

# Coreo

## HMSA Dental Measures – for Dentists

Launch: January 02, 2020



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

# 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

# Welcome to Coreo:

## Getting Started

A screenshot of the Coreo web application's sign-in page. The page has a blue header and a light gray sign-in box. The word "COREO" is displayed in large, dark blue letters, with a small red triangle on the top of the 'O'. Below the logo, the text "Sign In" is centered. 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 gray "Sign In" button. Below the button is a link that says "Forgot Password?". At the bottom of the sign-in box, it says "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 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

# Welcome to Coreo:

## Logging in for the First Time

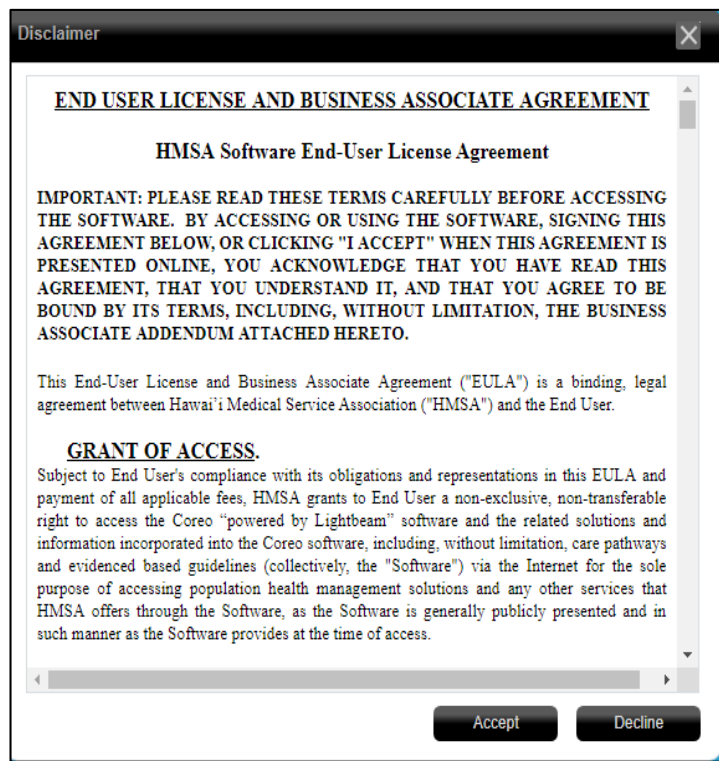
### First Time Login Instructions

- 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



The screenshot shows a window titled "Disclaimer" with a close button (X) in the top right corner. The main content is titled "END USER LICENSE AND BUSINESS ASSOCIATE AGREEMENT" and "HMSA Software End-User License Agreement". The text reads: "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." Below this, it states: "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." The section "GRANT OF ACCESS." follows, stating: "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." At the bottom, there are two buttons: "Accept" and "Decline".

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


(Full document available in Resource Center)



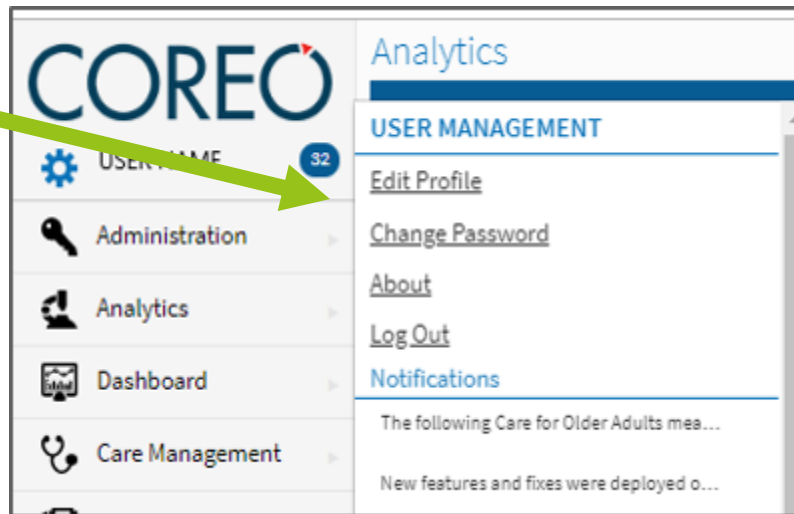
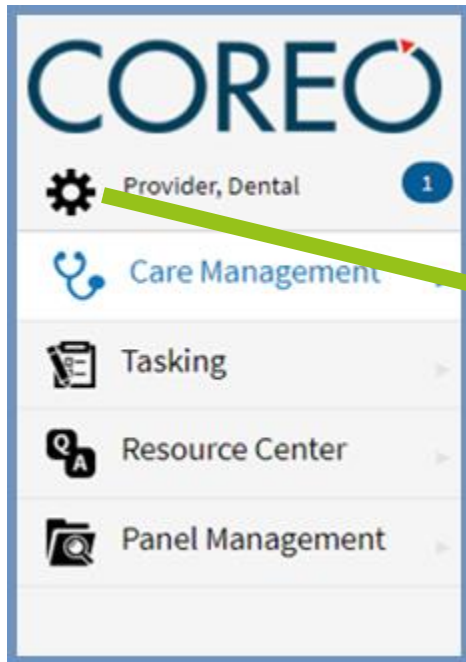
# Available Features

# General Navigation:

## 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).

☐ Enabled

Name

Title  Email

Phone

Address

Account Active  
9/30/2019 To mm/dd/yyyy Default Module  
Panel Management - Dent...

Provider  
☐ <NP>

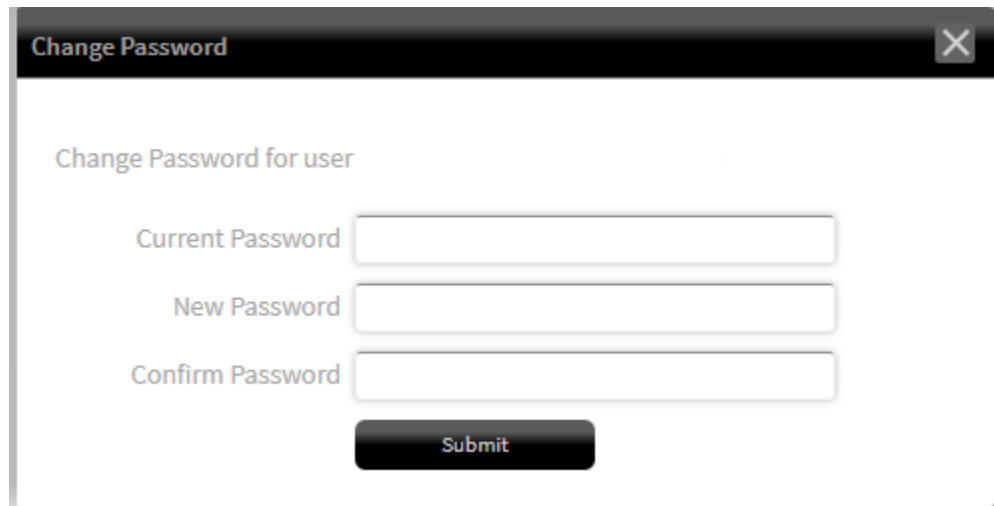
☐ Care Manager

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

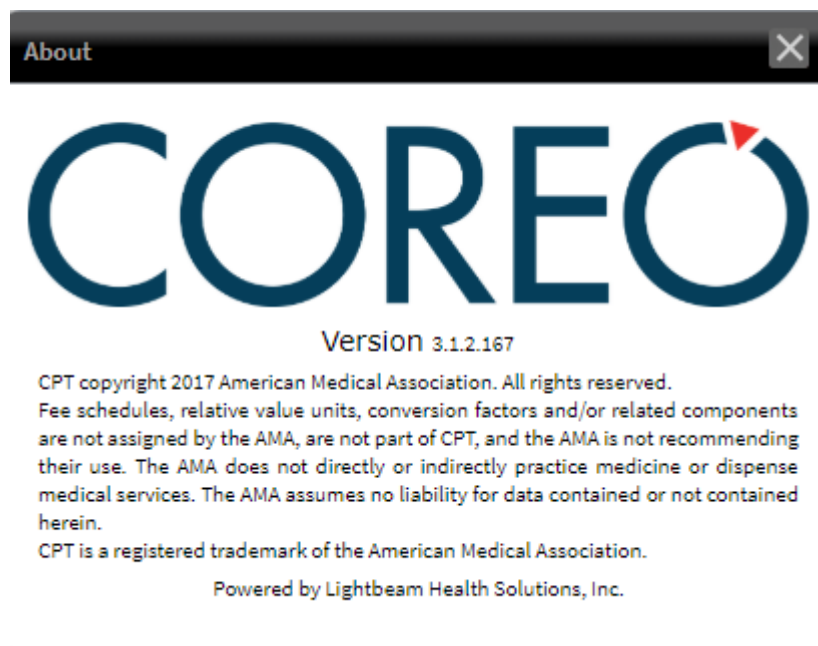


The screenshot shows a 'Change Password' dialog box with a black title bar containing the text 'Change Password' and a close button (X). The main content area is white and contains the text 'Change Password for user' followed by three input fields labeled 'Current Password', 'New Password', and 'Confirm Password'. Below the input fields is a black 'Submit' button.

# General Navigation:

## About

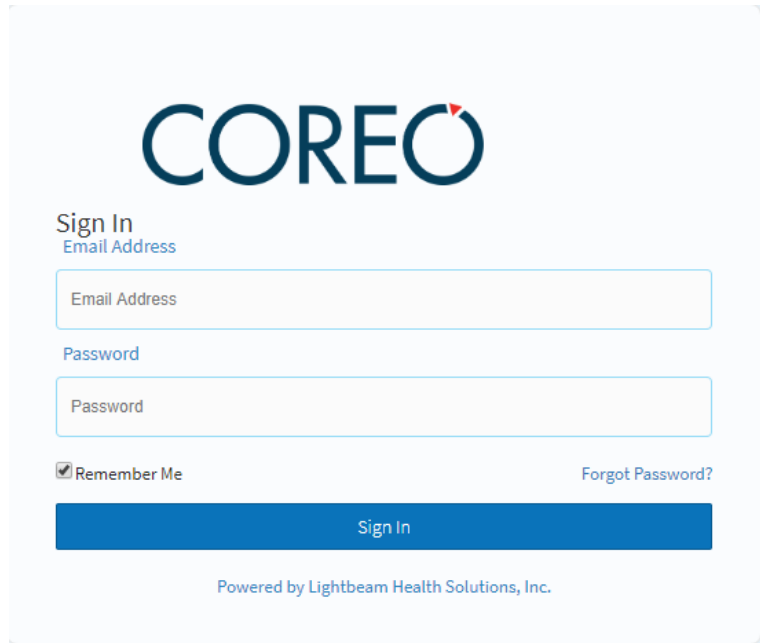
Selecting 'About' will provide resource information regarding the Coreo application.



# 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. Under 'Sign In' is the label 'Email Address' above a text input field. Below that is the label 'Password' above another text input field. To the left of the password field is a checked checkbox labeled 'Remember Me'. To the right of the password field is a link labeled 'Forgot Password?'. Below the input fields is a blue 'Sign In' button. 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

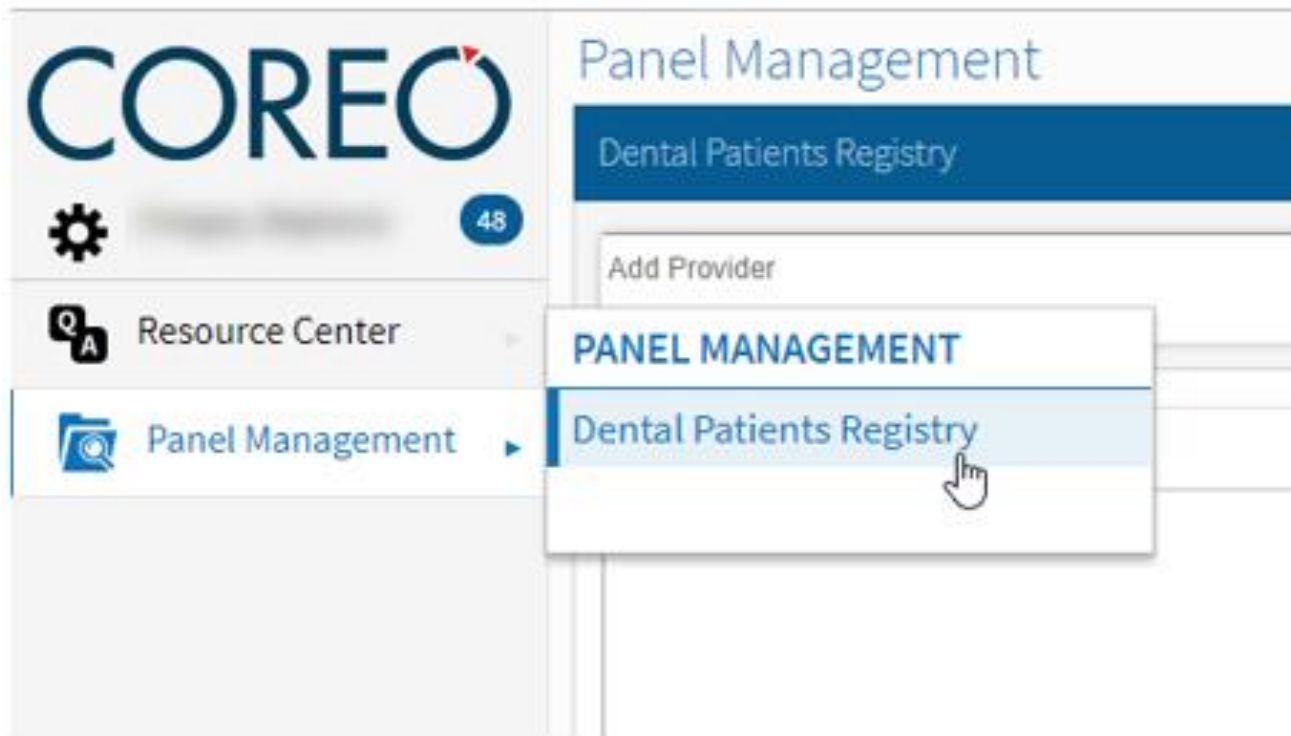


# Panel Management Module

# Panel Management:

## Dental Patient Registry

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

The screenshot displays the COREO Panel Management interface. On the left is a sidebar with the COREO logo, a settings icon, and a notification badge showing '48'. 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, JOB, 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	JOB	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 Demographics interface. The sidebar on the left includes the COREO logo, a settings icon, a notification badge with the number 48, and links for Resource Center and Panel Management. The main content area features a top navigation bar with '<< PREV' and 'NEXT >>' buttons. Below this is a patient summary bar showing 'Female' and 'ID: F000026473835-02'. The main content area has tabs for 'Active (WithClaims)', 'Commercial PPO', 'Care Gaps: 3', 'ERG Risk Score: 1.482', and 'ATI: 7.900'. Below these are sub-tabs for 'Demographics', 'Contact', 'Automation', 'Physician', 'Contract / Insurance', and 'Other'. The 'Demographics' sub-tab is active, showing a dropdown menu with fields: 'DOB:', 'Patient #:', 'Gender: Female', 'Race: Unknown', and 'Marital Status:'. The main content area also has tabs for 'NOTES', 'FACE SHEET', and 'CLINICAL'. At the bottom, there are links for 'Care Opportunities' and '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 continued

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
9094		<input checked="" type="checkbox"/> Diagnosis (71)	MG TABLET
3727		<input checked="" type="checkbox"/> Allergies(0)	.35 MG TABLET
0		<input checked="" type="checkbox"/> Medications (1)	dult medical exam w/o abnormal findings
11		<input checked="" type="checkbox"/> Procedures (43)	prescription of contraceptive pills
L		<input checked="" type="checkbox"/> Vitals (0)	A AMP PRO
L		<input checked="" type="checkbox"/> Immunizations (0)	NA AMP PR
4		<input checked="" type="checkbox"/> Lab Results (0)	E
121		<input checked="" type="checkbox"/> Social History (0)	, right eye
1023			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	   

# 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.

# 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

# Mahalo!