**Steps to Complete**

Go to the report: Folder > G Drive > HBCS > Division of TennCare > Employment Services Follow-up Pending Reports > Pending Report Master

* Only work the yellow tabs

**Email Provider**

* Check dates to see who you need to email this week. Email provider this email and copy the compliance team:

Can you please give me an update on this service?

*Copy and Paste Section A-E, Service Name through First Name*

* Add date and note to the report:
	+ Emailed provider request for status update, copied compliance.
* Go to the member’s folder & copy and paste the email in the “follow-up” folder.
	+ Folder > G Drive > HBCS > Division of TennCare > Back-Up Copies > Last Initial > Member Name.
* Go to CareAdvance, look up member using M number, and open progress notes.
* Click “Add Progress Note” and click pick ECF Choices > Employment Reports under select template.
* On drop down box choose “follow-up action” and write:
	+ Emailed provider about [name of service].
* Always click save. Once back on main page highlight it, click more options, and select commit.

**Once They Reply Back**

* Reply “thank you” and copy employment inbox and compliance team if they did not reply all.
* Go to the member’s folder & copy and paste the email in the “follow-up” folder.
	+ Folder > G Drive > HBCS > Division of TennCare > Back-Up Copies > Last Initial > Member Name.
* Go to CareAdvance, look up member using M number, and open progress notes.
* Click “Add Progress Note” and click pick ECF Choices > Employment Reports under select template.
* On drop down box choose “follow-up action” and write:
	+ Provider emailed and said [what they shared]. ES has been informed.
* Always click save. Once back on main page highlight it, click more options, and select commit.

\*Look at tab “Provider Listings” on the excel for contact info. If you do not know who to email, email Naveh.