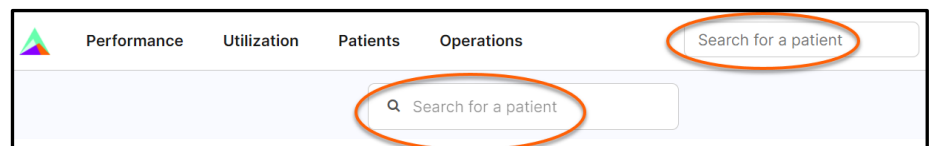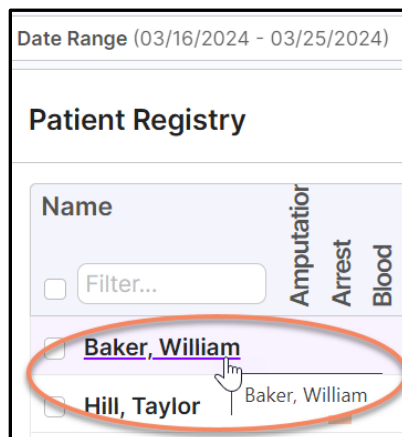# Patient Management Tools

- Find a comprehensive view of a specific Member
- Identify Members with condition(s) and stratify them based risk, utilization, clinical data and demographics
- Identify pediatric Members that are due for routine immunizations

Patient Chart – comprehensive view of a specific Member

The Patient Chart provides summary and detail reports on the status and longitudinal history of the patient-member. The Patient Chart is composed of several general and specific "cards", each with a particular focus: Enrollment, Patient Information, Quality, Risk Adjustment, Visits, Medications, Allergies, Orders/Results, and Vitals.

Note: The Patient Chart includes Care Management and Assess application specific cards as applicable.

Reach a patient chart by selecting on a Member's Name on any tabular report or searching by the Member's name, date of birth, MRN, or Member ID.

Patient Chart (continued)

1. **Enrollment & Supplementary Card**

Enrollment: Presents a list of specific Care Management programs the Member is enrolled in as well as any patient lists the Member is included.

Care Team: Includes care team members and attributed PCPs. Users can edit, add, and remove new care team members.

2. **Patient Info**

Demographics: Includes demographic information and eligibility.

Sources: Displays all claims sources from which the patient demographics were pulled.

Risk: Lists high-level risk information, including the Arc score, client-configured risk scores, and Arc risk factors.

Providers: Lists all providers that have rendered care, as well as the number of visits, attribution types, and last visit.

3. **Quality Guidelines**

Measure: Includes open and closed care gaps.

Preventive: Displays preventive screenings and maintenance tasks suggested for the Member based on age and gender.

Condition: Includes all gaps stemming from a Member's chronic conditions, i.e., Asthma, CKD, CHF, Diabetes, etc.

Note: The care gaps included in the Preventive & Condition tabs are based on national and standard clinical guidelines.

Patient Chart (continued)

4. Risk Adjustment

The risk-based conditions tab lists all conditions identified or captured using the risk calculation engine. Sources of this information include claims data, clinical data, medications, and results. The risk algorithm can be changed by selecting *Filter Options*.

Note: The Risk Adjustment card lists all conditions and coding gaps sourced from a selected risk algorithm within a two-year lookback period from the current date.

5. Visits and Appointments

This card lists clinical and claims entries within the configured lookback period from the current date for the Member. Users can view either Appointments only or High-Impact events by selecting the tab. Medical and non-medical encounters (i.e., ED visits) are included.

6. Medications

The medications card lists prescriptions the Member has filled (sourced from pharmacy claims in the last two years or active records on the medication list). Only records with a valid NDC or RxNorm code will be displayed. The Medication Card will display one record per RXCUI that is present in the prescription claims history, an EHR prescription, or the patient medication list.

Patient Registry – Identify Members with conditions and stratify them based on risk, utilization, clinical data, and demographics.

The Patient Registry displays a Member list with relevant risk, utilization, clinical, and demographic data. By default, only Members seen in the past seven days appear on the list. Expand the date range in the global filter to view more Members; apply other global filters to narrow your population.

1. Select the *Patients tab* in the navigation bar and then select *Patient Registry*.
2. Use the *Global Filters* at the left of the screen to select the desired date range (the default is one week). Under conditions, select the desired condition(s), noting you can select the "and"/"or" when using multiple conditions.

   Note: If certain conditions are selected such as asthma, CVD, CKD, CHF, diabetes, HIV, HTN, and obesity, additional disease-specific columns are available within the gear icon. For example, if you select *diabetes* then columns for A1C, Eye exam, etc. become available

3. Choose any other desired filters and select the *Apply tab*.

Use Case Example

ACO Administrator needs a list of high risk, diabetic, MSSP patients that haven't been seen in over one year to prioritize for the Care Management team to outreach.

Global Filters:
- Date Range: 1/1/2024 – 3/25/2024
- LOB: CMS MSSP
- Condition History: Diabetes

Tabular Filters:
- Open Risk: >3
- Wellness Exam: <1/1/2023

Pediatric Immunization Registries – The Two-Year-Old and Thirteen-Year-Old Immunization Registry reports list the required vaccines and dosage, based on HEDIS measure specifications.

1. Select the *Patients tab* in the navigation bar and then select the *Two-* or *Thirteen-Year-Old Registry*.
2. Use the Global Filters at the left of the screen to apply filters such as LOB or Patient Assignment; Select the *Apply tab*.
3. Use the tabular filters, like *Next Appt Date* for "=" to identify Members who don't have an appointment scheduled.

Use Case Example

Late Q3, the Practice Quality Manager is looking to find all MVP Members due for their Childhood Immunization Status (CIS) without an upcoming appointment.

LOB:	MVP Health Care
Patient List:	List of MVP non-compliant Members in the CIS quality measure (created previously)
Childhood Immunization Status:	Incomplete
Next Appt. Date*:	=

*ALL "APPT" columns function only if appointment data is sent via clinical connector.