MEM - Member Services Supply Orders

Purpose:
To define the process by which adequate but not excessive supply of publications for both education and Managed Care Organization (MCO) enrollment are available.

Identification of Roles:
Administrative Assistant (AA)

Performance Standards:
No set performance standard

Path of Business Procedure:
Step 1: The Administrative Assistant will maintain an electronic log of materials (all of which must be State approved) that are to be sent to the members, including those for enrollment packets and envelopes. The log is found in the Member Services share drive in the folder entitled Admin.

Step 2: The Administrative Assistant log will contain:
- a. Name of publications available
- b. Revision dates
- c. Form number
- d. Inventory amount
- e. And any deletions of publications from use

Step 3: In order to maintain a supply of publications the Administrative Assistant will check the log daily and place orders as needed with the State printing office.

Forms/Reports:
None

RFP References:

Interfaces:
NowPrint

Attachments:
None