

# 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 Tasking interface. On the left is a sidebar with the COREO logo and navigation links: Provider, Dental; Care Management; Tasking; Resource Center; and Panel Management. The main area is titled 'Tasking' and contains a 'Care Opportunities' section. This section includes filters for 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. The table currently shows no data rows.

- 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

The image shows a web-based sign-in interface for Coreo. It features a light blue background with a white rounded rectangle in the center. Inside the rectangle, the word "COREO" is displayed in a large, dark blue, sans-serif font. Below the logo, the text "Sign In" is centered. Underneath, there are two input fields: "Email Address" and "Password". Below the "Password" field is a checkbox labeled "Remember Me". To the right of the input fields is a dark blue button with the text "Sign In" in white. Below the button is a link that says "Forgot Password?". At the bottom of the white rectangle, it says "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

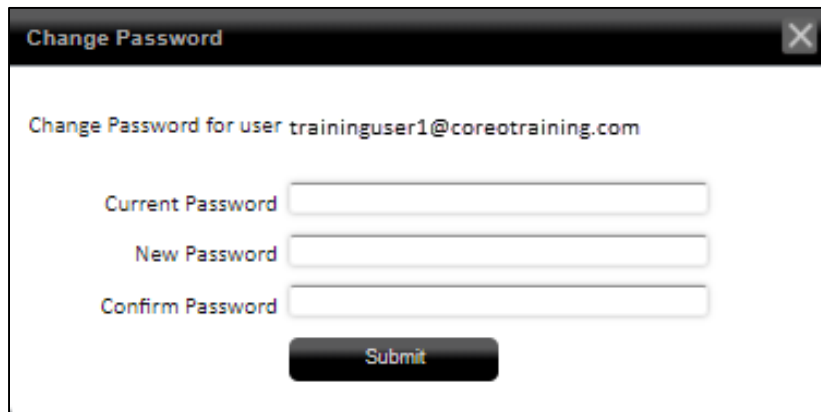
All registered providers and/ or support staff will receive a series of 3 emails that will provide instructions for how to access their account for the first time

- 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



A screenshot of a 'Change Password' dialog box. The title bar says 'Change Password' with a close button. The text inside says 'Change Password for user traininguser1@coreotraining.com'. There are three input fields: 'Current Password', 'New Password', and 'Confirm Password'. Below the fields is a 'Submit' button.

## 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

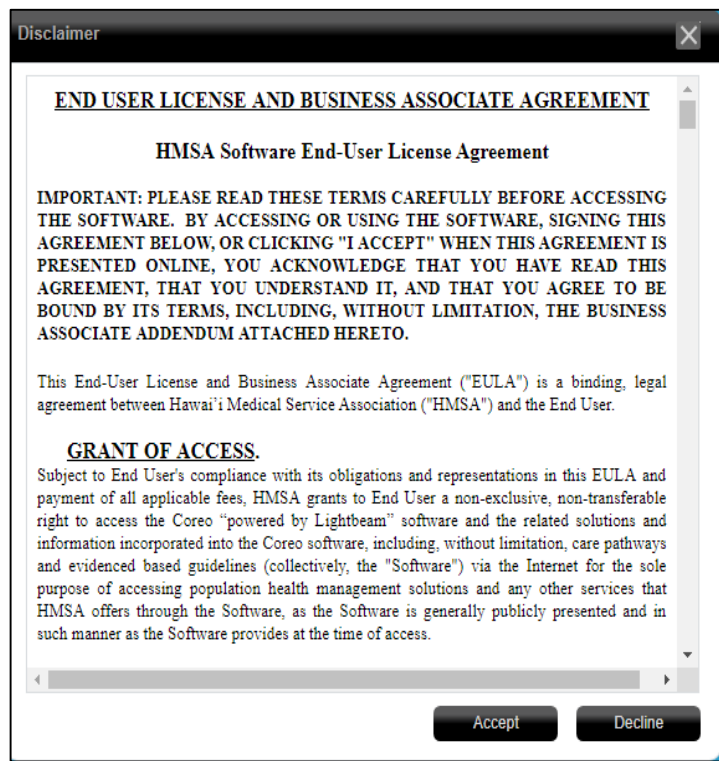


A screenshot of the COREO Sign In screen. The logo 'COREO' is at the top. Below it is the text 'Sign In'. There are three input fields: 'Email Address', 'Password', and a 'Remember Me' checkbox. A 'Sign In' button is at the bottom right. A red arrow points to the 'Forgot Password?' link below the button. At the bottom, it says '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



The screenshot shows a window titled "Disclaimer" with a close button in the top right corner. The main content is titled "END USER LICENSE AND BUSINESS ASSOCIATE AGREEMENT" and "HMSA Software End-User License Agreement". It contains a paragraph of important information, a paragraph about the binding nature of the agreement, and a section titled "GRANT OF ACCESS" describing the user's rights. At the bottom, there are "Accept" and "Decline" buttons.

**Disclaimer**

**END USER LICENSE AND BUSINESS ASSOCIATE AGREEMENT**

**HMSA Software End-User License Agreement**

**IMPORTANT: PLEASE READ THESE TERMS CAREFULLY BEFORE ACCESSING THE SOFTWARE. BY ACCESSING OR USING THE SOFTWARE, SIGNING THIS AGREEMENT BELOW, OR CLICKING "I ACCEPT" WHEN THIS AGREEMENT IS PRESENTED ONLINE, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, THAT YOU UNDERSTAND IT, AND THAT YOU AGREE TO BE BOUND BY ITS TERMS, INCLUDING, WITHOUT LIMITATION, THE BUSINESS ASSOCIATE ADDENDUM ATTACHED HERETO.**

This End-User License and Business Associate Agreement ("EULA") is a binding, legal agreement between Hawai'i Medical Service Association ("HMSA") and the End User.

**GRANT OF ACCESS.**

Subject to End User's compliance with its obligations and representations in this EULA and payment of all applicable fees, HMSA grants to End User a non-exclusive, non-transferable right to access the Coreo "powered by Lightbeam" software and the related solutions and information incorporated into the Coreo software, including, without limitation, care pathways and evidenced based guidelines (collectively, the "Software") via the Internet for the sole purpose of accessing population health management solutions and any other services that HMSA offers through the Software, as the Software is generally publicly presented and in such manner as the Software provides at the time of access.

**Accept Decline**

- One-time Authorization
- End User License Agreement
- Proprietary and confidential information must be appropriately protected

(Full document available in Resource Center)





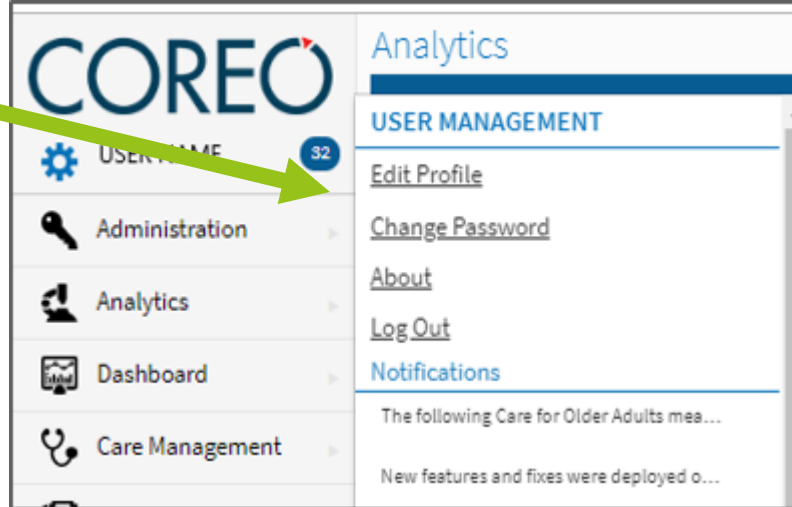
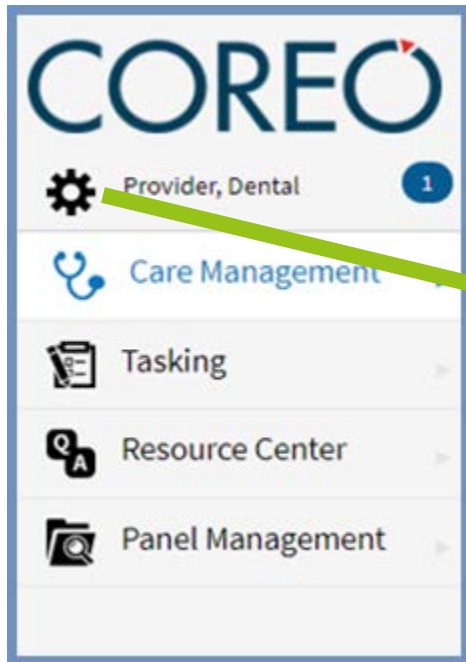
# Available Features

# 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

Test

Title

Select

Email

Test

<Secondary email>

Phone

<Work>

<Home>

<Mobile>

Address

<Address 1>

<Address 2>

<City>

<State>

<Zip Code>

Account Active

9/30/2019

To

mm/dd/yyyy

Default Module

Panel Management - Dent...

Provider

☐ <NP>

Specialty

Select

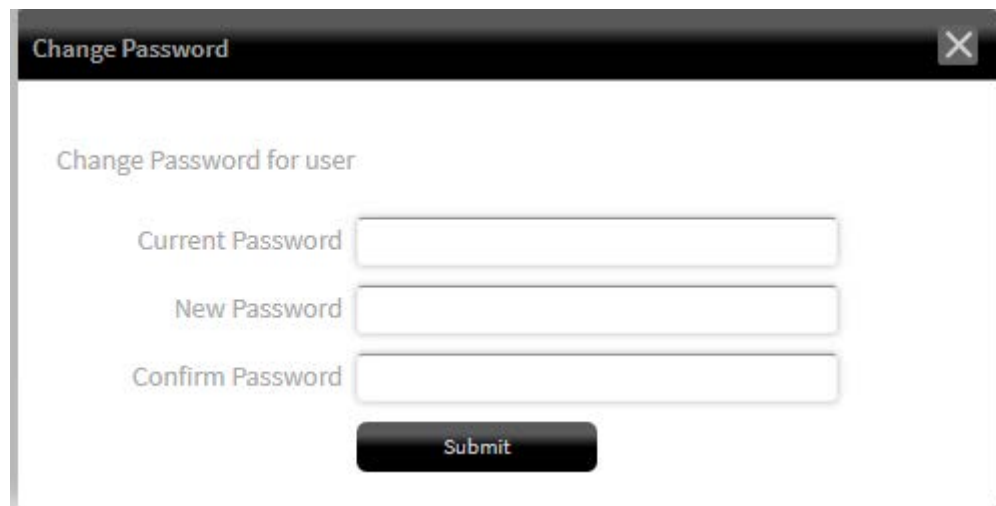
☐ Care Manager

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.



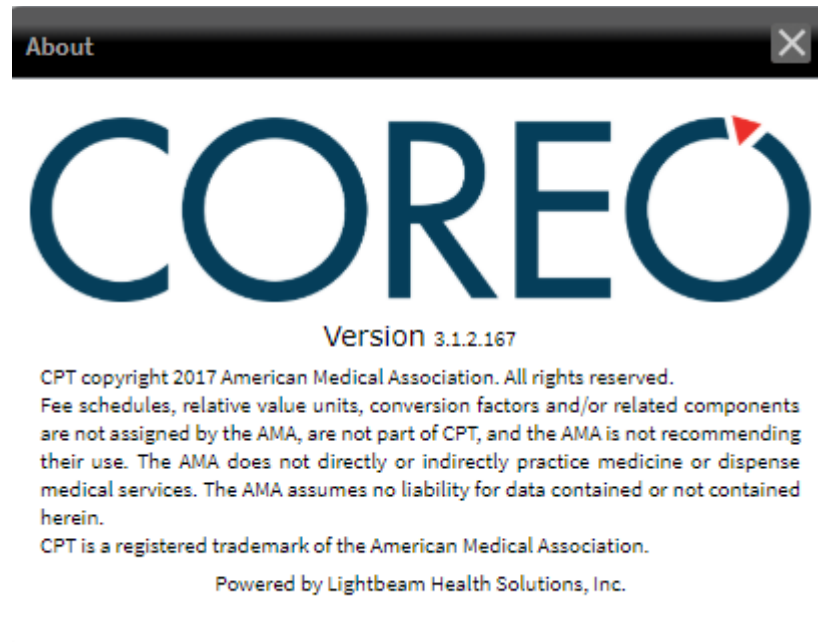
A screenshot of a web form titled "Change Password" with a close button (X) in the top right corner. The form contains the following elements:

- Label: "Change Password for user:"
- Input field: "Current Password"
- Input field: "New Password"
- Input field: "Confirm Password"
- Submit button: "Submit"

# General Navigation:

## About

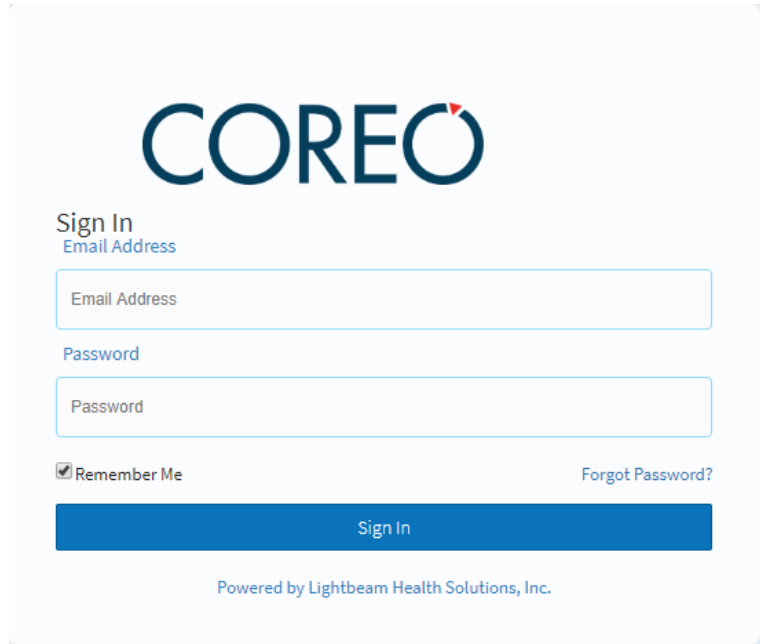
Selecting 'About' will provide resource information regarding the Coreo application



# 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. The first input field is labeled 'Email Address' and contains the placeholder text 'Email Address'. The second input field is labeled 'Password' and contains the placeholder text 'Password'. Below the password field is a checkbox labeled 'Remember Me' which is checked, and a link labeled 'Forgot Password?'. A blue 'Sign In' button is positioned below the input fields. At the bottom of the login area, 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



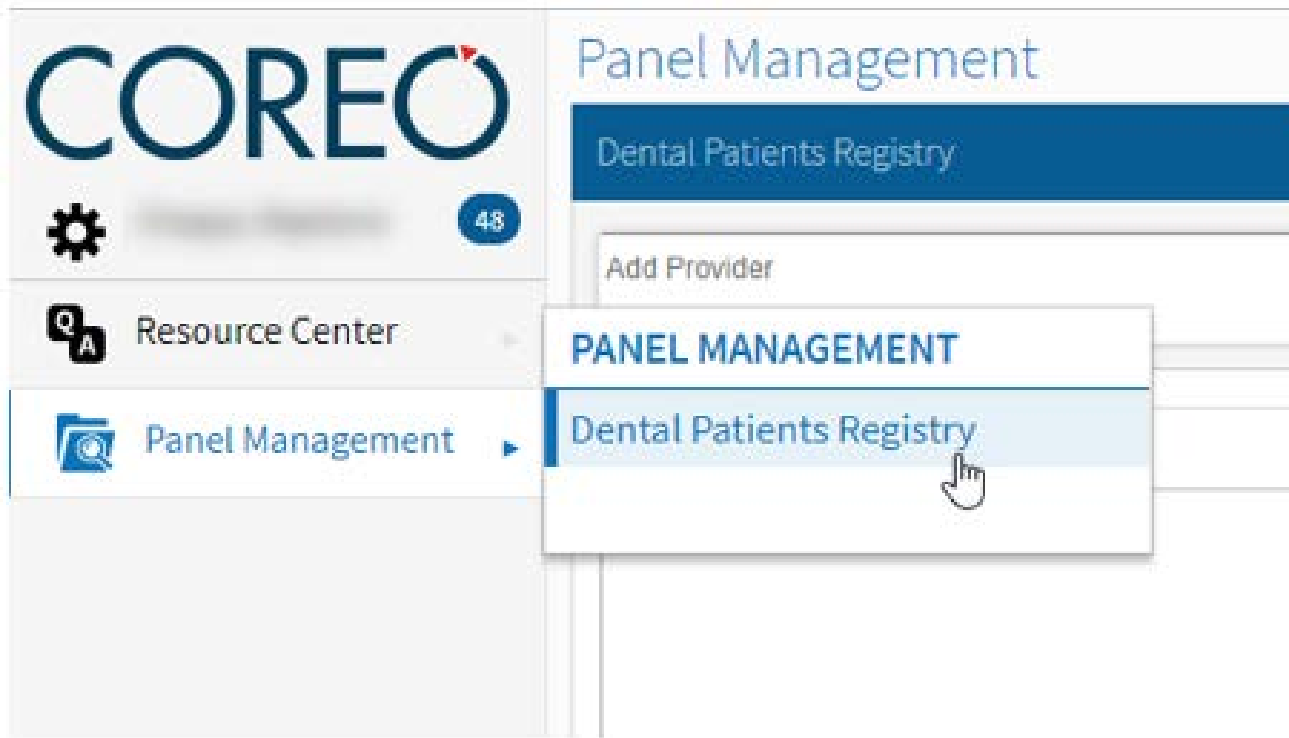


# Panel Management Module

# 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 sidebar with the COREO logo, a settings gear icon, and a notification badge showing '48'. The sidebar menu includes '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 rectangle. Below the search bar is a table with columns: Patient Name, DOB, Gender, Member Id, Contract, Care Gaps, Status, Provider, and Last Visit. The 'Patient Name' header has a small upward-pointing arrow next to it, also highlighted with a red rectangle. The table contains two rows of patient data.

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

# Panel Management:

## Patient Demographics

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

**COREO** 48

Resource Center

Panel Management

Active (WithClaims) Commercial PPO Care Gaps: 3 ERG Risk Score: 1.482 ATI: 7.900

Demographics Contact Automation Physician Contract / Insurance Other

DOB: Patient #: Gender: Female Race: Unknown Marital Status:


NOTES FACE SHEET CLINICAL

Care Opportunities Actions

# 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)		dult medical exam w/o abnormal findings	
<input checked="" type="checkbox"/> Procedures (43)		prescription of contraceptive pills	
<input checked="" type="checkbox"/> Vitals (0)		A 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.









Program Year

2019

2019

2018

Enter Exclusion

Type	Care Opportunities	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!