

Department of Public Health
and Human Services

Section:
Application Processing

HEALTHY MONTANA KIDS

Subject:
Return Mail Policy

Supersedes: **New to HMK Manual**

General Rule – When mail is returned to Central Processing, every effort is made to ensure there is a current address in CHIMES and the mail is re-sent to the family.

RETURNED MAIL When the postmaster returns mail to HMK:

1. The mail is scanned into the Document Management System (DMS) and tabbed as “Correspondence” with a “Return Mail” notation in text.
2. The scanned mail is then sent to the Temporary Inbox for retrieval by an eligibility worker.
3. If the returned mail has a new address indicated from the Post Office, an eligibility worker will change the address in CHIMES and will print the scanned documents and mail them to the applicant.
4. If no address is indicated on the returned mail, an eligibility worker will attempt to contact the family by placing a call to the applicant’s home and/or work telephone number, and will update the mailing address in CHIMES if the family is located.
5. If the worker is not able to locate the family, the worker will disenroll the children effective the end of the current month using the standard disenrollment procedure in CHIMES.
6. The worker will enter a Case Note detailing their attempts to contact the family and any pertinent disenrollment information.

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