



Here are today's tips devised by the Tufts Health Plan SCO Care Management team. Please take your time reading through these tips as they pertain to CaseTrakker's In Patient Event and Out Patient Event "Servicing Provider" fields. Let me know if you have any questions.

A screenshot of a software interface showing a search field for a 'Servicing Provider'. The field is labeled 'Servicing Provider' and has a magnifying glass icon on the left. The field is currently empty.

Above is an image of the Servicing Provider field found when creating **Inpatient Stay Events** and **Outpatient Events** in CaseTrakker. There are **three scenarios** in which you should pay special attention to the Provider fields.

Scenario 1 - Wrong Servicing Provider

Non-Prior Auth Event - If you discover that the **wrong Servicing Provider** has been entered into an Event that has already been saved in "Complete" Status, please **DO NOT** simply update the Servicing Provider field with the correct provider information. In this scenario, the **Event should be set to "Void" Status and Saved**, and a **new Event created** with the correct provider information.

Prior Auth Event - If the above scenario pertains to a Prior Auth Event, you are to **create a new Treatment Plan Note with the correct Provider name/ID and send Task to the Precert Coordinator Group with notation of the correction** and they will carry out the steps outlined above.

Outpatient for [Name] | Last Updated: 3/4/2014 9:17 AM

Status: Complete

Next Review Date: [Date]

Notification Type: Home Visit | **Notification Date/Time:** 2/21/2014 2:50 PM

Request Type: Pre-Service Non-Urgent | **Part D:** No

Primary Diagnosis: 250.00 Dm2/Nos Uncomp Nsu

Referring Provider: PERLA, RACHEL A., MD (Par - Internal Medicine)

Servicing Provider: CHELSEA REVERE (Par - Aging Services Access Point (Asap))

Facility: [Empty]

Timely: Yes | **Due Date (TAT):** 3/7/2014 2:50 PM

Change Status to "Void"

Incorrect Servicing Provider

Scenario 2 - Servicing Provider Not Available

If the actual **Servicing Provider** is **not available** in the list of providers in CaseTrakker. **Create the Event** using "UNLISTED" as the Servicing Provider. **Note the actual provider** in the **Comments** field.

Servicing Provider: UNLISTED

Enter "UNLISTED" in Scenario 2

Enter Provider information here

Comments: [Empty text area]

Scenario 3 - Servicing Provider Unknown

If **Servicing Provider** is **unknown**, **DO NOT create an Event**. Wait until you have the actual Servicing Provider information to create the Event. In this scenario, **Never** enter "Unlisted" as a placeholder in order to create the Event.

