



# Continuity of Care Training for Risk Adjustment

May 31, 2022

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*Hosted by:*



# Agenda

- Risk Adjustment in Medicaid
- Continuity of Care (CoC) Program summary
- Eligible bonuses
- Submitting agendas
- Secure Portal Navigation
- Requirements
- Resources and additional support

# Risk Adjustment in Medicaid

- New concept for Medicaid in North Carolina!
- Different from the CCH Quality and Care Gap initiatives
- The CoC program is an effort to build a baseline of data for the NC Medicaid program
- Bottom line: identify or clarify any conditions that are present.

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# Continuity of Care Program

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# 2022 Continuity of Care Program (CoC) Summary



- This is a Risk Adjustment program to reward providers for continuing care over time
- Designed to support outreach to members for annual visits and condition management
- Increases visibility into members' existing medical conditions
- Potential to earn bonus payments for coordinating preventative medicine and addressing chronic conditions

# Program Definitions



**CoC Provider** - A provider, group, or Independent Practice Association (IPA) who has a contract with the health plan and receives this program information guide.



**Appointment Agenda** - A guide to help providers review health conditions in an eligible member's care during an office visit. This document contains health conditions derived from reviewing the member's historical claims data and identifying chronic conditions for which data indicates documentation and care are required



**Eligible Member** - A member specifically identified by the health plan as having a health condition(s) for which we are seeking

# Program Definitions



**Effective Date** - Program starts February 2022 for dates of service January 1, 2022 through December 31, 2022



**Bonus** - The additional reimbursement beyond the contracted rates in the participation agreement that a CoC provider may receive if CoC requirements are met.



**Hierarchical Condition Category (HCC)** - sets of medical codes that are linked to specific clinical diagnoses

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# Example Agenda

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Agenda ID: &lt;xxxx&gt;

<member_last_name, member_first_name (member ID)>	Member Phone: <xxx-xxx-xxxx>
Member DOB: <xx/xx/xxxx>	
TIN Name: <xxxx>	<IPAA ID: xxxxx>
Provider Name and ID: <xxxx>	<IPAA Name: xxxxx>
<Provider Address: xxxxx>	

**2022 APPOINTMENT AGENDA - Use as a guide during the patient's visit.**
**Health Condition History / Continuity of Care**

These conditions are based on claims submitted by providers and/or the member's medical history as of <xx/xx/xxxx>. Please update diagnoses, as these conditions may no longer exist, their severity level may have changed, or they may have been replaced by other conditions.

Suspected Rx/Condition	Type	Source	Diagnosis	Active Diagnosis & Documented	Resolved / Not Present
<HCC Description> <CD 10 Code (if applicable)>	<type>	<source>	<Diagnosis>	<input type="checkbox"/>	<input type="checkbox"/>
<HCC Description> <CD 10 Code (if applicable)>	<type>	<source>	<Diagnosis>	<input type="checkbox"/>	<input type="checkbox"/>
<HCC Description> <CD 10 Code (if applicable)>	<type>	<source>	<Diagnosis>	<input type="checkbox"/>	<input type="checkbox"/>
<HCC Description> <CD 10 Code (if applicable)>	<type>	<source>	<Diagnosis>	<input type="checkbox"/>	<input type="checkbox"/>
<HCC Description> <CD 10 Code (if applicable)>	<type>	<source>	<Diagnosis>	<input type="checkbox"/>	<input type="checkbox"/>

Persistency = DX Code(s) have appeared in prior claims

Predictive = Possible condition(s) based on prior claims

**Care Guidance**

Address and document the Care Gaps below. Care Gaps are closed by a claim, CPT, CPTII, HCPCS, DX codes or applicable documentation. For additional information, please reference your Care Gap Report.

Measure	Service Window Start Date	Service Window End Date	Compliant Indicator
<Measure>	< / / >	< / / >	<X>
<Measure>	< / / >	< / / >	<X>

For questions on the Appointment Agenda form, please contact your Provider Representative.

 PLEASE COMPLETE FORM, SIGN AND SEND TO US VIA FAX (<1-813-464-8879>) OR SECURE EMAIL (<[agenda@centene.com](mailto:agenda@centene.com)>).

All current Diagnoses and Care Gaps for 2022 dates of service must be documented in the patient's chart and submitted on claims.

Provider Signature: _____	Date: _____
Provider Printed Name: _____	Provider Credentials : MD, DO, PA, NP (circle one)

&lt;Office Name&gt;

&lt;TIN-Plan code&gt;

APPOINTMENT AGENDA

# CoC Program Information

CoC providers can potentially earn bonus payments in calendar year 2022 by updating eligible members' health history and helping to ensure eligible members take prescribed medication.

Bonus payments are triggered through the normal claim administration process.

Bonus payments are tiered: the more you complete, the more you are paid!

# Bonus Payments

- Providers are eligible for a bonus for each completed Appointment Agenda with verified / documented diagnoses on a claim.

Percent* of total agendas completed	Bonus amount paid per appointment agenda
<50%	\$100
≥50% to <80%	\$200
≥80%	\$300

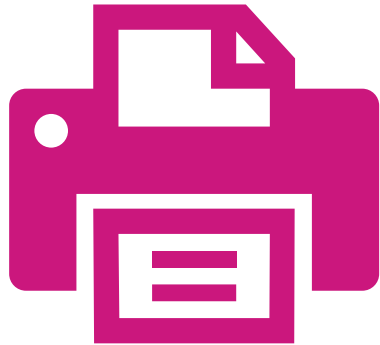
\*percent of total agendas fully completed

## EXAMPLE - Bonus Payment

- Using the example of **100** completed & payable agendas:

Percent of agendas completed	Assume 100 total agendas	Bonus amount paid per agenda	Totals
<50%	First 49 agendas	\$100 (1st tier)	=\$4,900
≥50% to <80%	#s 50-79 = 30 total	\$200 (2 <sup>nd</sup> tier)	=\$6,000
≥80%	#s 80-100 = 21 total	\$300 (3 <sup>rd</sup> tier)	=\$6,300
			<b>\$17,200 total!</b>

# Two Methods for Completing/Submitting Agendas



Print and securely fax or email



Secure Provider Portal

# Submitting Documentation: Printing & Faxing/Emailing

1. Print the Appointment Agenda from the CoC dashboard on the Secure Provider Portal.
2. Sign, date, and submit the completed Appointment Agenda via fax or secure email:

Carolina Complete Health
Fax: 1-813-464-8879
Secure email: agenda@centene.com

3. Submit a claim/encounter containing all relevant diagnosis codes
4. Upon receipt of the signed and completed Appointment Agenda, diagnoses submitted will be verified for appropriateness of documentation. Payment is contingent upon verification of claims

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SECURE PROVIDER PORTAL

Navigating to CoC Dashboard  
within the portal

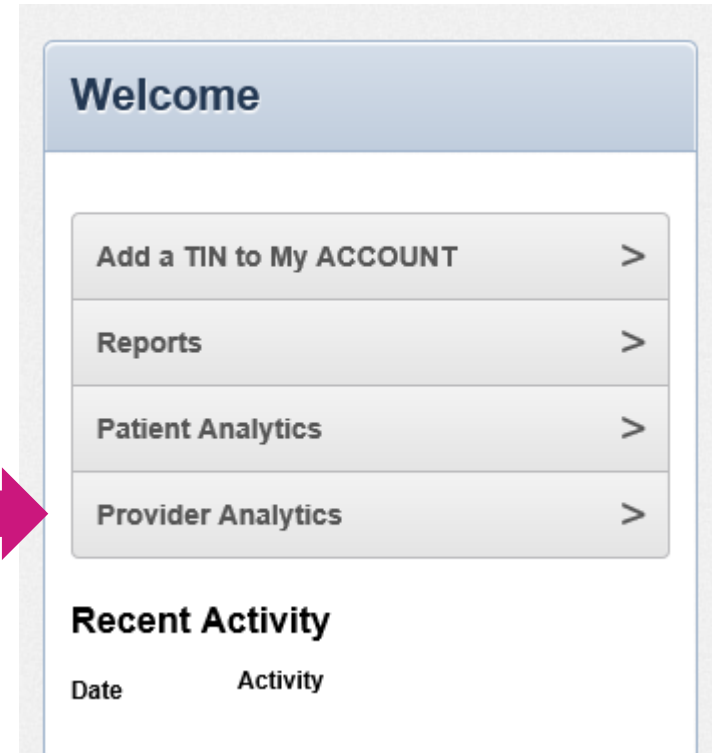
Drive along side me!

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# Portal Navigation

After logging into the Provider Portal, you will see the “Welcome Box” on the righthand side

1. Click on Provider Analytics
2. Agree to HIPAA Terms in the pop-up window





Upon login into the portal and selecting Provider Analytics you will land on this page:

The screenshot shows the 'Provider Analytics' dashboard. At the top, there's a dark header with the title 'Provider Analytics' and a bell icon. Below the header, the main content area is divided into several sections. On the left, there's a section for 'Group Name' and 'TIN', both showing 'xxxxxxx'. To the right of this is a 'Resources' section with links for 'Case Study Support Resource', 'FAQ', and 'Tool Navigation Guide'. Below these, there are three main columns: 'Supplemental Reports', 'P4P and Quality Reporting', and 'Dashboards'. The 'Supplemental Reports' column lists 'COVID-19 Detail' (02-14-2022), 'Daily IP & Discharge' (02-17-2022), 'Weekly Med Claims' (02-13-2022), and 'Weekly Rx Claims' (02-13-2022). The 'Dashboards' column lists 'Summary', 'Cost Utilization/Services', and 'CoC - Appointment Agenda - 2022'. The 'CoC - Appointment Agenda - 2022' link is highlighted with a red box, and a red arrow points to it from a red box labeled 'Click here' at the bottom right. At the bottom left, there's a 'Reference Materials' section with a link to 'Data Dictionary'.

Provider Analytics

Group Name xxxxxxx  
TIN xxxxxxx

Resources

- Case Study Support Resource
- FAQ
- Tool Navigation Guide

Supplemental Reports

COVID-19 Detail	02-14-2022
Daily IP & Discharge	02-17-2022 ...
Weekly Med Claims	02-13-2022 ...
Weekly Rx Claims	02-13-2022 ...

P4P and Quality Reporting

Dashboards

- Summary
- Cost Utilization/Services
- CoC - Appointment Agenda - 2022

Reference Materials

[Data Dictionary](#)

Click here

# List of all Agendas in TIN: Info Button

**CoC - Appointment Agenda - 2022**

Coded Thru Claims as of: 1/7/2022   **LOB: ALL**   TIN: [redacted]   **NPI: ALL**

Member:    Member List   Excel   TIN

Create Date	Active Agenda	Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assess
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	

**Select a Member to see detail**

**Info button: drop-down options with links to information on provider portal.**  
Particularly applicable to CoC are:  
1- List of ALL diagnoses that are risk adjustable.  
2- CoC Appointment Agenda Program Rules

## List of all Agendas by TIN: Filter Button

**Show Me:**

**Company**  
(All)

**Line of Business**  
(All)  
(All)  
MARKETPLACE  
MEDICAID

**Create Date**  
(All)

**CoC - Appointment Agenda - 2022**

ICARE TIN: [Redacted] NPI: ALL

Member List Appointment Agendas

Excel TIN NPI Member

Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
[Redacted]	[Redacted]	[Redacted]	Y	N	N	[Redacted]	0	24	0.0%
[Redacted]	[Redacted]	[Redacted]	Y	N	N	[Redacted]	0	23	0.0%
[Redacted]	[Redacted]	[Redacted]	Y	N	N	[Redacted]	0	23	0.0%
[Redacted]	[Redacted]	[Redacted]	Y	N	N	[Redacted]	0	22	0.0%
[Redacted]	[Redacted]	[Redacted]	Y	N	N	[Redacted]	0	20	0.0%
[Redacted]	[Redacted]	[Redacted]	Y	N	N	[Redacted]	0	20	0.0%
[Redacted]	[Redacted]	[Redacted]	Y	N	N	[Redacted]	0	20	0.0%

Select a Member to see detail

The filter button is a drop-down that allows to filter by company, line of business and NPI.

# To download all agendas by TIN:

CoC - Appointment Agenda - 2022

Coded Thru  
Claims as of: 1/7/2022

LOB: MEDICARE

TIN:

NPI: ALL

Member: 

Search

Member List

Appointment Agendas

Excel

TIN

NPI

Member


Create Date	Active Agenda	Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
2022-01	Y					Y	N	N		0	4	0.0%
2022-01	Y					Y	N	N		0	4	0.0%
2022-01	Y					Y	N	N		0	4	0.0%
2022-01	Y					Y	N	N		0	4	0.0%
2022-01	Y					Y	N	N		0	4	0.0%
2022-01	Y					Y	N	N		0	4	0.0%
2022-01	Y					Y	N	N		0	4	0.0%


To open a member's agenda:  
Enter member ID or member name  
or...  
Select and Click on a member ID

Select a Member to see detail

Click on Excel to  
download Workbook  
with a list of all  
members with  
agendas and agendas'  
detail.

Click on TIN to  
download Agenda's  
PDFs for all members.

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To search by NPI:

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CoC - Appointment Agenda - 2022

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Show Me:

Company

(All)

Line of Business

(All)

NPI

Create Date

(All)

Active Agenda

Y

ICARE

TIN:

NPI:

Member List

Excel

Appointment Agendas

TIN

NPI

Member

Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
			Y	N	N	399	0	12	0.0%
			Y	N	N	399	0	11	0.0%
			Y	N	N	399	0	10	0.0%
			Y	N	N	399	0	10	0.0%
			Y	N	N	399	0	10	0.0%
			Y	N	N	399	0	8	0.0%

Select a Member to see detail

Select NPI from drop-down. Only the agendas for the selected NPI will appear.



# To download all agendas by NPI:

CoC - Appointment Agenda - 2022

Coded Thru Claims as of: 1/7/2022

LOB: MEDICARE

TIN: [redacted]

NPI: [redacted]

Member:

Member List

Appointment Agendas

Excel

TIN

NPI

Member


Create Date	Active Agenda	Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	12	0.0%
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	11	0.0%
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	10	0.0%
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	10	0.0%
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	10	0.0%
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	10	0.0%
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	8	0.0%


Select a Member to see detail

To open a member's agenda:  
Enter member ID or name  
or...  
Select and click on a member ID

Click on Excel to download Workbook with a list of all members with Agendas and Agendas' detail at this NPI

Click on NPI to download Agenda's PDFs for all members with selected NPI

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# Example Excel Workbook

Providers access health conditions reports to assess the members for suspected

IMPACT Member Detail Export - ALL.xlsx [Read-Only] - Excel

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	NPI	NPI Name	Member ID			Line of Business	Last Name	First Name	Middle Initial	Date of Birth	Primary Phone	Address Line 1	Address Line 2	City	County	Zip Code	Disease Condition
2				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Cardiovascular, medium
3				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Central Nervous System, low
4				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Gastro, low
5				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Metabolic, medium
6				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Pulmonary, low
7				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Renal, very high
8				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Cardiovascular, medium
9				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Central Nervous System, low
10				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Diabetes, type 1 high
11				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Gastro, low
12				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Hematological, very high
13				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Infectious, medium
14				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Psychiatric, medium low
15				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Renal, very high
16				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Skeletal, low
17				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Skin, very low
18				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Metabolic, medium
19				BOB SMITH	SMITH, BOB	MEDICAID	SMITH	BOB		1/1/2019	(314) 555-5555	101 My Street		Any Town		30000	Malignancies
20																	
21																	

# Opening a Member's Agenda:

Providers can search for a specific patient by typing in either the name or ID of the patient.

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CoC - Appointment Agenda - 2022

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Coded Thru  
Claims as of: 1/7/2022

LOB: MEDICARE

TIN: 930429015 - PORTLAND ADVENTIST MEDICAL CENTER

NPI: ALL

Member: 🔍 Search

Member List  
Excel

Appointment Agendas  
TIN NPI Member

Create Date	Active Agenda	Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
2022-01	Y					Y	N	N		0	4	0.0%
2022-01	Y					Y	N	N		0	4	0.0%
2022-01	Y					Y	N	N		0	4	0.0%
2022-01	Y					Y	N	N		0	4	0.0%
2022-01	Y					Y	N	N		0	4	0.0%
2022-01	Y					Y	N	N		0	4	0.0%
2022-01	Y					Y	N	N		0	4	0.0%

NPI:

Member:

DOB:

Update

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved / Not Present
<u>Chronic Kidney Disease, Stage 5</u>	I12.0 Hypertensive chronic kidney disease with stage 5 chronic kidney disease or end stage renal disease	Unassessed			●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Chronic Obstructive Pulmonary Disease</u>	J82.81 Chronic eosinophilic pneumonia	Unassessed			●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Diabetes with Chronic Complications</u>	E08.21 Diabetes mellitus due to underlying condition with diabetic nephropathy	Unassessed	10/13/2021		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Morbid Obesity</u>	E66.01 Morbid (severe) obesity due to excess calories	Unassessed			●	<input type="checkbox"/>	<input type="checkbox"/>

Click on Member if wish to download the selected member PDF agenda.



# Working through the Agenda: List of applicable diagnoses for HCC suspects:

CoC - Appointment Agenda - 2022

Coded Thru Claims as of: 1/7/2022

LOB: MEDICARE

TIN: [redacted]

NPI: ALL

Member: [Search]

Member List

Appointment Agendas

Excel

TIN

NPI

Member

Create Date	Active Agenda	Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	4	0.0%
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	4	0.0%
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	4	0.0%
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	4	0.0%
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	4	0.0%
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	4	0.0%
2022-01	Y	[redacted]	[redacted]	[redacted]	[redacted]	Y	N	N	[redacted]	0	4	0.0%

NPI: [redacted]

Member: [redacted]

Chronic Obstructive

Diagnosis

Assessable

Disease Condition	
Chronic Obstructive Pulmonary Disease	J41.0 SIMPLE CHRONIC BRONCHITIS
Chronic Ulcer of Skin, Except Pressure	J41.1 MUCOPURULENT CHRONIC BRONCHI
Diabetes with Chronic Complications	J41.8 MIX SMPL MUCOPURULNT CHRON B
Lung and Other Severe Cancers	J42 UNSPECIFIED CHRONIC BRONCHIT
	J43.0 UNI PULM EMPHYSEMA MACLEODS
	J43.1 PANLOBULAR EMPHYSEMA
	J43.2 CENTRIOBULAR EMPHYSEMA
	J43.8 OTHER EMPHYSEMA
	J43.9 EMPHYSEMA UNSPECIFIED
	J44.0 CHR OBST PULM DIS WITH (ACUTE) LOWER RESP INFECT
	J44.1 CHRONIC OBSTRUCTIVE PULMONARY DZ W/EXACERBATION
	J44.9 CHRONIC OBSTRUCTIVE PULMONARY DISEASE UNS

Read Only

Active Diagnosis & Documented	Resolved / Not Present
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

Click on condition of interest to view a list of all applicable Dx.

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# Working Through the Agenda

CoC - Appointment Agenda - 2022

Coded Thru  
Claims as of: 1/7/2022

LOB: MEDICARE

TIN: [REDACTED]

NPI: ALL

Member:

Member List  
Excel

Appointment Agendas  
TIN NPI Member

Create Date	Active Agenda	Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	4	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	4	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	4	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	4	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	4	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	4	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	4	0.0%

NPI: [REDACTED]

Member: [REDACTED] [REDACTED] DOB: [REDACTED]

Update

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved / Not Present
Chronic Kidney Disease, Stage 5	I12.0 Hypertensive chronic kidney disease with stage 5 chronic kidney disease or end stage renal disease	Unassessed			●	<input type="checkbox"/>	<input type="checkbox"/>
Chronic Obstructive Pulmonary Disease	J82.81 Chronic eosinophilic pneumonia	Unassessed			●	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes with Chronic Complications	E08.21 Diabetes mellitus due to underlying condition with diabetic nephropathy	Unassessed	[REDACTED]		●	<input type="checkbox"/>	<input type="checkbox"/>
Morbid Obesity	E66.01 Morbid (severe) obesity due to excess calories	Unassessed			●	<input type="checkbox"/>	<input type="checkbox"/>

Provider checks boxes as conditions are evaluated. Once a box is checked or unchecked, the provider or authorized personnel needs to click "update" to save the updates.

# Working the Agenda: Color Codes

☰

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CoC - Appointment Agenda - 2022

🔔

ℹ️

🌈

Coded Thru  
Claims as of: 1/7/2022

LOB: MEDICARE

TIN: [REDACTED]

NPI: ALL

Member:

Member List  
Excel

Appointment Agendas  
TIN NPI Member

Create Date	Active Agenda	Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	5	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	5	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	5	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	5	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	5	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	5	0.0%

Member: [REDACTED] [REDACTED]

DOB: [REDACTED]

Update

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved Not Present
Gastro_low	R16.0 HEPATOMEGALY NEC	Assessed	[REDACTED]	[REDACTED]	●	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hematological_very_high	D57.00 HB-SS DISEASE WITH CRISIS UNS	Coded Through Claims	[REDACTED]	[REDACTED]	●	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Malignancies	49884072401 HYDROXYUREA CAP 500MG	Coded Through Claims	[REDACTED]	[REDACTED]	●	<input type="checkbox"/>	<input type="checkbox"/>
Metabolic_high	E83.111 HEMOCHROMATOSIS D/T REPEATED RBC TX	Coded Through Claims	[REDACTED]	[REDACTED]	●	<input type="checkbox"/>	<input type="checkbox"/>
Psychiatric_medium_low	F43.10 POST-TRAUMATIC STRESS DISORDER UNS	Unassessed	[REDACTED]	[REDACTED]	●	<input type="checkbox"/>	<input type="checkbox"/>

Status Colors:

As provider checks active Dx boxes Status turns LIGHT GREEN.

Status will change to DARK GREEN as Dx are reconciled from claims, or as submitted documentation is reviewed, or when a condition is checked as Resolved Not Present.

Open gaps are YELLOW

# Working the Agenda: UPDATE TO SAVE CHANGES !!!!!

CoC - Appointment Agenda - 2022

Coded Thru Claims as of: 1/7/2022

LOB: MEDICARE

TIN:

NPI: ALL

Member:

Member List

Appointment Agendas

Excel

TIN

NPI

Member

Create Date	Active Agenda	Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
2022-01	Y					Y	N	N		0	5	0.0%
2022-01	Y					Y	N	N		0	5	0.0%
2022-01	Y					Y	N	N		0	5	0.0%
2022-01	Y					Y	N	N		0	5	0.0%
2022-01	Y					Y	N	N		0	5	0.0%
2022-01	Y					Y	N	N		0	5	0.0%
2022-01	Y					Y	N	N		0	5	0.0%

Member:

DOB:

Update

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved Not Present
Gastro_low	R16.0 HEPATOMEGALY NEC	Assessed				<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hematological_very high	D57.00 HB-SS DISEASE WITH CRISIS UNS	Coded Through Claims				<input type="checkbox"/>	<input checked="" type="checkbox"/>
Malignancies	49884072401 HYDROXYUREA CAP 500MG	Coded Through Claims				<input type="checkbox"/>	<input type="checkbox"/>
Metabolic_high	E83.111 HEMOCHROMATOSIS D/T REPEATED RBC TX	Coded Through Claims				<input type="checkbox"/>	<input type="checkbox"/>
Psychiatric_medium low	F43.10 POST-TRAUMATIC STRESS DISORDER UNS	Unassessed				<input type="checkbox"/>	<input type="checkbox"/>

Once a box is checked or unchecked, the provider or authorized personnel needs to click "update" to save the changes

# Working the Agenda: UPDATE AND SAVE CHANGES

CoC - Appointment Agenda - 2022

Coded Thru  
Claims as of: 1/7/2022

LOB: MEDICARE

TIN: [REDACTED]

NPI: ALL

Member: [REDACTED]

Member List

Appointment Agendas

Excel

TIN

NPI

Member

Create Date	Active Agenda	Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	5	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	5	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	5	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	5	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	5	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	5	0.0%
2022-01	Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	[REDACTED]	0	5	0.0%

Member: [REDACTED]

[REDACTED]

I attest that I am certified to make updates.

Marcia Brady

Enter Name

Submit

Update

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved Not Present
Gastro, low	R16.0 HEPATOMEGALY NEC	Assessed	[REDACTED]	[REDACTED]	●	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hematological, very high	D57.00 HB-SS DISEASE WITH CRISIS UNS	Coded Through Claims	[REDACTED]	[REDACTED]	●	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Malignancies	49884072401 HYDROXYUREA CAP 500MG	Coded Through Claims	[REDACTED]	[REDACTED]	●	<input type="checkbox"/>	<input type="checkbox"/>
Metabolic, high	E83.111 HEMOCHROMATOSIS D/T REPEATED RBC TX	Coded Through Claims	[REDACTED]	[REDACTED]	●	<input type="checkbox"/>	<input type="checkbox"/>
Psychiatric, medium low	F43.10 POST-TRAUMATIC STRESS DISORDER UNS	Unassessed	[REDACTED]	[REDACTED]	●	<input type="checkbox"/>	<input type="checkbox"/>

The member's record will reflect the updated data.

Authorized personnel needs to enter their name to attest to submitted changes.

**WARNING:**  
A **saved** member agenda is not considered "COMPLETE" for bonus award until all HCC gaps are closed = dark green

# IMPORTANT!

- Submission/Saving of an updated agenda does not make the agenda payable for bonus UNLESS all CoC Health Conditions are closed as indicated by a dark green button.
- Logging in three times per program year, per TIN, will credit a 100% completed agenda without having to submit manually.
- If necessary, please schedule your member for an additional visit to address all current conditions so that the agenda becomes payable.

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# Support and Resources

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# Advanced Medical Home Provider Engagement Support

Each **Advanced Medical Home and Hospital/Health System** has a Carolina Complete Health Network Provider Engagement Coordinator assigned to provide boots on the group support with:

- Provider education and orientation
- HEDIS/care gap reviews
- Financial analysis on P4P or risk arrangement in VBC
- Innovation and Transformation
- AMH oversight in partnership with CCH
- Monitor performance patterns
- ...and more!

Your PE Teams: <https://network.carolinacompletehealth.com/about-us/provider-engagement-team.html>



# PE Team for Independent AMHs and LHDs



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# Additional Resources

- [Carolina Complete Health CoC 2022 Program Guide \(PDF\)](#)
- [Risk Adjustment web page](#)

# Key Contact Information

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[Carolina Complete Health Network  
Provider Engagement Team](#)

Online:  
[www.network.carolinacompletehealth.com](http://www.network.carolinacompletehealth.com)



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Questions?  
Thank you for attending!

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