MEM – Responding to Member's Written Inquiries

Purpose:
This procedure explains the process of how to handle written inquiries from members that are received and scanned into the State's imagining software, OnBase Workflow.

Identification of Roles:
Customer Service Representative (CSR)
Unit Lead

Performance Standards:
All written inquiries should be responded to within 2 business days.

Path of Business Procedure:
Step 1:Log into OnBase Workflow
(See system manual for how to log into OnBase Workflow)
   a. See procedure on how to get into Member Services work lifecycles, also known as work queues.
   b. Select MEM01-Member Srvcs PreScreening LC and expand it by clicking the plus sign next to it.
   c. Then, click on MEM01-Correspondence

Step 2: Log into the Medicaid Management Information System (MMIS)
   a. See system manual for how to login to MMIS
   b. See procedure on how to search for members

Step 3: Using information the member has provided on the form, the Customer Service Representative (CSR) will enter in the MMIS search screen the member's ID#, name, or Social Security Number to access the account
   a. Verify the member name on the form with the one you pulled up by ID#
   b. Double click on the key wording button
   c. Copy and paste the member's first and last name, ID# and the case number
   d. Click on the 'Save' and 'Ok' button
   e. Once you have the form saved, double click on the 'Done Processing' button which will send the form to the MEM02 Correspondence queue

Step 4: Unit Lead will create a contact log (see 'Creating and Completing Contact Logs' in the Member Services Reference Manual)

Step 5: Unit Lead will call the member to discuss the correspondence. Unit Lead will make two attempts by telephone.
   a. If Unit Lead does not reach the member by phone, Unit Lead will write a letter to the member answering their question(s)

      b. If Unit Lead does reach the member, Unit Lead will note the conversation in the contact log they created

Step 6: Unit Lead will complete the correspondence in OnBase Workflow (see 'Processing Correspondence' in Member Services Reference Manual)

Forms/Reports:
N/A

RFP References:
N/A

Interfaces:
MMIS
OnBase

Attachments:
N/A