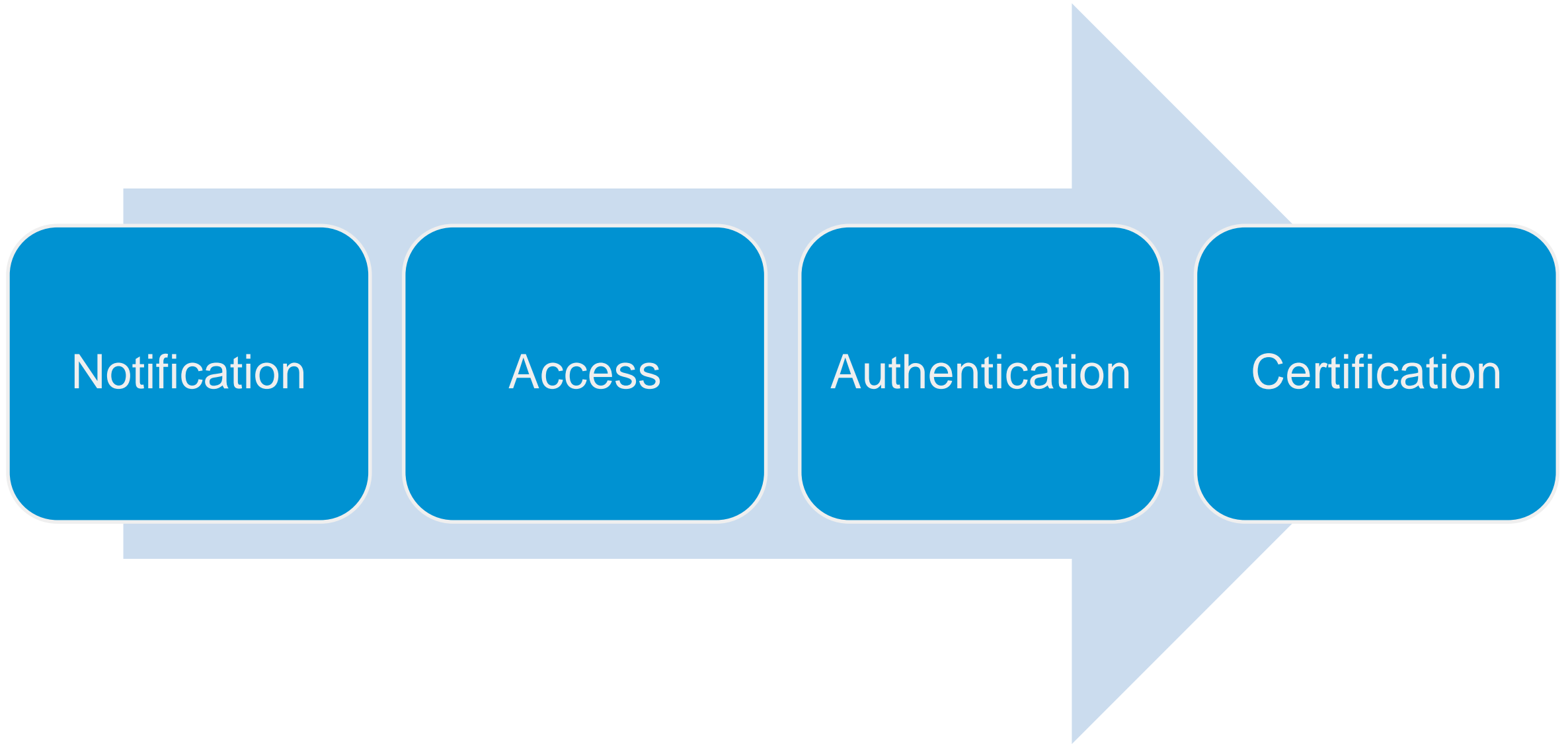# Re-certification process

November 12, 2018

Process

Notification

Available

- Mailed renewal form
- SMS (Pilot)
- Reminder calls

Missing

- Renewal robocalls
- SMS renewal campaigns
- Notifications at contact

Access

<table>
<tr>
<td>**Available**</td>
<td>

- Mail
- IVR
- Website
- Mobile friendly website

</td>
</tr>
<tr>
<td>**Missing**</td>
<td>

- Over the phone
- API integration (LifeLine Application, ETC systems, CBO)
- Website for assisted renewals (CBO)

</td>
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</table>

Authentication

Problems

Not consistent between systems	Complicated (Sometimes required Phone + Name + Address + DOB + SSN4)

Results

Takes too long to authenticate. Customers giving up on it.

Solution

Simplify process. Phone + Month of Birth

Certification

Problems

Not consistent between systems

Solution

Make electronic signature standard. Click to confirm.

Other thoughts

- Archaic mailing process as a primary notification method
  - Allow re-certification at contact between customer and other stakeholders
  - SMS, Email, Robocalls before actual mailing
- Strict unfair timelines designed for manual review
  - Customer should be able to re-certify electronically (doesn't require manual review) at any time during renewal window up to their anniversary date.
  - Final decision only rendered at the anniversary date
- Extremely difficult authentication methods for all unassisted renewal processes
  - Simplify authentication. No PII disclosed during this process. Require additional elements if customer changing some of the PIIs during renewal process.
- Underutilized assisted renewal options
  - Allow other to help customer with re-certification. Should be collective effort.
  - Eligibility confirmation at benefit transfer process should be qualified as renewal.