

The logo features a dark grey vertical bar on the left side, with a white curved shape on its right edge. The word "SmartOffice" is written vertically in a bold, sans-serif font. "Smart" is in solid black, while "Office" is in a white outline style. A registered trademark symbol (®) is located at the top right of the "e" in "Office".

**SmartOffice<sup>®</sup>**



# **DataXchange Side-by-Side Processing**

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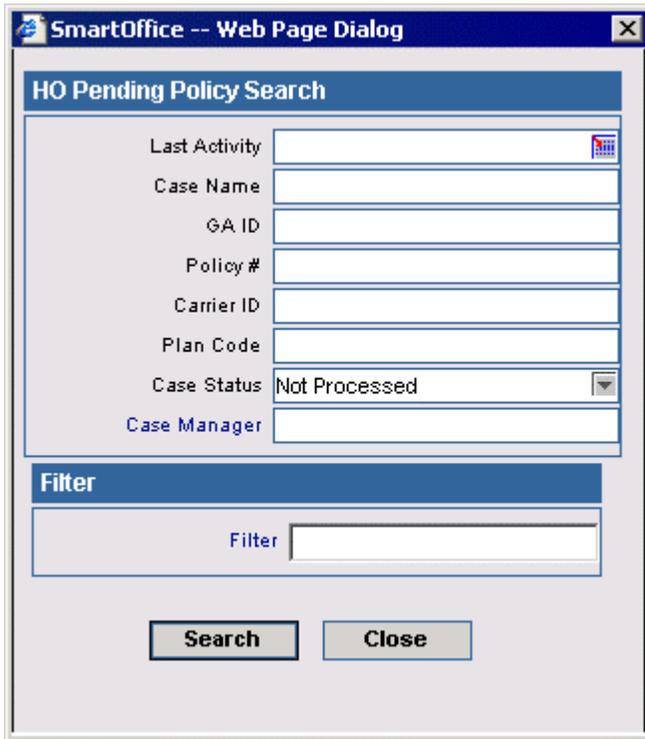


## HO Pending Case Status Downloads

With DataXchange – HO Pending Case Status Downloads you can download updated requirement information directly from the carrier. Once you approve the updates through Side-by-Side Processing, SmartOffice updates the case requirements and you no longer need to go to the carrier's Web site for requirement updates.

## HO Pending Case Summary

Select the **Pending Case** menu item and then select **HO Pending Case** from the expanded list to open the HO Pending Policy Search dialog box. By default, SmartOffice searches for HO Cases that have not yet been processed. It does not list your office's inputted cases. This is not the same as the Pending Case Summary.



The screenshot shows a web browser window titled "SmartOffice -- Web Page Dialog". Inside the window is a form titled "HO Pending Policy Search". The form contains several input fields: "Last Activity" (with a small icon), "Case Name", "GA ID", "Policy #", "Carrier ID", "Plan Code", "Case Status" (a dropdown menu currently set to "Not Processed"), and "Case Manager". Below the search fields is a "Filter" section with a text input field. At the bottom of the dialog are two buttons: "Search" and "Close".

Click **Search** to open the HO Pending Case Summary. This summary lists the downloaded case information from the Carrier (HO Cases). This summary does not display your manually inputted pending cases (Agency Cases) as the Pending Case Summary would show. Each HO Case needs to be linked to an Agency Case before Side-by-Side Processing can be performed. The HO Cases that are highlighted in green have not yet been linked to an Agency Case.

HO Pending Case Summary									
Case Process Status: <span>Not Processed</span>									
<span>Summary</span>   <span>Basic Information</span>   <span>Requirements</span>   <span>Notes</span>									
Last Activity	Case Manager	Carrier Code	Policy #	Case Name	Status	Carrier Input Date	Case Processed	Matched Ca	
<input type="checkbox"/> 2004/06/08	admin	67865	A6020176	MELWORTH,PAUL B	PENDING	2004/06/07	Not Processed	Matched	
<input type="checkbox"/> 2003/10/11	admin	67865	A5029686	DILBERT,JEFF	REISSUE-HOME OFFICE	2003/10/04	Not Processed	Matched	
<input type="checkbox"/> 2002/04/01	admin	CNAIC	MNOP001148	CROSS, AMADEUS JAMES	P3	2002/03/18	Not Processed	Matched	
<input type="checkbox"/> 2002/03/08	admin	CNAIC	ARST111222	WICHENSTEIN, JAMES	P3	2002/02/15	Not Processed	Matched	
<input type="checkbox"/> 2002/02/28		CNAIC	MNOP001041	WALKER, ARTHUR	P3	2002/01/08	Not Processed	Matched	
<input type="checkbox"/> 2002/10/29	admin	FCL	2340588	KAMBLE, RICHARD	Pending	2002/08/13	Not Processed	Matched	
<input type="checkbox"/> 2002/10/29		FCL	3451490	GODARD, RAYMOND D	Not Taken	2002/04/01	Not Processed	Unmatched	
<input type="checkbox"/> 2002/10/29		FCL	3212110	HEMMINGWAY, HAROLD J	Pending	2002/05/30	Not Processed	Unmatched	
<input type="checkbox"/> 2002/10/29		FCL	4322139	ANTONSEN, PAULINE T	Paid For	2002/05/30	Not Processed	Unmatched	
<input type="checkbox"/> 2002/10/29		FCL	5432759	LOPEZ, THERESE K	Pending	2002/07/19	Not Processed	Unmatched	
<input type="checkbox"/> 2002/10/29		FCL	1112779	DIEGO, JANICE	Pending	2002/07/23	Not Processed	Unmatched	
<input type="checkbox"/> 2002/10/29		FCL	9992787	KELLY, JANE	Paid For	2002/07/23	Not Processed	Unmatched	
<input type="checkbox"/> 2002/10/29		FCL	8882907	WHITE, ELAINE YVONNE	Pending	2002/08/05	Not Processed	Unmatched	
<input type="checkbox"/> 2002/10/29		FCL	7772927	KENNEDY, SAMUEL H	Paid For	2002/08/01	Not Processed	Unmatched	
<input type="checkbox"/> 2002/10/29		FCL	6662962	PETERS, JULIE S	Pending	2002/08/08	Not Processed	Unmatched	
<input type="checkbox"/> 2002/04/24		FCL	64513	CARTER,CHRIS	CANCELED	2001/12/17	Not Processed	Unmatched	

Records Shown: 16 Total Records: 16

## Case Process Status

HO Cases have three process statuses. Not Processed indicates that the HO Case still needs to undergo side-by-side processing. Processed indicates that the HO Case has already undergone processing. Ignored indicates that it has not yet been processed but the user does not want it to remain on their Not Processed list – they are at least temporarily ignoring the case. The HO Pending Case Summary displays the Not Processed list by default; however, the user can look at Ignored, Processed, or HO Cases or All process statuses by selecting the appropriate option in the Case Process Status drop-down list located on the top-left of the HO Pending Case Summary.

## Mark Processed Button

After a case has undergone complete side-by-side processing, it is automatically marked Processed. The Mark Processed button marks the selected HO Case processed even if it has not been completely processed. The case is removed from the Not Processed list and is added to the Processed list. This button is used when the case does not need to be processed and needs to be removed from the Not Processed list. Marking a case as Processed also deletes the HO requirement records from the side-by-side processing window.

## **Mark Ignored Button**

The Mark Ignored button removes the selected HO Case from the Not Processed list and adds the record to the Ignored list so that the download ignores any further processing of the record. The user can look at all of their Ignored cases at a later date if they choose to. Ignored cases are eventually deleted by the user through the Clean-up button or by listing all Ignored records and using the Delete button.

## **Unlink Case Button**

The Unlink Case button breaks the link between the selected HO Case and its corresponding Agency Case. This feature can be used if a user has accidentally linked a HO Case to the incorrect Agency Case.

## **Close Case Button**

The Close Case button moves the HO Case to the Processed list. Using this button a second time on the same case moves it to the Not Processed list. An Agency Case could have been moved from a Pending case status to Inforce and therefore the HO Case is no longer needed. The user marks the HO Case as closed to keep a copy of it.

## **Delete Closed Case(s) Button**

The Delete Closed Case(s) button permanently deletes any HO cases that were moved to the Processed list with the Close Case button. Any cases that were moved to the Processed list by another means will not be deleted.

## **HO Pending Case Search Button**

The HO Pending Case Search button opens the HO Pending Policy Search dialog box where the HO Pending Case search can be re-executed. The Search button provides the ability to look for a specific set of records without leaving the HO Pending Case window.

## Cleanup HO Cases Button

The Cleanup HO Cases button deletes HO Pending Cases based on the entered criteria. Tagging the Ignored Cases option deletes any cases on the Ignored Status list where the last activity on that case falls within the specified date range. Similarly, tagging the Processed Cases option deletes any cases on the Processed Status list where the last activity on that case falls within the specified date range. No cases on the Not Processed Status list will be deleted. The date range is defined in the Last Activity Date Criteria section.

**SmartOffice -- Web Page Dialog**

**HO Clean up**

Ignored Cases

Processed Cases

**Last Activity Date Criteria**

From

To

OK Close

## Side-by-Side Processing

To process a linked HO Pending Case (in white), tag the case and then click the **Process** button to open the Side-by-Side Processing dialog box. The information in the Side-By-Side Processing spreadsheet is basic information about the case. The requirements listed in the Home Office Requirements spreadsheet are the updates from the carrier. The requirements listed in the Agency Requirements are the requirements that are currently in the linked Agency Case.

**SmartOffice -- Web Page Dialog**

To add HO Requirement records to the Agency Requirements section, tag the HO Requirement records, and click on the right arrow to move the selected records to the 'Matched Records' section. To match an HO Requirement record to an Agency Requirement record, tag an HO Requirement record, tag its equivalent Agency Requirement record, and click on the right arrow to move the selected records to the 'Matched Records' section. From the 'Matched Records' section, to Undo selected records, highlight the records, and click on the left arrow to move the selected records back to the HO Requirements section. Click the Update button to process the records.

**Side-by-Side Processing - Home Office Policy # ARST111222 (P3 Status)**

Policy #	Contact Name	Case Manager	Carrier Name	Plan Name	Primary Advisor	Annual Premium
ARST111222	Wichenstein, James	admin	CNA	CNA Var Life	Philip Anderson	22,000.00

**Home Office Requirements**

Code (Description)	Comment	Date Ordered	Date Received	Required Of
<input type="checkbox"/> PMMED (Paramedical Exam)		2002/02/28	2002/03/08	Laboratory
<input type="checkbox"/> BLDPR (Blood Profile)		2002/03/08		Laboratory
<input type="checkbox"/> HOS1 (Home Office Urine Specimen)		2002/02/28	2002/03/08	Laboratory
<input type="checkbox"/> EKG (Resting EKG)	WAIVE	2002/02/28	2002/03/09	Doctor

**Agency Requirements**

Description	Status	Status Date	Completed	Follow-Up	Re
<input type="checkbox"/> Medical By Para Med	Received - Carrier	03/08/2002		08/09/2004	
<input type="checkbox"/> Blood Profile	Ordered - Carrier	03/08/2002		08/09/2004	
<input type="checkbox"/> HOS1	Received - Carrier	03/08/2002		08/09/2004	
<input type="checkbox"/> EKG - Resting	Received - Carrier	03/09/2002		08/09/2004	

**Matched Requirement Records**

Update Close

To approve the requirement changes, tag a requirement in the Home Office Requirements spreadsheet (only one) and then tag the corresponding requirement in the Agency Requirements spreadsheet (only one).

SmartOffice -- Web Page Dialog

To add HO Requirement records to the Agency Requirements section, tag the HO Requirement record/s, and click on the right arrow to move the selected records to the 'Matched Records' section. To match an HO Requirement record to an Agency Requirement record, tag an HO Requirement record, tag its equivalent Agency Requirement record, and click on the right arrow to move the selected records to the 'Matched Records' section. From the 'Matched Records' section, to Undo selected records, highlight the records, and click on the left arrow to move the selected records back to the HO Requirements section. Click the Update button to process the records.

Side-By-Side Processing - Home Office Policy # ARST111222 (P3 Status)

Policy #	Contact Name	Case Manager	Carrier Name	Plan Name	Primary Advisor	Annual Premium
ARST111222	Wichenstein, James	admin	CNA	CNA Var Life	Philip Anderson	22,000.00

Home Office Requirements

Code (Description)	Comment	Date Ordered	Date Received	Required Of
<input checked="" type="checkbox"/> PMMED (Paramedical Exam)		2002/02/28	2002/03/08	Laboratory
<input type="checkbox"/> BLDPR (Blood Profile)		2002/03/08		Laboratory
<input type="checkbox"/> HOS1 (Home Office Urine Specimen)		2002/02/28	2002/03/08	Laboratory
<input type="checkbox"/> EKG (Resting EKG)	WAIVE	2002/02/28	2002/03/09	Doctor

Agency Requirements

Description	Status	Status Date	Completed	Follow-Up
<input checked="" type="checkbox"/> Medical By Para Med	Received - Carrier	03/08/2002		08/09/2004
<input type="checkbox"/> Blood Profile	Ordered - Carrier	03/08/2002		08/09/2004
<input type="checkbox"/> HOS1	Received - Carrier	03/08/2002		08/09/2004
<input type="checkbox"/> EKG - Resting	Received - Carrier	03/09/2002		08/09/2004

Matched Requirement Records

UND →  
DEL →

Update Close

Then click the **UND** button if it is an underwriting requirement. If it is a delivery requirement, click the **DEL** button. This combines the selected Home Office Requirement and the corresponding Agency Requirement and moves it to the Matched Requirement Records section on the right.

*To add HO Requirement records to the Agency Requirements section, tag the HO Requirement records, and click on the right arrow to move the selected records to the 'Matched Records' section. To match an HO Requirement record to an Agency Requirement record, tag an HO Requirement record, tag its equivalent Agency Requirement record, and click on the right arrow to move the selected records to the 'Matched Records' section. From the 'Matched Records' section, to Undo selected records, highlight the records, and click on the left arrow to move the selected records back to the HO Requirements section. Click the Update button to process the records.*

**Side-By-Side Processing - Home Office Policy # ARST111222 (P3 Status)**

Policy #	Contact Name	Case Manager	Carrier Name	Plan Name	Primary Advisor	Annual Premium
ARST111222	vchenstein, James	admin	CNA	CNA Var Life	Philip Anderson	22,000.00

**Home Office Requirements**

Code (Description)	Comment	Date Ordered	Date Received	Required Of
<input type="checkbox"/> BLDPR (Blood Profile)		2002/03/08		Laboratory
<input type="checkbox"/> HOS1 (Home Office Urine Specimen)		2002/02/28	2002/03/08	Laboratory
<input type="checkbox"/> EKG (Resting EKG)	WAIVE	2002/02/28	2002/03/09	Doctor
<input type="checkbox"/> MIB (MIB)		2002/02/28	2002/03/08	Owner

**Agency Requirements**

Description	Status	Status Date	Completed	Follow-Up	Re
<input type="checkbox"/> Blood Profile	Ordered - Carrier	03/08/2002		08/09/2004	
<input type="checkbox"/> HOS1	Received - Carrier	03/08/2002		08/09/2004	
<input type="checkbox"/> EKG - Resting	Received - Carrier	03/09/2002		08/09/2004	
<input type="checkbox"/> MIB Codes	Received - Carrier	03/08/2002		08/09/2004	

**Matched Requirement Records**

PMMED - Medical By Para Med

**UND** **DEL**

**Update** **Close**

Now you can tag another Home Office Requirement and its associated Agency Requirement.

If there is no Agency Requirement that corresponds with a Home Office Requirement, then only tag the Home Office Requirement and no Agency Requirement. Click the **UND** or **DEL** button to add this as a new requirement to the Agency Case.

Once you have finished approving each requirement change, click the **Update** button to make the changes in the Agency Case; or, click **Close** to cancel the changes.

## Linking an Agency Case to a HO Case

SmartOffice links most of the HO Cases to a corresponding Agency Case automatically, but upon occasion you will need to link them manually. To link a HO Case to an Agency Case, tag the unlinked HO Case (in green) and then click the **Process** button to open the HO Pending Case Linking Options dialog box. To search for an existing Agency Case, select the **Match with the existing 'Agency PCM' record** option and then click **OK**. Search for the case. If the Agency Case does not exist, select the **Create new 'Agency PCM' record** option and then click **OK** to proceed through the PCM Add wizard.

