EPIC CBO Webinar Notes 2/01/17

Agenda:

- Dashboard
  - We covered the following areas in the dashboard. If you have customers in this section work to move them out into either a red or green section.
    - Referral Pending – Need 2151
    - Referral Pending – 2151 Past Due
    - Referral Accepted & Enrollment Started – Enrollment Required
    - CBO needs to upload – Past Due o No Progress
    - Exited Status – Completion Documentation Needs Uploaded
- Update DHS Primary Contacts
  - Be sure to keep your contacts updated, if information changes or needs to be added be sure to email epic@illinoisworknet.com
- Reverse Referral
  - When sending a reverse referral you need to send an email to the DHS Reverse Referral Primary contact, backup contact, regional contact, statewide contact, & epic@illinoisworknet.com
  - Give the customer a reverse referral form (2151) to take to DHS.
  - https://www.illinoisworknet.com/partners/EPIC/Documents/Reverse%20Referral%20Process_Final.pdf
- Conciliation Process
  - Updated Conciliation Document - https://www.illinoisworknet.com/partners/EPIC/Documents/Conciliation%20instructions.pdf
  - New Appeal to Sanction Document - https://www.illinoisworknet.com/partners/EPIC/Documents/Appealing%20a%20Sanction%20with%20EPIC%20participants%20-%20DHS%20responsibilities.pdf
- Case Notes
  - When sending case notes via workNet Message or workNet Message and Email to the DHS primary contact be sure to only send things that require action by DHS and include what action needs taken.
- Staffing Process
  - Juanita Sanders with DHS is the primary contact from DHS for staffings Juanita.Sanders@illinois.gov
  - You can contact Dee, Olivia, or Tammy with any staffing questions.
    - dee@time2mrkt.com
    - Olivia.griesheim@siu.edu
    - Tammy.stone@illinois.gov
    - epic@illinoisworknet.com
  - Find the Staffing Schedule here: https://www.illinoisworknet.com/partners/EPIC/Documents/Feb%20Staffings.pdf
    - Your location will be listed under each date/time slot that you will need to attend.

- You can find the dates of the staffings on the CBO calendar on the EPIC partner page.
  https://www.illinoisworknet.com/epicpartners
- We will be preparing a how-to video on what to do for a staffing in EPIC, it will be uploaded here:
  https://www.illinoisworknet.com/partners/EPIC/Pages/ArchivedTraining.aspx