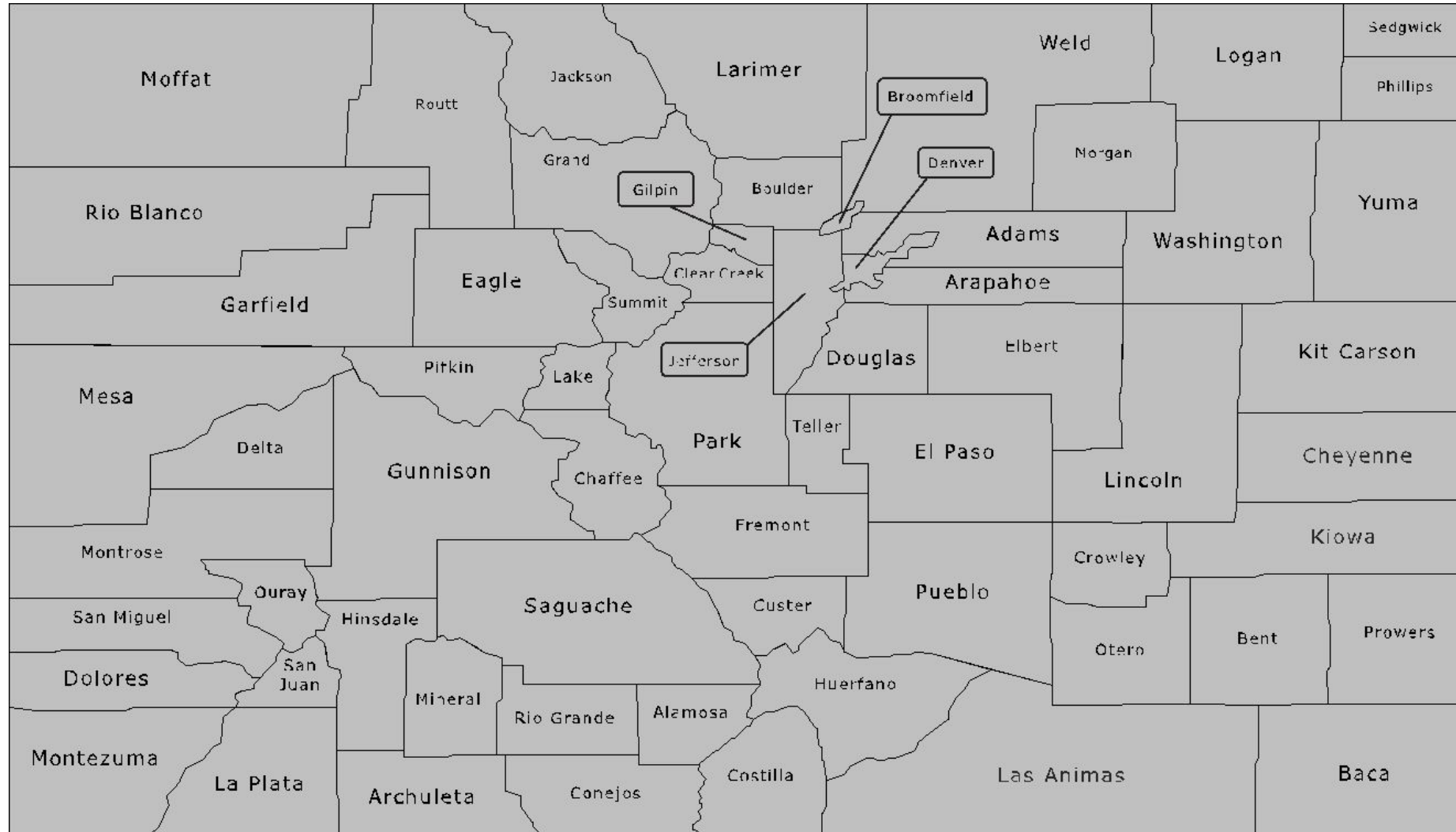


County Monthly Meeting Updated

January 24, 2023

Presented by: Monie Mangus

All Counties and EAP/MA Sites are Active in CRMC Phase II



CRMC Updates

- Scanner is now online and functioning
 - Batch Uploads overnight
 - Camera is now being used for large envelopes
 - Still working on bugs for this process
- Additional staff has been hired-30 total mail technicians, 3 Supervisors
- Returned mail volume is significantly higher

Future CBMS Improvements

CRMC Enhancement Project update is tentatively scheduled for late 2023 or early 2024

- Improved reporting
- Updates to the Returned Mail Dashboard
- Improved communications with counties
- Homeless Mail
- CRMC ability to update phone numbers

New County & MA/EAP Site Staff

- If you have staff changes, please remember to send an email to update those contacts
- Please contact us if you have questions regarding CRMC operations, or require training
- We are happy to set up individual facility meetings to answer questions or deliver training

Public Health Emergency (PHE) & COVID Unwind Update



The Department has received an update the Public Health Emergency continuous coverage requirement will end in **April of 2023**

CRMC Proactive Activities to aid in COVID Unwind:

▪ **Failure to Provide Information Members**

- Start January 2023 for RRR dates ending in May 2023 (Pending leadership approval)

Members classified as “Failure to Provide Information” will be uploaded to our 3rd party Address Validation Vendor and contact information returned from this upload will be used to contact members and update mailing address

▪ **Whereabouts Unknown Members**

- Start January 2023 for RRR dates ending in May 2023 (Pending leadership approval)

Members classified as “Whereabouts Unknown” will be uploaded to our 3rd party Address Validation Vendor and contact information returned from this upload will be used to contact members and update mailing address

Member information will continue to be uploaded by RRR date in order to update Member contact information before RRR packets/ex-parte process are started

▪ **IC Mismatch Members-Estimated Start: Mid February 2023**

CRMC Monthly Update Meeting

The Department and CRMC will be hosting a status update meeting on the 3rd Thursday of each month from 11am to 11:45.

I will be sending out an email asking for topics and issues to be discussed approximately 10 days prior to the meeting.

Please attend as necessary and forward the calendar invite to anyone who might benefit from this conversation.



Questions?



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Thank you!