# NMH Scrub SOP

In the file attached – please have your team members pull account (column B)

For all accounts in RED– please have your team flip that account number to – Rejected Referral – Already insured, and that's it 😊

For all accounts in BLUE– please have your team flip that account number to – Pending Approval, then please Add New Application – application name is – Medicaid ACE – and link those accounts that you just flipped to pending approval to that application.

**FAQs**

1 .  When adding application for Medicaid ACE, what details should we provide for the following(please see attached photo below). We cannot proceed without the following details.

## Add Applications for Shaquille Alexander

Medicaid ACE: Application Level is required.
Medicaid ACE: State Taken Date is required.
Medicaid ACE: Applied From Date is required.
Medicaid ACE: Applied To Date is required.

**- put all dates 'today'**

2. What if the accounts in BLUE is already on **billing list** , how can we switch it back to pending approval?

 **- if the blue account is already on billing list then no worries, please skip**

3. **What should we choose for agency?**

## Select Agencies for New Application(s) for Shaquille Alexander

Agency is required.

| Application Type | Level | Agency |
|---|---|---|
| Medicaid ACE | Initial | Choose... ⌄ |

**- select "180" on the options**

3. If my name is not listed under HCR , who should I choose to proceed?

**Add Applications for Terry Olsen**

HCR: is required.

State:* Illinois ▼ | Customer:* NMH-Kishwaukee ▼ | HCR:* Choose

**- Please choose Norma Arellano as the default HCR**