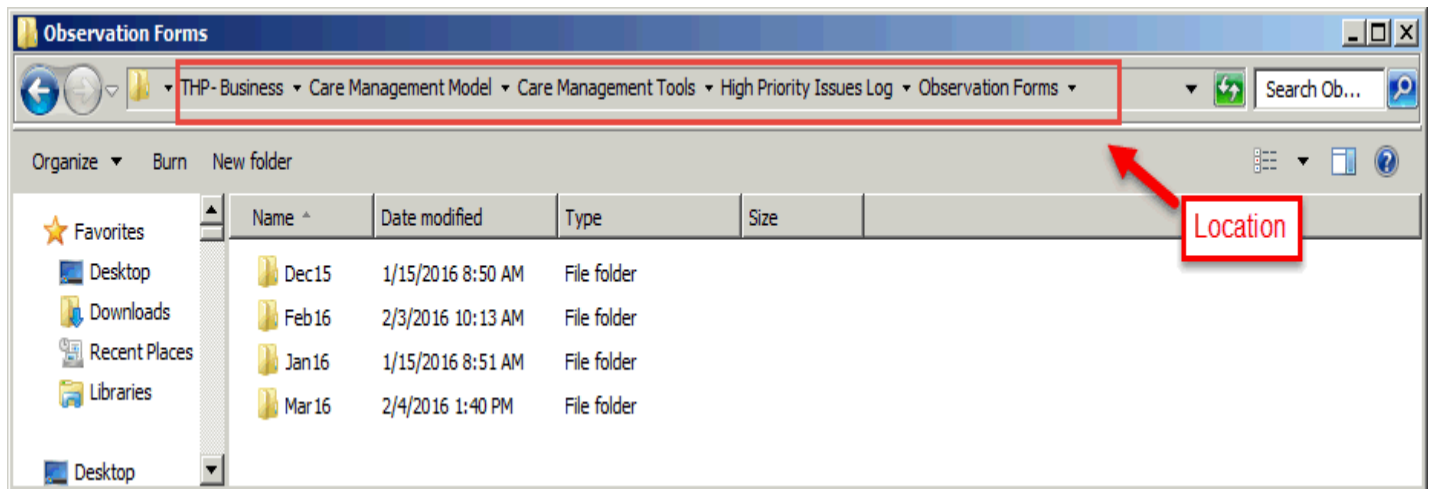


Tuesday Tip – Observation Forms

The observation forms completed by the sales team on enrollment were once difficult to access - this is no longer the case. Now there is a folder on the shared drive that contains all observation forms in folders that are labeled by month of member enrollment.

The folder location on the shared drive is:

Care Management Tools > High Priority Issues Log > Observation Forms > Date of Enrollment (e.g., Jan 16)



There is valuable information on these forms, including whether the member has a new PCP or not, alternate phone numbers and contact information, member's reported current services and desires. Please access these forms prior to seeing members.