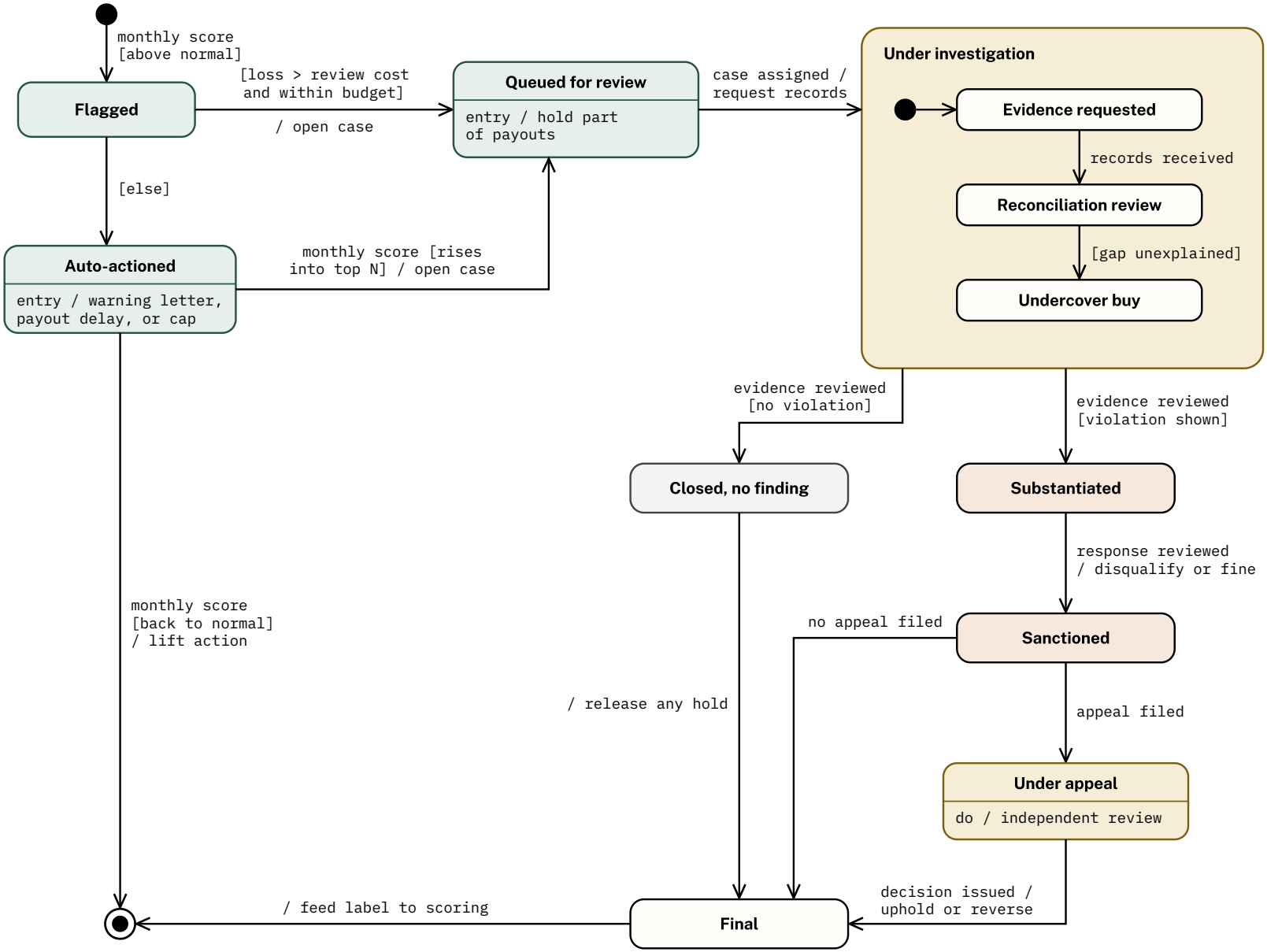
monthly score
[above normal]
Flagged
[loss > review cost
and within budget]
/ open case
Queued for review
entry / hold part
of payouts
case assigned /
request records
Under investigation
Evidence requested
records received
Reconciliation review
[gap unexplained]
Undercover buy
[else]
Auto-actioned
entry / warning letter,
payout delay, or cap
monthly score [rises
into top N] / open case
evidence reviewed
[no violation]
evidence reviewed
[violation shown]
Closed, no finding
Substantiated
response reviewed
/ disqualify or fine
monthly score
[back to normal]
/ lift action
no appeal filed
Sanctioned
/ release any hold
appeal filed
Under appeal
do / independent review
decision issued /
uphold or reverse
/ feed label to scoring
Final