Business Rules

Description: In this topic, the user will learn about business rules and how to enable them. Business rules are a way to validate, per service code, specific requirements mandated by that particular service. Currently, business rules can be set for hourly service codes, client transportation, and vendor service codes. There are many different hard-coded business rules in the system that can be enabled at the service code level to verify that punches meet organizational requirements. Some business rules contain parameters that allow the organization to input specific criteria for how the business rule should work.

Role Required: Super User

Permission Required: Funding Source Admin

Business Rule Details

Each business rule contains the following:

- Business Rule Name - Name of business rule
- Description - Details regarding the specific business rule
- Enable - Check the box to enable the business rule. Deselect to disable.
- Phase - The point in which the system is going to check for the business rule
- Parameter - Integers or decimals specific to the functionality of the business rule

Phase Detail

Phase tells when the system will check for the business rule

- Phase 1 - Occurs when the employee saves a punch in the web portal or at clock out in the mobile app
- Phase 2 - Occurs between when a punch is saved and before it's available to be approved. The punch will become unvalidated.
- Phase 3 - Occurs when a supervisor or employer approves the punch

When a Phase is Triggered

- Phase 1 - If a punch fails a phase 1 business rule, the user will see an alert when saving or clocking out.
    - Depending on the organization's portal settings, the user may not be able to save their punch if it violates a business rule.
- Phase 2 - If a punch fails a phase 2 business rule, it will either be rejected or moved to a pending status with a flag that it failed the business rule (depending on the parameter settings).
- Phase 3 - If a punch fails a phase 3 business rule, the alert will occur at the time a supervisor or employer attempts to approve the punch.
    - The punch will either be approved with a warning, or it will be unable to be approved (depending on the parameter settings).

Enable Business Rules

1. Log in with personal profile
2. Select **Settings** from the main menu
3. Select **Funding Sources** from the sub menu
4. Use filters to enter parameters and click **Search**
5. Clink anywhere in the selected funding source row to view details page
6. Scroll down and click the **Service Code** tab
7. Use filters to locate a specific service code
8. Click anywhere in the service code row to view details page
9. Scroll down and click the **Business Rules** tab to display the business rule table
10. Select a **Business Rule** to open the details page
11. Click **Actions**
12. Select **Edit Business Rule**
13. Click the **Enable Checkbox**
14. Enter **Parameters** (optional depending on business rule)
15. Click **Save**
16. Click **Yes** to confirm

The enable column on the business rule table will now be updated to Yes. This table shows all business rules and their status, as well as phase and parameter details.

Disable Business Rules

1. Log in with personal profile

2. Select **Settings** from the main menu
3. Select **Funding Sources** from the sub menu
4. Use filters to enter parameters and click **Search**
5. Clink anywhere in the selected funding source row to view details page
6. Scroll down and click the **Service Code** tab
7. Use filters to locate a specific service code
8. Click anywhere in the service code row to view details page
9. Scroll down and click the **Business Rules** tab to display the business rule table
10. Select a **Business Rule** to open the details page
11. Click **Actions**
12. Select **Edit Business Rule**
13. Click the **Enable Checkbox** to deselect the check box
14. Click **Save**
15. Click **Yes** to confirm

Parameter Setting

Parameters are integers or decimals specific to the functionality of the business rule. Not all business rules require parameters. Only business rules that require parameters will allow a user to enter text into the parameter field. Parameters fall into one of six categories outlined below.

None

- When a business rule does not have a parameter, the field is grayed out.
- Select the enable checkbox then Save to enable the business rule

Mode - Only applies to authorization related business rules

- When the system checks for this business rule, if the punch violates the rule, it will be rejected. **Mode 1** is a hard stop, meaning the punch will be rejected or not able to be approved if it fails the business rule.
- When the system checks for this business rule, if the punch violates the rule, the system will provide an alert message for the user to acknowledge the violation before saving the punch. **Mode 2** is a soft stop, meaning the user and the punch approver will be notified, but the punch can still be saved and approved. In mode 2, anything punched over the limit is unbillable.

ServiceCodeID - Service Code ID the system will use when rule is enabled. The IDs are located in the service code report.

Access the report:

1. Log in with personal profile
2. Select **Reports** from the main menu
3. Select **Settings Reports** from the sub menu
4. Select **Service Codes Report** from the flyout menu
5. Use filters by entering the funding source then click **Search**
6. Locate the service code and view **Service Code ID** in the third column
7. Enter this ID into the parameter for the business rule being enabled

An example of this is the Duplicate and Overlapping Employee Punch business rule. When a service code ID is entered in the parameter field, employee punches against this service code can overlap with punches against the service code in the parameter field.

Enter one or two service codes. If more service codes should be specified, use the corresponding Service Code Group Business Rule.

GroupID - Group ID the system will use when rule is enabled. The IDs are located in the service code group report.

Access the report:

1. Log in with personal profile
2. Select **Reports** from the main menu
3. Select **Settings Reports** from the sub menu
4. Select **Service Code Groups Report** from the flyout menu
5. Use filters by entering the group name, or simply click **Search**
6. Locate the service code group and view **Group ID** in the first column
7. Enter this ID into the parameter for the business rule being enabled

An example of this is the Duplicate and Overlapping Client Punch business rule. When a service code ID is entered in the parameter field, client punches made against this service code will be allowed to overlap with client punches made against any of the service codes from the GroupID listed in the parameter.

Max#

This business rule will enable a max number that something can occur (e.g., max days)

- Enter an integer (whole number) that represents the maximum number of days allowed between date of service and date punch was created

MaxHours

This business rule will enable a max number of hours for specific scenarios including:

- Day per employee per funding source
- Week per employee per funding source
- Week per employee per cost center

- Week per client per unrelated employee (FI Mode Only)
- Week per client per kinship employee (FI Mode Only)
- Week per client per live-in caregiver (FI Mode Only)

A complete list of business rules is available in the help center.

View Business Rule Results

1. Select the **punch** to review
    a. View the punch via the employee's profile, the client profile, or pending entries from the submenu.
2. The punch details page will open
3. Select the **Business Rules** tab on the punch details page to view the business rule name and result (i.e., pass)

Related articles

- Business Rule List
- Service Codes - Create, View, Edit, or Deactivate
- Authorization Remaining Balances as Time in the Mobile App
- System Set-Up - Admin Guide
- December 2023 Release Notes