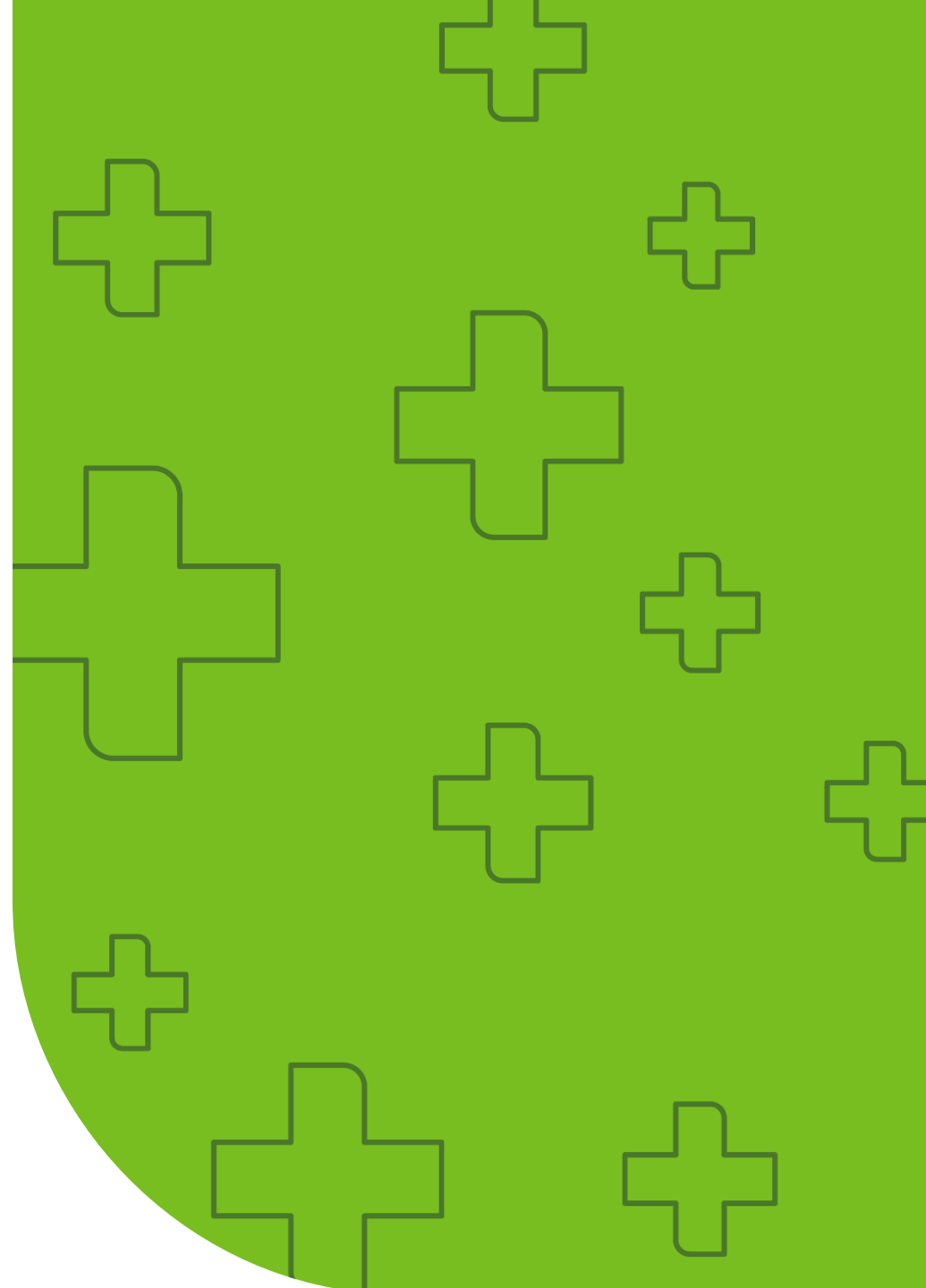


Ohio Humana Healthy Horizons Care Coordination Portal Quick Tip Guide

July 2023

Humana Healthy Horizons in Ohio is a Medicaid product
of Humana Health Plan of Ohio Inc.

Humana[®]



Care Coordination Portal access and login (via OH|ID Login Page)

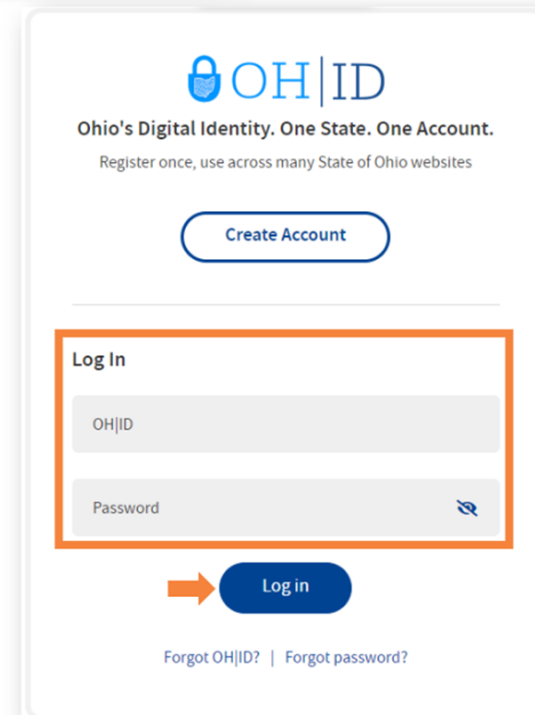


To log in to Care Coordination Portal:

- Go to <https://ohid.ohio.gov/wps/portal/gov/ohid/login>
- Enter your username and password to access

OH|ID Login Page

- Enter your OH|ID User ID
- Enter your OH|ID Password
- Click 'Log in'
- The system will automatically redirect you to PNM



OH|ID
Ohio's Digital Identity. One State. One Account.
Register once, use across many State of Ohio websites

Create Account

Log In

OH|ID

Password

Log in


[Forgot OH|ID?](#) | [Forgot password?](#)

OH|ID Landing Page

An official State of Ohio site. [Here's how you know](#) Language Translation

OH|ID My Apps App Store Account Settings Security Profile Log Out Help

Click the star to pin your favorite apps to the top of the page.

 **Humana.**

Humana CC Portal (qa)

Humana Care Coordination Portal - QA Environment

Details **Open App**

The user must wait 2 minutes to log into Humana's Guiding Care environment. This allows for login credentials to expire before logging into the other plans' CC portal.

Example – If user first navigates to Humana's Guiding Care CC portal, then exits the browser, the user must wait two minutes before accessing another MCO's CC portal.

MCE Portal Access

Due to the MCE's sharing the Altruista platform, you may run into problems when opening another MCE portal. For example, logging out of Humana's portal then trying to open United's portal. The problem is the Humana session has not closed completely. You will need to wait approximately 2-minutes before accessing United's portal.

Verifying open sessions

1. Go to altruistahealth.okta.com/home
2. Close sessions
3. Wait approximately 2-minutes before accessing an MCE portal

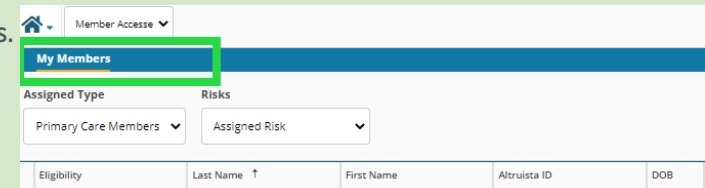
GuidingCare Quick Tips Guide – Care Coordination Guide

| Key Information | Description / Why to Access |
|-----------------|-----------------------------|
|-----------------|-----------------------------|

| | |
|------------------|--|
| Access to System | To log in to Care Coordination Portal: Go To https://ohid.ohio.gov/wps/portal/gov/ohid/login Enter your OH ID User ID and Password >> Click 'Log in' >> Click the Humana app from the 'My Apps' tab |
|------------------|--|

| | |
|-----------------------------|---|
| Care Coordination Dashboard | When you log in, the Dashboard has four panels: <ul style="list-style-type: none"> • My Members, My Calendar, My Alerts and Requests Received. The Quick Search and Member Accessed drop-down lists enable you to search and access details of specific members. |
|-----------------------------|---|

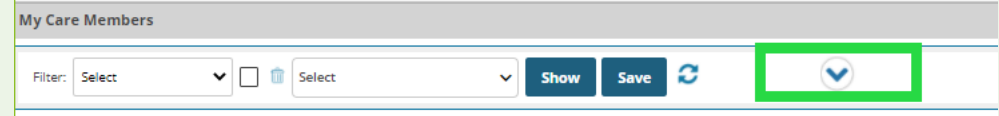
| | |
|--------------------------|---|
| My Members – Roster View | <p>The My Members panel has a drop-down list with Primary Care Members and Care Team Members.</p> <ul style="list-style-type: none"> • Filter By: Care Team Members are the members for whom you are part of their care team. |
|--------------------------|---|




Step 1: Select My Care Members From the My Members panel

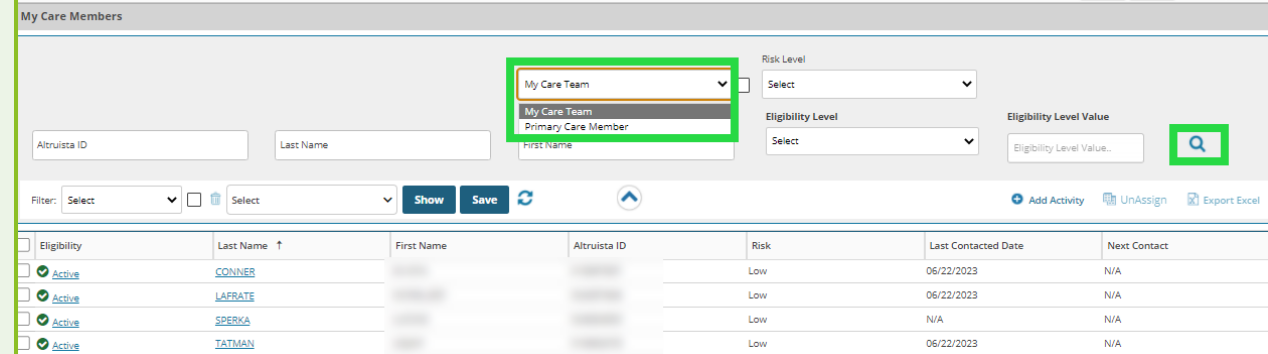


Step 2: Expand the search window on the My Care Members screen



To View My Care Members


Step 3: Select "My Care Team" or "Primary Care Member" then  to view My Care Members



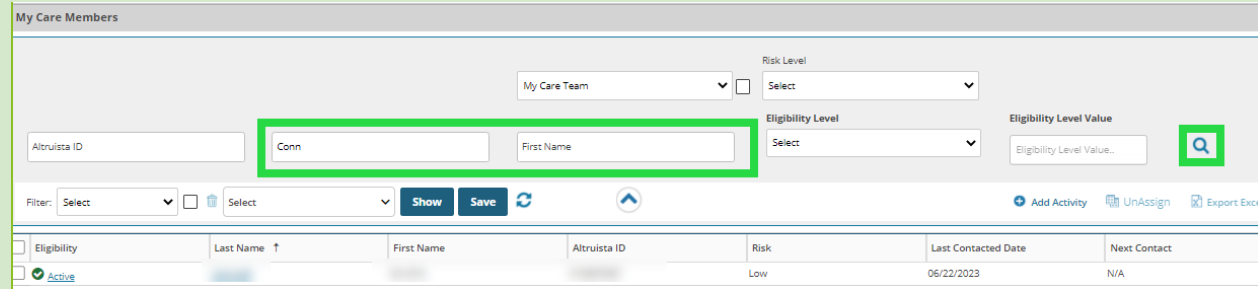
GuidingCare Quick Tips Guide – Care Coordination Guide

Key Information

Description / Why to Access

In the expanded search window on the **My Care Members** screen, type in the Member's Last Name and / or First Name then  to view the search results


To Search by Member Name




My Care Members

My Care Team Risk Level

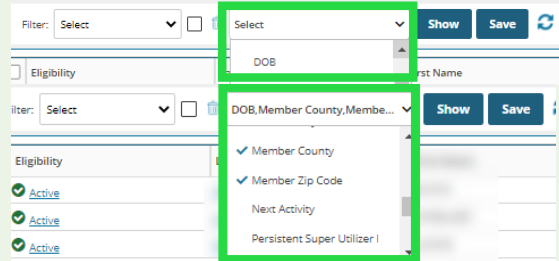
Altruista ID First Name


Eligibility Level Eligibility Level Value 

Filter: 

| Eligibility | Last Name ↑ | First Name | Altruista ID | Risk | Last Contacted Date | Next Contact |
|--|-------------|------------|--------------|------|---------------------|--------------|
| <input checked="" type="checkbox"/> Active | | | | Low | 06/22/2023 | N/A |

Step 1: Select the following fields from the Field list – DOB, Member County and Member Zip Code



Filter: 

Eligibility

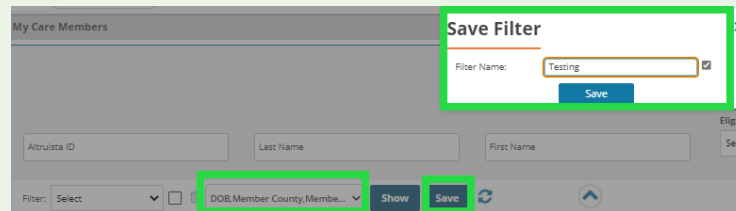
Filter:

Eligibility

- DOB, Member County, Member Zip Code
- Member County
- Member Zip Code
- Next Activity
- Persistent Super Utilizer I

To Create a Filter to View additional fields in member grid


Step 2: Select "SAVE" button to name and save your Filter



My Care Members

Save Filter

Filter Name:

Filter: 

GuidingCare Quick Tips Guide – Care Coordination Guide

Key Information

Description / Why to Access

To View My Members with additional fields using Saved Filter

Select Saved Filter from dropdown. Fields will automatically display and populate in grid

The screenshot shows the 'My Care Members' interface. At the top, there are dropdown menus for 'My Care Team' and 'Risk Level'. Below these are input fields for 'Altruista ID', 'Last Name', and 'First Name'. A 'Filter' dropdown is set to 'Testing'. To the right, there are dropdowns for 'Eligibility Level' and 'Eligibility Level Value'. A table below shows columns for 'Name', 'First Name', 'Altruista ID', 'Risk', 'Last Contacted Date', 'Next Contact', 'DOB', 'Member County', and 'Member Zip Code'. The 'DOB', 'Member County', and 'Member Zip Code' columns are highlighted with a green box. A search icon is in the top right corner.

Select checkbox to the right of “My Care Team” or “Primary Care Member” and/or Saved Filter to set the Default. A successful message will display.

Set Default settings for My Care Members Screen

This screenshot shows the 'My Care Members' interface with a 'Set Default' button highlighted in a green box. An arrow points from this button to the 'My Care Team' checkbox. The 'Filter' dropdown is set to 'Testing'. The table below shows columns for 'Name', 'First Name', 'Altruista ID', 'Risk', and 'Last Contacted Date'.

Default value added successfully.

This will allow you to navigate to the My Care Member screen and automatically view the Filter with additional Fields and your selection of “My Care Team” or “Primary Care Member” automatically. (Eliminates need to make selections on My Care Members screen)

Member Summary

Selecting a member from **My Members** will redirect you to the **Member Summary** page, which includes **Member Info, Health, Care Plan** and **Activity Record** tabs in the left menu.

GuidingCare Quick Tips Guide – Care Coordination Guide

| Key Information | Description / Why to Access |
|---------------------|---|
| Care Team | <p>Navigation: Sign into GuidingCare Care Coordination Portal module. Bring Member into focus > Member Info> Care Team View all members of Care Team and External Care Team (Providers) managing member’s care</p> |
| Risk Stratification | <p>Navigation: Sign into GuidingCare Care Coordination Portal module. Bring Member into focus > Health Tab > Member Medical Info > Risk Stratification Information View Assigned Risk (CDPS Risk Stratification) and/or Care Management Level (CM Assigned Acuity)</p> |
| Care Plan | <p>Navigation: Sign into GuidingCare Care Coordination Portal module. Bring Member into focus > Care Plan Tab View Current Care Plan(s) with Green Flag(s). The Care Plan grid displays priority, opportunity, goal, intervention and term (long or short).</p> |
| Authorizations | <p>Navigation: Sign into GuidingCare Care Coordination Portal module. Bring Member into focus > Authorizations Tab View all IP and OP Authorizations for member including status pending, approved, partially approved or denied.</p> |
| Assessments | <p>Navigation: Sign into GuidingCare Care Coordination Portal module. Bring Member into focus > Activity Record Tab > Activity Summary View all Assessments (Scripts) in progress and/or completed. By selecting the hyperlink able to view Script questions and answers, date and time assessment documented, and if completed with member or representative.</p> |
| Create Message | <p>Navigation: Sign into GuidingCare Care Coordination Portal module. Bring Member into focus > Select Action Icon (Top Right Navigation Panel) > Select New Message User can create message and send a message to the Humana Care Team Member(s)</p> |

Where to find a Sentinel Event

| Type of Event | Navigation |
|--|--|
| Physical Health and Behavioral Health Admissions/Readmissions/Discharges | Navigation: Sign into GuidingCare Care Coordination Portal module. Bring Member into focus > Health Tab > Visits > IP Notification |
| Emergency Room Visits | Navigation: Sign into GuidingCare Care Coordination Portal module. Bring Member into focus > Health Tab > Visits > change IP notification to EMR |
| Gaps in Care (HEDIS measures) | Navigation: Sign into GuidingCare Care Coordination Portal module. Bring Member into focus > Care Plan Tab > Guiding Opportunities > change "Opportunity Source" to <i>External quality measures</i> |
| Residential Treatment Admission and Discharge | Navigation: Sign into GuidingCare Care Coordination Portal module. Bring Member into focus>Health Tab>Visits>IP Notification |
| Mobile Response and Stabilization Services (MRSS) Contact | Navigation: Member Level Details: Access the member and view the Activity Record tab Care Activity Name: "MRSS Follow Up" |

Humana's Contacts

| Role | Contact | Email |
|---|--|--|
| Care Management | <ul style="list-style-type: none"> Rachel Wilson, Associate Director Care Management | <ul style="list-style-type: none"> RWilson59@humana.com |
| Care Coordination Portal Access and Troubleshooting | <ul style="list-style-type: none"> Tammy Thompson, Business Systems Analysis Professional 2 Dawson Helton, Business Systems Analysis Professional 2 Note: Email shared mailbox to request access to Humana's CCP. Include User's name, OH ID, email address and phone number. | <ul style="list-style-type: none"> humana_ccpaccessrequest@humana.com |
| Portal Training | <ul style="list-style-type: none"> Andrea Craig, Clinical Strategy and Practice Lead Kristi Lunz, Market Nursing Educator 2 | <ul style="list-style-type: none"> ACraig13@humana.com KLunz1@humana.com |
| Transition of Care Data Exchange and Reporting | <ul style="list-style-type: none"> Sandy Fisher, Associate Director Process Improvement Jennifer Eicher, Clinical Strategy and Practice Lead Dawn Feller, Data and Reporting Professional 2 | <ul style="list-style-type: none"> SFisher34@humana.com JEicher@humana.com DFeller1@humana.com |