

# Coreo

## How to Navigate Dental Patients Registry



HMSA, an Independent Licensee of the Blue Cross and Blue Shield Association

# Dental Patients Registry

The Dental Patients Registry is a feature within Coreo that allows dental providers and staff visibility into a list of all attributed HMSA patients (OHTH and non-OHTH).



# Logging into Coreo

1. Navigate to <https://www.coreohealth.com/Account/Login>
2. Type in the e-mail address associated with your Coreo account and password
3. Click 'Sign In'

The screenshot shows the Coreo login interface. A vertical bar on the left side of the page contains three numbered circles: 1, 2, and 3. Circle 1 points to the 'COREO' logo at the top. Circle 2 points to the 'Email Address' input field. Circle 3 points to the 'Sign In' button at the bottom.

**COREO**

Sign In  
Email Address

Email Address

Password

Password

Remember Me [Forgot Password?](#)

Sign In

Powered by Lightbeam Health Solutions, Inc.

# Navigating to the Dental Patients Registry

## Dental Provider Account

If a Coreo account is provisioned as a dental provider, once logged in, the screen will automatically default to the dental provider's 'Dental Patients Registry'.

Panel Management  
Dental Patients Registry

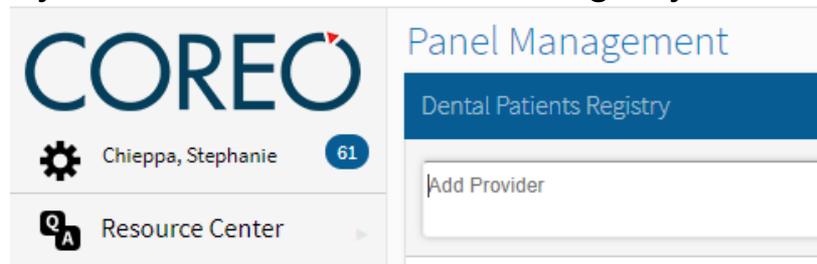
Patient Name	DOB	Gender	Member Id	Contract	Care Gaps	Status	Provider	Last Visit
				Commercial PPO	7			4/14/2020
				Commercial PPO	18			10/17/2019
				Commercial PPO	6			5/21/2020
				Commercial PPO	10			10/21/2019
				Commercial PPO	4			10/2/2019
				Commercial PPO	6			9/11/2018
				Commercial PPO	11			12/27/2019
				Commercial PPO	9			4/1/2020
				Commercial PPO	9			6/8/2020
				Commercial PPO	7			1/31/2020
				Commercial PPO	8			2/18/2020
				Akamai Advantage PPO	8			4/1/2020
				Commercial PPO	11			2/20/2020
				Commercial PPO	13			2/5/2020
				Commercial PPO	12			8/7/2019
				Commercial PPO	27			5/27/2020
				Commercial PPO	6			4/7/2020
				Commercial PPO	7			5/27/2020
				Commercial PPO	4			5/26/2020
				Commercial PPO	10			4/22/2020
				Commercial PPO	4			5/21/2020
				Commercial PPO	3			8/20/2014
				Commercial PPO	1			3/23/2019
				Commercial PPO	9			4/24/2020

# Navigating to the Dental Patients Registry

## Support Staff Account

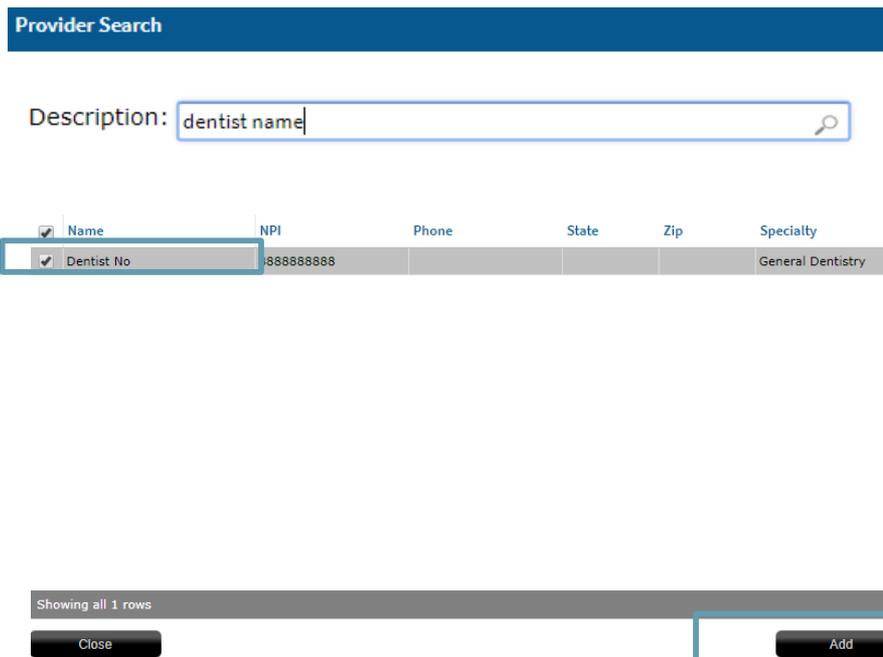
If a Coreo account is provisioned as support staff, once logged in, the staff member will be required to search for the provider to have visibility into the 'Dental Patients Registry'.

Step 1 – Click in the 'Add Provider' section



The screenshot shows the COREO user interface. On the left, the user's name 'Chieppa, Stephanie' and a notification badge with '61' are visible, along with a 'Resource Center' link. On the right, the 'Panel Management' section is active, showing 'Dental Patients Registry' and a prominent 'Add Provider' button.

Step 2 – Once the Provider Search box appears, add the provider's first and last name into the 'Description' field and select the 'Enter' key



The screenshot shows the 'Provider Search' interface. A search box labeled 'Description:' contains the text 'dentist name'. Below the search box is a table with one row of results. The table has columns for Name, NPI, Phone, State, Zip, and Specialty. The 'Name' column has a checkbox next to 'Dentist No'. The 'NPI' column contains the value '888888888'. The 'Specialty' column contains the value 'General Dentistry'. At the bottom of the search results, there is a 'Showing all 1 rows' indicator, a 'Close' button, and an 'Add' button.

<input type="checkbox"/>	Name	NPI	Phone	State	Zip	Specialty
<input checked="" type="checkbox"/>	Dentist No	888888888				General Dentistry

Step 3 – Select the checkbox next to the provider's name and select 'Add'

# Navigating to the Dental Patients Registry

## Support Staff Account (Continued)

Once the 3 provider search steps are completed, a staff member will have visibility into the same Dental Patients Registry list as the provider

COREO Panel Management

Dental Patients Registry

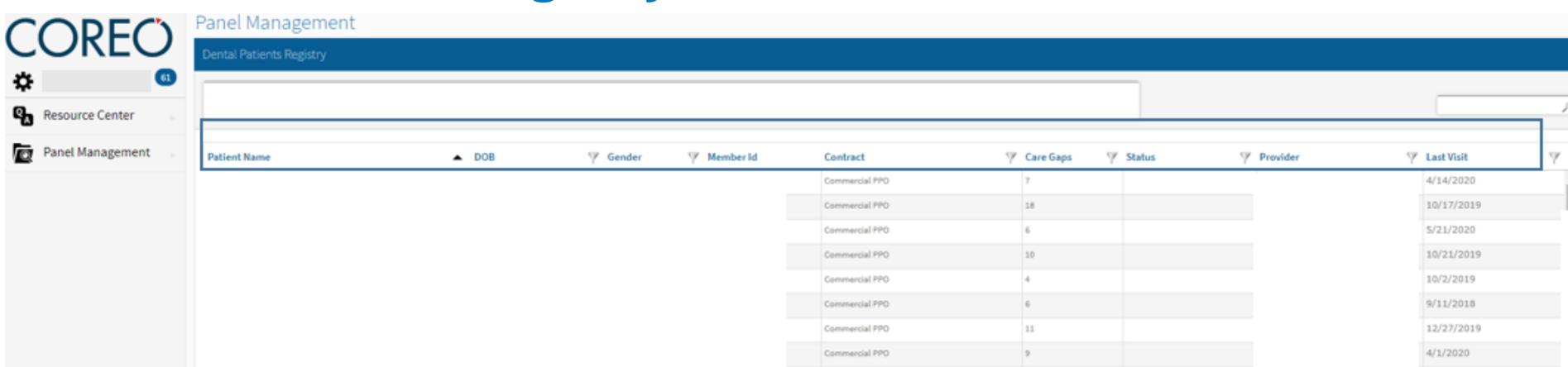
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Resource Center

Panel Management

Patient Name	DOB	Gender	Member Id	Contract	Care Gaps	Status	Provider	Last Visit
				Commercial PPO	7			4/14/2020
				Commercial PPO	18			10/17/2019
				Commercial PPO	6			5/21/2020
				Commercial PPO	10			10/21/2019
				Commercial PPO	4			10/2/2019
				Commercial PPO	6			9/11/2018
				Commercial PPO	11			12/27/2019
				Commercial PPO	9			4/1/2020
				Commercial PPO	9			6/8/2020
				Commercial PPO	7			1/31/2020
				Commercial PPO	8			2/18/2020
				Akamal Advantage PPO	8			4/1/2020
				Commercial PPO	11			2/20/2020
				Commercial PPO	13			2/5/2020
				Commercial PPO	12			8/7/2019
				Commercial PPO	27			5/27/2020
				Commercial PPO	6			4/7/2020
				Commercial PPO	7			5/27/2020
				Commercial PPO	4			5/26/2020
				Commercial PPO	10			4/22/2020
				Commercial PPO	4			5/21/2020
				Commercial PPO	3			8/20/2014
				Commercial PPO	1			3/23/2019
				Commercial PPO	9			4/24/2020

# Dental Patients Registry List Columns



The screenshot shows the COREO Panel Management interface. The left sidebar contains navigation options: Resource Center and Panel Management. The main content area displays the 'Dental Patients Registry' table. The table has the following columns: Patient Name, DOB, Gender, Member Id, Contract, Care Gaps, Status, Provider, and Last Visit. The table contains 8 rows of data, all with 'Commercial PPO' in the Contract column and various dates in the Last Visit column.

Patient Name	DOB	Gender	Member Id	Contract	Care Gaps	Status	Provider	Last Visit
				Commercial PPO	7			4/14/2020
				Commercial PPO	18			10/17/2019
				Commercial PPO	6			5/21/2020
				Commercial PPO	10			10/21/2019
				Commercial PPO	4			10/2/2019
				Commercial PPO	6			9/11/2018
				Commercial PPO	11			12/27/2019
				Commercial PPO	9			4/1/2020

- Patient's Name
- Patient's DOB
- Patient's Gender
- Patient's HMSA Member ID
- HMSA Contract Type
- Care Gaps
- Status
- Provider
- Last Visit

# Patient Search

**COREO** Panel Management  
Dental Patients Registry

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Resource Center

Panel Management

Patient Name	DOB	Gender	Member Id	Contract	Care Gaps	Status	Provider	Last Visit
				Commercial PPO	7			4/14/2020
				Commercial PPO	18			10/17/2019
				Commercial PPO	6			5/21/2020
				Commercial PPO	10			10/21/2019
				Commercial PPO	4			10/2/2019
				Commercial PPO	6			9/11/2018
				Commercial PPO	11			12/27/2019
				Commercial PPO	9			4/1/2020

# Questions?

For any questions related to this training please contact Dental Network Managers Jessica Chang at 538-8904 or [Jessica.Chang@BSHI.NET](mailto:Jessica.Chang@BSHI.NET), or Ellie Kelley Miyahisro at 538-8996 or [Ellie.Kelley-Miyashiro@BSHI.NET](mailto:Ellie.Kelley-Miyashiro@BSHI.NET)

# Mahalo!