

MEM – CC – 1095-B Mail Process

Purpose:

This procedure explains how to process returned 1095-B mail.

Identification of Roles:

Customer Service Representative (CSR)

Performance Standards:

Review and complete returned mail process within 2 business days of receipt.

Path of Business Procedure:

Step 1: If a 1095-B form is returned to the Iowa Medicaid Enterprise (IME) marked as undeliverable (Moved, Incorrect, Non-existent, etc.) the Customer Service Representative (CSR) will attempt to locate a correct address.

- a. CSR will research the member in ELIAS to verify if the member's address has been updated.
 1. If the member's address has been updated, request a new form be sent through WISE by sending to Central Print Queue.
 2. If the member's address has not been updated, discard the 1095-B for secure disposal into the shred bin.

Step 2: If a member calls into the call center and states that they have not received their 1095-B form

- a. The CSR accesses the member's file and will verify that the caller is Health Insurance Portability and Accountability Act of 1996 (HIPAA) authorized to obtain information and make changes to the member's file.
 1. Verify the person calling is listed as the member, the case name or the name in Social Services Number Information (SSNI)
 2. Verify the mailing address on file.
 3. Request the caller's current phone number
- b. Verify the member's address
 1. If the address is incorrect and the member is active
 - i. Process an address change through IMPA as well as in WISE (only on the 1095-B form)
 - ii. Request a new form be sent
 2. If the member is not active and the address is correct
 - i. Advise the member to contact the DHS Call Center for assistance in updating their information.
 3. If the member is not active and the address is incorrect

- i. Advise the member to contact the DHS Call Center for assistance
4. If the member is active and the address information is correct
 - i. Verify the date that the 1095-B form was sent.
 1. If it was less than 10 business days
 - a) Advise the member that their form has been sent and request that they call back if they have not received it within 10 business days.
 2. If it was more than 7-10 business days
 - a) CSR will send a request for a new form.

Forms/Reports:

N/A

RFP References:

N/A

Interfaces:

ELIAS

SSNI

IMPA

WISE

Attachments:

N/A