

Sent Aug 26, 2014



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

Treatment Decision – a decision by the treatment team that is delivered to a member or their authorized representative without the plan's direct involvement in the decision.

Organization Determination (OD) – any decision made by the plan regarding a limit on the quantity of items or services, the receipt of/payment for items or services or the amount the plan requires a member to pay for items or services.

If a member disagrees with a **Treatment Decision** made by their Care Manager or Primary Care Team, please inform the member of their right to file an **Organization Determination (OD)** directly with Tufts Health Plan SCO. Regardless of whether or not the item or service in question requires Prior Authorization, the member or their authorized representative would need to contact Tufts Health Plan SCO Customer Relations to officially file an OD request.

Below is a sample Activity Log entry documenting the steps taken to initiate an OD request by a member who disagrees with a treatment decision.

SAMPLE CASETRAKKER ACTIVITY LOG ENTRY:

*On 8/19/2014 at 3:36 PM, This care manager spoke with member who is on PCA to detail the treatment plan developed after the initial assessment. This Care manager's treatment plan includes 15 daytime hours per week. Member states he needs at least 25 daytime hours per week and 2 hours every night for a total of 14 nighttime hours. The Care manager explains that based on assessment process and treatment team guidelines, 15 PCA hours meets the member's needs. The **treatment plan does not support** the additional hours this member is requesting. The member states that he would feel more comfortable with additional hours and asked if the care manager could give more. This Care manager assisted member in placing a call to customer relations to request an Organizational Determination from Tufts Health Plan SCO. Member is requesting 10 additional daytime PCA hours and 14 nighttime PCA hours. These 10 additional daytime hours and 14 nighttime PCA hours **are not supported** by the treatment plan. ~Jessie Smith RNCM*

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