

# **SCRIPTS | DOCUMENT PROCESSING**

## **Inquiries regarding document status**

CCA workers should use this script when a customer calls into CCA asking if their documents have been received. We would like to have customers rely on their notices or [access.gov](https://access.wisconsin.gov) rather than calling in daily to see if documents have come in. Use the script below after you have check and the documents are not available.

All of documents submitted to this agency are sent to a central processing unit. It takes 2-3 days for them to upload the documents so that we can view them. We process the documents in the order received and as quickly as we can. Once we are done with the document, a notice of your benefits will be mailed. You can either wait for your notice or check your benefits on line by creating an account at [access.wisconsin.gov](https://access.wisconsin.gov).

Please do not instruct the customer to call back in a day or two to see if the documents are in and that worker will process them while they are on the phone.