Process for managing the US enrollment inbox:

Step 1: Access the US Enrollment Inbox

      •     Navigate to the US enrollment inbox in your email system. This inbox is organized by state folders.

Step 2: Retrieve Voicemails

      •     Each CSC team member is responsible for retrieving voicemails within 24 hours. Go to the specific state folder that you are responsible for and listen to the voicemails.

Step 3: Handling Voicemails for Another CSC Member

      •     If a voicemail is for a center that another CSC team member handles, use the designated categories to mark that voicemail for them. Each CSC member has their own category assigned for easy identification.

Step 4: Responding to Voicemails

      •     Respond to the voicemail as soon as possible. The expectation is 24 hours.

Step 5: Managing Voicemails Post-Response

      •     Once you have responded to a voicemail, delete it from the folder. If you need to follow up later, drag and drop the voicemail into your individual enrollment inbox voicemail folder that you’ve created in your personal inbox. This way, you can refer back to it without leaving it in the main enrollment inbox.

Step 6: Continuous Monitoring

      •     Regularly check the US enrollment inbox to ensure that voicemails are being handled promptly and that the correct CSC team members are managing their respective communications.

This process ensures that voicemails are efficiently managed and that the correct person is handling each inquiry, with a clear expectation for timely responses.