

Tufts Health Plan SCO Care Management - Newsflash

Tufts Health Plan SCO Member Grievance Documentation (for Personal Representative)

From: Damien Wimbush

Tufts Health Plan SCO Care Managers

When logging a grievance/complaint in CaseTrakker directly from a member's personal representative, please clearly document the representative's **name, address, telephone number** and any **other pertinent contact information** in the entry. By not having the contact information immediately available, it has slowed down the process for our Clinical Quality Improvement (CQI) Department to initiate review of the grievance/complaint.

Please let me know if you have any questions.

Thanks,

Damien
