

# PROCESSING MCA RETURN RENEWAL MAIL

OBJECTIVE: TO PROCESS RETURNED MAIL RECEIVED FROM THE RENEWAL POPULATION DURING THE MEDICAID UNWIND PERIOD.

## General Guidelines

When processing returned mail, review the document returned to determine if it was a renewal application (205IFAR/205SUPP) or a verification notice after a renewal was completed. Review and Recon will need to be completed to ensure the returned forwarding address is the most recent address before updating the case.

1. Check Siebel and ACCESS to determine if coverage has been closed due to Non-Coop, or if the case is being reviewed for a non-coop closure (no response to 205IFAR/205SUPP).

- **Yes** → Proceed to [Processing VHC Return Renewal Mail After Coverage Closure](#) section below.
- **No** → Use the Processing MCA Returned Mail During Unwind process.



## Processing VHC Return Renewal Mail After Coverage Closure

1. Was the 205IFAR/205SUPP the piece of returned renewal mail?

*Note: All renewal related returned mail can be resent, except the 205IFAR. If the 205IFAR was returned, proceed as no.*

- **Yes** → [Proceed to Step 2.](#)
- **No** → Process per Processing MCA Returned Mail During Unwind process.

2. Does the return mail have forwarding address?

- **Yes** → [Proceed to Step 3.](#)
- **No** → Process per Processing MCA Returned Mail During Unwind process.

3. Does the customer have an email address contact on file?

- **Yes** → Process per Processing MCA Returned Mail During Unwind process.
- **No** → [Proceed to Step 4.](#)

4. Create and send an RE502- Renewal Extension Forwarding MCA Closed MNT from the General Notices section, using the forwarding address on the return mail.

- Resend the returned renewal related mail to the new address.
- The Due Date field should be 30 days from the date we are sending the MNT.
- If coverage is not closed (205SUPP), ensure that coverage is not set to close until after the new due date.



5. Update Return Mail SR:

- Processing type: PARTIALLY\_PROCESSED
- Note: "Mailed [type of renewal related mail] notice. Closing SR."
- Status: Closed