

1 - COVID Champion

Special Enrollment Team

Social Security Administration



Summary:

In recognition of outstanding assistance in processing Medicare applications for those affected by COVID-19. Your efforts provided stability in medical coverage for members of the public who were no longer able to work. The assistance you provided directly comforted beneficiaries across the country during an unprecedented period.

Description: The Special Enrollment Team in the Great Lakes Processing Service Center (GLPSC) consisted of the Workload Support Unit (WSU) Section Chief, 2 Operations Supervisors, 17 Claim Specialists, and 14 Claims Technical Experts. The team took on the responsibility of processing applications for Part-B of Medicare for members of the public who were no longer able to work. This national project was created in April 2020 in response to the many Americans who were losing employer provided medical coverage during the pandemic. The project is still up and running as of today. The project provided the public with the option to fax their Medicare enrollment forms directly to GLPSC to assist with expedited processing. The expedited processing was crucial due to the closures of local Social Security offices as well as the dire need of medical coverage for those that unexpectedly lost their employer provided coverage. It was critical for WSU to complete these enrollments timely, as thousands of claimants were at risk of losing their health insurance coverage.

As word of the project spread in the community, the number of daily receipts increased. Members of the public from across the country faxed in their applications and supporting documents to GLPSC. The WSU management team along with assistance from some of the Claims Specialists screened and profiled the documents before assigning them to the team for processing. A part of this process required them to initiate development in writing as well as place phone calls to the claimants for additional information to process the case. The managers produced weekly reports to assist in oversight of the workload as well as the use of automation to filter for cases that already been processed but needed a second review. To date, GLPSC-WSU has processed 126,703 Medicare related documents.

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Charles Wiggins	Charisse Trimuel	
Debra Sawyer	Hector Bernadino	
Marlene Scott	Raquel Romero	
Markella Mason	Laura Lemus	
Ethan Corder	Ewa Pilarczyk	
Janina Talaga	Rhonda Stevenson	
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