1. Drop-Off Procedure
   1. All MC team members will receive a copy of the Managed Care Drop-off Receipt (MCDR).
   2. Providers who regularly drop off documents will receive a copy of the MCDR.
   3. When to complete the form?
      1. For claims, optional but recommended.
      2. All other documents, required.
   4. MC team members coordinate with the providers and Managed Care clerical team for the following:
      1. Have the provider complete the MCDR prior to drop-off to save time.
      2. Coordinate a drop-off time with MC clerical team (email mcare mailbox).
         1. Recommendation: Schedule a drop-off time during your office days
         2. Optional: You can skip the clerical if you want to pick it up yourselfS
   5. Providers must hand the documents to a MC team member. DO NOT LEAVE IT WITH NON-MANAGED CARE FRONT DESK RECEPTION.
   6. MC Clerical will store the document in storage room.
      1. MC team members can ask any clerical team member (start with Denise King) for access to the storage room.
2. Managed Care Drop-off Receipt Form – How to Complete
   1. Provider must include their individual/group/org name.
   2. Provider staff who dropped off the docs will sign-off.
   3. MC team member who received the docs will verify and sign-off.
   4. MC team member will make a copy of the receipt and give the provider the original.
   5. If provider did not complete the MCDR, MC team members will complete one with the provider.
   6. Non-clerical MC team members who accepted the drop-off will provide a copy of the MCDR to MC clerical team members (send to mcare mailbox)
   7. MC clerical will:
      1. Name MCDR using the following format: Provide Name + Date (Example: House 09.20.23).
      2. Save MCDR here [P:\MCShared\Drop-Off Receipt](file:///P:\MCShared\Drop-Off%20Receipt), within the appropriate date folder.