

## CORE- Mailroom Agissar

### **Purpose:**

The piece of equipment in the mailroom that performs the mail extracting function is known as the Agissar machine. The Agissar is equipped with a memory box called an INFOPointe III Center. The INFOPointe III Center is a small monitor attached to the Agissar that stores and calculates information regarding the use of the machine and the operators. The extraction of envelopes is the process of removing the envelope contents once the envelope has gone down the conveyors, and is stationed in the staging area. The Data Entry/Imaging Technician (DE/IT) must remain in dual custody when operating the Agissar machine.

### **Identification of Roles:**

Courier – perform Expeditor functions associated with the Agissar machine

DE/IT – perform Agissar Extractor duties

Quality Analyst – perform quality assurance checks on specified aspects of the Agissar process

Operations Coordinator, Operations Team Lead, and Operations Manager – operate as a resource for Agissar functions; implement process changes as needed

### **Performance Standards:**

None

### **Path of Business Procedure:**

Step 1: Expeditor functions are performed

- a. Jogging envelopes
- b. Loading jogged envelopes onto the Agissar
- c. Inform DE/IT of the Post Office Box number

Step 2: INFOPointe III Center is programmed

- a. Post Office Box number
- b. Names of the DE/IT's operating the Agissar

Step 3: Flip the power switch to the ON position

Step 4: Agissar is running

- a. Three sides of the envelope are sliced

- b. Envelope is pulled down the conveyor
- c. Envelope falls open exposing the contents

Step 5: Remove envelope (if needed) and its contents from the staging area

Step 6: Prep documents for scanning

- a. Identify the type of document within the envelope
- b. Remove all staples
- c. Tape down any documents that are smaller than an 8 ½ x 11 sheet of paper
- d. Place the prepped document into the appropriate sort bin
- e. Add a “patch page” if needed

Step 7: Shut down the INFOPointe III Center and turn off the Agissar machine

Step 8: Bundle and complete the Scan Job Coversheet

Step 9: Transfer bundled mail

- a. Depending on the document type the mail is transferred to one of the following places:
  - 1. The shelving unit to be scanned
  - 2. The quality assurance cart to be quality checked
  - 3. Mail from the quality assurance cart will be transferred to the shelving unit to be scanned once the quality assurance check is complete

### **Forms/Reports:**

Patch page  
Scan Job Coversheet

### **RFP References:**

5.2.2.3.4.2

### **Interfaces:**

INFOPointe III Center

**Attachments:**

Patch page



Scan Job Coversheet

# CLAIMS

YEAR/JULIAN TO ASSIGN: \_\_\_\_\_ - \_\_\_\_\_ **A / F**  
  Y Y     J J J

**Singles      Claims Attach      LTC-AD      LTC-TAD**

**Pharmacy Attach      Pharmacy Singles**

**PO BOX #: 150001      36330      36390      36446      36450**  
**36475      36476      36478      36510      36506**  
**310202      INTERNAL      POLICY      STREET**

**TODAY'S DATE:** \_\_\_\_\_ **INITIALS:** \_\_\_\_\_

---

**DATE IMAGED:** \_\_\_\_\_

**IMAGED BY CLERK ID:** \_\_\_\_\_

Scan Job Coversheet

# SURS

YEAR/JULIAN TO ASSIGN:        -         
                                  Y Y    J J J

SURS      SURS 2D CORR      SURS Finding Letters

SURS Request for Medical Records

PO BOX #: 150001      36390      36445      36446      36448

                  36450      36475      36476      36478      36510

INTERNAL      POLICY      STREET      RESUB

SCAN PRIORITY: \_\_\_\_\_

TODAY'S DATE: \_\_\_\_\_ INITIALS: \_\_\_\_\_

\_\_\_\_\_

DATE IMAGED: \_\_\_\_\_

IMAGED BY CLERK ID: \_\_\_\_\_

Scan Job Coversheet

# CORRESPONDENCE

YEAR/JULIAN TO ASSIGN: \_\_\_\_\_ - \_\_\_\_\_ **A / F**  
  Y Y     J J J

**2D CORR Attach    2D CORR Singles    Adjustment    Checks**  
**CORR    Cost Reports    Med Needy    Member Enroll    Policy**  
**POS Checks    Recoupment    Rev CORR    RTP Attach**  
**RTP Singles    SIQ**

**SCAN FORM:** \_\_\_\_\_

**PO BOX:**    150001    36330    36390    36445    36446    36450  
36475    36476    36478    36510    36506    310195    310202  
**INTERNAL    POLICY    STREET    DIA    RETURN**  
**RESUB    HIPP    HIPRET**

**TODAY'S DATE:** \_\_\_\_\_    **INITIALS:** \_\_\_\_\_ / \_\_\_\_\_

**DATE IMAGED:** \_\_\_\_\_

**IMAGED BY CLERK ID:** \_\_\_\_\_ / \_\_\_\_\_

