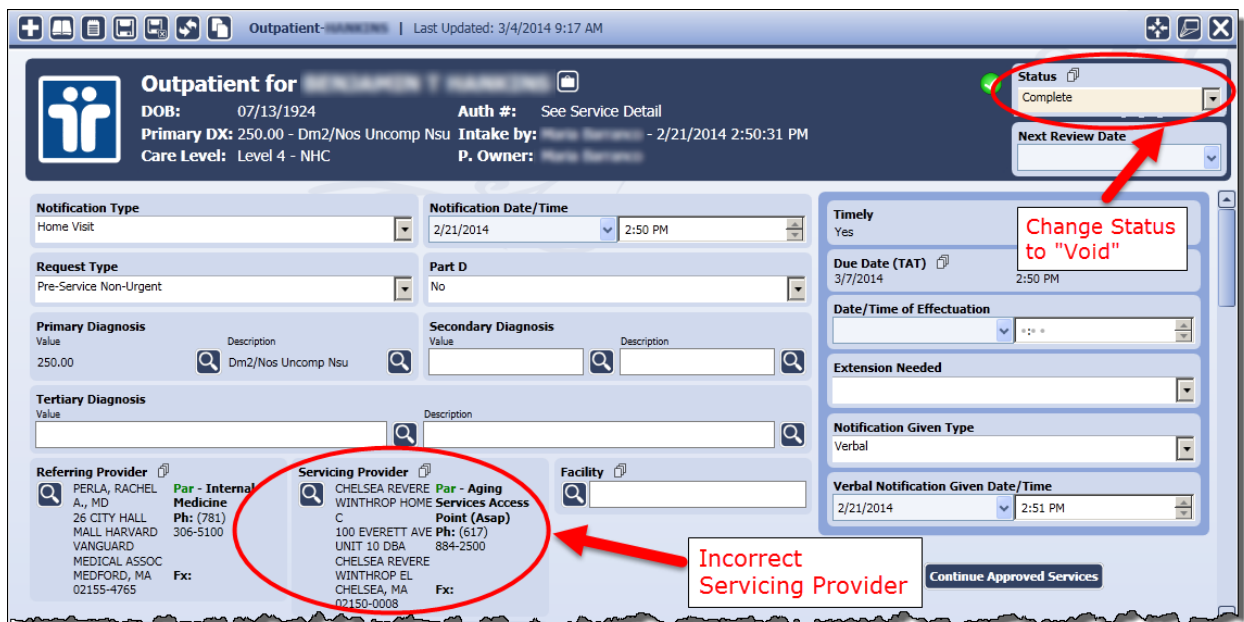




Sorry for the delayed Tuesday Tips, but here are this week's tips devised by the Tufts Health Plan SCO Care Management team. Please let me know if you have any questions.

1. If you discover that a provider is incorrectly identified on an event that has already been saved in "Complete" Status, please **DO NOT** simply update the provider field with the correct provider information. A **new event** needs to be created with the correct provider information, and the incorrect event should be set to "Void" under the Status dropdown menu and saved. If the event is a **Prior Authorized event**, you need to create a **new task to Precert** with the correct information.



2. Please remember to utilize the **"Show History"** button available in the various CaseTrakker assessments. This is particularly useful when doing 3 and/or 6 month reassessments. When in an assessment (excluding initial assessments), just click the "Show History" button and previous responses to that assessment will appear.

Functional Assessment for Status Complete

Date and Time: 2/28/2014 5:09:02 PM Author:

Comment

Assessment Taken Date: 2/26/2014

ADL: Mobility Transfers
Do you need assistance getting in and out of your bed or chair?
 No
 Yes

ADL: Ambulation
Do you need any assistance walking?
 No
 Yes

Question List

ADL: Mobility Transfers
Do you need assistance getting in and out of your bed or chair?
 No
 Yes

Date	Changed By	Answer
9/30/2013 10:55:00 AM	franes01	No
4/30/2013 1:12:21 PM	franes01	No

Previous Functional Assessment responses

Show History **Hide History** **Scroll** **Page**

Click Here

3. Attached you will find the most up-to-date version of the [Tufts Health Plan SCO Contact Information Sheet](#). Remember to check this sheet first as it a list of the most frequently referenced contact numbers and addresses.



SCO Contact Information Sheet.docx

Thanks,
Damien

Damien Wimbush

Clinical Training Specialist
SCO Care Management

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