

# 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/CI<sup>SM</sup> and assigned the Fax Type = Return Mail.
2. The contact detail is created under the member's profile in FirstTrax/CI<sup>SM</sup>.
  - a. If no updated address is available, MMA will log return mail in FirstTrax/CI<sup>SM</sup> (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/CI<sup>SM</sup>.
  - b. If an updated address is available (from the eligibility file in FirstTrax/CI<sup>SM</sup> – 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/CI<sup>SM</sup>.
  - c. If an updated address is available on the NIXIE sticker (provided by USPS COA), MMA will log return mail in FirstTrax/CI<sup>SM</sup> (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/CI<sup>SM</sup>.

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]*.

