



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.

The screenshot shows a web interface with a left-hand navigation menu and a main content area. The navigation menu includes links such as 'Home', 'Provider Search', 'Manage Batch Files', 'Manage Service Authorizations', 'Manage Correspondence and Reporting', 'Manage Members', 'Eligibility', 'Enrollment', 'Enroll/Disenroll PACE Members', 'Enroll/Disenroll SCO Members', 'Long Term Care', 'Manage Claims and Payments', 'Manage Provider Information', 'Administer Account', 'Reference Publications', 'News & Updates', and 'Related Links'. The 'Enroll/Disenroll SCO Members' link is highlighted with a red arrow. The main content area displays the 'Member Search' panel, which includes a dropdown menu for 'Provider ID' (set to '1400014001 COMMONWEALTH CARE ADMINISTER STREET'), and input fields for 'Member ID', 'Last Name', and 'First Name'. There are 'Clear' and 'Search' buttons at the bottom of the panel.

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.

The screenshot shows the 'Verification' panel for an 'Enroll/Disenroll SCO Member'. The panel includes a navigation menu on the left with options like 'Home', 'Provider Search', and 'Manage Members'. The main content area displays member details such as Provider ID, Member ID, Member Name, Address, City, Zip Code, Provider NPI, Medicare #, Date of Birth, State, and Phone #. Below this, it states 'This member is eligible for:' followed by 'Program Type SCO' and 'Rate Cell CND2 -SCO-COMMUNITY NHC-DUALLY ELIGIBLE'. A question asks 'Do you want to enroll this member in this rate cell?' with instructions to click 'Confirm' if yes or 'Cancel Service' if no. The 'Confirm' button is highlighted with a red box.

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.

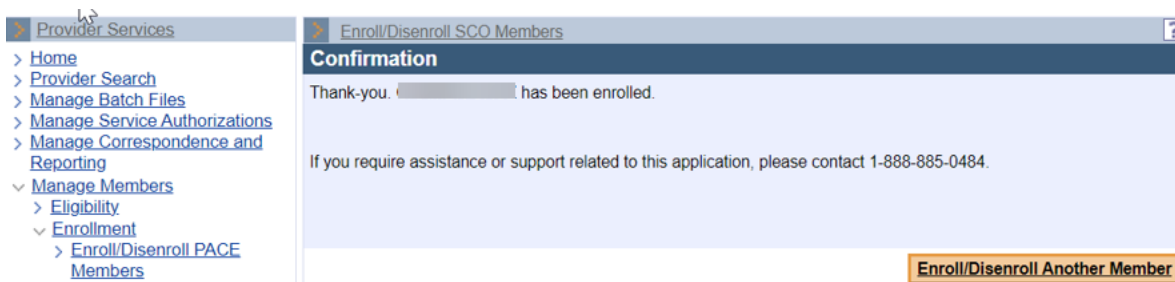
The screenshot shows the 'Certification' panel for an 'Enroll/Disenroll SCO Member'. The panel includes a navigation menu on the left. The main content area displays a certification checkbox that is checked and highlighted with a red box. The text next to the checkbox reads: 'I certify that the enrollee has completed the MassHealth Enrollment Application for this program. Furthermore, this application is on file and will be available for review by CMS and MassHealth. *'. Below this, it states 'If you require assistance or support related to this application, please contact 1-888-885-0484.' The 'Submit' button is highlighted with a red box.

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.