

## **MEM - Member Demographic Change – Field Office Notification**

### **Purpose:**

This procedure explains the process of how to handle a member's call requesting a change of address.

### **Identification of Roles:**

Customer Service Representatives (CSR)

### **Performance Standards:**

Member Services will respond to 95% of Demographic changes within 3 business days.  
100%

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

Step 1: Calls are routed by an Automatic Call Distributor (ACD) into an enrollment queue and answered by the next available CSR.

Step 2: CSR will access the member's file and will verify that the caller is Health Insurance Portability and Accountability Act of 1996 (HIPPA) authorized to obtain information and make changes to the member's file.

- a. Verify the person calling is listed as the member, the case name or the name in Social Services Number information (SSNI).
- b. Verify the mailing address on file.
- c. Request the caller's current phone number.

Step 3: CSR will create a Contact Log utilizing OnBase Workview. (Refer to Member Services Reference Manual, Contact Log Procedures section.)

- a. For address change the Contact Reason should be Address Change.
- b. The only callers who can make this request are those who are authorized according the Answering and Authenticating Calls procedures.

Step 4: Once Address Change Contact Reason is selecting, CSR will access IMPA, using the MCO Member Lookup option. If the member is found in IMPA, continue with Step 4. If the member is not found in IMPA, go to Step 5.

- a. CSR will click on the address change tab.
- b. CSR will ask the questions as directed by the IMPA prompts.
- c. Caller will be asked for the new address and type it into the Address, Apt/Lot #, City, State, and Zip fields.
- d. CSR will determine if the address is both a physical mailing address or just a mailing address and record the information in IMPA.

- e. The CSR will advise caller of the information provided in IMPA once the address update request is completed.

Step 5: Caller will be advised that they will have to contact another DHS entity, as indicated in IMPA, to update their address.”

Step 6: CSR will click on the MEM Contact Log tab to complete Contact Log.

- a. The following notes will be entered in the Contact Description field of the Contact Log: “CN/MBR requested address change-completed. Advised that information will be sent to IMW.”
- b. Once the Contact Log is saved, OnBase will automatically send an email notification the Department of Human Services for the request of address change.

**Forms/Reports:**

None

**RFP References:**

**Interfaces:**

SSNI TITLE XIX INQUIRY

**Attachments:**

None