

MEM – Managed Care Organization (MCO) Urgent Issues – Member Services

Purpose:

To allow for the expedient resolution of Managed Care Organization (MCO) urgent 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:

Urgent member MCO issues are to be responded to within 2-4 business hours.

Path of Business Procedure:

Step 1: Initial Intake of the Member Inquiry

Member Managed Care Liaison (Member Liaison) receives 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 Liaison will notify the correct department to handle the member issue.

Step 3: Identification of Contact Priority

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

- a. Urgent Issue: Response required within two-four business hours. Proceed to Step 4.
- b. Escalated Issue: See Standard Operating Procedure entitled MEM – Managed Care Organization (MCO) Escalated Issues – Member Services

Step 4: Urgent Issue

- a. Member Liaison will input member information and issue within the Urgent Member SharePoint
<http://dhssp/mhds/Lists/UrgentMemberIssues/MasterList.aspx>
- 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
<\\dhsime\IMEUNIVERSAL\MCO Mem Prv Tracking Log> .
 - i. If issue is resolved, Urgent Issue complete.
 - ii. If issue is not resolved, continue to 'f.'
- f. MCO will work with Member Liaison for issue resolution.
 1. Weekly meetings will be held to discuss progress on resolution.
- g. Once resolution has been reached, MCO will contact Member Liaison. Resolution will be recorded in the MCO Inquiry Log and member can be removed from Urgent Member SharePoint.

Forms/Reports:

N/A

RFP References:

N/A

Interfaces:

Urgent Member SharePoint:

<http://dhssp/mhds/Lists/UrgentMemberIssues/MasterList.aspx>

MCO Inquiry Log: <\\dhsime\IMEUNIVERSAL\MCO Mem Prv Tracking Log>

Attachments:

N/A