

THP SCO Contact Info

Frequently Asked Questions – Who do I call/email?



Question/Issue	Who to Contact/Where to Look
Address Changes – Member changes ASAP	<ul style="list-style-type: none"> ✓ Have member contact MassHealth to change address. ✓ Email SCO Enrollment: SCO_Enrollment@tufts-health.com ✓ Email SCO Clinical Consultant (Jami Hajjar or Marlyn Colon)
Address Changes – Member keeps same ASAP	<ul style="list-style-type: none"> ✓ Have member contact MassHealth to change address. ✓ Email SCO Enrollment: SCO_Enrollment@tufts-health.com
Behavioral Health Referral – GSSCs	Task SCO Clinical Consultant for referral
Behavioral Health Referral – SCO Staff	<ul style="list-style-type: none"> ✓ Complete SP Social Work Consult Assessment in CaseTrakker ✓ Create Task from Assessment & Follow Up with Email: To: Regional BHCM Task Type: SP Social Work Consult for BH/Social Care/Both
Billing Issues	Customer Relations: 855-670-5934
CaseTrakker – GSSCs: Any issues (including login)	Contact SCO Clinical Consultant
CaseTrakker – SCO Staff: Any issues (including login)	Contact IS Support – Phone: 800-445-2821 or x52272
Clinical Support – For 24/7 member support	On Call NP after hours: 855-670-5934
Covered drugs (Formulary)	2021 Formulary search: http://client.formularynavigator.com/Search.aspx?siteCode=8472686892
Customer Relations	Hours: Mon – Sun, 8:00 a.m. – 8:00 p.m. Phone: 855-670-5934 TTY: 711 Escalation Line (for internal use only): 855-670-5934 x52355 Email: SCO_Member_Escalation@tufts-health.com (and cc: Your Manager) Retention Team: THPMP_Retention_Team@tufts-health.com
Dementia Care Consultant Referral	<ul style="list-style-type: none"> ✓ Fill out the referral form (click link to access) and email it to DementiaConsults@tufts-health.com ✓ Task in CaseTrakker: To: Elyse Rokos or Megan Stolze Task Type: Interdisciplinary Team Referral Task Detail: Dementia Care Consultant Referral

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Dental	Dental Providers: DentaQuest (Members) 888-309-6508; www.dentaquest.com To find contracted providers: https://govservices.dentaquest.com/Router.jsp?component=Main&source=Logon&action=ProviderDirectory2&state=MA&locale=en
Disenrollments	The member must provide a signed written notice to Tufts Health Plan stating their intention to disenroll and the reason for disenrollment. By mail: Tufts Health Plan Senior Care Options Attn: Enrollment 705 Mount Auburn Street - Mail Stop 69 Watertown, MA 02472-9180 By Fax: 617-972-9413 SCO <u>Dual</u> members can also call 1-800-MEDICARE
DME Provider/Vendor – Apria	Jeannine deLivron, Director Managed Care Phone: 860-384-3829 Boston GM Seumas Regan – 603-731-6321  Must use Apria Supply Order Form
DME Provider/Vendor – Byram	Raquel Navedo Email: TuftsOrdering@ByramHealthcare.com Online order form: https://dme.parachutehealth.com/supplies/tufts_sco  Must use Byram Supply Order Form
DME Provider/Vendor – Charm	Caitlyn Maloney Phone: 781-859-9813 x161 Email: CMaloney@CharmMedical.com THP dedicated phone line: 888-586-4190
DME Provider/Vendor – Edgepark	Case Manager dedicated line: 844-564-1007 Email: cmsupport@edgepark.com  Unable to use the Universal Form for this vendor at this time.
DME Provider/Vendor – Healthwise	Mellisa Woods Email: Mellisa@HealthwiseAtHome.com Office: 800-232-4112
DME Provider/Vendor – Lincare	Home page: https://www.lincare.com ; Find the local contact for your member by entering their zip code in the “Send a Referral” link Escalations: Division Manager Tara Filo-Loos: 401-954-4623 Prescription Fax: 866-207-1289

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DME Provider/Vendor – Modivcare (formerly Logisticare)	Note that there are different contact numbers for members and Care Management Staff: For Members: To Schedule a Ride: 855-251-7092 Assistance with a Previously Scheduled Ride: 855-251-7093 Care Management Staff only: Facilities/Exceptions: 855-483-6530 Standing Orders: 866-779-6330
DME Provider/Vendor – Mom’s Meals	Colleen Miller Cell: 201-240-0217 Email: colleen.miller@momsmeals.com 1. Task SCO Care Coordinator to create OPE with Mom’s Meals as the Servicing Provider 2. Complete and Email Referral Form to Mom’s Meals Intake (Email: Intake@MomsMeals.com) 3. Save and Attach Referral Form in Letters & Attachments in Member File in CaseTrakker
Enrollment Inquiries	SCO Enrollment: 855-670-5938 SCO_Enrollment@tufts-health.com
Evidence of Coverage	https://www.tuftsmedicarepreferred.org/plan-documentation#senior-care-options-hmo-snp
EyeMed	Contact: 866-591-1863 To find contracted providers: https://eyedoclocator.eyemedvisioncare.com/tuftsac/en
Find a New PCP/ Specialist/Pharmacy	Find a Doctor: Follow link to Tufts Health Plan Senior Care Options Directory at: https://www.tuftsmedicarepreferred.org/tufts-health-plan-doctor-search Customer Relations: 855-670-5934
Grievances	✓ Complete the Grievance Note template in an Activity Log ✓ Copy the completed Grievance Note from CaseTrakker and paste in an email to A&G_Coordinator_Team@tufts-health.com
Gym Membership – YMCA	Customer Relations: 855-670-5934
Gym Reimbursement – Wellness Allowance Reimbursement	Customer Relations: 855-670-5934 Form: https://www.tuftsmedicarepreferred.org/forms#senior-care-options-hmo-snp
Hearing Evaluation/Aids	Hearing Care Solutions: 866-344-7756

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HIPAA Forms	Task HIPAA Information to the Care Coordinator
Instant Savings Card & Daily Care Card	Customer Relations: 855-670-5934
Insurance Cards	Customer Relations: 855-670-5934
Interpreter Services – GSSCs	GSSCs: Use ASAP contracted vendors or Voiance Language Line
Interpreter Services – SCO Staff: In-person	<p>General Language: Catholic Charities Online reservation system: https://www.interpreterplatform.com/ To request an account: cis_request@ccab.org</p> <p>American Sign Language (ASL): Partners Interpreting Phone: 508-699-1477</p>
Interpreter Services – SCO Staff: Telephonic	<p>SCO Staff: Use Voiance Language Line: 1-866-998-0338</p> <ul style="list-style-type: none"> ✓ SCO Account # 31497; PIN 0294 ✓ TMP Account # 31583; PIN 1859 ✓ CPCT Account # 501023020; PIN 4500
IS Support – GSSCs	GSSCs: Contact SCO Clinical Consultant for all issues
IS Support – SCO Staff	Phone: 800-445-2821 or x52272
MassHealth Drug Lists	<p>https://masshealthdruglist.ehs.state.ma.us/MHDL/</p> <p>Includes links to the MassHealth Over-the-Counter Drug List and Non-Drug Product List</p>
MassHealth Redeterminations	<p>Task in CaseTrakker and follow up with an email:</p> <p>To: Member's GSSC (as shown on Member File screen)</p> <p>Task Type: MassHealth</p> <p>Notes: Include redetermination due date, if known</p>
MassHealth: Customer Service/Enrollment Center	<p>Phone: 800-841-2900</p> <p>Customer Service TTY: 800-497-4648</p> <p>Enrollment Center TTY: 888-665-9997</p> <p>Fax: 857-323-8300</p>
Modivcare (Transportation – formerly Logisticare)	<p>For Members:</p> <ul style="list-style-type: none"> ✓ To schedule a ride: 855-251-7092 ✓ Assistance on previously scheduled ride: 855-251-7093 <p>For Care Management Staff only:</p> <ul style="list-style-type: none"> ✓ Facilities/Exceptions: 855-483-6530 ✓ Standing Orders: 866-779-6330

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<p>Org Determination – Member disagrees with Plan of Care</p>	<p>Member should contact Customer Relations: 855-670-5964 RNCM may request an OD on behalf of the member by creating a Task in CaseTrakker: To: Precert Coordinator Group Task Type: Organization Determination Task Detail: SCO Care Management Notes: Include details of member request and supporting information related to the request  For urgent requests, email Precert_MSPS_Escalated@tufts-health.com to let them know an urgent OD is waiting in CaseTrakker (include member name and ID #)</p>
<p>Palliative Care/Hospice</p>	<p>Task in CaseTrakker & follow up with email: To: Julie Steller Task Type: Interdisciplinary Team Referral Task Detail: Advanced Illness Referral</p>
<p>PCP Changes – For members needing assistance</p>	<p>Customer Relations: 855-670-5934</p>
<p>PCP Changes – To report members who have already switched</p>	<p>Email: Both SCO_Enrollment@tufts-health.com and Provider_Information_Dept@tufts-health.com</p>
<p>Personal Representative Forms Completed by members</p>	<p>Forward all completed Personal Representative documents to the TMP & SCO Member Experience Team for review: Manual Fax: 617-972-9405 RightFax: 617-972-9487 Email: THPMP_Help_Desk@tufts-health.com</p>
<p>Pharmacy Referrals</p>	<p>Email SPParmacyCareManagement@tufts-health.com and follow up with Task in CaseTrakker to assigned Pharmacy Tech: Task Type: Interdisciplinary Team Referral Task Detail: Pharmacist Referral</p>
<p>Pharmacy Refills/Billing</p>	<p>Customer Relations: 855-670-5934 Email RX Claim Escalation: THPMP_Help_Desk@tufts-health.com</p>
<p>Plan Documents (on SCO website)</p>	<p>https://www.tuftsmedicarepreferred.org/plan-documentation#senior-care-options-hmo-snp</p>
<p>Plan Forms (on SCO website)</p>	<p>https://www.tuftsmedicarepreferred.org/forms#senior-care-options-hmo-snp</p>

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Protective Services – Reporting Elder Abuse	<p>Hotline: 800-922-2275</p> <p>Online: https://fw1.harmonyis.net/MAAPSLiveIntake/</p> <ul style="list-style-type: none"> ✓ Protective Services referrals can be made verbally 24/7 ✓ Complete Mandated Reporter form and submit to EOHHS within 48 hours <ul style="list-style-type: none"> ○ EOHHS Mandated Reporter Form: https://www.mass.gov/files/documents/2017/09/29/Elder-Abuse-Mandated-Reporter-Form_Fill%20in_0.pdf ✓ Complete THP SCO Incident Report form and submit to Clinical Manager by noon following verbal report <ul style="list-style-type: none"> ○ Search SCO Connections Community for “Critical Incident Report Template” to access most recent version
Provider Directory	<p>https://tuftsweb.healthsparq.com/healthsparq/public/#/one/city=&state=&postalCode=&country=&insurerCode=TUFTSSCO_I&brandCode=THPSCO&alphaPrefix=&cbbsaProductId=&productCode=SCO</p>
Provider Education	<p>Email: Provider_Education@tufts-health.com</p>
Provider Relations	<p>Phone: 800-279-9022</p> <p>Escalation Email: (for internal use only) SCO_Provider_Escalation@tufts-health.com (and cc: Your Manager)</p>
Sales & Outreach	<p>Phone: 855-670-5927</p>
SCO ASAP Landing Page	<p>https://www.tuftshealthplan.com/provider/training/sco-training-and-education/tufts-health-plan-sco-asap-resources</p> <p>Username: provider</p> <p>Password: thpsco2014</p>
SCO Care Management Department	<p>Phone: 855-880-0051</p> <p>Fax: 617-673-0781</p> <p>Mail: Tufts Health Plan Senior Care Options 705 Mount Auburn Street - Mail Stop 72 (Formerly Mail Stop 75) Watertown, MA 02472-9180</p>
THP SCO Website (includes TMP)	<p>https://www.tuftsmedicarepreferred.org/</p>
Weight Watchers	<p>Customer Relations: 855-670-5934</p> <p>Form: https://www.tuftsmedicarepreferred.org/forms#senior-care-options-hmo-snp</p>
YMCA Membership Benefit	<p>Customer Relations: 855-670-5934</p>