

# Coreo Analytics

HMSA Dental Measures – for Dentists

Launch: January 02, 2020



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

# What is Coreo Analytics?

The screenshot displays the COREO interface. On the left is a sidebar with the COREO logo and navigation items: Provider, Dental; Care Management; Tasking; Resource Center; and Panel Management. The main area is titled 'Tasking' and features a 'View Details' button. Below this is a 'Care Opportunities' section with search filters: Hierarchy, Appointment Date, Contract (set to QHTH), Physician, and Measure type. Below the filters is a table with columns: Last Name, First Name, DOB, Member Id, Home Phone, Physician, and Practice.

- A specialized tool to quickly and easily manage patient populations.
- Allows providers to lead coordination of care efforts for their patients.
- Facilitates a comprehensive integrated approach to healthcare.

# Learning Objectives



Participants will be able to gain confidence in their ability to integrate Coreo Analytics into their current, applicable workflows.



Participants will be proficient in Coreo Analytics navigation, functionality and basic workflows including:

- Using Coreo to validate/update dental Practice Management System (PMS) before or at patient's appointment.
- Reviewing and discussing open care gaps with members.
- Filtering data to review and determine if a member is enrolled in Oral Health for Total Health (OHTH).



# Logging in to Coreo

# Welcome to Coreo:

## Getting Started

A screenshot of the Coreo Sign In page. The page features a white sign-in form centered on a blue background. The form includes the 'COREO' logo at the top, followed by the text 'Sign In'. Below this are two input fields: 'Email Address' and 'Password'. A checkbox labeled 'Remember Me' is positioned below the password field. To the right of the password field is a black 'Sign In' button. Below the button is a link for 'Forgot Password?'. At the bottom of the form, it states 'Powered by Lightbeam Health Solutions, Inc.'

**COREO**

Sign In

Email Address

Password

Remember Me

Sign In

[Forgot Password?](#)

Powered by Lightbeam Health Solutions, Inc.

- Coreo is a web based platform that allows access via a secure URL
- Chrome is the recommended browser when using Coreo

# Welcome to Coreo:

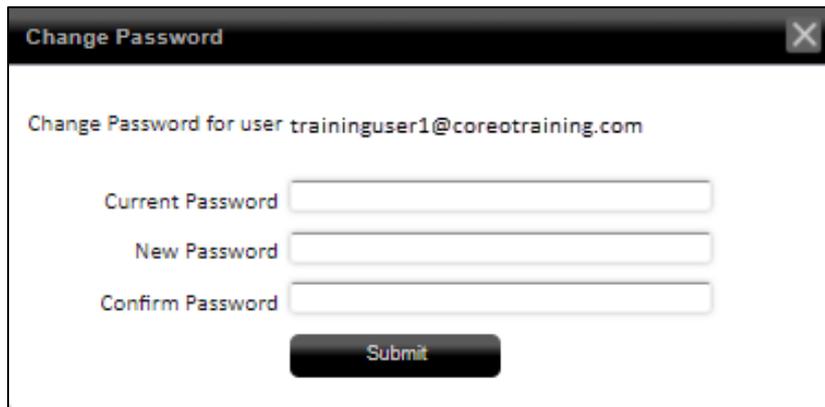
## Accessing your Account

All registered providers and/ or support staff will receive a series of 3 emails that will provide instructions for how to access their account for the first time

- First email will include the URL to access Coreo
- Second email will include the username (email address provided for registration)
- Third email will include the temporary password (you will be instructed to change your password immediately upon logging in)

# Welcome to Coreo:

## Logging in



Change Password

Change Password for user traininguser1@coreotraining.com

Current Password

New Password

Confirm Password

## Log In Tips

- Reset Temporary Password upon initial login
- Passwords will need to be reset every 90days
- Forgot Your Password? allows you to reset your password
- Selecting 'Remember Me' will save your login credentials and will prevent the need for manual entry each time you log in



**COREO**

Sign In

Email Address

Password

Remember Me

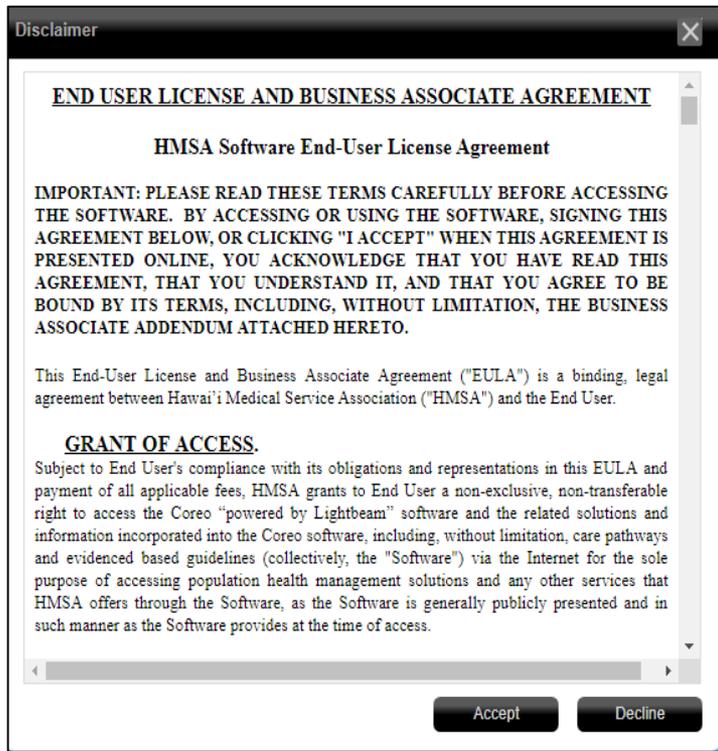
[Forgot Password?](#)

Powered by Lightbeam Health Solutions, Inc.

# Welcome to Coreo:

## Authorization for Use

Upon initial login, each user will be required to review and accept the terms of agreement



- One-time Authorization
  - End User License Agreement
  - Proprietary and confidential information must be appropriately protected
- (Full document available in Resource Center)



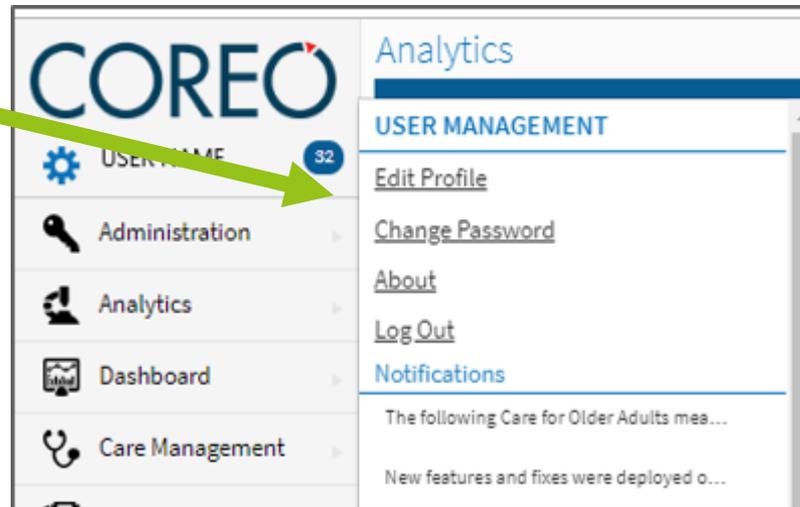
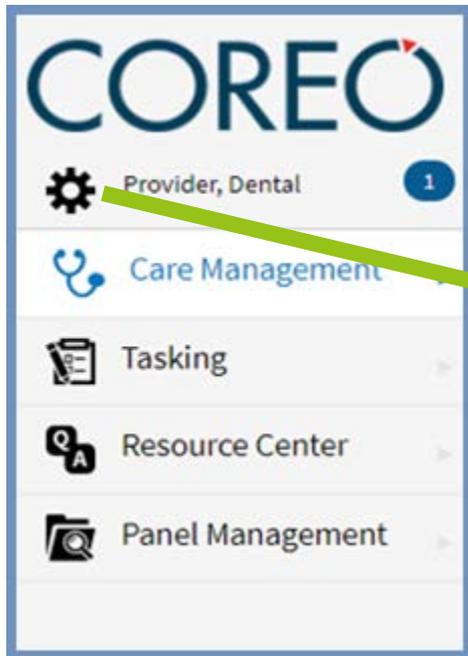
# Available Features

# General Navigation:

## User Management

Hovering over the Gear  will allow you to:

- Edit Profile
- Change Password
- About (Information resource)
- Log Out



# General Navigation:

## Edit Profile

In the 'Edit Profile' screen, you will be able to view the user information associated with the account and each role the account is setup with (provider or provider support staff).

Enabled

Name

Title  Email

Phone

Address

Account Active  
 To  Default Module

Provider   Specialty

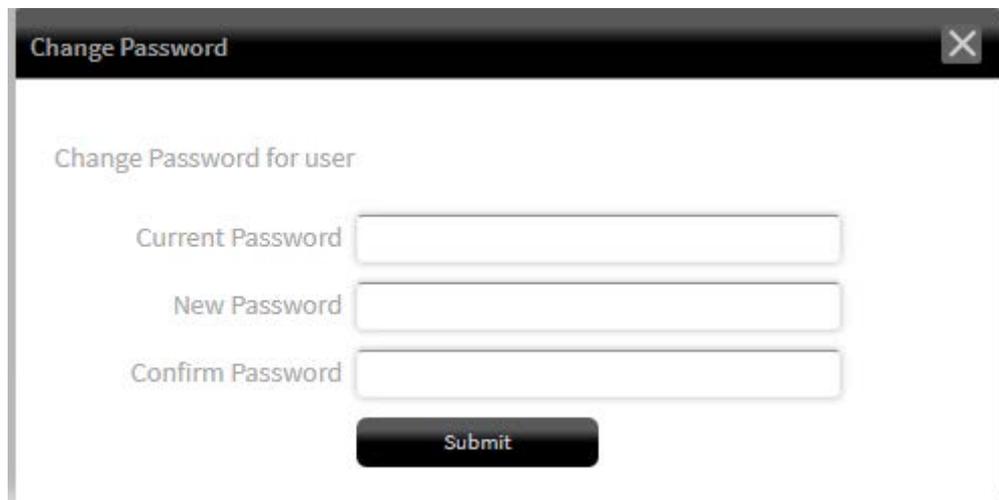
Care Manager

Assigned Roles	View As	Care Giver Skills
<input type="checkbox"/>	Business Unit	Role
<input type="checkbox"/>		LSV Support Staff
<input type="checkbox"/>		Dental Provider Support Staff

# General Navigation:

## Change Password

In the 'Change Password' screen, you will be able to reset your password. You will be required to enter your current password and the password you'd like to reset your account to.

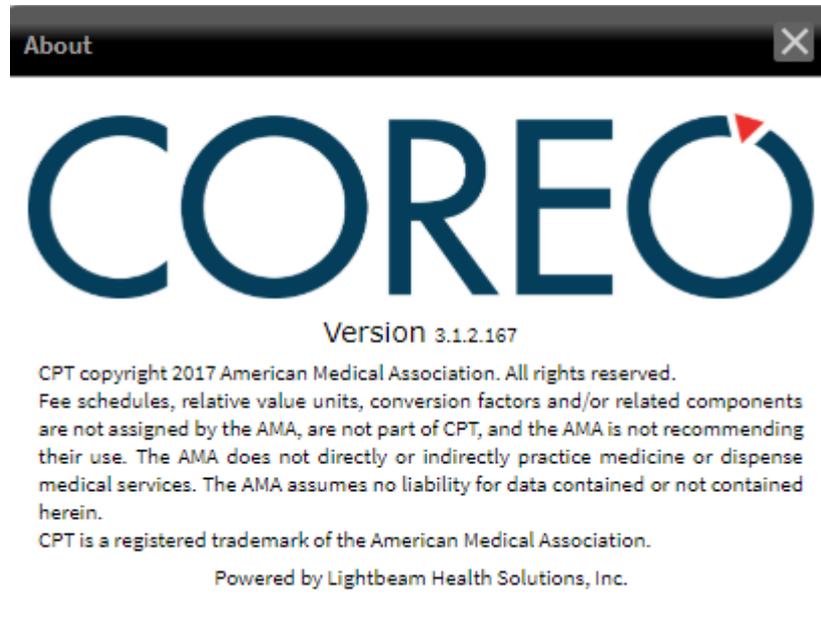


The screenshot shows a web form titled "Change Password" with a close button (X) in the top right corner. Below the title, the text "Change Password for user:" is displayed. The form contains three input fields: "Current Password", "New Password", and "Confirm Password". Below these fields is a "Submit" button.

# General Navigation:

## About

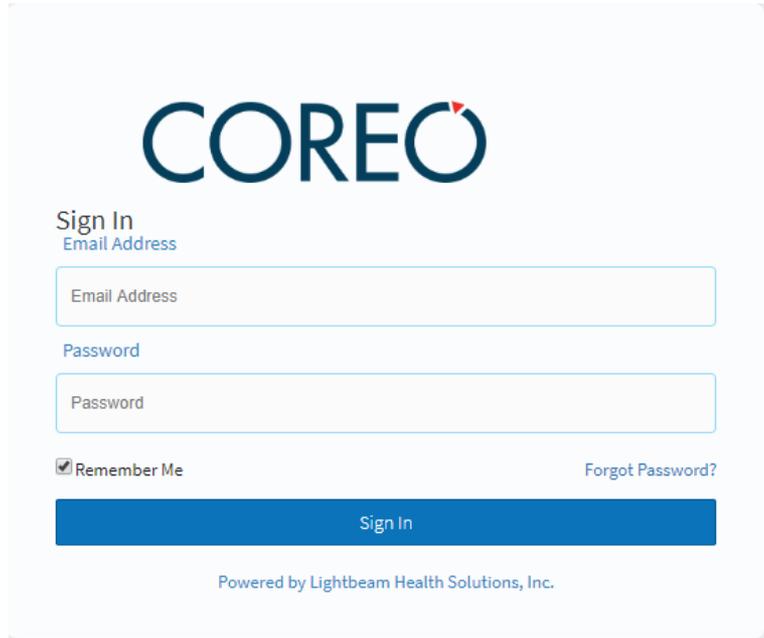
Selecting 'About' will provide resource information regarding the Coreo application



# General Navigation:

## Log Out

Selecting 'Log Out' will allow you to log out the application and will return you to the main login screen.



The screenshot shows the COREO login interface. At the top is the COREO logo. Below it is the 'Sign In' section with a sub-label 'Email Address'. There are two input fields: one for 'Email Address' and one for 'Password'. Below the password field is a 'Remember Me' checkbox which is checked, and a 'Forgot Password?' link. A blue 'Sign In' button is at the bottom of the form. At the very bottom of the page, it says 'Powered by Lightbeam Health Solutions, Inc.'

For security purposes, all users are recommended to logout if:

- You step away from your computer
- You are not actively using the application

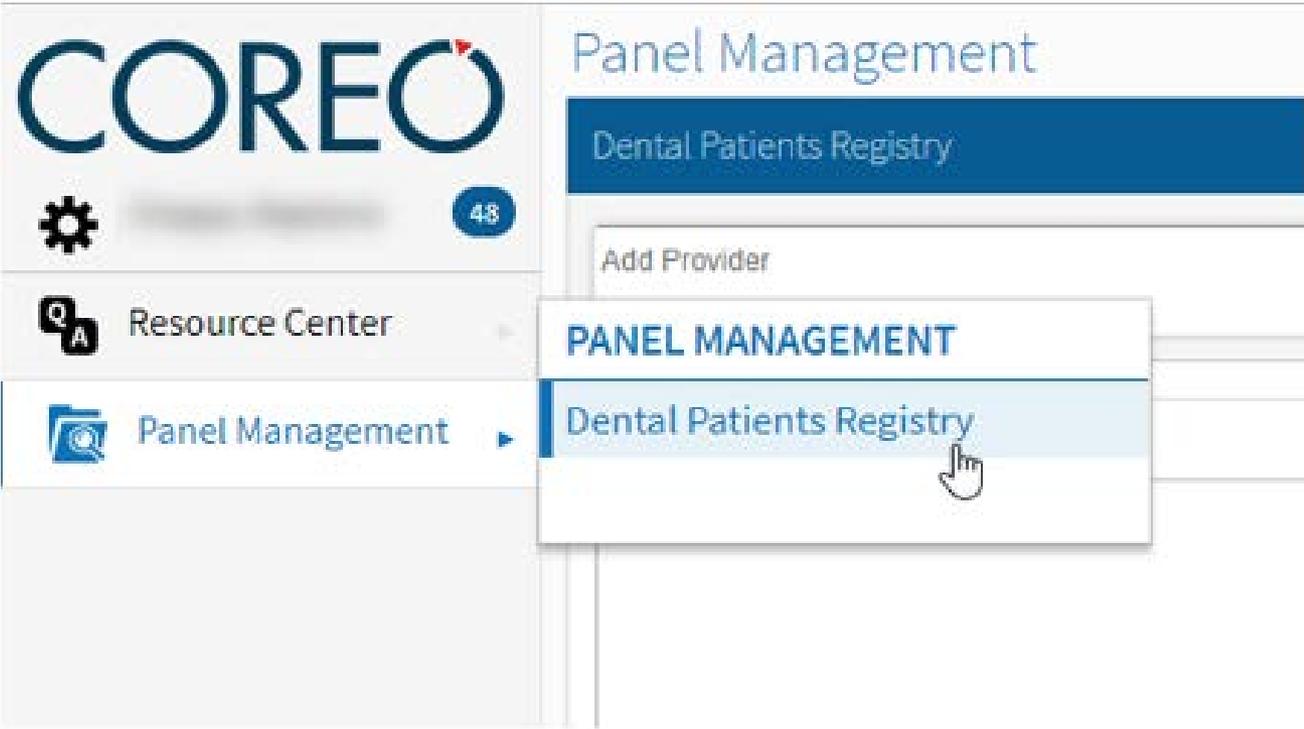


# Panel Management Module

# Panel Management:

## Dental Patient Registry

The 'Dental Patient Registry' screen is where you will be able to search for a list of all attributed patients.



# Panel Management:

## Dental Patient Registry

Coreo will default to the list of your attributed patients. From this screen, you will be able to select a patient's name to view the patient's:

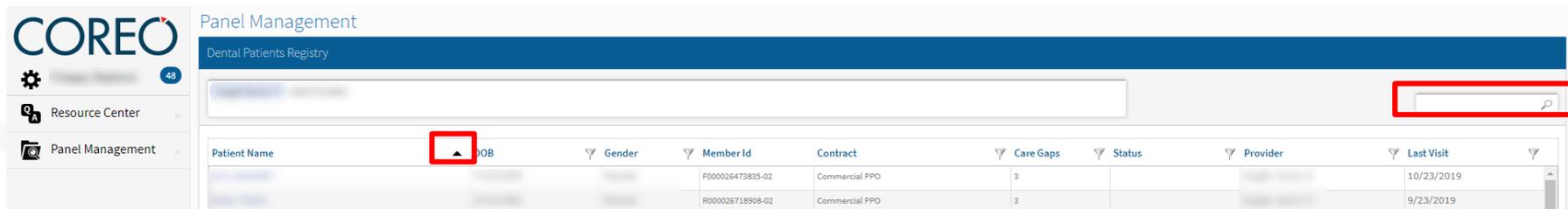
- Demographics
- Insurance Information
- Medical & dental history
- Current and/ or previous prescriptions and medications
- Dental care gaps
- Medical care gaps

# Panel Management:

## Searching for Patients

### Search Options

- Use the search option located at the top right hand side of the screen by entering the patients' first and/ or last name
- Sort patients alphabetically by name by selecting the arrow next to the 'Patient Name' header (list will default to this option)



The screenshot displays the COREO Panel Management interface. On the left is a navigation sidebar with 'COREO' logo, a settings icon with a '48' notification badge, and menu items for 'Resource Center' and 'Panel Management'. The main content area is titled 'Panel Management' and 'Dental Patients Registry'. It features a search bar at the top right, highlighted with a red box. Below the search bar is a table with columns: Patient Name, Gender, Member Id, Contract, Care Gaps, Status, Provider, and Last Visit. The 'Patient Name' column header has a small upward-pointing arrow icon next to it, also highlighted with a red box. The table contains two rows of patient data.

Patient Name	Gender	Member Id	Contract	Care Gaps	Status	Provider	Last Visit
		F000026473835-02	Commercial PPO	3			10/23/2019
		R000026718908-02	Commercial PPO	3			9/23/2019

# Panel Management:

## Patient Demographics

- Demographics can be viewed at the top of the page OR
- By hovering over the 'Demographics' header

The screenshot displays the COREO patient management interface. On the left is a sidebar with the COREO logo, a settings gear icon, and a notification badge with the number 48. Below these are menu items for 'Resource Center' and 'Panel Management'. The main content area has a top navigation bar with '<< PREV' and 'NEXT >>' buttons. Below this is a patient summary bar containing 'Female' and 'ID: F000026473835-02'. A secondary bar shows 'Active (WithClaims)', 'Commercial PPO', 'Care Gaps: 3', 'ERG Risk Score : 1.482', and 'ATI : 7.900'. A horizontal menu includes 'Demographics', 'Contact', 'Automation', 'Physician', 'Contract / Insurance', and 'Other'. Below this is a row of tabs: 'NOTES', 'FACE SHEET', and 'CLINICAL'. A dropdown menu is open under 'Demographics', listing 'DOB:', 'Patient #:', 'Gender: Female', 'Race : Unknown', and 'Marital Status:'. At the bottom, there are 'Care Opportunities' and 'Actions' sections.

# Panel Management:

## Face Sheet

Provides a high level overview of the patient's **care gaps** (also referred to as care opportunities) and medical history.

We recommend printing the Face Sheet prior to the patient's appointment by selecting the print  icon at the top right hand of the screen

✓ Completed    ✗ Not Completed    — Excluded

Care Opportunities	Total (11)
**** PAYMENT TRANSFORMATION PERFORMANCE MEASURES ****	
✓ Body Mass Index (BMI) Assessment	
✓ Breast Cancer Screening	
✓ Controlling Blood Pressure	
✓ Cervical Cancer Screening	
✓ Colorectal Cancer Screening	
✗ Sharecare RealAge Assessment (Display-Only)	
— Screening for Depression and Follow up Plan	
✓ Tobacco Screening and Cessation Counseling	
✓ Influenza Vaccine (Display-Only)	
**** MEDICARE STAR MEASURES ****	
**** HMSA Dental Measures ****	
✗ Preventive Dental Care (Non-OHTH Members)	

# Panel Management:

## Face Sheet

Provides a high level overview of the patient’s care gaps (also referred to as care opportunities) and **medical history**

Diagnosis	Total (23)	Active Medications	Total (1)
Z00.00	Encntr for general adult medical exam w/o abnormal findings	NORETHINDRONE 0.35 MG TABLET	
Z30.011	Encounter for initial prescription of contraceptive pills		
H52.221	Regular astigmatism, right eye		
D22.5	Melanocytic nevi of trunk		
L85.8	Other specified epidermal thickening		
L70.0	Acne vulgaris		
L70.9	Acne, unspecified		
D31.31	Benign neoplasm of right choroid		
H35.412	Lattice degeneration of retina, left eye		
H43.392	Other vitreous opacities, left eye		
H33.302	Unspecified retinal break, left eye		
H52.7	Unspecified disorder of refraction		
H35.51	Vitreoretinal dystrophy		
H50.52	Exophoria		
B07.8	Other viral warts		

Labs	Measures/Calculations
LDL	BP
HDL	ASCVD
Chol	BMI
Trig	GFR w/ CKD Levels
Gluc	Est CrClearance
HbA1c	
MicroAlb/Cr	
CrClearance	
PSA	
TSH	

Diagnostic Testing	Vaccinations
Bone Densitv	Tetanus

# Panel Management:

## 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	

# Panel Management:

## Dental Measures

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.

# Panel Management:

## Care Gaps (opportunities)

As a provider, this screen allows you to view and address any dental and/ or medical related care gaps (Patient profile will default to this tab).

You may filter by the program year to see care gaps for different calendar years. The program year will always default to the current calendar year.

<input type="checkbox"/> Type	<input type="checkbox"/> Care Opportunities	<input type="checkbox"/> Actions
<input type="checkbox"/> HMSA PTM Measure	CSHCN Screener Completion	
<input type="checkbox"/> HMSA PTM Measure Program	Adolescent Well-Care Visits	



# Tasking Module

# Lesson Summary

Coreo Analytics empower dentists and physicians, working together in identifying and closing patient care opportunities.

Coreo analytics integrates Dental provider work flows allowing providers the ability or access to:

- View patients based on OHTH and Preventive (Non-OHTH) care measures.
- Validating and updating practice management systems using patient and clinical summaries from Coreo.
- Pre-visit planning and point of care support such as the Face Sheet.

Coreo Analytics support HMSA Dental and Medical Providers alike, to deliver more value and improving the total health of members while reducing medical and dental costs.

# Questions?

For any questions related to this training please contact Dental Network Managers  
Jessica Chang at 538-8904, or Robin Williams at 538-8952

# Mahalo!