



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 refer Tufts Health Plan SCO members to Tufts Health Plan SCO **Customer Relations** at **(855) 670-5934** for any **PCP change** request.
- 2. Please remember to review your **My Outpatients** tab in CaseTrakker for upcoming OP events that need to be renewed.

OP Events:

Non Prior Auth - Extend **End Date** and **Next Review Date** by a year

The screenshot shows the CaseTrakker Outpatient form for a patient with Chronic Airway Obstr Nec. The form includes fields for patient information, notification type, request type, diagnosis, and provider details. A red circle highlights the 'Next Review Date' field, which is currently set to 3/31/2014. A red arrow points from a callout box labeled 'Located here in the header' to this field. The form also shows a 'Status' dropdown set to 'Complete' and a 'Signed by' field with the name Marian Tansey.

The screenshot shows a web form titled "Approved" with the following fields and values:

- Service Type:** Community-based Services
- Service Detail:** Other
- Service Description:** Laundry 1 10 lb bag weekly
- Start Date:** 8/1/2013
- End Date:** 3/31/2014 (highlighted with a red circle and arrow)
- Requested Units:** 1 Units
- Requested Frequency:** per week
- Procedure:** Value and Description fields with search icons.
- Notes:** Laundry 1 10 lb bag weely.
- Determination:** Determination Date/Time and Claims Payment Instructions fields.

A red callout box with the text "Located here in the Service Detail section" points to the End Date field.

Prior Auth - Update Treatment Plan Note and Task the Precert Coordinator Group

Thanks,
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