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**KanCare Implementation Activity:** Returned Mail Tracking

**Date Posted:** Nov. 21, 2012

**State:**

The state and its enrollment broker will continue to use the returned mail process that is in place today. The process is focused on ensuring that the information is re-mailed to the beneficiary the same day, whenever a forwarding address is available; and notifying the case workers of the forwarding address. The case workers are responsible for validating the address and updating the case accordingly. Once the case information is updated with the correct address, the information is then passed back to the MCO via the eligibility data exchange process. The state is also partnering with the MCOs on a standard process to report change of addresses identified by the MCOs (see MCO processes below). Once the information is received by the State, it will be processed in the same manner as described above to update the case record.

During implementation staffing levels have been adjusted in anticipation of increased level of returned mail. Returned mail is monitored daily to ensure timely processing.

In addition to reporting the change of address information to the state, the MCOs also have their own internal processes related to returned mail.

**MCOs:**

► **UnitedHealthcare:**

UnitedHealthcare follows the Kansas state guidelines to maintain accurate member address information.

To ensure that members receive their ID cards, they are always mailed via USPS First Class Mail and include Address Service/Return Service by the post office. All mail is scanned and indexed prior to mailing by the card vendor. Mail with a forwarding address is re-mailed within 48 hours. Mail with a non-forwarding address is further researched through Research Vendor (LexisNexis) to identify better address information. Updated address information is used to re-mail the ID Cards to the proper address. Return mail reports are generated to monitor accuracy of address data.

Member kits and provider directories are either mailed Third Class Bulk Mail through the USPS or shipped via DHL Standard Service. Both methods are equal in delivery time (approximately 7-10 business days). This level of service is much more cost effective for the heavy items to be shipped. It does not include address service or return service. The general practice is that the Post Office would destroy them if they are undeliverable.

Health Policy Oversight Committee  
Date: 12-6-12  
Attachment: 4

► **Amerigroup:**

Amerigroup's plan for tracking returned mail is summarized below.

- Outgoing mail is run through the USPS's NCOA (National Change of Address) database. This database corrects addresses for persons who have recently moved and informed the Postal Service of that change. Mail is forwarded to the new address per USPS standard practice.
- Our ID card vendor applies a bar code to each envelope identifying information about the person receiving the envelope – name, address, date mailed.
- If returned, the bar code is scanned by the fulfillment vendor and placed into a database. Nightly, a note is added to the enrollee's membership record indicating the date the envelope was returned.
- Reports are generated weekly for telephonic follow-up requesting the enrollee contact Amerigroup to provide a current address.

Reports are also sent at least once a month from our Enrollment Department to the local health plan for additional follow-up if an address change has not been received from either the enrollee or the state since the envelope was mailed.

► **Sunflower Health Plan:**

Sunflower will utilize our Customer Relationship Management (CRM) application to track and report instances of returned member mailings. Sunflower will have the ability to report instances of returned member mail to the State to assist in facilitating an update of the member's address that will eventually be reflected in the 834 eligibility file that is distributed to the MCOs.

All Member materials will be mailed in a Sunflower 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 designated Member Services Representative (MSR) or Eligibility Specialist will check the returned envelope for updated address information. If available, we will update the state address for mailing CRM System, or add additional address as mailing address and mark it as "mailing", and then re-mail the packet. Sunflower will then contact the member to advise them to update their address with the State enrollment agent.

If an updated address is not provided on the returned envelope, Sunflower will do the following:

- Check the CRM system to verify address. If different from address on the envelope, add a new address as "mailing", mark it as mailing and re-mail materials.
- If address in CRM is the same as on the envelope, attempt to contact the Member by phone number on file and request correct address information.
- Check the KMAP eligibility system and review member record for new address.
- If unable to contact by phone (i.e., disconnected), check the City Directory, correct the address and re-mail materials.
- If unable to locate information in the City Directory, check claims data to determine if the Member has sought medical care and with whom.
- If data is available, obtain current information from the provider, add new mailing address in CRM, mark it as mailing and re-mail materials.
- Contact the member to advise the updated address needs to be registered with the State.
- If address is unobtainable, this will be documented in documentation system for follow-up should the Member contact Member Services. If the member calls into the call center, the MSR will be prompted to ask for updated address information.
- These procedures will be followed monthly until correct address information is obtained, or Member has terminated.