**Certification or QA Email Box Management**

SST has access to this box and uses flags and categories to filter through the messages that need action by the SST or other staff. SST & unit manager are box owners but all staff should have access to box to take action.

1. CPR Waivers or BCU Expedites
   1. Requests come into box.
   2. SST flags and categorizes as CPR or Expedite.
   3. MAA II or HPM III views inbox for their category and takes required action.
   4. When item is completed clicks flag to turn it into a checkmark.
   5. SST moves finished items to appropriate CPR or BCU Expedite folder for archiving.
2. Certification Application Materials
   1. New Applications are forwarded to OA II for processing.
   2. Change forms are forwarded to appropriate professional staff by alpha split.
   3. Once materials have been forwarded original emails are moved to Certifications folder.
3. Fiscal intermediary reports
   1. Reports come in on Mondays.
   2. After SST has viewed report and taken action report is moved to Certification Actions folder.
4. BCU notifications
   1. All BCU communication is moved to BCU folder for action by other staff.
5. Miscellaneous questions or other correspondence are taken care of by SST on a case by case basis either by replying to sender or forwarding to appropriate staff.
6. QA Box
   1. E-alerts are moved to E-alert folder
   2. Any misc certification materials are moved to Certification box and categorized as sent to wrong email along with any other categories or flags so that staff can provide technical assistance to sender regarding communications as well as take action on the item.