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

\* Confirm the rate cell

\* Certify that the individual completed the MassHealth application

\* Submit the enrollment

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 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.

7. Enter the MassHealth member’s First Name.

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.

Note: If the rate cell field is blank, the system will enroll the member as CW-Boston or Non-Boston.

10. Click Confirm to enroll the member in the rate cell. The Certification panel is displayed.

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 is displayed.

Note: This certifies that the member has completed the requirements for a SCO applicant and submits

the certification.

Confirmation

On the Confirmation panel:

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

Note: The member is enrolled as of the 1st calendar day of the subsequent 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 Close to end the

process.

NewMMIS Job Aid: Enroll a Member in Senior Care Options (SCO)

MassHealth Provider Online Service Center 1 of 2 Revised: July 28, 2010

v2.2

Provider Online Service Center - Submit a Referral

MassHealth Provider Online Service Center Submit a Referral 1/2