

Sent: February 25, 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. Please review the updated **Naming Convention** document for files dragged and dropped into CaseTrakker Dynamo.



Document Naming Convention.docx

2. If a member's address is wrong in CaseTrakker, please remember to advise member to call MassHealth to correct their address.

**MassHealth Member Customer Service Center**  
**(800) 841-2900**  
**TTY: (800) 497-4648**

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