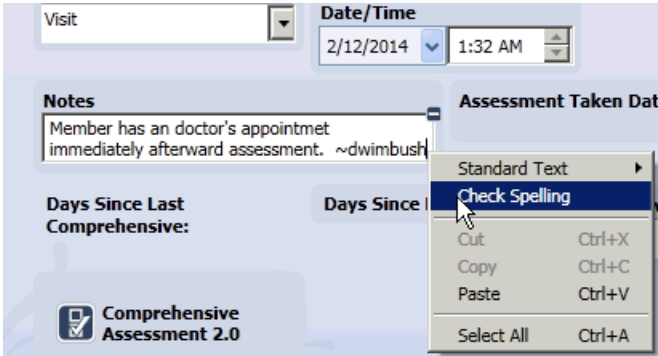
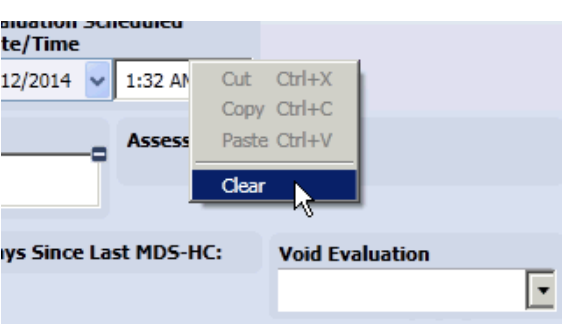


Sent February 11, 2014

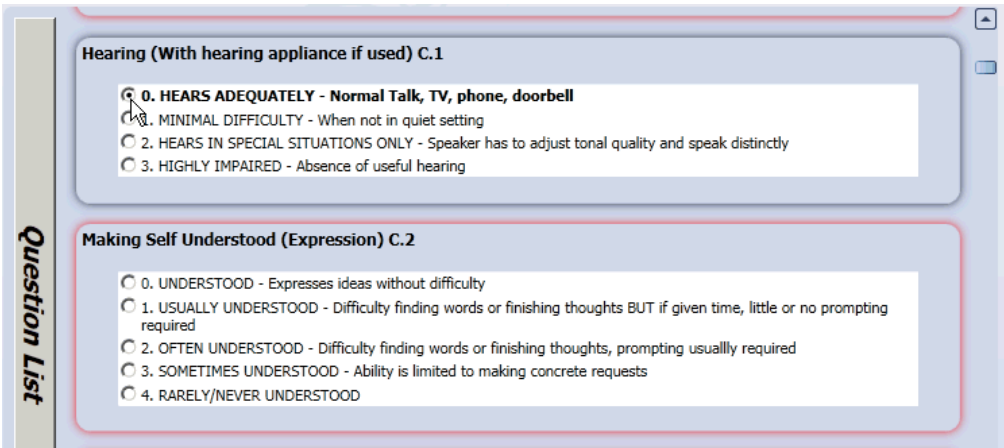


Here are today's tips devised by the Tufts Health Plan SCO Care Management team. Please let me know if you have any questions.

- 1. **Effective immediately:** task all Prior Auth requests to the "**Precert Coordinator Group.**" Please **DO NOT** task directly to Vanessa Barboza.
- 2. Remember in CaseTrakker you can always **right-click** to **clear** a field or right-click any "Notes" fields to run a spell check.



- 3. In CaseTrakker, tapping the **Tab key** on your keyboard while in an assessment will advance you to the next question. This way you can avoid using the mouse to scroll to each question. Instead use the mouse to choose responses by clicking on the appropriate radio button for each question.



Thanks,

Damien

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SCO Care Management

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