant or prospect participant is the primary client for the case. This is defined during system administration.

The user can also view any assessments, screenings, investigations and issues where the person participant or prospect person participant is the primary client.

## Incidents

Incidents are events that have (or could have) a direct negative effect on the health and safety of the participants involved. For example, a report of child neglect or abuse or an accident in a work place.

### ***Recording an Incident***

An incident record includes:

- The incident type. For example, suspected abuse or suspected neglect.
- The severity and sensitivity of the incident.
- The role that the participant plays in the incident. For example, perpetrator or witness. A number of different participants can be involved in an incident. To allow for this, a role can apply to any participant whose details are recorded for the incident, or any of the participants that the incident concerns. For example, the person who reported the incident may also be the alleged victim. Note that a participant can have multiple roles on a single incident.
- A detailed description of the incident.
- The date that the incident occurred, including either the actual time or time of day. Examples of time of day include early morning, noon and night time.
- The incident reporter. Reporters can be registered participants, users or unregistered persons whose contact details are entered when reporting the incident.
- Any supporting documentation. For example, evidence verifying the circumstances of the incident.
- The injury details, for example, the source of the injury, severity and the person responsible for the injury.

## ***Incident Contact Logs***

A contact log maintains details of any follow-up action that is carried out for the incident. For example, a case conference or a home visit. A contact log includes one or more associated contacts, which can be carried out face to face or by email, phone or hard copy. Caseworkers can record and edit contacts in the contact log and search for specific contacts to find specific information

### **Recording Contacts**

The contact log provides caseworkers with a way to record important dates and details about each contact. Each recorded contact includes the following information:

- The name and details of any contact participants. These can be other participants or unregistered persons whose contact details can be entered on a contact log.
- Details of the contact, such as location, purpose, date, type, method, contact subject (if configured), and narrative. A caseworker must enter a supporting narrative when recording a contact.
- A mechanism to upload and store supporting documentation.

Contacts are available to view in the contact log list and the details of a contact can be edited at any time. From the contact log list, caseworkers can also add additional contact participants, attachments, and delete contacts as needed.

Caseworkers can search for a specific set of contacts in the contact log. A preview function allows the caseworker to select and view a specific set of contacts in the contact log from the search results or the contact log list. The previewed contacts can be saved to a PDF document and printed.

The number of contacts that caseworkers see in the contact log is configurable. When the limit is exceeded, only the configured number of contacts are displayed. An informational is displayed to the caseworker that indicates how many of the total number of existing contacts are shown.

### **Appending to the Narrative**

The contact narrative is the caseworker's point in time record of a contact with another party. After recording the contact, if the caseworker obtains additional information, they can edit the contact to append new narrative text as an addendum without affecting the originally documented narrative. Any caseworker can append to the narrative in addition to the original author.

Updates to contact narratives that are displayed separately to the original narrative as appended text when a caseworker views the details of a contact. No limit applies to the number of narratives that a caseworker can append to a contact.

Caseworkers cannot append new narrative text if another caseworker is editing the original narrative or an appended narrative. For more information, see *Editing the narrative*.

### **Narrative History**

A history of updates to a narrative over time is maintained. By expanding a contact in the list or by editing a contact, caseworkers can see the original narrative and any appended narratives in the narrative history. The name of the caseworker and date and time of each append are also

displayed. By default, the most recent narrative text is displayed first. An administrator can configure the order that narratives are displayed in the history, newest first or oldest first.

Caseworkers can also see the most recent contact details, participants, and attachments in the expanded contact record. A history of updates to other contact details, participants, and attachments is not maintained.



### Editing the Narrative

After a caseworker records the original narrative or an addendum, they might want to edit the narrative to make a correction or to add more information. If configured, the author of the original narrative or appended narrative can edit it for a specific editable period that is set by an administrator. By editing the contact, the author can make unlimited edits to their narrative during the editable period.

When the author edits the narrative within the editable period, the application overwrites the previous narrative text with the latest version when the contact is saved. The application maintains no record of the previous version of the text. For this reason, the editable period is intended to be a short period of time.

During the editable period, pencil icons are displayed to help the contact author and other caseworkers to understand whether they can edit or append to a narrative. The pencil icons relate only to the most recent narrative. When a narrative is appended, the original narrative can no longer be edited. For example, if the first caseworker authors the original narrative and after its editable period expires, a second caseworker appends an additional narrative, the second caseworker is the narrative author for the configured editable period and no user can edit the original narrative.

*Table 3: Pencil icons for narrative authors and non-authors*

Pencil icon	Description
	Indicates to the narrative author that they can continue to edit their narrative. By expanding the contact, the author can see the end date and time after which they can no longer edit the narrative.
	Indicates to non-authors that someone else is editing the narrative and they cannot append to it at this time. By expanding the contact, the non-author can see the date and time from when they can append to the narrative.

After the editable period ends, no pencil icons are displayed and the narrative can no longer be edited. Any caseworker with access to the contact log can append to the narrative only after the editable period ends.

### Searching for Contacts

Caseworkers can quickly search for a specific set of contacts to find specific kinds of information for reasons such as for presentation at court hearings. Caseworkers can search by various criteria such as contact participants, location, purpose, contact method, and date range. They can also search for specific words that are contained in the narrative.

If configured, caseworkers can enter a subject for a narrative when they record or edit contacts. Caseworkers can search both the subject and the narrative for specific words if the subject is configured. The search returns a list of contacts that contain the words. Each search displays the results in ranked order based on best match. When the search results are returned, if the caseworker entered no subject for the contact, a – displays in the Subject field.

Table 4: Subject and narrative search results by example

Search words	Search results
accident, fall, incident	Finds matches that contain any of these words, in any order, in the subject or narrative.
counsellor	Finds matches that contain the word <code>counsellor</code> or <code>counselling</code> in the subject or narrative.
meeting with victim	Finds matches that contain the following sets of words in the subject or narrative: <ul style="list-style-type: none"> <li>Initial meeting with the victim John Smith</li> <li>Initial meeting with victim</li> <li>meeting with the victim</li> </ul>

**Note:** By default, caseworkers must enter at least two characters of a full word to search the subject and narrative for that word. For best matches, enter more characters. Searches for words in the subject and narrative that include special characters also return matches.

To narrow the search results, extra search criteria are available, such as the contact participants, location, purpose, contact method, and date range. If a caseworker enters any other criteria with a subject and narrative search, the search returns matches that contain the extra criteria and any words they entered in the subject and narrative search.

Caseworkers can use the following operators to further refine searches by subject and narrative:

- **OR**

By default, when a caseworker enters two words in the search, the search finds contacts that contain either of those two words. For example, to search for contacts that contain either the words 'substance' or 'abuse', enter:

substance abuse

or

substance OR abuse

- **AND**

Use AND to find contacts where both words are contained in the subject or the narrative.

For example, to search for contacts that contain the words 'substance' and 'abuse', enter  
substance AND abuse.

- **NOT**

Use NOT before a word to exclude results that include that word. For example, to search for contacts that contain the word 'substance' without the word 'abuse', enter  
substance NOT abuse.

For more information about configuring contact logs, see the *System Administration Guide*.

## ***Incident Notifications***

One of the benefits of incident reporting is the option of notifying users when incidents are created, updated or closed. Incident notifications can also be configured based on incident severity. For example, users can be notified when changes are made to severe incidents but not when changes are made to minor incidents. By being informed, users are better prepared in making decisions on behalf of their clients.

## **Special Cautions**

Special cautions can be maintained for person participants to highlight any issues requiring special attention. This information is recorded to ensure the safety of the person(s) and the organization. Special cautions are typically directly associated with the safety of the person or the safety of others in relation to a person. Categories of special cautions include behavioral alerts, for example, runaway, escapee, or suicide risk, health, such as allergies, contagious disease, special dietary needs, or safety issues, for example pertinent criminal history such as violent or sexual offender. The list of special cautions can be configured to meet the requirements of the local organization. When a special caution is no longer current, an end date is recorded which saves the special caution on a list of historical cautions.

Organization users are kept informed of special cautions regarding person participants via the special caution icon. When a registered participant has one or more active special cautions, this icon will be displayed on the person's home page. The complete list of special cautions can be accessed via the icon.

Note that special cautions can only be recorded for person participants.

## **Deductions**

A person in receipt of a benefit can request that a portion of the benefit be deducted and paid to a third party or allocated toward a debt. Third parties are registered participants. For example, a portion of a person's benefit payments can be paid to a registered electricity supplier. A person may opt to apportion their benefits in this way as a means of budgeting or to clear an existing debt. Additionally the organization can make deductions from a person's benefit as a means of refunding money to the organization.

Deductions are set up as part of case processing. A person's deduction list shows the deductions that are set up across all of the person's cases.

Note that deduction information is not maintained for prospects.

For more information about deductions processing, see the *Deductions Guide*.

## **Evidence**

Evidence is information supplied by participants which can be used to make an assessment or a determination. For example, the date of birth of a person may be used to determine age qualification for a benefit or service and is therefore key to the processing of the case.

Person and prospect person evidence is made up of a set of evidence types which are essentially logical groups of related attributes. A number of evidence types are provided as part of the person and prospect person tab.

Person and prospect person evidence can be maintained from the person and prospect person tabs and shared to any cases of which the participant is a member. Conversely, organizations can choose to maintain person and prospect person evidence from within a case, and configure the system to share that evidence back to the person or prospect person tab.

The way in which evidence is maintained on the person or prospect person tab is slightly different to the way it is maintained on a case. On the person or prospect person tab, there is no concept of 'In Edit' evidence and so updates are automatically applied. This is in contrast to the brokering of evidence from the person or prospect person tab to cases, where user intervention might be required before updates to evidence are either accepted onto the case or activated and used by rules.

The **Primary** record indicator is automatically set to follow specific business logic to ensure that the correct information displays in:

- Context panes
- Automatically generated communications

Organizations can customize the specific business logic. Organizations can also be overridden by manually setting the **Preferred** indicator on the evidence pages.

The following sections describe each of the evidence types provided on the person and prospect person tabs and provide a brief overview of how each one is maintained.

## **Addresses**

While address information can be recorded for all participant types, person and prospect person address information is maintained as evidence. The address that is captured during registration is recorded as a private address. A number of different types of address can be recorded for a person or prospect person, such as 'private' and 'rented', and multiple instances of each type are also allowed. 'From' and 'To' dates are used to record the period during which a person or prospect person resided at a particular address, in other words the period during which the evidence is effective.

The details of an address do not change over time as an address is static. This means that while an individual might leave a particular address, the details of that address do not change. For this reason, when maintaining address information in the system, users must either create new records or correct existing records. Successions, which are changes with effect from a particular date, therefore are not allowed in the case of address evidence.

For example, a client might contact the organization to say he has moved from one private address to another. In this situation, the user would enter a 'To' date on the existing address record to indicate the date on which the client moved out of the old address, and would create a new record with a 'From' date set to the date on which the client moved into the new address. The same client might later contact the organization to say that he is not receiving mail to his new private address. The user would then view the newly recorded address, verify that it is incorrect and edit and correct the details.

Address records brokered from another case are processed automatically. In order to do this, the system checks the incoming record to determine if the address should be treated as a new address, modify an existing address or is a duplicate of an address already held. If the address is deemed to be a duplicate (where all attributes on the record match an existing address record held) no updates are made. In order to determine whether a new record is added or an existing record requires modification, the system first checks if there is an existing record that is logically identical. Logically identical means that a number of attributes match the incoming record - in this case this would include all address attributes except dates such as 'From Date' and 'To Date'. If the attributes match, the system then updates the existing record that is held with the details on the incoming record (where the incoming record has the latest received date). If none of the attributes match, the system adds this as a new address.

Caseworkers can apply new addresses, or updates to existing addresses to multiple participants at the Integrated Case level. The supported flow to create and update PDC Addresses is as follows;

1. The create page must be used to create new addresses, which can be applied across additional case members.
2. The modify page must be used to modify existing addresses, the update can then be applied across additional case members.

If an address capture needs to be reflected on the person level also, evidence sharing configuration can be used to automatically perform this update.

When a caseworker creates address evidence, a caseworker can end date an existing address record at the same time. For example, when a customer informs an organization of a new address, caseworkers are required to create an address record and to end the address that was previously on record. By combining the creation and end dating of evidence, ending an evidence record is no longer a two-step process that requires unnecessary clicks and extra navigation.

### **Bank Account**

While bank account information can be recorded for all participant types, bank account information for persons and prospect persons is maintained as evidence. This evidence is always active unless Person Evidence Management (PEM) is configured for managing data, in which case a full evidence lifecycle is provided. This enables the maintenance of bank account evidence at the person level.

A variety of bank account types can be recorded for a person or prospect person, and multiple instances of each type are allowed. The 'From' and 'To' dates are used to record the effective period of a bank account. For a joint bank account, the 'From' and 'To' dates associated with the account are synchronized across all participants sharing it. When the account is viewed from a participant's profile, the same 'From' and 'To' dates are displayed for each person sharing the account. All participants linked to a joint bank account view the same account details (dates, account status, etc.), ensuring consistency across the system.

Maintenance of International Bank Account Numbers (IBANs) and Business Identifier Codes (BICs) is supported for the dynamic Bank Account person/prospect person evidence type. A second version of the evidence type exists that includes these attributes. The IBAN and BIC fields are only present in bank account evidence for persons and prospect persons when this second evidence type is active.

When creating a new bank account record, caseworkers have the option to end date an existing record at the same time. For example, when a customer notifies the organization of a new bank account, the caseworker can simultaneously add the new record and end date the previous one. This combined action streamlines the process, eliminating the need for a separate step and reducing unnecessary clicks and navigation.

All bank account evidence added for a person - whether active or end-dated - is visible to caseworkers. End-dated accounts remain listed in the person's bank account evidence to ensure historical data is retained and accessible, even if the account is no longer in use.

### ***Birth and Death Details***

The birth and death details evidence type contains information such as date of birth, date of death and mother's birth last name. Date of birth is captured at participant registration and is mandatory for a person (and optional for a prospect person) so once the registration process is complete, a birth and death evidence record is created automatically. Only one birth and death record can exist for a participant or a case at any point in time and the information does not change over time, so users must update the existing record as a correction when making changes. For example, a client might contact the organization to say he incorrectly entered his date of birth during an online application for benefits. The user would view his birth and death details record and update the date of birth as a correction.

Birth and death details records brokered from another case are processed automatically. Because there can only ever be one birth and death details record, the system checks for an existing record, and if one is found, the system checks whether the incoming record is logically identical to the existing record using the 'date of birth' and 'date of death' attributes. If the attributes match, the incoming record is deemed to be a duplicate and no updates are made. If the attributes do not match, the system updates the existing record held with the details on the incoming record (where the incoming record has the latest received date). If no existing birth and death details record is found, the system adds this as a new record.

### ***Contact Preferences***

Contact preferences evidence captures the client's preferred language and preferred communication method. There can only be one contact preferences record for a person or prospect person so users must update the existing record as a correction. For example, a client who recently moved to the country may initially have a foreign language recorded as his preferred language and later wish to change that to the local language. In this situation, the user would simply correct the preferred language.

Contact preferences records brokered from another case are processed automatically. Because there can only ever be one contact preferences record, the system checks for an existing record, and if one is found, the system checks whether the incoming record is logically identical to the existing record using the 'preferred communication method' and 'preferred language' attributes. If the attributes match, the incoming record is deemed to be a duplicate and no updates are made. If the attributes do not match, the system updates the existing record held with the details on the incoming record (where the incoming record has the latest received date). If no existing contact preferences record is found, the system adds this as a new record.

## **Email Addresses**

While email address information can be recorded for all participant types, person and prospect person email addresses are maintained as evidence. A person or prospect person can have a personal or business email address type, and multiple instances of each type are also allowed. 'From' and 'To' dates are used to record the period during which a particular email address is valid. The details of an email address do not change over time. While an individual might stop using a particular email address, the details of that email address do not change. For this reason, when maintaining email address information in the system, users must either create new records or correct existing records and successions are not allowed.

Email address records brokered from another case are processed automatically. In order to do this, the system checks the incoming record to determine whether the system should treat the email address as a new record, , modify an existing email address or consider it a duplicate of an email address already held. If the email address is deemed to be a duplicate (where all attributes on the record match an existing email address record held) no updates are made.

In order to determine whether to add a new record or modify an existing one, the system first checks whether there is an existing record that is logically identical. Logically identical means that a number of attributes match the incoming record - in this case this would include 'email type' and 'address'. If the attributes match, the system then updates the existing record held with the details on the incoming record (where the incoming record has the latest received date). If none of the attributes match, the system will add this as a new email address.

When a caseworker creates an email address record, a caseworker can end date an existing email address record at the same time. For example, when a customer informs an organization of a new email address, caseworkers might be required to create an email address record and to end the existing email address record. By combining the creation and end dating of evidence, ending an evidence record is no longer a two-step process that requires unnecessary clicks and extra navigation.

## **Gender**

Gender is a characteristic of a person which must always exist. It is captured on registration and is mandatory for a person (and optional for a prospect person) so once the person registration process is complete, a gender evidence record is created automatically. Gender records can be updated with corrections and successions. For example, a client might contact the organization to say he incorrectly recorded his gender as female during an online application for benefits. The user would view his gender record and correct the value from 'female' to 'male'.

The client may later contact the organization to inform them of a gender change which took place on a particular date. In this situation, the user would edit the existing gender record, entering a new gender value with an effective date of change set to the date on which the gender changed. Updating a record with a succession is therefore recording a change in details from a particular date.

Gender records brokered from another case are processed automatically. Because there can only ever be one gender record, the system simply checks for a gender record and if one exists, the system checks if the incoming record is logically identical to the existing record, by comparing the 'gender' attribute on both. If the attributes do not match, the system updates the existing record held with the details on the incoming record (where the incoming record has the latest received

date). This update will either result in a correction to the gender (i.e. because the gender was recorded incorrectly initially) or a change in gender from a different effective date. To determine this, the system will compare the effective date of change on both records and if the incoming record has a later effective date of change, it will assume the gender has changed from that date. This means that from the original effective date, the client will be recorded as one gender and from a later date, they are recorded as another gender.

### **Identification**

Identification records are used to store different forms of participant identification, such as passport numbers and national insurance numbers. Organizations generally use identification records to identify and search for participants.

If an identification reference is not entered on person or prospect person registration, the system automatically creates a reference number identification evidence record. A person or prospect person can have multiple instances of most types of identification but can only have one social security number or medical card number at any point in time. 'From' and 'To' dates are used to record the validity period of the particular form of identification. For example, a person might have dual citizenship and therefore have two valid passports, both of which have expiry dates. If the person renews both passports, the user can simply update 'To' dates on both Identification records. If that person contacts the organization to say that he mistakenly entered the wrong passport number when applying online for benefits, the user can find the relevant Identification record and update it as a correction. Because identification references do not change over time, successions are not allowed.

Identification records brokered from another case are processed automatically. In order to do this, the system checks the incoming record to determine whether the system should treat the identification record as a new record, modify an existing record or consider it a duplicate of an identification record already held. If the identification record is deemed to be a duplicate (where all attributes on the record match an existing email address record held) no updates are made.

In order to determine whether to add a new record or modify an existing one, the system checks if there is an existing record that is logically identical, by comparing the 'ID Reference' and 'Type' attributes. If the attributes match, the system then updates the existing record held with the details on the incoming record (where the incoming record has the latest received date). If none of the attributes match, the system adds this as a new identification record.

When a caseworker creates an identification record, a caseworker can end date an existing identification record at the same time. For example, when a customer informs an organization of a new identification record, caseworkers might be required to create an identification record and to end the existing identification record. By combining the creation and end dating of evidence, ending an evidence record is no longer a two-step process that requires unnecessary clicks and extra navigation.

### **Names**

A name is any name recorded for a person or prospect person. A number of different types of names can be recorded, such as 'registered', 'preferred', 'alias' and 'stage name'. Name information is captured on registration, so once the registration process is complete a 'registered' name evidence record is created automatically. Only a first name is mandatory for registration of a prospect person and if later registered as a person, a last name must be captured as part of

the person registration process. A person or prospect person can have multiple alias or stage names. However, a person can only ever have one 'registered' or 'preferred' name. A participant's 'registered' or 'preferred' name might change over time however, so users have the option to update these records as corrections or successions. For example, a client might contact the organization to say that he has misspelled his name on an online application for benefits. The user can find his name record and edit it as a correction. The same client may later contact the organization to say that he has changed his name and in this situation, the user can find the existing name record and edit it with effect from a particular date by entering an 'effective date of change'.

Names records brokered from another case are processed automatically. In order to do this, the system checks the incoming record to determine if the name should be treated as a new record, modify an existing record or is a duplicate of a record already held. If the name record is deemed to be a duplicate (where all attributes on the record match an existing record held) no updates are made.

In order to determine if a new record is added or an existing record requires modification, the system checks if there is an existing record that is logically identical, by comparing the 'first name', 'last name' and 'type' attributes. If the attributes match, the system then updates the existing record held with the details on the incoming record (where the incoming record has the latest received date). If none of the attributes match, the system will add this as a new name record.

### ***Phone Numbers***

While phone numbers can be recorded for all participant types, person and prospect person phone numbers are maintained as evidence. A person or prospect person can have a number of different types of phone numbers and multiple instances of each type are also allowed. 'From' and 'To' dates are used to record the period during which a particular phone number is valid. Because phone numbers do not change over time, users must modify existing records as corrections. For example, a client might contact the organization to say he entered the wrong number on his online application. The user can find his phone number record and update it as a correction.

Phone number records brokered from another case are processed automatically. In order to do this, the system checks the incoming record to determine if the name should be treated as a new record, modify an existing record or is a duplicate of a record already held. If the phone number record is deemed to be a duplicate (where all attributes on the record match an existing record held) no updates are made. In order to determine if a new record is added or an existing record requires modification, the system checks if there is an existing record that is logically identical, by comparing all attributes except date fields. If the attributes match, the system then updates the existing record held with the details on the incoming record (where the incoming record has the latest received date). If none of the attributes match, the system will add this as a new phone number record.

Caseworkers can apply new phone numbers, or updates to existing phone numbers to multiple participants at the Integrated Case level. The supported flow to create and update Product Delivery Case phone numbers is as follows;

1. The create page must be used to create new phone numbers, which can be applied across additional case members.

2. The modify page must be used to modify existing phone numbers, the update can then be applied across additional case members.

If a phone number capture needs to be reflected on the person level also, evidence sharing configuration can be used to automatically perform this update.

When a caseworker creates a phone number record, a caseworker can end date an existing phone number record at the same time. For example, when a customer informs an organization of a new phone number, caseworkers might be required to create a phone number record and to end the existing phone number record. By combining the creation and end dating of evidence, ending an evidence record is no longer a two-step process that requires unnecessary clicks and extra navigation.

## ***Relationships***

A relationship indicates a personal relationship between a person participant or prospect person participant and another person, e.g., spouse. When a relationship is added for a person participant or prospect participant, the system automatically adds a reciprocal relationship for the related person, if the related person is registered on the system. For example, if a spouse relationship is stored for a person participant, the relationship is also automatically stored for that person participant's spouse. Relationships can also be recorded for a person or prospect person when the related person is not registered on the system. The details of a relationship do not change over time. Rather, an individual enters into a relationship and can later leave it. For this reason, when maintaining relationship information in the system, users must either create new records or correct existing records and successions are not allowed.

Relationship records brokered from another case are processed automatically. In order to do this, the system checks the incoming record to determine whether the system should treat the relationship record as a new record, modify an existing record or consider it a duplicate of a record already held. If the relationship record is deemed to be a duplicate (where all attributes on the record match an existing record held) no updates are made.

In order to determine whether to add a new record or modify an existing one, the system checks if there is an existing record that is logically identical, by comparing all attributes except date fields. If the attributes match, the system then updates the existing record held with the details on the incoming record (where the incoming record has the latest received date). If none of the attributes match, the system will add this as a new relationship record.

When a caseworker creates a relationship record, a caseworker can end date an existing relationship record at the same time. For example, when a customer informs an organization of a new relationship, caseworkers might be required to create a relationship record and to end the existing relationship record. By combining the creation and end dating of evidence, ending an evidence record is no longer a two-step process that requires unnecessary clicks and extra navigation.

## ***System Usage of Person and Prospect Person Evidence***

The system uses information maintained for persons and prospect persons in processing which can be un-related to determining eligibility. For example, participant context panels display summary information for the client, such as date of birth and current private address. For certain evidence types, the system allows multiple concurrent records of different types. For example, a

participant can have a private and a mailing address, and multiple concurrent records of the same type are also allowed. For example, a participant may have more than one private address at a given point in time.. In this situation the system must know which of these addresses to display in the context panel. The system therefore contains logic which selects the record to display. It runs through a hierarchy of types, checking for a record of each type in the order of priority outlined by the hierarchy and selects that type. When more than one instance of a type exists, the most recent record (i.e. the one with the most recent start date) is selected. If the start dates are the same, the entry created first is selected.

If a person has multiple addresses recorded, the system runs through the list checking for the first instance of any of the following types:

- Private
- Mailing
- Rented
- Business
- Institutional
- Registered

If there are two private addresses for example, the system will select the most recent record.

If a person has multiple names recorded, the system runs through the list checking for the first instance of any of the following types:

- Registered
- Preferred
- Alias
- Stage Name

If a person or prospect person has multiple identification records listed, the system checks for the first instance of any of the following types:

- Social Security Number
- Passport Number
- Driving license Number
- Medical Card Number
- Person Reference Number
- Reference Number
- Prospect Person Reference Number
- Information Provider Reference Number
- Revenue Reference Number
- Claim/Benefit Reference Number
- Employer Reference Number
- External Party Reference Number
- Product Provider Reference Number
- Service Supplier Reference Number
- Utility Reference Number

If a person or prospect person has multiple bank account records listed, the system checks for the first instance of any of the following types:

- Personal Current
- Personal Deposit
- Personal Current - Sole
- Personal Current - Joint
- Personal Deposit - Sole
- Personal Deposit - Joint
- Corporate Current
- Corporate Deposit
- Corporate Current - Sole
- Corporate Current - Joint
- Corporate Deposit - Sole
- Corporate Deposit - Joint

If a person or prospect person has multiple email address records listed, the system checks for the first instance of any of the following types:

- Personal
- Business

If a person or prospect person has multiple phone number records listed, the system checks for the first instance of any of the following types:

- Personal
- Mobile
- Business
- Fax
- Pager
- Other

### ***Sharing evidence***

Person or prospect person evidence types can be configured for case types so that evidence can be maintained from within the case as well as from within the Participant Manager. For example, if both case and participant information is entered as part of processing a case, the person or prospect person evidence can be configured to be maintained from the case, and any updates can be shared back to the participant record. So, the case and evidence configuration allows participant information to be maintained from multiple places, and the brokering configuration ensures consistency of that information. Evidence sharing from the participant manager to cases is only available if the evidence broker is installed.

For more information about evidence and brokering configuration, see the *Evidence Broker Guide* guide.

### **Managing shared evidence conflicts**

When an evidence sharing configuration is set up to share person evidence updates from a case to a person record, circumstances might occur that require a caseworker to review the evidence before it is applied to the person record. In the incoming evidence list, caseworkers can review

any evidence that is shared from another source so that they can decide what action to take. Incoming evidence is displayed in the list only if the system cannot automatically resolve the evidence onto the case, or if the evidence sharing configuration is set to not trust the source evidence.

For more information about managing shared evidence conflicts, see the *Evidence Broker Guide* guide.

### **(deprecated) Person/Prospect Person Evidence Sharing Automation**

**Note:** This section applies only to evidence sharing with the evidence broker version 7.0.1.x and earlier, which corresponds to the value of the `curam.aes.advancedEvidenceSharingEnabled` property being set to `NO`. For more information about how sharing occurs when the `curam.aes.advancedEvidenceSharingEnabled` property is set to `YES`, see the *Evidence Broker Guide* guide.

Evidence maintained within the person/prospect person tab is automatically activated when the user saves the information (assuming all validations succeed). This means that when person evidence is maintained on other cases (e.g. as part of a new Application Case) and is shared back to the person record, it must be handled to prevent manual caseworker intervention. This is known as Evidence Sharing Automation.

### **(deprecated) Example of Evidence Sharing Automation**

**Note:** This section applies only to evidence sharing with the evidence broker version 7.0.1.x and earlier, which corresponds to the value of the `curam.aes.advancedEvidenceSharingEnabled` property being set to `NO`. For more information about how sharing occurs when the `curam.aes.advancedEvidenceSharingEnabled` property is set to `YES`, see the *Evidence Broker Guide* guide.

A client is already registered in the system and an email address is held for them. Months later the client applies for assistance online and as part of their application they supply the same email address. When their application case gets authorized, this triggers the evidence broker and the email address would be brokered to the person record. This email address was created on a separate case so it does not share the same id as the one already held on their person record. Without the evidence handling, the evidence would have been inserted directly onto the person evidence causing two records with exactly the same information.

The business logic intercepts this process and instead, performs a check to determine if the record received is logically identical to one already held. If all the data on the incoming record matches with a record already held, then the incoming record isn't inserted. If there is a record already held, a partial match is performed and the system then determines whether or not an update to the existing record is required, if a new record needs to be created or if the incoming record should not be applied. This determination is based on analyzing various scenarios and establishing what would be the likely outcome if a caseworker were to perform the action manually.

## (deprecated) Sharing Automation Business Rules

**Note:** This section applies only to evidence sharing with the evidence broker version 7.0.1.x and earlier, which corresponds to the value of the `curam.aes.advancedEvidenceSharingEnabled` property being set to `NO`. For more information about how sharing occurs when the `curam.aes.advancedEvidenceSharingEnabled` property is set to `YES`, see the *Evidence Broker Guide* guide.

For each Person/Prospect Person evidence type implemented out of the box, automated sharing logic has been implemented. This logic is specific to different styles of evidence design and aim to reflect the process caseworkers would go through in considering new evidence.

## (deprecated) Birth and Death Details Evidence

**Note:** This section applies only to evidence sharing with the evidence broker version 7.0.1.x and earlier, which corresponds to the value of the `curam.aes.advancedEvidenceSharingEnabled` property being set to `NO`. For more information about how sharing occurs when the `curam.aes.advancedEvidenceSharingEnabled` property is set to `YES`, see the *Evidence Broker Guide* guide.

Birth and Death Details evidence is designed to only allow corrections to the information and there can only ever be one record. This type of evidence design will be referred to as a ‘single’ style.

- If a new single style record is created on a case and shared to the Person, and no record of that type exists on the Person, the record will be inserted and activated.
- If a new ‘single’ style record is created on a case and shared to the Person and a record of the same type already exists on the Person, the system will perform a check for duplicates. The system will check if all attributes values on the incoming and existing evidence record match. If they match, the shared record will not be inserted (because the same already exists).
- The system will then check if there is a partial match to determine if the record should be updated. A match is determined by the following attributes:

Evidence Type	Match Data
Birth and Death Information	Date of Birth; Date of Death

- If any attribute value is different, the existing record will be updated in place with the values on the incoming record (i.e. corrected).
- If empty values are on the shared record, existing values held on the existing record will be preserved

### Example Scenarios

#### *Application online, Client already registered with a different Date of Birth*

Ben submits an application online with his Date of Birth included in the details. The application case is created and Jane, a Department Caseworker reviews the application. Ben has received benefits in the past and has an existing record with a different Date of Birth on it. Jane chooses to accept the most recently provided Date of Birth and authorizes the application. The application

evidence is then shared to the Person evidence, where a modification is made to the existing Date of Birth to correct it.

*Application online, Client already registered with identical Date of Birth*

Ben submits an application online with his Date of Birth included in the details. The application case is created and Jane, a Department Caseworker reviews the application. Ben has received benefits in the past and so has an existing record where his Date of Birth is already recorded. The system performs a check, compares the newly entered Date of Birth with the existing Date of Birth and determines them to be identical (Date of Birth is identical and Date of Death is blank on both records). When Jane authorizes the application case, the new Birth and Death Information is not shared.

 (deprecated) *Gender, Contact Preferences Evidence*

**Note:** This section applies only to evidence sharing with the evidence broker version 7.0.1.x and earlier, which corresponds to the value of the `curam.aes.advancedEvidenceSharingEnabled` property being set to `NO`. For more information about how sharing occurs when the `curam.aes.advancedEvidenceSharingEnabled` property is set to `YES`, see the *Evidence Broker Guide* guide.

These evidence types are designed to allow changes over time (i.e. caseworkers can enter an ‘Effective Date of Change’ (succession)), however there is only ever one record present. E.g. there is no start/end dates captured for a gender because a client always has a gender but the gender type can change over time. Therefore any change made to the type can either be corrected in place (if the original gender was recorded incorrectly) or modified from a new effective date (if the client changed gender at a later point in time). This type of evidence design will be referred to as a ‘singled timeline’ style.

- If a new ‘single timeline’ style record is created on a case and shared to the Person and a record of the same type already exists on the Person, the system will perform a check for duplicates. The system will check if all attributes values on the incoming and existing evidence record match. If they match, the shared record will not be inserted (because the same already exists).
- The system will then check if there is a partial match to determine if an existing record should be updated. A match is determined by the following attributes:

Evidence Type	Match Data
Gender	Gender; Effective Date
Contact Preferences	Preferred Communication Method; Preferred Language; Effective Date

- If any attribute value is different, the existing record will be updated as follows:
  - The Effective Date of Change will be set to the Effective Date of Change supplied from the shared record.
  - If the Effective Period is the same as that of the existing record, the update will be handled as a correction (standard evidence behavior)
  - If the Effective Period is different, the update will be handled as a succession (standard evidence behavior)

- Existing values held on the record will be preserved where no value is provided on the incoming record for a given field

### Example Scenarios

#### *Client reports a change to gender*

Maxine contacts her Disability Benefit caseworker, Jane, to let her know that she went through a gender change at the start of 2012. Jane accesses Maxine's Integrated Case which stores details on Gender evidence. Jane updates the gender from Male to Female with an Effective Date of Change set to 1/1/2012. Jane activates the evidence and the change is shared back to Maxine's Person evidence. The Gender record on the Person evidence is modified with an Effective Date of Change set to 1/1/2012.

#### *Client reports that gender was recorded incorrectly*

Charlie receives a letter confirming that his application for benefits has been received. He notices that his gender is listed as 'Female' rather than male. Joe calls the call center number supplied and Jane answers the call. Jane finds Charlie's application case and corrects the Gender evidence by changing the type to 'Male'. Later that day, the application is authorized and the Gender evidence is shared back to the person record. The Gender record held on the person evidence is corrected with the new information.

#### (deprecated) Names, Identifications Evidence

**Note:** This section applies only to evidence sharing with the evidence broker version 7.0.1.x and earlier, which corresponds to the value of the `curam.aes.advancedEvidenceSharingEnabled` property being set to `NO`. For more information about how sharing occurs when the `curam.aes.advancedEvidenceSharingEnabled` property is set to `YES`, see the *Evidence Broker Guide* guide.

These evidences types have behavior that varies depending on the 'Type' attribute that is set (to avoid confusion with the overall evidence type, these will be referred to as 'sub types'). These evidences are designed to allow changes over time (i.e. caseworkers can enter an 'Effective Date of Change' (succession) but depending on the 'sub type' attribute, there is only ever one record present. E.g. a person can have two Name records but they can only have one 'Registered' Name and one 'Preferred' name at any point in time. This type of evidence design will be referred to as a 'single over a timeline per sub-type' style.

For Names evidence, the sub types that fall into this style are:

- Registered
- Preferred

For Identification evidence, the sub types that fall into this style are:

- Social Security Number
- Medical Card Number

#### *Business rules*

\*If a new Single over a timeline per 'sub type' style record is created on a case and shared to the Person and a record of the same type already exists on the Person, the system will perform a

check for duplicates. The system will check if all attributes values on the incoming and existing evidence record match. If they match, the shared record will not be inserted (because the same already exists).

\*The system will then check if there is a partial match to determine if an existing record should be updated. A match is determined by the following attributes:


Evidence Type	Match Data
Names	Name Type; First Name; Last Name
Identification	ID Type; ID Reference

- If any attribute value is different, the existing record will be updated as follows:
  - The Effective Date of Change will be set to the Effective Date of Change supplied from the shared record.
  - If the Effective Period of the two records is the same, the update will be handled as a correction (standard evidence behavior)
  - If the Effective Period of the two records is not the same, the update will be handled as a succession (standard evidence behavior)
  - Existing values held on the record will be preserved where no value is provided on the incoming record for a given field

### Example Scenario

*Paper Application submitted, client already registered with a different Preferred Name*

Paul applies for disability benefit from the Department using a paper application form. Jane, the disability benefit caseworker searches the system for Paul, sees that he has already been registered and creates a new benefit case for him. Names are stored as evidence on the benefit case so she creates a Name record for him including his 'Preferred' Name. Jane activates the case and Paul is found eligible for Disability Benefit. Once the evidence has been activated, the Person evidence is shared back to Paul's Person record. Paul already had Name evidence on his person record which was had Paul recorded as a 'preferred name' type. The existing name is modified to Paul with an Effective Date of Change set to the Effective Date of Change of the new 'Preferred Name' record.

 (deprecated) Names (for sub types other than Registered, Preferred), Identifications (for sub types other than Social Security Number and Medical Card Number), Addresses, Bank Accounts, Email Addresses, Phone Numbers, Relationships Evidence

**Note:** This section applies only to evidence sharing with the evidence broker version 7.0.1.x and earlier, which corresponds to the value of the `curam.aes.advancedEvidenceSharingEnabled` property being set to `NO`. For more information about how sharing occurs when the `curam.aes.advancedEvidenceSharingEnabled` property is set to `YES`, see the *Evidence Broker Guide* guide.

These evidences can have multiple records of the same type which overlap. For example, a customer may have more than one 'Alias' name type or more than one 'Private' address type. These evidences have behavior that can also vary depending on the 'Type' attribute that is set (to avoid confusion with the overall evidence type, these will be referred to as 'sub types'). This

type of evidence design will be referred to as ‘multiple evidence records of the same type over a timeline’ style.

The following evidence types and sub-types use this style:

Evidence Type	Sub-Type
Address	All types
Names	Alias; Stage Name
Bank Accounts	All types
Email Addresses	All types
Phone Number	All types
Identification	Claim/Benefit Reference Number, Driver's License Number, Employer Reference Number, Reference Number, External Party Reference Number, Person Reference Number, Prospect Person Reference Number, Product Provider Reference Number, Service Supplier Reference Number, Information Provider Reference Number, Utility Reference Number, Prospect Person Employer Reference Number
Relationships	All types

Because more than one record of the same type can exist, the automation of this sharing may not always achieve the intended outcome that would have occurred if done manually by a user. This is because the system cannot determine whether the new record is intended to modify an existing record or to be added as an additional record e.g. Customer reports a new address which is ‘64 Same Drive’. The address is currently recorded is ‘63 Same Drive’. If a user were to review the address records and update, they may ask the client if they are actually moving or if we recorded the first address incorrectly. The answer to this would have been to either insert a new address or correct the existing one. If it was a new address, they may have also ended the old one. In these scenarios, the system cannot determine this automatically.

For this reason, the incoming record will always be added as an additional record and existing records will not be modified.

#### *Business Rules*

- If a new ‘Multiple evidence records of the same type over a timeline’ record is created on a case and shared to the Person and a record of the same type already exists on the Person, the system will perform a check for duplicates. The system will check if all attributes values on the incoming and existing evidence record match. If they match, the shared record will not be inserted (because the same already exists).
- The system will then check if there is a partial match to determine if an existing record should be updated. A match is determined by the following attributes:

Evidence Type	Match Data
Address	All Address Data Fields excluding From Date
Names	Type; First Name; Last Name
Bank Accounts	Sort Code; Account Number
Email Addresses	Email Type; Address

Evidence Type	Match Data
Phone Number	Phone Type; Area Code; Phone Number; Ext
Identification	ID reference; Type
Relationships	Relationship Type; both Participants

- If any attribute values above do not match, the system will insert the shared record onto the person.

### Example Scenarios

#### *New Private Address, Private Address already registered*

Mike submits an online application for benefits and has been registered with the Department in the past. As part of the application information gathering process, Mike enters his current Private Address. Once he submits the application online, a Department Caseworker, Julie receives a task to review the details submitted. Because Mike already exists on the system his details are shared to the Application case as incoming evidence for Julie to review. She compares the newly entered Private Address with the existing one and decides that the newly entered Address is the most valid.

Once the application is authorized, its evidence is shared to Mike's person record. The new Private Address is added to the Addresses evidence.

#### *Multiple New 'Stage' Names, Multiple 'Stage' Names already registered*

Paul applies for disability benefit from the Department using a paper application form. Jane, the disability benefit caseworker searches the system for Paul, sees that he has already been registered and creates a new benefit case for him. Names are stored as evidence on the benefit case so she creates a Name record for him including his 'Stage' Name, of which Paul has two – "Bob Binns" and "Mike Kite". Jane activates the case and Paul is determined to be eligible for Disability Benefit.

Once the evidence has been activated, the Person evidence is shared back to Paul's Person record. Paul already has two 'Stage' Names listed on his Person record – "Postie Paul" and "Farmer John". The two new Stage Names are added to Paul's record with Business Start Dates set to the Business Start Dates of the records on the Disability Benefit case.

For technical information on Evidence Sharing Automation, refer to the topic Customizing Person/Prospect Person Evidence in the Developing with Person and Prospect Person Evidence Developer guide.

## Eligibility

An eligibility summary view is available for a person that can be used to provide the user with a single consolidated view of a person's program eligibility across integrated cases. This allows the user to quickly access information such as what programs a person is eligible for, coverage dates and the transitions from one program to another.

For each program type that a client is eligible for, the caseworker can click the eligibility bar and view extra information in addition to the coverage start and end dates. The extra information

provides the caseworker with details that contribute to the eligibility calculation to help answer customer queries about eligibility.

The display of the summary eligibility view requires development effort.

## Employments

Caseworkers can maintain employment information for person participants to maintain employment history and for use when caseworkers are capturing employment-related evidence.

When recording employments, caseworkers must search and select a registered employer. Caseworkers cannot use prospect employers to record an employment. However, for information purposes caseworkers can select to return prospect employers in the search results.

## 1.5 Merging Information for Persons and Prospect Persons

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### Introduction

Information that is recorded for persons and prospect persons can be merged. If the organization registers the same person multiple times, conflicting or additional information about the person can be recorded on different records. Merging information essentially copies selected details from a duplicate record to a master record as required. A master record is the valid record to be used by case processing. Merging information ensures that the master record contains all the required information about a person and reduces the possibility of inaccurate information use by the system.

Information can be merged from a person record to another person record. Information can also be merged from a prospect person record to a person record.

For example, Linda is registered as a prospect person under her maiden name, "Linda Smith". Linda is later registered as a person under her married name, "Linda Williams". Linda requests that the organization use her married name for correspondence. To facilitate this, Linda Smith's prospect record is merged to the Linda Williams person record. Any valid information on the prospect record is also copied across to the person record.

Merging information for persons and prospect persons consists of three stages. Marking a record as a duplicate of another record, merging information from the duplicate record to the master record, and completing the merge. Optionally, duplicate records can be unmarked and a merge can be quit and resumed. A list of duplicate records is automatically maintained.

### Marking a Record as a Duplicate

Marking a record as a duplicate indicates it as a duplicate of another record and indicates that it can be merged with that other record.

The duplicate record can be accessed by searching. Search criteria such as name and date of birth are processed to return a list of all matching person records, prospect records, or both. The system

automatically links the duplicate record to the master record and displays a snapshot of both records. This snapshot allows the user to compare the information that exists on both files.

The reason for marking the duplicate record is then recorded, for example, input error, misuse of identity.

When the record is marked as a duplicate, no modifications can be made to it and it will not be used in future processing. However, if the duplicate record is already used by existing processing, for example, if payments are currently issued to the duplicate participant; these financial transactions continue to be processed. The case owner is notified automatically each time a payment or communication is issued to a duplicate participant.

A record that is marked as a duplicate can be merged immediately or later.

An extension point is provided to implement extra processing, if required.

### **Related information**

## **Unmarking a Record as a Duplicate**

A record that is marked as a duplicate can be unmarked. For example, if the organization discovers that two records do not relate to the same person, it can unmark the record that was marked as a duplicate. Unmarking a duplicate breaks the link between the two records.

When a record is unmarked, the reason for unmarking the record as a duplicate is recorded. For example, it might be an input error rather than a duplicate. The name of the user who unmarked the record and the date are automatically recorded by the system.

If a record is unmarked as a duplicate, the system automatically notifies the case owner of any cases on which the duplicate participant is the primary client if further action must be taken on the case. For example, Jim was merged to James Smith and Contact Details on Jim's record were merged to James' record. When it was realized that these two individuals were merged in error, they were unmarked.

The contact details that were merged to James Smith's record must be manually removed. Unmarking breaks the links between the two individuals, but any details that are selected during the merge process must be manually removed by the caseworker.

**Note:** If identification information is merged from a duplicate record to a master record and it is later discovered the records do not relate to the same person, the identification record must be manually canceled from one of the records before the duplicate record can be unmarked. Just one identification reference is allowed to exist in the system for certain types across all person participants.

## **Merging Information**

Key information, such as addresses, phone numbers, and bank accounts, can be merged from the duplicate record to the master record where appropriate. Organizations can configure which key information can be merged as part of the merge process by using client merge application property settings. The following information can be merged:

- Administrators
- Addresses
- Bank Accounts
- Communication Exceptions
- Contacts
- Email Addresses
- Identifications
- Names
- Notes
- Phone Numbers
- Relationships
- Special Cautions
- Web Addresses

Any merged data can then be used as part of any subsequent case processing. Case-specific data, such as communications records, cannot be merged to the master record. This information can still be viewed from within the context of the duplicate record.

However, if needed, organizations can choose to view this unmerged data from within the main record itself. This information is for view only purposes, and cannot be used as part of any subsequent case processing.

**Note:** If a name record of type 'Registered' or 'Preferred' is merged from a duplicate record to a master record that already has an alternative name of type 'Registered' or 'Preferred', the alternative name is merged. The type is set to 'Alias' in the master record as only one alternative name of type 'Preferred' or 'Registered' is allowed to exist for any one person.

## Completing a Merge

When all the needed information is merged from the duplicate record to the master record, the merge is completed. The name of the user who completed the merge and the merge completion date is automatically recorded.

When a merge is completes, the status is updated to "merge complete". You cannot reenter the merge wizard after you choose to complete the merge.

Two extension points are provided at the end of the complete merge process to allow customers to implement more requirements.

### Related information

## Quitting and Resuming a Merge

The merge wizard can be quit at any stage and the merge can be resumed later. When a merge is quit, the status of the merge is "merge in progress".

When the merge is resumed, the user is returned to the start of the merge wizard where further information can be merged to the master record as needed.

## Viewing the Duplicates List

A list of duplicate records is automatically maintained for all persons and prospect persons. The duplicates list allows an organization to track the progress of a duplicate record from when it is marked as a duplicate until its information is merged to the master record.

The duplicates list records duplicate processing and is automatically updated when a user marks, merges, or unmarks a duplicate record. Details of the user who processed the duplicate are also recorded and the date that the processing occurred.

### Viewing Case Related Information

When a client is marked as a duplicate of another, a caseworker can view case related information for the duplicate client along with the information of the main client. For example, when they view a list of cases for the main client the caseworker can also view a list of the cases in which the duplicate client is a case participant. Information for the duplicate client is displayed when you view the following information for the main client:

- Assessments
- Cases
- Communications
- Deductions
- Incidents
- Interactions
- Investigation
- Issue Cases
- Roles
- Service Plans
- Tasks
- Transactions
- Verifications

Caseworkers can view a client's duplicate records alongside the master records.

The application property `curam.participant.clientmerge.softLinksEnabled` controls the display of the case-related information. The default value is 'No'.

## ***1.6 Maintaining Additional Information for Employers and Prospect Employers***

---

### Introduction

This chapter describes the additional categories of information that can be maintained for employers and prospect employers.

## Trading Status

A trading status is a record of whether an employer or prospect employer is currently trading. An employer or prospect employer's trading status can be actively trading, ceased trading, or liquidated. Note that only an actively trading employer or prospect employer can be listed as a person's current employer.

## Related Companies

A related company is a registered employer or prospect employer that is related to another registered employer. For example, an employer or prospect employer may be the parent company of a subsidiary company. When a related company relationship is added for an employer or prospect employer, the system automatically adds a reciprocal relationship for the related employer.

## Cases

An employer or prospect employer can be the primary client of one or more liability product delivery cases (which can be part of integrated cases). Each of the employer or prospect employer's cases is automatically added to the employer or prospect employer's list of cases. This list is useful as an overview of all of its cases. It also provides a convenient way of accessing a case relating to the employer or prospect employer.

## ***1.7 Maintaining Additional Information for Product Providers and Service Suppliers***

---

### Introduction

This chapter describes the additional information that can be maintained for product providers and service suppliers.

### Product Provider Information

The following sections describe the information that can be maintained for product providers.

#### ***Products***

A product is either a benefit or a liability. Examples of products include child care and insurance contributions. A registered product provider can be selected to provide a product as part of application administration. The selected product will appear on the product provider's list of products.

#### ***Product Provider Locations***

Product provider locations are the places where products are delivered, e.g. child care centers or training facilities. Facilities, such as audio or visual impairment services can also be added for

each location. The specific product(s) offered by the product provider at a location is set up as part of application administration.

### ***Contracts***

Records of signed contracts can be maintained for each product provider. A contract is an agreement between a product provider and the organization for the provision of one or more products.

## **Service Supplier Information**

The following sections describe the information that can be maintained for service suppliers.

### ***Services***

A service is a task that must be performed by a qualified individual or body. Each service added for a service supplier must be selected from a list of generic services required by the organization, e.g., eye examinations, court translations, etc.

### ***Service Supplier Returns***

A service supplier must submit a return that indicates the cost and the number of persons for whom a service has been provided. The organization will pay the service supplier based on this return and the payment will be issued as part of case processing.

### ***Contracts***

Records of signed contracts can be maintained for each service supplier. A contract is an agreement between the service supplier and the organization for the provision of one or more services.

## ***1.8 Maintaining Additional Information for External Parties***

---

### **Introduction**

This chapter describes the additional categories of information that can be maintained for external parties.

### **External Party Offices**

External party offices are the places from which an external party offers its services, e.g., a library, school, or shelter for the homeless. An external party may have several offices. For example, an external party may offer its services at a shelter for the homeless and a center for the elderly. The type of service offered can also be added for each external party office, such as computer provision or application training. The specific service(s) offered by an external party office is set up as part of application administration.

## External Party Office Search

External party office information can be accessed by performing an external party office search. Search criteria such as external party name, external party type, office name, office type, and address details are processed to return a list of all matching external party offices.

## External Party Office Phone Number

Phone number information can be maintained for external party offices. For each external party office phone number, a type must be selected, e.g., personal, business.

## External Party Office Address

Address information can be maintained for external party offices. It is possible to specify a new address for an external party office or use any address recorded for the external party as the external party office address.

## Office Members

Office members are the individuals associated with an external party office. An office member record contains a profile which relates to the user role the office member plays within the external party. For example, some office members can provide verification items to the organization on behalf of a participant.

# 1.9 Configuring Participant Information

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## Introduction

There are a number of configuration settings that control how participant information is managed in the application. This chapter provides an overview of each of these administrative settings.

## Common Participant Settings

### ***Participant Search***

Organizations can control how the application performs participant searches using a number of participant search settings in system administration. A property is provided for each participant type to define whether or not that participant type should be included in search results.

For example, `curam.participantsearch.personsearch` determines whether the person participant type should be returned in search results. The `curam.participantsearch.maximum` setting determines how many results should be returned for any participant search. And `curam.participantsearch.age` can be used to only return results for people in a certain age bracket.

### **Case List**

The Case List can be configured to display cases of which the participant is a member, or limited to case of which the participant is the primary client. This is controlled by setting the `curam.participant.includenonprimaryclientcases` property in system administration.

### **Participant Role List**

The `curam.participantRole.returncasemember` property controls whether or not case members are presented as part of the case participant role list.

## **Participant Settings for Person and Prospect Person**

### **Person Picture**

The `curam.miscapp.personimages_display` property controls whether or not an organization displays images for a person.

The `curam.participant.max.image.size` property specifies the maximum size of the image to be uploaded.

### **Nickname Search**

The property `curam.miscapp.searchwithnicknames` controls whether or not a person's nickname is included in search results when the search includes the forename field.

### **Participant Evidence**

The evidence types provided for the person and prospect person participant types can be viewed from the 'Participants' section in the Cúram Administration Application.

### **Configuring New Person and Prospect person Evidence Types**

In order for an evidence type to be available for association with a person or prospect person, it must first be created using the Dynamic Evidence Editor. For information about configuring dynamic evidence, see the *Configuring Evidence Guide* guide.

Any new evidence types created can then be added to the person or prospect person evidence configuration. Selecting 'New' on the person or prospect person page will present the user with a list of all available evidence types, which can then be added to the participant. Once added, the evidence type can be enabled for sharing to cases by selecting 'Enable'.

### **Configuring Person or Prospect Person Evidence for Cases**

In order to share person or prospect person evidence with cases of which the person or prospect person is a member, the evidence type must also be configured for the target case. The evidence types list page for the case displays the list of evidence types configured for that case. Like participant evidence configuration, selecting 'New' will present the user with a list of all evidence types created including those created for participants. Once the relevant participant evidence type has been added to the case configuration, it can be enabled for sharing by selecting 'Enable'.

For more information about configuring evidence for cases, see the *Integrated Case Management Guide*.

All of the person/prospect evidence types described in this guide are also available for configuring on other cases e.g. IC and application case.

### Configuring Evidence for Sharing

After person or prospect person evidence has been configured for the participant and cases and enabled for sharing, use the evidence broker to define the particular sharing configuration. For more information about sharing configuration settings, see the *Evidence Broker Guide*.

### Configuring Bank Account Evidence for maintaining International Bank Account Numbers

In order to maintain International Bank Account Number information for a person/prospect person, the dynamic evidence version for Bank Accounts which contains these fields must be activated and the IBAN property set:

1. Enable the IBAN property `curam.participant.enableibanfunctionality` (this is in the category 'Application - Participant settings' within the System Administrator application view).
2. Configure the effective from date of the IBAN 'Bank Accounts' evidence type version to the date from which the property is enabled and ensure that this is activated so the status displays as 'active' (this can be accessed in the Administrator Application View – Dynamic Evidence page).

Note that if person/prospect person evidence is not being used, the static bank account pages also allow IBAN information to be maintained. In order to configure in this scenario, only step 1 above is required.

## 1.10 Client Merge Customization Points

Use client merge customization points to merge information for persons and prospect persons, and to raise events.

### Creating a Custom Event Handler for Client Merge

Merging information for persons and prospect persons consists of three stages.

The three stages are marking a record as a duplicate of another record, merging information from the duplicate record to the master record, and completing the merge.

At the end of the Mark New Duplicate and the Unmark Duplicate, specific events can be raised. At the end of Complete Merge, specific events are raised. The events are defined in `ClientMerge.evx` and they can be used as extension points for customization.

### Mark New Duplicate

The event raised by

```
curam.core.sl.impl.ClientMerge.markDuplicate(MarkDuplicateCreateDetails).
```

Table 1 lists the event that is raised by

```
curam.core.sl.impl.ClientMerge.markDuplicate(MarkDuplicateCreateDetails).
```

Table 5:

Event raised	Parameters	Note
CLIENTMERGE.MARKDUPLICATE	PrimaryEventData: Duplicated ConcernRoleID	The event is raised only where there are cases that are not closed for the duplicate client other than a Participant Data Case (PDC).

## Unmark Duplicate

The event raised by

```
curam.core.sl.impl.ClientMerge.unmarkDuplicate(UnmarkDuplicateDetails).
```

Table 1 lists the event that is raised by

```
curam.core.sl.impl.ClientMerge.unmarkDuplicate(UnmarkDuplicateDetails).
```

Event raised	Parameters	Note
CLIENTMERGE.UNMARKDUPLICATE	PrimaryEventData: Duplicated ConcernRoleID	The event is raised only if there are cases that are not closed for the duplicate client other than a Participant Data Case (PDC).

## Complete Merge

Two types of events are raised by

```
curam.core.sl.impl.ClientMerge.completeMerge(ConcernRoleDetailsForMerge).
```

Table 1 lists the two types of events that are raised by

```
curam.core.sl.impl.ClientMerge.completeMerge(ConcernRoleDetailsForMerge).
```

The type of event that is raised depends on the concern role type that is being merged.

Table 6:

Event raised	Parameters
CLIENTMERGE.MERGE_PERSON_TO_PERSON	PrimaryEventData: Original ConcernRoleID SecondaryEventData: Duplicated ConcernRoleID
CLIENTMERGE.MERGE_PROSPECT_PERSON_TO_PERSON	PrimaryEventData: Original ConcernRoleID SecondaryEventData: Duplicated ConcernRoleID

Perform the following three steps:

1. Create a *handler\_config.xml* file at `/EJBServer/components/%custom_component_name%/events/`.
2. Create a custom event handler. For example:  
`curam.custom.event.impl.CustomClientMergeEventHandler.`

### 3. Register a custom event handler:

```
<event-registration handler="curam.custom.event.impl.CustomClientMergeEventHandler">
  <event-classes>
    <event-class identifier="ClientMerge"/>
  </event-classes>
</event-registration>
```

Ensure that the new custom component takes precedence in the component order. You must do a clean server build when you modify the component order.

To create an event handler, you must implement the interface `curam.util.events.impl.EventHandler` as shown in the proceeding example.

```
package curam.util.events.impl;

import curam.util.events.struct.Event;
import curam.util.exception.AppException;
import curam.util.exception.InformationalException;

public interface EventHandler {
    void eventRaised(Event event)
        throws AppException, InformationalException;
}
```

## 1.11 Conclusion

### Summary

The following list summarizes the main concepts covered in this guide:

- Each participant type plays a different role in the delivery or receipt of benefits and services. The ten participant types include persons, prospect persons, employers, prospect employers, product providers, service suppliers, utilities, information providers (includes educational institutes), representatives, and external parties.
- Participant registration places an individual or body in a specific role and defines the individual's or body's participant type.
- There is a set of common information that can be maintained for all participant types. This set includes information such as addresses.
- Additional information can be maintained only for some participant types. This includes information such as relationships for persons and prospect persons, related companies for employers and prospect employers, and office members for external parties.
- Certain information for person and prospect person participant types is maintained as evidence, which means it can be shared to and from cases, used in eligibility and entitlement and retained for historical purposes. Organizations can also define additional information for person and prospect person participants.
- Information for persons and prospect person participant types can be merged. Merging information copies selected details from a duplicate person or prospect record to another person record.
- The presentation and management of participant information can be controlled by configuration settings in the Cúram Administration application.

## Additional Information

Additional information on the topics covered in this guide are covered in several related documents:

- ***Cúram Address Guide***  
This guide covers the basic concepts of addresses.
- ***Integrated Case Management Guide***  
This guide covers the basic concepts of case processing.
- ***Cúram Issue Management Guide***  
This guide covers the basic concepts of issue management.
- ***Cúram Evidence Guide***  
This guide covers the basic concepts of evidence.
- ***Curam Evidence Broker Guide***  
This guide provides an overview of evidence broker functionality
- ***Cúram Verification Guide***  
This guide provides an overview of Cúram Verifications.
- ***Cúram Financials Guide***  
This guide covers the basic concepts of financial processing.
- ***Cúram Deductions Guide***  
This guide covers the basic concepts of deduction processing.
- ***Cúram Service Planning Guide***  
This guide covers the basic concepts of Cúram Service Planning.
- ***Cúram Communications Guide***  
This guide provides an overview of communication functionality.
- ***Cúram Workflow Overview Guide***  
This guide provides an overview of workflow functionality.

## Where to Go Next

After reading this guide, the reader will be prepared to learn about the concepts covered in the *Cúram Integrated Case Management Guide*.

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