

Best Practices for Returned Mail

Step	Action	Tips for Success
1	<p>Does the mail have a sticker with a forwarding address on it?</p> <ul style="list-style-type: none"> If YES, send the returned mail to the address on the sticker and continue to step 2. If NO, continue to step 2. 	<p>Always check the envelope for updated address information and validate against your system</p>
2	<p>Try to contact the customer at least two times (phone, email, or both) to obtain a new address or to confirm the address on file. Did you make contact with the customer?</p> <ul style="list-style-type: none"> If YES, make sure the returned mail is sent to the new address. Continue to step 3. <p>NOTE: When the customer gives a different address than one that is on the return mail sticker, resend the mail to the address reported by the customer.</p> <ul style="list-style-type: none"> If NO, STOP. Do not update the address in AHCCCS online. 	<p>Other ways to try to find members whose mail is returned: search for them on Google, check transportation and pharmacy history, check AHCCCS Online, make phone call to their last known number.</p> <p>Re-mail document(s) when you've obtained a new address.</p> <p>Create an alert and/or document the member record if you are unable to obtain a current address.</p> <p>Apply a standard process whenever the member makes contact to always verify contact information.</p> <p>When applicable, ask the member to update their address if their record indicates a current address is not available.</p>
3	<p>Did the customer provide a new address that is different than the address on file?</p> <ul style="list-style-type: none"> If YES, update the address in AHCCCS Online*. Let the customer know you updated their address for them. Remind the customer to report changes to AHCCCS as soon as they are known. If NO, STOP. Review the address in AHCCCS Online for any discrepancies that may have caused the mail to be returned.* 	<p>Update AHCCCS Online if a new address is obtained from, or confirmed by, the member to be correct.</p>

***AHCCCS Online should only be updated with information provided by the customer.**

