



MASSHEALTH

Robotics Processing Automation (“Bots”) Modification Request Form

The MassHealth Robotics Processing Automation (RPA) Modification Request Form must be submitted to request approval to modify any previously registered bot. In accordance with the RPA Agreement, organizations must obtain formal written approval from MassHealth before initiating bot activity on the POSC. Please complete this form if you are requesting approval to modify your bot in a manner that results in activities that fall outside the scope of activities previously approved in your Stage II Registration Form or if you are requesting approval to modify other key attributes of your bot/organization.

Name of Organization	
Organization’s Provider ID/Service Location (PID/SL) <i>If more than one PID/SL is associated with the bot/s listed in section 1 below, please list all applicable PID/SLs.</i>	
Organization’s Primary User’s Full Name <i>The Primary User is the individual responsible for managing access to the POSC for your organization, such as a systems administrator.</i>	

1. Within the POSC Transactions Table below, please identify the reason for submitting the Modification Request Form. Complete all other columns within the table with supporting information. Please note: MassHealth must approve the modification request before the change can be implemented.

Column A: Enter the PID/SL associated with the approved, registered bot. If your organization was approved for multiple PID/SLs, please include within this column each PID/SL for which you are seeking a modification.	
Column B: Enter the POSC User ID that is assigned to the bot for which you are requesting a modification.	
Column C: Select the reason for your modification request. If you are requesting to modify the bot for a reason that is not listed, please select “Other” and include all related details in Column D.	
Modification Reason	Description
Replace RPA Tool	Select when your organization is replacing the previously approved RPA tool.
Deactivate/retire bot	Select when your organization will no longer use the approved bot on the POSC.
Add txns per session	Select when your organization would like to enhance an approved transaction to access an additional POSC screen within the same bot transaction session. For example, a bot approved to submit claims may be enhanced to check member eligibility first and before submitting a claim within the same session.
Reduce POSC screens	Select when your bot will no longer access a previously approved POSC screen to perform a transaction. For example, if your organization has been approved to submit claims that have Third Party Liability (TPL) but the bot will no longer submit TPL claims, select only straight claims.
Modify contact info	Select when your organization is changing any contact information related to the primary or alternative contact persons listed on the original RPA request.
Increase # of txns	Select when the bot will be processing a significant increase in the number of transactions it submits to MassHealth.
Other	Outline the details of the modification for which your organization is requesting approval.
Column D: Include a detailed explanation of the request for modification. This is a required field.	
Column E: Systems Design Documentation (SDD) is required for any modification request that involves the implementation of a new RPA product; elimination of or access to an additional POSC screen that was not included in your organization’s approved Stage II Registration request; or any other significant change to the current approved RPA function. Input “Yes” or “No” in this column to indicate if the SDD will be attached.	

Column F: Test scenarios are required for any modification request that involves the implementation of

- a new RPA product
- elimination of or access to an additional POSC screen that was not included in your organization's approved Stage II Registration request, or
- any other significant change to the current approved RPA function.

Input "Yes" or "No" in this column to indicate if the SDD will be attached.

Column G: Identify the date on which you are requesting to implement the modification.

Column H: Identify the previously approved RPA tool/product impacted by this modification request. If your organization is requesting to use a new RPA tool, please identify both the current and new product.

[illegible]

2. As applicable, please provide the appropriate System Design Document (SDD) or other similar documentation for each POSC bot transaction for which you are seeking approval. Please ensure that the documentation includes the following:
- A detailed process flow that identifies the full end-to-end activity of the bot that includes every POSC screen that the bot will engage during the execution of the transaction.
 - A list of successfully executed test scenarios for each transaction that each bot will perform on the POSC. At a minimum, the test scenarios must cover the full end-to-end activity of the bot and address each screen accessed by the bot. This includes ensuring compliance with Section 2 of the MassHealth RPA Agreement. Compliance with Section 2 of the RPA Agreement may also be demonstrated by documenting that the specific bot transaction is compliant with each aspect of Section 2.

If you have any questions about how to complete this form, please contact Functional.coordination@mass.gov.

<i>MassHealth Use Only:</i> Approved/Denied/Pended: Explanation:	Date:
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