

# How to Process Returned Mail

## What is Returned Mail?

When you are working a caseload as a Medicaid caseworker, you will receive returned mail when a notice you (or the system) sent is returned to the DSS office as unable to forward to or locate the client. You will need to document when the returned mail was received and attempt to contact the client to determine if there is a new address. Follow the steps below to process each type of returned mail.

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## Returned Mail (no return address)

When you receive returned mail that does not include a new address, you can process the returned mail by doing the following:

1. Type the case number into NC Fast and press **Search**. You can find the case number on the returned piece of mail.
2. Press the case number that you searched.
3. Press the case head's name to open their Person Page.
4. Press **Evidence**.
5. Find the email and/or phone number of the case head. You will now attempt to contact them via email or phone to verify the new address.
  - a. If the client doesn't answer a phone call, leave a generic voice message. For a cheat sheet of what to say, see the *Returned Mail Phrases* handout.
6. Document that you attempted to or were able to contact the client under **Client Contact**.
7. Press **New**.
  - a. Add a title such as "Client Contact."
  - b. Add detailed notes about how you attempted to contact/contacted the client, and what was discussed.
  - c. Press **Save**.
8. Add the same detailed notes on the Product Delivery Case (PDC) under **Case Details**.
9. Press **New**.
  - a. Add a title such as "Client Contact."
  - b. Add detailed notes about how you attempted to contact/contacted the client, and what was discussed.
  - c. Press **Save**.

10. Scan the returned mail using your scanner.

**Note:** Scan the returned mail and the envelope. Scanning the envelope will show the date the mail was returned.

11. Save the scanned files as a PDF. Make note of where you saved the file so you can find the file when you upload the PDF to NC Fast.

12. Navigate to the Insurance Affordability (IA) page and press **All Documents**.

13. Press **New**.

a. Press **Browse** to locate and select the PDF file.

b. Choose the category of the mail. Use the *NC Fast Taxonomy (for Uploading Documents)* to make this choice.

c. Add a description of the document you are uploading, such as "Return Mail."

14. If you cannot contact the client and it is not your case, then write scanned/uploaded on the mail and bring it to the assigned caseworker. Tell them about the steps you've taken to process the return mail and let them complete the process.

15. If you cannot contact the client and it is your case, then follow the MA-2352/3410.II.F Mastering Medicaid policy that states that "you need to contact the beneficiary to verify the new address. Review the agency records and electronic matches, and if you still have no success locating a new address, send a DHB-5097 to the most recent address to request verification of the new address."

16. Based on what information you were able to get from the client after sending the DHB-5097, you should be able to learn whether the client has moved to a new address in county, out of county, out of state, or is using the DSS office as their new address. To complete the return mail, follow the steps for the appropriate type of return mail.

## Returned Mail (in county)

When you receive returned mail that includes a new address that is within Henderson County, you can process the returned mail by doing the following:

1. Type the case number into NC Fast and press **Search**. You can find the case number on the returned piece of mail.

2. Press the case number that you searched.

3. Press the case head's name to open their Person Page.

4. Press **Evidence**.

5. Find the email and/or phone number of the case head. You will now attempt to contact them via email or phone to verify the new address.

a. If the client doesn't answer a phone call, leave a generic voice message. For a cheat sheet of what to say, see the *Returned Mail Phrases* handout.

6. Document that you attempted to or were able to contact the client under **Client Contact**.

7. Press **New**.

a. Add a title such as "Client Contact."

b. Add detailed notes about how you attempted to contact/contacted the client, and what was discussed.

c. Press **Save**.

8. Add the same detailed notes on the PDC under **Case Details**.
9. Press **New**.
  - a. Add a title such as "Client Contact."
  - b. Add detailed notes about how you attempted to contact/contacted the client, and what was discussed.
  - c. Press **Save**.
10. Scan the returned mail using your scanner.

**Note:** Scan the returned mail and the envelope. Scanning the envelope will show the date the mail was returned.

11. Save the scanned files as a PDF. Make note of where you saved the file so you can find the file when you upload the PDF to NC Fast.
12. Navigate to the IA page and press **All Documents**.
13. Press **New**.
  - a. Press Browse to locate and select the PDF file.
  - b. Choose the category of the mail. Use the *NC Fast Taxonomy (for Uploading Documents)* to make this choice.
  - c. Add a description of the document you are uploading, such as "Return Mail."
14. Update the address on the IA and each Person Page.
  - a. Add an end date to the previous mailing and private address for the date the mail was returned, which is on the front of the envelope. For example, 4/13/2023.
  - b. Add the new address as a mailing and private address and set the start date as the day after the end date of the previous address. For example, 4/12/2023.
15. Mail out the returned mail to the new address. You've successfully processed the returned mail!

## Returned Mail (out of county – county transfer)

When you receive returned mail that includes a new address that is not within Henderson County, you can process the returned mail by doing the following:

1. Type the case number into NC Fast and press **Search**. You can find the case number on the returned piece of mail.
2. Press the case number that you searched.
3. Press the case head's name to open their Person Page.
4. Press **Evidence**.
5. Find the email and/or phone number of the case head. You will now attempt to contact them via email or phone to verify the new address.
  - a. If the client doesn't answer a phone call, leave a generic voice message. For a cheat sheet of what to say, see the *Returned Mail Phrases* handout.
6. Document that you attempted to or were able to contact the client under **Client Contact**.
7. Press **New**.
  - a. Add a title such as "Client Contact."
  - b. Add detailed notes about how you attempted to contact/contacted the client, and what was discussed.
  - c. Press **Save**.

8. Add the same detailed notes on the PDC under **Case Details**.
9. Press **New**.
  - a. Add a title such as "Client Contact."
  - b. Add detailed notes about how you attempted to contact/contacted the client, and what was discussed.
  - c. Press **Save**.
10. Scan the returned mail using your scanner.

**Note:** Scan the returned mail and the envelope. Scanning the envelope will show the date the mail was returned.

11. Save the scanned files as a PDF. Make note of where you saved the file so you can find the file when you upload the PDF to NC Fast.
12. Navigate to the IA page and press **All Documents**.
13. Press **New**.
  - a. Press **Browse** to locate and select the PDF file.
  - b. Choose the category of the mail. Use the *NC Fast Taxonomy (for Uploading Documents)* to make this choice.
  - c. Add a description of the document you are uploading, such as "Return Mail."
14. Update the address on the IA and each Person Page.
  - a. Add an end date to the previous mailing and private address for the date the mail was returned, which is on the front of the envelope. For example, 4/13/2023.
  - b. Add the new address as a mailing and private address and set the start date as the day after the end date of the previous address. For example, 4/12/2023.
15. Clean up each Person Page on the case. Make sure that **Preferred Public Office** is changed to the new county on each Person Page.

**Note:** If there is incorrect information on the case when it is transferred, then the new county will send it back. See the *Person Page Cleanup* handout for more specific details.

16. Clean up the IA Evidence by pressing the **Incoming Evidence** tab.
  - a. Check to see if there is any incoming evidence. This could be emails, phone numbers, or addresses that you've added or changed on a Person Page. Press **Ignore**.
17. Clean up the IA Evidence tab by pressing the **Dashboard**.
  - a. Check each section of evidence to ensure everything is correct. Pay special attention to the following sections:
    - i. **Address:** Ensure all addresses are correct and that no mailing addresses are included in the Address page. If they are, delete them.
    - ii. **Application Filer Consent:** In Edit Application Filer Consent, make sure that all boxes are checked.
    - iii. **Citizen:** Ensure only those receiving are included on this page. If they are a US citizen, make sure that the start date is their birth date.
    - iv. **Resident:** Ensure only those receiving are included on this page.
    - v. **Contact Preferences:** Check that preferred spoken language, preferred written language, and preferred communication preferences are set.

- vi. **Tax Filing:** Ensure that no one is a tax filer and non-tax filer. They can only be one or the other.
  - vii. **SSN Details:** If they are a US citizen, then the start date should be their birth date.
- 18. If you made changes to the IA, press the three dots across from Evidence Dashboard and press **Apply Changes** to apply your changes.
- 19. Fill out the County Transfer Template, which includes the following questions:
  - a. **CASE ON HOLD:** NO
    - i. **Note:** You can check if the case is on hold by going to the IA page and pressing **Eligibility**. If anything displays on the page, the case is on hold. If it is blank, you can continue to fill out the County Transfer Template.
  - b. **CASE DUE FOR RECERT:** NO
    - i. **Note:** You can check if the case is up for recert by going to the PDC and pressing **Certifications**. If the new certification period is not within the next two months, continue the county transfer. If the new certification period is within the next two months, then the system will not allow a transfer and you will need to wait for the new certification period before you can transfer the case.
  - c. **DETERMINATION APPEARS CORRECT:** YES
    - i. **Note:** You can check if the determination is correct by going to the PDC and pressing **Determinations**. If this page looks correct, then you can continue to complete the County Transfer Template.
  - d. **ALL PERSON PAGES AND IA UPDATED:** YES
  - e. **INCOMING EVIDENCE OR EVIDENCE IN EDIT:** NO
  - f. **CASE TRANSFERRED TO COUNTY TEMP OWNER AND COUNTY TRANSFER TASK GENERATED ON ISC or IA:** YES
  - g. **WHAT COUNTY IS CASE BEING TRANSFERRED TO:** BUNCOMBE
  - h. **WHAT DATE WAS DMA-5154 MAILED TO CLIENT AND TO DSS AGENCY:** 05/24/2023
- 20. Save the County Transfer Template to your computer.
- 21. Copy and paste the template information into the IA and case head Person Page.
- 22. On the IA page, press **Case Details** and then **New**.
  - a. Enter "County Transfer" as the Subject.
  - b. Paste the template information into the text box.
- 23. On the case head's Person Page, press **Client Contact** and then **New**.
  - a. Enter "County Transfer" as the Subject.
  - b. Paste the template information into the text box.
- 24. On the IA, change the case owner and supervisor by pressing the **Administration** tab, and then **User Roles**. To change the case owner, complete the following:
  - a. Press **New Owner**.
  - b. Press the **Search** icon.
  - c. Type the new county name and press **Search**.
  - d. Select County Namecounty temporary app owner.
  - e. Press **Select**.
  - f. Select **County Transfer** as the reason.
- 25. To change the case supervisor, complete the following:

1. Press **New Supervisor**.
  2. Press the **Search** icon.
  3. Type the new county name and press **Search**.
  4. Select County Name *county temporary app owner*. (Do not select County Name *county temporary app supervisor* – it should be owner)
  5. Press **Select**.
  6. Select **County Transfer** as the reason.
26. Complete a Transfer Letter DMA-5154.
- a. Fill out the required information in the transfer letter. See an example transfer letter below:

\* Example

### COUNTY TRANSFER LETTER

Date: May 24, 2023  
Transferring County Name: Henderson

Sara Phillips  
142 La Mancha Dr Apt H  
Asheville, NC 28805

Case ID Number: PDC #  
Co. Case Number: IA #  
Program/Category: Benefit History

Dear Sarah:

Since you moved to Buncombe County from Henderson County, and plan to remain there on a permanent basis, we will end your assistance in Henderson County on 6/31/23. You must report any changes in your situation to me prior to this date.

The Buncombe County Department of Social Services will be responsible for your case effective 7/1/23. You will need to contact that office to choose a Community Care of North Carolina/Carolina Access (CCNC) provider for you and your family. Their office is located at:  
40 Cox Ave Asheville, NC 28802  
Their telephone number is 828-250-5500

Sincerely,  
Lisa Beddingfield  
Income Maintenance Caseworker

Original: Recipient  
cc: Buncombe County Eligibility Record

MAF-C Job Bonus	to
MAF-C 12 Month Extended	to
MAF-C 1 Month (WFFA transfer)	to
MIC Continuous Eligibility	to
AAF pymt type 4 (4 mo. transitional)	to
AAF pymt type 5 (12 mo. transitional)	to
NCHC	to
Automatic Newborn	to

\* Print TWICE  
1) To client (scan in NC FAST)  
2) To Buncombe County

DMA-5154  
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- b. Save the transfer letter as a PDF so you can upload it to NC Fast.
- c. Upload the transfer letter to the IA page.
  - i. Press **All Documents**.
  - ii. Press **New**.
  - iii. Press **Browse** and select the County Transfer Letter PDF you created.
  - iv. Change the Category to **Medicaid**.
  - v. Type **County Transfer** as the Sub-Category.

- vi. Type **County Transfer** as the Description.
- vii. Press **Save**.
- d. Print out two copies: one copy for the client and one copy for the new county.
- e. Mail out the two copies of the County Transfer Letter to the client's new address and the new county. You can find the new county's mailing address using the *Directory of North Carolina County Departments of Social Services* list.

**Note:** When mailing to a new county with a PO box, always send mail to the PO box instead of the mailing address.

- 27. Generate a task on the IA page.
  - a. Press the three dots in the top right corner.
  - b. Press **County Transfer**.
  - c. Type the county name, and then press **Search**.
  - d. Select the correct county name.
  - e. When prompted, select **Yes** you would like to complete the county transfer.
- 28. You've now successfully completed a county transfer, but you're not done yet!
- 29. Add the county transfer to the shared County Transfer Out spreadsheet. You can find the spreadsheet by doing the following:
  - a. Navigate to your Shared Drive>Economic Services>County Transfers>County Transfer Out (excel spreadsheet). Choose the County Transfer Log.

**Note:** Make sure no one else is using the shared spreadsheet at the same time by checking there are no other names in the top right. If there are, check that they are finished with the spreadsheet before adding information, so transfers are not missed or deleted on accident.

- b. Add the required information and the date you completed the transfer.
  - c. Press **Save**.
- 30. Congratulations, you've completed a county transfer.

## Returned Mail (out of state)

When you receive returned mail that includes a new address that is in a state other than North Carolina, you can process the returned mail by doing the following:

- 1. Type the case number into NC Fast and press **Search**. You can find the case number on the returned mail.
- 2. Press the case number that you searched.
- 3. Press the case head's name to open their Person Page.
- 4. Press **Evidence**.
- 5. Find the email and/or phone number of the case head. You will now attempt to contact them via email or phone to verify the new address.
  - a. If the client doesn't answer a phone call, leave a generic voice message. For help with what to say, see the *Returned Mail Phrases* handout.
- 6. Document that you attempted to or were able to contact the client under **Client Contact**.
- 7. Press **New**.

- a. Add a title such as "Client Contact."
  - b. Add detailed notes about how you attempted to contact/contacted the client, and what was discussed.
  - c. Press **Save**.
8. Add the same detailed notes on the PDC under **Case Details**.
9. Press **New**.
  - a. Add a title such as "Client Contact."
  - b. Add detailed notes about how you attempted to contact/contacted the client, and what was discussed.
  - c. Press **Save**.
10. Scan the returned mail using your scanner.

**Note:** Scan the returned mail and the envelope. Scanning the envelope will show the date the mail was returned.

11. Save the scanned files as a PDF. Make note of where you saved the file so you can find the file when you upload the PDF to NC Fast.
12. Navigate to the IA page and press **All Documents**.
13. Press **New**.
  - a. Press **Browse** to locate and select the PDF file.
  - b. Choose the category of the mail. Use the *NC Fast Taxonomy (for Uploading Documents)* to make this choice.
  - c. Add a description of the document you are uploading, such as "Return Mail."
14. If you cannot contact the client and it is not your case, then write scanned/uploaded on the mail and bring it to the assigned caseworker. Tell them about the steps you've taken to process the return mail and let them complete the process.
15. If you cannot contact the client and it is your case, then follow the MA-2352/3410.II.F Mastering Medicaid policy that states that "you need to contact the beneficiary to verify the new address. Review the agency records and electronic matches, and if you still have no success locating a new address, send a DHB-5097 to the most recent address to request verification of the new address."
16. If you receive the mail as returned mail again and it's been 60 days since the DHB-5097 has been sent, then you evaluate whether the termination process should be started.

## Returned Mail (address is DSS office)

When you receive returned mail that does includes the DSS office as the address, you can process the returned mail by doing the following:

16. Type the case number into NC Fast and press **Search**. You can find the case number on the returned mail.
17. Press the case number that you searched.
18. Press the case head's name to open their Person Page.
19. Press **Evidence**.
20. Find the email and/or phone number of the case head. You will now attempt to contact them via email or phone to verify the new address.



- a. If the client doesn't answer a phone call, leave a generic voice message. You should mention in your message that you will leave the returned mail at the DSS front office for the next 30 days.
  21. Document that you attempted to or were able to contact the client under **Client Contact**.
  22. Press **New**.
    - b. Add a title such as "Client Contact."
    - c. Add detailed notes about how you attempted to contact/contacted the client, and what was discussed.
    - d. Press **Save**.
  23. Add the same detailed notes on the PDC under **Case Details**.
  24. Press **New**.
    - e. Add a title such as "Client Contact."
    - f. Add detailed notes about how you attempted to contact/contacted the client, and what was discussed.
    - g. Press **Save**.
  25. Scan the returned mail using your scanner.
- Note:** Scan the returned mail and the envelope. Scanning the envelope will show the date the mail was returned.
26. Save the scanned files as a PDF. Make note of where you saved the file so you can find the file when you upload the PDF to NC Fast.
  27. Navigate to the IA page and press **All Documents**.
  28. Press **New**.
    - h. Press **Browse** to locate and select the PDF file.
    - i. Choose the category of the mail. Use the *NC Fast Taxonomy (for Uploading Documents)* to make this choice.
    - j. Add a description of the document you are uploading, such as "Return Mail."
  29. Reseal the returned mail including the client's name and bring the mail to the front desk. You will place the mail in the filing cabinet for 30 days. Make sure to file the returned mail under the last name of the client and place the envelope vertically in the folder so it isn't missed.
  30. You've successfully processed the returned mail!