

## **.01 Conducting the Customer Contact**

**REVISION 07**  
(01/01/09 - 03/31/09)

The Customer Contact process is communication with a participant without the necessity of a face-to-face interview. The Customer Contact process must only be used for MA Only applications. This means of communication includes, but is not limited to, any of the following:

- In-person
- In writing
- Via e-mail
- Via FAX
- Via telephone

The purpose of the Customer Contact is to complete all of the following, when needed:

- Obtain verification
- Resolve discrepancies
- Obtain any information necessary to complete a quality eligibility determination

**NOTE** All verification requirements remain the same for the Customer Contact process as are currently used with the interview process.