

APPENDIX 11

MONTHLY PROVIDER FILE LAYOUT DATA DICTIONARY

Provider File Layout Data Dictionary

Data Element :	Provider Number
Literal Name:	Provider number
Type:	Char
Length:	9
Definition:	State generated provider number. The first seven digits are the provider number and the last two represent the provider loctation.
Default Value:	Null

Code / Decode:

Code:	Decode:
Na	

Data Element :	Unique Provider Number
Literal Name:	Unique provider number
Type:	Char
Length:	7
Definition:	The unique first seven characters of the nine character provider number
Default Value:	Null

Code / Decode:

Code:	Decode:
na	

Data Element :	ProviderLocation
Literal Name:	Provide location
Type:	Char
Length:	2
Definition:	This is a two digit value representing a unique location that a provider practices at. A location of 00 through 59 represents that the provider was a historic fee for service provider. 60 through 98 represents a non medicaid provider. A location of 99 represents the MCO.
Default Value:	null

Code / Decode:

Code:	Decode:
Na	

Data Element :	Provider Type Code
Literal Name:	Provider type code
Type:	Char
Length:	2
Definition:	Provider type code
Default Value:	null

Code / Decode:

Code:	Decode:
01	Hospital, Acute
02	Hospital Providers (Non-Hospital Services)
03	Hospital, Rehabilitation Acute
04	Hospital, Rehabilitation Chronic
05	Hospital, Chronic
06	Hospital, Special Other Acute
07	Hospital, Special Other Chronic
08	Lithotripsy Facility
10	Laboratories, Medical
11	Podiatry
12	Vision Care
13	Chiropractor
14	Dental
15	Psychologist
16	Physical Therapist (individual or group)
17	Speech/Language Pathologist
18	Occupational Therapist (individual or group)
19	Audiology Services Provider
20	Physician
21	Nurse Anesthetists (individual or group)

22	Nurse Midwife (individual or group)
23	Nurse Practitioner (individual or group)
24	Nurse Psychotherapist V
25	Nursing Agency
27	Mental Health Group Provider
28	Therapy Group Provider (OT, PT, Speech Therapy, Chiropractor)
29	Mental Hygiene Administration Services
30	Clinic, Abortion
31	Clinic, Children and Youth
32	Clinic, Drug Abuse (Methadone)
33	Clinic, Family Planning
34	Clinic, Federally qualified health Centers
35	Clinic, Local Health Department
36	Clinic, Maryland Qualified Health Centers
37	Clinic, Rural health
38	Clinic, General
39	Ambulatory Surgical Centers
40	Home and Community Based Services, other
41	Home Health Agency
50	ADAA Certified Addictions Outpatient Program
55	Intermediate Care facility - Addiction (ICF-A)
57	Nursing Facility
59	Portable X-Ray
60	Diagnostic Services, Other
61	Dialysis Facilities
62	DME/DMS
63	Oxygen Services
64	Kidney Disease Program
70	HMO
71	Hospice provider
82	Children's Medical Service (C) Provider
83	Comprehensive Outpatient Rehab facility (CORF)
84	Diabetes Education
85	Dietitian/Nutritionist
88	Residential Treatment Center
94	Social Worker
95	State Agency
RX	Pharmacy
T1	Ambulance Services
T2	Transportation Services
T3	Wheelchair Van

Data Element :	Provider Specialty Code 1
Literal Name:	Specialty Code
Type:	Number
Length:	(15,5)
Definition:	Pointer to PROVIDER SPECIALITY CODE
Default Value:	null

Code / Decode:

Code:	Decode:
Na	

Data Element :	Provider Specialty Code 2
Literal Name:	Specialty Code
Type:	Number
Length:	(15,5)
Definition:	Pointer to PROVIDER SPECIALTY CODE
Default Value:	null

Code / Decode:

Code:	Decode:
na	

Data Element :	Provider Specialty Code Detail
Literal Name:	Provider specialty code
Type:	Char
Length:	3
Definition:	Provider specialization code
Default Value:	null

Code / Decode:

Code:	Decode:
001	Surgery
002	Pediatric Surgery
003	General Vascular Surgery
004	Colon & Rectal Surgery
005	Thoracic Surgery
006	Urology
007	Obstetrics & Gynecology
008	Gynecological Oncology
009	Maternal and Fetal Medicine
010	Reproductive Endocrinology
011	Plastic Surgery
012	Otolaryngology

013	Orthopedic Surgery
014	Neurological Surgery
015	Ophthalmology
016	Pediatrics
017	Diagnostic Laboratory Immunology (Pediatrics)
018	Pediatric Cardiology
019	Pediatric Critical Care Medicine
020	Pediatric Endocrinology
021	Pediatric Gastroenterology
022	Pediatric Hematology - Oncology
023	Pediatric Nephrology
024	Pediatric Pulmonology
025	Neonatal-Perinatal Medicine
026	Allergy & Immunology
027	Diagnostic Laboratory Immunology (Allergy & Immunology)
028	General Practice
029	Family Practice
030	Internal Medicine
031	Cardiovascular Disease
032	Critical Care Medicine
033	Endocrinology & Metabolism
034	Gastroenterology
035	Hematology
036	Infectious Disease
037	Medical Oncology
038	Nephrology
039	Pulmonary Disease
040	Rheumatology
041	Anesthesiology
042	Critical Care Medicine (Anesthesiology)
043	Emergency Medicine
044	Nuclear Medicine
045	Anatomic & Clinical Pathology
046	Anatomic Pathology
047	Clinical Pathology
048	Physical Medicine & Rehabilitation
049	Public Health and General Preventative Medicine
050	Neurology
051	Neurology with special qualifications in Child Neurology
052	Psychiatry
053	Child & Adolescent Psychiatry

054	Radiology
055	Diagnostic Radiology
056	Radiation Oncology
057	Nuclear Radiology
058	Dermatology
059	Dermatopathology
060	Dermatological Immunology/Diagnostic & Laboratory Immunology
070	Gynecology
100	Advanced Life Support
101	Alcohol Counseling
103	Audiologist
105	Basic Life Support
106	Chiropractor
113	Dental
114	Diabetes Waiver Blood Glucose Monitor & Supplies
115	Diabetes Waiver Case Management
116	Diabetes Waiver Nutrition Counseling
117	Diabetes Waiver Outpatient ED
118	Diabetes Waiver Podiatry Visit
119	Diabetes Waiver Therapeutic Footwear
121	Drug Abuse
122	Drug Counseling
123	Endodontics
131	General Dentistry
134	Geriatric
143	Hearing Aid Dealers
145	HIV DES Services
146	HIV On-going Case management
147	Home IV Therapy
148	Hospice - Freestanding
149	Residential Community Hospice-Nursing Home
150	Hospital Based
151	Hospital Outpatient Pharmacy
153	Nursing Home Intermediate
154	ICF - Addictions
156	Institutional Pharmacy
157	Laboratories, Medical, Freestanding
158	Laboratories, Medical, Hospital Based
159	Laboratories, Medical, Local Health Department
160	Laboratories, Medical, Maryland State
161	Medical

162	Mental Health
168	Multi-Specialty Pharmacy
169	Nurse Anesthetist
170	Nurse Midwife
171	Nurse Practitioner
172	Nurse Psychotherapist
173	Occupational Therapist
177	Optician
178	Optometric Center
179	Optometrist
180	Optometrist/Optician
181	Oral Surgery
182	Orthodontics
183	Osteopath
184	Other Pharmacy
185	Oxygen
186	Pathology
187	Pedodontics
188	Periodontics
189	Physical Therapist
191	Podiatrist
194	Private Duty Nursing
196	Psychologist
201	Related Respiratory Equipment
202	Retail Chain Pharmacy
203	Retail Sales
204	Retail Single Pharmacy
205	Residential Treatment facility
207	Skilled Nursing Facilities
208	Social Worker
209	Speech/Language Pathology
213	Pediatric Inpatient
214	Psychiatric Inpatient
215	Communicable Diseases Inpatient

Data Element :	LastName
Literal Name:	Last name
Type:	Char
Length:	30
Definition:	Provider's last name
Default Value:	Null

Code / Decode:

Code:	Decode:
Na	

Data Element :	First Name
Literal Name:	First name
Type:	Char
Length:	15
Definition:	Provider's first name
Default Value:	Null

Code / Decode:

Code:	Decode:
Na	

Data Element :	Middle Name
Literal Name:	Middle initial
Type:	char
Length:	1
Definition:	Provider's middle initial
Default Value:	Null

Code / Decode:

Code:	Decode:
Na	

Data Element :	Address1
Literal Name:	Address 1
Type:	char
Length:	28
Definition:	First line of provider address
Default Value:	Null

Code / Decode:

Code:	Decode:
Na	

Data Element :	Address2
Literal Name:	Address 2
Type:	Char
Length:	28
Definition:	This is the extended address field
Default Value:	Null

Code / Decode:

Code:	Decode:
Na	

Data Element :	City
Literal Name:	City
Type:	Char
Length:	18
Definition:	The city the provider practices in.
Default Value:	Null

Code / Decode:

Code:	Decode:
Na	

Data Element :	State
Literal Name:	State
Type:	Char
Length:	2
Definition:	The state the provider practices in at this location.
Default Value:	Null

Code / Decode:

Code:	Decode:
Standard state abbreviations	

Data Element :	Zip
Literal Name:	Zip code
Type:	Char
Length:	9
Definition:	First five numbers of the provider's zip code
Default Value:	Null

Code / Decode:

Code:	Decode:
Na	

Data Element :	Phone
Literal Name:	Phone number
Type:	char
Length:	10
Definition:	Provider's phone number
Default Value:	Null

Code / Decode:

Code:	Decode:
Na	

Data Element :	CountyCode
Literal Name:	County Code
Type:	Character
Length:	(15,5)
Definition:	County recipient lives in
Default Value:	none

Code / Decode:

Code:	Decode:
01	Allegany
02	Anne Arundel
03	Baltimore County
04	Calvert
05	Caroline
06	Carroll
07	Cecil
08	Charles
09	Dorchester
10	Frederick
11	Garrett
12	Harford
13	Howard
14	Kent
15	Montgomery
16	Prince Georges
17	Queen Annes
18	St Marys
19	Somerset
20	Talbot
21	Washington
22	Wicomico
23	Worcester
30	Baltimore City
40	Washington DC
88	Out of State
97	Out of State Surrounding Area (Enrolled)
98	Out of State (One Time Eligibility)
99	Out of State

Data Element :	MCO Name
Literal Name:	Medical care organizer's name
Type:	Char
Length:	35
Definition:	This is the name of the managed care organization
Default Value:	Null

Code / Decode:

Code:	Decode:
Na	

Data Element :	MCO Number
Literal Name:	Medical care organizer number
Type:	Char
Length:	9
Definition:	State assigned managed care organization number
Default Value:	null

Code / Decode:

Code:	Decode:
Na	

Data Element :	New Patient Ind
Literal Name:	New patient indicator
Type:	Char
Length:	1
Definition:	Provider takes new patients
Default Value:	Null

Code / Decode:

Code:	Decode:
Space	Not applicable
Y	PCP is accepting new patient
N	PCP is not accepting new patients
E	PCP is only accepting only existing patient

Data Element :	Organization Name
Literal Name:	Organization name
Type:	char
Length:	35
Definition:	Provider's organization name. This field either contains the org. that a provider is associated with or can contain a hospital or clinic name.
Default Value:	Null

Code / Decode:

Code:	Decode:
Na	

Data Element :	RecdStartDate
Literal Name:	Record start date
Type:	Date
Length:	8
Definition:	Begin date of the relationship between a provider and a MCO
Default Value:	Null

Code / Decode:

Code:	Decode:
Na	

Data Element :	RecdEndDate
Literal Name:	Record end date
Type:	date
Length:	8
Definition:	End date of the association between a provider and a MCO
Default Value:	Null

Code / Decode:

Code:	Decode:
Na	

Data Element :	PCP Ind
Literal Name:	Primary care physician indicator
Type:	char
Length:	1
Definition:	This indicates whether or not a physician is a PCP.
Default Value:	Null

Code / Decode:

Code:	Decode:
Space	Not applicable
Y	Is a PCP
N	Is not a PCP

Data Element :	TTY Ind
Literal Name:	Telecommunications device for the deaf
Type:	char
Length:	1
Definition:	This indicates whether or not a physician is TTY capable.
Default Value:	Null

Code / Decode:

Code:	Decode:
Space	Not applicable
Y	Is TTY capable
N	Is not TTY capable

Data Element :	Handicap Ind
Literal Name:	Handicap accessible facilities
Type:	char
Length:	1
Definition:	This indicates whether or not a physician office is handicap accessible.
Default Value:	Null

Code / Decode:

Code:	Decode:
Space	Not applicable
Y	Is handicap accessible
N	Is not handicap accessible

Data Element :	Language Ind 1
Literal Name:	Language indicator 1

Type:	char
Length:	1
Definition:	A physician speaks/understands the denoted language
Default Value:	Null

Code / Decode:

Code:	Decode:
Space	No other languages apply

Data Element :	Language Ind 2
Literal Name:	Language indicator 2
Type:	char
Length:	1
Definition:	A physician speaks/understands the denoted language
Default Value:	Null

Code / Decode:

Code:	Decode:
Space	No other languages apply

Data Element :	Language Ind 3
Literal Name:	Language indicator 3
Type:	char
Length:	1
Definition:	A physician speaks/understands the denoted language
Default Value:	Null

Code / Decode:

Code:	Decode:
Space	No other languages apply

APPENDIX 12

WEEKLY AND MONTHLY PROVIDER FILE LAYOUT DEPARTMENT TO THE ENROLLMENT BROKER

ENROLLMENT BROKER LAYOUT
Provider File

RECORD LAYOUT DATASET : HUDT.PDS.HUDACT
MEMBER : WHP57091

FIELD	NAME	TYPE	START	END	LENGTH
1	GROUP	X(35)	1	480	480
2	GROUP	X(35)	1	480	480
3	GROUP	X(35)	1	73	73
4	GROUP	X(9)	36	44	9
5	GROUP	X(10)	45	54	10
6	GROUP	X(10)	55	64	10
7	GROUP	X	65	65	1
8	GROUP	XXX	66	68	3
9	GROUP	XXX	69	71	3
10	GROUP	XX	72	73	2
11	GROUP	GROUP	74	143	70
12	GROUP	X(35)	74	108	35
13	GROUP	X(35)	109	143	35
14	GROUP	GROUP	144	480	337
15	GROUP	X(30)	144	173	30
16	GROUP	X(15)	174	188	15
17	GROUP	X	174	189	1
18	GROUP	X(35)	189	224	35
19	GROUP	GROUP	190	224	9
20	GROUP	9(7)	225	231	7
21	GROUP	99	225	233	2
22	GROUP	X(9)	232	242	9
23	GROUP	X(9)	234	251	9
24	GROUP	X(9)	243	260	9
25	GROUP	X(28)	252	288	28
26	GROUP	X(28)	261	316	28
27	GROUP	X(18)	289	334	18
28	GROUP	XX	317	334	2
29	GROUP	X(9)	335	345	9
30	GROUP	XX	337	347	2
31	GROUP	X(12)	346	359	12
32	GROUP	X	348	360	1
33	GROUP	X	360	361	1
34	GROUP	X	361	361	1
35	GROUP	XXX	362	362	1
36	GROUP	XXX	363	365	3
37	GROUP	XXX	366	368	3
38	GROUP	X	369	369	1
39	GROUP	X	370	370	1
40	GROUP	X	371	371	1
41	GROUP	9(5)	372	372	1
42	GROUP	X(85)	373	377	5
43	GROUP	X(4)	378	462	85
44	GROUP	X	463	466	4
45	GROUP	X	467	467	1
46	GROUP	X	468	468	1
47	GROUP	X(10)	469	478	10
48	GROUP	XX	479	480	2

----- FIELD LEVEL/NAME ----- PICTURE--

MCO-MEDICAID-BROKER-FILE

5 MCOB-NETWORK-FILE-OUT

7 MCOB-FILE-FIRST-HALF

10 MCOB-PROV-NAME

10 MCOB-PROV-FEIN

10 MCOB-RECORD-START-DATE

10 MCOB-RECORD-END-DATE

10 MCOB-TRANS-TYPE

10 MCOB-PROV-SPEC-CODE1

10 MCOB-PROV-SPEC-CODE2

10 MCOB-PROV-TYPE

7 MCOB-FILE-DB2-NAMES

10 MCOB-PROV-DB2-SORT-NAME

10 MCOB-PROV-DB2-NAME

7 MCOB-FILE-SEC-HALF

10 MCOB-PRACT-LAST-NAME

10 MCOB-PRACT-FIRST-NAME

10 MCOB-PRACT-MID-INIT

10 MCOB-ORGANIZATION-NAME

15 MCOB-PROV-BASE-NUM

15 MCOB-PROV-LOCATIONS

10 MCOB-SSN

10 MCOB-FEIN

10 MCOB-LICENSE-NUM

10 MCOB-ADDR-LINE1

10 MCOB-ADDR-LINE2

10 MCOB-CITY

10 MCOB-STATE

10 MCOB-ZIPCODE

10 MCOB-COUNTY

10 MCOB-TEL-NUM

10 MCOB-PCP-INDICATOR

10 MCOB-EPST-INDICATOR

10 MCOB-ACCEPTING-NEW-PAT-INDC

10 MCOB-MIN-AGE

10 MCOB-MAX-AGE

10 MCOB-GENDER

10 MCOB-PROV-LANG-1

10 MCOB-PROV-LANG-2

10 MCOB-PROV-LANG-3

10 MCOB-QUANTITY-RESTRICT

10 MCOB-PCP-HRS-DAYS-OF-OP

10 MCOB-PCP-FTE

10 MCOB-HANDICAP-IND

10 MCOB-TTY-IND

10 MCOB-NPI

10 FILLER

APPENDIX 13

MONTHLY HEALTH SERVICE NEEDS INFORMATION (HSNI) POSITIVE OUTPUT FILE LAYOUT

HRA Output

TransactionTypeCode	VARCHAR(3)	NULL
,OriginalMAID	VARCHAR(11)	NULL
,MAID	VARCHAR(11)	NULL
,CaseNumber	VARCHAR(9)	NULL
,LastName	VARCHAR(20)	NULL
,FirstName	VARCHAR(15)	NULL
,MiddleInit	VARCHAR(1)	NULL
,NameSuffix	VARCHAR(4)	NULL
,DateOfBirth	DATETIME	NULL
,SSN	VARCHAR(9)	NULL
,HOHName	VARCHAR(25)	NULL
,AddressLine1	VARCHAR(25)	NULL
,AddressLine2	VARCHAR(25)	NULL
,City	VARCHAR(18)	NULL
,State	VARCHAR(2)	NULL
,ZipCode5	VARCHAR(5)	NULL
,ZipCode4	VARCHAR(4)	NULL
,CountyCode	VARCHAR(2)	NULL
,CoverageGroupCode	VARCHAR(3)	NULL
,CoverageTypeCode	VARCHAR(1)	NULL
,EligibilityBeginDate	DATETIME	NULL
,EligibilityEndDate	DATETIME	NULL
,MCOCode	VARCHAR(9)	NULL
,MCODesc	VARCHAR(35)	NULL
,EnrollmentDate	DATETIME	NULL
,DisEnrollmentDate	DATETIME	NULL
,UniqueProviderNumber	VARCHAR(9)	NULL
,Prescription1wk	VARCHAR(1)	NULL
,Prescription1Mo	VARCHAR(1)	NULL
,Prescription2Mo	VARCHAR(1)	NULL
,MedEquip1wk	VARCHAR(1)	NULL
,MedEquip1Mo	VARCHAR(1)	NULL
,MedEquip2Mo	VARCHAR(1)	NULL
,AsthmaFlag	VARCHAR(1)	NULL
,CPInd	VARCHAR(1)	NULL
,DiabetesFlag	VARCHAR(1)	NULL
,HeartDisFlag	VARCHAR(1)	NULL
,HiBPFlag	VARCHAR(1)	NULL
,SicklecFlag	VARCHAR(1)	NULL
,LeadPosFlag	VARCHAR(1)	NULL
,OtherProbDesc	VARCHAR(25)	NULL
,SpceXplain	VARCHAR(25)	NULL
,DevelopmentalDelayFlag	VARCHAR(1)	NULL
,HomelessFlag	VARCHAR(1)	NULL
,DisabilityFlag	VARCHAR(1)	NULL
,HIVAIDSFlag	VARCHAR(1)	NULL
,HomeCareInd	VARCHAR(1)	NULL
,MentalHealthFlag	VARCHAR(1)	NULL
,AlcoholFlag	VARCHAR(1)	NULL
,DrugAbuseInd	VARCHAR(1)	NULL
,Baby2MonthsInd	VARCHAR(1)	NULL
,PregnantTriInd	VARCHAR(1)	NULL
,PregnantDrInd	VARCHAR(1)	NULL
,PregnantDrName	VARCHAR(25)	NULL
,DentalVisitPeriodInd	VARCHAR(1)	NULL
,ChildSpcHealthInd	VARCHAR(1)	NULL
,DateCreated	DATETIME	NULL
,PACInd	VARCHAR(1)	NULL
,PositiveResInd	VARCHAR(1)	NULL

APPENDIX 14

DAILY RECONCILIATION OF RECORDS TRANSMITTED BY TRANSACTION TYPE REPORT

HMFR2101-RO01
AS OF 06/30/04

MARYLAND DEPARTMENT OF HEALTH AND MENTAL HYGIENE
MEDICAID MANAGEMENT INFORMATION SYSTEM

PAGE 1
RUN DATE 06/30/04

- Example -

1112

DAILY SUMMARY OF TRANSACTIONS TRANSMITTED TO ENROLLMENT BROKER

MCO: 000000 00

NUMBER OF RECORDS TRANSMITTED BY TRANSACTION TYPE:

NEW - DAILY NEW:	613
ACE - ACCEPTED ENROLLMENTS:	0
RJE - REJECTED ENROLLMENTS:	0
ACD - ACCEPTED DISENROLLMENTS:	0
RUD - REJECTED DISENROLLMENTS:	0
DDM - DEMOGRAPHIC CHANGE:	75
DIN - INSURANCE:	0
ASN - AUTO ASSIGNED:	0
ASB - STATE-INITIATED NEWBORN ENROLLMENT:	0
ASR - STATE-INITIATED REENROLLMENT:	0
ASE - STATE-INITIATED ENROLLMENT:	0
ASD - STATE-INITIATED DISENROLLMENT:	3
ARC - ANNUAL RIGHT TO CHANGE:	0
CAN - CANCELLATIONS:	22
PMD - PROVIDER MERGE DISENROLLMENTS:	0
PME - PROVIDER MERGE ENROLLMENTS:	0
PTD - PROVIDER TERM DISENROLLMENTS:	0
PTC - PROVIDER TERM CHOOSE:	0
UNIDENTIFIED TRANSACTION TYPE:	0

TOTAL NUMBER OF RECORDS: 000000 00

713

DAILY SUMMARY OF TRANSACTIONS TRANSMITTED TO ENROLLMENT BROKER

MCO: 4055608 99 COVENTRY HEALTH CARE OF DELAWARE

NUMBER OF RECORDS TRANSMITTED BY TRANSACTION TYPE:

NEW - DAILY NEW:	0
ACE - ACCEPTED ENROLLMENTS:	10
RUE - REJECTED ENROLLMENTS:	0
ACD - ACCEPTED DISENROLLMENTS:	3
RUD - REJECTED DISENROLLMENTS:	0
DDM - DEMOGRAPHIC CHANGE:	3
DIN - INSURANCE:	0
ASN - AUTO ASSIGNED:	1
ASB - STATE-INITIATED NEWBORN ENROLLMENT:	0
ASR - STATE-INITIATED REENROLLMENT:	0
ASE - STATE-INITIATED ENROLLMENT:	0
ASD - STATE-INITIATED DISENROLLMENT:	5
ARC - ANNUAL RIGHT TO CHANGE:	0
CAN - CANCELLATIONS:	0
PMD - PROVIDER MERGE DISENROLLMENTS:	0
PME - PROVIDER MERGE ENROLLMENTS:	0
PTD - PROVIDER TERM DISENROLLMENTS:	0
PTE - PROVIDER TERM ENROLLMENTS:	0
PTC - PROVIDER TERM CHOOSE:	0
UNIDENTIFIED TRANSACTION TYPE:	0
TOTAL NUMBER OF RECORDS:	22

DAILY SUMMARY OF TRANSACTIONS TRANSMITTED TO ENROLLMENT BROKER

MCO: 5211051 99 JAI MEDICAL SYSTEMS MCO

NUMBER OF RECORDS TRANSMITTED BY TRANSACTION TYPE:

NEW - DAILY NEW: 0
ACE - ACCEPTED ENROLLMENTS: 5
RJE - REJECTED ENROLLMENTS: 0
ACD - ACCEPTED DISENROLLMENTS: 2
RJD - REJECTED DISENROLLMENTS: 0
DDM - DEMOGRAPHIC CHANGE: 33
DIN - INSURANCE: 0
ASN - AUTO ASSIGNED: 3
ASB - STATE-INITIATED NEWBORN ENROLLMENT: 0
ASR - STATE-INITIATED REENROLLMENT: 10
ASE - STATE-INITIATED ENROLLMENT: 3
ASD - STATE-INITIATED DISENROLLMENT: 19
ARC - ANNUAL RIGHT TO CHANGE: 0
CAN - CANCELLATIONS: 3
PMD - PROVIDER MERGE DISENROLLMENTS: 0
PME - PROVIDER MERGE ENROLLMENTS: 0
PTD - PROVIDER TERM DISENROLLMENTS: 0
PTE - PROVIDER TERM ENROLLMENTS: 0
PTC - PROVIDER TERM CHOOSE: 0
UNIDENTIFIED TRANSACTION TYPE: 0

TOTAL NUMBER OF RECORDS: 5211051 99 78

DAILY SUMMARY OF TRANSACTIONS TRANSMITTED TO ENROLLMENT BROKER

MCO: 5219957 99 HELIX FAMILY CHOICE

NUMBER OF RECORDS TRANSMITTED BY TRANSACTION TYPE:

NEW - DAILY NEW: 0
ACE - ACCEPTED ENROLLMENTS: 20
RJE - REJECTED ENROLLMENTS: 0
ACD - ACCEPTED DISENROLLMENTS: 5
RJD - REJECTED DISENROLLMENTS: 0
DDM - DEMOGRAPHIC CHANGE: 89
DIN - INSURANCE: 0
ASN - AUTO ASSIGNED: 1
ASB - STATE-INITIATED NEWBORN ENROLLMENT: 4
ASR - STATE-INITIATED REENROLLMENT: 21
ASE - STATE-INITIATED ENROLLMENT: 2
ASD - STATE-INITIATED DISENROLLMENT: 28
ARC - ANNUAL RIGHT TO CHANGE: 0
CAN - CANCELLATIONS: 4
PMD - PROVIDER MERGE DISENROLLMENTS: 0
PME - PROVIDER MERGE ENROLLMENTS: 0
PTD - PROVIDER TERM DISENROLLMENTS: 0
PTE - PROVIDER TERM ENROLLMENTS: 0
PTC - PROVIDER TERM CHOOSE: 0
UNIDENTIFIED TRANSACTION TYPE: 0

TOTAL NUMBER OF RECORDS: 5219957 99 174

DAILY SUMMARY OF TRANSACTIONS TRANSMITTED TO ENROLLMENT BROKER

NUMBER OF RECORDS TRANSMITTED BY TRANSACTION TYPE:

NEW - DAILY NEW:	613
ACE - ACCEPTED ENROLLMENTS:	409
RJE - REJECTED ENROLLMENTS:	8
ACD - ACCEPTED DISENROLLMENTS:	58
RJD - REJECTED DISENROLLMENTS:	0
DDM - DEMOGRAPHIC CHANGE:	2,399
DIN - INSURANCE:	0
ASN - AUTO ASSIGNED:	18
ASB - STATE-INITIATED NEWBORN ENROLLMENT:	89
ASR - STATE-INITIATED REENROLLMENT:	434
ASE - STATE-INITIATED ENROLLMENT:	49
ASD - STATE-INITIATED DISENROLLMENT:	678
ARC - ANNUAL RIGHT TO CHANGE:	0
CAN - CANCELLATIONS:	56
PMD - PROVIDER MERGE DISENROLLMENTS:	0
PME - PROVIDER MERGE ENROLLMENTS:	0
PTD - PROVIDER TERM DISENROLLMENTS:	0
PTE - PROVIDER TERM ENROLLMENTS:	0
PTC - PROVIDER TERM CHOOSE:	0
UNIDENTIFIED TRANSACTION TYPE:	0

TOTAL NUMBER OF RECORDS: 4,811

***** END OF REPORT *****

APPENDIX 15

DAILY RECONCILIATION OF TRANSACTION AND RECORD COUNTS FROM ENROLLMENT BROKER TO MCOs

Maryland Medicaid Enrollment

Call Tracking Member Enrollment & Reconciliation Reporting

Reports

Daily Transaction Counts (08/12/2011)
 Program: HC
 Date Report Run: 8/12/2011

Report Period: Daily For yearly, monthly, and weekly reports enter any date in that time period in the Start Date field. Current time periods (i.e., this week) are reported "to-date".
 Start Date (mm/dd/yy): 08/12/2011
 End Date (mm/dd/yy): 08/12/2011

Run Report
 Export To Excel
 Printer Version

Mallhouse File	NEW	ARC						
#Records Received:	0	0						
#Records Sent:	3144	0						
Variance:	-3144	0						

Trans Type	DHMH	MCO Extract	Va	Trans Type	DHMH	MCO Extract	Va	Trans Type	DHMH	MCO Extract	Va	Trans Type	DHMH	MCO Extract	Va
ASB	22	22		ASB	2	2		ASB	2	2		ASB	19	19	
ASR	221	221		ASR	22	22		ASR	15	15		ASR	158	158	
ACE	101	101		ACE	12	12		ACE	8	8		ACE	90	90	
ASD	118	118		ASD	13	13		ASD	7	7		ASD	112	112	
ACD	27	27		ACD	3	3		ACD	10	10		ACD	14	14	
ASE	4	4		ASE	0	0		ASE	0	0		ASE	4	4	
ASH	3	3		ASH	0	0		ASH	1	1		ASH	3	3	
ASP	0	0		ASP	0	0		ASP	0	0		ASP	0	0	
DDM	923	923		DDM	77	77		DDM	73	73		DDM	671	671	
ASM	0	0		ASM	0	0		ASM	0	0		ASM	0	0	
ASN	41	41		ASN	22	22		ASN	10	10		ASN	53	53	
CAN	6	6		CAN	0	0		CAN	0	0		CAN	2	2	
Total	1463	1463		Total	151	151		Total	125	125		Total	1123	1123	

Trans Type	DHMH	MCO Extract	Va	Trans Type	DHMH	MCO Extract	Va	Trans Type	DHMH	MCO Extract	Va
ASB	3	3		ASB	51	51		ASB	14	14	
ASR	29	29		ASR	228	228		ASR	147	147	
ACE	22	22		ACE	130	130		ACE	103	103	
ASD	18	18		ASD	168	168		ASD	107	107	
ACD	10	10		ACD	27	27		ACD	17	17	
ASE	3	3		ASE	15	15		ASE	0	0	
ASH	0	0		ASH	0	0		ASH	7	7	
ASP	0	0		ASP	0	0		ASP	0	0	
DDM	142	142		DDM	922	922		DDM	612	612	
ASM	0	0		ASM	0	0		ASM	0	0	
ASN	9	9		ASN	62	62		ASN	61	61	
CAN	0	0		CAN	8	8		CAN	3	3	
Total	236	236		Total	1611	1611		Total	1064	1064	

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Maryland Medicaid Enrollment

Call Tracking, Member Enrollment & Reconciliation Reporting

Reports

Daily Transaction Counts (08/12/2011)
 Program: PAC
 Date Report Run: 8/12/2011

Report Period: Daily
 Start Date (mm/dd/yy): 08/12/2011
 End Date (mm/dd/yy): 08/12/2011

For yearly, monthly, and weekly reports enter any date in that time period in the Start Date field. Current time periods (i.e., this week) are reported "to-date"

Run Report
 Export To Excel
 Printer Version

Mailhouse File	NEW	ARC			
#Records Received:	0	0			
#Records Sent:	602	0			
Variance:	-602	0			

Trans Type	DHMH	MCO Extract	Va	Trans Type	DHMH	MCO Extract	Va	Trans Type	DHMH	MCO Extract	Va	Trans Type	DHMH	MCO Extract	Va
ASB	0	0													
ASR	2	2		ASR	11	11		ASR	18	18		ASR	9	9	
ACE	13	13		ACE	8	8		ACE	7	7		ACE	15	15	
ASD	11	11		ASD	7	7		ASD	14	14		ASD	10	10	
ACD	0	0		ACD	4	4		ACD	18	18		ACD	6	6	
ASE	0	0		ASE	0	0		ASE	0	0		ASE	0	0	
ASH	0	0		ASH	0	0		ASH	0	0		ASH	0	0	
ASP	1	1		ASP	0	0		ASP	2	2		ASP	1	1	
DDM	4	4		DDM	5	5		DDM	13	13		DDM	10	10	
ASM	0	0		ASM	0	0		ASM	0	0		ASM	0	0	
ASN	6	6		ASN	5	5		ASN	9	9		ASN	8	8	
CAN	0	0		CAN	0	0		CAN	0	0		CAN	0	0	
Total	36	36		Total	40	40		Total	79	79		Total	58	58	

Trans Type	DHMH	MCO Extract	Va
ASB	0	0	
ASR	8	8	
ACE	58	58	
ASD	20	20	
ACD	3	3	
ASE	1	1	
ASH	0	0	
ASP	2	2	
DDM	17	17	
ASM	0	0	
ASN	11	11	
CAN	0	0	
Total	118	118	

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APPENDIX 16

AVAYA PHONE SYSTEM

Introduction

In this chapter

CentreVu Call Management System Administration, gives you the information you need to administer the *CentreVu* CMS software package.

Here are the main sections of this introductory chapter:

- “*CentreVu* CMS Specifications” presents a brief overview of what the CMS software does and how it works, followed by an overview of supporting hardware and software.
- “Using *CentreVu* CMS” describes the four basic functions of *CentreVu* CMS: generating reports, configuring skills and splits, administering access permissions, and maintaining the server.
- “Automatic Call Distribution (ACD)” describes how *CentreVu* CMS stores and tracks call center switch data.
- “*CentreVu* CMS Support Services” describes how to access and use the helpline, and how to enroll in *CentreVu* CMS training classes.

CentreVu CMS Specifications

Overview

Purpose

CentreVu CMS is a software product used by businesses and organizations that have a Lucent Technologies telecommunications Enterprise Communications Server (ECS) or switch and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch. *CentreVu* CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature on the switch. See "ACD Basics" on page A-1 for additional information on the ACD feature.

The *CentreVu* CMS administrator can access the *CentreVu* CMS database, generate reports, administer ACD parameters, and also monitor call activities to determine the most efficient service possible for the calling customers.

CentreVu CMS interfaces with the *Solaris* operating system or the *Solaris* operating system and uses several *Solaris* system/ *Solaris* system utilities to communicate with terminals, printers, log errors, and to execute processes. *CentreVu* CMS works with the *INFORMIX* database management system, which provides an interface to the *CentreVu* CMS historical database.

In this section

This section introduces you to:

- Supported hardware platforms
- Required software
- Supported switch releases
- Terminals
- Printers
- *CentreVu* CMS features.

Platforms and Required Software

Supported hardware platforms

CentreVu CMS is certified to run on the following computers:

- *Sun Ultra Enterprise 3000*
- *Sun SPARCserver 20*
- *Sun SPARCserver 10*
- *Sun SPARCserver 5.*

CentreVu CMS running on the *Sun SPARCserver 5* platform supports a combination of up to 128 terminals and printers. CentreVu CMS running on the *Sun SPARCserver 20* platform or the *Sun Ultra Enterprise 3000* supports a combination of up to 256 terminals and printers.

Minimum PC configuration

The minimum PC configuration required for CentreVu Supervisor is the following:

- *Intel* 486-compatible 66MHz or Pentium processor
- A hard disk drive with 50 MB of free space. If you are installing Supervisor in more than one language, you will need an additional 5 MB of disk space for each language installed
- A CD-ROM drive
- A minimum of 32 MB RAM. If simultaneous Supervisor instances are running in the background, additional memory may be required to maintain acceptable performance
- An SVGA monitor and adapter set to at least 800x600x256 colors graphics resolution
- *Microsoft* Windows 95 or Windows NT 4.0 operating system

Note: If you are installing Supervisor on a Windows NT 4.0 operating system, you must first install the *Microsoft* Service Pack 3 or later version. You can find Service Pack 3 in the NT40Sp3\i386 folder on the Supervisor CD-ROM or network drive.

- A mouse compatible with the supported Windows operating systems
- For Network Connection:
 - WinSock 1.1 compliant TCP/IP stack
 - Ethernet communications board

- For Serial Connection:
 - Serial cable correctly wired to support hardware flow control and a 16550A UART communications port
 - Available COM port
- For Modem Connection — at least a 19.2 Kbps modem and a 16550A UART communications port. If the modem is external, then the cable must be correctly wired to support hardware flow control.

For each language installed on the PC in addition to English, an additional 5 megabytes of disk space is required.

Required software for a *Sun* platform

CentreVu CMS requires the following software packages to operate properly:

- *Solaris* 2.5.1.
- *SunLink* X.25 Network Interface 9.1
- 1.0 Network Terminal Server

The *Solstice DiskSuite* software package allows the disks of a *Sun SPARCserver* system to be managed as if they were a single file system. This software is included in all new *CentreVu* CMS R3V6 installations.

Required software for a *Windows* platform

CentreVu Supervisor Version 6 runs under *Windows* 95 or *Windows NT* 4.0. When running under *Windows NT* 4.0, *CentreVu* Supervisor requires Service Pack 3 or higher.

Supported Switches

Switch names and releases

CentreVu CMS is certified to run with the following releases of Lucent Technologies switches:

- *DEFINITY* Communications System Generic 2.1 Release 3.2 (QPPCN 555DR) and later
- *DEFINITY* Communications System Generic 2.2 Release 3.0 and later
- *DEFINITY* Communications System Generic 3 Version 1
- *DEFINITY* Communications System Generic 3 Version 2 Load 71 and later
- *DEFINITY* Communications System Generic 3 Version 3
- *DEFINITY* Communications System Generic 3 Version 4
- *DEFINITY* Enterprise Communications Server Release 5
- *DEFINITY* Enterprise Communications Server Release 6.

Single and multiple ACDs

Depending on which computer you have and how the *CentreVu* CMS software was installed, the *CentreVu* CMS software can communicate with up to eight ACDs.

References to multiple ACDs in this document refer to multiple-switch configurations. If you have only one switch, you can ignore multiple-ACD considerations.

Terminals

Terminal requirements Display terminals connected to your computer can be used to administer *CentreVu CMS*. The *UNIX* system/ *Solaris* system can also be accessed by these terminals. If terminals incompatible with *CentreVu CMS* are used, if terminals are not properly identified within the *CentreVu CMS* environment, or if terminal options are not properly set up, the terminals may not operate correctly.

Approved terminals The following terminals have been approved for use with *CentreVu CMS*:

- 605MT monochrome
- 615MT monochrome
- 615CMT color
- 620MTG multitasking graphics
- 705MT monochrome
- 715BCS monochrome
- 2900/AWTC color
- 4000/SWTC color
- DATASPEED 4425 monochrome

Set up a console terminal

The console terminal connects directly to the *CentreVu CMS* computer and has root permissions. The console terminal is used to perform functions, such as rebooting the system, that require direct access to the *Solaris* system.

Troubleshooting

If the screen on a terminal becomes garbled or confused, redraw the screen by using a **Ctrl+L** or select the Redraw menu item from the Window Screen Labeled Key (SLK).

See *CentreVu CMS R3V6 Sun SPARCserver Computer Hardware Installation and Maintenance*, 585-215-868 for information about other terminal requirements and for troubleshooting.

Printers

Printer requirements

All *CentreVu* CMS sites require at least one system printer. Printers are used to print *CentreVu* CMS historical, forecast, and exception reports; error logs; etc. All printers are named during *CentreVu* CMS installation. The *CentreVu* CMS administrator should know the names of these printers. One printer is identified during *CentreVu* CMS installation as the default printer. When you execute a *CentreVu* CMS print request, the print job is normally routed to the default printer, unless the printer destination has been changed.

For Supervisor users, the default printer is the printer directly connected to your PC or available to you via your LAN.

Supported printers

To identify the correct printer for your system, contact your local Lucent distributor or representative.

CentreVu CMS does not support PostScript printers.

CentreVu CMS does not support a PostScript printer interface.

Switch and *CentreVu* CMS Features

- Purpose** *CentreVu* CMS includes a feature for administering automatic call distribution (ACD), and optional features for managing multiple aspects of the system. The features are described below.
- ACD Administration** *CentreVu* CMS provides an administrative interface to the switch. From the ACD Administration subsystem of *CentreVu* CMS, you can view or change various ACD-, Vectoring-, and Expert Agent Selection (EAS)-related parameters on the switch, and you can run reports that describe your call center configuration. For example, you can add agents to or remove agents from splits or skills; move extensions between splits; change skill assignments; change trunk group-to-split, trunk group-to-VDN, or VDN-to-vector assignments; start an agent trace and list the agents being traced; and create, copy, and edit call vectors. See "ACD Basics" on page A-1 for more information.
- The *CentreVu* CMS administrator should coordinate with the switch administrator to be sure that the needed ACD/CMS configuration is understood by both people.
- Vectoring** The *CentreVu* CMS Vectoring feature enables you to create, copy, and edit call vectors on the ECS, G3, and G2 switches. Call vectors are user-defined, call-processing programs. Call vectors direct calls to specified on-network or off-network destinations, to queues in ACD splits, or to treatments such as music, recorded announcements, forced disconnect, and forced busy.
- On the ECS, the switch, and *CentreVu* CMS, the Call Vectoring feature is a separately purchased feature. All *CentreVu* CMS Vectoring windows are described in this document. A description of ECS/G3 Vectoring is in "Call Vectoring and Related ECS/G3 Features" on page E-1. A description of G2 vectoring is in "Call Vectoring and Related Generic 2 Features" on page F-1. A description of the Vector Contents window (which you use to create, copy, and edit call vectors) and the allowed values for all the vectoring commands are in "Vector Contents" on page G-1.
- Expert Agent Selection (EAS)** Expert Agent Selection (EAS) is an optional switch feature that routes incoming calls to the correct agent on the first try. By using ACD queuing and the vector commands Queue-to-Main and Check-Backup, a call routes to an agent that has the skills required to handle that call.

With EAS, call distribution is based on skill hunt groups. Calls are queued to skill hunt groups and handled by an agent who is a member of at least one of the skill hunt groups associated with the skills that a caller requires.

The EAS feature requires extensive planning before implementing, and the ECS, G3, and G2.2 switches have different EAS capabilities. See "CentreVu CMS and Expert Agent Selection" on page B-1 for a more in-depth description of EAS.

If you do not have the EAS feature, call distribution is based on splits.

Forecast

Forecast is an optional switch feature. The feature enables you to generate forecast reports that predict both future call traffic and the resources required to meet call-handling objectives. See *CentreVu CMS R3V5 Forecast*, 585-215-825 for more information on forecasting.

CentreVu Advocate

CentreVu Advocate is an optional *CentreVu CMS* feature that provides flexibility in the way a call is selected for an agent in a call surplus situation. See the *CentreVu Advocate User Guide*, 585-215-855.

ODBC

Open Database Connectivity (ODBC) is an optional *CentreVu CMS* feature that enables you to access data in the *CentreVu CMS* database for use in other software applications, such as a spreadsheet program. With ODBC, you can access CMS data directly from your application without needing to understand database connectivity or format.

Using *CentreVu* CMS

Overview

Purpose

The *CentreVu* CMS server consists of several subsystems. These subsystems support four basic functions:

- Generating reports (real-time, historical, integrated, exceptions, and forecast reports) from call data collected from your call center's ACD(s).
- Configuring skills and splits in your call center.
- Administering the access permissions for *CentreVu* CMS users (usually split/skill supervisors or telecommunications managers). Each *CentreVu* CMS user must have a login ID. Passwords can be assigned to increase security.
- Maintaining the *CentreVu* CMS server.

This document describes how to do these four basic functions.

Generate and Configure Reports

Purpose

CentreVu CMS collects data from ACD activity and stores it in one of the *CentreVu* CMS databases. The data reflects the activity of your splits/skills, trunks, trunk groups, agents, agent groups, VDNs, and vectors. You can view this data by generating a CMS report, of which there are six types:

- Standard real-time
- Standard historical
- Custom real-time
- Custom historical
- Exceptions
- Forecast (available as a separate purchase).

Configuring reports

Configuring reports includes:

- Administering, collection, and storing report data
- Ordering and scheduling report output
- Assigning names to agent login IDs, splits/skills, trunk groups, ACDs, and Vectors/VDNs (if you have the Vectoring feature), so that the numeric values that appear in reports will be replaced with more meaningful data.

CentreVu CMS subsystems provide screens for generating custom reports. See *CentreVu CMS R3V5 Custom Reports*, 585-215-822 and *CentreVu Report Designer Version 6 User Guide*, 585-215-859 for more information on designing and generating reports.

Configure Skills

Skills, extensions, and trunk groups

Skills, extensions, and trunk groups are initially created and assigned at the switch. However, once they have been created, you can control their configuration in *CentreVu CMS*.

How to configure skills in Supervisor

If you want to ...	Then select command/tool	And then select operation
Move agents to other skills	Agent Administration	Multi-Agent Skill Change, or Change Agent Skills
Create Agent Groups that are reported independently of existing skill assignments	Dictionary	Agent Group

How to configure skills in CMS

If you want to ...	Then select subsystem	And then select
Set up call forwarding (intraflow) from a skill to other destinations	Vector Contents (for switches with Call Vectoring)	
Set up delay or information announcements for calls queued to a skill	Call Center Administration	Vector Contents (for switches with Call Vectoring)

Configure Splits

Splits, extensions, and trunk groups

Splits, extensions, and trunk groups are initially created and assigned at the switch. However, once they have been created, you can control their configuration in *CentreVu CMS*.

How to configure splits in Supervisor

If you want to ...	Then select command/tool	And then select operation
Move extensions to other splits	Agent Administration	Move Extensions Between Splits
Move trunk groups to other splits (available on G2)	Call Center Administration	Trunk Group Assignments
Change the number of measured splits (available on G2 except G2.2)	Maintenance	ACD Status
Create Agent Groups that are reported independently of existing split assignments	Dictionary	Agent Group

How to configure splits in CMS

If you want to ...	Then select subsystem	And then select
Set up call forwarding (intraflow) from a split to other destinations	Call Center Administration	Split Parameters (for Generic 2 switches without Call Vectoring) Vector Contents (for switches with Call Vectoring)
Set up delay or information announcements for calls queued to a split	Call Center Administration	Split Parameters (for switches without Call Vectoring) Vector Contents (for switches with Call Vectoring)

Administer *CentreVu* CMS Users

Purpose

CentreVu CMS has a User Permissions subsystem from which you can limit *CentreVu* CMS user access to a need-to-know or need-to-do basis. Note that a login ID and password is required of every *CentreVu* CMS user.

How to control user access

If you want to ...	Then select this User Permissions operation
Create <i>CentreVu</i> CMS login IDs	User Data
Set open window limit	User Data
Set minimum refresh rate	User Data
Set read and write permissions for <i>CentreVu</i> CMS subsystems	Feature Access
Set read/write permissions for splits/skills and exceptions	Split/Skill Access
Set read/write permissions for trunk groups and exceptions	Trunk Group Access
Set read/write permissions for ACD access and exceptions	ACD Access
Set read/write permissions for VDN access and exceptions	VDN Access (if fewer than 2000 VDNs)
Set read and write permissions for vector access and exceptions	Vector Access

Maintain *CentreVu* CMS

Purpose Use the tools of the Maintenance subsystem or *UNIX/Solaris* system to maintain *CentreVu* CMS and protect your data and software.

How to select maintenance tools

If you want to ...	Then select	And then select
Create backup copies of <i>CentreVu</i> CMS data files	Maintenance	Back Up Data
Restore lost <i>CentreVu</i> CMS data to the system	Maintenance	Restore Data
Investigate system errors	Maintenance	Error Log
Connect and disconnect the link to the switch before making configuration changes	CMS System Setup	Data Collection
Administer <i>UNIX</i> system printers	Maintenance Printer Administration	

Automatic Call Distribution (ACD)

Overview

Purpose

This section describes the *CentreVu* CMS processes for storing and tracking switch (ACD) data for your call center. The information is intended to give you an overview of how *CentreVu* CMS works, and where *CentreVu* CMS stores data.

In this section

This section has two parts:

- How *CentreVu* CMS Stores ACD Data
- How *CentreVu* CMS Tracks ACD Data.

How *CentreVu* CMS Stores ACD Data

Real-time and historical databases

CentreVu CMS stores the ACD data received from the switch in the real-time and historical databases. Within each of these databases, *CentreVu* CMS stores the specific ACD data for agents, splits/skills, trunks, trunk groups, vectors, and VDNs in separate database tables. Call work codes (CWC) also have separate database tables in the real-time and historical database.

Real-time database tables

The real-time database includes tables for current intrahour interval data and previous intrahour interval data. An interval can be 15, 30, or 60 minutes (selected in the Storage Intervals window in the System Setup subsystem).

Historical database tables

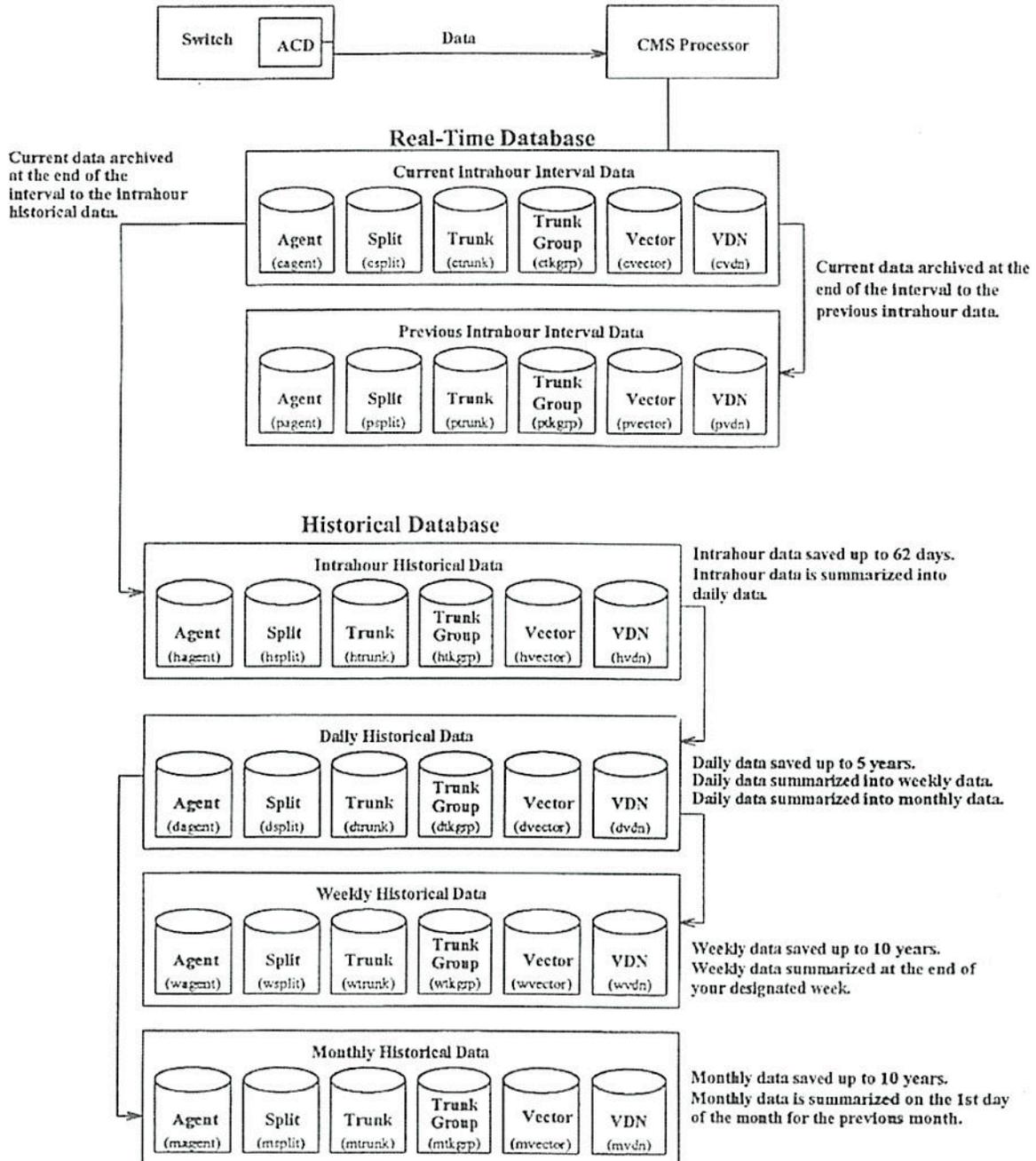
The historical database includes tables for the intrahour historical, daily historical, weekly historical, and monthly historical data. *CentreVu* CMS can store intrahour data for 62 days, daily data for 5 years, and weekly/monthly data for 10 years. You can use historical data from your call center to predict future call traffic and future agent and trunk requirements. See *CentreVu CMS R3V5 Forecast*, 585-215- 825 for more information.

Summarizing Data

As *CentreVu* CMS collects the real-time data from the ACD, the data is stored in the current intrahour interval tables (agent, split/skill, trunk, trunk group, vector, and VDN) until the end of the interval. At the end of the current intrahour interval, data is archived to the previous intrahour interval tables and to the intrahour historical tables. At your designated data summarizing time, the historical intrahour data is summarized into daily data. At the end of your designated week (as specified on the System Setup subsystem Storage Intervals window), the daily data is summarized into weekly data. On the first day of a new month, monthly summaries are generated from the daily data for the previous month.

How *CentreVu* CMS stores data

This figure shows how *CentreVu* CMS stores data.



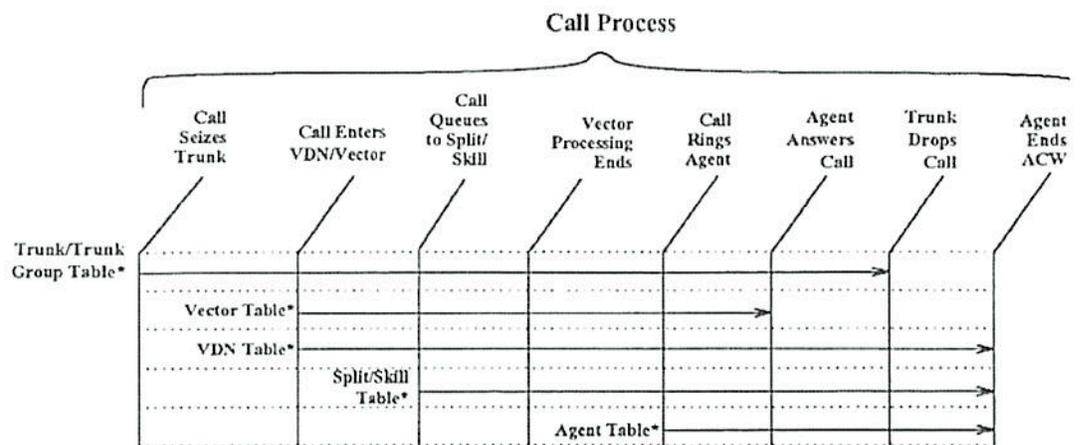
How *CentreVu* CMS Tracks ACD Data

Purpose

CentreVu CMS uses the data in the real-time and historical databases to generate standard reports that help you monitor your call center's activities. Various agent, split/skill, trunk, trunk group, vector, and VDN activities are tracked at different points in the call process

How *CentreVu* CMS tracks a call

This figure shows how *CentreVu* CMS tracks a call from the time the call seizes a trunk until an agent ends after call work (ACW) activity.



*The *CentreVu* CMS database table that stores the call data. This is also the point at which *CentreVu* CMS starts collecting call data, and the arrow head is the point at which *CentreVu* CMS stops collecting data. Also, with vectoring, the "Stop" command stops the processing of vector commands. The data are not recorded in the tables until the call and any ACW are complete.

Explanation

The tables referenced in the above figure are *CentreVu* CMS database tables that store call data. Their positions in the figure identify points at which *CentreVu* CMS starts collecting call data; the arrowheads identify points at which *CentreVu* CMS stops collecting data. With vectoring, the Stop command stops the processing of vector commands. The data is not recorded in the tables until the call and any ACW is complete.

Events that start/stop data collection

Data collection starts or stops when these events occur:

- The Agent table starts collecting data on non-ACD calls when the agent answers or completes dialing.
- The Split/Skill table stops collecting data when ACW for an ACD call ends, the call leaves the split queue and is forwarded to another destination (for example, intraflow), or the caller abandons.
- The Vector table stops collecting data when the call is sent to an ACD agent, is connected to a station or trunk, is routed to a VDN or vector, or the caller abandons. Time in the vector stops, but the vector tracks the call disposition to determine if the call was answered or abandoned.
- The VDN table stops collecting data when ACW for an ACD call ends, the call is routed to a trunk or VDN, the call is transferred, or the caller abandons the call.