

SCO & TMP Care Management Departments

SCO & Connecting Seniors to Coverage Program Referral Workflow

Care Manager discusses the SCO program with HMO Member/Caregiver (CG) who expresses interests in learning more about the program, or is aware of a senior (SCO prospect) who is interested in becoming a SCO member.

If senior **has MassHealth Standard**, please follow the **Senior Care Options Referral Workflow** and if senior **does not have MassHealth Standard**, please follow the **MassHealth Referral Workflow**.

Senior Care Options Referral Workflow

Seniors who are 65 and older and have MassHealth Standard.

Options for the CM:

Option 1: CM sends email to SCO Supervisor, Dayanne Leal.

Option 2: CM provides member/CG, SCO prospect with SCO phone number 1-855-670-5938.

Option 3: CM has SCO brochure mailed to the member/CG, SCO prospect for review.

Senior Care Options Referral workflow (Option 1) when the member/CG, SCO prospect agrees to the referral and has given permission for contact to be made by the SCO Outreach Team:

1. CM will email the following member/prospect information to dayanne_leal@tufts-health.com. NOTE: You can include a screen shot of Diamond in the email to supply the information below, if possible:
 - a. Member ID number
 - b. First/Last Name
 - c. DOB
 - d. Address, at least the city if possible
 - e. Telephone Number
 - f. PCP Name
 - g. Contact Person's Name, Relationship and Telephone Number, if the contact person is other than member or prospect
 - h. Any additional information you believe will help the referral process
2. For existing members only: CM documents in the member's record that the member/CG has agreed to a referral to be sent and that the referral has been emailed to the SCO Supervisor
3. SCO Team will outreach to Member/CG, SCO prospect within 48 hours/2 business days
4. SCO Team will update the referring CM regarding status via email once contact has been made and will collaborate as needed

MassHealth Referral Workflow

Seniors who are 65 and older and do not have MassHealth Standard.

Care Manager identifies a Member or SCO prospect potentially eligible for MassHealth Standard or the Frail Elder Waiver.

Step 1: CM **reviews eligibility criteria** for MassHealth Standard or the Frail Elder Waiver and **assesses eligibility** based on member's income and needs with ADL (Activities of Daily Living)

Step 2: Member/CG, SCO prospect expresses interest in receiving assistance with the application for MassHealth Standard or the Frail Elder Waiver, and **has given permission** for contact to be made by the SCO MassHealth Eligibility Representative

Step 3: Follow the **MassHealth Referral Workflow** below

1. CM will email the following member/prospect information to [Connecting Seniors to Coverage@tufts-health.com](mailto:Connecting_Seniors_to_Coverage@tufts-health.com). NOTE: You can include a screen shot of Diamond in the email to supply the information below, if possible:
 - a. Member ID number
 - b. First/Last Name
 - c. DOB
 - d. Address, at least the city if possible
 - e. Telephone Number
 - f. PCP Name
 - g. Contact Person's Name, Relationship and Telephone Number, if the contact person is other than member/prospect
 - h. Any additional information you believe will help the referral process
2. In the email please include if **referral is for MassHealth Standard or the Frail Elder Waiver**; if referral is for Frail Elder Waiver please provide medical diagnosis as well as if member needs assistance with ADL (Activities of Daily Living)
3. For existing members only: CM documents in the member's record that the member/CG has agreed to a referral to be sent and that the referral has been emailed to the Connecting Seniors to Coverage inbox
4. SCO MassHealth Eligibility Representative will outreach to Member/CG, SCO prospect and respond to CM's email within 48 hours-72 hours/2-3 business days
5. SCO MassHealth Eligibility Representative will update the referring CM regarding status via email once contact has been made and will collaborate as needed – Note: We keep track of all referrals and follow up completed in our CRM Salesforce; we call a referral 3 times and if there is no response we close out the referral in our CRM system due to no response; we will reach out to the referring CM before we close out the referral
6. Once Member is approved for MassHealth Standard, SCO MassHealth Eligibility Representative will have the SCO Outreach Team contact Member/CG, SCO prospect to begin enrollment process into SCO if Member/CG, SCO prospect wishes to join SCO
7. SCO Outreach Team will update the referring CM regarding status via email and will collaborate as needed

Eligibility Criteria to be Referred for MassHealth Standard Assistance:

- i. Must be 65 or older
- ii. For individuals: gross income must not exceed \$1,041 per month and assets must be at or below \$2,000 – Note: Gross income can exceed \$20 per month
- iii. For married couples: income must not exceed \$1,410 and assets must be at or below \$3,000 – Note: Gross income can exceed \$20 per month
- iv. Must be a Massachusetts resident and have had legal permanent residency for at least five years
- v. If applicant has PCA (Personal Care Attendant) income limit may be set higher
 - Individual with PCA: \$1384/month
 - Married couple with PCA: \$1875/month

Eligibility Criteria to be Referred for the Frail Elderly Waiver:

- i. Member must be 65 or older
- ii. Must require the level of care provided in a nursing home and willing to receive the care while living at home (minimum of 2 activities of daily living ex: need help with household chores, bathing, eating, walking or taking medications)
- iii. Must be a Massachusetts resident and have had legal permanent residency for at least five years
- iv. Their cost to live at home must not exceed the cost of living in a nursing home (Statewide area of Massachusetts ranges from \$234.00 to \$546.00/day; the average cost is \$385.00)
- v. Must not have income over \$2,313/month (for an individual), the income of married couples with one or both spouses applying is considered separately, which means each spouse is allowed up to \$2,313/month
- vi. Asset limit for individual applying for the waiver is \$2,000 and spouse who is not applying for the waiver can have assets up to \$123,600
- vii. Waiver screening is conducted by individuals local ASAP (Aging Services Access Points)

NOTE: The eligibility criteria above are for seniors 65 and older only because seniors under 65 have no asset check and have different income guidelines. Also, people age 60 and older can apply for the Frail Elder Waiver directly through their local ASAP.