



Care Management System

Guiding Care – Population Health

Quick Start Guide

© 2019. Altruista Health®

Altruista Health®
11800 Sunrise Valley Drive,
Suite 1100
Reston, VA 20191
Phone: 703-707-8890
Email: priority-support@altruistahealth.com

This manual is the proprietary and confidential property of Altruista Health®. All resulting rights, in particular the rights of translation and duplication, are reserved and shall be subjected to a separate agreement. Do not share without prior approval.

Altruista Health reserves the right to modify the described product in compliance with technical progress at any time and without prior notice unless otherwise provided in the agreement. Product in compliance with technical progress at any time and without prior notice unless otherwise provided in the agreement.

Introduction

Population Health Management (PH) is a proactive, patient-centric approach to health care that engages physicians in prevention and wellness of patients with the goal of improving clinical outcomes while reducing costs. To enable successful population health management, it is crucial to involve a physician in a patient's care, while also offering the ability to track the clinical measures for patient's health improvement through care management.

GuidingCare® is a web-based healthcare management system designed to help health plans improve health outcomes and reduce avoidable costs for at-risk populations. The Population Health module helps physicians in monitoring the quality measures that are identified and executed for their patients.

Current state on the Provider Portal

Search for a Member > Member Info Panel and other accordions display:

Member Eligibility

CareSource Id **Medicaid Id** Member Info Case Number Multiple CareSource Ids Multiple Medicaid Ids

Medicaid Id: 10 [REDACTED]

Date of Service: 1/3/2020

Member is eligible for service on the specified date

Search

Member Information

Member Name:	Michelle [REDACTED]	Address:	[REDACTED]
CareSource Id:	10 [REDACTED]	City, State, Zip:	Parma, OH, 44129
Medicaid Id:	10 [REDACTED]	County:	Cuyahoga
Medicare Id:	2 [REDACTED]	Phone:	(216) [REDACTED]
Case Number:	[REDACTED]	Date of Birth:	11/01/1978
Gender:	Female	Relationship to Subscriber:	Subscriber/Insured
Member Profile:	Not Available for this Member Member Profile Report Definitions		
Program Details:	If Member is <18 years of age - SSI. If the Member is 18 years of age and older - SSDI.		
Program:	Ohio - Medicaid		

Scroll down to see that Assessments Taken and Care Treatment Plan accordion panels for the member are flashing purple to notify the Provider that there is new information to address:

Subscriber Information	+
Member Covered Benefits Summary	+
Member Dental & Vision Services History	+
EPSDT Alerts	+
Upload Consent Form	+
Clinical Alerts	+
Assessments Taken	+
Care Treatment Plan	+
Triage Summaries	+
Admissions & Discharges	+
COB Information	+
Eligibility Spans	+

Open the Assessments Taken accordion to see the assessment details for this member and have the ability add comments and acknowledge:

Assessments Taken							
<div style="border: 1px solid gray; padding: 5px; width: fit-content; margin: 0 auto;"> Status Legend ! New Assessment </div>							
Page(s): 1						Record(s):2	
Status	Details	Assessment	Interviewer	Date Taken	Score	Comments	Acknowledge
!	View Details	Monitoring Assessment	RN Jocelyn Brown	1/13/2019		Comments	Acknowledge
!	View Details	Monitoring Assessment	Courtney Dyer	7/24/2019		Comments	Acknowledge
Page(s): 1						Record(s):2	

Open the Care Treatment Plans accordion for this member to view the Care Treatment Plan and Acknowledge or View and Submit Comments:

Care Treatment Plan

Last Updated: 06/26/19 at 10:18:28

Last Acknowledged: N/A

Status Legend

-  New Care Treatment Plan
-  Updated Care Treatment Plan

Export Care Treatment Plan: [PDF](#)

 2018/10/11 - Monitoring

Goal	Interventions	Outcomes
The member will maintain current health status and will follow up with PCP and specialists.	<ul style="list-style-type: none">The CM will review and analyze claims quarterly for PCP, specialist, ER, hospital, DME, outpatient, and other provider claims. - LateThe CM will review the medications the member is prescribed. - LateThe CM will contact the member's appropriate provider(s) to exchange information related to the member's health in order to coordinate care. - LateThe CM will attempt to contact the member, explain case management, and engage in case management. - Late	<ul style="list-style-type: none">CM has analyzed the member's utilization and documented the findings in the appropriate area(s) of the Monitoring Assessment. - LateCM has reviewed the members prescribed medications from available data, such as Pharmacy Benefits Manager, and then documented the findings in the member's Medications List or Medication Review Form of Clinical Care Advance. - LateCM has collaborated with the member's appropriate provider(s), and documented the collaboration efforts in the appropriate area(s) of the Monitoring Assessment. - LateCM has attempted contact with the member and has documented the efforts to contact the member in the appropriate area(s) of the Monitoring Assessment. - Late

Acknowledge Plan Updates

View and Submit Comments

Future State for Guiding Care on the Provider Portal

Search for a Member > Member Info Panel and other accordions display:

Member Eligibility

CareSource Id **Medicaid Id** Member Info Case Number Multiple CareSource Ids Multiple Medicaid Ids

Medicaid Id: Member is eligible for service on the specified date

Date of Service:

Member Information

Member Name:	Michelle	Address:	
CareSource Id:	10	City, State, Zip:	Parma, OH, 44129
Medicaid Id:	10	County:	Cuyahoga
Medicare Id:	2	Phone:	(216)
Case Number:		Date of Birth:	
Gender:	Female	Relationship to Subscriber:	Subscriber/Insured
Member Profile:	Not Available for this Member Member Profile Report Definitions		
Program Details:	If Member is <18 years of age - SSI. If the Member is 18 years of age and older - SSDI.		
Program:	Ohio - Medicaid		

Scroll down to see that Assessments Taken and Care Treatment Plan accordion panels for the member have a new icon to indicate the functionality is now available in Guiding Care:

Subscriber Information	+
Member Covered Benefits Summary	+
Member Dental & Vision Services History	+
EPSDT Alerts	+
Upload Consent Form	+
Clinical Alerts	+
Assessments Taken 	+
Care Treatment Plan 	+
Triage Summaries	+
Admissions & Discharges	+
COB Information	+
Eligibility Spans	+

Open the Assessments Taken accordion and see the instructions for how to locate the member and the assessment on the Care Management Tool:

Assessments Taken  -

VIEW ASSESSMENTS WITH OUR NEW CARE MANAGEMENT TOOL



STEP 1

From the **Care Management Dashboard**, select a member using the left-hand **My Members** link or by searching for a member at the top of the screen.



STEP 2

Once your member is selected you will be taken to the **Member Info** panel on the **Member Summary** page.



STEP 3

Select **Activity Record** on the left-hand side of the Member Summary page and proceed to the **Activity Summary** tab. The member assessments are found under **Script Activity**.

[Visit the Care Management dashboard](#) 

Open the Care Treatment Plans accordion for this member and see the instructions for how to locate the member and the care treatment plan on the Care Management Tool:

Care Treatment Plan 

VIEW CARE PLANS WITH OUR NEW CARE MANAGEMENT TOOL

STEP 1

From the **Care Management Dashboard**, select a member using the left-hand **My Members** link or by searching for a member at the top of the screen.

STEP 2

Once your member is selected you will be taken to the **Member Info** panel on the **Member Summary** page.

STEP 3

Select **Care Plan** on the left-hand side of the Member Summary page to review care plans for the selected member.

[Visit the Care Management dashboard !\[\]\(b16059d7582cfbd44776b82254580985_img.jpg\)](#)

Global Search

Users can perform a Global Search using different search criteria from any page of the application except from the Population tab on the Dashboard.

Membership Navigation

The Configurable Benefit Hierarchy (CBH) feature allows Health Plans to configure the application at various eligibility levels and level values. With CBH, Clients can match eligibility to the claims system and support configurations at any level of the eligibility hierarchy. For Users who are logged in as Providers, the Global Search option is displayed as pictured in the image below.



Care Organization: Displays all the active Care Organizations (along with profile types) associated with the logged-in User's current profile.

NPI: Displays a list of Provider names associated with the NPI. If multiple Providers are associated with an NPI, the label Multiple Providers is displayed instead of Provider names.



Search By: Displays Member Name, Altruista ID and TIN options in the drop-down. You can select any one option from the list and enter the relevant search text in textbox to filter.

The screenshot displays the Altruista Health portal interface. At the top, there is a navigation bar with the Altruista Health logo, tabs for 'Care Coordination' and 'Population Health', and a search bar. Below the navigation bar, there are utility icons for 'My Calendar', 'Alerts', 'Know', and 'Manage'. The main content area is titled 'My Members' and features a search panel with various filters and a results table.

Search Panel:

- Care organization: Select
- Search By: Select
- NPI: Select
- Client: Select
- Additional Search Parameters: Select
- Buttons: Search, Reset
- Buttons: Set As Default, Clear
- Saved Search: Select
- Buttons: Set as Default

Results Table:

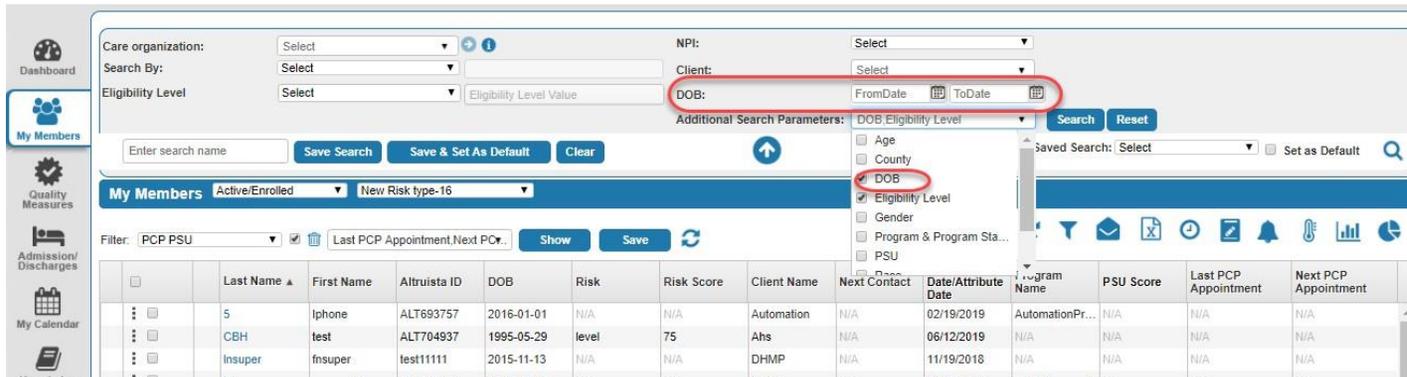
	Last Name ▲	First Name	Altruista ID	DOB	Risk	Risk Score	Client Name	Next Contact	Assigned Date/Attribute Date	Program Name
	DSNP	Dummy	ALT5550064	1980-05-15	Low	70	OH	N/A	12/10/2019	N/A
	HOLLAND	MELISSA	80002157100	1954-12-26	Low	84	OH	N/A	12/09/2019	Intensive
	LUCAS	DAVID	80002159600	1954-12-04	Low	84	OH	12/12/2019	12/09/2019	High
	STOUT	RAYMOND	80002160100	1954-12-16	Low	84	OH	N/A	12/10/2019	Intensive

At the bottom of the table, there is a pagination control showing '25 items per page' and '1 - 4 of 4 items'.

The logic to display the Eligibility Level Values in the Eligibility Level Value drop-down in Global search depends on the Levels assigned to the Care Staff.

- By selecting an Eligibility Level Value in Global Search, Members associated at that Eligibility Level and Level Value selected in the Global Search are displayed as search results, else no records would be displayed.
- The Additional Search Parameters list includes: Service Location, Eligibility, DOB, Risk, Program & Program Status, Age, Race, Gender, County and PSU. A combination of these parameters can be used as search criteria when a parameter is selected in the Additional Search.

From the Parameters drop-down list, the selected parameter appears as a new drop-down in the Search panel. For DOB search criteria, From and To Dates can be given to filter members with DOB within a time frame.



After performing the search, click **Save Search** to save and retrieve the results for later use.

- Click **Save & Set As Default** to save search while also setting the search criteria as default.
- You can choose to display the saved searches from the **Saved Search** drop-down.
- The **Set as Default** checkbox enables you to select / deselect a search as the default saved search.

Dashboard

The Dashboard tab



has the following sections:

- **Population**
- **Quality Measure Performance**

Population

Population section includes the dashboard tiles. Display of each tile in this section depends on the Role configurations. If the User's role has access to the tile, it is visible, or else not.

Dashboard

Population | Quality Measure Performance | Email Notifications:

CARE PLAN 0 New / Updated Care Plan(s) 0 Review Care Plan	ACTIVITIES 77 Pending Activity Request(s) 1 Unread Message(s)	MY MEMBERS 0 New Member (Last 30 Days)	QUALITY MEASURES 0 Not Addressed 0 In-Progress
CARE TRANSITIONS ADT 0 Member(s) with Not Addressed Status 0 Member(s) with In-Progress Status	CARE TRANSITIONS IP 0 Member(s) with Not Addressed Status 0 Member(s) with In-Progress Status	AUTHORIZATIONS (LAST 30 DAYS) 1 Pending 0 Denied 0 Approved 0 Partially Approved 0 Others	IN-PATIENTS ADMISSIONS & DISCHARGES 0 New Admissions (Last 30 days) 0 New Discharges (Last 30 days)
EMERGENCY DEPARTMENT DISCHARGES 0 Discharges (Last 30 days)	ASSESSMENTS 0 Pending Requests		

Care Plan

The Care Plan displays the total number of new Care Plans and updated Care Plans in addition to the review Care Plan Activities of the logged in User. Clicking on New/Updated Care Plan(s) navigates you to the Requests Received panel in the Requests left menu tab, which displays list of new and updated Care Plans of Members. The User can View/ Sign Off/ Reject a Care Plan from this section. Click on Review Care Plan to navigate to the Requests Received panel in the Requests left menu tab displaying list of members with Care Plan Reviews. To acknowledge a Care Plan, click on the Care Plan Review hyperlink.

The screenshot shows a software interface with a 'Request Received' panel. On the left, there is a notification box for 'CARE PLAN' with a blue icon of a clipboard and a plus sign. The notification text reads: '61 New / Updated Care Plan(s)' and '1 Review Care Plan'. Two red arrows point from this notification box to the 'Request Received' table. The table has a search bar with 'Care Plan' selected and a 'Member Name' field. The table columns are: Member Name, Condition, Goal Name, Intervention, Start Date, and Target Date. The table contains several rows of data. Below the table, there is a 'Request Received' panel with a search bar and a 'Care Plan Rev.' dropdown. The table columns are: Member Name, Care Plan Review, Referred Date, Referred By, Acknowledged By, Acknowledged Date, Last Updated Date, Status, and View Notes. The table contains six rows of data.

Activities

Displays total number of pending Activity requests and unread messages. Clicking on Pending Activity Request(s) and Unread Message(s) redirects the User to the Requests Received panel to view the pending Activity requests and unread messages. The User can Accept / View / Reject a Care Plan from this section.

My Members

The My Members section displays the total number of New Members assigned to the Provider (a Provider is added as part of External Care Team for these Members), within the last 30 days from current date.

- Clicking on New Member (Last 30 Days) navigates to the My Members left menu tab. My Members grid displays list of new Members assigned to the logged in Provider. The User can perform actions such as Add Activity, Add Appointment, and so on from the My Members page.

Quality Measures

Displays the total number of Measures (of current reporting year) with In Progress and Not Addressed status applicable on Member(s) for a logged in User's population.

Clicking Count/In Progress/ Not Addressed navigates to Quality Measures left menu tab. The Quality Measures grid is auto populated with the reporting year in Measure Version and Quality Measure Group as the default display for all the Measures in Not Addressed, In Progress status respectively.

Care Transitions ADT

Displays total number of Care Transitions of Members in In-progress and Not Addressed status. User is navigated to the Admissions/Discharges section of Members with Care Transitions ADT or ER Admission and Discharge Transfer information of Members. This ADT data is extracted from the HL7 associated with each member.

Care Transitions IP

Displays total number of Care Transitions of Members in In-progress and Not Addressed status. User is navigated to the Admissions/Discharges section of Members with Care Transitions IP or In-Patient admission/Discharge events of Members.

Authorizations

Authorizations should not be entered here. Please continue to enter them as you have in the past.

In-Patients Admissions & Discharges

Displays the count of New Admissions & New Discharges in the last 30 days. Clicking on the hyperlink of New Admissions (Last 30 Days), User is navigated to IP Authorizations page under Admission & Discharges tab.

Emergency Department Discharges

Displays the counts of discharge records for the last 30 days with event type A03 with a hyperlink to the Admission & Discharges section.

Assessments

Displays the pending Assessment count (Script Forms) due for a Provider's review. Care Staff can now send **Assessments (Script Forms)** for review to one or more Providers (External Providers). The **Completed/Pending Script Form** on a member can be sent for review. Clicking on the hyperlink navigates the User to the Request Received >> Assessments section.

Quality Measure Performance

The Quality Measure Performance tab displays the list of Quality Measures with Measure Description and count of Adherent and Non-Adherent Measures, Target and Gaps to Target. This page also displays a view of Total Adherent Measures and Measures Addressed bar graphs.

Dashboard

Care organization: Select All ⓘ NPI: Select

Search By: Select Client: Select

Additional Search Parameters: Select Search Reset

Enter search name Save Search Save & Set As Default Clear Saved Search: Select Set as Default

Dashboard

Population Quality Measure Performance

Reporting Year: 2018 Measure Group: MANUAL_012 Incentive: All

Measure Name	Measure Description	Adherent	Non Adherent	Total	Target	Gaps to Target
ADHDFollowUp	ADHDFollowUp	0	1	1	50 %	1
Asthma	Asthma	0	1	1	50 %	1
Chlamydia	Chlamydia	0	1	1	50 %	1

Total Adherent Measures

0 0 0 0

Jan - Mar Apr - June Jul - Sept Oct - Dec

Measures Addressed

0 0 0 0

Jan - Mar Apr - June Jul - Sept Oct - Dec

1 - 3 of 3 items

Search Quality Measure Groups

You can search for Quality Measure Groups using the Global Search criteria:

Dashboard

Population Quality Measure Performance

Reporting Year: 2019 2018 Measure Group: Select

Incentive: All

Measure Name	Measure Description	Non Adherent	Total	Target	Gaps to Target
ADHDFollowUp	ADHDFollowUp	0	1	50 %	0
Asthma	Asthma	1	1	50 %	1
Chlamydia	Chlamydia	0	1	50 %	1

Total Adherent Measures

0 0 0 1

Jan - Mar Apr - June Jul - Sept Oct - Dec

For Provider Users:

- Select TIN value from the Care Organization drop-down. States are associated with TINs.
- Click Search.

The Measure Groups associated with selected TIN and State will populate in the Measure Group drop-down as shown above.

For Internal Users:

- Select Client / TIN / LOB and click Search.



The screenshot shows a search interface with several dropdown menus and buttons. Red circles highlight the 'Care organization:' dropdown (showing '6 items Checked'), the 'Client:' dropdown, and the 'LOB:' dropdown. Other elements include 'Search By:', 'NPI:', 'Additional Search Parameters:', 'Search', 'Reset', 'Save Search', 'Save & Set As Default', 'Clear', and 'Saved Search:'.

The Measure Groups associated with selected TIN and/or LOB, and/or Client will populate in the Measure Group drop-down.

Click  to print the Measure Group data. Click  to export Measure Group data in excel format

-Users can opt in/out of receiving an email notification using the E-mail Notifications check-box.



-If the E-mail Notifications check-box is selected, system displays a confirmation message “Notifications successfully opt in for email”. Upon hovering E-mail Notifications with the check-box selected, the system displays a text “Notifications to be sent to test@gmail.com”

-If the E-mail Notifications check-box is unselected, then system displays a confirmation message “Notifications successfully opt out for email.” Upon hovering E-mail Notifications with the check-box selected, system displays a text “To receive email notifications to test@gmail.com”

My Members

This page displays the list of members assigned to the logged-in User.

The screenshot shows the 'My Members' interface. At the top, there are dropdown menus for 'Active/Enrolled' and 'Assigned Risk'. Below these are filter dropdowns, a 'Show' button, a 'Save' button, and a refresh icon. A toolbar with various icons is also present. The main area is a table with columns: Last Name, First Name, Altruista ID, DOB, Risk, Risk Score, Client Name, Next Contact, Assigned Date/Attribute Date, Program Name, and PSU Score. A context menu is open over the first row, listing actions: Add Activity, Add Appointment, Add ROI, Appointment History, Create Message, Documents, Member Info, QM Activity Summary, Request Auth, Required Activities, View Calendar, and View Summary. The bottom of the interface shows a pagination bar with '25 items per page' and '1 - 16 of 16 items'.

Select a member record to perform the following functions:

- **Add Activity** – You can add an Activity for the Member from **ADD ACTIVITY** pop-up window.
- **Add Appointment** – Appointments are added for the Member with the required Provider.
- **Add ROI** – You can add ROI for the Member.
- **Appointment History** – Displays Appointment history of the Member.
- **Create Message** – Allows you to send a HISP-direct or internal message to another Provider, Care Staff or Member.
- **Documents**– Allows you to attach a C-CDA file or document in **ATTACH FILE/ DOCUMENT** pop-up window.
- **Member Info** – Allows you to view the Member Information in single view.
- **QM Activity Summary**: Displays list of Quality Measure Activity Details.
- **Required Activities** – Displays list of mandatory Activities that must be performed for the Member.
- **View Calendar** – You can view a Member’s calendar for scheduled Activities.
- **View Summary** – Displays summary of Member’s care details in **VIEW SUMMARY** pop-up window.

VIEW SUMMARY x

[+/-Expand all](#)

Member Name (F-M-L) :	testtttttttttttttttttttt nnnnnnnnnnnnn	Gender :	F
Date of Birth :		Marital Status :	Not Available
Expected Risk Level :	Not Available	Altruista ID :	
Ethnicity :	Not Available	Primary Language :	Not Available
Service Interruption :	Not Available	Preferred Written Language(s) :	Not Available
Address :		Evacuation Zone :	Not Available
Fax :	Not Available	Phone :	Not Available

- ▶ Member Medical Info
- ▶ Additional Information
- ▶ Programs
- ▶ Opportunity
- ▶ Member Care Plan
- ▶ Member Medical Conditions
- ▶ Claim Based Medications
- ▶ Claim Based Diagnosis
- ▶ Claims



In My Members sections, Context menu options are alphabetized.

You can View previously uploaded documents for a Member record whose Sensitive Diagnosis flag is set as 'Yes' from MyMembers >> Context Menu options >> Documents.

Configuring Columns in My Members Grid

The User can select required columns from Select drop-down and click Show to display the selected columns in the grid. User can also set the selected filter as a default view by selecting the check box next to the filter drop-down.

My Members – Font Color of Member Records

Member records whose eligibility is expired is shown with a **red** icon and **orange** icon for the alert time configured for Required Activities.

Last Name	Risk	Risk Score	Client Name	Next Contact	Assigned Date/Attribute Date	PSU Score	PCP Name	ER Visits
Automation	N/A	N/A	Automation	N/A	05/05/2018	N/A	N/A	0
123456789	N/A	N/A	123456789	N/A	02/05/2019	N/A	Parent Provider	0
123456789	N/A	N/A	123456789	N/A	02/05/2019	N/A	Parent Provider	0
A_Client1	N/A	N/A	A_Client1	N/A	02/05/2019	N/A	Parent Provider	0

-Member records in My Members widget turns red when the only active record in Member's Programs section turns inactive and there are no other active records in programs for that Member which has Required Activities configured.



-If the Member is enrolled in multiple lines of business, and Member has termed eligibility for one LOB, the record will not turn red since Member has another active LOB(s).

-The Required Activities configured for Care Transition in Population Health (Member records in ADT section) against Program enrollment LOB/Plan/Program are not considered for the logic of turning Member record to orange or red.

Viewing Member's Family Member Records

To view the family member records of a member in My Members grid, click **+** icon seen next to a Member record. The records are displayed if the family member records are available for the selected member as shown:

My Members Active/Enrolled Assinged Risk										
Filter: Select Select Show Save										
	Last Name	First Name	Altruista ID	DOB	Risk	Risk Score	Client Name	Next Contact	Assigned Date/Attribute Date	PSU Score
					N/A	N/A	Automation	N/A	06/05/2018	N/A
					N/A	N/A	BK_CLIENT	N/A	02/21/2019	N/A
					N/A	N/A	VNS123456780	N/A	06/30/2017	N/A
					Critical	900	Automation	03/20/2019	09/17/2018	N/A
F	Test				N/A	N/A	MVC IMP CLIENT	N/A	06/30/2017	N/A
F					N/A	N/A	CLIENT	N/A	07/07/2017	N/A
					N/A	N/A	Automation_Sel...	N/A	06/05/2018	N/A
					N/A	N/A	Hypoxia-Client	N/A	03/21/2018	N/A
					N/A	N/A	4131_Client	N/A	04/30/2018	N/A
					N/A	N/A	CLIENT	N/A	07/07/2017	N/A

For members that are marked as Sensitive Diagnosis, the logged in User cannot access the member record. The last name hyperlink to Member Summary is disabled for such records as shown.

My Members Active/Enrolled Assinged Risk										
Filter: Select Select Show Save										
	Last Name	First Name	Altruista ID	DOB	Risk	Risk Score	Client Name	Next Contact	Assigned Date/Attribute Date	PSU Score
	BK	Bk			N/A	N/A	BK_CLIENT	N/A	02/21/2019	N/A
	DEMO2	Mobila cong			N/A	N/A	VNS123456780	N/A	06/30/2017	N/A
					Critical	900	Automation	03/20/2019	09/17/2018	N/A
					N/A	N/A	Automation_Sel...	N/A	06/05/2018	N/A
					N/A	N/A	Hypoxia-Client	N/A	03/21/2018	N/A
					N/A	N/A	4131_Client	N/A	04/30/2018	N/A
					N/A	N/A	CLIENT	N/A	07/07/2017	N/A
					N/A	N/A	Automation	N/A	02/11/2019	N/A
					N/A	N/A	PH_CM_Client	N/A	06/19/2018	N/A



- When there is sensitive data for the Member record, External Care Staff with the role permissions to Activities / Request can Complete the activities that are assigned to either the User or Care Organization.
- Users can add only the Completed Activity when there is sensitive data for the Member record.
- Activity Outcome and Outcome Type are mandatory fields when an Activity is completed.

In My Members section, when the User clicks Export Excel icon, a description line “Choose columns of My Members to Export files to Excel” is added as shown. This line is to help the Users find where documents are exported and should be noted to help Users can find the records.

Quality Measures

The Quality Measures section displays open Opportunities, or prospective gaps-in-care, that currently exist for members assigned to a Provider across all relevant Quality Measures. To address the Quality Measures for the members in the Provider's case load, you can perform steps such as adding Activities / Appointments, Create Message etc. The scorecard count in Quality Measures grid includes the Measures marked as Is Sensitive. For member records marked as Is Sensitive, the User cannot access the Member Details page and view the Measure performance under the Quality Measure Performance tab in the Dashboard.

The screenshot shows the Quality Measures dashboard interface. At the top, there are search filters for Care organization, Search By, NPI, and Client. Below these are search buttons: Save Search, Save & Set As Default, Clear, Search, and Reset. A sidebar on the left contains navigation icons for Dashboard, My Members, Quality Measures, Admissions/Discharges, My Calendar, Knowledge Library, Requests, and Authorizations. The main content area is titled 'Quality Measures' and includes filters for Measure Version (2020) and Quality Measure Group (Default). It features a table with columns: Scorecard, Last Name, First Name, DOB, Altruista ID, Client Name, RISK SCORE, PSU SCORE, ADHDFollowUp, and Asthma. The first row shows a 100% scorecard and 'In Progress' status for ADHDFollowUp and Asthma. A context menu is open over the first row, listing actions: Add Activity, Add Appointment, Appointment History, Create Message, QM Activity Summary, Required Activities, View Member Summary, and View Notes. The bottom of the table shows '1' items per page and '1 - 2 of 2 Items'.

Based on the proportion of Opportunities resolved for each Member, a Scorecard is calculated as follows:

$$\text{SCORECARD} = \text{Opportunities resolved \& closed} \{ \text{Total Opportunities} - \text{Opportunities Not Applicable} \}$$

The Quality Measures can be in different statuses based on whether they are addressed or not by the Provider.

: Not Applicable

: Not Addressed

: In Progress

 : Completed

 : Verified

 : Compliance

Status of Opportunities is indicated as shown:

Initial Status	Action Performed by User	Status Updated To
 Alert (Opportunity not Addressed)	Action Planned	 In Progress
	Action Completed	 Opportunity is resolved
	Not an Issue/Other	 Opportunity is not applicable
	Action Verified	 Verified
 In Progress	This action completed	 Opportunity is resolved
	Action Verified	 In Progress
	Not an Issue/Other	 Opportunity is not applicable
	Other action scheduled	 Verified
	Revert to Not Addressed	

- In the Quality Measures section, you can view and update the status of each open and addressed Opportunity for a member.
- Select Revert to Not Addressed, to revert decisions.
- To address all the gaps for a member:
 - Click on the Scorecard.
 - Select Resolve Gaps for this Member
 - Select all the gaps within the Progress/Not Addressed Status
 - Click Perform Action.
 - Select the required option in the Bulk Action Perform window.
 - Click Perform Action.

Quality Measures

Measure Version: 2018 Quality Measure Group: Default In Progress Export Excel

Scorecard	Last Name	First Name	DOB	Altruista ID	Client Name	RISK SCORE	PSU SCORE	bim:opp	Consider asses...
100%	DA, David	DA, David	03-22-1990	ALT623244	bimclient	N/A		—	—
75%	DA, Dale	DA, Dale	12-02-1999	ALT602559	test client	N/A	N/A	C	—
60%	DA, Dale	DA, Dale	06-22-2010	ALT592539	VNSNY	N/A	N/A	—	C
50%	DA, Dale	DA, Dale	10-05-2016	ALT_0001	VNS123456780	1	25	C	i
60%	DA, Dale	DA, Dale	01-27-2009	789	VNS123456780	N/A	N/A	—	—
100%	DA, Dale	DA, Dale	01-04-1962	ALT602564	M&R Alabama	N/A		—	—
100%	DA, Dale	DA, Dale	06-01-2015	ALT633319	VNS123456780	N/A	N/A	—	—
13%	DA, Dale	DA, Dale	12-09-1999	12345	DBTest	N/A	35979797946	C	—

Total Care Opportunities : 51

1 25 items per page

bim:opp: Complete

bim:opp

UpdatedBy: subbuProvider
UpdatedOn: 4/17/2018 4:52:24 AM

Action Verified
 Other Action Scheduled
 Revert to Not Addressed

Notes:

Perform Action Add Activity

Consider asses: Not Addressed

Consider assessing the members fall status

UpdatedBy: N/A UpdatedOn: N/A

Action Planned
 Action Completed
 Action Verified
 Not an Issue/Other

Notes:

- To change the status for all Gaps with In Progress status for all Members, perform the following steps:

Quality Measures

Measure Version: 2018 Quality Measure Group: Default

Scorecard	Last Name	First Name	DOB	Altruista ID	Client Name	RISK SCORE	ADHDFollowUp
100%	DA, DAVID	DA, DAVID	03-22-1990	ALT623244	blmclient	N/A	C
75%	DA, DAVID	DA, DAVID	12-02-1999	ALT602559	test client	N/A	V
60%	DA, DAVID	DA, DAVID	06-22-2010	ALT592539	VNSNY	N/A	
50%	DA, DAVID	DA, DAVID	10-05-2016	AIT_0001	VNS123456780	1	
60%	DA, DAVID	DA, DAVID	01-27-2009	789	VNS123456780	N/A	C
100%	DA, DAVID	DA, DAVID	01-04-1962	ALT602564	M&R Alabama	N/A	
100%	DA, DAVID	DA, DAVID	06-01-2015	ALT633319	VNS123456780	N/A	V
15%	DA, DAVID	DA, DAVID	12-09-1999	12345	DBTest	N/A	i

Total Care Opportunities : 50

25 items per page 1 - 8 of 8 items

IN PROGRESS MEASURES LIST

Measure Name: Search Refresh In Progress

Measure Name	First Name	DOB	Performed By	Performed On
<input checked="" type="checkbox"/> ZA-new opportunity	Test	12/27/2009	Nirosha Provider	05/07/2018
<input checked="" type="checkbox"/> Consider assessing the members fall status	Test	09/05/2016	Nirosha Carestaff	04/17/2018
<input checked="" type="checkbox"/> Asthma	Test	01/27/2009	Nirosha Provider	05/07/2018
<input type="checkbox"/> Assist with language barrier	MTM	Member_2	subbu Kollipara Provider	03/28/2018
<input type="checkbox"/> ask him to consult an doctor	Test12	Anju Immanuel3	Nirosha Carestaff	03/21/2018
<input type="checkbox"/> ADHDFollowUp	MTM	Member_2	subbu Kollipara Provider	05/08/2018

Bulk Action Perform

In Progress

This action completed

Action Verified

Other Action Scheduled

Not an Issue/Other

Select appropriate option to change the status

Select one or more than one record and click In Progress



In the Quality Measures section, when a User clicks Export Excel icon, a description line 'Choose columns of Quality Measures to Export files to Excel' is added as shown. This line is to help Users locate where the documents are exported.

Quality Measures

Measure Version: 2018 Quality Measure Group: Default

Scorecard	Last Name	First Name	DOB	Altruista ID	Client Name	RISK SCORE	bre test
100%	XXXXXXXXXXXX	XXXXXXXXXXXX	06-31-2014	ALT602628	Client.1	N/A	V

EXPORT TO EXCEL

Choose columns of Quality Measures to Export files to Excel

Select Columns: Select Check All Export

Admissions/Discharges – Coming Soon!

This section displays the In-patient and ER admission and discharge transfer (ADT) information of Members. This data is extracted from the HL7 associated with each Member. It displays enrolled Members in the Care Transition program for the past three months by default.

- You can view information in this panel from two different sources: Admission/Discharge Transfer (ADT) or Inpatient (IP) Authorizations.
- Select the appropriate option from the drop-down list at the top of the grid as shown below.

The screenshot shows a web application interface for 'Admission/Discharges'. On the left is a sidebar with icons for Dashboard, My Members, Quality Measures, Admission/Discharges (highlighted), My Calendar, Knowledge Library, Requests, and Authorizations. The main content area has a search bar with fields for Care organization, Search By, NPI, Client, and Additional Search Parameters, along with Search and Reset buttons. Below the search bar is a blue header for 'Admission/Discharges' with a dropdown menu set to 'ADT'. Further down are filters for Admission/Discharge (Load Date), From Date (11/30/2017), To Date (03/20/2019), Event Type, and Class. A table with 21 columns is displayed, including Last Name, First Name, DOB, Admit Date, Facility Name, Event Type, Disch... Date, Ack Disch..., Disch... Ack/Un-Ack On, Disch... Ack/Un-Ack By, My Care Manager, Medic..., Altruista ID, Load Date, Client Name, PSU Score, Next Activity, Script, Activity Due Date, and Status. The first two rows of data are visible, with the first row having a status of 'i' and the second row having a status of 'C'. A red circle highlights the 'ADT' dropdown and the 'In progress' button.

- ADT displays list of members within the records type.

- Click  to view the list of ADT records and their statuses with respect to each member as shown.

Admission/Discharges																																																																		
ADT		Admission/Discharge: Load Date	From Date: 02/14/2018	To Date: 05/15/2018	Event Type: Select	Class: Select			In progress																																																									
Last Name	First Name	DOB	Altruista ID	Risk Score	Load Date	Admit Date	Facility Name	Event Type	Discharge Date	PSU Score	Activity Due Date	Status																																																						
member_alo...	test	02/02/2010	ALT703815	N/A	03/07/2018	09/16/2015 20:51:19	Valley Medical Center	A03 : Discharge/End Visit	03/25/2018	N/A	N/A		⚠																																																					
<div style="border: 1px solid red; padding: 5px;"> <table border="1"> <thead> <tr> <th>Load Date</th> <th>Admit Date</th> <th>Facility Name</th> <th>Event Type</th> <th>Discharge Date</th> <th>Activity Due Date</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td colspan="7">No items to display</td> </tr> <tr> <td></td> <td>01/02/1989</td> <td>ALT683522</td> <td>N/A</td> <td>03/07/2018</td> <td>09/16/2015 20:51:19</td> <td>Valley Medical Center</td> <td>A03 : Discharge/End Visit</td> <td>03/25/2018</td> <td>N/A</td> <td>N/A</td> <td></td> <td>⚠</td> </tr> <tr> <td></td> <td>01/04/1962</td> <td>ALT602564</td> <td>N/A</td> <td>03/04/2018</td> <td>03/03/2017 00:00:00</td> <td>Kadlec Regional Medical Center</td> <td>A03 : Discharge/End Visit</td> <td>03/24/2018</td> <td>N/A</td> <td>N/A</td> <td></td> <td>⊙</td> </tr> <tr> <td></td> <td>11/24/1998</td> <td>ALT694401</td> <td>N/A</td> <td>03/04/2018</td> <td>04/04/2017 00:00:00</td> <td>Kadlec Regional Medical Center</td> <td>A03 : Discharge/End Visit</td> <td>03/24/2018</td> <td>234568...</td> <td>N/A</td> <td></td> <td>⊙</td> </tr> </tbody> </table> </div>														Load Date	Admit Date	Facility Name	Event Type	Discharge Date	Activity Due Date	Status	No items to display								01/02/1989	ALT683522	N/A	03/07/2018	09/16/2015 20:51:19	Valley Medical Center	A03 : Discharge/End Visit	03/25/2018	N/A	N/A		⚠		01/04/1962	ALT602564	N/A	03/04/2018	03/03/2017 00:00:00	Kadlec Regional Medical Center	A03 : Discharge/End Visit	03/24/2018	N/A	N/A		⊙		11/24/1998	ALT694401	N/A	03/04/2018	04/04/2017 00:00:00	Kadlec Regional Medical Center	A03 : Discharge/End Visit	03/24/2018	234568...	N/A		⊙
Load Date	Admit Date	Facility Name	Event Type	Discharge Date	Activity Due Date	Status																																																												
No items to display																																																																		
	01/02/1989	ALT683522	N/A	03/07/2018	09/16/2015 20:51:19	Valley Medical Center	A03 : Discharge/End Visit	03/25/2018	N/A	N/A		⚠																																																						
	01/04/1962	ALT602564	N/A	03/04/2018	03/03/2017 00:00:00	Kadlec Regional Medical Center	A03 : Discharge/End Visit	03/24/2018	N/A	N/A		⊙																																																						
	11/24/1998	ALT694401	N/A	03/04/2018	04/04/2017 00:00:00	Kadlec Regional Medical Center	A03 : Discharge/End Visit	03/24/2018	234568...	N/A		⊙																																																						

You can also update the status of an ADT record.

- User can perform functions like adding an appointment, sending messages, etc. at the level of record of a Member in Admission/Discharges page by clicking the 
- When you select the drop-down icon  next to Last Name of a member on the Admission/Discharges page, a context menu opens as shown.

Add Activity
Add Appointment
ADT Summary
Appointment History
Create Message
QM Activity Summary
Required Activities
View Member Summary
View Notes

-Refer My Members section for context menu details.



-Using ADT Summary option, you can view Member's EMR details.

-User can add Additional columns to the grid by selecting the columns from the Config Columns button

-In Admission/Discharges >> ADT section, when the User clicks Export Excel icon, a description line "Choose columns of ADT to Export files to Excel" is added to help the Users find where Documents are exported to and where Users can find the records.

When you select IP Authorizations from the drop-down list, it displays the details of Inpatient Admission/Discharge events of Members.

	Last Name	First Name	Altruista ID	Case ID	Load Date	Admission Date	Discharge Date	Discharge Disposition	RPM Score	Facility	Case Status	Case Type
+ :			ALT694401	1010101292	01/05/2017	12/30/2016	03/14/2018	Discharge to Home or Self Care	0.150000000...	WESLEY MEDICAL CENTER	Voided Case	Maternity
+ :		Program	ALT633319	1010101276	01/03/2017	12/03/2016	03/14/2018	Discharge to Home or Self Care	0.150000000...	DOVER BEHAVIORAL HEALTH SYSTEM	Voided Case	Maternity
+ :			ALT694472	1010101296	01/03/2017	12/03/2016	03/14/2018	Discharge to Home or Self Care	0.150000000...	WOODLANDS AT AUSTINWOODS	Voided Case	SNF
+ :		Phoebe	ALT703871	1010101286	01/03/2017	12/03/2016	03/14/2018	Discharge to Home or Self Care	0.150000000...	WOODLANDS AT AUSTINWOODS	Voided Case	SNF

In Admission/Discharges >> IP section, when the User clicks Export Excel icon, a description line “Choose columns of IP to Export files to Excel” is added to help the Users find where Documents are exported to and where Users can find the records.



Altruista ID, RPM Score, Case ID, Load Date values are added in the Export to Excel drop-down Admission/Discharges >> IP Authorizations.

My Calendar

This page displays scheduled Activities/Appointments for members. The logged-in User performs the scheduled Activities from the Calendar by clicking.

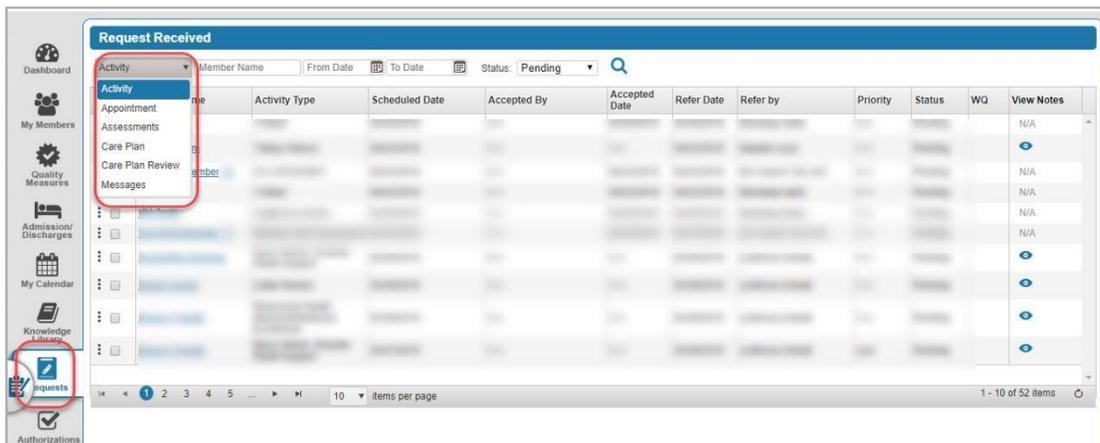
Requests

This tab displays the requests for Activity, Appointments, Assessments, Care Plan Review and Message that are referred by other Provider Users or Care Staff.

Request Received

To view the requests, click the Requests tab.

REQUEST RECEIVED tab appears as shown:



The types of Requests a logged-in User can receive are:

- Activity
- Appointment
- Assessments
- Care Plan
- Care Plan Review
- Messages

-Context menu options are added to the Care Plan Review section.



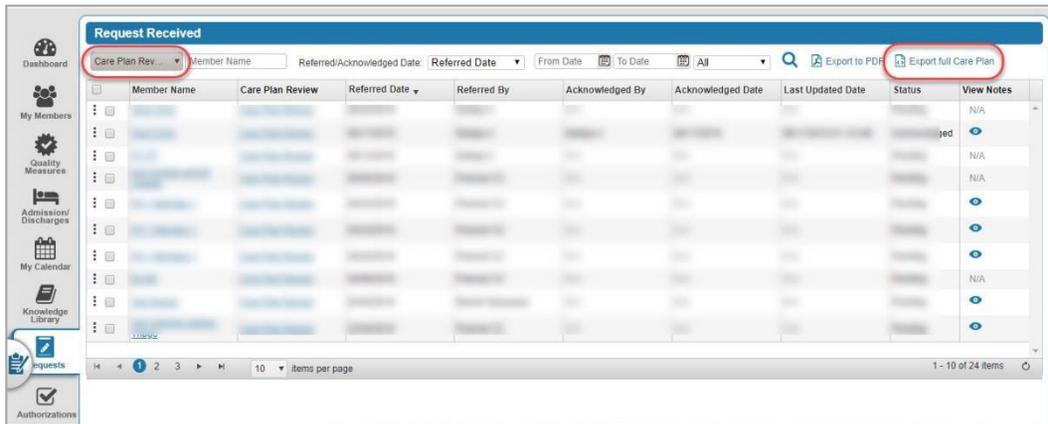
-Context menu options are role based, they can be enabled/disabled based on the role permission given to the logged in User.

-Users can select one or more Member records from Request Received >> Care Plan Review section and export the Care.

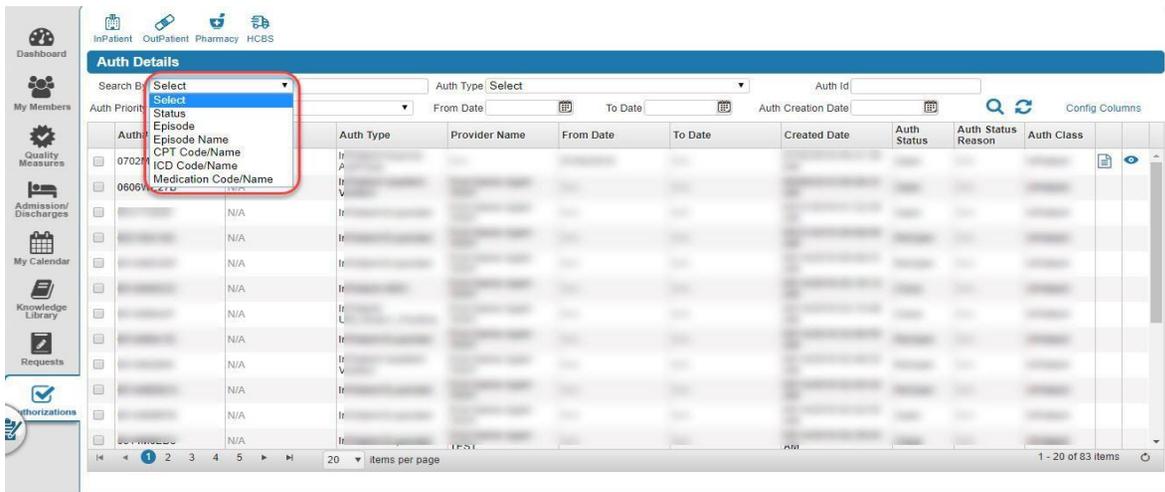
-Plan(s) of the selected Member records to PDF as shown.

The screenshot shows a web application interface for 'Request Received'. At the top, there is a navigation bar with a dropdown menu for 'Care Plan Rev.' and a search bar. Below the navigation bar is a table with columns: Member Name, Care Plan Review, Referred Date, Referred By, Acknowledged By, Acknowledged Date, Last Updated Date, Status, and View Notes. The table contains several rows of data. At the bottom of the table, there is a pagination control showing '1 - 10 of 24 items' and '10 items per page'. A red circle highlights the 'Export full Care Plan' button in the top right corner of the table area.

- The Comments/Notes section in the Care Plan Review section is a non-mandatory field. The User can acknowledge the Care Plan Review record without entering any comments/notes.
- Users can 'Export Full Care Plan' while reviewing the Care Plan Request details in Request section as shown:



- Targeted Interventions' is added in the Review Care Plan pop-up when the User clicks on Review Care Plan hyperlink to acknowledge the Care Plan. This accordion appears between Care Team and Clinical Interventions accordions.
- You can accept multiple Pending Activities with Acceptance notes.
- You can view Pending Activities assigned to External Care Team Provider in the Requests Received section.



- On clicking Pending Activity Requests, system navigates you to Request Received section with Activity as pre-selected drop- down value in the Request Received section.

GA-MED-P-138833

DCH Approved: 6/4/20

2019 Altruista Health, All Rights Reserved – Privacy Policy | Terms of Use