Regpack User Status Levels and Definitions

(Accepted)   (Closed - Inactive)   (Complete)   (Denied)   (Dormant)   (In Review)

(Incomplete/Missing Items)   (Manager Review)   (New)   (New Verified)   (Paid)

(Pending (Reminder Sent))   (Secondary Review)
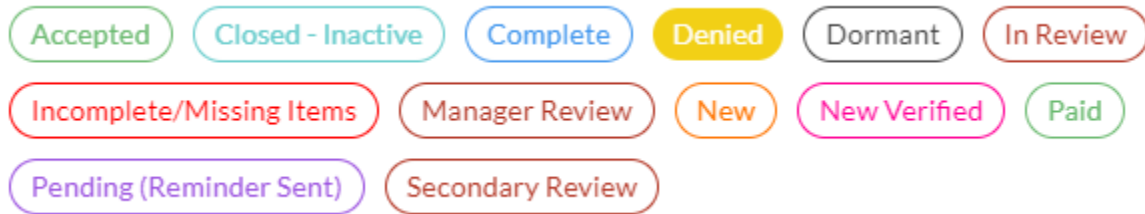
Accepted

☑ Patient has completed full application, including sub-profile as required for household members over 18, treatment has been verified and income, asset guidelines met. Full application reviewed and accepted for approval and payment of bills.

Closed - Inactive

☑ No activity for 30 days after Incomplete status email sent and no further activity.

Complete

☑ Accepted patient has had payments made and fully utilized their $2,000 for this grant period. *Please note complete does not mean you have completed your review of application.*

Denied

☑ Patient does not meet guidelines of age 18 or older, FL resident, actively undergoing treatment or within 90 days of treatment with a Florida oncologist over 200% of national poverty guidelines for their household size or has more than $5,000 assets. Only the Manager changes status to Denied which means they have emailed and called for notification.

Dormant

☑ After an incomplete letter or pending reminder sent and there is no additional activity, application will be assigned to Dormant status.

Incomplete

☑ Changed from New or New Verified status to Incomplete if additional information and/or documentation is required to process application. Status of sub-profiles should be reviewed for their completion.

In Review

☑ Application is currently being reviewed with new information and documents submitted.

Manager Review

☑ Application needs manager review for specific items and determination of application status. Manager will review this status throughout the week and update, as necessary.
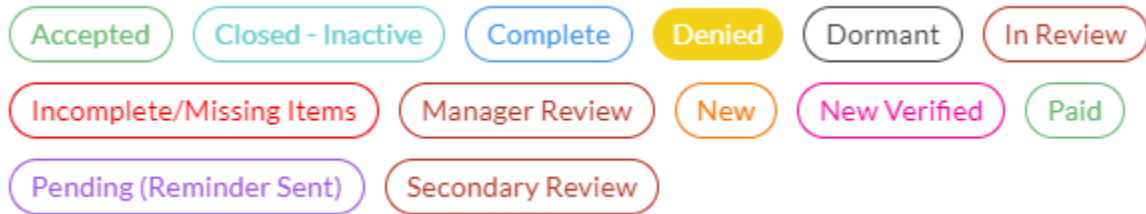
New

☑ Patient has created a profile and entered information into fields and/or uploaded documents for review. Verification of treatment needs to be requested or reviewed.

New Verified

☑ Patient has created a profile and entered information fields and/or uploaded documents and treatment verified, application is ready to be reviewed.

Paid

Accepted   Closed - Inactive   Complete   **Denied**   Dormant   In Review

Incomplete/Missing Items   Manager Review   New   New Verified   Paid

Pending (Reminder Sent)   Secondary Review

☑   Accepted patient who we are making payments for with notation of $2,000 – payments made = balance remaining, e.g. $2,000 - $774.11 = $1,225.89.

Pending (Reminder Sent)

☑   Patient started a new application and has not entered enough information to be reviewed (blank or red bar). This pending reminder is sent after 14 days of inactivity.

Secondary Review

☑   Application has had first review and applicant and household have now submitted additional information or documents that need to be reviewed for a determination on application.

Deleted by Admin

☑   Application deleted by admin for outside reason i.e. test or duplicate application.

NOTE: *The status of sub-profiles should match the applicant's status, otherwise they will not appear during a search with the other household members. Think of it this way, the applicant's status drives the whole application since they are the patient.*