

Kansas Medicaid Proactive Communications

Conversation Calendar and Logic

2026 Calendar Year

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January ProComms Schedule

[February Cohort] In January, consumers with reviews due in February will receive the remaining dynamic and personalized conversations (**Review Reminder**, **Review Decision**, **Reconsideration –** If applicable, and **Experience Survey**).

[March Cohort] Concurrently, consumers with reviews due in March will begin receiving conversations in a dynamic and personalized cadence (**Passive Review** - if applicable, **Review Packet Sent**, and **Review Reminder**).

[April Cohort] Consumers with reviews due in April, will begin receiving the first 3 **fixed schedule** messages.

Month	Mon	Tues	Wed	Thurs	Fri
Jan				1 Holiday	2 1 Fixed Schedule Messaging
				Dynamic and Personalized Messaging	
Jan	5	6	7	8	9 Jan Med Batch
	Dynamic and Personalized Messaging				
Jan	12	13 2 3 6 Fixed Schedule Messaging	14 4 5	15	16 7 6
	Dynamic and Personalized Messaging				
Jan	19 Holiday	20 2 3 Fixed Schedule Messaging	21	22 8 2 3 Fixed Schedule Messaging	23
	Dynamic and Personalized Messaging				
Jan	26	27 9 6	28 10	29	30 January Cohort Review due date; May Cohort Monthly Batch
	Dynamic and Personalized Messaging				

Messages will occur Tuesday - Friday between 9 AM – 4:59 PM CT and not scheduled on holidays, weekends, and Mondays.

Review Cohorts

February Cohort	Dec Med Batch
March Cohort	Jan Med Batch
April Cohort	Feb Med Batch

ProComms Conversations

1	Review Kickoff	AM
2	Update SSN	AM
3	Update Contact Info	PM
4	Passive Review	PM
5	Review Packet Sent	AM
6	Review Reminder	PM
7	Review Received	PM
8	Review Decision	PM
9	Reconsideration	AM
10	Experience Survey	PM

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Illustrative ProComms Calendar

February ProComms Schedule

[March Cohort] In February, consumers with reviews due in March will receive the remaining dynamic and personalized conversations (**Review Reminder**, **Review Decision**, **Reconsideration –** If applicable, and **Experience Survey**).

[April Cohort] Concurrently, consumers with reviews due in April will begin receiving conversations in a dynamic and personalized cadence (**Passive Review** - if applicable, **Review Packet Sent**, and **Review Reminder**).

[May Cohort] Consumers with reviews due in May, will begin receiving the first 3 **fixed schedule** messages.

Month	Mon	Tues	Wed	Thurs	Fri
Feb	2	3 (1) Fixed Schedule Messaging	4	5 (6)	6
	Dynamic and Personalized Messaging				
Feb	9	10 (7)	11	12 (2) (3) (8) Fixed Schedule Messaging	13 Feb Med Batch
	Dynamic and Personalized Messaging				
Feb	16	17 (2) (3) Fixed Schedule Messaging	18 (4) (5)	19	20 (10) (6)
	Dynamic and Personalized Messaging				
Feb	23	24 (2) (3) Fixed Schedule Messaging	25 (9)	26 (6)	27 February Cohort Review due date; June Cohort Monthly Batch
	Dynamic and Personalized Messaging				

Messages will occur Tuesday - Friday between 9 AM – 4:59 PM CT and not scheduled on holidays, weekends, and Mondays.

Review Cohorts

March Cohort	Jan Med Batch
April Cohort	Feb Med Batch
May Cohort	Mar Med Batch

ProComms Conversations

1	Review Kickoff	AM
2	Update SSN	AM
3	Update Contact Info	PM
4	Passive Review	PM
5	Review Packet Sent	AM
6	Review Reminder	PM
7	Review Received	PM
8	Review Decision	PM
9	Reconsideration	AM
10	Experience Survey	PM

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March ProComms Schedule

[April Cohort] In March, consumers with reviews due in April will receive the remaining dynamic and personalized conversations (**Review Reminder**, **Review Decision**, **Reconsideration –** If applicable, and **Experience Survey**).

[May Cohort] Concurrently, consumers with reviews due in May will begin receiving conversations in a dynamic and personalized cadence (**Passive Review** - if applicable, **Review Packet Sent**, and **Review Reminder**).

[June Cohort] Consumers with reviews due in June, will begin receiving the first 3 **fixed schedule** messages.

Month	Mon	Tues	Wed	Thurs	Fri
Mar	2	3 (1) Fixed Schedule Messaging	4	5	6
		Dynamic and Personalized Messaging			
Mar	9	10	11 (6)	12 (2) (3) Fixed Schedule Messaging	13 Mar Med Batch
		Dynamic and Personalized Messaging			
Mar	16	17 (2) (3) Fixed Schedule Messaging	18 (4) (5)	19	20 (7)
		Dynamic and Personalized Messaging			
Mar	23	24 (2) (3) (6)	25 (8)	26	27 (9)
		Fixed Schedule Messaging	Dynamic and Personalized Messaging		
Mar	30	31 (10) March Cohort Review due date; (6) July Cohort Monthly Batch			
		Dynamic and Personalized Messaging			

Messages will occur Tuesday - Friday between 9 AM – 4:59 PM CT and not scheduled on holidays, weekends, and Mondays.

Review Cohorts

- April Cohort → Feb Med Batch
- May Cohort → Mar Med Batch
- June Cohort → Apr Med Batch

ProComms Conversations

1	Review Kickoff	AM
2	Update SSN	AM
3	Update Contact Info	PM
4	Passive Review	PM
5	Review Packet Sent	AM
6	Review Reminder	PM
7	Review Received	PM
8	Review Decision	PM
9	Reconsideration	AM
10	Experience Survey	PM

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Illustrative ProComms Calendar

April ProComms Schedule

[May Cohort] In April, consumers with reviews due in May will receive the remaining dynamic and personalized conversations (**Review Reminder**, **Review Decision**, **Reconsideration –** If applicable, and **Experience Survey**).

[June Cohort] Concurrently, consumers with reviews due in June will begin receiving conversations in a dynamic and personalized cadence (**Passive Review** - if applicable, **Review Packet Sent**, and **Review Reminder**).

[July Cohort] Consumers with reviews due in July, will begin receiving the first 3 **fixed schedule** messages.

Month	Mon	Tues	Wed	Thurs	Fri
Apr			1 (1) Fixed Schedule Messaging	2	3
			Dynamic and Personalized Messaging		
Apr	6	7	8	9	10 (6) Apr Med Batch
	Dynamic and Personalized Messaging				
Apr	13	14 (2) (3) Fixed Schedule Messaging	15 (4) (5)	16 (7)	17
	Dynamic and Personalized Messaging				
Apr	20	21 (2) (3) (6) Fixed Schedule Messaging	22 (8)	23 (2) (3) Fixed Schedule Messaging	24 (9)
	Dynamic and Personalized Messaging				
Apr	27	28 (10)	29	30 April Cohort Review due date; August Cohort Monthly Batch	
	Dynamic and Personalized Messaging				

Messages will occur Tuesday - Friday between 9 AM – 4:59 PM CT and not scheduled on holidays, weekends, and Mondays.

Review Cohorts

- May Cohort → Mar Med Batch
- June Cohort → Apr Med Batch
- July Cohort → May Med Batch

ProComms Conversations

1	Review Kickoff	AM
2	Update SSN	AM
3	Update Contact Info	PM
4	Passive Review	PM
5	Review Packet Sent	AM
6	Review Reminder	PM
7	Review Received	PM
8	Review Decision	PM
9	Reconsideration	AM
10	Experience Survey	PM

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Illustrative ProComms Calendar

May ProComms Schedule

[June Cohort] In May, consumers with reviews due in June will receive the remaining dynamic and personalized conversations (**Review Reminder**, **Review Decision**, **Reconsideration –** If applicable, and **Experience Survey**).

[July Cohort] Concurrently, consumers with reviews due in July will begin receiving conversations in a dynamic and personalized cadence (**Passive Review** - if applicable, **Review Packet Sent**, and **Review Reminder**).

[Aug Cohort] Consumers with reviews due in August, will begin receiving the first 3 **fixed schedule** messages.

Month	Mon	Tues	Wed	Thurs	Fri
May					1 (6) (1) Fixed Schedule Messaging; Dynamic and Personalized Messaging
May	4	5	6	7	8 May Med Batch; Dynamic and Personalized Messaging
May	11	12 (6)	13 (2) (3) (4) (5) Fixed Schedule Messaging	14	15 (7); Dynamic and Personalized Messaging
May	18	19 (2) (3) (8) Fixed Schedule Messaging	20 (6)	21 (9)	22 (2) (3) Fixed Schedule Messaging; Dynamic and Personalized Messaging
May	25	26	27 (10)	28	29 May Cohort Review due date (6) Sept Cohort Monthly Batch; Dynamic and Personalized Messaging

Messages will occur Tuesday - Friday between 9 AM – 4:59 PM CT and not scheduled on holidays, weekends, and Mondays.

Review Cohorts

- June Cohort → Apr Med Batch
- July Cohort → May Med Batch
- Aug Cohort → June Med Batch

ProComms Conversations

1	Review Kickoff	AM
2	Update SSN	AM
3	Update Contact Info	PM
4	Passive Review	PM
5	Review Packet Sent	AM
6	Review Reminder	PM
7	Review Received	PM
8	Review Decision	PM
9	Reconsideration	AM
10	Experience Survey	PM

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June ProComms Schedule

[July Cohort] In June, consumers with reviews due in July will receive the remaining dynamic and personalized conversations (**Review Reminder**, **Review Decision**, **Reconsideration –** If applicable, and **Experience Survey**).

[Aug Cohort] Concurrently, consumers with reviews due in August will begin receiving conversations in a dynamic and personalized cadence (**Passive Review** - if applicable, **Review Packet Sent**, and **Review Reminder**).

[Sept Cohort] Consumers with reviews due in September, will begin receiving the first 3 **fixed schedule** messages.

Month	Mon	Tues	Wed	Thurs	Fri
June	1	2 (1) Fixed Schedule Messaging	3	4	5
		Dynamic and Personalized Messaging			
June	8	9 (6)	10	11	12 June Med Batch
		Dynamic and Personalized Messaging			
June	15	16 (7) (2) (3) Fixed Schedule Messaging	17 (4) (5)	18 (8)	19
		Dynamic and Personalized Messaging			
June	22	23 (2) (3) Fixed Schedule Messaging	24 (9) (6)	25 (2) (3) Fixed Schedule Messaging	26
		Dynamic and Personalized Messaging			
June	29	30 (10) June Cohort Review due date; Oct Cohort Monthly Batch			
		Dynamic and Personalized Messaging			

Messages will occur Tuesday - Friday between 9 AM – 4:59 PM CT and not scheduled on holidays, weekends, and Mondays.

Review Cohorts

July Cohort	May Med Batch
Aug Cohort	June Med Batch
Sept Cohort	July Med Batch

ProComms Conversations

1	Review Kickoff	AM
2	Update SSN	AM
3	Update Contact Info	PM
4	Passive Review	PM
5	Review Packet Sent	AM
6	Review Reminder	PM
7	Review Received	PM
8	Review Decision	PM
9	Reconsideration	AM
10	Experience Survey	PM

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Illustrative ProComms Calendar

July ProComms Schedule

[Aug Cohort] In July, consumers with reviews due in August will receive the remaining dynamic and personalized conversations (**Review Reminder**, **Review Decision**, **Reconsideration –** If applicable, and **Experience Survey**).

[Sept Cohort] Concurrently, consumers with reviews due in Sept will begin receiving conversations in a dynamic and personalized cadence (**Passive Review** - if applicable, **Review Packet Sent**, and **Review Reminder**).

[Oct Cohort] Consumers with reviews due in October, will begin receiving the first 3 **fixed schedule** messages.

Month	Mon	Tues	Wed	Thurs	Fri
July			1 (1)	2	3
			Fixed Schedule Messaging		
			Dynamic and Personalized Messaging		
July	6	7	8	9	10
					July Med Batch
	Dynamic and Personalized Messaging				
July	13	14 (2) (3) (4) (5)	15	16 (7)	17 (8)
		Fixed Schedule Messaging			
	Dynamic and Personalized Messaging				
July	20	21 (2) (3) (6)	22	23 (2) (3)	24 (9)
		Fixed Schedule Messaging		Fixed Schedule Messaging	
	Dynamic and Personalized Messaging				
July	27	28	29 (10)	30	31 (6) July Cohort Review due date Nov Cohort Monthly Batch
	Dynamic and Personalized Messaging				

Messages will occur Tuesday - Friday between 9 AM – 4:59 PM CT and not scheduled on holidays, weekends, and Mondays.

Review Cohorts

Aug Cohort	June Med Batch
Sept Cohort	July Med Batch
Oct Cohort	Aug Med Batch

ProComms Conversations

1	Review Kickoff	AM
2	Update SSN	AM
3	Update Contact Info	PM
4	Passive Review	PM
5	Review Packet Sent	AM
6	Review Reminder	PM
7	Review Received	PM
8	Review Decision	PM
9	Reconsideration	AM
10	Experience Survey	PM

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August ProComms Schedule

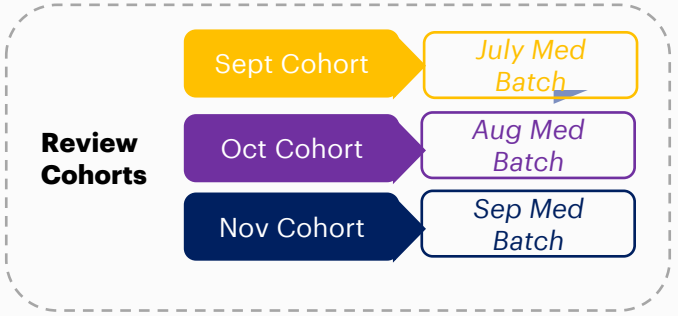
[Sept Cohort] In August, consumers with reviews due in Sept will receive the remaining dynamic and personalized conversations (**Review Reminder**, **Review Decision**, **Reconsideration –** If applicable, and **Experience Survey**).

[Oct Cohort] Concurrently, consumers with reviews due in Oct will begin receiving conversations in a dynamic and personalized cadence (**Passive Review** - if applicable, **Review Packet Sent**, and **Review Reminder**).

[Nov Cohort] Consumers with reviews due in Nov, will begin receiving the first 3 **fixed schedule** messages.

Month	Mon	Tues	Wed	Thurs	Fri
August	3	4 (1) Fixed Schedule Messaging	5	6	7
	Dynamic and Personalized Messaging				
August	10	11	12	13 (2) (3) Fixed Schedule Messaging	14 Aug Med Batch
	Dynamic and Personalized Messaging				
August	17	18 (2) (3) Fixed Schedule Messaging	19 (4) (5)	20 (7)	21
	Dynamic and Personalized Messaging				
August	24	25 (2) (3) (8) Fixed Schedule Messaging	26 (6)	27 (9)	28
	Dynamic and Personalized Messaging				
August	31 August Cohort Review due date (10) Dec Cohort Monthly Batch				
	Dynamic and Personalized Messaging				

Messages will occur Tuesday - Friday between 9 AM – 4:59 PM CT and not scheduled on holidays, weekends, and Mondays.



ProComms Conversations

1	Review Kickoff	AM
2	Update SSN	AM
3	Update Contact Info	PM
4	Passive Review	PM
5	Review Packet Sent	AM
6	Review Reminder	PM
7	Review Received	PM
8	Review Decision	PM
9	Reconsideration	AM
10	Experience Survey	PM

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September ProComms Schedule

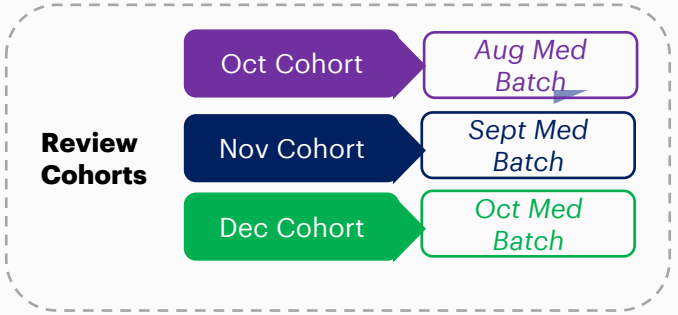
[Oct Cohort] In September, consumers with reviews due in Oct will receive the remaining dynamic and personalized conversations (**Review Reminder**, **Review Decision**, **Reconsideration –** If applicable, and **Experience Survey**).

[Nov Cohort] Concurrently, consumers with reviews due in Nov will begin receiving conversations in a dynamic and personalized cadence (**Passive Review** - if applicable, **Review Packet Sent**, and **Review Reminder**).

[Dec Cohort] Consumers with reviews due in Dec, will begin receiving the first 3 **fixed schedule** messages.

Month	Mon	Tues	Wed	Thurs	Fri
Sept		1 (1) Fixed Schedule Messaging	2	3	4
		Dynamic and Personalized Messaging			
Sept	7	8	9	10	11
					Sept Med Batch
	Dynamic and Personalized Messaging				
Sept	14	15 (2) (3) Fixed Schedule Messaging	16 (4) (5)	17 (7)	18
	Dynamic and Personalized Messaging				
Sept	21	22 (2) (3) (8) Fixed Schedule Messaging	23 (6)	24 (2) (3) Fixed Schedule Messaging	25 (9)
	Dynamic and Personalized Messaging				
Sept	28	29 (10)	30 (6) September Cohort Review due date; Jan Cohort Monthly Batch; Dynamic and Personalized Messaging		

Messages will occur Tuesday - Friday between 9 AM – 4:59 PM CT and not scheduled on holidays, weekends, and Mondays.



ProComms Conversations

1	Review Kickoff	AM
2	Update SSN	AM
3	Update Contact Info	PM
4	Passive Review	PM
5	Review Packet Sent	AM
6	Review Reminder	PM
7	Review Received	PM
8	Review Decision	PM
9	Reconsideration	AM
10	Experience Survey	PM

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Illustrative ProComms Calendar

October ProComms Schedule

[Nov Cohort] In October, consumers with reviews due in Nov will receive the remaining dynamic and personalized conversations (**Review Reminder**, **Review Decision**, **Reconsideration –** If applicable, and **Experience Survey**).

[Dec Cohort] Concurrently, consumers with reviews due in Dec will begin receiving conversations in a dynamic and personalized cadence (**Passive Review** - if applicable, **Review Packet Sent**, and **Review Reminder**).

[Jan Cohort] Consumers with reviews due in Jan, will begin receiving the first 3 **fixed schedule** messages.

Month	Mon	Tues	Wed	Thurs	Fri
October				1 (1)	2
				Fixed Schedule Messaging	
				Dynamic and Personalized Messaging	
October	5	6	7	8	9
					Oct Med Batch
	Dynamic and Personalized Messaging				
October	12	13 (2) (3)	14 (4) (5)	15 (7)	16
		Fixed Schedule Messaging			
	Dynamic and Personalized Messaging				
October	19	20 (2) (3)	21 (6)	22 (2) (3)	23 (8)
		Fixed Schedule Messaging		Fixed Schedule Messaging	
	Dynamic and Personalized Messaging				
October	26	27	28 (9)	29 (10)	30 October Cohort Review due date
					Feb Cohort Monthly Batch
	Dynamic and Personalized Messaging				

Messages will occur Tuesday - Friday between 9 AM – 4:59 PM CT and not scheduled on holidays, weekends, and Mondays.

Review Cohorts

Nov Cohort	Sept Med Batch
Dec Cohort	Oct Med Batch
Jan Cohort	Nov Med Batch

ProComms Conversations

1	Review Kickoff	AM
2	Update SSN	AM
3	Update Contact Info	PM
4	Passive Review	PM
5	Review Packet Sent	AM
6	Review Reminder	PM
7	Review Received	PM
8	Review Decision	PM
9	Reconsideration	AM
10	Experience Survey	PM

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Illustrative ProComms Calendar

November ProComms Schedule

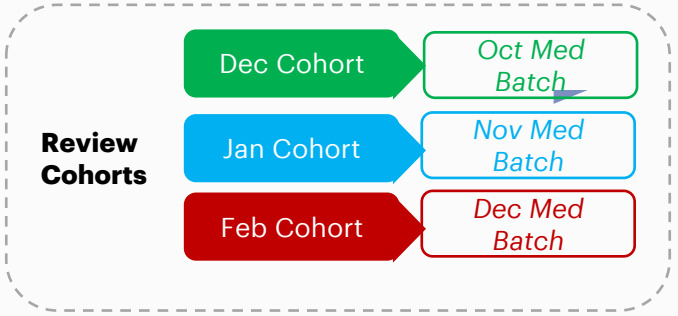
[Dec Cohort] In November, consumers with reviews due in Dec will receive the remaining dynamic and personalized conversations (**Review Reminder**, **Review Decision**, **Reconsideration –** If applicable, and **Experience Survey**).

[Jan Cohort] Concurrently, consumers with reviews due in Jan will begin receiving conversations in a dynamic and personalized cadence (**Passive Review** - if applicable, **Review Packet Sent**, and **Review Reminder**).

[Feb Cohort] Consumers with reviews due in Feb, will begin receiving the first 3 **fixed schedule** messages.

Month	Mon	Tues	Wed	Thurs	Fri
November	2	3 (1) Fixed Schedule Messaging	4	5	6
	Dynamic and Personalized Messaging				
November	9	10	11	12	13 (2) (3)
	Dynamic and Personalized Messaging				July Med Batch Fixed Schedule Messaging
November	16	17 (2) (3) Fixed Schedule Messaging	18 (4) (5)	19 (7)	20
	Dynamic and Personalized Messaging				
November	23	24 (2) (3) (8) Fixed Schedule Messaging	25 (6)	26 (9)	27 (10)
	Dynamic and Personalized Messaging				
November	30 November Cohort Review due date; March Cohort Monthly Batch				
	Dynamic and Personalized Messaging				

Messages will occur Tuesday - Friday between 9 AM – 4:59 PM CT and not scheduled on holidays, weekends, and Mondays.



ProComms Conversations

1	Review Kickoff	AM
2	Update SSN	AM
3	Update Contact Info	PM
4	Passive Review	PM
5	Review Packet Sent	AM
6	Review Reminder	PM
7	Review Received	PM
8	Review Decision	PM
9	Reconsideration	AM
10	Experience Survey	PM

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December ProComms Schedule

[Jan Cohort] In December, consumers with reviews due in Jan will receive the remaining dynamic and personalized conversations (**Review Reminder**, **Review Decision**, **Reconsideration –** If applicable, and **Experience Survey**).

[Feb Cohort] Concurrently, consumers with reviews due in Feb will begin receiving conversations in a dynamic and personalized cadence (**Passive Review** - if applicable, **Review Packet Sent**, and **Review Reminder**).

[March Cohort] Consumers with reviews due in March, will begin receiving the first 3 **fixed schedule** messages.

Month	Mon	Tues	Wed	Thurs	Fri
December		1 (1) Fixed Schedule Messaging	2	3	4
		Dynamic and Personalized Messaging			
December	7	8	9	10	11
					July Med Batch
		Dynamic and Personalized Messaging			
December	14	15 (2) (3) Fixed Schedule Messaging	16 (4) (5)	17 (7)	18
		Dynamic and Personalized Messaging			
December	21	22 (2) (3) (8) Fixed Schedule Messaging	23 (6)	24 (2) (3) Fixed Schedule Messaging	25
		Dynamic and Personalized Messaging			
December	28	29 (9)	30	31 December Cohort Review due date April Cohort Monthly Batch (10)	
		Dynamic and Personalized Messaging			

Messages will occur Tuesday - Friday between 9 AM – 4:59 PM CT and not scheduled on holidays, weekends, and Mondays.

Review Cohorts

- Jan Cohort → Nov Med Batch
- Feb Cohort → Dec Med Batch
- March Cohort → Jan Med Batch

ProComms Conversations

1	Review Kickoff	AM
2	Update SSN	AM
3	Update Contact Info	PM
4	Passive Review	PM
5	Review Packet Sent	AM
6	Review Reminder	PM
7	Review Received	PM
8	Review Decision	PM
9	Reconsideration	AM
10	Experience Survey	PM

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Illustrative ProComms Calendar

Triggers and scheduling across ProComms conversations

[Messages 1 – 3] will be sent on a **fixed schedule**, triggered by the Monthly Batch upload and will be scheduled to be sent on fixed dates throughout a specific month.

[Messages 4 – 10] will be sent on a **dynamic and personalized cadence**, triggered by consumer updates. Messages will be sent on individualized dates within their review journey.

	CONVERSATION	SEND TIMES	MESSAGE TRIGGER	MESSAGE SCHEDULE	CHASERS
Fixed Schedule Messaging	1 Review Kickoff	9:00 AM – 4:59 PM CT	'**Review Type**' field is empty	**File upload + 1 day**	
	2 Update SSN	9:00 AM – 4:59 PM CT	'**Review Type**' field is empty and does not have an SSN	**File upload + 13 days**	Chaser 1 = Initial Message + 4 days Chaser 2 = Initial Message + 9 days
	3 Update Contact Info	9:00 AM – 4:59 PM CT	'**Review Type**' field is empty		
Dynamic and Personalized Messaging	4 Passive Review	9:00 AM – 4:59 PM CT	'**Review Type**' changes to 'PM' or 'SP' or 'IM' or 'NR'	Trigger + **1 day**	
	5 Review Packet Sent	9:00 AM – 4:59 PM CT	When **Review_Status** changes to 'SE' (Sent)	Trigger + **1 day**	
	6 Review Reminder	9:00 AM – 4:59 PM CT	When **Review_Status** changes to 'SE' (Sent)	Trigger + **7 days**	Chaser 1 = Initial Message + 10 day Chaser 2 = Initial Message + 20 days
	7 Review Received	9:00 AM – 4:59 PM CT	When **Review Has Signature** is populated	Trigger + **1 day**	Chaser 1 = 10 Days after trigger Chaser 2 = 20 Days after trigger
	8 Review Decision	9:00 AM – 4:59 PM CT	When **Review_processed** changes to 'Y'	Trigger + **1 day**	
	9 Reconsideration	9:00 AM – 4:59 PM CT	When **Review_rejected_failure_to_return** changes to 'Y'	Trigger + **1 day**	Chaser 1 = Initial Message + 14 days
	10 Experience Survey	9:00 AM – 4:59 PM CT	When **Review processed** changes to 'Y'	Trigger + **2 days**	

The Medicaid review journey encompasses 10 conversations across 3 key experience phases.

Review Preparation

2. Update SSN Information

Request to consumer to provide their SSN information prior to creation of review packets

1. Review Kickoff

Notification introducing consumer to the messaging solution

3. Update Contact Information

Request to consumer to verify contact information prior to creation of review packets

(Link to report a change)

Review Processing

4. Passive Review

Notification to consumer that there is no action needed to complete their review

(Link to report a change)

6. Review Reminder

Request to consumer to submit their review before the upcoming due date

(Link to review app)

5. Review Packet Sent

Notification to consumer that their review packet has been sent

(Link to review app)

7. Review Received

Notification to consumer that their review has been received and is complete OR that it is missing a signature

(Link to review status OR review app)

Review Completion

8. Review Decision

Notification to consumer that a review decision is available

(Link to message center)

10. Experience Survey

Request to consumer to provide feedback on the proactive support experience that they received

9. Reconsideration

Notification to consumer that they may still submit a signed review for processing

(Link to new app)

Consumers will only receive ProComms conversations that are contextually relevant to their specific review journey and experience.

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