

## **MEM – Member Content Process and Procedures**

### **Purpose:**

This procedure explains the creation and approval process for member content created by Member Services.

### **Identification of Roles:**

IME Leadership  
Member Services Communications  
IME Communications Specialist (CS)  
Member Services Analyst (MSA)  
IME Policy Coordinator

### **Performance Standards:**

Member Services is to complete and return member content to IME Leadership by requested date or usual scheduled date.

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

Step 1: IME Division or IME Leadership contacts Member Services Communications and requests creation of member content. The request to Member Services Communications will include:

- a. Background information
- b. The audience for whom the content is to address (program, age group, and when the response is due to the IME Division).

Step 2: Member Services Communications reviews the request from the IME Division or IME Leadership and assigns to Communications Specialist (CS) or Member Services Analyst (MSA).

Step 3: CS or MSA determines if there is additional information needed from IME Division or IME Leadership

- a. If further information is needed, CS or MSA will consult IME Division or IME Leadership for further information/

Step 4: The CS or MSA will prepare a draft of the member content and submit the draft to IME Division or IME Leadership for review and approval

- a. If upon review suggestions or edits are requested, these will be made to the draft by the CS or MSA. The MSA will then resubmit the draft to IME Division or IME Leadership for approval (1-3 business days).

Step 5: Upon IME Division or IME Leadership approval, the document will be labeled with a detailed document title, including program name.

- a. Upon approval, the response is to be saved as "X – FINAL" on the IME shared drive by the CS (1 business day).

Step 6: The member content must then receive a Form or Communication number.

- a. The final version of the member content along with 470-0049 (Policy Approval and Distribution Form) and the appropriate authorizing signatures is to be scanned and emailed to the Policy Coordinator by the CS (1 business day).
- b. The Policy Coordinator will assign the member content a Form/Comm. number.
- c. The Policy Coordinator returns the new Form/Comm. number to the CS (1-2 business days).
- d. The CS includes the assigned Form/Comm. number to the final draft of member content, saves it to the IME shared drive under the title of the Form/Comm. number, and emails the final draft with the Form/Comm. number to the original IME Division or IME Leadership requesting member content.

**Forms/Reports:**

470-0049- Policy Approval and Distribution

**RFP References:**

N/A

**Interfaces:**

N/A

**Attachments:**

None