



When a member terminates from Tufts Health Plan SCO (disenrollment, death, etc.), it is imperative that the primary owner completely closes out that member's **Member File**.

To Close a Member File:

1. Send request to your Supervisor/Manager to **void any Pending Evaluation Tasks**
2. **Complete** or **Void** any **other Pending Tasks**.
3. **Update Plan of Care** status to **"Closed."**
4. **End Date** and **Close all Outpatient Events**.

Auth #	Created Date	Service Detail Status	Service Type	Service Detail	Determination	Start Date	End Date	Owner	OP Parent Status	Parent Event #
0002478S	1/1/2015	Service	Therapy	Physical Therapy	Approved	1/1/2015	2/24/2015	Marian Tansey	Closed	0000348B
0002386S	1/1/2015	Service	Other/Transportation	Other	Approved	1/1/2015	2/24/2015	Marian Tansey	Closed	0000328B
0002381S	1/1/2015	Service	Community-based Services	Personal Emergency Response System (Monthly)	Approved	1/1/2015	2/24/2015	Marian Tansey	Closed	0000327B
0002376S	1/1/2015	Service	Community-based Services	Homemaker	Approved	1/1/2015	2/24/2015	Marian Tansey	Closed	0000325B
0002365S	1/1/2015	Service	Community-based Services	Homemaker	Approved	1/1/2015	2/24/2015	Marian Tansey	Closed	0000324B
0002362S	1/1/2015	Service	Community-based Services	Personal Emergency Response System (Monthly)	Approved	1/1/2015	2/24/2015	Marian Tansey	Closed	0000324B

5. Provide **End Date** any **End Reason** for any **Disease Management Program** member may be enrolled.

Disease Management for [Member ID]

★ Create Disease Management Program Event

Disease Management Program Diabetes Program	Program Start Date 1/1/2015	Program End Date 2/24/2015	Status Complete
		Program End Reason Disenrollment	Date Entered 02/24/2015

If member termination due to death:

- Update **Cause of Death** and **Place of Death** fields on Member File.
- Task GSSC to **end** any **services in SAMS** as of the termination date.
- RNs – contact any Tufts Health Plan Contracted Providers (e.g., PCM, AFC, ADH) to notify of service end-date.
- Send **email** to "**SCO Enrollment**" email box to notify of death (GSSCs email SCO Clinical Consultant).

Review Tuesday Tip #15 sent May 20, 2014 for more information on how to close a Member File for members who have passed away.

NOTE: Please select "(All Queries)" on the Search Tab in CaseTrakker to search for and display Terminated members.

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SCO Care Management

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