

## **MEM – Annual Reminder**

### **Purpose:**

This procedure explains the process of how the annual reminders are generated and processed.

### **Identification of Roles:**

Administrative Assistant (AA)

### **Performance Standards:**

Per 42 CFR 438.10(f)(6) must notify enrollees of their right to disenroll and to request and obtain information about their health plan, annually.

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

Step 1: By the second business day after card cut-off, send an e-mail to Data Warehouse requesting an address pull with the following criteria.

- a. Member has an eligibility renewal date in IABC for the following month.
- b. Member must show active in MMIS for the last 6 months
- c. Member must be eligible for Managed Health Care (MediPASS)

Step 2: Once the address pull is sent back, create a label file within 3 days of receipt of the address file.

Step 3: Print address labels on the 5160 Easy Peel Avery Labels.

Step 4: Send the labels to the mailroom for packaging.

Step 5: The mailroom will package the following items in the Annual Reminder Letter

- a. Your Choice booklet
- b. Provider Directory for that county
- c. Sealed envelope
- d. Attach label adhesive

Step 6: The mailroom must have the letters completed by the 15th day of every month.

Note: If the 15th falls on a Saturday then the Annual Reminder must be in the mail by the Friday before. If the 15th falls on a Sunday, than the Annual Reminder must be in the mail by the Monday following.

Step 7: After the Annual Reminder letter is dispersed, the Administrative Assistant will prepare the supplies for the following month and make any orders if necessary.

Note: The Administrative Assistant will keep 10,000 copies of the Your Choice Booklet, Annual Reminder Letter, and envelopes for each month.

**Forms/Reports:**

None

**RFP References:**

6.5.1.2(ee)

**Interfaces:**

Data Warehouse

**Attachments:**

None