Feb. 4, 2019

Returned Mail Reporting Template and Process Flow

Section VB.3.h.

This document includes the template and process flow for Returned Mail and Non-Verifiable Member Addresses reporting in accordance with the Contract, “The PHP shall notify the Department, or the local DSS office as directed by the Department, of all returned mail due to incorrect mailing address in an electronic format and frequency as defined by the Department.”

Process Flow



Returned Mail and Non-Verifiable Addresses Reporting Template

Part A- County Tab(s)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Report:** | PHP RM-XXXX | **North Carolina Department of Health and Human Services** | **Process Date:** | MM/DD/YYYY |
|  |   | **Returned Mail and Non-Verifiable Member Addresses Report**  | **Process Time:** | HH: MM: SS |
|   |   | **As of: MM/DD/YYYY** | **Page:** | #### |
| **County #** | **Admin County Name** | **CNDS ID/Member ID** | **Member Name** | **Old Address** | **New Address** | **Document Name (Marketing Code)** | **Vendor Name** | **Regenerated Document (Y/N)** |
| 001 | Alamance | 000-00-0000-A | John Doe | 3049 New Way Rd Raleigh, NC 27489 | 3049 New Way Rd Raleigh, NC 27489 | Welcome Packet | PHP A | Y |
| 001 | Alamance | 000-00-0000-A | John Doe | 13 Elm St. Anytown, NC 27999 | 987 Oak St. Basic, NC 29999 | Enrollment Letter | PHP A | Y |
| 001 | Alamance | 000-00-0000-A | John Doe | 301 New Way Rd Raleigh, NC 27489 | 3049 New Way Rd Raleigh, NC 27489 | ID card | PHP A | Y |
|   |   |   |   |   |  | **Number of Members by county:** |  | **#####** |
|   |   |   |   |   |   |   |   |   |
|   |   | **\*\*\*\*\*\*\*\*\*\*\*\*\*END OF REPORT\*\*\*\*\*\*\*\*\*\*\*\*\*** |  |  |

Part B- Summary Tab

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Report:** | PHP RM-XXXX | **North Carolina Department of Health and Human Services** | **Process Date:** | MM/DD/YYYY |
|   |   | **Returned Mail and Non-Verifiable Member Addresses Report**  | **Process Time:** | HH:MM: SS |
|   |   | **As of: MM/DD/YYYY** | **Page:** | #### |
| **County #** | **Admin County Name** | **CNDS ID/Member ID** | **Member Name** | **Old Address** | **New Address** | **Document Name (Marketing Code)** | **Vendor Name** | **Regenerated Document (Y/N)** |
| 001 | Alamance | 000-00-0000-A | John Doe | 3049 New Way Raleigh, NC 27489 | 3046 New Way Raleigh, NC 27489 | Welcome Packet | PHP A | Y |
| 002 | Wake | 000-00-0000-A | Jane Doe | 13 Elm St. Anytown, NC 27999 | 987 Oak St. Basic, NC 29999 | Enrollment Letter | PHP A | Y |
| 003 | Vance | 000-00-0000-A | Bill Doe | 301 New Way Rd Raleigh, NC 27489 | 3048 New Way Raleigh, NC 27489 | ID card | PHP A | Y |
|   |   |   |   |   | **Number of Members Grand Total:** | **#####** |
|   |   |   |   |   |   |   |   |   |
| **\*\*\*\*\*\*\*\*\*\*\*\*END OF REPORT\*\*\*\*\*\*\*\*\*\*\*\*** |

**Field Definitions**

|  |  |
| --- | --- |
| **Field/Column** | **Definition** |
| Report #: | Each report would need a PHP generated report number assigned- for search purposes. |
| Process Date:  | Date PHP compiled and posted - for search and reporting purposes on a weekly basis. |
| Process Time: | Time PHP compiled and posted - for search and reporting purposes on a weekly basis. |
| Page: | Number of report pages - ex. Page 1 of 35. |
| County #: | Every county has been assigned a code number for easy reference. See the County Code Reference Guide for the full list of County Codes. |
| Admin County Name: | Name of the county that corresponds with the county number. |
| Member ID: | This would be the CNDS/ID of the Member. |
| Member Name: | Member Name that corresponds to the Member ID. |
| Old Address: | Address the correspondence/documents were originally mailed. |
| New Address: | Updated Address if available – ex. if the USPS posted a forwarding address on the returned mail. |
| Document Name (Marketing Code): | Name of the correspondence/documents and/or the marketing code the PHP has assigned to their mailings - ex. ID card, Welcome Packet, Enrollment Letter, etc. for tracking purposes. Please reference the Marketing Code deliverable for specific examples. |
| Vendor Name: | Name of the PHP submitting the report.  |
| Regenerated Document (Y/N): | Indicates if PHP regenerated the correspondence/documents due to updated address info – ex. if the USPS posted a forwarding address on the returned mail. |
| Number of Members by County: | Page break at the end of each County Tab to indicate how many Members had mail returned per county. This will help identify if a specific county needs to be reminded to verify the correct mailing address on the beneficiary’s record. This is necessary for tracking purposes for quality and compliance. There should be one tab per county included in this report. |
| Number of Members Grand Total: | Page break at the end of the Summary Tab to indicate how many Members had mail returned in total - necessary for tracking purposes for quality and compliance. |

**County Code Reference Guide**

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| **COUNTY CODES** |
| Alamance | 01 |   | Graham | 38 |   | Polk | 75 |
| Alexander | 02 |   | Granville | 39 |   | Randolph | 76 |
| Alleghany | 03 |   | Greene | 40 |   | Richmond | 77 |
| Anson | 04 |   | Guilford | 41 |   | Robeson | 78 |
| Ashe | 05 |   | Halifax | 42 |   | Rockingham | 79 |
| Avery | 06 |   | Harnett | 43 |   | Rowan | 80 |
| Beaufort | 07 |   | Haywood | 44 |   | Rutherford | 81 |
| Bertie | 08 |   | Henderson | 45 |   | Sampson | 82 |
| Bladen | 09 |   | Hertford | 46 |   | Scotland | 83 |
| Brunswick | 10 |   | Hoke | 47 |   | Stanly | 84 |
| Buncombe | 11 |   | Hyde | 48 |   | Stokes | 85 |
| Burke | 12 |   | Iredell | 49 |   | Surry | 86 |
| Cabarrus | 13 |   | Jackson | 50 |   | Swain | 87 |
| Caldwell | 14 |   | Johnston | 51 |   | Transylvania | 88 |
| Camden | 15 |   | Jones | 52 |   | Tyrrell | 89 |
| Carteret | 16 |   | Lee | 53 |   | Union | 90 |
| Caswell | 17 |   | Lenoir | 54 |   | Vance | 91 |
| Catawba | 18 |   | Lincoln | 55 |   | Wake | 92 |
| Chatham | 19 |   | Macon | 56 |   | Warren | 93 |
| Cherokee | 20 |   | Madison | 57 |   | Washington | 94 |
| Chowan | 21 |   | Martin | 58 |   | Watauga | 95 |
| Clay | 22 |   | McDowell | 59 |   | Wayne | 96 |
| Cleveland | 23 |   | Mecklenburg | 60 |   | Wilkes | 97 |
| Columbus | 24 |   | Mitchel | 61 |   | Wilson | 98 |
| Craven | 25 |   | Montgomery | 62 |   | Yadkin | 99 |
| Cumberland | 26 |   | Moore | 63 |   | Yancey | 100 |
| Currituck | 27 |   | Nash | 64 |   |   |   |
| Dare | 28 |   | New Hanover | 65 |   |   |   |
| Davidson | 29 |   | Northampton | 66 |   |   |   |
| Davie | 30 |   | Onslow | 67 |   |   |   |
| Duplin | 31 |   | Orange | 68 |   |   |   |
| Durham | 32 |   | Pamlico | 69 |   |   |   |
| Edgecombe | 33 |   | Pasquotank | 70 |   |   |   |
| Forsyth | 34 |   | Pender | 71 |   |   |   |
| Franklin | 35 |   | Perquimans | 72 |   |   |   |
| Gaston | 36 |   | Person | 73 |   |   |   |
| Gates | 37 |   | Pitt | 74 |   |   |   |

Version

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| Date | Section Updated  | Change |
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