

## HELPFUL HINTS ON FAXES AND EMAILS

### Applications

- Applications must be completed on line or an original paper application with the applicant's wet signature must be postmarked by the 15<sup>th</sup> of the month.
- Faxed or emailed applications are deemed a paper application. The fax or email date is not considered a postmark date for paper applications.
- Though the Eligibility Analyst's will attempt to process a faxed or emailed application they are deemed Incomplete due to not having the member's wet signature and the requested effective date is not guaranteed.

### Additional Supporting Documentation

- Additional documents required to confirm eligibility can be faxed or emailed.
- Send a separate email per member. Including documents for 2 or more members in a single email can delay the identification and tracking process.
- Include identification of the member on each piece of documentation being faxed, mailed or emailed. The application number is the fastest way for documents to be identified but a member's first and last name is also helpful as is their Social Security Number.

### Turnaround

- Please allow at least 2 business days for a fax or email to be received before resending. Every effort is made to identify and indicate emails and faxes as received within one business day. During peak times during the month, especially the last 2 weeks of the month, the turnaround typically increases to 2 business days.
- Hundreds of faxes and emails are received daily therefore please note that if one is sent in the morning it does not mean it is received, reviewed and identified that same morning and during peak times the same day.
- If being faxed please refrain from also sending documents via email and vice versa. Please allow time for the documents to be received, identified and marked as received. Sending multiple copies via multiple methods adds to the volume on the inbound mail which ultimately delays indicating the documents as received.
- To expedite the receipt and identification process:
  - In the Subject Lines: Include Member's Application Number, first and last name and brief description. (i.e. #12345 John Doe – Add'l Docs or #12222 Jane Smith – EFT Change)
  - On each page being submitted Include:
    - Member's Application number, and/or
    - Member's first and last name

## GENERAL REMINDERS

- Substantially complete applications must be received by the 15<sup>th</sup> of the month to ensure the first of the next month's as an effective date. To be considered substantially complete the application and additional documentation must be postmarked by the 15<sup>th</sup> of the month. Online applications must be completed by the 15<sup>th</sup> and the additional documents must be postmarked by the 15<sup>th</sup>.
- Applications and additional documents are reviewed within 4 business days from time they are indicated as received. All other requests are processed within 7 business days.
- Cancellations, EFT changes, or any requests impacting a member's bank draft should be submitted by the 20<sup>th</sup> of the month. Requests received after the 20<sup>th</sup> of the month are not guaranteed to be processed in time to impact the member's next EFT. EFT files are generated approx. 4-5 days prior to the end of the month. Once the files are created changes cannot be applied.