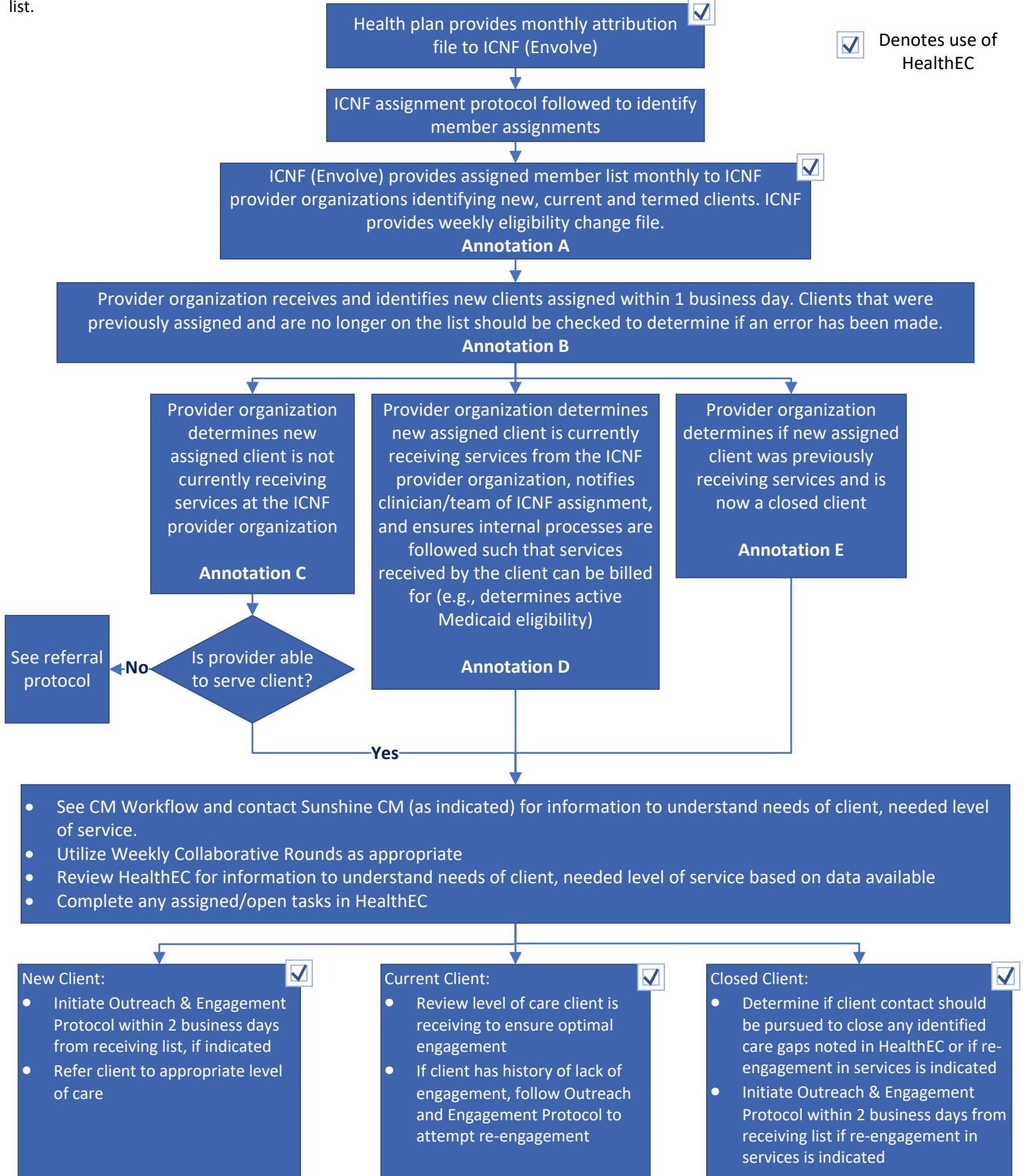


## Member Assignment Workflow

ICNF provider organizations will receive a monthly client assignment list based on ICNF attributed lives and the ICNF assignment protocol. The assignment list will include previously assigned clients, as well as indicate new clients assigned. A weekly eligibility change file will also be available. The following workflow identifies processes ICNF provider organizations should follow upon receipt of the member assignment list.



## Annotations

### Annotation A

New – A newly attributed ICNF member who may or may not be a new client to the ICNF provider organization

Current – A previously attributed ICNF member who has been assigned to the ICNF provider organization (on the assignment list in the past)

Termed – A previously assigned client to the ICNF provider organization that is no longer assigned to the ICNF provider organization. The client may be re-assigned to a different ICNF provider organization or no longer attributed to the ICNF.

### Annotation B

It is recommended that the provider organization identify a systematic mechanism or staff to receive and review the assigned client list and outreach clients, as needed. Two examples of how an organization might consider organizing a provider resource include:

- 1) A team charged with sorting through the clients assigned list, linking each client assigned to the appropriate service provider or team; this team also conducts outreach and engagement when indicated.
- 2) There is a designated staff resource responsible for sorting through list and linking to the appropriate service provider or team. Outreach and engagement is performed by provider or team to which the client is linked.

### Annotation C (New Member Example)

John has moved into the provider's community and previously was receiving services from another ICNF provider organization five hours away.

### Annotation D (Current Client Example)

Sharon has been receiving services from the ICNF provider organization for the past three months and now is newly attributed to ICNF.

### Annotation E (Closed Client Example)

Jacob received services from the ICNF provider organization within the last 12 months and successfully completed services.