



Care Coordination Portal Workflow Guide

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2/28/2023

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Introduction/Overview

The AmeriHealth Caritas Ohio (ACOH) Care Coordination Portal will allow all entities involved in the coordination of a member's care to view pertinent information for an ACOH member that will facilitate care coordination and collaboration, in an effort to achieve optimal outcomes for the holistic well-being of our members.

Key components included in the ACOH Care Coordination Portal include the following:

Dashboard	<p>The Dashboard includes the following features:</p> <ul style="list-style-type: none"> • Alerts <i>(to indicate sentinel events such as Care Gaps, Critical Incidents, Inpatient Hospital Admissions, ED visits, Residential Treatment Facility Admissions/Discharges, etc.)</i> • Menu option which will allow users to search for a member • Health Advice Line Information <i>(24-hr. Nurse Line info.)</i> • ACOH Member Services Information
Member Overview	<p>The Member Overview screen will enable users to view/access the following information for a member:</p> <ul style="list-style-type: none"> • Member Demographic Info. <i>(including name, address, gender, date of birth, race, ethnicity and language (REL) info., contact information and contact preferences, all membership numbers (e.g., MCO Member ID, Medicaid ID, Government ID), coverage information, PCP assignment, Authorized Representative and Care Team members, keyword icons to identify specific member designations (e.g. Comprehensive Primary Care, Risk information, etc.)</i> • Member Alerts section <i>(to indicate required sentinel events)</i> • Gaps In Care section • Member Eligibility History • Medical Claims • Population Health Stream(s) • Grievance Information • Member Clinical Summary • Assessment Summary information <i>(e.g. Ohio Health Risk Assessments (HRAs), initial Child and Adolescent Needs and Strengths (CANS) assessments, Value-Added Benefits Tracking Tool, etc.)</i> • Call History information <i>(inbound/outbound contacts related to a member)</i> • Activities <i>(e.g. HIE/ADT information and other ongoing activities related to a member)</i> • Member Episode information <i>(Case Management episodes (including the Plan of Care), Utilization Management episodes (Authorizations), Appeal episodes)</i>

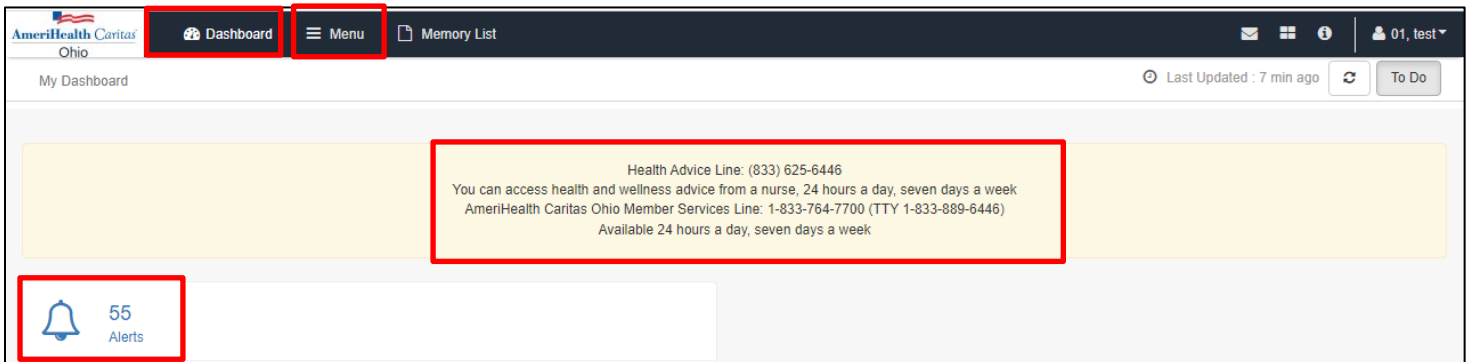
This Workflow Guide has been developed to assist users with navigation in the ACOH Care Coordination Portal.

Instructions for searching for a member and locating all pertinent information related to a member are provided along with screen shot illustrations to demonstrate key concepts and system functionality.


Dashboard

When users log in to the ACOH Care Coordination Portal, the Dashboard will be displayed as the Home Page.

The AmeriHealth Caritas Ohio logo will display in the upper left corner of the screen, and functional options will be listed in the Application Banner at the top of the screen.



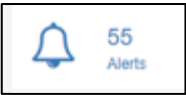

Key areas on the Dashboard screen include the following:

Dashboard Option	The Dashboard option on the Application banner allows users to return to the Dashboard from any screen within the Portal.
Menu Option	The Menu option on the Application banner will allow users to access functions associated with their user role. The main function in the Menu option is Search Members .
Health Advice Line and Member Services Information	Key details for the Health Advice Line (24-hr. Nurse Line) , and ACOH Member Services Line will be displayed in the center of the Dashboard screen.
Alerts Widget	<ul style="list-style-type: none"> • The Alerts widget (<i>panel</i>) is represented by the  icon. This widget displays the number of alerts that are assigned for members relative to the user role. • Alerts will be generated to indicate required sentinel events for a member (<i>e.g. Care Gaps, Critical Incidents, Facility Admission/Discharges, etc.</i>) • By clicking this widget, users can navigate to the Alerts screen for more detailed information.

Viewing Alerts

Alerts will be generated to indicate required sentinel events for a member (e.g. *Care Gaps, Critical Incidents, Facility Admission/Discharges, etc.*)

To view details for Alerts, and navigate to the Member Overview screen, follow the guidelines outlined below:


Step	Action																																	
1.	<p>In the Dashboard, click the Alerts widget</p>  <p>Result: The Alerts list will be displayed.</p> <table border="1" data-bbox="256 621 1481 1304"> <thead> <tr> <th colspan="3">Alerts</th> </tr> <tr> <th><input type="checkbox"/></th> <th>Member Name</th> <th>Alert Message</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>Test OHIO CCP, AAA Reg one</td> <td>OH CCP: Member was admitted to Hospital/Facility.</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Test OHIO CCP, AAA Reg Ten B</td> <td>OH CCP: Member was admitted to Residential Treatment.</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Test OHIO CCP, AAA Reg Ten B</td> <td>OH CCP: Member was admitted to Hospital/Facility.</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Test OHIO CCP, ODM</td> <td>OH CCP: Member was admitted to Residential Treatment.</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Test OHIO CCP, ODM</td> <td>OH CCP: Member was admitted to Hospital/Facility.</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Test OHIO CCP, AAA Reg eleven</td> <td>OH CCP: Critical Incident Assessment completed for the Member.</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Test OHIO CCP, AAA Reg eleven</td> <td>OH CCP: Member has received MRSS.</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Test OHIO CCP, AAA Reg Ten B</td> <td>OH CCP: ER DC/High ER</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Test OHIO CCP, AAA Reg Ten B</td> <td>OH CCP: ER DC/Readmission</td> </tr> </tbody> </table> <p>The list will indicate the <i>Member Name</i> and corresponding <i>Alert Message</i>.</p>	Alerts			<input type="checkbox"/>	Member Name	Alert Message	<input checked="" type="checkbox"/>	Test OHIO CCP, AAA Reg one	OH CCP: Member was admitted to Hospital/Facility.	<input type="checkbox"/>	Test OHIO CCP, AAA Reg Ten B	OH CCP: Member was admitted to Residential Treatment.	<input type="checkbox"/>	Test OHIO CCP, AAA Reg Ten B	OH CCP: Member was admitted to Hospital/Facility.	<input type="checkbox"/>	Test OHIO CCP, ODM	OH CCP: Member was admitted to Residential Treatment.	<input type="checkbox"/>	Test OHIO CCP, ODM	OH CCP: Member was admitted to Hospital/Facility.	<input type="checkbox"/>	Test OHIO CCP, AAA Reg eleven	OH CCP: Critical Incident Assessment completed for the Member.	<input type="checkbox"/>	Test OHIO CCP, AAA Reg eleven	OH CCP: Member has received MRSS.	<input type="checkbox"/>	Test OHIO CCP, AAA Reg Ten B	OH CCP: ER DC/High ER	<input type="checkbox"/>	Test OHIO CCP, AAA Reg Ten B	OH CCP: ER DC/Readmission
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2.	<p>To navigate to the Member Overview screen...</p> <p>Click the gear  icon corresponding to the required alert message and select View Member from the drop-down list.</p> <p>Result: The Member Overview screen for the member will be displayed.</p>																																	



Additional details regarding required sentinel event Alerts are outlined in the “Quick Reference Guide for Required Sentinel Events,” located at the end of this document.

Searching for a Member

To search for a member, follow the guidelines outlined below:

Step	Action						
1.	<p>Click the Menu option on the Application banner and select Search Members from the drop-down list.</p> <p>Result: The Member Search screen will be displayed.</p> <p> Users can search for a member using:</p> <ul style="list-style-type: none"> Member Last Name, First Name, and Date of Birth (DOB) Member ID and Date of Birth (DOB) 						
2.	<p>Enter the required search parameters in the designated fields and click the Search button.</p> <table border="1" data-bbox="253 669 1528 1371"> <thead> <tr> <th data-bbox="253 669 631 726">If using...</th> <th data-bbox="631 669 1528 726">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="253 726 631 825">Member Name and DOB</td> <td data-bbox="631 726 1528 825">Type the member's information in the Member Last Name, Member First Name, and Date of Birth fields, then click Search.</td> </tr> <tr> <td data-bbox="253 825 631 1371">Member ID Number and DOB</td> <td data-bbox="631 825 1528 1371"> <ul style="list-style-type: none"> Select the appropriate option from the drop-down list in the Member ID Type field. <div data-bbox="695 919 1414 1146" style="border: 1px solid black; padding: 5px;"> <p>Member ID Type</p> <div style="border: 1px solid gray; padding: 2px;"> --Select One-- --Select One-- ELIG Member ID Government ID State Member ID </div> </div> <p>Important Note: The Government ID and State Member ID Type = Medicaid ID (MAID).</p> <p>Note: The ELIG Member ID option should be selected if you are using the ACOH Member ID.</p> <ul style="list-style-type: none"> Enter the appropriate ID number in the Member ID field, and the member's DOB in the Date of Birth field, then click Search. </td> </tr> </tbody> </table> <p>Result: The following confirmation window will be displayed:</p> <div data-bbox="253 1440 716 1745" style="border: 1px solid gray; padding: 10px;"> <p>For Your Confirmation</p> <hr/> <p>Test OHIO CCP, ODM</p> <div style="text-align: center; margin: 10px 0;"> <div style="border: 2px solid red; padding: 5px; display: inline-block; background-color: #0070C0; color: white; text-decoration: none;">Redirect to MCV</div> </div> <p style="text-align: left; margin-top: 10px;">Cancel</p> </div>	If using...	Then...	Member Name and DOB	Type the member's information in the Member Last Name , Member First Name , and Date of Birth fields, then click Search .	Member ID Number and DOB	<ul style="list-style-type: none"> Select the appropriate option from the drop-down list in the Member ID Type field. <div data-bbox="695 919 1414 1146" style="border: 1px solid black; padding: 5px;"> <p>Member ID Type</p> <div style="border: 1px solid gray; padding: 2px;"> --Select One-- --Select One-- ELIG Member ID Government ID State Member ID </div> </div> <p>Important Note: The Government ID and State Member ID Type = Medicaid ID (MAID).</p> <p>Note: The ELIG Member ID option should be selected if you are using the ACOH Member ID.</p> <ul style="list-style-type: none"> Enter the appropriate ID number in the Member ID field, and the member's DOB in the Date of Birth field, then click Search.
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Member ID Number and DOB	<ul style="list-style-type: none"> Select the appropriate option from the drop-down list in the Member ID Type field. <div data-bbox="695 919 1414 1146" style="border: 1px solid black; padding: 5px;"> <p>Member ID Type</p> <div style="border: 1px solid gray; padding: 2px;"> --Select One-- --Select One-- ELIG Member ID Government ID State Member ID </div> </div> <p>Important Note: The Government ID and State Member ID Type = Medicaid ID (MAID).</p> <p>Note: The ELIG Member ID option should be selected if you are using the ACOH Member ID.</p> <ul style="list-style-type: none"> Enter the appropriate ID number in the Member ID field, and the member's DOB in the Date of Birth field, then click Search. 						
3.	<p>Click the Redirect to MCV option.</p> <p>Result: The Member Overview screen for the member will be displayed.</p>						

Member Overview Layout and Structure


The Member Overview screen provides comprehensive information about a member and the episodes (cases) associated with the member.

The screenshot shows the Member Overview interface for a member named Test OHIO CCP, ODM (Female). The interface includes a top banner with member details, a workflow banner with navigation tabs, a left sidebar with episode tabs, and a main content area with several widgets. Red callouts with numbers 1 through 5 point to the Member Banner, Workflow Banner, Display Tabs, Episodes list, and Widgets area respectively.

Basic components of the **Member Overview** screen include the following:

1 - Member Banner	Displays the member's personal and demographic information.
2 - Workflow Banner	Displays the Navigation path (or "breadcrumb trail") of the sections of the Member Overview screen visited.
3 - Display Tabs	The selection of tab in this section determines the information that is displayed in the Widgets (panels) on the right.
4 - Episodes	List of existing episodes (cases) for the member.
5 - Widgets	Display additional information for a member or episode (depending on the display tab chosen on the left.)

Member Overview – Member Banner


- The Member banner in the Member Overview screen provides quick access to view a member’s demographic and personal information.
- The top portion of the banner will automatically be displayed when you access the Member Overview screen, but you will need to click the  icon in the right corner of the banner to expand the display and view all information.



Expanded View:



Key information in this banner includes the following:

User Interface Label	Description
Member Name	Displays the Member’s Last Name and First Name <i>(followed by a Gender Indicator)</i>
	Keyword icons associated with the member to identify specific member designations <i>(e.g. CPC (Comprehensive Primary Care), CCE assignment, etc.)</i> Note: When the user hovers the mouse over the keyword icon, the corresponding description will be displayed. If there are more than 5 keyword icons, an ellipsis is displayed at the end of the 5 th keyword. Click the 3 dots to access the full list.
Member DOB	Displays the member’s Date of birth, along with age in years
Member ID	Displays the member’s ACOH Member ID number

Member Overview – Member Banner (cont.)

Williams, Michael (Male) | DOB: 03/13/2005 (17y) | Member ID: TESTOR123-01 | Government Id: | English | Risk Score | 4 Episodes

Address: 123 Testing Lane OH
123 Testing Lane
Columbus, OH
43004 USA

Phone & Email: (614) 555-1
Home: (614) 555-1212
Work: | Email: mwilliams@yaho...

Coverage: OhioRise ABD - ...
Effective Date: 01/01/2022
Term Date: | View all coverages

Group: OhioRise ABD - Aged, Client: AmeriHealth Caritas Ohio
Employer: AmeriHealth Caritas Ohio
Group: OhioRise ABD - Aged, Blind, Disabled 20 and under

PCP/PCM: Smith, Angela
PCP: Smith, Angela
PCP Prv ID: | 520 Delaware St - 55455 - PCM

Allergies: | View all Member information

User Interface Label	Description																																																												
	<p>Displays Authorized Representative information for the member if one has been identified.</p> <p>Note: To view information for all Member Contacts designated as Care Team members, click the View All button.</p> <table border="1"> <thead> <tr> <th>Contact Info</th> <th>Contact Name</th> <th>Contact Type</th> <th>Authorized Representative</th> <th>AOR Start Date</th> <th>AOR End Date</th> <th>Address</th> <th>Phone</th> <th>Email</th> <th>Modified User</th> </tr> </thead> <tbody> <tr> <td>Member</td> <td>Christie Strain</td> <td>Care Team, Case Manager</td> <td></td> <td></td> <td></td> <td>5455 Test Street Dublin OH 04002</td> <td>(614) 555-8765</td> <td>cstrain@amerihealthcaritasoh.com</td> <td>Strain, Christie</td> </tr> <tr> <td>Member</td> <td>Karen Smith</td> <td>Care Team, Community Case Manager</td> <td></td> <td></td> <td></td> <td>123 Test OH</td> <td>(614) 555-6767</td> <td>ks@ohiorise.org</td> <td>Strain, Christie</td> </tr> <tr> <td>Member</td> <td>Leslie Williams</td> <td>Care Team, Primary Caregiver</td> <td>Member</td> <td>01/01/2022</td> <td>12/31/2022</td> <td></td> <td>(614) 555-6767</td> <td>lwilliams@yahoo.com</td> <td>Strain, Christie</td> </tr> <tr> <td>CM</td> <td>Lori McKinney</td> <td>Behavioral Health Provider, Care Team</td> <td></td> <td></td> <td></td> <td></td> <td>(614) 555-2323</td> <td>lmckinney@kidsfirst.org</td> <td>Strain, Christie</td> </tr> <tr> <td>Member</td> <td>Michael Williams Sr</td> <td>Care Team, Family Member</td> <td></td> <td></td> <td></td> <td></td> <td>(614) 555-1212</td> <td>mwilliamssr@yahoo.com</td> <td>Strain, Christie</td> </tr> </tbody> </table>	Contact Info	Contact Name	Contact Type	Authorized Representative	AOR Start Date	AOR End Date	Address	Phone	Email	Modified User	Member	Christie Strain	Care Team, Case Manager				5455 Test Street Dublin OH 04002	(614) 555-8765	cstrain@amerihealthcaritasoh.com	Strain, Christie	Member	Karen Smith	Care Team, Community Case Manager				123 Test OH	(614) 555-6767	ks@ohiorise.org	Strain, Christie	Member	Leslie Williams	Care Team, Primary Caregiver	Member	01/01/2022	12/31/2022		(614) 555-6767	lwilliams@yahoo.com	Strain, Christie	CM	Lori McKinney	Behavioral Health Provider, Care Team					(614) 555-2323	lmckinney@kidsfirst.org	Strain, Christie	Member	Michael Williams Sr	Care Team, Family Member					(614) 555-1212	mwilliamssr@yahoo.com	Strain, Christie
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Language	<p>Displays the member's preferred language</p>																																																												
	<p>Displays the member's contact preferences regarding phone calls, educational material, and the newsletter.</p> <p>Note: When the user hovers the mouse over the indicators, the corresponding description will be displayed.</p>																																																												

Member Overview – Member Banner (cont.)

User Interface Label	Description
	<p>Displays the member's preferred contact information if they have a specified method of contact that they prefer. Information will be displayed in grid format with the designated order of preferred contact details.</p>
	<p>Displays Risk Score and Risk Tier Information.</p> <p>Designations of Low (Tier 1), Moderate (Tier 2), or High (Tier 3) will be displayed.</p>

Member Overview – Member Banner (cont.)

The screenshot shows a member banner for Michael Williams. Key elements highlighted with red boxes include:

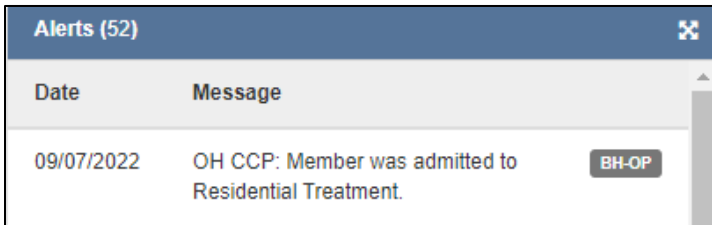
- Member Name: Williams, Michael (Male)
- Navigation icons: Home, Search, Refresh, etc.
- DOB: 03/13/2005 (17y)
- Member ID: TESTOR123-01
- Government ID: [Redacted]
- Language: English
- Communication icons: Phone, Email, etc.
- Risk Score: [Redacted]
- 4 Episodes
- View all Member information link (circled in red)

User Interface Label	Description																																																												
Address information	Displays the primary address of the member. Click View all Addresses to access any additional address information.																																																												
Phone and Email information	Displays the primary phone and e-mail information for the member. Click View all Numbers to access any additional phone or e-mail information.																																																												
Primary Coverage information	Displays the primary insurance coverage details for the member. Click View all Coverages to access any additional insurance coverage information.																																																												
Client, Employer and Group information	Displays the member's Plan.																																																												
Primary Care Physician (PCP) information	Displays the member's PCP information.																																																												
View all Member information	<p>Click this hyperlink to display the Member Summary.</p> <p>The Member Summary provides an overview of the member's demographic information, along with Race, Ethnicity, and Language (REL) information and External Case Manager information.</p> <div data-bbox="467 1369 1507 1948" data-label="Complex-Block"> <p>The Member Information summary page displays the following details:</p> <table border="1"> <thead> <tr> <th colspan="4">Member Details</th> </tr> </thead> <tbody> <tr> <td>Member First Name</td> <td>ODM</td> <td>Member Last Name</td> <td>Test OHIO CCP</td> </tr> <tr> <td>Member ID</td> <td>OH12345678-01</td> <td>Member Date of Birth</td> <td>01/01/1958</td> </tr> <tr> <td>Member Date of Death</td> <td></td> <td>Member Sex</td> <td>Female</td> </tr> <tr> <td>Marital Status</td> <td></td> <td>PCP</td> <td></td> </tr> <tr> <td>Insurance Type</td> <td></td> <td>Relation</td> <td>Self</td> </tr> <tr> <td>Date Hire</td> <td></td> <td>Date term</td> <td></td> </tr> <tr> <td>Ethnicity</td> <td></td> <td>Member Suffix</td> <td>-</td> </tr> <tr> <td>Special Needs Flag</td> <td>No</td> <td>Family Link ID</td> <td></td> </tr> <tr> <td>External Case Manager</td> <td colspan="3">AAA - Region 1 AAA - Region 3 AAA - Region 4 AAA - Region 10B AAA - Region 11</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="4">Contacts</th> </tr> </thead> <tbody> <tr> <td>Address Line 1</td> <td>123 Main Street</td> <td>Address Line 2</td> <td></td> </tr> <tr> <td>City</td> <td>Columbus</td> <td>State</td> <td>OH</td> </tr> <tr> <td>Zip</td> <td>43004</td> <td>Country</td> <td>USA</td> </tr> <tr> <td>Address Type</td> <td>primary</td> <td></td> <td></td> </tr> </tbody> </table> </div>	Member Details				Member First Name	ODM	Member Last Name	Test OHIO CCP	Member ID	OH12345678-01	Member Date of Birth	01/01/1958	Member Date of Death		Member Sex	Female	Marital Status		PCP		Insurance Type		Relation	Self	Date Hire		Date term		Ethnicity		Member Suffix	-	Special Needs Flag	No	Family Link ID		External Case Manager	AAA - Region 1 AAA - Region 3 AAA - Region 4 AAA - Region 10B AAA - Region 11			Contacts				Address Line 1	123 Main Street	Address Line 2		City	Columbus	State	OH	Zip	43004	Country	USA	Address Type	primary		
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Contacts																																																													
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City	Columbus	State	OH																																																										
Zip	43004	Country	USA																																																										
Address Type	primary																																																												

Member Overview – Widgets

- Widgets (or panels) in the right section of the Member Overview screen provide additional information for a member or episode (*depending on the display tab chosen on the left.*)
- Widgets are displayed based on permissions associated with user roles.
- Key Member widgets are outlined below:

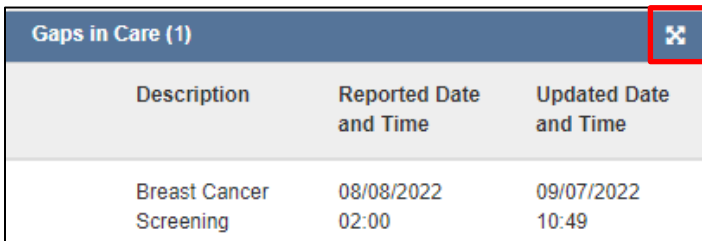
Alerts Widget

A screenshot of the Alerts widget showing a table with columns 'Date' and 'Message'. A single alert is displayed: '09/07/2022 OH CCP: Member was admitted to Residential Treatment.' with a 'BH-OP' tag. A close icon is in the top right corner.


Date	Message
09/07/2022	OH CCP: Member was admitted to Residential Treatment.

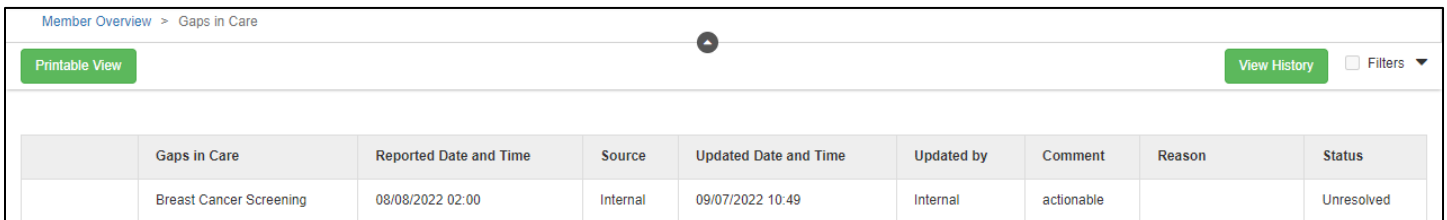
- The Alerts widget will display Alerts generated for the member.

Gaps in Care Widget

A screenshot of the Gaps in Care widget showing a table with columns 'Description', 'Reported Date and Time', and 'Updated Date and Time'. One gap is listed: 'Breast Cancer Screening' reported on '08/08/2022 02:00' and updated on '09/07/2022 10:49'. A close icon is in the top right corner, highlighted with a red box.

Description	Reported Date and Time	Updated Date and Time
Breast Cancer Screening	08/08/2022 02:00	09/07/2022 10:49


- The **Gaps in Care** widget will display a description of Care gaps identified for a member, along with reported and updated dates and times.
- To see additional details for the Gaps in Care, click the  icon in the upper right corner of the widget.

A screenshot of the expanded Gaps in Care widget. It includes a 'Printable View' button, a 'View History' button, and a 'Filters' dropdown. Below is a detailed table with columns: Gaps in Care, Reported Date and Time, Source, Updated Date and Time, Updated by, Comment, Reason, and Status.

Gaps in Care	Reported Date and Time	Source	Updated Date and Time	Updated by	Comment	Reason	Status
Breast Cancer Screening	08/08/2022 02:00	Internal	09/07/2022 10:49	Internal	actionable		Unresolved

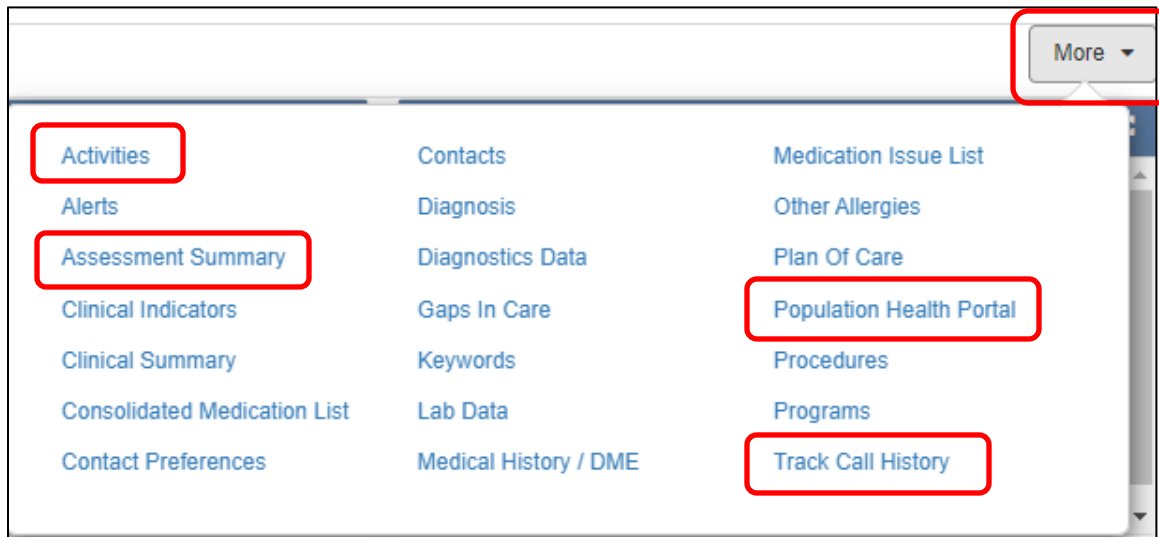
- The **Comment** column will indicate whether the Gap in Care is “**actionable**” or “**informational**.”
 - **Actionable** Gaps in Care require an action or response from the member’s primary care provider. The primary care provider can submit response information to ACOH when they have resolved that Gap in Care.
 - **Informational** Gaps in Care do not require an action or response from the member’s primary care provider.
- The **Reason** column will indicate why the Gap in Care was resolved. This will depend on the type of the Gap in Care.
 - **Actionable** Gaps in Care that are resolved by the primary care provider will indicate “**Care Gap Resolved by Provider.**”
 - **Informational** Gaps in Care that are resolved will indicate “**Care Gap Closed.**”
- The **Status** column will indicate “**Unresolved**” for Gaps in Care that are still open, or “**Resolved**” for Gaps in Care that are closed.



A closed or resolved Gap in Care will no longer be displayed in the Gaps in Care widget on the Member Overview screen, but once the user clicks the  icon to expand the widget, details for all resolved and unresolved Gaps in Care will be displayed.

Member Overview – More tab

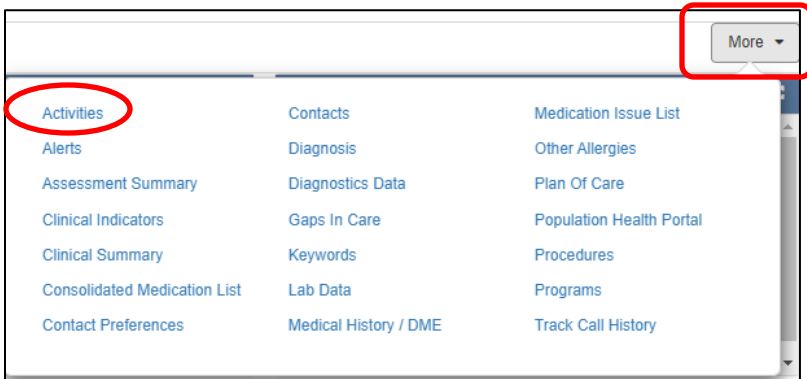
- The **More** tab on the upper right-hand side of the Member overview screen will provide links to some of the widget panels and other data and functionality that may not be displayed in the Member Overview widget panels (e.g. *Population Health Portal, Assessment Summary, etc.*)



Key links for member information are outlined below:

Activities	Specific Activities (<i>open or closed</i>) will display HIE/ADT information. Other ongoing activities for the member will also be listed.
Assessment Summary	Provides a list of Assessments that are completed for the member. (<i>Examples include the Ohio HRA, Value-Added Benefits Tracking Tool, etc.</i>)
Population Health Portal	Provides a list of tabs to access additional information for the member, including the following: <ul style="list-style-type: none"> • Claims Data – displays ACOH medical claims information. Pharmacy claim information is available in the SPBM (Gainwell) portal. • Eligibility History (the history of a member’s eligibility with ACOH) • Population Health Streams – displays the assigned population health stream(s) for the member. • Grievance Information – displays information pertaining to any grievances that are on file with ACOH for the member. • Clinical Summary and Care Gaps – displays a medical history summary for the member based on claims data including EPSDT screening information.
Track Call History	Displays inbound/outbound contacts related to the member.

Member Overview – More Tab - Activities



The **Activities** link on the **More** tab will display HIE/ADT information and other ongoing activities for the member.

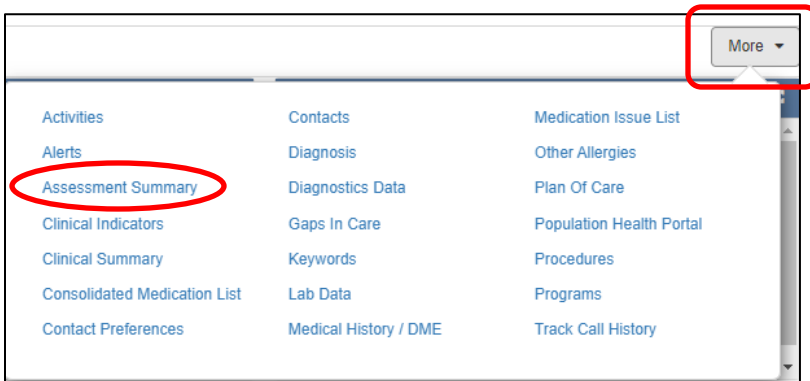
Member Overview > Member Activities

Filters ▼

Open Activities Closed Activities

	<input type="checkbox"/>		Call track ID	Data Source	Activity Type	Activity	Call Type	Scheduled Date	Notes	Status	Add User	Assigned to	Activity Added	Frequency	Pr
⚙️	<input type="checkbox"/>	Member	-	JIVA	Assignment	ER DC	-	09/06/2022		Open	Rajasekhar, Avija	Rajasekhar, Avija	09/06/2022 04:04:05	Only Once	

Member Overview – More Tab – Assessment Summary



The **Assessment Summary** link on the **More** tab will provide a list of Assessments that are completed for the member.

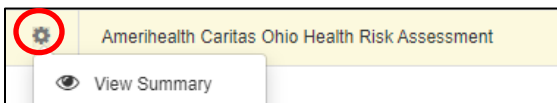
Member Overview > Assessment Summary

Member Assessments

	Assessment Name	Episode Type	Episode ID	Assessment Status	Date Completed
	Child and Adolescent Needs and Strengths (CANS) Risk Rating Tool	CM	46718010	Completed	03/14/2022
	Amerihealth Caritas Ohio Health Risk Assessment			Completed	03/14/2022

Navigation: 1 2

To view a summary of the Assessment, click the gear icon next to the desired Assessment and select **View Summary** from the drop-down list.



Result: The **Assessments Summary** screen for the selected Assessment will be displayed.

Assessments Summary

Member Name: Williams, Michael | Member ID: TESTOR123-01 | Date of Birth: 03/13/2005

Print Blank Assessment | Print Completed Assessment | PDF | Save as PDF | Print

Assessment Details

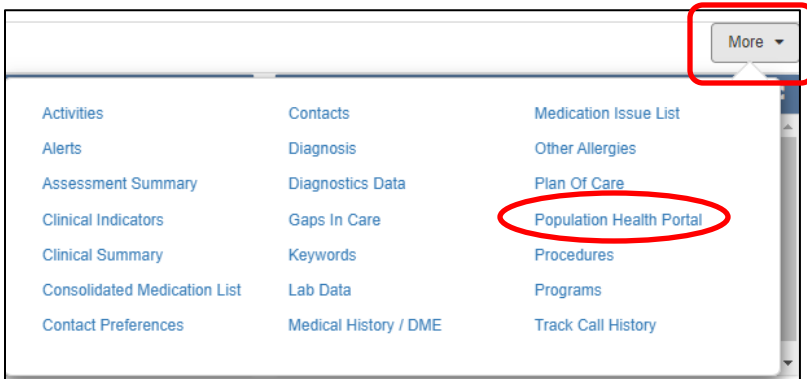
Episode Type	Amerihealth Caritas Ohio Health Risk Assessment	Assignee	Strain, Christie
Assessment Title		Status	Completed
Assessment Date/Identified Date	03/14/2022	Completed	15 / 16
Assessment Added By	Strain, Christie	PRA Score	
		Completed Date	03/14/2022 11:30:28

Reports Summary

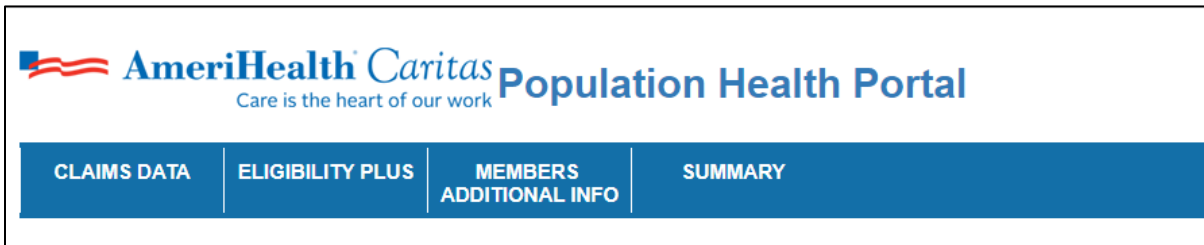
Additional Questions

Questions	Answers
• Date HRA completed (API)	• 02/01/2022
• Complete the following statement. I am answering this survey about... (API)	• Myself
• Which one or more of the following would you say is your race? Choose all that apply. (API)	• White
• Are you of Hispanic, Latino/a, or Spanish origin? Choose all that apply. (API)	• Yes, Puerto Rican
• Do you have serious difficulty seeing, even when wearing glasses? (API)	• No
• Do you have serious difficulty hearing? (API)	• No

Member Overview – More Tab – Population Health Portal



The **Population Health Portal** link on the **More** tab will provide a list of tabs to access additional information for the member.



Key elements are outlined below:

Claims Data

The **Claims Data** tab provides a drop-down option to view ACOH Medical Claims information for the member.
Note: Pharmacy claims information is available in the SPBM (Gainwell) Portal.



Click the **Medical Claims** option to view a list of **paid** Medical claims (*if applicable*) for the member.

The image shows the AmeriHealth Caritas Population Health Portal with the 'Medical Claims' tab selected. The table displays the following data:

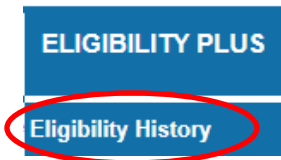
CLAIM NO.	CLAIM TYPE	STATUS	DATE RECVD	BEGIN DATE	THROUGH DATE	PROVIDER ID	TOTAL CHARGES	TOTAL PAYABLE
602585576800	M	02	05/04/2021	04/27/2021	04/27/2021	F00000000149		
602587266700	M	02	05/05/2021	04/27/2021	04/27/2021	G00000006977		
60258726700	M	02	05/05/2021	04/27/2021	04/27/2021	G00000006808		

To view additional details about a particular claim, click the **Claim No.** hyperlink.

Member Overview – More Tab – Population Health Portal (cont.)

Eligibility History

To view Eligibility History information for a member (*eligibility with ACOH*), click the **Eligibility Plus** tab on the **Population Health Portal** menu and select the **Eligibility History** option from the drop-down list.



Result: The **Member Eligibility History** screen will be displayed.

Member Eligibility History					
Member Information					
Member Name:	Test Member				
Date of Birth:					
Member ID:					
Alt.Payee:					
History					
From	Through	Eligible	Plan	Product	Reason
01/01/1920	07/31/2020	No	ACOHPlan	TestACOH	
08/01/2020	12/31/2199	Yes	ACOHPlan	TestACOH	

Population Health Streams

To view the assigned population health stream(s) for the member, click the **Members Additional Info.** tab on the **Population Health Portal** menu and select the **Population Health Streams** option from the drop-down list.



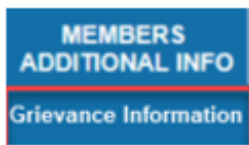
Result: The **Population Health Stream(s)** assigned for the member will be displayed.

AmeriHealth Caritas Population Health Portal Care is the heart of our work			
CLAIMS DATA	ELIGIBILITY PLUS	MEMBERS ADDITIONAL INFO	SUMMARY
Population Health Streams			
Women of Reproductive Age - Non-High Risk			
Adults with Chronic Conditions			

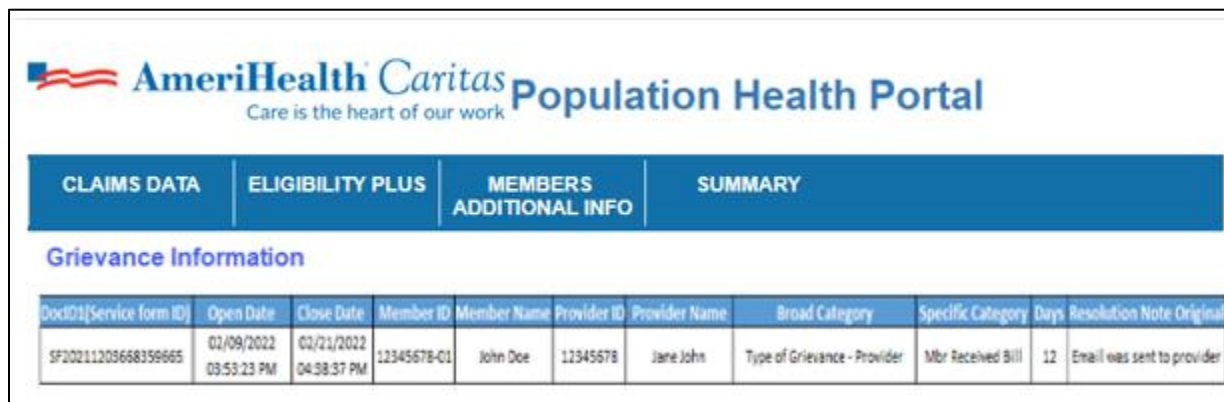
Member Overview – More Tab – Population Health Portal (cont.)

Grievance Information

To view information pertaining to any grievances that are on file with ACOH for the member, click the **Members Additional Info.** tab on the **Population Health Portal** menu and select the **Grievance Information** option from the drop-down list.



Result: Grievance Information details will be displayed (if applicable).

A screenshot of the AmeriHealth Caritas Population Health Portal. The header includes the logo and the text 'Care is the heart of our work'. Below the header is a navigation bar with four tabs: 'CLAIMS DATA', 'ELIGIBILITY PLUS', 'MEMBERS ADDITIONAL INFO', and 'SUMMARY'. The 'MEMBERS ADDITIONAL INFO' tab is selected. Underneath, there is a sub-menu with 'Grievance Information' selected. Below the sub-menu is a table with the following data:

DodID[Service form ID]	Open Date	Close Date	Member ID	Member Name	Provider ID	Provider Name	Broad Category	Specific Category	Days	Resolution Note Original
SF20211203668359665	02/09/2022 09:53:23 PM	02/21/2022 04:38:37 PM	12345678-01	John Doe	12345678	Jane John	Type of Grievance - Provider	Mbr Received Bill	12	Email was sent to provider

Clinical Summary and Care Gaps

To view a medical history summary for the member (based on claims data), click the **Summary** tab on the **Population Health Portal** menu and select the **Clinical Summary and Caregaps** option from the drop-down list.





Result: The **Medical History Summary** screen for the member will be displayed. Key sections of information included in the Summary are listed below:


- Member Demographic Info.
- Important Tests and Services (within the last 24 months – includes EPSDT screenings)
- Social Determinants information (within the last 12 months)
- Recent Hospital Notifications (within the past 3 months)
- Clinical Conditions (within the last 12 months)
- Medicine (within the last 24 months)
- Emergency Room Visits (within the last 24 months)
- Hospital Admissions (within the last 24 months)
- Observation Stays (within the last 24 months)
- Office Visits (within the last 24 months)
- Dental Claims (within the last 24 months)
- Imaging (within the last 24 months)
- Covid-19 Vaccine Status
- Lab Data (within the last 24 months)

Member Overview – More Tab – Track Call History



The **Track Call History** link on the **More** tab displays inbound/outbound contacts related to the member.

Actions	Call Track ID	External Call ID	Member Name	Date and Time (Original)	Caller Name	Call Type	Episode Type	Call Category	User Name	Broad Topic	Call Status
	122584110		Williams, Michael	03/24/2022 10:16	Strain, Christie	Outbound	-	Care Management	Strain, Christie	Case Management	Successful
	122583623		Williams, Michael	03/14/2022 15:10	Strain, Christie	Outbound	CM	Care Management	Strain, Christie	Case Management	Successful

To view a Summary of call details, click the gear icon  next to the desired Call and select **View Summary** from the drop-down list.

Result: The **View Summary** screen for the call will be displayed.

General Details	
Call Origination Date & Time	03/24/2022 10:16
Member Name	Williams, Michael
Episode Type	-
Call Track ID	122584110
Member ID	TESTOR123-01
Episode ID	-
External Call ID	
Call Details	
Call Type	Outbound
Email ID	mwilliams@yahoo.com
Other Providers	
Caller /Contacted	Member
Phone No	(614) 555-1212
Call Status	Successful
Caller Name	Strain, Christie
Extn	
Unsuccessful Reason	
Spoke With	
Fax No	
Time Spent	00:02:15
Attempt No	1
Provider Name	
Call Category	
Call Category	Care Management
Broad Topic	
Broad Topic	Case Management
Specific Topic	
Specific Topic	Care Gaps
	#1-Survey/Assessment/Reassessment

Member Overview – Episode Information

Episodes of care (cases) for a member are listed in the left pane of the **Member Overview** screen.



A snapshot of information related to the episode is displayed.

Important Note:

- Members with an assigned Care Manager, Care Manager Plus, Care Guide, or Care Guide Plus will have an open Case Management (CM) Episode.
- If a member does not have an assigned Care Manager, Care Manager Plus, Care Guide or Care Guide Plus, a message will be displayed indicating: **"No CM episodes assigned for this member."**


- Episode-related records are indicated by **Episode Type**.

OP Episode	Will house Outpatient Medical Authorizations
IP Episode	Will house Inpatient Medical Authorizations
BH-OP Episode	Will house Outpatient Behavioral Health Authorizations
BH-IP Episode	Will house Inpatient Behavioral Health Authorizations
CM Episode	<ul style="list-style-type: none"> Will exist if a member has agreed to Care Coordination with an ACOH Care Manager, Care Manager Plus, Care Guide, or Care Guide Plus. This episode houses the Plan of Care if one exists, as well as Assessments that have been completed with the member.
Appeal Episode	<ul style="list-style-type: none"> Will exist if any services have been appealed. Information on the outcome of the Appeal is housed in this episode.

- The **Status** field will indicate the status of the episode (e.g. *Open, Closed, etc.*)
- To view **Episode Details**, click the gear icon  next to the desired Episode and select **View More Information** from the drop-down list.
- To open an episode to view additional information, click the gear icon  next to the desired Episode and select **Open** from the drop-down list.


Member Overview – Episode Information (cont.)

Utilization Management Episodes



- Utilization Management Episodes (**IP/OP/BH-IP/BH-OP**) will contain details for Prior Authorizations.
- Click the gear icon  next to the desired Episode in the **Member Overview screen** and select **View More Information** from the drop-down list, to display the **Episode Details** window.


Sample of Episode Details window for an IP episode:

Episode Details				 
Start Date	09/07/2022	LOS	1	
Admit Date	09/07/2022	Status	Open	
Assigned To	Westre, Kristi	Providers	AKRON GENERAL MEDICAL CENTER, (Facility/Vendor),	



Sample of Episode Details window for an OP episode:


Episode Details				 
Service Date	09/12/2022	Status	Open	
Assigned To	Westre, Kristi	Providers	AKRON GENERAL MEDICAL CENTER, (Facility/Vendor),	

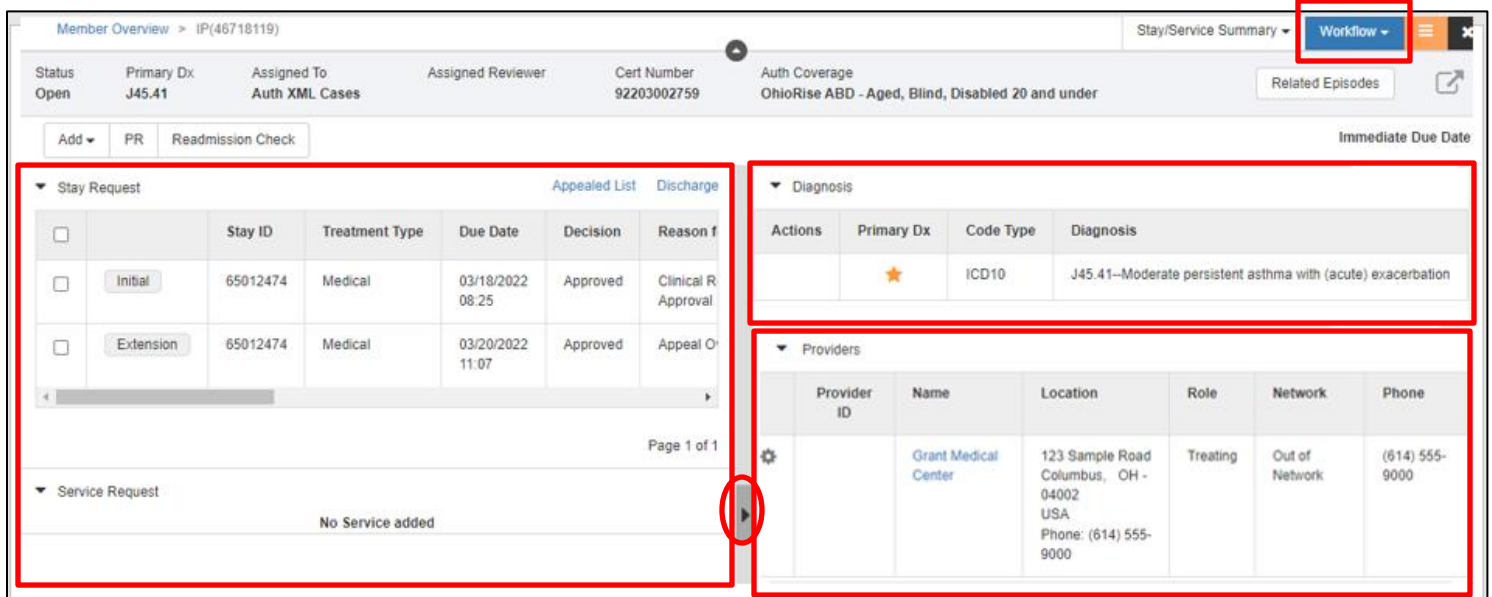


- Key elements displayed in the **Episode Details** window include the following:
 - Admit/Service Date
 - Length of Stay for IP episodes
 - Provider of service

Member Overview – Episode Information (cont.)

Utilization Management Episodes (cont.)



- Click the gear icon  next to the desired Episode in the **Member Overview screen** and select **Open** from the drop-down list, to open and display an Episode if further information is necessary.



The screenshot displays the Member Overview interface for episode IP(46718119). The top navigation bar includes 'Stay/Service Summary' and a 'Workflow' dropdown menu. Below this, a summary row shows 'Status: Open', 'Primary Dx: J45.41', 'Assigned To: Auth XML Cases', 'Assigned Reviewer', 'Cert Number: 92203002759', and 'Auth Coverage: OhioRise ABD - Aged, Blind, Disabled 20 and under'. A 'Related Episodes' button is also present. The main content area is divided into several sections:


- Stay Request:** A table with columns for Stay ID, Treatment Type, Due Date, Decision, and Reason for Denial. It lists two requests: 'Initial' (65012474, Medical, 03/18/2022 08:25, Approved, Clinical R Approval) and 'Extension' (65012474, Medical, 03/20/2022 11:07, Approved, Appeal O). A scroll bar is visible at the bottom of this section.
- Diagnosis:** A table with columns for Actions, Primary Dx, Code Type, and Diagnosis. It shows a primary diagnosis of J45.41--Moderate persistent asthma with (acute) exacerbation with an ICD10 code type.
- Providers:** A table with columns for Provider ID, Name, Location, Role, Network, and Phone. It lists 'Grant Medical Center' at 123 Sample Road, Columbus, OH - 04002 USA, with a role of 'Treating' and a network status of 'Out of Network'. A gear icon is next to the provider name.

A red circle highlights a right-pointing arrow icon at the bottom of the Stay Request section, indicating a scroll action.


- In UM episodes, Stay/Service information is displayed in the pane on the left and Widgets (panels) related to the episode are displayed on the right (e.g. *Diagnosis, Providers, etc.*)
- You can use the scroll bars to view additional details for each line or you can expand the Stay/Service Request section to view additional information by clicking the  icon in the middle of the screen. To restore it to the default setting, you can click the  icon
- To view Assessments related to the episode, click the **Workflow** button in the upper right corner and select **Assessments** from the drop-down list.

Member Overview – Episode Information (cont.)

Case Management Episodes

- A Case Management Episode will exist if a member has agreed to Care Coordination with an ACOH Care Manager, Care Manager Plus, Care Guide, or Care Guide Plus.
- Click the gear icon  next to the desired CM Episode in the **Member Overview screen** and select **View More Information** from the drop-down list, to display the **Episode Details** window.

Episode Details			
Status	Open	Acuity Level	0
Start Date	08/15/2022	Care Coordinator Title	Care Manager Plus
Care Coordinator Name	Strain, Christie	Care Coordinator Phone	(215) 394-7190
Program	CM Tier 1 -Low Risk	Care Coordinator Email	cstrain@amerihealthcaritas.co
Source	Elective		

- Key elements displayed in the Episode Details window include the following:
 - Start Date of the CM episode
 - Program Information - will indicate **Risk Tier**
 - Care Manager/Care Manager Plus/Care Guide/Care Guide Plus Name and Contact Information
- Click the gear icon  next to the CM Episode in the **Member Overview screen** and select **Open** from the drop-down list, to open and display the Episode if further information is necessary.

Member Overview > CM(46767757)

Status	Start Date	Assigned To	Primary Program	Source	Acuity Level	Member Class	Episode Class	Related Episodes
Open	08/15/2022	Strain, Christie	CM Tier 1 -Low Risk	Elective	0	Engaged	Level 0	

Problem (2)			Programs (1)				
Problem	Category	Date	Primary	Program Name	Start Date	End Date	Assigned User
Diabetes Management	Diabetes Management	08/15/2022	Y	CM Tier 1 -Low Risk	08/15/2022		Strain, Christie
Transportation	Transportation	08/15/2022					

Diagnosis (0)			Activities (3)		
Start Date	Diagnosis	Code Type	Scheduled Date	Activity Type	Activities
No Records to Display				08/19/2022 00:00	Care Plan CM will help arrange transportation

- In CM episodes, key events or information related to the Member's care (e.g. *Problems, Programs, Activities, etc.*) will be displayed in the Widgets (panels).


Member Overview – Episode Information (cont.)

Case Management Episodes (cont.)

- To view Assessments related to the episode, click the **Workflow** button in the upper right corner and select **Assessments** from the drop-down list.
- To view the Plan of Care for the member, click the **Workflow** button in the upper right corner and select **Plan of Care** from the drop-down list.


- The Plan of Care screen will display all active Care Plans for the member.
- Problems, Goals, and Interventions** will be displayed left to right.
- In the Plan of Care, each identified Problem includes one or more Goals, and each Goal lists the planned Interventions that are required to attain that Goal.

To print a Plan of Care, follow the steps outlined below:

Step	Action
1.	Click the Preview button in the upper left corner of the Plan of Care screen. Result: The Plan of Care Preview screen will be displayed.
2.	Click the Print Preview button in the left corner of the screen. Result: The Plan of Care will be displayed in a separate pop-up window.
3.	Click the  Print icon in the upper right corner of the window. Result: The Print properties window will be displayed.
4.	Select the desired properties, then click the Print button.

Member Overview – Episode Information (cont.)


Appeal Episodes

- An Appeal Episode will exist if any services have been appealed.
- Click the gear icon  next to the desired Appeal Episode in the **Member Overview screen** and select **View More Information** from the drop-down list, to display the **Episode Details** window.

Episode Details ? ×


Status	Open	Appeal Level	1st Level
Facility		Assigned User	Westre, Kristi
Provider	HARBOR POINT BEHAVIORAL HEALTH CENTER INC(Treating)	Assigned Reviewer	
Appellant Type	Member	Cert Number	92208001997
Appeal Category	Behavioral Health	Auth Coverage	AmeriHealth

[Close](#)

- Key elements displayed in the Episode Details window include the following:
 - Appellant Type
 - Appeal Category
 - Appeal Level (e.g., 1st Level, State Fair Hearing)
- Click the gear icon  next to the Appeal Episode in the **Member Overview screen** and select **Open** from the drop-down list, to open and display the Episode if further information is necessary.

Member Overview > Appeal(46718590)

Workflow ☰ ×

Status	Appellant Type	Appeal Category	Appeal Level	Assigned User	Assigned Reviewer	Cert Number	Related Episodes
Open	Par Provider	Inpatient services	1st Level	Strain, Christie		92203003159	

PR Committee Review Immediate Due Date :

Episode ID : 46718119 Episode Type : IP Cert : 92203002759


Stay Request

Stay ID	Request Priority	Due Date	Initial Decision	Reason for Initi
<input type="checkbox"/>	65013075	Standard 15CD	03/31/2022 11:07	Denied (PA) Not Medical Necessary


Page 1 of 1



Service Request
No Service Added

Providers

Provider ID	Name	Location	Role	Network	Phone
	Grant Medical Center	123 Sample Road Columbus, OH - 04002 USA Phone: (614) 555-9000	Treating	Out of Network	(614) 555-9000

Diagnosis

Actions	Primary Dx	Code Type	Diagnosis
	★	ICD10	J45.41--Moderate persistent asthma with (acute) exacerbation

- Appeal Service information will be displayed on the left-hand side of the episode screen with Stay Request and Service Request Lines listed separately.
- You can use the scroll bars to view additional details for each line (**e.g. Appeal Decision**), or you can expand the Stay/Service Request section to view additional information by clicking the  icon in the middle of the screen. To restore it to the default setting, you can click the  icon.
- The Appeal Assessment will provide detailed information about the Appeal. To view Assessments related to the episode, click the **Workflow** button in the upper right corner and select **Assessments** from the drop-down list.

Quick Reference Guide for Required Sentinel Events

Guidelines for required member sentinel events are outlined below:

If the member has...	Then the following Alert message will be displayed...	And additional detailed information can be found in the following sections of the Care Coordination Portal...
an Inpatient Admission or Behavioral Health Inpatient Admission	OH CCP: Member was admitted to Hospital/Facility	IP or BH-IP Episode <i>(accessible via the Episode list on the left side of the Member Overview screen)</i>
an Emergency Room Visit	OH CCP: ER DC	ER Activity <i>(accessible via the Activities link option under the More tab, which is located on the upper right-hand side of the Member Overview screen)</i>
Identified Gaps in Care	OH CCP: <i>Specific Care Gap will be listed</i>	Gaps in Care widget on the Member Overview screen
a Residential Treatment Admission	OH CCP: Member was admitted to Residential Treatment	BH-OP Episode <i>(accessible via the Episode list on the left side of the Member Overview screen)</i> Note: The “Treatment Setting” field will indicate <i>RTF</i> .
a Residential Treatment Discharge	OH CCP: Member was discharged from Residential Treatment	BH-OP Episode with “RTF” Treatment Setting will have a “Closed” Status
Mobile Response and Stabilization Services (MRSS)	OH CCP: Member has received MRSS	BH-OP Episode will contain MRSS Procedure Codes
an Identified Critical Incident	OH CCP: Critical Incident Assessment completed for the Member	“OH Critical Incident Report Tool” Assessment <i>(accessible via the Assessment Summary link option under the More tab, which is located on the upper right-hand side of the Member Overview screen)</i>