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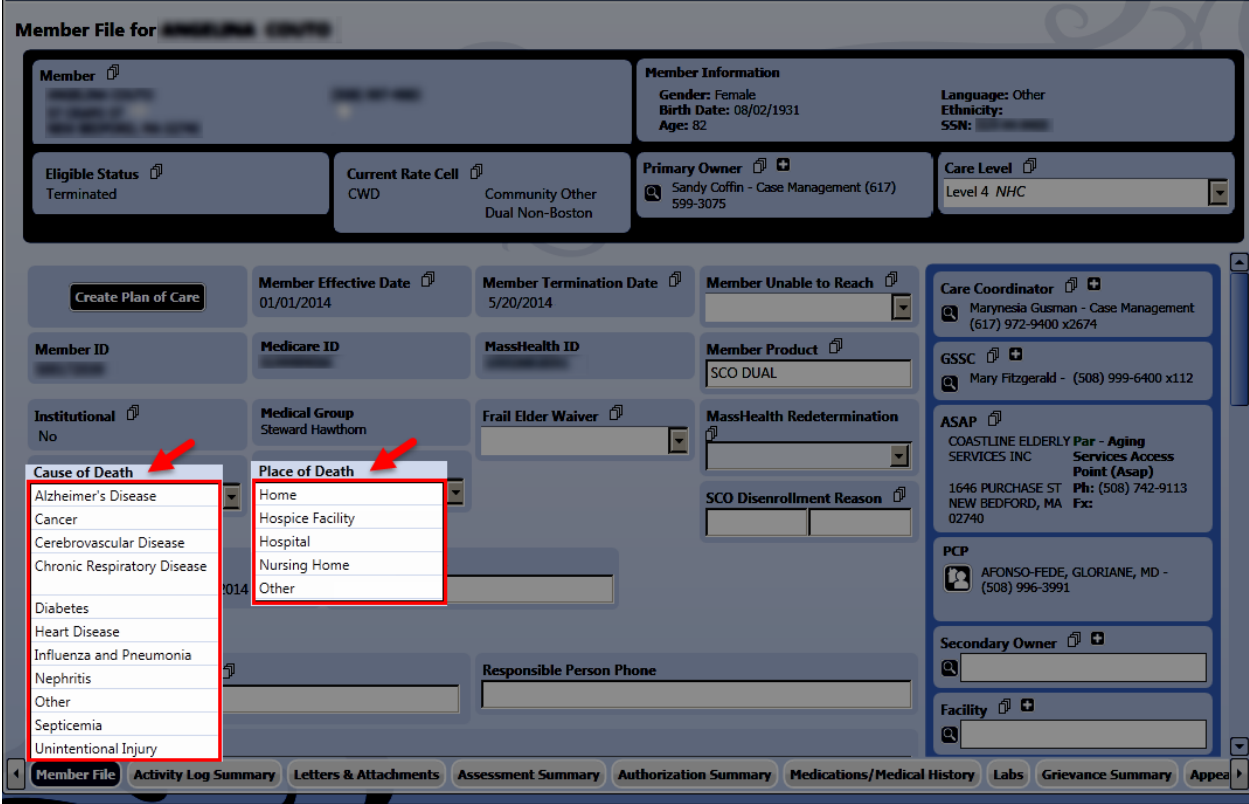


Here are today's tips devised by the Tufts Health Plan SCO Care Management team. Please let me know if you have any questions.

What to do when you receive notification of **member's death** or **disenrollment**.

Steps to take if member passed away:

- 1. Document in an **Activity Log** a Clinical Note of how you were notified, date of death and any other pertinent details.
- 2. Document on the **Member File**, the **Place of Death** and **Cause of Death**.



- 3. **Close** or **Void** all open events and task:
 - Task** (Status: VOID)
 - Evaluations** (Task Clinical Manager to VOID)
 - Outpatient Events** (Status: Closed; Closed Reason: Member Expired)
 - Inpatient Stay Events** (Status: Discharged; Discharged To: Member Expired)

IP Prior Auth Events (Status: Closed; Closed Reason: Member Expired)

4. RNCM task GSSC to [end service in SAMS](#) as of termination date.
5. RNCM [contact THP-Contracted Providers](#) (e.g. PCMA, AFC, ADH) to notify of service end-date.
6. Send email to "[SCO Enrollment](#)" email box to notify of death (GSSCs are to [email SCO Clinical Consultant](#)).

Steps to take if member disenrolled:

Follow steps 3 - 6 from above.

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