

MEM – Dental Wellness Plan Enrollment Packets

Purpose:

This procedure explains how the Dental Wellness Plan Enrollment Packets are distributed.

Identification of Roles:

IME Communications Specialist (CS)
Communications Analyst (CA)
Operations Manager
Member Services Account Manager
IME Leadership
Core Unit

Performance Standards:

All Dental Wellness Plan enrollment packets must be mailed to eligible members within a time frame that allows the member at least 10 business days to select/change their dental carrier.

Path of Business Procedure:

Step 1: All materials within the Dental Wellness Plan enrollment packet are to be written by the Communications Specialist (CS) and Communications Analyst (CA), and then approved by the Member Services Account Manager and IME Leadership.

Step 2: After approval of materials, a print vendor for the materials/packet is determined by the CS and Member Services Account Manager, and approved by IME Leadership.

Step 3: Upon approval of a print vendor, the CS, Member Services Account Manager and Operations Manager develop a printing schedule for the distribution of enrollment packets and expectations of timeliness for distribution.

Step 4: New member and annual renewal eligibility files and print files will be system generated and sent to the Core Unit for uploading to the IME sharedrive.

Step 5: Once eligibility files and print files have been uploaded to the IME sharedrive, print files will be transmitted to the print vendor.

- a. Files are sent to the print vendor daily
- b. CS will ensure files are received
- c. CS, Member Services Account Manager and Operations Manager in contact with the print vendor as necessary
 1. Communications with print vendor:

- i. Ensure receipt of files
- ii. Ensure all Dental Wellness Plan enrollment packets are mailed to eligible members within a time frame that allows the member at least 10 business days to select/change their dental carrier
- iii. Discuss changes
- iv. Discuss complications
- v. Future improvements

Forms/Reports:

N/A

RFP References:

N/A

Interfaces:

N/A

Attachments:

N/A