

Kansas Medicaid Proactive Communications

Conversation Calendar and Logic

May 2025

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Illustrative ProComms Calendar

January ProComms Schedule

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

[February Cohort] Concurrently, consumers with reviews due in February 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
Jan			1 Holiday	2 1 Fixed Schedule Messaging	3 6 Jan Med Batch
			Dynamic and Personalized Messaging		
Jan	6	7 4 5	8 7	9	10 6
	Dynamic and Personalized Messaging				
Jan	13	14 2 3 Fixed Schedule Messaging	15	16 8	17 10
	Dynamic and Personalized Messaging				
Jan	20 Holiday	21 2 3 6 Fixed Schedule Messaging	22 9	23	24
	Dynamic and Personalized Messaging				
Jan	27	28 2 3 Fixed Schedule Messaging	29	30	31 6 January Cohort Review due date; April 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

- January Cohort → Dec Med Batch
- February Cohort → Jan Med Batch
- March 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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February ProComms Schedule

[February Cohort] In February, 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
Feb	3	4 (1) Fixed Schedule Messaging; Review Renewal Adhoc Messaging	5	6	7 (7) Feb Med Batch
		Dynamic and Personalized Messaging			
Feb	10	11 (4) (5)	12	13 (2) (3) (8) Fixed Schedule Messaging	14 (6) (10)
		Dynamic and Personalized Messaging			
Feb	17	18 (2) (3) Fixed Schedule Messaging	19	20	21
		Dynamic and Personalized Messaging			
Feb	24	25 (2) (3) (6) Fixed Schedule Messaging	26 (9)	27	28 February 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	Jan Med Batch
March Cohort	Feb Med Batch
April 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

[March Cohort] In March, 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.

[June Cohort] Consumers with reviews due in June, will begin receiving the first 3 **fixed schedule** messages (Implementation of CR-2027).

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

March Cohort	Feb Med Batch
April Cohort	Mar Med Batch
May Cohort	Apr 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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April ProComms Schedule

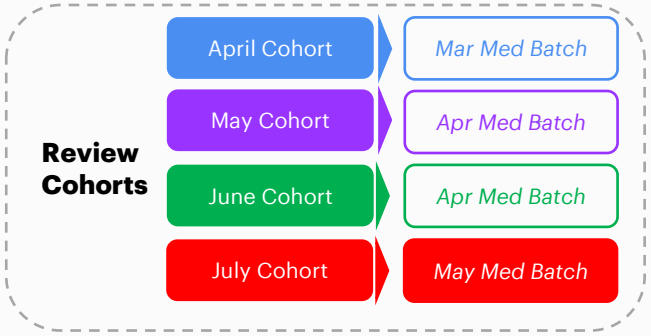
[April Cohort] In April, consumers with reviews due in April will receive the remaining dynamic and personalized conversations (**Review Reminder**, **Review Decision**, **Reconsideration –** If applicable, and **Experience Survey**).

[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 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) (2) (3)	2	3 (6)	4
		Fixed Schedule Messaging			
		Dynamic and Personalized Messaging			
Apr	7	8	9	10	11 Apr Med Batch
	Dynamic and Personalized Messaging				
Apr	14	15 (2) (3) (4) (5) (7) (4) (5)	16	17 (8)	18 (10) (6) (6)
		Fixed Schedule Messaging	Dynamic and Personalized Messaging		
Apr	21	22 (2) (3)	23 (9)	24 (2) (3)	25
		Fixed Schedule Messaging		Fixed Schedule Messaging	
	Dynamic and Personalized Messaging				
Apr	28	29 (6) (6)	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.



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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May ProComms Schedule

[May Cohort] In May, 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] 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**).

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

Month	Mon	Tues	Wed	Thurs	Fri
May				1 (1) (6)	2
				Fixed Schedule Messaging	
				Dynamic and Personalized Messaging	
May	5	6	7	8 (7) (6)	9 May Med Batch
	Dynamic and Personalized Messaging				
May	12	13 (2) (3) (4) (5)	14 (8) (7)	15 (10)	16 (8) (6)
		Fixed Schedule Messaging			
	Dynamic and Personalized Messaging				
May	19	20 (2) (3)	21 (9)	22 (2) (3)	23 (9)
		Fixed Schedule Messaging		Fixed Schedule Messaging	
	Dynamic and Personalized Messaging				
May	26	27 (6)	28 (10)	29	30 May Cohort Review due date
	Holiday				September 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	Apr Med Batch
June Cohort	Apr Med Batch
July Cohort	May Med Batch
August 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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Illustrative ProComms Calendar

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**).

[August 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**).

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

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

[August 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**).

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

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

[School Based Parent Survey] Email survey messaging to be sent out on a **static schedule**.

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

August Cohort	June Med Batch
September Cohort	July Med Batch
October Cohort	August 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

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

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

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

[School Based Parent Survey] Email survey messaging to be sent out on a **static schedule**.

Month	Mon	Tues	Wed	Thurs	Fri
August					1 (1) Fixed Schedule Messaging; Dynamic and Personalized Messaging
August	4	5	6	7 (7) School Based Parent Survey Final Reminder Messaging	8 Aug Med Batch
	Dynamic and Personalized Messaging				
August	11	12 (4) (5)	13 (2) (3) Fixed Schedule Messaging	14 (8)	15 (6) (9)
	Dynamic and Personalized Messaging				
August	18	19 (2) (3) Fixed Schedule Messaging	20	21	22 (2) (3) Fixed Schedule Messaging
	Dynamic and Personalized Messaging				
August	25	26 (6)	27 (10)	28	29 August Cohort Review due date; December 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

September Cohort	July Med Batch
October Cohort	August Med Batch
November Cohort	September 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

September ProComms Schedule

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

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

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

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

October Cohort	August Med Batch
November Cohort	September Med Batch
December Cohort	October 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

October ProComms Schedule

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

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

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

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

November Cohort	September Med Batch
December Cohort	October Med Batch
January Cohort	November 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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November ProComms Schedule

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

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

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

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

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

Review Cohorts

December Cohort	Oct Med Batch
January Cohort	Nov Med Batch
February Cohort	Dec 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

December ProComms Schedule

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

[February Cohort] Concurrently, consumers with reviews due in February 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
Dec	1	2 (1) Fixed Schedule Messaging	3	4	5 (6)
	Dynamic and Personalized Messaging				
Dec	8	9 (4) (5)	10	11	12 Dec Med Batch
	Dynamic and Personalized Messaging				
Dec	15	16 (2) (3) (6) Fixed Schedule Messaging	17 (6)	18 (7)	19
	Dynamic and Personalized Messaging				
Dec	22	23 (2) (3) (8) Fixed Schedule Messaging	24 Holiday	25 Holiday	26 (2) (3) (9) Fixed Schedule Messaging
	Dynamic and Personalized Messaging				
Dec	29	30 (10) (6)	31 December Cohort Review due date; April 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

January Cohort	Nov Med Batch
February 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

1. Review Kickoff

Notification introducing consumer to the messaging solution

2. Update SSN Information

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

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)

5. Review Packet Sent

Notification to consumer that their review packet has been sent

(Link to review app)

6. Review Reminder

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

(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)

9. Reconsideration

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

(Link to new app)

10. Experience Survey

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

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

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