



THP SCO Sales/ Enrollment Process

What to expect in the first 30 days

How to enroll

Step 1: Prospect expresses interest in Tufts Health Plan Senior Care Options.

Step 2: A Tufts Health Plan Senior Care Options Representative will call prospect to verify their MassHealth eligibility, review the plan benefits and make sure all their doctors and hospitals are in our network.

Step 3: If prospect is interested in enrolling in the Plan, the Representative will make an appointment to visit them in their home to help them complete an application.

Step 4: Representative submits application for prospect's enrollment into the Plan.

After signing SCO application

Step 1: A Tufts Health Plan Senior Care Options Representative will give prospect a SCO Enrollment Receipt.

Step 2: We will send prospect a letter telling them we received their application and include a copy of their completed Enrollment Form for their personal records.

Step 3: We will send prospect a notice that MassHealth and Medicare, if they have it, have approved their Enrollment Form. At this point, their enrollment is complete.

After signing SCO application

Step 4: Member will receive a Tufts Health Plan Senior Care Options Identification Card (ID Card).

- Member will use this at doctor appointments, the hospital, for prescriptions, and other medical and dental services.
- Until member receives their SCO ID Card, they may present their SCO Enrollment Receipt for any medical services.

Step 5: We will call member to verify their enrollment and make sure they understand that they have enrolled in Tufts Health Plan Senior Care Options.

After signing SCO application

Step 6: We will send member a Member Welcome Kit that includes important information about their coverage and benefits including:

- Evidence of Coverage
- Provider & Pharmacy Directory
- Formulary (Drug List)

Step 7: Member will receive a call to welcome them to the Plan, as well as an introduction and overview of the SCO program including:

- Verification of receipt of the Welcome Kit and ID Card
- The role of the PCP and PCT
- Role of the Customer Relations line
- Role of the Care Manager
- Alternative forms of communication

THP SCO member questions

BEFORE member becomes effective and receives their Tufts Health Plan Senior Care Options ID Card, they should call (855) 670-5938 between 8:00 a.m. to 5:00 p.m. (TTY 855-670-5940).

AFTER member receives their Tufts Health Plan Senior Care Options ID Card, they should call the number on the back of their ID Card.

Enrollment

Prospective SCO members may enroll at any point during the year.



Example:

Danielle Scone applied for THP SCO Dual on March 14, 2017. Ms. Scone's new SCO plan will go into effect on April 1, 2017.

New member enrollments are processed through the last business day of the month. All effective dates are the first of the month following enrollment.

GOAL: Complete enrollment process before end of month.

Disenrollment

All disenrollment requests received by the last business day of the month will be effective on the first day of the following month.

EOHHS requires Senior Care Organizations to maintain record of disenrollment reasons for each enrollee disenrolled.

Enrollees could be involuntarily disenrolled for the following reasons:

- Loss of MassHealth Standard eligibility
- Remaining out of the Service Area for more than six consecutive months
- When the Senior Care Organization's ability to furnish services to the enrollee or other enrollees is seriously impaired (must be approved by EOHHS in advance)

Note: When members are disenrolled for the loss of MassHealth eligibility, they will be maintained on the Plan for 30 days in anticipation of regaining eligibility to help prevent the disruption of care and services.