

**AGENT Reminders April 27, 2023**

**General**

* When a customer, who has a confidential case, calls SCC please follow the below process:
  + Individuals with confidential cases are unable to use the call center to report changes.
  + Do NOT refer them to ACCESS as they are unable to use it.
  + An e-mail should be sent to the local county with the case information. The local county will follow up with the assigned caseworker.
  + Crawford

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