Introduction to Coreo©

Live Kick-off Webinar – “Ready”

NAVVIS
Navvis Healthcare, Hawai’i division
Objectives

- High level intro into Coreo navigation and functionality

- Clarity about where, what and how data is collected from outside resources

- Confidence in integrating Coreo into current and applicable workflows and research projects

- Ability to identify and appreciate the differences and similarities between Coreo and Cozeva
Agenda

• Mahie 2020 mission and vision
• Coreo overview
• Payment Transformation Functionality
  • Performance on quality measures
  • Monitoring and managing patient panel
  • Entering supplemental data
  •Submitting R4R
• Q & A
For many years HMSA’s primary focus was managing the use of health care services by chronically ill patients.

Today we have a much more complete understanding of all the factors that influence a person’s health and well-being.

Now, we’re on a new path to provide more support to physicians and coordinated care to help all members optimize their health.
Mission & Vision

Our Mission: to provide the people of Hawaii access to a sustainable, quality health care system that improves the overall health and well-being of our state.

Our Vision: a healthier Hawaii is a sustainable health care system where all residents are at the center of, in control of, and responsible for their own well-being. We will accomplish this through unrelenting innovation, unprecedented partnerships, and uncompromising consumer focus.
Our goals benefit everyone

Improved health outcomes for members

People, process, & technology working toward

Across all lines of business: Commercial, QUEST Integration, Medicare

A better HMSA experience for patients and doctors

That delivers a return on investment

Keeping health care affordable for everyone
Transitioning from Cozeva to Coreo

• For the past five years, HMSA’s providers have been using Cozeva to manage their patient panels. Cozeva has been a key tool in helping physicians make the jump from fee-for-service to value-based care.

• To continue on the Māhie 2020 journey we needed to invest in new technologies that will build upon our Cozeva learnings and expand our scope to include aggregation of claims and clinical data.

• It is our goal to build a comprehensive longitudinal view of the patients health record and enable access to this information at point of care.
Coreo was designed for HMSA

• HMSA and Navvis customized Coreo for Hawaii physicians to allow them to be at the forefront of the management and coordination of care for their patients.

• Thank you for your support in making the transition to Coreo a smooth transition. We are looking forward to working with you!
Welcome to Coreo: What is Coreo?

• Specialized tool to quickly and easily manage patient panels

• Integrates payment transformation, quality improvement goals, and overall support of the Māhie 2020 vision

• Allows providers to lead management and coordination of care for their patients

• Facilitates a comprehensive integrated approach to healthcare
Data Management

**Claims Data**
- Government Claims
- Commercial Claims

**Clinical & ADT Data**
- Ambulatory EHR, Pharma, Lab, Radiology, Skilled Nursing, Home Health, Long-Term Care, Hospital ADT

**Health Information Exchange**
- Conduit between multiple sources of patient data and HIE

**Other Data**
- Biometric Wellness

**Enterprise Data Warehouse**
"Aggregation & Normalization"

**Care Management**
- Integrated Analytics
- Patient Engagement
- Physician Engagement
- HCC Coding Module
- GPRO Reporting
- Cohort Builder
- Quality Measure Optimization

**Patient Matching**
**Patient Attribution**
**Risk Stratification**
What does this mean for YOU?

• Single data platform marrying clinical and claims data
• Longitudinal view of your patients across the entire continuum of care
• Empowers you to be at the forefront of the management and coordination of care for your patients
• Better understand patient populations and opportunities for improved care
• Optimize global monthly payments and annual performance payments
Coreo User Hierarchy Selections

Each user is assigned a pre-defined access role based on each users’ responsibilities and level of authority when viewing financial and patient data within Coreo.

• **PO Admin** – will see all practices within their organization, and some detailed financial data

• **Physician** - will have access to all data concerning their organization (limited use of the Care Management functions)

• **Clinical Support** – will have a limited version of the Physician’s view

• **Clinic Admin or Delegate view** – designed to focus more on the analytic and performance, vs care management and care gaps

• **Care Manager/IHMS/FV** – limited access to panel as assigned, no financial data, limited dashboards, limited analytics
Welcome to Coreo: General navigation

- Home-page View: Provider Summary
- Role-based access to data
- Menu bar defaults and module ribbon options
- Modules and sub-modules
- Filters, tool-tips, hyperlinks and buttons!
Section 1: Performance

At the end of this section, users should understand the following:

• Variety and complexity of data available in the Performance displays

• Similarities between Coreo’s and Cozeva’s performance functionality

• Using advanced drill down and filter features to access comprehensive performance data

• How to display performance overview for all lines of business and detailed measure views to assess success
Performance module: Overview

1. PCP Performance

Monitor performance measures and address care gaps via the PCP Performance module. **PCP users** will have access to all of their own financial and performance numbers. **Delegate users** may be granted permission by a physician to see financial data. Supplemental and R4R entry resources and workflows are completed in this module.

2. PO Performance

Physician Organization Administration users will have access to all of the PCPs in their organization. They have the ability to view and track participants’ performance.
PCP Performance - Overview

- 3/12 view indicator
- Summary and performance overview
- Measure hyperlinks
- Performance bars with benchmark points
- Care gaps monitoring
- Financial and analytic data overviews
PCP Performance: Care gap view/patient chart

- Patient chart view of care gaps
- Review data that contributed to measures being met, or compare to EMR chart to find deficiencies
PCP Performance: Care opportunities view/action buttons

- Add Task Note
- Add/View Attachment
- Enter Supplemental Data
- Record R4R Data
Performance: Care opportunities view/action buttons: supplemental data

- Easily add supplemental data to meet quality measures by clicking the notebook icon.
- Upload supporting data (same workflow as Add/view attachments).
- Complete the process by filling out measure specific supplemental data entry forms.
Performance: Care opportunities view: R4R forms with file upload

Easily submit R4R – Requests for Reconsideration data
1. Prepare supplemental documentation file (PDF)
2. Click the silhouette icon
3. Record required data
4. Supply a statement of justification
5. Click the paperclip icon to upload supporting data
6. Click the Submit button
Section 2: Panel management

At the end of this section, you should understand the following:

- Similarities between Coreo and Cozeva.
- Identifying patients on your current attribution panel.
- Where attributions initiate and why changes occur.
- Adding, removing and transferring members on your panel.
- How to monitor attribution activity associated with your practice.
Panel management module: Overview

- Panel management consists of 3 sub-modules:
  - All patients registry
  - Transfer registry
  - Attribution activity log
Panel management: All patients registry

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Panel Management: Transfer Registry

- The Transfer Registry allows users to view pending additions and removals, as well as recently completed transfers.
Panel management: Attribution activity log

- How to use the attribution activity log.
- Filters.
- Patient search.

![Attribution Activity Log](image)
Section 3: Tasking

- This module is designed to streamline communication between contracted care management service specialists and the providers.

- The Tasking module allows users to easily view all of their Care Gap Opportunities across lines of business, the Supplemental Data Log, the R4R Queue in process, and the Approved R4R list.

- After EMR integration has been completed, providers will have advanced functionality to print patient face sheets per the daily schedule to use for pre-visit planning/prep or at the point-of-care to close care gaps.
Tasking: Overview
Looping back from Performance module comes full circle to provide a couple ways to access the data – depending on goal...

Tasking: Care opportunities/printing face sheets
Tasking: Care gap huddle sheet

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Section 5: Dashboards

At the end of this section, you should understand the following:

• Similarities between Coreo and Cozeva
• Dashboard default views and key functionality features. Origin of collected data and why it is useful to you
• Retrieving a list of patients with care gaps
• Saving a copy of your report for future comparison
• Identifying patients with highest “ATI” risk scores
• Modifying a dashboard view to display additional information
Dashboard: PCP Dashboard

- Peer quality measure performance comparisons
- Review/sort patient lists by LOB, care gaps, or risk scores
- Quickly view actionable lists of Hospital/ED Utilizations
Next Steps

- PCP and staff training: Currently 2/22-3/31
  - Classroom training by PO
  - Live “hands-on” training classes at HMSA
  - Webinar training classes
  - Sandbox Environment for practicing

- “Set” – Intro to Coreo: A Closer Look (Confirmed for 2/28)

- “Go!” – Intro To Coreo: A Deeper Dive (Confirmed for 3/21)
Thank you!