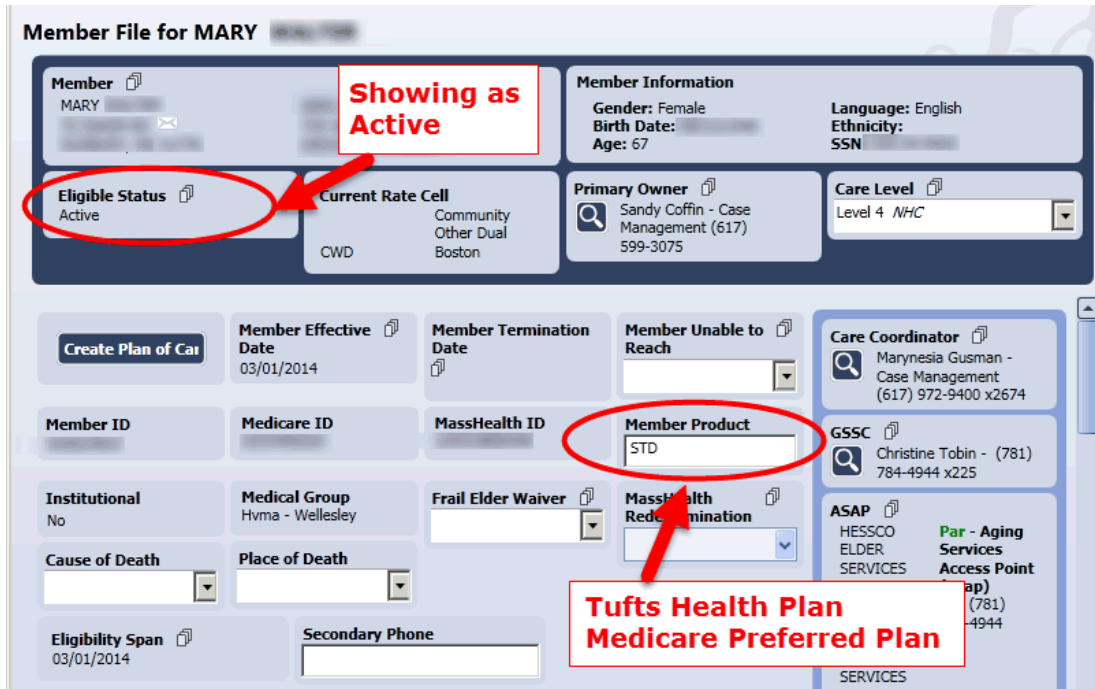


Tufts Health Plan SCO Care Management - Newsflash

Member Product Field on the Member File in CTD

From: Damien Wimbush

It appears that some members who have cancelled their enrollment with Tufts Health Plan SCO are still appearing as Active in CaseTrakker, even though they should be appearing as terminated. An easy way to identify members who have terminated and signed/resigned up for a Tufts Medicare Preferred HMO plan is to check the Member Product field on the Member File. If the Member Product field displays anything other than SCO Dual or SCO Medi, for example, STD or STD Saver, this indicates that the member has been terminated from the Tufts Health Plan SCO plan even though they may show as Active under Eligibility Status.



If there are any questions, please contact Katie Tardiff, Manager of Clinical Operations.

Thanks,

Damien