



As of October 2019, the process for working grievances has changed. Workers will now search for and update the grievance Contact Log to record the call details related to the grievance and complete the grievance tasks.

To search for a Contact Log:

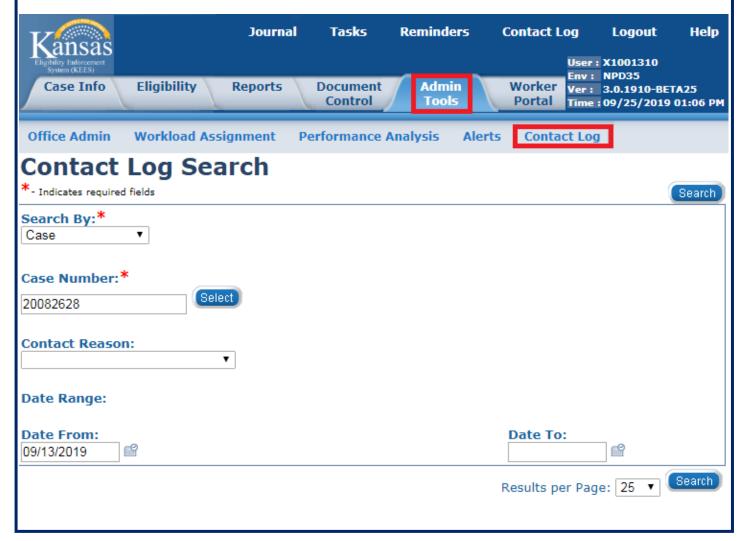
- 1. Click on Admin Tools from the Global Navigation bar.
- 2. Click Contact Log from the Local Navigation bar.
- 3. Enter the following search criteria:

Search By: Case

Case Number: <case number> Do not click Select button.

Contact Reason: Blank

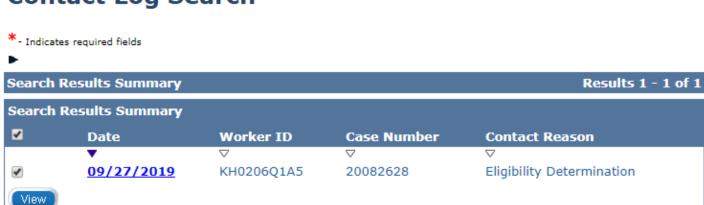
Date From and Date To: <mm/dd/yyyy> Note: Optional to narrow search results.





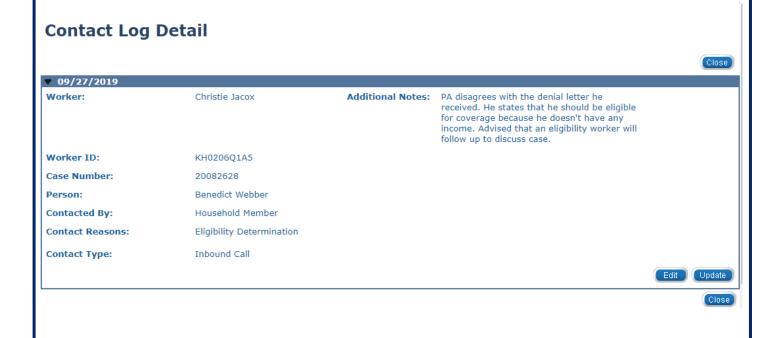


Contact Log Search



5. Click the Date hyperlink to view and update the Contact Log entry. The Contact Log Detail displays.

Note: If viewing and updating more than one entry, click the check boxes next to the entries and click the View button.



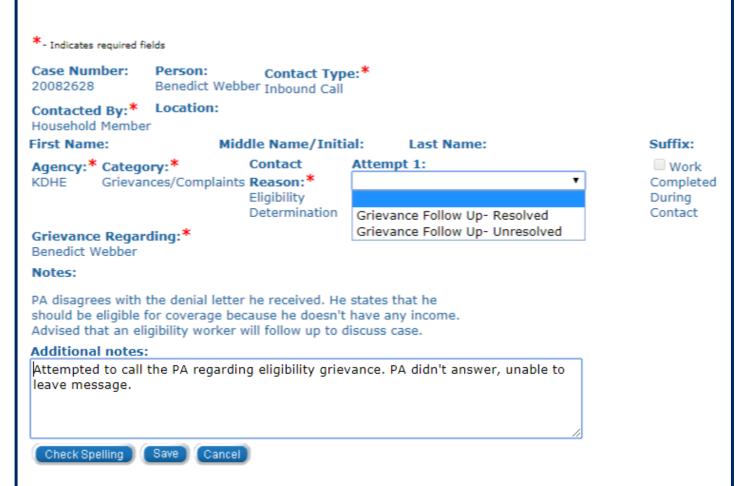




Updating Contact Log

- 1. Click the Update button. A new window opens and the Contact Log Entry page displays.
- 2. Select the appropriate Attempt from the drop-down list and add a summary of the call in the Additional notes section.

Contact Log Entry



3. Click the Save button. The window closes and the notes save to the Journal.

10/16/2019 11:19 AM Outbound Call Brandon Corneliusen, KC0105A3D2

Outbound Call to Benedict Webber regarding: Eligibility Determination. Attempted to call PA regarding eligibility grievance PA didn't answer, unable to leave message.

10/16/2019 11:00 AM Inbound Call Christie Jacox,KH0206Q1A5

Inbound Call from Benedict Webber regarding: Eligibility Determination. PA disagrees with the denial letter he received. I states that he should be eligible for coverage because he doesn't have any income. Advised that an eligibility worker will follow up to discuss case.





Tasks

When the Attempt drop-down menu is updated and saved, the previous task is completed. A Follow Up grievance task will be created if applicable.

Attempt # Selection		System Action		
Attempt 1				
	Grievance Follow Up- Resolved	Completes GR task. No other task generated.		
	Grievance Follow Up- Unresolved	Completes GR task. Generates GR 2 nd Attempt task.		
Attempt 2				
	Grievance 2 nd Follow Up - Resolved	Completes GR 2 nd Attempt task. No other task generated.		
	Grievance 2 nd Follow Up - Unresolved	Completes GR 2 nd Attempt task. Generates GR 3rd Attempt task.		
Attempt 3				
	Grievance 3rd Follow Up - Resolved	Completes GR 3rd Attempt task. No task generated.		
	Grievance 3rd Follow Up - Unresolved	Completes GR 3rd Attempt task. No task generated.		

After three attempts, the PA was unable to be contacted. All grievance tasks were automatically generated and completed.

Case 20082628 Tasks:

Add Task

Task	Received Date	Status	Actions
No Results			

▼ 10/17/2019 4:33 PM

Outbound Call

Brandon Corneliusen, KCO105A3D2

Outbound Call to Benedict Webber regarding: Eligibility Determination.3rd attempt: Attempted to call PA regarding eligibility grievance. PA didn't answer, unable to leave message.

✓ 10/16/2019 2:55 PM

Outbound Call

Brandon Corneliusen, KCO105A3D2

Outbound Call to Benedict Webber regarding: Eligibility Determination.2nd attempt: Attempted to call PA regarding eligibility grievance. PA didn't answer, unable to leave message.

№ 10/16/2019 11:19 AM

Outbound Call

Brandon Corneliusen, KC0105A3D2

Outbound Call to Benedict Webber regarding: Eligibility Determination. Attempted to call PA regarding eligibility grievance. PA didn't answer, unable to leave message.