

When members or their authorized representative contacts SCO Staff with issues related to ModivCare, our transportation vendor, follow this workflow. SCO Staff refers to Care Managers, SP Admin Team, SCO Sales Team and other THP individuals working with SCO members.

Information required for documentation:

- Member First and Last Name
- Member ID #
- Member Phone # (Alternate Phone # helpful)
- Date of Birth
- Description of Issue
- What actions have already been taken?
 - Should Customer Relations outreach to member or will the Care Managers/SCO Staff member relay information to member (i.e., due to language needs)?

Does this issue require same-day resolution? (Is the issue urgent?)

If yes...

- SCO Staff member will call the Customer Relations Help Desk at x52355 with required information
- Help Desk will document member issue and resolution in Maces
- Can the Help Desk resolve the issue that day?
 - **Yes** – Help Desk will notify SCO Staff of resolution
 - **No** – Help Desk will escalate to Help Desk Supervisor, who will work with Manager, Member Retention as needed to achieve resolution
 - Help Desk Supervisor will notify SCO Field Sales Supervisor or Care Manager of issue status

If no...

- SCO Staff member sends email to THPMP_Retention_Team@tufts-health.com with required information. Include in subject line: **ACTION NEEDED ASAP**
- Member Escalation will:
 - Confirm receipt of issue within 1 business day
 - If confirmation not received, send escalation to Retention Supervisor
 - Acknowledge and identify representative assigned
 - Assess steps to resolve issue, complete documentation, and provide estimate of time to resolve to SCO Staff member in one email
 - Research, document and resolve issue
 - Escalate to Manager, Member retention if unable to resolve in estimated time frame; Manager will communicate delay to SCO Staff
 - When issue is resolved, send email to SCO Staff to document resolution of issue

Remember to ask the member/authorized representative:

Would you like to file this complaint as a grievance? That will allow Tufts Health Plan to document and investigate so we can improve our program.

If member/authorized representative wants to file a grievance, send information to AG_Coordinator_Team@tufts-health.com and document with Activity Log in CaseTrakker.

(Refer to *Job Aid – SCO CM Grievance Process*)