

\*\*\*\*\*  
**DCSE Policy & Procedures Unit**  
**Policy Update**  
**PPU 07-05-004**  
**May 17, 2007**

**SUBJECT: New B-Code/Worklist Items (Customer Requests Call Back)**  
\*\*\*\*\*

Please contact the Policy Unit if you have any questions regarding these or any other changes at  
\*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 274-7951.

*The IV-D PARTNERS should send POLICY inquiries directly to \*DCSE-POLICYQUESTIONS@azdes.gov*  
\*\*\*\*\*

The purpose of this Policy Update is to inform staff of new B-Codes primarily to be used by the Customer Service Region to alert caseworkers about customers who has asked to be contacted.

The new B-Codes are as follows:

**B0623 Customer Requests Call Back -- Caseworker Notified**

**B0624 Customer Call Back Completed**

When a worker enters the code **B0623 Customer Requests Call Back -- Caseworker Notified** case activity code it will generate the worklist item **B0105 Customer Requests Call Back** to the assigned caseworker and create a 5-day timeline.

The timeline is identified by the **B0001 – Customer Call Back Required**. If the caseworker does not respond within the 5-day timeframe, then ATLAS will send the caseworker's supervisor the **B0106 Customer Call Back Overdue worklist (B0001 - Customer Call Back Required)**.

If the caseworker responds to the customer, the caseworker will then enter the **B0624 Customer Call Back Completed** case activity. The CAAL **B0624 Customer Call Back Completed** will purge the worklist **B0105 Customer Requests Call Back** and stops the timeline. The B0624 CAAL also purges the B0106 supervisor's worklist.