

## **MEM – Managed Care Organization (MCO) Escalated Issues – Member Services**

### **Purpose:**

To allow for the expedient resolution of Managed Care Organization (MCO) escalated requests made to Member Services.

### **Identification of Roles:**

Member Managed Care Liaison (Member Liaison)  
IME – Call Center Customer Service Representative (CSR)  
Member Services Account Manager  
Managed Care Ombudsman  
Other State Agencies  
Legislative Liaison  
IME Policy Staff  
IME Leadership

### **Performance Standards:**

High Priority MCO issues are to be responded to within 2-4 business hours. Escalated member MCO issues are to be responded to within 1-3 business day.

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

Step 1: Initial Intake of the Member Inquiry

Member Managed Care Liaison (Member Liaison) receives an inquiry via:

- a. IME – Call Center Customer Service Representative (CSR)
- b. Member Services Account Manager
- c. Managed Care Ombudsman
- d. Other State Agencies
- e. Legislative Liaison
- f. IME Policy Staff
- g. IME Leadership

Step 2: Research/Response of Contact

Determine if the member is enrolled in an MCO

- a. If member is enrolled in an MCO, go to Step 3.
- b. If member is not enrolled in an MCO, Member/Provider Liaison will notify Member Escalations email inbox for a Unit Lead callback.

Step 3: Identification of Contact Priority

Member Liaison identifies the nature/priority level of the contact and necessary response time:

- a. High Priority Contact: Response required within two-four business hours. If high priority, go to Step 4.
- b. Escalated Contact: Response required within one to three business day. If escalated, go to Step 5.

#### Step 4: High Priority Contact

- a. Member Liaison will input member information and issue within the MCO Inquiry Log ([\\dhsime\IMEUNIVERSAL\MCO Mem Prv Tracking Log](#))
- b. Member Liaison will contact the member or originator of the initial inquiry to obtain additional information within 2-4 business hours and input information into the MCO Inquiry Log.
- c. Member Liaison will contact the appropriate department at the member's MCO for additional research on issue.
- d. MCO will contact the member or originator of the initial inquiry for assistance by end of day.
- e. MCO will contact Member Liaison once contact has been made
  1. If MCO has not contacted Member Liaison by end of day, Member Liaison will contact MCO for update on member issue.
  2. Issue updates will be recorded in the MCO Inquiry Log.
    - i. If issue is resolved, escalated issue complete.
    - ii. If issue is not resolved, continue to 'f.'
- f. MCO will work with Member Liaison for issue resolution.
  1. All updates regarding issue will be recorded in the MCO Inquiry Log.
- g. Once resolution has been reached, MCO will contact Member Liaison. Resolution will be recorded in the MCO Inquiry Log.

#### Step 5: Escalated Contact

- a. Member Liaison will input member information and issue within the MCO Inquiry Log ([\\dhsime\IMEUNIVERSAL\MCO Mem Prv Tracking Log](#))
- b. Member Liaison will send issue and member information to MSA/ESR and MSA/ESR will contact the member or originator of the initial inquiry to obtain additional information within one business day and input the information into the MCO Inquiry Log.
- c. MSA/ESR will determine if issue should be sent to the member's MCO
  1. If issue can be resolved by the IME, MSA/ESR will note issue resolution in MCO Inquiry Log. Escalation complete.
  2. If issue cannot be resolved by the IME, MSA/ESR will contact the appropriate department at the member's MCO for additional research on issue. Continue to 'd.'
- d. MCO will contact the member or originator of the initial inquiry for assistance by end of day.
- e. MCO will contact MSA/ESR once contact has been made
  1. If MCO has not contacted MSA/ESR within one business day, MSA/ESR will contact MCO for update on member issue.
  2. Issue updates will be recorded in the MCO Inquiry Log.

- i. If issue is resolved, escalated issue complete.
  - ii. If issue is not resolved, continue to 'f.'
- f. MCO will continue to work with member for issue resolution
  - 1. All updates regarding issue will be recorded in the MCO Inquiry Log.
- g. Once resolution has been reached, MCO will contact MSA/ESR. Resolution will be recorded in the MCO Inquiry Log.

**Forms/Reports:**

MCO Inquiry Log

**RFP References:**

N/A

**Interfaces:**

**Attachments:**

None