

## CSHCS-CSS Document Processing Times (In business days)

### NEW MEDICALS (New Clients -or- Clients with LAPSED enrollment GREATER than 12 months)

*Status inquiries should be directed to the <u>TECH</u>			
Task	Minimum Days	Maximum Days	Max days from date Received
Fax document into DMP - GOA	0	4	4
Triage document in DMP queues - GOA	1	4	8
Review/Decision - MEDICAL CONSULTANT	1	5	13
Data Entry/Process Decision - TECH	1	7	20

### APPLICATIONS/IRPAS

*Status inquiries should be directed to the <u>ANALYST</u>			
Task	Minimum Days	Maximum Days	Max days from date Received
Fax document into DMP - GOA	0	4	4
Triage document in DMP queues - GOA	1	4	8
Register Application - TECH (if renewal IRPA, no registration)	1	5	13
Process Document - ANALYST	1	7	20

### RENEWAL MEDICALS (Clients with CURRENT enrollment -or- Clients with LAPSED enrollment LESS than 12 months)

*Status inquiries should be directed to the <u>ANALYST</u>			
Task	Minimum Days	Maximum Days	Max days from date Received
Fax document into DMP - GOA	0	4	4
Triage document in DMP queues - GOA	1	4	8
Medical Review - ANALYST	1	7	15
Review/Decision - MEDICAL CONSULTANT	1	5	20
Process Decision - ANALYST	1	5	25

### NOAS

*Status inquiries should be directed to the <u>TECH</u> for address changes only. All other inquiries should be directed to the <u>ANALYST</u>			
Task	Minimum Days	Maximum Days	Max days from date Received
Fax document into DMP - GOA	0	5	5
Triage document in DMP queues - GOA	1	5	10
Review/Complete (Tech or Analyst)	1	7	17