



### What are ActionGrams?

As users of CaseTrakker you may have received a task from the Care Coordinators asking you to review a member's Activity Log to read an "**ActionGram.**"

ActionGrams are primarily used in another system here at Tufts Health Plan called **MACCESS**. Within MACCESS, ActionGrams serve as messages sent back and forth between THP staff on member or provider related request/issues.

As an example, the Customer Relations Department must ActionGram the Enrollment department to process a member PCP change request. When there is information in an ActionGrams relevant to the Primary Owner of a SCO member, the content of that ActionGram is copied over to CaseTrakker as an Activity Log entry by the Care Coordinators. The Care Coordinators monitor MACCESS daily and will task Primary Owners as an FYI or for follow up on any relevant ActionGrams sent to the SCO Care Management MACCESS inbox on a specific member or provider.

Please let me know if you have any additional questions about ActionGrams.

Thanks,

Damien

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