Update 2012-27: Common Place Handbook
CCS VMC Business Processes

Changes
After continuous review of the CCS VMC model, it has been determined to change the process in order for an Intake EW to keep most assigned tasks of an application (case) until a disposition of benefits is made. The business processes for VMC are revised to reduce the quantity of hand-offs and better serve the needs of both clients and staff. The revision includes changes to terminology, clarification on processes and actions and removal of obsolete functions.

[Refer to “VMC Application Registration Walk In,” page 57-3 and “CCS Valley Medical Center (VMC) Workflows,” page 57-5 for detailed information.]

Implementation
The information contained in this Common Place Handbook Update is effective September 10, 2012.

Clerical
Office Management Coordinators (OMCs) must review this handbook section with their respective staff at their next clerical meeting, and ensure that correct procedures are being followed.

EW Supervisors
Eligibility Work Supervisors must review this handbook section with their respective staff at their next unit meeting, and ensure that correct procedures are being followed.

Contact Person(s): Idelle Villarreal, Application & Decision Support Specialist II, (408) 755-7540.