

RISK FACTORS

When to apply risk factors and how to apply risk factors

Person Calling	Reject Account	Cancel Account	Check Status	Change Info	Annual Ver.	All Recordings
Customer	Full name, DOB and SSN	Full name, DOB and SSN	Full name, DOB and SSN	Full name, DOB and SSN	Full legal name; SSN; DOB; Current Physical Address:	Full legal name; SSN; DOB; Current Physical Address:
Someone Else	Customer's Full name, SSN, DOB and address	Applicant/Customer must complete the process	Full name, DOB and SSN	Full name, DOB and SSN	Applicant/Customer must complete the process	Applicant/Customer must complete the process
Street Team	1st: Provide Enrollment ID 2nd: If does not have the E.I.D., then, ask for customer's Full Name, SSN, DOB	Applicant/Customer must complete the process	Full name, DOB and SSN	Full name, DOB and SSN	Applicant/Customer must complete the process	Applicant/Customer must complete the process
UPDATE	Safelink Agents: Street Team reps should NOT be calling in to cancel applications that are in "ENROLLED" or "QUALIFIED" status. These type of enrollments should only be CANCELLED by the customer (applicant) with their proper PII (Personally Identifiable Information) information and after confirming they are the correct account holder. If the Street Team Rep pushes this matter escalate the call to your supervisor. -04.19.17- Aac					

For more details of this, you can find the information by searching risk factors in the IK Base.

Acronym definitions:	SSA: Social Security Administration. An independent government agency that provides disability and retirement benefits, among others, through social insurance programs
	SSI: Supplemental Security Income. If applicants participate in this program, they may be eligible for the service in many states.
	Health Maintenance Organization (HMO): If an individual is enrolled in an HMO, they receive their health services through a network provider. This network provider makes the cost for care more economical. The network is known as MEDICAID.