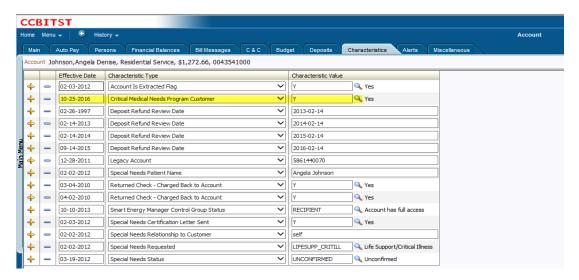
# **Navigator Critical Need Process**

Emails arrive from Critical Medical Needs Navigators in <a href="mailto:agency@bge.com">agency@bge.com</a> 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:
    - 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. <u>AFTER NOV. 12:</u> Add Critical Medical Needs characteristic (characteristic type "CRITMED") in the Characteristics tab of the Account page (for tracking purposes):



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

## **Navigator Critical Need Process**

### 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)

# **Navigator Critical Need Process**

- iii. If commitments are insufficient
  - 1. Forward e-mail to <a href="mailto:NavigatorInquiryMailbox@exeloncorp.com">NavigatorInquiryMailbox@exeloncorp.com</a>
- 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 <a href="mailto:TOERevenueProtecti@exeloncorp.com">TOERevenueProtecti@exeloncorp.com</a>
    - 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