

MEM – IA Health Link Enrollment Packet Reprint

Purpose:

This procedure explains the process of how to handle a member's request for an IA Health Link enrollment packet reprint.

Identification of Roles:

Customer Service Representative (CSR)
Administrative Assistant (AA)

Performance Standards:

95% of IA Health Link enrollment packet reprints are to be mailed within 5 business days and 100% to be mailed within 7 business days.

Path of Business Procedure:

Step 1: Requests come by three different routes:

- a. Member calls
- b. Written correspondence is scanned into OnBase Workflow (see OnBase procedures)
- c. E-mail inquiries into the website

Step 2: Create Contact Log for each caller (see Contact Log procedures)

Step 3: CSR access the member's file in Medicaid Management Information System (MMIS) 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 4: Create Contact Log (See Contact Log procedures in the Member Services share_drive)

Step 5: Member is requesting IA Health Link enrollment packet reprint

- a. Click on the Publication Request button on the contact log
- b. Choose the publication the caller has requested and '1' for the number of copies
- c. Click 'Submit Request'
- d. Complete the Contact Log as described in the Contact Log procedures

Step 6: See the procedures for Accessing Workflow

Step 7: Click on the 'MEM02-Publications Requests' folder to begin processing the publication request. When you click this folder the first request form will automatically open.

Step 8: Review the Member Publication Request form to verify the all information is correct.

Step 9: Double click the 'Create Letter' icon.

Step 10: Review the letter to make sure that all of the information is correct. Click the 'x' in the corner of the letter once completed.

Step 11: A message will come up stating that the letter has been successfully created and attached to the document. The question 'Is that ok?' will pop up. Select 'Yes' and you have completed the letter.

Step 12: The Administrative Assistant (AA) will print out the publication request letters.

Step 13: AA will enter member's information on documents

- a. Contact information on the Address Page template
- b. IA Health Link Enrollment Letter template:
 1. Member's name
 2. Member's SID
 3. Tentative MCO assignment/current MCO assignment

Step 14: AA will combine IA Health Link enrollment packet documents and mail to member

- a. IA Health Link enrollment packet documents
 1. Address Page
 2. Enrollment Letter
 3. IA Health Link Managed Care Program handbook
 4. MCO informational one-pager

Forms/Reports/Materials:

IA Health Link Address Page
IA Health Link Enrollment Letter
IA Health Link Managed Care Program handbook
IA Health Link MCO informational one-pager

RFP References:

N/A

Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
Member

Interfaces:

MMIS
OnBase

Attachments:

None