



## **New Process for Notifying the Appeals & Grievance (A&G) Department of Tufts Health Plan SCO Member Grievances**

The A&G department now process member grievances in a new system called MedHOK. Instead of tasking grievance notifications to Ryan Peters as you have in the past, you will now submit member grievances to the A&G team via email (vs. task in CaseTrakker) **effective immediately**.

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 taking Ryan Peters. The steps are outlined below:

1. Create Activity Log in CaseTrakker  
**Activity Type:** Grievance Note  
**Note:** (Standard Text = Grievance Note)
2. Complete Grievance Note template with necessary information  
**Date of Assessment:**  
**Brief Overview:**  
**Actions Taken:**
3. Copy the completed Grievance Note from CaseTrakker and paste in an email to the following:

To: **Ryan Peters/THP, Elliott Gordon/THP, Alyssa Pearson/THP, Lydia Thambash/THP,**  
Cc: **Matthew Kurker/THP**

**Note:** Soon there will be a group email box to use instead and you will be notified once this has been setup. The group email box will alleviate the need to add each person's name individually to the email's To: and Cc: fields.