# MEM - Member Requests for Publications

## Purpose:
This procedure explains the process of how to handle a member's call regarding requests for publications.

## Identification of Roles:
Customer Service Representatives (CSR)
Administrative Assistance (AA)

## Performance Standards:
100% of Publication Requests responded to within 2 business days.

## Path of Business Procedure:
Step 1: Requests come by three different routes:
   a. Calls are routed by an Automatic Call Distributor (ACD) into a Publications queue.
   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: Verify the caller. (See Verification Procedures)

   a. If the caller is not a member, see Steps 4 & 5.
   b. If the caller is a member, proceed to Step 5.

Step 4: Verify with the caller what type of publication they are requesting.
   a. If the caller is requesting a Managed Care Organization (MCO) Provider Directory:
      1. Ask what MCO they need the list for.
      2. Direct the member to contact the desired MCO, and warm transfer the call to the MCO.
   b. If the caller is requesting any other publication:
      1. Click on the Publication Request button on the contact log.
      2. Choose the publication the caller has requested and the number of copies.
      3. Once all publications have been requested click on submit request.
   c. You may now complete your Contact Log as described in the Contact Log procedures.

Step 5: If caller is not a member and would like to request a publication:

    a. Click on the 'Publication Request' button in Contact Log.

    b. Choose the publication the caller is requesting and the number of copies needed.

    c. Enter 0000000m for ID# at bottom of request.

    d. Enter the caller's name in the Member Name field and their address in the lines below that.

    e. Once all publications have been selected, click on submit request.

| Publication | Description |
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| Child Care Assistance (Comm. 62) | A pamphlet that explains how to apply for childcare assistance. |
| Estate Recovery Program (Comm. 123) | This form explains the Estate Recovery Program |
| Important Notice of Property Owners and Renters (Comm. 121) | A flier for elderly or disabled members that explains how they may be eligible for a tax suspension on their property that they own. |
| IA AIDS/HIV HI Premium Payment Program (Comm. 99) | This booklet explains how Medicaid can help pay the costs of private insurance premiums for individuals with Aids/HIV. |
| Iowa Estate Recovery Law (Comm. 266) | Not currently in use |
| Medicaid for Employed Persons with Disabilities (Comm. 180) | A pamphlet that explains MEPD. |
| Medicaid for Families and Children Comm. 27) | A booklet that explains Medicaid and who is eligible and how to apply. |
| Medicaid for the Medically Needy (Comm. 30) | A pamphlet that explains Medically Needy/Spenddown. |
| Medicaid for People in Nursing Homes and Other Care Facilities (Comm. 52) | This booklet explains how Medicaid works for individuals in a nursing home or care facility. |
| Medicaid for Qualified Medicare | A pamphlet that explains QMB. |

| Beneficiary (Comm. 60) | |
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| Medicaid for SSI-Related Persons (Comm. 28) | This booklet explains how Medicaid works for those that are also on SSI. |
| Presumptive Medicaid Eligibility for Pregnant Women (Comm. 69) | This pamphlet explains presumptive eligibility and how to apply. |
| Protection of your Resources and Income (Comm. 72) | This booklet explains how Medicaid can help couples pay the cost of a spouse's care in a medical facility. |
| Right to Appeal Letter (Form 470-0602) | This explains the member's right to appeal and how to do it. |
| Medicaid for SSI-related persons (Comm. 28) | A pamphlet that explains how individuals on SSI may be eligible for State Supplementary Assistance and how to apply. |
| The HI Premium Payment Program for IA Medicaid (Comm. 91) | This brochure explains the HIPP program to members that may be eligible for private insurance. |
| Are Home & Community Based Services Right for You? (Comm. 270) | This pamphlet explains the HCBS services provided to members. |
| Your Guide to Medicaid (Comm. 20) | A book that explains Medicaid and its coverage. |
| SIQ Supplemental Insurance Questionnaire (Form 470-2826) | This form can be used by members to add or remove TPL. |
| Consumer Choice Booklet (Comm. 280) | Two booklets that explain the Consumer Choice program. |
| IFPN Brochure (Comm. 374) | This explains the Iowa Family Planning Network and how to apply. |
| Dental Wellness Plan Enrollment Packet (New Member) [Form 470-5406, Comm. 491, Comm. 470- | Dental Wellness Plan enrollment letter, benefits page, enrollment form, and one-page handouts for MCNA Dental and Delta Dental for new Dental Wellness members. |

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| **5405, Delta Dental page, MCNA Dental page]** | |
| **Managed Care Covered Benefits Comparison Grid (No Comm.)** | Comparison document providing information on basic required benefits for Medicaid, Iowa Health and Wellness Plan, *hawk-i*, and the Iowa Family Planning Network. (Found at: https://dhs.iowa.gov/sites/default/files/Benefit_Comparison_Final_March2016.pdf |
| **IA Health Link Enrollment Packet, or Sample Enrollment Packet [Form 470-5361, Form 470-5356, Comm. 476, Amerigroup one-pager, AmeriHealth one-pager, and UnitedHealthcare one-pager]** | Member enrollment packet or sample enrollment packet for IA Health Link managed care program members. |
| **IA Health Link Managed Care Program Handbook (Comm. 476)** | IA Health Link managed care program handbook for members. |
| **IA Health Link Enrollment Packet, or Sample Enrollment Packet (Spanish) [Form 470-5361(S), Form 470-5356(S), Comm. 476(S), Amerigroup one-pager (Spanish), AmeriHealth one-pager (Spanish), and UnitedHealthcare one-pager (Spanish)]** | Member enrollment packet or sample enrollment packet for IA Health Link managed care program members. (Spanish version). |
| **IA Health Link Managed Care Program Handbook (Spanish) [Comm. 476(S)]** | IA Health Link Managed Care Program handbook for members. (Spanish version). |

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| **IA Health Link Annual Enrollment Period Materials – Non-IHAWP members (Form 470-5440, Managed Care Organization (MCO) Summary page, Value Added Services page, and Comm. 209)** | IA Health Link Annual Enrollment packet for Non-IHAWP members. Packet includes Annual Enrollment Letter, MCO Summary page, Value Added Services page, and non-discrimination/language disclosure. |
| **IA Health Link Annual Enrollment Period Materials – IHAWP members (Form 470-5440, Managed Care Organization (MCO) Summary page, Value Added Services page,Form 470-5441, MCNA Dental page, Delta Dental page, Comm. 209)** | IA Health Link Annual Enrollment packet for IHAWP members. Packet includes Annual MCO Enrollment Letter, MCO Summary page, Value Added Services page, Dental Wellness Plan Annual Enrollment Letter, MCNA Dental page, Delta Dental page, and non-discrimination/language disclosure. |

Step 6: Step 1: See the procedure for Accessing Workflow.

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

Step 8: Review the Member Publication Request form to verify all the items the member is requesting.

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 put each publication in an envelope along with the publication request letter and mail out to the member.

## Forms/Reports:
None

## RFP References:
## Interfaces:
MMIS Claims Inquiry SUBSYSTEM
OnBase Workview
OnBase Workflow

## Attachments:
None