# M3P Paper Election Opt-In

[Paper Opt-In](#_Toc180493123)

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**Description:** This work instruction will provide guidance to M3P Coordinators on how to enter M3P paper election forms in Captiva and MPPP360.

**Note**: Make sure to view all pages in the document before submitting

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| Paper Opt-In |

If a M3P paper election form is received and has all the required data fields completed and you can find active Part D coverage for the beneficiary…

Follow the steps below:

|  |  |
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| **Step** | **Action** |
| **1** | If M3P paper election form is received and has all the required data fields completed:  Select the corresponding HCF Plan ID in MPPP360 that is found on the bottom of the paper election form and enter member MBI then click on ‘Search’. |
| **2** | Select the ‘Opt in Now’ button in the prescription payment plan opt-in status section. |
| **3** | In the MPPP360 Opt-In tab:     * Enter effective date during the plan year default to current date or future start date of the plan and source **Paper Form**.      * Enter **Application Date** (date the form was received).     **Note:** The only time you will need to update the application date is if the form was received on a date in the past, most commonly will be when faxed/forwarded to us from a 3rd party – we will need to look for the received date on the image.     * Enter **Application Date Time** (this is the time the form was received stamped on the file – convert to PST).       **Example**: M3P\_FAX\_2024Oct17\_0601\_6652555\_CT.pdf  This file was received on 10/17/24 at 6:01a CST. You would enter 4:01a as the Application Date Time. The seconds’ field is not important – you can keep it at default.   * Enter **Application Received Date** (this is the date the form is processed -should usually be current date unless there’s been a delay).        * Enter Authorized Representative details in MPPP360 Opt-In tab (if applicable) tab.   + **Note**: if the AOR section is filled out on the form, you must first confirm that person has AOR/POA on file with us before opting the member in. If not, pend for outreach. * Select **Next** button. |
| **4** | Upload letter image (unique ID) in MPPP360 Opt-In tab using image location in Captiva UI.   * Click ‘copy’ on the image path in Captiva      * Click ‘browse’ in the supporting documents section in WiPro then paste the file path into the ‘file name’ field in the file explorer pop-up. * Select ‘Paper Enrollment’ in the Document Type drop down |
| **5** | Check the terms and conditions attestation box in MPPP360 Opt-In tab. A terms and conditions pop up will display, click “accept”.  **Note**: Signature date will auto-populate. If the paper election form has a different date you can update it.     * Select “Submit”   **Note**: A confirmation number will populate to confirm the submission was successful. |
| **6** | Add a blue annotation to the top right corner of page one with the confirmation number. |
| **7** | Select 'Opt In' disposition from drop down in Captiva then click 'Submit'. |
| **8** | A ‘Submission Successful’ pop up will display to confirm you completed the image disposition. Click “OK” when you’re ready for the next image to populate. |

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| Request For Information (RFI) & Exceptions |

If M3P paper election form is received and is missing any of the required data fields and/or you are NOT able to find active Part D coverage for the member…

Follow the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** |  | |
| **If…** | **Then…** |
| If Member is already opted in | * Then “Add annotation on Captiva image with date/time & duplicate” * Select ‘Exception Other’ disposition from drop down in Captiva then click 'Submit'. |
| If you are unable to read the mail image or have multiple form | * Add annotation on Captiva image with reason for Re-Scan * Select 'Re-Scan' + 'Submit'   + If unable to read the image, **one attempt** will be made to Re-Scan. This sends a request to the mail ops team to Re-Scan the form into Captiva.   + Re-Scanned forms will have ‘Re-Scan’ in the document ID and be prioritized to the top of the queue.   + If a Re-Scanned form is still unable to be read after the first Re-Scan attempt select “Image Unclear” + “Submit” * Select ‘ReScan' disposition from drop down in Captiva then click 'Submit'. |
| If Mis-Directed mail image (anything other than a M3P form/document) | * Select ‘Mis-Directed' disposition from drop down in Captiva then click 'Submit'.   Mis-Directed mail is sent back to the mail ops team to forward to the appropriate department. |
| * If the image is:   + Incomplete   + Missing Signature   + Member not found/eligible   + Response to RFI   + Non-English   + Or otherwise requires additional research or outreach   + Misdirected Fax | * Add annotation on Captiva image with date/time & reason for pend * Select ‘Pend’ disposition from drop down in Captiva then click 'Submit'. |

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