

FASCore Documentation

FUNCTIONAL PROCESS: Participant Website/VRS

PROCEDURE: Add, Delete, Update Plan Specific Participant Website/VRS Message

DATE: September 2008

Overview

Plans can request to have a plan specific message appear on the Participant Website or spoken on the Voice Response System (VRS).

If a plan requests to add, delete, or update a plan specific message, a Participant Website/VRS Message Form must be completed by the Account Executive and forwarded to the MetHome Plan Services Team for processing. The time frame for adding messages is 3 business days from receipt of the form by MetHome.

MetHome will not review the messages for any compliance related items. The message will be typed in or voiced “as is”. Immediately after set up is complete, the participant will see or hear the message the next time they access their account.

Procedure

I. Adding a new message or updating an existing message for a plan

- A. The Account Executive needs to complete the Participant Website/VRS Message Form and submit it to the MetHome Plan Services Team for processing.
 - 1. Fax to the MetHome Team at 303-801-6021
 - 2. The form to request the message to be added to Participant Website and/or the VRS must be faxed to MetHome at least 3 business days prior to the effective date of the message.
 - 3. MetHome will open an AR ticket to have the message added.
 - 4. Service standard is 3 business days to add a message.
- B. There is a limit of 500 characters for a message on the Participant Website.
 - 1. The message must be typed, not handwritten on the request form.
 - 2. Click on “tools” on the menu bar in Word and use the “word count” function to count the characters on the form.
 - 3. 500 characters includes spaces.
 - 4. The same message that is typed for the Participant Website will be voiced on the VRS, if the form indicates to add to both.
- C. The starting and ending dates for the message must be indicated on the Participant Website/VRS Message Form.
 - 1. If no ending date is provided, the message will remain until subsequently deleted.
 - 2. If an ending date is provided, the message will be automatically deleted on the stated termination date.

II. Deleting a message for a plan

- A. If no ending date was given at the time the message was added, a new request must be made to delete the existing message.
- B. The Account Executive needs to complete the Participant Website/VRS Message Form and submit it to the MetHome Plan Services Team for processing.
 - 1. Fax to MetHome Plan Services Team at 303-801-6021
 - 2. The form to request the message to be deleted from the Participant Website and/or the VRS must be faxed to MetHome at least 3 business days prior to the effective end date of the message.
 - 3. MetHome will open an AR ticket to have the message deleted.
 - 4. Service standard is 3 business days to delete a message.