POLICY AND PROCEDURE

DEPARTMENT: Member Services	DOCUMENT NAME: Return Mail
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APPROVED DATE:	**RETIRED:**
EFFECTIVE DATE: 2/1/2012	**REVIEWED/REVISED:** 5/13, 2/15, 1/16, 4/16, 12/16, 12/17, 12/18, 10/19, **7/20, 8/22**
PRODUCT TYPE: All	**REFERENCE NUMBER:** LA.MBRS.07

SCOPE:
Louisiana Healthcare Connections (PLAN) Health Plan Member Services

PURPOSE:
The purpose is to provide guidelines and standards for PLAN returned member mail.

POLICY:
It is the policy of PLAN to ensure that every effort is made to deliver member correspondence in a timely manner.

LDH Guidance from MCO Manual
When the MCO receives returned enrollee-related mail, the MCO should first identify whether a forwarding address has been received.
If a forwarding address is received, the MCO shall:
- For out-of-state addresses, follow procedures in place for reporting an enrollee disenrollment request to the enrollment broker.
- For in-state addresses, attempt to contact (including, but not limited to, by phone, mail, e-mail, text) the enrollee to verify that the newly received address is correct.

If no forwarding address is received, the MCO shall attempt to contact the enrollee as described above.

PROCEDURE:
All Member materials will be mailed in a PLAN envelope with return address. Member ID cards and New Member packets will be mailed with "Return Service Requested" bar code. If any mail is returned, a Correspondence Coordinator will:

1) Log the returned mail on the returned mail tracker in Share Point a the following link: Correspondence Coordinators - Home (centene.com).
2) Check OMNI to confirm eligibility.
3) Once confirmed that the member is still eligible, review the mailing address information in OMNI, Unified Member Verification system (UMV), and/or Medicaid Eligibility Verification System (MEVS).
4) Check household to determine if there are other members that may require an address update as well.

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5) Compare the mailing address information listed on the envelope to what is listed in OMNI, UMV, and/or MEVS.
   a) If the address listed in OMNI is different than what is on the returned envelope, then check the properties of the most recent address to determine when the address information was last updated.
   b) In OMNI, open the mailing address record > click on the File tab > select properties and a date should appear of when the address was updated.

6) If the timestamp indicates that the address was updated after the return mail was received, then: (rec'd date should be stamped on return mail envelope)
   a) Submit a request to send a new ID card via OMNI by choosing - Open Interaction – Member, In OMNI: Intent Material Request > View/Send Materials ¬ Material Requested within the past days? NO ¬ Select Health plan ¬ what material does the member need send? Select the appropriate materials being *requested* if the returned mail is a Healthy Reward card or ID card, then re-mail the actual card in a new envelope. The original cards are re-mailed to the member if a new address was received after the card was returned or resend any other mail type if applicable to the new address listed on file.

   a) ***Note:*** *Healthy Reward card requests are not completed via OMNI. They are requested via the My Health Pays website.*

7) If the returned mail has the same address as the last updated address in OMNI, then the item returned will be documented in OMNI- indicating a valid address is needed if the member calls in (for ID Cards, Welcome Packets, and Healthy Reward Cards).

8) If UMV has a different address than what is listed on the returned mail or last updated in OMNI: Update the address on the member's file in OMNI with the correspondence address listed in UMV by choosing
   In OMNI: Intent Updates > Updated Addresses
   • The system will show you a primary and secondary address. We will always update the Secondary Address.
   • Check the box on side of Update Secondary Address

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a) • o*Once you check the box, the following question will appear.*
Is the member going to be out of the service area for less than 6 months? Always NO

• Click the blue circle with a plus sign in it

b) • Fill out boxes appropriately If the member has an apartment/building number etc. remember to place this information in the Address Line 2 box.

c)• Expiry Date: Always use 12/31/2039 Make sure the spelling is correct in all boxes.

• Is this related to Behavioral Health? YES/NO

d) • Submit

9) ALL RETURNED MAIL MUST HAVE THE BELOW ADDED to the member/provider file in OMNI: (regardless of the type of mail returned)
   a) Intent General > Log View Status Inquiry Reason: SALES OPPORTUNITY
   b) Add a Note: Received (ID Card/Welcome Packet/other mail type) as returned mail.

10) Once the returned Member Services' mail is documented as returned in OMNI, it will be shredded if a new item was requested such as an ID card or Healthy Reward card.
   a) ID Cards and Healthy Reward Cards are kept on file for three years then shredded.
   b) Welcome Packets are shredded at the beginning of the following year.

11) Anytime the address information is changed in OMNI this must be noted separately via OMNI Intent:

12) Demographic updates are reported to LDH instantly as all address changes and demographic updates entered in OMNI are sent to LDH in real time via the LaMeds application.

13)

REFERENCES:
MCO Manual – Returned Mail Procedures, Page 200

ATTACHMENTS:

DEFINITIONS:

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REVISION LOG

REVISION	DATE
Added reference to OMNI and changed MACESS to documentation system.	*3/11*
Added Quick Reference Guide Attachment	*2/12*
Revised CC.MBRS.07 to apply to LHC	*5/13*
Added to section 6: Once Member Services mail is documented as returned in OMNI, it will be shredded.	*2/15*
Updated section 3 to remove acct. abbreviation and include entire spelling of work Account.	

Removed the following information from section 4, 5
4) If there aren't any recent address changes, contact member / responsible party for updated address.
      *Note: If the responsible party is blank in OMNI or the minor child is listed as the responsible party, call the state to find out who the responsible party is, note CRM, and then call to get updated address
5) If member / responsible party provides a new address, add new address information in CRM, notify member to contact state Medicaid office to change address and update household members as well if necessary.
    a) *Submit request to send new id cards (see steps above)*
    b) *Or if Cent acct. re-mail original card to new address.*
    c) *Or resend other mail type if applicable to the address listed on file.*
    d) *Note: Anytime address information is changed in CRM this must be noted separately via call type if call was successful to member. New Call Type > Member Information Update > Address Change (include in note what was returned, who spoke with, and actions taken)*
	01/06/16

Revised section 4, 5 to include *4) ALL RETURNED MAIL MUST HAVE THE BELOW ADDED to the member/provider file in CRM (regardless of the type of mail returned)* a) *Category/Sub-Category: Follow up/ Return Mail*	

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b) Add a Note: Received (ID Card/Welcome Packet/other mail type) as returned mail. 5). Once the returned Member Services' mail is documented as returned in CRM, it will be shredded.	

Removed section 6
6) If Member Services agents are unable to contact member / responsible party to verify address
  a) Note CRM of attempt
  b) Add a Task > Follow up > Return Mail > add Note of what was returned, attempt to reach member/resp. party for updated address, & if left message or not.
  c) Once Member Services mail is documented as returned in CRM, it will be shredded	

Added current process to policy regarding demographic updates.	4/16
Added additional step (4): If the return mail has the same address as the last updated address in CRM, the item returned will be documented in OMNI to update the address if the member calls in (for ID Cards, Welcome Packets, and Cent Account Cards). *Incorporated the use of UMV into the process.* *Added a) and b) to step 6:* *a) ID Cards and Cent Account Cards on the same day.* *b) Welcome Packets at the beginning of the following year.*	12/16
Added Step 1) **Log the returned mail on the returned mail tracker in Share Point** *Added* **in CRM, UMV, and MEVS** *to Step 3)* *Deleted* **"If there was a forwarding address on the returned mail, verify with the member it is correct prior to changing. If unable to verify, continue with steps below."** *Added* **and/or MEVS** *to step 5)* *Added than* **what is on the returned envelope** *to Step 5) a)* *Added* **if a new address was received after the card was returned** *to Step 6) b)* *Added as* **a call type to** *to Step 7)* *Added* **in CRM** *to Step 8) a)* *Added* **if a new address is not available** *to Step 10)*	12/17

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Added Step 13) and Step 14)	

Replaced **Member Services representative or Eligibility Specialist with Correspondence Coordinator**
 Remove Procedure number 4
 Replaced **CRM and all its procedure with OMNI procedures**
 Removed section 5,
 a.) **"If the address listed in CRM is different than what is on the returned envelope, then check the properties of the most recent address to determine when the address information was last updated."**
 	
     b.) In CRM, open the mailing address record > click on the File tab > select properties and a time stamp should appear of when the address was updated.
 	
     6. If the timestamp indicates that the address was updated after the return mail was received, then: (rec'd date should be stamped on return mail envelope
     ~~e)~~a)   **a) Submit a request to send a new ID card via CRM by choosing - Add New Call Type > Member Information Request > ID Cards or Welcome Packet.**
 	
 Removed **If the returned mail is a CentAccount card, then re-mail the actual card in a new envelope. *Note: CentAccount card requests are not completed via CRM. The original cards are re-mailed to the member if a new address was received after the card was returned Or resend any other mail type if applicable to the new address listed on file.**
 Added **In OMNI: Intent Updates > Updated Addresses • The system will show you a primary and secondary address. We will always update the Secondary Address. • Check the box on side of Update Secondary Address • once you check the box, the following question will appear.**
 	
     a.) Is the member going to be out of the service area for less than 6 months? Always NO • Click the blue circle with a plus sign in it • Fill out
	12/18

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boxes appropriately If the member has an apartment/building number etc. remember to place this information in the Address Line 2 box. b.) **Expiry Date: Always use 12/31/2039 Make sure the spelling is correct in all boxes.** c.) **Is this related to Behavioral Health? YES/NO •** **Submit**	
Changed remaining reference to CRM to OMNI *Changed any reference to CentAccount to Healthy Rewards* *Removed # 14 under procedure section. As of 10/02/2019 the 129 report has been retired per LDH guidance.*	10/2019
Removed The plan will attempt to make outreach with members that we have received returned mail for but have not received an updated address via POM campaign.	07/2020
Changed OTC website to MY Health Pays website	07/2020
No Revisions	03/2022
Added reference to MCO manual	8/2022
Added LDH guidance to policy section	8/2022

POLICY AND PROCEDURE APPROVAL
The electronic approval retained in Archer is considered equivalent to a physical signature.