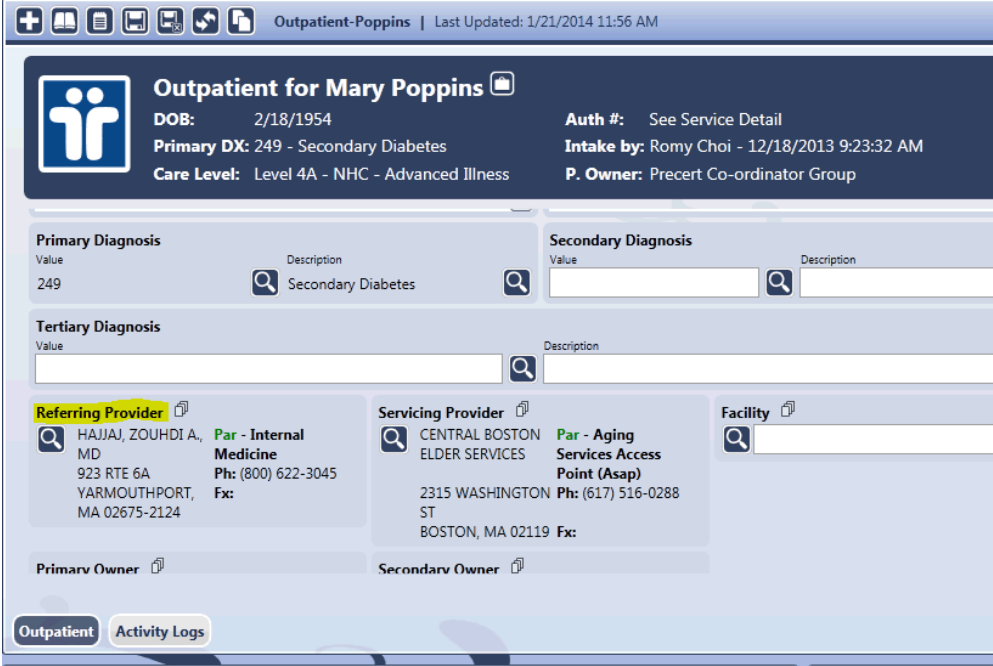


Sent: January 21, 2014



Each Tuesday we will be sending out helpful tips related to key tasks of the Tufts Health Plan SCO Care Management team and partners. Below are three tips specific to CaseTrakker, our care management system. Please let me know if you have any questions.

- 1. Reminder to update the Member File info during each assessment (immunizations & screenings, allergies, advanced directives, emergency contact)
- 2. On the Outpatient Event, the referring provider will be the PCP in most cases



- 3. Service Plan Review (GSSC evaluation of the care plan at 45 days post effective date and annually thereafter for Level 4)

**RNs** - Reminder to task GSSCs to complete the review  
**GSSCs** - Reminder to look out for the task and plan work accordingly; contact your SCO Clinical Consultant if you need a copy of the template