

Offices & Divisions	Tier	Division SME Areas	Definition	Internal Salesforce Members	External SME	SME Area Priority
PCA - Partner Relations	Tier 2	Fraud Reporting	For inquiries related to member/provider fraud, program integrity within the county, etc	Ashley Pinson		Low
PCA - Partner Relations	Tier 2	MEAC Survey	Used to identify complaints/escalations that stemmed from the MEAC Survey	Kristina Gonzalez		Low
PCA - Partner Relations	Tier 2	Member Accessibility	Tickets related to physical accessibility issues at sites. Could also be related to members being unable to submit paperwork when referred online	Ashley Pinson		Medium
PCA - Partner Relations	Tier 2	Member Discrimination	This would be used for complaints related to discrimination of a member, provider or other entity/individual related to a HCPF protected civil rights class.	Ashley Pinson		Medium