

## **Tufts Medicare Preferred HMO Custodial Skilled Episode Letter Instructions**

The purpose of this letter is to inform a member of the use of Skilled Nursing Facility (SNF) benefits while the member is living in a long term care facility. Tufts Medicare Preferred HMO members, who reside in a SNF as long-term care residents, have care managers (CM) who perform retrospective chart reviews. At times, skilled orders/treatments are identified. The CM will use this letter to inform both the member and the facility of a Medically Necessary Skilled Nursing Facility episode which is a Tufts Medicare Preferred HMO benefit. Care manager can notify the Precertification Department of skilled episode admission and discharge dates.

**Note:** Care managers who are employed who are employed by Tufts Health Plan will use the Tufts Health Plan Medicare Preferred letterhead. Care managers employed by a medical group will send the letter on the group letterhead.

This letter will be updated annually to reflect any changes in member cost sharing.

### **TUFTS MEDICARE PREFERRED HMO CARE MANAGER RESPONSIBILITIES**

Upon determination that use of a member's Skilled Nursing benefit is appropriate:

1. Complete letter's first sentence:  
We are writing to let you know the Skilled Nursing Facility services you received on [Date First and Last] from [Facility Name/Provider] will be covered by your plan.
2. Print letter on appropriate letterhead (TMP or medical group letterhead)
3. Send to member/AOR and Cc Skilled Nursing Facility
4. Save in member record