

06/08/2020

Enrollment Broker Functions and Enrollment Process Training Scheduled for July 7

Background:

MAXIMUS, the enrollment broker for the State of Texas, is conducting a one-day, online, training session for all MCOs and DMOs. These required trainings take place twice a year and are designed for new and existing MCO and DMO staff to learn more about the enrollment broker duties.

Key Details:

- **When:** Tuesday, July 7, 2020 from 9 a.m. to 4 p.m.
- **Where:** Training will be delivered remotely via GoToWebinar, and a link will be provided after registering for the event.
- **Who:** Please limit the number of attendees to 10 per MCO and DMO.
- **Registration:** Register at the GoToWebinar link, <https://attendee.gotowebinar.com/register/8193358747218831119>,
 - o To complete registration, send the name of the MCO or DMO and the name and email address of the attendee to MCO_Enrollment_Broker@hsc.state.tx.us by **Thursday, June 25, 2020**.
- **What to expect:** A copy of the agenda is attached and more details are below.

Morning Session

A brief overview of enrollment broker functions and their key business units. An in-depth look at the functions of their Special Services Unit (SSU) and Health Plan Liaison department (HPL). Topics will include how the enrollment broker educates clients on case management services, how complaints are addressed, and the types of issues that the HPL department resolves.

Afternoon Session

Enrollment broker system details with a focus on provider files and reports.

Explanation of the information in key reports and files, a walk-through of how to read those documents, and the processing timelines.

Review and discussion of enrollment systems calendar and joint interface plan documents.

Resources:

MAXIMUS Training for MCOs Agenda - July 7 (Attached)

Contact:

MCO_Enrollment_Broker@hsc.state.tx.us

Attachment: MAXIMUS Training for MCOs Agenda - July 7.pdf

Type: Upcoming Event

To: CHIP; CMDS; DMO; MMP; STAR; STAR+PLUS; STARHEALTH; STAR_KIDS

From: Enrollment