

**Tufts Health Plan SCO Care Management - Newsflash**

**Tufts Health Plan SCO Provider Relations**

**From: Damien Wimbush**

**Tufts Health Plan SCO Care Managers**

Whenever interacting with Tufts Health Plan SCO providers with provider-related issues, please always direct them to our Provider Relations Department at **800-279-9022** so that their issue(s) can be properly documented, triage to the correct location, and tracked for resolution. It is very important that you not try to handle any provider-related issues yourself. Though, it is advisable in these situations that you inform the provider that you will share their issue(s) with your immediate supervisor/manager.

The same is true if you are interacting with a member with member-related issues, please direct the member to Customer Relations at **855-670-5934**.

Our Providers and Customer Relations departments have access to specific systems enabling them to properly research and resolve issues. Please remember to direct our providers and members to these departments for issue resolution.

Please let me know if you have any questions.

Thanks,

Damien

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