MEM-IA Health Link Managed Care Enrollment Packets

Purpose:
This procedure explains the process of how the IA Health Link managed care enrollment packets are distributed.

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

Performance Standards:
All IA Health Link managed care enrollment packets must be mailed to the eligible members within a time frame that allows the member at least 10 business days to select/change their Managed Care Organization (MCO).

Path of Business Procedure:
Step 1: All materials within the IA Health Link enrollment packets 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/packets 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 IA Health Link enrollment packets and expectations of timeliness of 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. Operations Manager will ensure files are received
- c. The Member Services Account Manager and Operations Manager are in contact with the print vendor as necessary
    1. Communications with print vendor:
        i. Ensure receipt of files

ii. Ensure all IA Health Link managed care enrollment packets are mailed to eligible members within a time frame that allows the member at least 10 business days to select/change their MCO
iii. Discuss changes to materials, print process, and timelines
iv. Discuss complications
v. Future improvements

Forms/Reports/Materials:

N/A

RFP References:
N/A

Interfaces:
N/A

Attachments:
N/A