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:

\* Search for a member record

\* Enter the disenrollment reason

\* Submit the disenrollment request

Access Enroll/Disenroll SCO Members

From the MassHealth Provider Online Service Center home page:

1. Click Manage Members.

2. Click Enrollment.

3. Click Enroll/Disenroll SCO Members. The Member Search panel is displayed.

Search for Member Record

On the Member Search panel:

4. Verify 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.

7. Enter the MassHealth member’s First Name.

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

 Note: If the member is currently a valid member of SCO, the Disenrollment panel is displayed.

Disenroll Member

On the Disenrollment panel:

9. Select the Disenrollment Reason from the drop-down list.

10. Click Submit to submit the disenrollment. The Disenrollment Confirmation panel is displayed.

Disenrollment Confirmation

On the Disenrollment Confirmation panel:

11. Verify the disenrollment has been validated by NewMMIS.

 Note: The member will be disenrolled as of the last calendar day of the month. The provider will receive a

confirmation via the 834 batch file transaction.

12. Click Enroll/Disenroll Another Member if you have additional disenrollments or click Close to end the

process.

NewMMIS Job Aid: Disenroll a Member from Senior Care Options

(SCO)

MassHealth Provider Online Service Center 1 of 1 Revised: April 15, 2009

 v2.1

Provider Online Service Center - Submit a Referral

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