



Unable to Reach Status on Member File

Whenever an Evaluation Task is set to **Unable to Reach**:

The screenshot shows the 'Evaluation Task for: Mary Poppins' form. The 'Status' dropdown is set to 'Unable to Reach' and is highlighted with a red box. Other fields include 'Primary Phone: (617) 555-4477', 'Responsible Phone: (617) 988-7744', 'DOB: 2/18/1954', 'Evaluation Due: 5/12/2015', 'Did member agree to assessment? No', 'Evaluation Type: Initial', and 'Evaluation Scheduled Date/Time'.

Remember to update the **Unable to Reach fields** on the **Member File** screen and save changes. When you select "YES" for the first field, you will need to enter the date the Evaluation Task was placed in Unable to Reach status for the second field.

The screenshot shows the 'Member File for Mary Poppins' screen. The 'Member Unable to Reach' field is highlighted with a red box and has a red arrow pointing to it. The field contains 'Yes' and '5/12/2015'. Other fields include 'Member Information' (Gender: Female, Birth Date: 2/18/1954, Age: 61), 'Primary Owner' (Damien Wimbush - Case Management), 'Care Level' (Level 2 CW - HCBS), 'Care Coordinator' (Niki Hughes - Case Management), and 'GSSC' (Sara Evans - Case Management).

Also, in case where the member is Unable to Reach, please don't forget to also send an "**Unable to Reach Letter.**"

In the event you are able to reach the member in the future, please remember to update the Member File Unable to Reach fields to a value of "NO" and save the change to reflect that the member is now reachable.

Member File for Mary Poppins

Member Information
Gender: Female
Birth Date: 2/18/1954
Age: 61
Language: English
Ethnicity:
SSN: 555-55-5555

Primary Owner
Damien Wimbush - Case Management (617) 972-9400 x8203

Care Level
Level 2 CW - HCBS

Member Termination Date

Member Unable to Reach
No

MassHealth ID

Member Product
Medicare

Care Coordinator
Niki Hughes - Case Management (916) 757-1444

GSSC
Sara Evans - (617) 556-9878

Appeal in Progress

Damien Wimbush

Clinical Operations Supervisor, Senior Care Options
SCO Care Management

[Tufts Health Plan](#) | 705 Mount Auburn Street | Watertown, MA 02472

Phone: 617-972-9400 ext. 8203 | **E-mail:** damien_wimbush@tufts-health.com