Process for ECC Requests

Step 1
- Select "Supplemental Requests" from the left hand menu

Step 2
- Click the "add" button under "ECC Request"

Step 3
- Upload the IBA Adjustment Request form, the ECC Checklist, and any other pertinent documentation as specified in the ECC Checklist

Step 4
- Add comments in the provided text box and click "save"

Step 5
- Complete the request by selecting "Submit ECC Request" from the drop down menu

Step 6
- The Participant Support Specialist (PSS) reviews the request and either submits the request to the Program Manager or rolls the request back for more information/documentation***. If the request is rolled back to the Case Manager (CM), the CM will upload the missing information and resubmit the request to the PSS.***

Step 7
- Once the request is complete, the Program Manager will schedule a review date which will be entered on the request screen to inform the CM of the date of the review.

Step 8
- The request goes before the team and is either approved, partially approved, denied, or rolled back requesting additional information.

Step 9
- Once the case is approved, partially approved, or denied, the PSS and the CM will receive a task to acknowledge the decision. Once acknowledged, the process is complete and the decision form will be uploaded into the document library

BHD – December 1, 2015