



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. Our Licensed Mental Health Counsellor, **Susan Reardon**, will be identified as the **Secondary Owner** on the Member File for members with behavioral health needs with whom she is working.

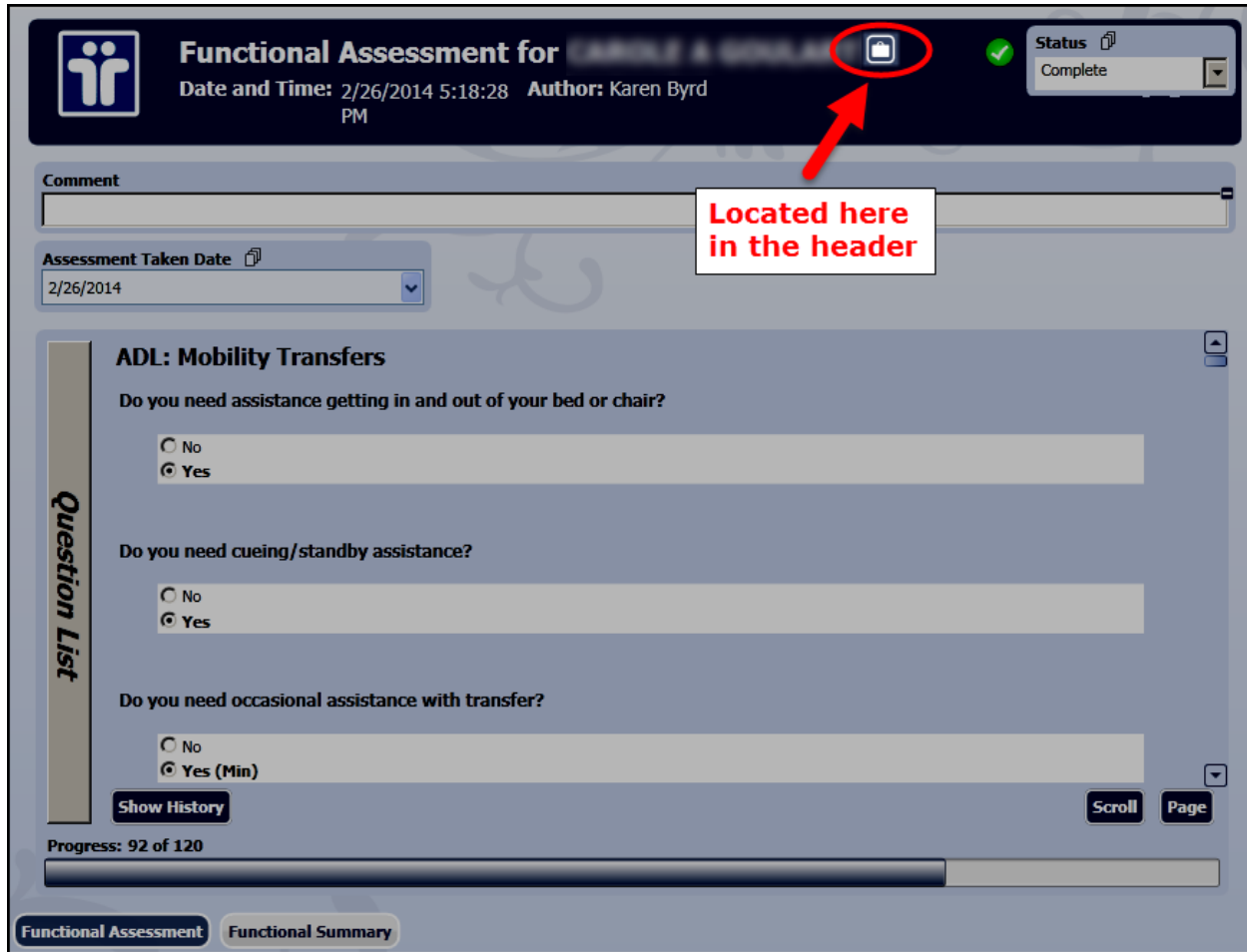
The screenshot shows a web application interface for a "Member File". The top navigation bar includes "Member File" and "Last Updated: 3/18/2014 6:30 AM". The main content area is divided into several sections:




- Member Information:** Includes fields for Gender (Female), Birth Date (12/28/1941), Age (72), Language (English), Ethnicity, and SSN.
- Eligible Status:** Active
- Current Rate Cell:** Community Nhc Dual Boston
- Primary Owner:** Karen Byrd - (617) 335-1160
- Care Level:** Level 4 NHC
- Member Effective Date:** 03/01/2014
- Member Termination Date:** (empty)
- Member Unable to Reach:** (empty)
- Care Coordinator:** Xiomara Melo - Case Management (617) 972-9400 x2121
- Member ID, Medicare ID, MassHealth ID:** (empty)
- Member Product:** SCO DUAL
- GSSC:** Wenda Michel - (781) 848-3910 x368
- Institutional:** No
- Medical Group:** Hvma Quincy
- Frail Elder Waiver:** Yes
- MassHealth Redetermination:** 8/12/2012
- ASAP:** SOUTH SHORE ELDER SERVICES INC (Asap) 1515 WASHINGTON ST BRAINTREE, MA Fx: 02184 Ph: (781) 848-3939
- Eligibility Span:** 03/01/2014
- Secondary Phone:** (empty)
- Responsible Person Info:** Fields for Name, Phone, Address, City, State, and Zip.
- PCP:** MOSS, MARTHA E., MD - (617) 774-0600
- Secondary Owner:** Susan Reardon - Case Management (617) 599-3764 (This field is circled in red in the image).
- Facility:** (empty)
- Emergency Info:** (empty)

A red box with the text "Located here on the Member File" and a red arrow points to the "Secondary Owner" field.

At the bottom, there is a navigation bar with buttons for "Member File", "Activity Log Summary", "Letters & Attachments", "Assessment Summary", "Authorization Summary", and "Medications/Medical History".


2. Whenever you see the **briefcase** icon , clicking on it will conveniently open the member's **Member File**. This will generally reduce the number of steps you may need to take to open the member's member file, depending on where you are in CaseTrakker. For example, clicking on the briefcase from a member's Functional Assessment will directly open the member's member file.



Functional Assessment for   **Status** 
Complete

Date and Time: 2/26/2014 5:18:28 **Author:** Karen Byrd
PM

Comment

Assessment Taken Date 
2/26/2014

Question List

ADL: Mobility Transfers

Do you need assistance getting in and out of your bed or chair?

No
 Yes

Do you need cueing/standby assistance?

No
 Yes

Do you need occasional assistance with transfer?

No
 Yes (Min)

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

Progress: 92 of 120

Functional Assessment **Functional Summary**

Thanks,
Damien

Damien Wimbush

Clinical Training Specialist

SCO Care Management

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