



KEY	
HU	Heads up letter, also known as the "initial outreach" or "conversion letter"
EP	Enrollment Packet
RR	Readiness Review
EZ	NH Electronic Application System or NH EASY
AA	Auto-assignment
MCO	Managed Care Organization
Call Center	Refers to the Medicaid Client Services contracted call center support with Maximus
NOD	Notice of Decision

Note *	(1) The length of days to launch a mailing may be impacted by competing priority mailings for New Heights production and the Mail Room the length of days may be more or less than the timeframes presented here.
	(2) 10 to 20 days may be reduced from the calendar based on the actual start of the clock.
	(3) Availability of GS is impacted by their mandate to prioritize the printing of budget and other legislative documents from December to June.