

# Coreo

## How to View Medical and Dental Care Gaps



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

# Medical and Dental Care Gaps

Medical and Dental Care gaps are accessible through Coreo providing visibility into whether or not your patient is due for medical or dental services.

- If a patient has both, ***medical and dental with HMSA***, dental providers and support staff will have visibility into the patient's ***medical and dental care gaps***
- If a patient has ***only dental*** with HMSA, dental providers and support staff will have visibility into the patient's ***dental care gaps only***

# 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 form contains three numbered circles: 1, 2, and 3. Circle 1 points to the 'COREO' logo at the top of the page. Circle 2 points to the 'Email Address' input field. Circle 3 points to the 'Sign In' button at the bottom of the form.

**COREO**

Sign In  
Email Address

Email Address

Password

Password

Remember Me [Forgot Password?](#)

Sign In

Powered by Lightbeam Health Solutions, Inc.

# Viewing Medical and Dental Care Gaps

Upon logging into Coreo, and navigating to the 'Dental Patient's Registry', dental providers and support staff will have a high level view of all attributed patients' care gaps.

To view these, hover over the care gap count for any given patient and a pop-up will appear displaying the list of care gaps.

The screenshot shows the COREO interface for the Dental Patients Registry. The left sidebar includes the COREO logo, a user profile for Stephanie Chieppa, and navigation options for Resource Center and Panel Management. The main area displays a table with columns for Patient Name, DOB, Gender, Member Id, Contract, Care Gaps, Status, and Provider. A pop-up window is visible over the 'Care Gaps' column, listing 7 care gaps for a patient with 18 total gaps.

Patient Name	DOB	Gender	Member Id	Contract	Care Gaps	Status	Provider
				Commercial PPO	7		
				Commercial PPO	18		
				Commercial PPO	6		
				Commercial PPO	6		
				Commercial PPO	9		
				Commercial PPO	8		
				Akamai Advantage PPO	8		
				Commercial PPO	11		
				Commercial PPO	13		Steven
				Commercial PPO	27		Steven
AKIMOTO, ADA A	1/29/1952	Female	800007560870.00	Commercial PPO	7		Steven

**Care Gaps(7)**  
HMSA Dental Measures  
1: Preventive Dental Care (Non-OHTH Members)  
HMSA PTM Measure Program 2018  
1: Body Mass Index (BMI) Assessment  
2: Cervical Cancer Screening  
3: Influenza Vaccine (Adult)  
4: Sharecare RealAge Assessment  
HMSA PTM Measure Program 2019  
1: Sharecare RealAge Assessment (Display-Only)  
HMSA PTM Measure Program 2020  
1: Influenza Vaccine (Adult) (Display Only)

# Viewing Medical and Dental Care Gaps (continued)

For a more detailed view of a patient's care gaps, click on the patient's name. You will then be taken to the patient's Care Gap tab.

The screenshot shows a patient's profile for "HMSA ME (91 years)". The patient is Male, born 2/9/1929. Insurance is Commercial PPO. Care Gaps: 6, ERG Risk Score: 3.080, ATI: 3.960. The interface includes navigation tabs for CASES, NOTES, FACE SHEET, CLINICAL, RISK PROFILE, and CARE GAPS (which is selected). Below the tabs, there are controls for Program Year (2020), an "Enter Exclusion" button, a "Change Status To" dropdown (Set to "Select"), and a "Save" button. A table displays care opportunities:

Type	Care Opportunities	Actions	Created	Status	R4R Status	
<input type="checkbox"/>	HMSA PTM Measure Program 2020	Influenza Vaccine (Adult) (Display Only)		4/10/2020	New	

# Dental Measures

## And how they relate to Dental Care Gaps

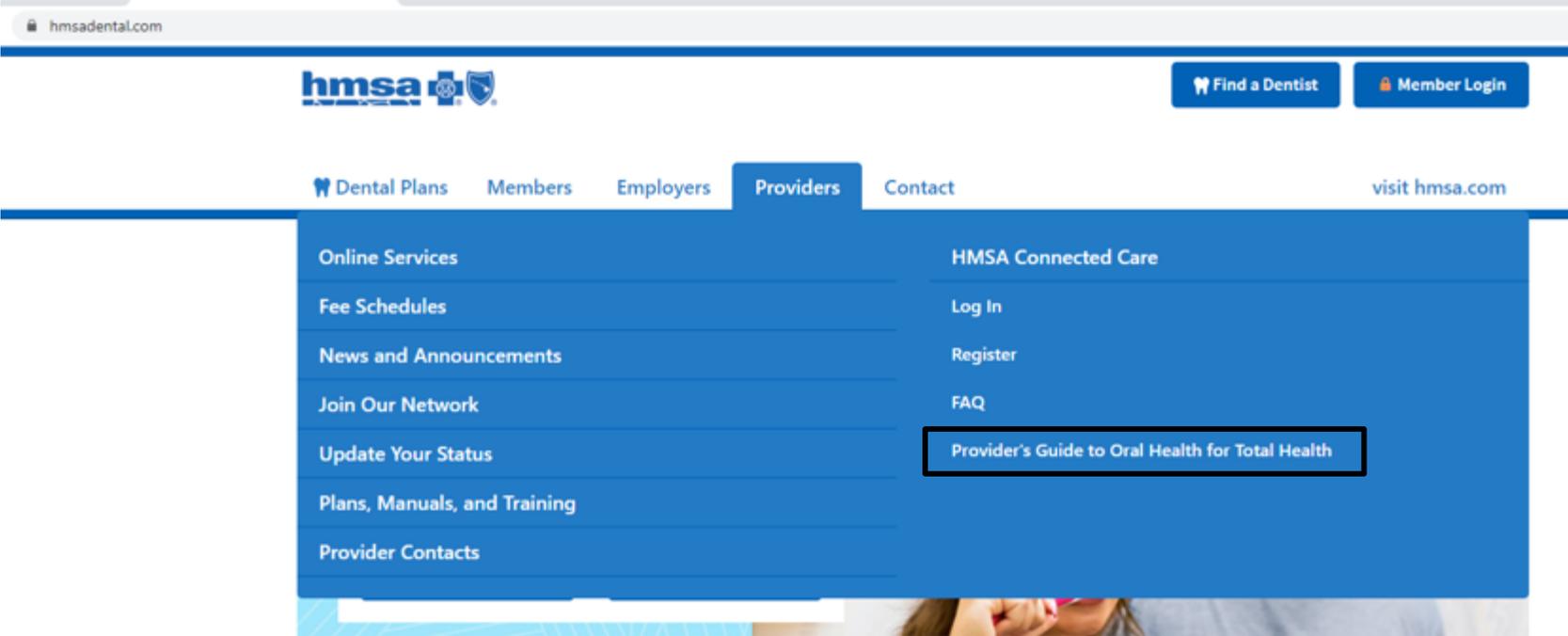
In the event a patient has a dental care gap, the following dental measure descriptions will display and allow you to determine if the patient is part of the OHTH population or the non-OHTH population.

- **Preventive Dental Care (Non-OHTH Members)**
  - ✓ Identifies members who have not had a cleaning in the current calendar year. Obtaining regular cleanings helps to control oral inflammation and allows the dentist to check for developing oral health problems that could affect total health.
- **Oral health for Total Health Dental Care (OHTH Population)**
  - ✓ Identifies enrolled OHTH members who have not had a dental cleaning or non-surgical periodontal treatment in the current calendar year. Obtaining regular treatment helps control oral inflammation, which is a known risk factor in the control of diabetes, CAD & stroke, and allows the dentist to check for developing oral health problems that could affect total health.

# Oral Health for Total Health

## OHTH

For more information about the Oral Health for Total Health (OHTH) program, please visit HMSAdental.com, hover over 'Providers', and select 'Provider Guide to Oral Health for Total Health'.



# 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!