Coreo

HMSA Dental Measures – for Dentists

Launch: January 02, 2020

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What is Coreo?

Coreo is a collaborative ecosystem for HMSA healthcare providers to access enabling efficient coordination of patient care through shared access to real-time medical and dental health history - leading to improved total health of HMSA members and reduced total cost of care.

Learning Objectives

Dentists and their support staff will be able to gain confidence in their ability to integrate Coreo into their current, day to day practices.

Dentists and their support staff will be proficient in Coreo navigation, functionality and basic workflows including:
- Logging into Coreo
- Managing your Profile
- Navigating the Patient Dental Registry
- Viewing Patient Demographics
- Viewing and Printing the Patient Face Sheet
- Viewing Patient Medications and Medical History
- Determining if the patient is enrolled in Oral Health for Total Health (OHTH)
- Viewing Dental Care Gaps

Logging in to Coreo

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Welcome to Coreo:
Getting Started

- 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 dentists and/ or support staff will receive a credential email from Coreo Support HI that will provide instructions on how to access their account for the first time

- The email will include the username which will be the email address the credential email is sent to

- The Coreo login URL can be found on the Connected Care FAQ HMSAdental.com

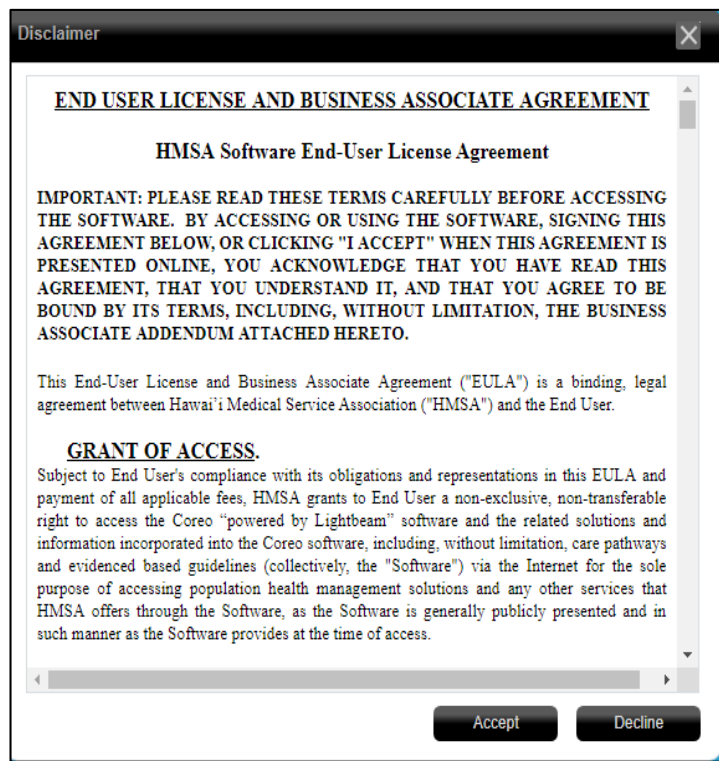hmsa

Welcome to Coreo:
Logging in for the First Time

First Time Login Instructions

- Select the 'Forgot Password' Link
- Enter the username (email address that credential email was sent to)
- A verification email will be sent to the email address that was entered
- The verification will contain a link to reset your password
- Select the link within the verification email
- Input your password and select 'Reset'
- You will then be redirected to the login page to complete login

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

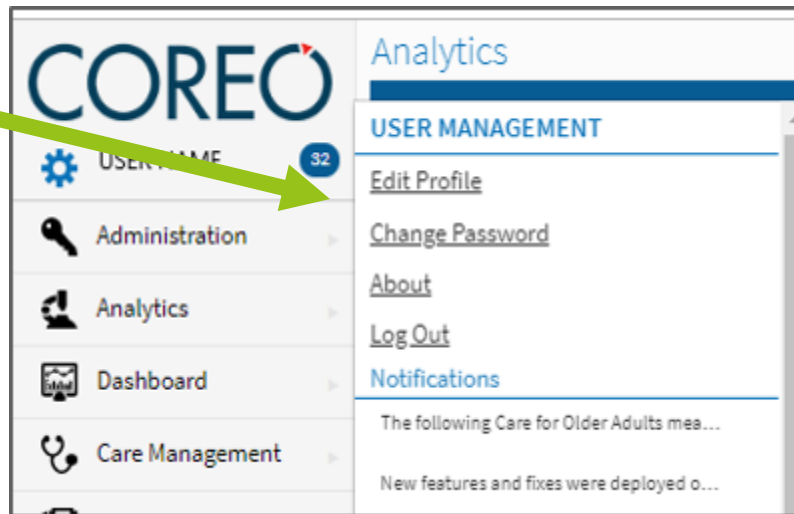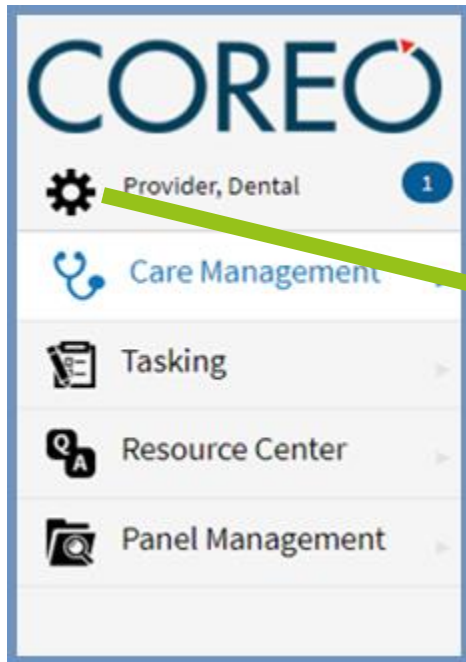   (Full document available in Resource Center)

Available Features

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General Navigation:
Managing Your Profile

Hovering over the Gear ⚙ will allow you to:

- Edit Profile
- Change Password
- About (View 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 provisioned for (Dental Provider or 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.
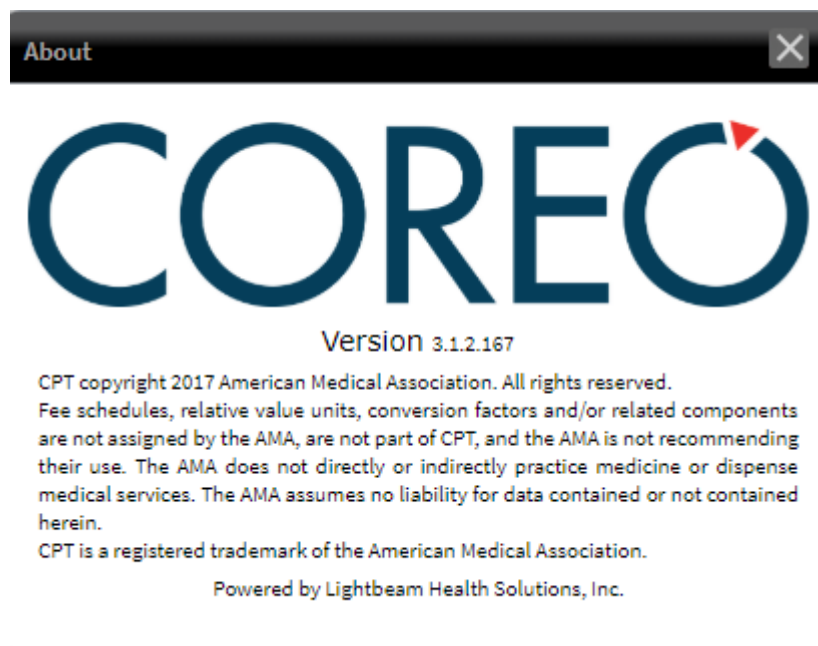
General Navigation:
About
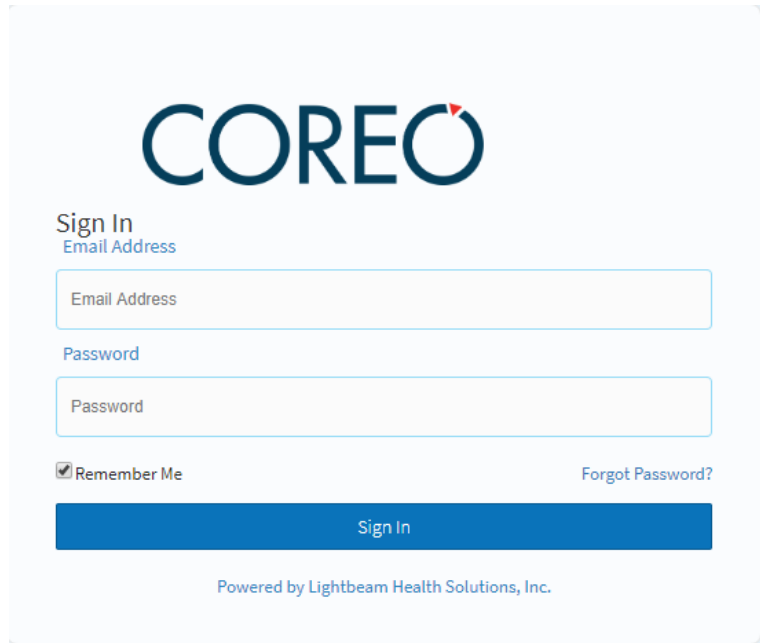
Selecting 'About' will provide resource information regarding the Coreo application.

General Navigation:
Log Out

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

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 HMSA patients.

Panel Management:
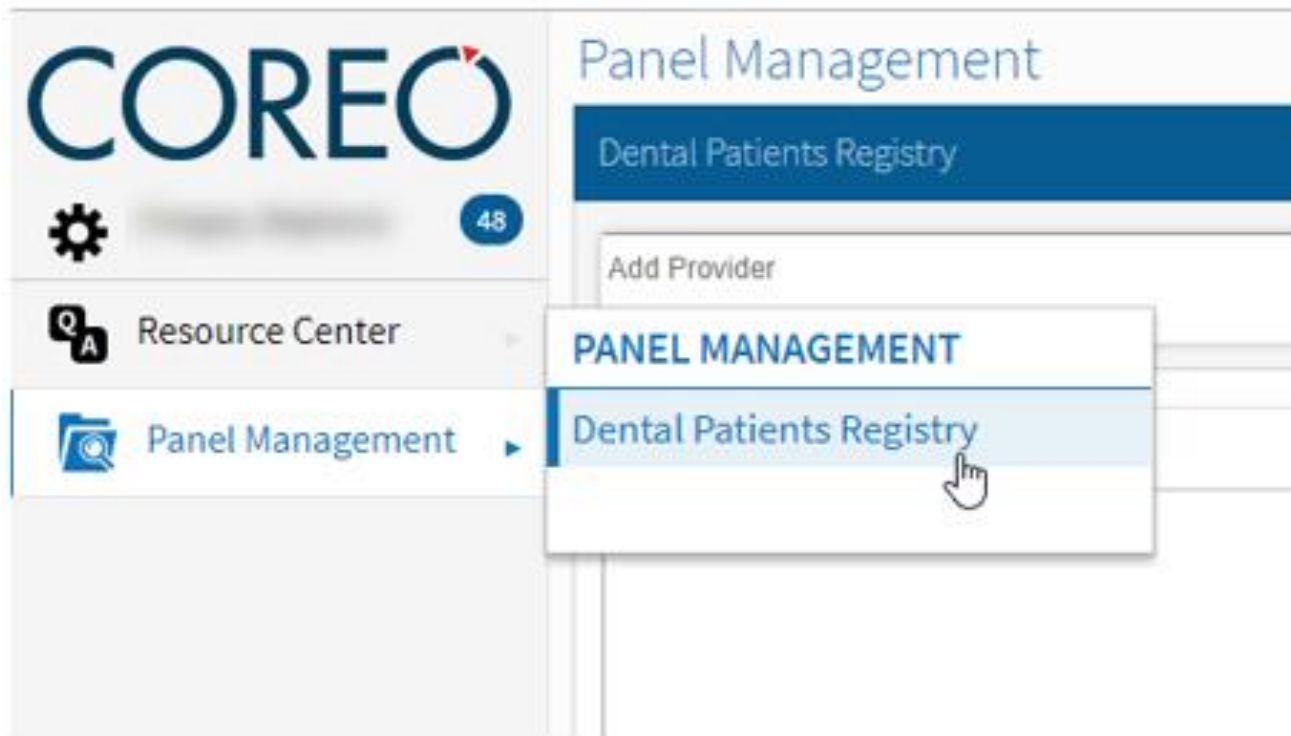## Dental Patient Registry

Coreo will default to the list of your attributed HMSA 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

*Medical history and medical care gaps will only be visible for patients who also have a medical plan with HMSA. If the patient does not have a medical plan with HMSA, medical history and medical care gaps will not be available in Coreo.

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)

Panel Management:
Patient Demographics

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

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 continued

Diagnosis		Total (23)
Z00.00	Encntr for general adult medical exam w/o abnormal findings	
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	

Active Medications	Total (1)
NORETHINDRONE 0.35 MG TABLET	

Labs
LDL
HDL
Chol
Trig
Gluc
HbA1c
MicroAlb/Cr
CrClearance
PSA
TSH

Measures/Calculations
BP
ASCVD
BMI
GFR w/ CKD Levels
Est CrClearance

Diagnostic Testing
Bone Density

Vaccinations
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**

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.

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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.

Lesson Summary

Coreo encourages dentists and physicians to work together to identify and close patient care gaps.

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

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Questions?

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

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Mahalo!

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