

## **MEM – CC – Determining Review Date and Issuing Review Paperwork**

### **Purpose:**

This procedure explains the process of how to determine when an eligibility review needs to be completed and identifies how to issue review paperwork.

### **Identification of Roles:**

Operations Manager (OM)  
Customer Service Representative (CSR)

### **Performance Standards:**

The Member Services Customer Service Representatives (CSRs) are responsible for responding to 80% of calls within 30 seconds of the call entering the appropriate queue. Quality assurance for all Member Services calls must be at least 90%. However, enrollments should be completed correctly 100% of the time.

### **Path of Business Procedure:**

Step 1: Determine if a recertification review is due by examining the member's file in IABC or ELIAS.

- a. IABC
  1. Food Assistance RRED date is denoted by the "END CERT" field
  2. FIP/Medicaid review dates are denoted by the "NEXT REV" field
  3. Reviews need to be issued if the member changes their address in the first week of a review month or the last week of the month prior to the review month.
- b. ELIAS
  1. Review the "RE Due Month" field to determine if a medical review is required.
    - i. Reviews need to be issued if:
      - a) The member changes their address in the first week of their review month.
      - b) The member changes their address in the middle of the month prior to their review.
      - c) The member changes their address at the end of the month and their review date is two months away.
    - ii. Issue the review if one of the conditions
      - a) To issue a review in IABC, go to Step two
      - b) To issue a review in ELIAS, go to Step three

**Step 2: Issuing reviews in IABC requires that you use the base command of “TD01”**

- a. Scroll to the “MR DEMAND1” field
  1. Month field (MO) requires the two-digit code associated with the month before the “NEXT REV” date
  2. Code field (CD) requires the type of review paperwork being sent
  3. Cycle field (CYC) requires a “C” if the address change is before the month that the review form is to be sent. If the address change is after the month that the review form is to be sent, please leave the CYC field blank.
  4. Date field (DT) is left blank unless review forms are being sent after the review due date. Enter the original due date in the two-digit month, two-digit day format (ex. 02-07) Enter the original due date in the two-digit month, two-digit day format (ex. 02-07).
- b. If you need to send multiple reviews, please use both the “MR DEMAND1” and “MR DEMAND2” fields.

**Step 3: Issuing reviews in ELIAS**

- a. Generating a Prepopulated Review Form
  1. Complete a Template Repository Search using the form number 470-5168
  2. Click the Medicaid/hawk-i Review form hyperlink
  3. Enter the ELIAS case number and select the “Go” function
  4. Select the applicable program from the “Program” drop down
  5. Select the primary applicant’s name from the “Customer Name” drop down
  6. If the member needs a review form in a language other than English, select the “Language” drop down and select the appropriate language (when available)
  7. Click the “Print File” option at the top of the page
  8. Document your review print in the ELIAS journal
- b. Generating a Blank Template
  1. Complete a Template Repository Search using the form number 470-5168
  2. Click the Medicaid/hawk-i Review form hyperlink
  3. Click “Generate Blank Template”
  4. Click the “Print File” option at the top of the page
  5. Document your review print in the ELIAS Journal

**Forms/Reports:**

N/A

**RFP References:**

N/A

**Interfaces:**

IABC  
ELIAS

**Attachments:**

N/A