Job Aid: Enroll a Member in Senior Care Options

Senior Care Options (SCO) is a comprehensive health plan that covers all of the services reimbursable under Medicare and MassHealth through a senior care organization and its network of providers.

This job aid describes how to do the following.

- Search for a member record
- Confirm the rate cell
- Certify that the individual completed the MassHealth application
- Submit the enrollment

Access Enroll/Disenroll SCO Members

From the **POSC** home page:

1. Click **Manage Members**.

2. Click **Enrollment**.

3. Click **Enroll/Disenroll SCO Members**. The **Member Search** panel displays.

Search for Member Record

On the **Member Search** panel:

4. Verify that your health plan's provider ID defaults in the **Provider ID** field.

5. Enter the **Member ID**.

6. Enter the MassHealth member's **Last Name**. (The last name must be spelled exactly as it appears on the MassHealth member's ID card.)

7. Enter the MassHealth member's **First Name**. (The first name must be spelled exactly as it appears on the MassHealth member's ID card.)

8. Click Search to locate the member's information.

   Note: The search authenticates the user and validates eligibility. If the member is eligible to enroll in SCO, the user is navigated to the **Verification** panel.

Verify Rate Cell

On the **Verification** panel:

9. Verify the rate cell is correct for the member.

10. Click **Confirm** to enroll the member in the rate cell. The **Certification** panel displays.

Certify Member

On the **Certification** panel:

11. Select the Certification checkbox to certify that the member has a MassHealth Enrollment package on file.

12. Click **Submit** to submit the enrollment. The **Confirmation** panel displays.

    Note: This certifies that the member has completed the requirements for an SCO applicant and submits the certification.
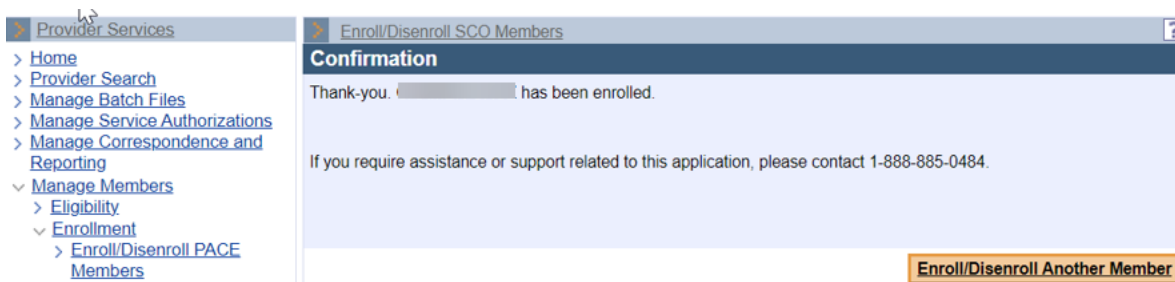
Confirmation

On the **Confirmation** panel:

13. Verify that the enrollment has been validated by MMIS.

    Note: The member is enrolled as of the first calendar day of the following month. The provider will receive a confirmation via the 834 batch file transaction.

14. Click **Enroll/Disenroll Another Member** if you have additional enrollments or click **Home** on the left menu to end the process.

If you experience any issues with enrolling or disenrolling participants, please contact the Integrated Care Team at enrollmentoperations@mass.gov.