


THP SCO Enrollment

Member experience before and during their first 30 days

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How to enroll

Step 1: Prospective member expresses interest in joining Tufts Health Plan Senior Care Options

Per CMS Sales Regulations, anyone selling a Medicare plan is not allowed to approach someone to sell the plan. The prospective member must initiate the conversation.



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Sales & Enrollment: What to expect when joining THP SCO

How to enroll

- Step 2:** A Tufts Health Plan Senior Care Options Representative will call the prospect to verify their MassHealth eligibility, review the plan benefits and make sure all their doctors and hospitals are in our network.
- Step 3:** If the prospect is interested in enrolling, the Representative will make an appointment to visit them in their home to help them complete an application.
- Step 4:** Representative gives the prospect a SCO Enrollment Receipt and submits their application for enrollment into the Plan.



Once an application is signed, Sales has 7 calendar days to have it approved by CMS and EOHHS.



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After the application is signed...

- Step 5:** THP will send the prospect a letter telling them we received their application, which will include a copy of their completed Enrollment Form for their personal records.
- Step 6:** We will send prospect a notice that MassHealth and Medicare, if they have it, have approved their Enrollment Form.

At this point, the prospect's enrollment is complete, and their start date will be the first of the following month.



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After the application is signed...

Step 7: Member will receive a Tufts Health Plan Senior Care Options Identification Card (ID Card).

- The member will use this at doctor appointments, the hospital, for prescriptions, and other medical and dental services.
- Until the member receives their SCO ID Card, they may present their SCO Enrollment Receipt for any medical services or call Customer Relations.



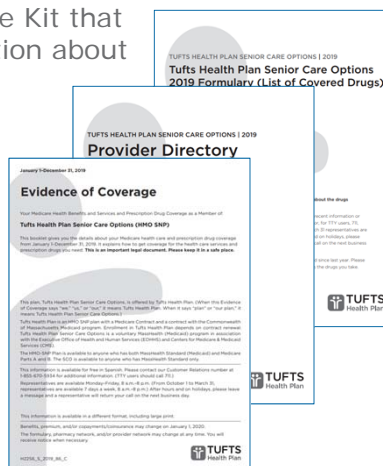
Step 8: Enrollment will call the member to verify their enrollment, and make sure they understand that they have enrolled in Tufts Health Plan Senior Care Options.



After the application is signed...

Step 9: Customer Relations will send the member a Member Welcome Kit that includes important information about their coverage and benefits including:

- Evidence of Coverage
- Provider & Pharmacy Directory
- Formulary (Drug List)



After the application is signed...

Step 10: Customer Relations will call the member to welcome them to the Plan, introduce and review highlights of the SCO program, including:

- Verification the member received their Welcome Kit and ID Card
- Review the role of the PCP and PCT
- When members should call the Customer Relations line
- When members should call their Care Manager
- Confirm any alternate forms of communication needed



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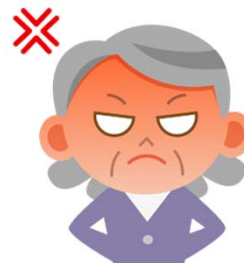
Finally!

Care Management will contact the member to schedule an initial in-home assessment during their first 30 days of enrollment (5 days for institutional members).

This is their fourth phone call from the Plan...

...to schedule a second home visit...

...not to mention five additional mailings (and a receipt)!



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SCO Election Periods – SCO Duals/SCO Medi

January	February	March
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April	May	June
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July	August	September
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October	November	December
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Annual Election Period (AEP):

Available for Medicare Advantage members between October 15th and December 7th of each year.

Can switch from one Medicare Advantage Plan to another as many times as you like, with the last change being final. Effective start date is January 1st, regardless of election date.



SCO Election Periods – SCO Duals/SCO Medi

January	February	March
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April	May	June
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July	August	September
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October	November	December
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Medicare Advantage Open Enrollment Period (MA-OEP):

Available for Medicare Advantage members once between January 1st and March 31st of each year.

Can switch from one Medicare Advantage Plan to another, with the effective date of the first of the month following the request. (i.e. If electing another plan Feb. 15, change is effective March 1.)



Sales & Enrollment: What to expect when joining THP SCO

SCO Election Periods – SCO Duals/SCO Medi

January	February	March
April	May	June
July	August	September
October	November	December

Dual Eligible Special Election Period:

Available for SCO Dual members once per quarter during the first three quarters of each year.

Can switch from one Medicare Advantage Plan to another, with the effective date of the first of the month following the request. (i.e. If electing another plan Feb. 15, change is effective March 1.)

** Not for Tufts Medicare Preferred members, as this exception is for low-income individuals.



SCO Election Periods – SCO Duals/SCO Medi

January	February	March
April	May	June
July	August	September
October	November	December

5-Star 2019 THP SCO Special Election Period:

Available for Medicare Advantage members once between December 8, 2018 and November 30, 2019.

Can switch from one Medicare Advantage Plan to another, with the effective date of the first of the month following the request. (i.e. If electing another plan Feb. 15, change is effective March 1.)

Available for all Medicare Advantage members due to THP's 5-Star Medicare Rating.



SCO Election Periods – SCO Duals/SCO Medi

January	February	March
April	May	June
July	August	September
October	November	December

Open Enrollment for Institutional Members:

Available for Medicare Advantage members continuously through the year until two months after moving out of long term care.

Can switch from one Medicare Advantage Plan to another, with the effective date of the first of the month following the request. (i.e. If electing another plan Feb. 15, change is effective March 1.)



SCO Election Periods – SCO Duals/SCO Medi

January	February	March
April	May	June
July	August	September
October	November	December

Open Enrollment for SCO Medi Members:

Available for members with MassHealth **only** (no Medicare coverage) continuously through the year.

Can switch from one MassHealth plan (SCO or regular MassHealth) to another, with the effective date of the first of the month following the request. (i.e. If electing another plan Feb. 15, change is effective March 1.)



SCO Member Questions

Before the member's start date (the 1st of the month), they should call Sales & Enrollment:
(855) 670-5938
(TTY 711)

After the member's start date, they should call Customer Relations:
(855) 670-5934
(TTY 711)



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Voluntary Disenrollment

All disenrollment requests received by the last business day of the month will be effective on the first day of the following month.

EOHHS requires Senior Care Organizations to maintain a record of disenrollment reasons for each member who disenrolls.

- Sales & Enrollment is not allowed to contact the member after they request to disenroll, but the member will remain on your caseload through the end of the month. If you learn anything further about the member's reasons for disenrollment, please send them to SCO_Enrollment@tufts-health.com.

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Involuntary Disenrollment

Members could be involuntarily disenrolled for the following reasons:

- Member death
- Loss of MassHealth Standard eligibility
- Remaining out of the Service Area for more than six consecutive months (includes prison)
- When the SCO's ability to furnish services to the member or other members is seriously impaired
 - Must be approved by EOHHS in advance

Note: When members are disenrolled for the loss of MassHealth eligibility, they will be maintained on the Plan for 30 days in anticipation of regaining eligibility to help prevent the disruption of care and services.



Contacting SCO Enrollment

As a rule of thumb – if you can't change the information in CaseTrakker, email SCO Enrollment to have it changed.

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| Address Changes | Out of Area Tracking |
| ASAP Changes | Return to Area |
| Deceased Disenrollment | PCP Changes |
| Name Changes | Phone Number Changes |
| New ID Cards | Redetermination Changes |
| Out of Area Disenrollment | Language Preferences |

SCO Enrollment@tufts-health.com will need:

- Member's Name
- Member's SCO ID Number
- Details of change needed

Request/Question	What Enrollment Unit Needs
All Requests Address Change ASAP Change Deceased Disenrollment	• Member ID Number (if they do not have one, please use HCSO) • Member's Name • New Address • Whether the new address is mailing only, residential only, or both • If residential, state the member moved/will move • Reason for the new ASAP • Date change should be effective • Statement that the request is accurate

