

## INSIDER'S EDGE: Issue 154: Case Comments—Critical to Create

Insiders, this week's issue is especially for people who work with consumers on enrollment through Maryland Health Connection. Every consumer's circumstance is unique in its own way, but they all should have one thing in common: detailed case comments.



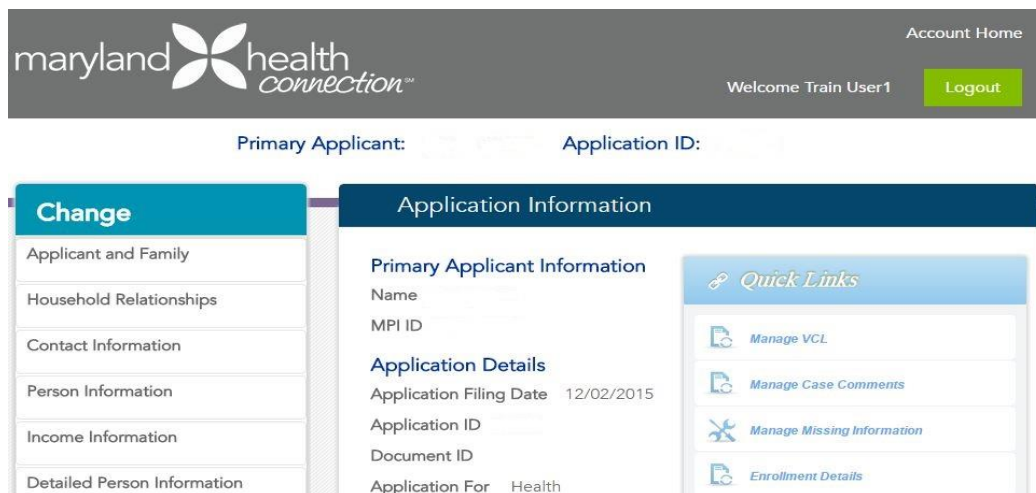
*If you've seen a case without case comments, you may have felt like this.  
But don't destroy property—there is a solution!*

Case comments are critical to include in every application. They can help explain special situations, detail the consumer's concerns, what was done to resolve the issue, and give more context for future workers who look at a consumer's application. Case comments should be updated as often as possible to ensure that anyone who views a case can quickly come up to speed to meet the customer's needs.



*You can feel as relaxed as this kitten after writing detailed case comments. Read more to find out how!*

### Step 1: Under **Quick Links**, locate **Manage Case Comments**



The screenshot displays the Maryland Health Connection user interface. At the top, the logo for Maryland Health Connection is visible, along with the user's name 'Train User1' and a 'Logout' button. Below the header, there are fields for 'Primary Applicant:' and 'Application ID:'. The main content area is divided into two columns. The left column, titled 'Change', contains a list of menu items: 'Applicant and Family', 'Household Relationships', 'Contact Information', 'Person Information', 'Income Information', and 'Detailed Person Information'. The right column, titled 'Application Information', displays details for the primary applicant, including 'Name', 'MPI ID', 'Application Filing Date' (12/02/2015), 'Application ID', 'Document ID', and 'Application For' (Health). To the right of the application details is a 'Quick Links' section with four options: 'Manage VCL', 'Manage Case Comments', 'Manage Missing Information', and 'Enrollment Details'. The 'Manage Case Comments' option is highlighted with a blue background.

**Step 2: Type in your comment in the boxes highlighted in blue. Click *Add Case Comment* to finalize.**

The screenshot shows the Maryland Health Connection user interface. At the top, there is a header with the logo and 'Account Home' link. Below the header, there are fields for 'Primary Applicant' and 'Application ID'. The main content area is divided into two sections: 'Apply' and 'Manage Case Comments'. The 'Manage Case Comments' section features a table with the following data:

Type	User	Date	Comments
User	renewals	07/17/2015 16:54:17	The following notice was requested: Form 1337 -Renewal Final Determination

Below the table, there are three buttons: 'Back', 'Add Case Comment', and 'View Comments'.

**Step 3: Add further information in the *Comment Description* box.**

### Manage Case Comments

The screenshot shows the 'Manage Case Comments' form. It has a title 'Manage Case Comments' and a section for 'Comment Description' with a large text input area. At the bottom right, there are two buttons: 'Cancel' and 'Add Comment'.

When you update case comments, you should include the first initial of your first name, your last name, and your district code (or Connector Entity region). Here's an example:

Consumer indicated that she will bring additional documentation to support income information on 5/1/2017. (M. Marge, 039).

This small comment makes it easier for future workers to understand the history of the case and in turn makes the customer's experience more seamless and efficient. Win-win!

**Questions?** Send an email to [dhmh.medicaidmarge@maryland.gov](mailto:dhmh.medicaidmarge@maryland.gov).