

MEM – IME Member Services Electronic Communications

Purpose:

This procedure explains how electronic mail communications sent to the IME Member Services e-mail address are processed.

Identification of Roles:

Enrollment Service Representatives (ESRs)
Account Manager (AM)

Member Services Unit Leads
Operations Manager (OM)

Performance Standards:

Respond to 90% of written inquiries within 2 business days of receipt; Interim response required if unable to complete. 100% of requests must be completed within 5 business days.

Path of Business Procedure:

Step 1: The Member Services Unit receives electronic mail communications (e-mails) to the IME Member Services e-mail address. The e-mails are accessible by all designated staff which includes the Enrollment Service Representatives (ESRs), Account Manager (AM), Member Services Analyst (MSA), Member Services Unit Leads, and the Operations Manager (OM). Members receive an automated response informing them that e-mails will receive a follow-up e-mail answering their questions within 5 business days. E-mails received on weekends, designated holidays, and after business hours daily after 5:00pm are processed as received the next business day.

Step 2: The ESR, AM, MSA, Member Services Unit Lead, or OM responds to e-mail, flagging the document for avoidance of duplication. The e-mail is then saved in an archive folder within the Member Services inbox entitled 'Completed'

Step 3: The MSA, AM, and OM review the inbox weekly to ensure response rate of 90% within 5 business days of receipt is being met.

OM reviews e-mail report for compliance

Potential problems are reported to AM for resolution

Forms/Reports:

None

RFP References:

Interfaces:

Google Mail

Attachments: