

## Navigator Critical Need Process

Emails arrive from Critical Medical Needs Navigators in [agency@bge.com](mailto:agency@bge.com) in box, seeking an extension or restoral for a customer with medical needs.

### 1. Account is NOT currently in Severance and is not coded Special Needs

#### a. **Internet Team:**

- i. Review the account to determine if Special Needs forms have been sent out ***within the last 2 months***
- ii. If the Special Needs forms have never been sent:
  1. Follow the normal process to send Special Needs forms
  2. Reply by email to Navigator to advise of the 30-day hold and requirement to have the form signed by a qualified health care provider<sup>1</sup> and returned within 30 days
- iii. If more than 2 months have passed since forms have been sent
  1. Click the **Collection Process Active** in **Alerts**
  2. Click the **Cancel** button
  3. Click **OK** on warning message
  4. Navigate to the **Account page C&C** tab
  5. In the **Postpone Credit Review Until** field, enter the date 30 days out
  6. Click the **+ sign**. In the **Start Date** field enter today's date. In the **Stop Date** field enter the same date as **the Postpone Credit Review Until** date
  7. In the **Comments** field enter – **30 day ext provided due to navigator request**
  8. Click **Save**
  9. Navigate to **Customer Contacts**
    - a. Locate the **Special Needs Certification New Participant Letter**
  10. Place a checkmark in the **Reprint Letter** box
  11. Click **Save**
- iv. If less than 2 months have passed
  1. Advise the Navigator extension denied
- v. Add a Customer Contact

**vi. AFTER NOV. 12:** Add Critical Medical Needs characteristic (characteristic type "CRITMED") in the Characteristics tab of the Account page **(for tracking purposes):**

Effective Date	Characteristic Type	Characteristic Value
02-03-2012	Account Is Extracted Flag	Y Yes
10-25-2016	Critical Medical Needs Program Customer	Y Yes
02-26-1997	Deposit Refund Review Date	2013-02-14
02-14-2013	Deposit Refund Review Date	2014-02-14
02-14-2014	Deposit Refund Review Date	2015-02-14
09-14-2015	Deposit Refund Review Date	2016-02-14
12-28-2011	Legacy Account	5861440070
02-02-2012	Special Needs Patient Name	Angela Johnson
03-04-2010	Returned Check - Charged Back to Account	Y Yes
04-02-2010	Returned Check - Charged Back to Account	Y Yes
10-10-2013	Smart Energy Manager Control Group Status	RECIPIENT Account has full access
02-03-2012	Special Needs Certification Letter Sent	Y Yes
02-02-2012	Special Needs Relationship to Customer	self
02-02-2012	Special Needs Requested	LIFESUPP_CRITILL Life Support/Critical Illness
03-19-2012	Special Needs Status	UNCONFIRMED Unconfirmed

<sup>1</sup> A licensed physician or certified nurse practitioner

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2. **Account is NOT currently in Severance, however the account is already coded Special Needs**
  - a. **Internet Team:**
    - i. Review the account to determine if a medical extension has been granted within the last 2 months
    - ii. If more than 2 months:
      1. Click the **Collection Process Active** in **Alerts**
      2. Click the **Cancel** button
      3. Click **OK** on warning message
      4. Navigate to the **Account page C&C** tab
      5. In the **Postpone Credit Review Until** field, enter the date 30 days out
      6. Click the **+ sign**. In the **Start Date** field enter today's date. In the **Stop Date** field enter the same date as **the Postpone Credit Review Until** date
      7. In the **Comments** field enter – **30 day ext provided due to Navigator request**
      8. Click **Save**
      9. Advise Navigator of extension date
    - iii. If less than 2 months:
      1. Advise the Navigator extension denied
    - iv. Add a Customer Contact
    - v. Add CRITMED Characteristic (*tracking purposes*)
3. **Account is in Severance**
  - a. **Internet Team:**
    - i. Call 4032 to determine if **Severance** can be cancelled
    - ii. If over 4 min wait, IM Marvin Guthrie, Kiesha Anyim or Felicia Pearce
  - b. **Collections Team**
    - i. Review the status of the field activity
    - ii. If account is in **Received** or **Assigned** status
      1. Cancel the **Severance** process
      2. Advise the Internet rep the Severance has been called
    - iii. If in **Accepted** or **En Route** status
      1. Contact dispatch to have job cancelled
      2. Ensure that the dispatcher has contacted the tech to have the job pulled before prior to ending the call and canceling the job (this will avoid a COIE)
      3. Advise the Internet rep of the status of **Severance**
  - c. **Internet Team:**
    - i. Reply by email to Navigator to advise of the status of **Severance**
    - ii. Add a Customer Contact
    - iii. Add CRITMED Characteristic (*tracking purposes*)
4. **Service OFF**
  - a. **Internet Team:**
    - i. Review Navigator's request/proposal
    - ii. If commitments sufficient for restoral:
      1. Issue order to restore service
      2. Add Customer Contact
      3. Add CRITMED Characteristic (*tracking purposes*)

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- iii. If commitments are insufficient
  - 1. Forward e-mail to [NavigatorInquiryMailbox@exeloncorp.com](mailto:NavigatorInquiryMailbox@exeloncorp.com)
- iv. Add a Customer Contact
- b. **Collections Team**
  - i. Review the account to determine if service can be restored
  - ii. Respond/Contact Navigator directly to advise of decision or what is needed to have service restored
  - iii. Add Customer Contact
  - iv. Add CRITMED Characteristic (*tracking purposes*)
- 5. **Service OFF due to Theft**
  - a. **Internet Team**
    - i. Advise Navigator service off due to Theft and that request will be forwarded to Revenue Protection to calculate charges due
    - ii. Send an e-mail to [TOERevenueProtecti@exeloncorp.com](mailto:TOERevenueProtecti@exeloncorp.com)
      - 1. In the subject line include **“Medical Navigator”**
      - 2. Include in the body of the e-mail: Customer’s full name, the address where they are trying to receive service, the Navigator’s name and e-mail address
  - b. **Revenue Protection**
    - i. Calculate charges and respond by email directly to the Navigator within 24 hrs