



## Client Letter Delivery Guide

*How to name the template file names*

July 2020



## How to name the .docx or .pdf letter template

[module]-[delivery method]-[letter name]-[level 1]-[level2]

**Module** – The prefix of the letter file name should describe the module the correspondence belongs to. If none apply, use the prefix text of “None”.

Acceptable File Name Text (not case sensitive)	Module Name & Alias
Auth	Authorization, Auth, UM
CM	Care Management (At the Referral Level), CM
Careplan	Care Management (At the Care Plan Level), CM
CTM	CTM
Rx	Pharmacy, Rx
Grievance	Grievance, GRV
Appeals	Medical Appeals, Med Appeals, Appeals, MA
Global	360Member, Member, Global
QOC	Quality of Care, QOC, PQR
Disputes	Provider Disputes
MTM	Medication Therapy Management, MTM

[module]-[delivery method]-[letter name]-[level 1]-[level2]

**Delivery Method** – The delivery method is to indicate whether the correspondence is to be sent via Mail or Fax.

Acceptable File Name Text (not case sensitive)
Mail
Fax

[module]-[delivery method]-[letter name]-[level 1]-[level2]

**Letter Name** – The letter name is the Health Plan’s formal, client-facing, name of the correspondence. The text placed for the Letter Name will be visible to the users in the platform when they’re reviewing and/or selecting the correspondence. This text is case sensitive and not all characters are allowed.

#### Unacceptable Characters in the File Name Text

\ / : \* ? “ < >

[module]-[delivery method]-[letter name]-[level 1]-[level2]

**Level 1** – This is the first level of hierarchy in the Health Plan’s organization. This text must match the data provided to MHK. This will indicate which Company the letters belong to.

#### Examples of Level 1 Hierarchy Names

Medicare

Medicaid

Commercial

[module]-[delivery method]-[letter name]-[level 1]-[level2]

**Level 2** – This is the second level of hierarchy in the Health Plan’s organization. This text must match the data provided to MHK. This will indicate which Line of Business the letters belong to.

#### Examples of Level 2 Hierarchy Names (these are unique to every Health Plan)

Healthy Choice

Advantage Plus

Balanced Care

