

# ON BEHALF OF CASE MANAGEMENT

**ON BEHALF OF CASE MANAGEMENT** is the Task of submitting an inquiry on behalf of another employee to the UCPATH Center via the UCPATH website. This is to update, modify, edit or change an employee/CWR information. They are also entered for Persons of Interest as UCPC is the only entity to update a Person of Interest Information.

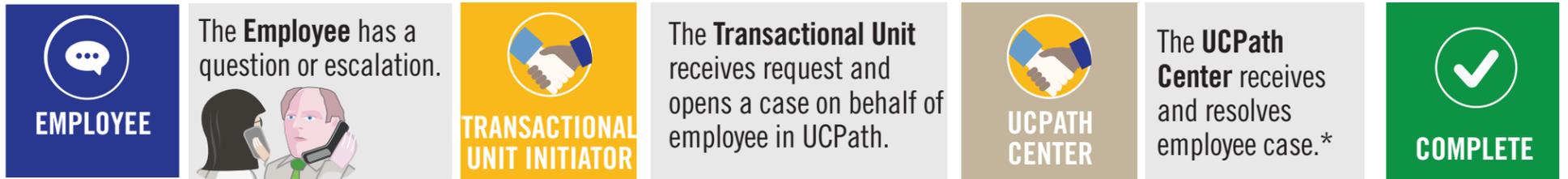
## ROLES FOR ON BEHALF OF CASE MANAGEMENT

EMPLOYEE	TRANSACTIONAL UNIT	SSC AWE APPROVER	CENTRAL OFFICE	UCPATH CENTER
<ul style="list-style-type: none"> <li>Submits case via email, TU, SSC or direction to UCPC.</li> </ul>	<ul style="list-style-type: none"> <li>Primary point of contact for managers and unit level leadership</li> <li>Resolves issues and opens STANDARD cases as applicable per the On-Behalf of Case Management Matrix</li> <li>Transactional Unit receives employee request(s) and opens a Case on Behalf of Employee</li> </ul>	<ul style="list-style-type: none"> <li>SSC opens case(s) that falls within SSC purview</li> <li>SSC opens case(s) on behalf of employee</li> <li>SSC reaches out to department so they can open a case on behalf of employee</li> </ul>	<ul style="list-style-type: none"> <li>Responsible for process design, and policy guidelines</li> <li>Provide subject matter expertise in policy related questions</li> <li>Receives escalated case(s)</li> <li>Opens case(s) that fall within Central Office purview</li> </ul>	<ul style="list-style-type: none"> <li>Receives and resolves Employee Case(s)</li> </ul>

## ON BEHALF OF CASE MANAGEMENT MAP

*Roadmap presents the most common business case.*

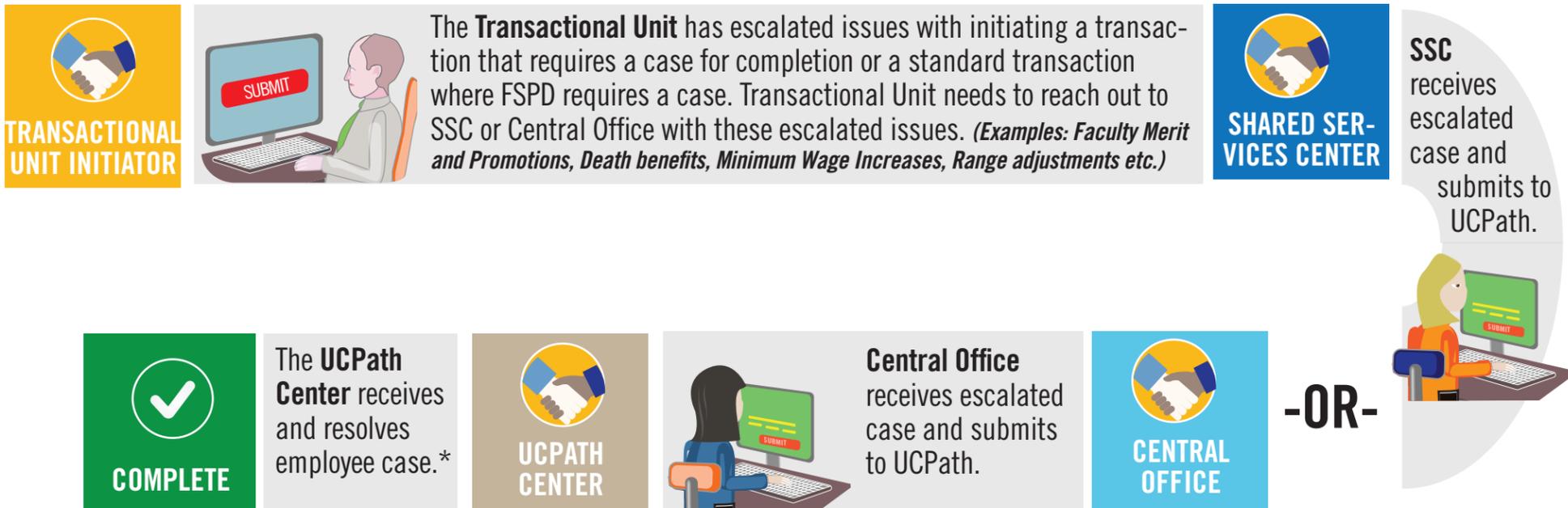
### OPTION 1



### OPTION 2

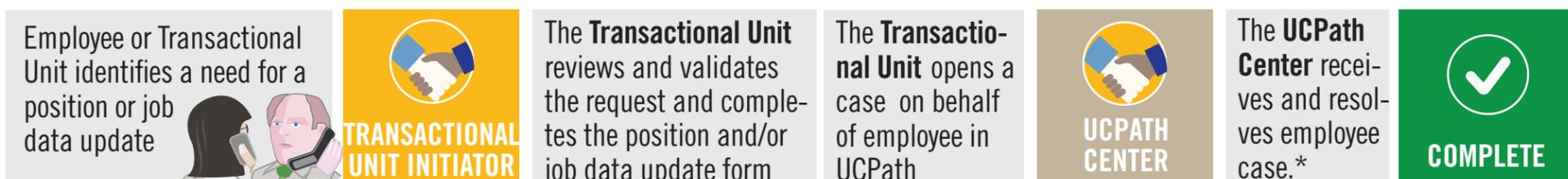


### OPTION 3



\*SSC & Central Office will confirm issues have been resolved.

### OPTION 4



=Handoff