



New Appeals & Grievance (A&G) group email mailbox for Tufts Health Plan SCO member grievances

The process for documenting grievances in CaseTrakker will mostly remain the same. Again the only difference is you will now email the A&G team instead of tasking Ryan Peters as before. Please continue to document member grievances in an Activity Log in CaseTrakker and now also send an email with the Activity Log content to:

A&G Coordinator Team: A&G_Coordinator_Team@tufts-health.com