

## **MEM – Medicare E-Mail Process**

### **Purpose:**

This procedure explains the process of how the Medicare Buy-In & Buy-Out e-mails are processed.

### **Identification of Roles:**

Contract Administration Officer (CAO)  
Unit Lead (UL)  
Account Manager (AM)  
Operations Manager (OM)  
Call Center Supervisor (CSS)

### **Performance Standards:**

Member Services is required to respond to 95% of all inquiries within 7 business days of receipt; 100% of inquiries must be responded to within 15 business days.

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

Step 1: The Unit Lead (UL) or designee will access the IME, Medicare Buy-In e-mail box daily.

Step 2: Within three business days of receiving the e-mail, the UL or designee will log the e-mail into the Medicare E-Mails Report. This report is found at:  
[\\Dhsime\memsrv\\_management\Medicare](#) Buy-in Reports.

Step 3: The UL or designee will research member's file utilizing the Medicare Buy-In Process Procedure.

- a. UL will e-mail the CAO, if needed, any questions or follow up.
- b. Unit Lead will e-mail sender, if needed, any questions or follow up.

Step 4: UL or designee will complete the research and take any action necessary according to the Medicare Buy- In Process Procedure.

Step 5: UL or designee will respond to the send of the e-mail the research outcome.

Step 6: UL or designee will document completion date in the Medicare E-Mails Report.

Step 7: The Medicare E-Mails Report will be sent to the CAO, AM, and CCS every two business days..

**Forms/Reports:**

Medicare E-Mail Report

**RFP References:**

6.5.5

**Interfaces:**

None

**Attachments:**

None