

LA MCO Returned Mail Procedure

Returned Mail Process

1. When LA MCO returned mail is received, the envelope is date/time stamped by the Prime mailroom. The first content page of document (with copy of the envelope) is scanned into FirstTrax/CISM and assigned the Fax Type = Return Mail.
2. The contact detail is created under the member’s profile in FirstTrax/CISM.
 - a. If no updated address is available, MMA will log return mail in FirstTrax/CISM (generated on weekly report) for the MCOs to complete outreach to verify the new address provided is accurate/update the eligibility file.
 - i. The MCOs will provide the completed report back to the MCO liaisons at MMA, identifying the addresses that were able to be verified.
 - ii. The MCO liaison will provide the report to the return mail team, and a new contact detail will be created for remailing in FirstTrax/CISM.
 - b. If an updated address is available (from the eligibility file in FirstTrax/CISM – meaning the member has updated the address with the MCO since the letter was created/mailed), the returned mail is re-mailed to the updated address in FirstTrax/CISM.
 - c. If an updated address is available on the NIXIE sticker (provided by USPS COA), MMA will log return mail in FirstTrax/CISM (generated on weekly report) for the MCOs to complete outreach to verify the new address provided is accurate/update the eligibility file.
 - i. The MCOs will provide the completed report back to the MCO liaisons at MMA, identifying the addresses that were able to be verified.
 - ii. The MCO liaison will provide the report to the return mail team, and a new contact detail will be created for remailing in FirstTrax/CISM.

Reason for Return (NIXIE sticker):

Selection list
Column 1
Attempted Not Known
Box Closed
Deceased
Forward Time Expired
Insufficient Address
Moved Left No Address
No Such Number
No Such Street
Not Deliverable as Addressed
Return to Sender
Temporarily Away
Unable to Forward
Unclaimed
Vacant
No Mail Receptacle

MMA Proposal

- MCOs are provided weekly reports (see below) of return mail (categorized under #4 above) for member outreach/updating.
 - Additionally, this will provide insight to the contact center to assist with any member inquiries regarding mailings and visibility for LDH/MCOs (via FirstTrax/CI).

Reporting

Weekly returned mail reporting will be generated for each MCO in two separate reports delivered to their SharePoint sites:

1. One report will be for mail identified with a new address on the NIXIE sticker (#2c above) provided to MCOs on a weekly basis.
2. The second report will contain a record of the shredded/re-mailed (#2a and 2b above) returned mail weekly.

Each report will include the following information:

- Date Received
- Cardholder ID
- Patient's First and Last Name
- Patient's Address
- Patient's New Address (NIXIE sticker)
- Reason for the Return (from USPS NIXIE sticker)
- Processed Date
- Action Taken (Forwarded to MCO/shredded/re-mailed)
- A separate report for shredded/remailed will be generated monthly and posted to the MCO's SharePoint in the designated folder with name *[MCO] Returned Mail Weekly Report [Dates]*.

