

MEM – Publishing to the Member Services Website

Purpose:

This procedure explains how items are published to the Member Services website.

Identification of Roles:

Member Services Analyst (MSA)
Communications Specialist (CS)
Account Manager
IME Leadership

Performance Standards:

Member Services is required to submit 100% accurate items to the website.

Path of Business Procedure:

Step 1: A need to add something to the website is identified. This could be a new program starting with Medicaid, a change is being made to an existing program, or a change is being made to Iowa Medicaid.

Step 2: The IME Leadership will contact the [Communications Specialist \(CS\)](#) to create a document with the new information needed for the website. The CS will email the Member Services Analyst (MSA) with the requested updates and the webpage(s) where the content is to be posted.

Step 3: The CS or the MSA will develop a rough draft and send to the other person for review.

Step 4: Once reviewed, the CS will send the content to the Account Manager (AM) and IME Leadership for review and approval.

Step 5: The AM and IME Leadership will review, revise (if necessary) and approve the content. Once approved, the content will be sent back to the CS and MSA.

Step 6: The CS or MSA will proceed with posting the content to the appropriate web page

- a. Go to www.dhs.iowa.gov/ime/members
- b. Scroll to the bottom of the webpage and click on 'Log In'
- c. Input the necessary login information and click on 'Log in'

- d. Type the URL to be updated in the navigation toolbar
- e. Above the page content on the webpage to be updated there will be a 'View' tab and an 'Edit' tab. Select the 'Edit' tab.
- f. Update and upload the necessary information and documents
- g. Scroll to the bottom of the editing page and select 'Save'
- h. Verify the new content has been updated

Step 7: The CS will email the AM and IME Leadership when the posting is completed.

Forms/Reports:

None

RFP References:

None

Interfaces:

IME Website

Attachments:

None