

Pending Reprocess - Wisconsin Applications

Hello Team,

We wanted to update you on a special procedure that takes place in the State of Wisconsin. The approval procedure for this State differs from the rest. First of all, Wisconsin has a Mandatory State Agency; that means that if a customer applies through any of the programs that are validated against the State Agency, the account will get Qualified or will remain in Pending status depending on their resolution. For the rest of the States with Mandatory State Agencies, if the resolution is negative, the enrollment gets Unqualified, but as stated before, this is not the case for Wisconsin applications; the status for these accounts will be **PendingReprocess**:

Status
Pending - PendingReprocess

This basically means that the account will remain in Pending status for a month, until a new verification takes place. In the mean time, the **Enrollment Activity** section will look like this:

Enrollment Activity	
Date	Status
05/17/2017	Pending State of Wisconsin Certification Approval
05/17/2017	Pending

This process will take place up to three times once a month, but if the final response is negative the account will get Unqualified and the service will not be provided. On the other hand, if outcome is positive in any of the three tries, the account will get Qualified and the customer will receive the service without problems.

This information is available in IKB: <http://csrhelp.vmbc.com/articles/298-Pending-Reprocess%20-%20Wisconsin%20applications>

Please, roll over this information to all agents and let me know if you have any questions or doubts.