**Performance Measures – Clerical Support**

1. **Mail processing – same day**
   1. Incoming – date stamped, distributed
   2. Outgoing – labels, attachments & certified mail downstairs by 9:30 daily
2. **Applications – ALL – 24-72 hours**
   1. Database entry within 24 hrs of receipt & date stamping
   2. Care Coordination screening within 24 hrs of receipt & date stamping
   3. Distribute to evaluator as completed- COB same day
3. **Reports - COB**
   1. Weekly reports by COB the day before the meeting
   2. Monthly reports by COB the day before the meeting
   3. Provider list within first week of month for website posting
4. **Inbox Management - daily**
   1. Complaints –move to folders as needed
   2. Incoming materials – forward as needed
   3. BCU – file after 1 week in inbox
   4. Correspondence – as needed
5. **Database Updates- every week**
   1. New Provider Entry within 24 hrs of receipt & date stamping
   2. Activate Providers after enrollment COB Mondays
6. **Scanning- every week**
   1. Final certifications, denials, withdrawals
   2. CPR Waivers
   3. E-files to correct folders
7. **Filing-every week**
   1. Pull & re-file
   2. Remove old paperwork
   3. Insert new paperwork
8. **Archives & Offsite - quarterly**
   1. Prepare older paperwork for offsite
   2. Prepare closed files for archive
   3. Data entry
9. **Supplies – 4 weeks early**
   1. Office
   2. Copier
   3. Desktop printers
   4. Fax

