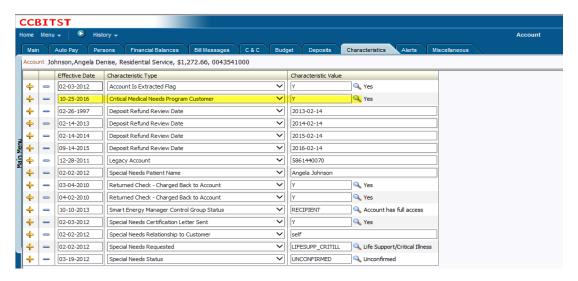
Emails arrive from Critical Medical Needs Navigators in agency@bge.com in box, seeking an extension or restoral for a customer with medical needs.

- 1. Account is NOT currently in Severance and is not coded Special Needs
 - a. Internet Team:
 - Review the account to determine if Special Needs forms have been sent out within the last 2
 months
 - ii. If the Special Needs forms have never been sent:
 - 1. Follow the normal process to send Special Needs forms
 - 2. Reply by email to Navigator to advise of the 30-day hold and requirement to have the form signed by a qualified health care provider¹ and returned within 30 days
 - iii. If more than 2 months have passed since forms have been sent
 - 1. Click the Collection Process Active in Alerts
 - 2. Click the Cancel button
 - 3. Click **OK** on warning message
 - 4. Navigate to the Account page C&C tab
 - 5. In the Postpone Credit Review Until field, enter the date 30 days out
 - 6. Click the + sign. In the Start Date field enter today's date. In the Stop Date field enter the same date as the Postpone Credit Review Until date
 - 7. In the Comments field enter 30 day ext provided due to navigator request
 - 8. Click Save
 - 9. Navigate to Customer Contacts
 - a. Locate the Special Needs Certification New Participant Letter
 - 10. Place a checkmark in the Reprint Letter box
 - 11. Click Save
 - iv. If less than 2 months have passed
 - 1. Advise the Navigator extension denied
 - v. Add a Customer Contact
 - vi. <u>AFTER NOV. 12:</u> Add Critical Medical Needs characteristic (characteristic type "CRITMED") in the Characteristics tab of the Account page (for tracking purposes):



2. Account is NOT currently in Severance, however the account is already coded Special Needs

a. Internet Team:

- i. Review the account to determine if a medical extension has been granted within the last 2 months
- ii. If more than 2 months:
 - 1. Click the Collection Process Active in Alerts
 - 2. Click the Cancel button
 - 3. Click **OK** on warning message
 - 4. Navigate to the Account page C&C tab
 - 5. In the Postpone Credit Review Until field, enter the date 30 days out
 - 6. Click the **+ sign**. In the **Start Date** field enter today's date. In the **Stop Date** field enter the same date as **the Postpone Credit Review Until** date
 - 7. In the Comments field enter 30 day ext provided due to Navigator request
 - 8. Click Save
 - 9. Advise Navigator of extension date
- iii. If less than 2 months:
 - 1. Advise the Navigator extension denied
- iv. Add a Customer Contact
- v. Add CRITMED Characteristic (tracking purposes)

3. Account is in Severance

a. Internet Team:

- i. Call 4032 to determine if **Severance** can be cancelled
- ii. If over 4 min wait, IM Marvin Guthrie, Kiesha Anyim or Felicia Pearce

b. Collections Team

- i. Review the status of the field activity
- ii. If account is in **Received** or **Assigned** status
 - 1. Cancel the **Severance** process
 - 2. Advise the Internet rep the Severance has been called
- iii. If in Accepted or En Route status
 - 1. Contact dispatch to have job cancelled
 - 2. Ensure that the dispatcher has contacted the tech to have the job pulled before prior to ending the call and canceling the job (this will avoid a COIE)
 - 3. Advise the Internet rep of the status of **Severance**

c. Internet Team:

- i. Reply by email to Navigator to advise of the status of **Severance**
- ii. Add a Customer Contact
- iii. Add CRITMED Characteristic (tracking purposes)

4. Service OFF

a. Internet Team:

- i. Review Navigator's request/proposal
- ii. If commitments sufficient for restoral:
 - 1. Issue order to restore service
 - 2. Add Customer Contact
 - 3. Add CRITMED Characteristic (tracking purposes)

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- iii. If commitments are insufficient
 - 1. Forward e-mail to NavigatorInquiryMailbox@exeloncorp.com
- iv. Add a Customer Contact

b. Collections Team

- i. Review the account to determine if service can be restored
- ii. Respond/Contact Navigator directly to advise of decision or what is needed to have service restored
- iii. Add Customer Contact
- iv. Add CRITMED Characteristic (tracking purposes)

5. Service OFF due to Theft

a. Internet Team

- i. Advise Navigator service off due to Theft and that request will be forwarded to Revenue Protection to calculate charges due
- ii. Send an e-mail to TOERevenueProtecti@exeloncorp.com
 - 1. In the subject line include "Medical Navigator"
 - 2. Include in the body of the e-mail: Customer's full name, the address where they are trying to receive service, the Navigator's name and e-mail address

b. Revenue Protection

i. Calculate charges and respond by email directly to the Navigator within 24 hrs

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