

Coreo

How to View Medical History and Medications



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

Medical History and Medications

Medical History and Medications are accessible in Coreo allowing dental providers and their support staff visibility into up to date information pertaining to a patient's medical services.

- Only if a patient has **medical with HMSA**, will dental providers and support staff have visibility into the patient's **medical history and medications**
- If a patient does **not have medical with HMSA**, dental providers and support staff will **not** have visibility into the patient's medical history or medications

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.

Navigating to Patient Face Sheet

1. Upon logging into Coreo, and navigating to the 'Dental Patient's Registry, Click on a patient name to access medical history and medications.

The screenshot displays the COREO Panel Management interface. The left sidebar contains navigation options: 'Dvoroznak, Stephanie' (61), 'Resource Center', and 'Panel Management'. The main content area is titled 'Panel Management' and 'Dental Patients Registry'. It features an 'Add Provider' input field and a search bar. Below is a table with columns: Patient Name, DOB, Gender, Member Id, Contract, Care Gaps, Status, Provider, and Last Visit. The first row is highlighted, and a blue circle with the number '1' is placed over the patient name. The table shows 10 rows of patient data. At the bottom, it indicates 'Showing all 542 rows'.

Patient Name	DOB	Gender	Member Id	Contract	Care Gaps	Status	Provider	Last Visit
[Redacted]	2/9/1929	Male	[Redacted]	Commercial PPO	6		[Redacted]	4/27/2020
[Redacted]	7/8/1940	Male	[Redacted]	Commercial PPO	8		[Redacted]	3/9/2020
[Redacted]	2/2/1942	Female	[Redacted]	Commercial PPO	6		[Redacted]	2/3/2020
[Redacted]	1/11/1960	Female	[Redacted]	Commercial PPO	13		[Redacted]	3/7/2020
[Redacted]	8/8/1959	Female	[Redacted]	Commercial PPO	23		[Redacted]	6/12/2020
[Redacted]	4/28/1956	Male	[Redacted]	Commercial PPO	16		[Redacted]	6/12/2020
[Redacted]	10/19/1956	Male	[Redacted]	Commercial PPO	10		[Redacted]	5/28/2020
[Redacted]	12/16/1944	Male	[Redacted]	Commercial PPO	4		[Redacted]	5/27/2020
[Redacted]	1/2/2008	Female	[Redacted]	Commercial PPO	2		[Redacted]	5/30/2017
[Redacted]	2/21/2006	Female	[Redacted]	Commercial PPO	7		[Redacted]	6/5/2020
[Redacted]	8/26/1984	Female	[Redacted]	Commercial PPO	8		[Redacted]	4/6/2020

Navigating to Medical History and Medications

2. After clicking a patient's name, you will be taken to the patient's Care Gap tab. To view medical history and medications, click the Clinical tab.

Navigation: << PREV | HMSA 91 (91 years) | NEXT >> | Notes | Close >>

Demographics: Male | DOB: 2/9/1929

Active (WithClaims) | Commercial PPO | Care Gaps: 6 | ERG Risk Score : 3.080 | ATI : 3.960 | Attach | Time Spent: 0 Min

Demographics | Contact | Automation | Physician | Contract / Insurance | Other | + Expand

CASES | NOTES | FACE SHEET | **CLINICAL** | RISK PROFILE | CARE GAPS

Program Year: 2020 | Enter Exclusion | Change Status To: Select | Save

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	

Viewing Medical History

The Clinical tab provides a detailed overview of the patient's medical history. These details include, but are not limited to:

- **Diagnosis**
- **Allergies**
- **Medications**
- **Procedures**
- **Vitals**
- **Immunizations**
- **Lab Results**
- **Social History**

FACE SHEET		CLINICAL	
Significant Events,Diagnosis,Allergies,Medications,Procedures,Vita			
<input checked="" type="checkbox"/>	Significant Events (0)		Render
<input checked="" type="checkbox"/>	Diagnosis (71)	MG TABLET	
<input checked="" type="checkbox"/>	Allergies(0)	.35 MG TABLET	
<input checked="" type="checkbox"/>	Medications (1)	Adult medical exam w/o abnormal findings	
<input checked="" type="checkbox"/>	Procedures (43)	prescription of contraceptive pills	
<input checked="" type="checkbox"/>	Vitals (0)	AMP PRO	
<input checked="" type="checkbox"/>	Immunizations (0)	NA AMP PR	
<input checked="" type="checkbox"/>	Lab Results (0)	E	
<input checked="" type="checkbox"/>	Social History (0)	, right eye	
		CREAM	

Viewing Medications

Active and Inactive

1. Filter by the 'Category' View

2. Select 'Medications' from the event dropdown

*The high level 'Medications' count will only display the count of **active** medications – This example is 0

*The detailed view will display both, **active and inactive** medications – This example is 5

The screenshot shows a software interface for viewing patient data. At the top, it displays 'Active (WithClaims)', 'Commercial HMO', and various metrics like 'Care Gaps: 1', 'ERG Risk Score: 0.000', and 'ATI: 7.320'. Below this are tabs for 'Demographics', 'Contact', 'Automation', 'Physician', 'Contract / Insurance', and 'Other'. A main navigation bar includes 'NOTES', 'FACE SHEET', and 'CLINICAL'. The 'View:' section has radio buttons for 'Timeline' and 'Category', with 'Category' selected and highlighted by a red box and a blue circle with the number '1'. The 'Show:' dropdown menu is open, showing options like 'Medications (0)', 'Significant Events (0)', 'Diagnosis (41)', 'Procedures (90)', 'Vitals (1)', 'Immunizations (2)', 'Lab Results (0)', and 'Social History (0)'. The 'Medications (0)' option is highlighted by a red box and a blue circle with the number '2'. Below the dropdown is a table of medications with columns for Name, Start, Stop, and Rendering. The table lists five medications: ARTIFICIAL TEARS 1.4% DROPS, BENZONATATE 100 MG CAPSULE, BENZONATATE 100 MG CAPSULE, FLUORIDE 1 MG TABLET CHEWABLE, and FLUORIDE 1 MG TABLET CHEWABLE.

Name	Start	Stop	Rendering
ARTIFICIAL TEARS 1.4% DROPS	6/13/2017	7/11/2017	WALMART PHARMAC
BENZONATATE 100 MG CAPSULE	2/21/2017	3/13/2017	LONGS DRUGS #093
BENZONATATE 100 MG CAPSULE	2/21/2017	3/13/2017	LONGS DRUGS #093
FLUORIDE 1 MG TABLET CHEWABLE	1/29/2014	2/28/2014	WALMART PHARMAC
FLUORIDE 1 MG TABLET CHEWABLE	1/29/2014	2/28/2014	WALMART PHARMAC

Viewing Medications

Active Only

If you'd like to view just the active medications, select 'Medications' and unselect the 'Show Inactive Meds' checkbox.

The screenshot shows a user interface for viewing medical data. A dropdown menu is open under the 'Show:' label. The menu items are: Medications, Significant Events (0), Diagnosis (41), Allergies(0), Medications (0), Show Unique Value, Procedures (90), Vitals (1), Immunizations (2), Lab Results (0), and Social History (0). The 'Medications (0)' option is highlighted with a red border. Below it, there is a checkbox labeled 'Show Inactive Meds' which is currently unchecked. To the left of the dropdown, there is a 'Stop' button. To the right, there is a 'Reported' button.

Questions?

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

Mahalo!