

P-2302 Assigning Participants Receiving Reach Up Benefits (24-06)

Reach Up Supervisors should assign all participants eligible for case management services within three (3) business days of the supervisor being aware the participant's benefits are open. Participants are assigned to a case manager or career coach.

Case managers and career coaches must contact assigned participants within three (3) business days of case assignment. The first initial appointment offered should be no greater than ten (10) business days after the assignment date. If the case manager or career coach cannot offer an appointment within ten (10) business days they should review with their supervisor.