

Member Answers

Member Does Not Answer

Member has sent in renewal packet

Member did not know they needed to do anything

Agents sees VCL is outstanding

Member did not receive renewal packet

Member no longer needs/wants benefits

Call not connected - agent will make note of disconnected number, remove from outbound call list

Call connected - agent will leave voicemail. (Voicemail goes into detail about how to reach the OBCC for follow-up)

Call connected but no voicemail setup, agent will make note and keep on outbound call list

< 10 days, not forwarded to county

>10 days, sent to county

Needs help, OBCC agent will guide member to complete online through PEAK or mobile health app & send to county

Does not need help, stress the importance of completing renewal & remove from call list

Does not need help, stress importance of returning VCL

Needs help, send to county

Guide member to complete online through PEAK or mobile health app

Needs Packet Resent
OBCC will verify Address

Does not need help, stress importance of completing renewal

Remove from call list & update PEAKPro

Updates Address in PEAK, resends packet

Member is homeless, ticket will be sent to county