



pa health
& wellness™

Continuity of Care (CoC) Program

(Risk Adjustment Appointment Agendas)

3/25/2024

CoC HCC Validation

- Providers should:
 - Schedule and conduct a Comprehensive Exam with the patient assessing the validity of each condition on the Appointment Agenda
 - submit the Signed Appointment Agenda
 - *AND* submit same diagnosis code on medical claim
 - *OR* Gap addressed by checked exclusion box in dashboard
 - Email or fax paper agendas to:
 - agenda@centene.com
 - Fax: 1.844.464.8879 - SUBJECT line: CoC
- PA Health and Wellness will manage the bonus calculation, reconciliation, and payment processing.

Contact Information



Email:

PHW_RiskAdjustment@PaHealthWellness.com

Fax: 1.844.918.0782 SUBJECT LINE: CoC

Phone: 877-236-1320

CoC Appointment Agenda



Agenda ID: 17913504

Page 1 of 1

2/1/2022 1:21:52 PM

MEMBER NAME	Member Phone
Member DOB	
TIN Name	
Provider Name and ID :	

2022 APPOINTMENT AGENDA - Use as a guide during the patient's visit.

'Active Diagnosis & Documented'

– Patient is currently presenting with this condition. Providers must submit a claim with a diagnosis code that maps to the Disease Category listed on the agenda.

'Resolved/Not Present'

– Patient is not presenting with this condition. Provider must submit a claim with a 2022 face to face visit and should submit appropriate codes for conditions the Patient is currently presenting.

Health Condition History / Continuity of Care

These conditions are based on claims submitted by providers and/or the member's medical history as of 1/7/2022. Please update diagnoses, as these conditions may no longer exist, their severity level may have changed, or they may have been replaced by other conditions.

Suspected Rx/Condition	Type	Source	Diagnosis	Active Diagnosis & Documented	Resolved / Not Present
Diabetes with Chronic Complications	Predictive Gap	ICD-10	E08.21 Diabetes mellitus due to underlying condition with diabetic nephropathy	<input type="checkbox"/>	<input type="checkbox"/>
Disorders of Immunity	Persistency Gap	ICD-10	D61.810 Antineoplastic chemotherapy induced pancytopenia	<input type="checkbox"/>	<input type="checkbox"/>
Metastatic Cancer and Acute Leukemia	Persistency Gap	ICD-10	C77.0 Secondary and unspecified malignant neoplasm of lymph nodes of head, face and neck	<input type="checkbox"/>	<input type="checkbox"/>

Persistency = DX Code(s) have appeared in prior claims

Predictive = Possible condition(s) based on prior claims

Care Guidance

Address and document the Care Gaps below. Care Gaps are closed by a claim, CPT, CPTII, HCPCS, DX codes or applicable documentation. For additional information, please reference your Care Gap Report.

No data returned for this view.

For questions on the Appointment Agenda form, please contact your Provider Representative.

All current Diagnoses and Care Gaps for 2022 dates of service must be documented in the patient's chart and submitted on claims.

Provider Signature : _____

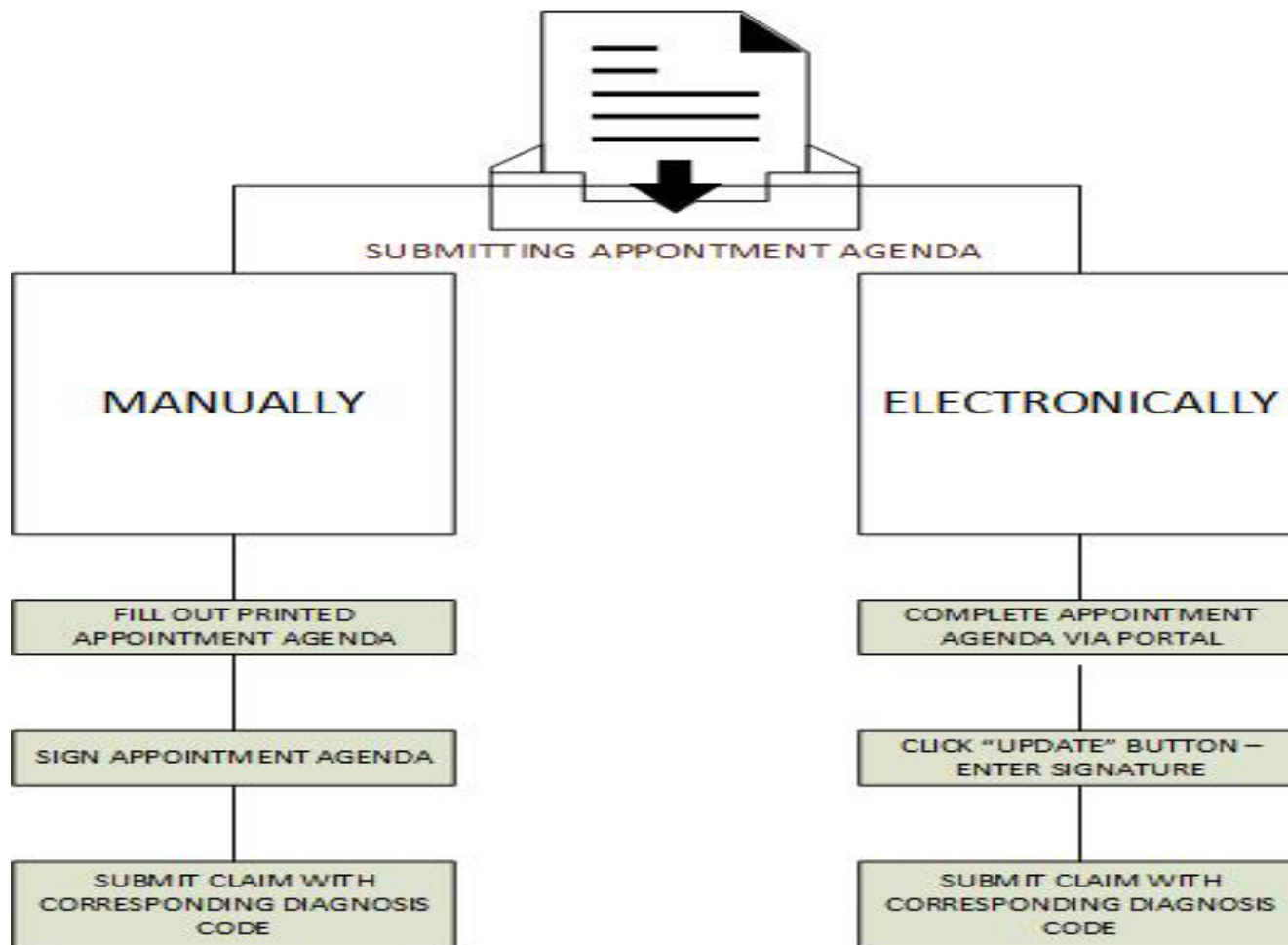
Date : _____

Provider Printed Name : _____

Provider Credentials : MD, DO, PA, NP (circle one)

All conditions must be addressed for the *Agenda* to be complete

Ways to Submit



CPE/Chart Submissions



- Comprehensive Medical Record (CPE) submissions are no longer accepted in place of submissions of appointment agendas and are not eligible for CoC bonuses.

Telehealth Guidance



- Telehealth services that are furnished using interactive, audio/video, real-time communication technology are acceptable for the CoC program
- A non-public facing product that allows only the intended parties to participate is required
- Annual Wellness Visits can still be performed
- The E/M level selection furnished via telehealth can be based on Medical Decision Making (MDM) or time, with time defined as all of the time associated with the E/M on the day of the encounter
- Medicare does not offer clear guidance and relies on health care providers to serve their patients in good faith when utilizing technology through audio and video communication to deliver care

Providers should reference the CMS Telehealth Services document for further requirements when performing telehealth services

Provider Bonus for CoC



Bonus = \$100 or \$50 for every Assessed Member.

Can increase based on meeting thresholds outlined below and how Appointment Agendas are submitted (electronically vs paper).

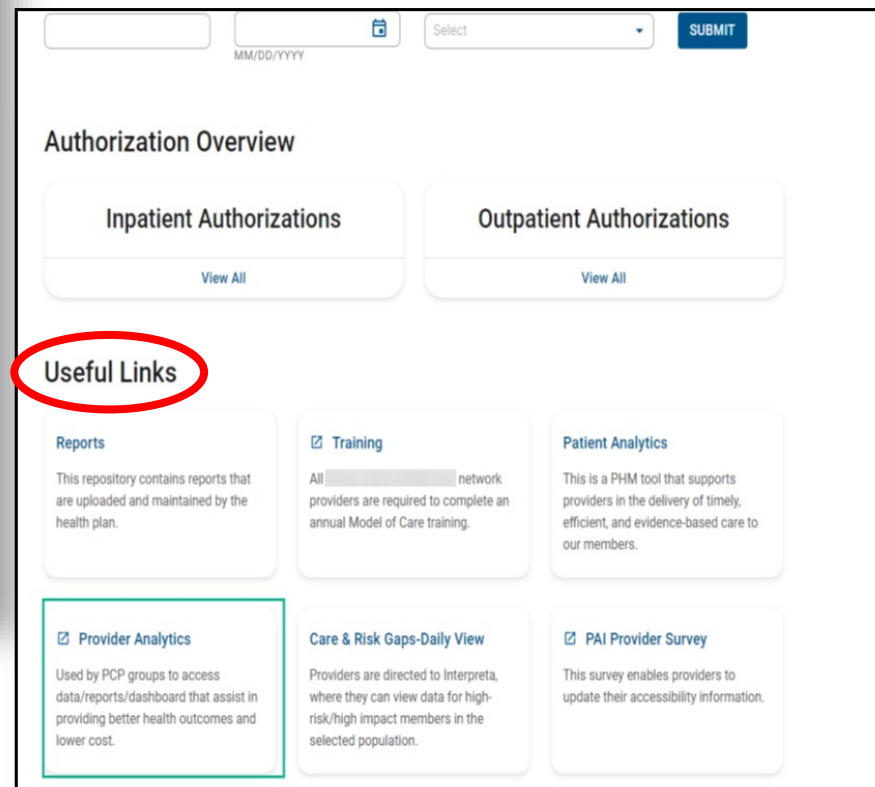
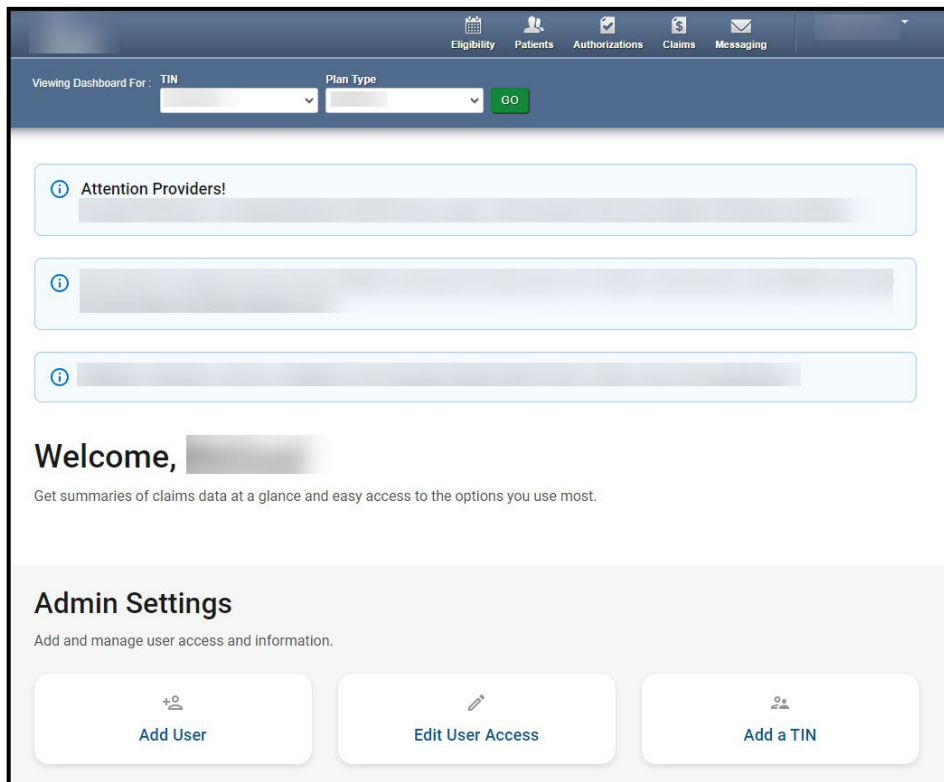
% of Appointment Agendas Completed/Paid	Bonus Paid per Electronic Appointment Agenda Submission	Bonus Paid per Paid Paper Appointment Agenda Submission
<50%	\$100	\$50
>50 to <80%	\$200	\$100
>80%	\$300	\$150

Assessed Member defined as:

- 100% of the risk adjustment gaps are assessed
 - Gaps assessed by submitting diagnosis code(s) on a medical claim OR
 - Gaps assessed by checking exclusion box in the CoC dashboard, OR
 - Centene will monitor provider exclusion boxes that are checked on a consistent basis
 - Gaps assessed by checking assessed and documented in CoC dashboard, or the no longer valid box in the CoC dashboard
 - AND the provider has submitted a state acceptable paid claim demonstrating that an assessment in a provider's office was completed

Note: Participation in the CoC program may result in a request for medical records. The requests may be part of an internal health plan, state, and/or federal audit and or any NCQA's programs, such as HEDIS™.

CoC Portal Navigation



Log on to the CoC dashboard through our Secure Provider Portal at <https://provider.pahealthwellness.com/careconnect/login>.

Once on the homepage scroll down to **“Useful Links”**
Select **“Provider Analytics”**

Terms and Conditions box will pop up and agree to terms



Resources

- Case Study Support Resource
- FAQ
- Tool Navigation Guide

TIN Name
TIN Number

Supplemental Reports

COVID-19 Detail	03-18-2024	
Daily IP & Discharge	03-25-2024	...
Weekly Med Claims	03-24-2024	...
Weekly Rx Claims	03-24-2024	...

Reference Materials

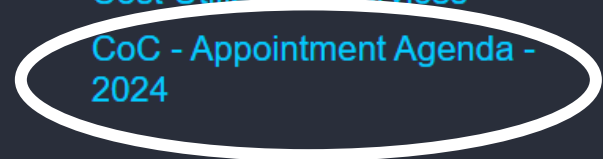
[Data Dictionary](#)

P4P and Quality Reporting

- Quality
- PA Ambetter 2022
- PA Ambetter P4P 2023
- PA Medicaid P4P 2023
- PA Medicaid 2022
- PA Medicare P4Q 2022
- P4P Payment and Member History
- PA Medicare P4Q 2023

Dashboards

- Summary
- Cost Utilization/Services
- CoC - Appointment Agenda - 2024



CoC Portal Navigation



☰
 CoC
☰
 CoC - Appointment Agenda
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Show Me:

Company
(All)

Line of Business
(All)
MARKETPLACE
MEDICARE

Create Date
(All)

Providers can also choose to filter by Line of Business.

Coded Through: 7/13/2021 LOB: ALL TIN: NPI: ALL

Member List: Appointment Agendas:

Create Date	Active Agenda	Member ID	Marketplace	Medicare	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
021-02	Y				N	1851367155	5	1	83.3%
021-02	Y			Y	N	1003848300	5	0	100.0%
021-02	Y			Y	N	1558381012	5	2	71.4%
021-02	Y			Y	N	1003848300	4	1	80.0%
021-02	Y			Y	N	1366495079	4	0	100.0%
021-02	Y			Y	N	1588975163	4	0	100.0%
021-02	Y			Y	N	1306089628	4	2	66.7%

NPI: Member: DOB: 12/10/1942

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved / Not Present
Breast, Prostate, and Other Cancers and Tumors	C73.910 GLANDULAR NECROSIS OF BREAST	Coded Through Claims	04/15/2021		●	<input type="checkbox"/>	<input type="checkbox"/>
Chronic Obstructive Pulmonary Disease	J82.990 PNEUMONIA, NOS	Coded Through Claims	04/15/2021		●	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Congestive Heart Failure	I50.9 HEART FAILURE UNSPECIFIED	Coded Through Claims	04/15/2021		●	<input type="checkbox"/>	<input type="checkbox"/>
Morbid Obesity	E66.01 MORBID SEVERE OBES D/T EXCESS CAL	Unassessed	06/18/2019		●	<input type="checkbox"/>	<input type="checkbox"/>

Status:
● Dark Green: Completed
● Light Green: Awaiting confirmation
● Yellow: Not Completed

All data shown here is for illustrative purposes only. No actual PHI data is presented.

CoC Portal Navigation



The screenshot shows the 'CoC - Appointment Agenda' interface. At the top, there are filters for 'Coded Thru Claims as of: 7/13/2021', 'LOB: ALL', 'TIN:', and 'NPI: ALL'. Below these are search fields for 'Member:' and 'NPI:'. A search bar with a magnifying glass icon is highlighted with a red box. To the right of the search bar is an 'Excel' button, also highlighted with a red box. Above the 'Excel' button is a callout box that says 'Export list to Excel.' In the top right corner, there is an information icon (i) highlighted with a red box, with a callout box that says 'Info button is a drop-down menu containing links to FAQs.' Below the search and filter fields is a table with columns: 'Create Date', 'Active Agenda', 'Member ID', 'Member Last Name', 'Member First Name', 'Date of Birth', 'Med Rec Ind', 'Med Rec Rcvd', 'Med Rec Appr', 'NPI', and 'Assesse'. The table contains several rows of data. Below the table are input fields for 'NPI:', 'Member:', and 'DOB: 12/10/1942'. At the bottom, there is an 'Assessable' section with a table of disease conditions, diagnoses, assessment statuses, and dates.

Create Date	Active Agenda	Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assesse
2021-02	Y					Y	N	N	1851367155	
2021-02	Y					Y	Y	N	1003848300	
2021-02	Y					Y	N	N	1558381012	
2021-02	Y					Y	N	N	1003848300	
2021-02	Y					Y	N	N	1366495079	
2021-02	Y					Y	N	N	1588975163	
2021-02	Y					Y	N	N	1306089628	

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis Documented	Resolved / Not Present
Breast, Prostate, and Other Cancers and Tumors	C73 MALIGNANT NEOPLASM OF THYROID GLAND	Coded Through Claims	04/15/2021		●	<input type="checkbox"/>	<input type="checkbox"/>
Chronic Obstructive Pulmonary Disease	J82.81 CHRONIC EOSINOPHILIC PNEUMONIA	Unassessed			●	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Congestive Heart Failure	I50.9 HEART FAILURE UNSPECIFIED	Coded Through Claims	04/15/2021		●	<input type="checkbox"/>	<input type="checkbox"/>
Morbid Obesity	E66.01 MORBID SEVERE OBES D/T EXCESS CAL	Unassessed	06/18/2019		●	<input type="checkbox"/>	<input type="checkbox"/>

Users can search for a specific patient by typing in either name or patient ID.

Export list to Excel.

Info button is a drop-down menu containing links to FAQs.

All data shown here is for illustrative purposes only. No actual PHI data is presented.

CoC Portal Navigation



CoC - Appointment Agenda

Coded Thru Claims as of: 7/13/2021 LOB: ALL TIN: NPI: ALL

Member: Member List: Appointment Agendas:

Create Date	Active Agenda	Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
2021-02	Y					Y	N	N	1851367155	5	1	83.3%
2021-02	Y					Y	Y	N	1003848300	5	0	100.0%
2021-02	Y					Y	N	N	1558381012	5	2	71.4%
2021-02	Y					Y	N	N	1003848300	4	1	80.0%
2021-02	Y					Y	N	N	1366495079	4	0	100.0%
2021-02	Y					Y	N	N	1588975163	4	0	100.0%
2021-02	Y					Y	N	N	1306089628	4	2	66.7%

NPI:

Member: DOB:

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved / Not Present
<u>Breast, Prostate, and Other Cancers and Tumors</u>	C73 MALIGNANT NEOPLASM OF THYROID GLAND	Coded Through Claims	04/15/2021		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Chronic Obstructive Pulmonary Disease</u>	J82.81 CHRONIC EOSINOPHILIC PNEUMONIA	Unassessed			●	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<u>Congestive Heart Failure</u>	I50.9 HEART FAILURE UNSPECIFIED	Coded Through Claims	04/15/2021		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Morbid Obesity</u>	E66.01 MORBID SEVERE OBES D/T EXCESS CAL	Unassessed	06/18/2019		●	<input type="checkbox"/>	<input type="checkbox"/>

Once a box is checked/unchecked, user needs to click "UPDATE" to save any updates

All data shown here is for illustrative purposes only. No actual PHI data is presented.

CoC Portal Navigation



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CoC – Appointment Agenda

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Coded Thru Claims as of: 1/7/2022 LOB: ALL TIN: NPI: ALL

Member:

Member List
Appointment Agendas

Excel
TIN
NPI
Member

Create Date	Active Agenda	Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
2022-01	Y					Y	N	N	1124131057	0	17	0.0%
2022-01	Y					Y	N	N	1225272263	0		
2022-01	Y					Y	N	N	1174577035	0		
2022-01	Y					Y	N	N	1265738801	0		
2022-01	Y					Y	N	N	1366499162	0		
2022-01	Y					Y	N	N	1770645111	0		
2022-01	Y					Y						

NPI:

Member:

I attest that I am certified to make updates.

*

Enter Name

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved / Not Present
<u>Acute Myocardial Infarction</u>	I21.01 ST elevation (STEMI) myocardial infarction involving left main coronary artery	Unassessed	10/05/2021		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Cardio-Respiratory Failure and Shock</u>	I46.2 Cardiac arrest due to underlying cardiac condition	Unassessed			●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Chronic Kidney Disease, Stage 5</u>	I12.0 Hypertensive chronic kidney disease with stage 5 chronic kidney disease or end stage renal disease	Unassessed			●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Chronic Obstructive Pulmonary Disease</u>	J82.81 Chronic eosinophilic pneumonia	Unassessed	06/10/2021		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Coagulation Defects and Other Specified Hematological</u>	C94.6 Myelodysplastic disease, not classified	Unassessed			●	<input type="checkbox"/>	<input type="checkbox"/>

Authorized personnel need to enter their name to attest to the changes.

I attest that I am certified to make updates.

*

Enter Name

UPDATE

All data shown here is for illustrative purposes only. No actual PHI data is presented.

3/25/2024

Portal Updates



CoC - Appointment Agenda

Medicare TIN: [redacted] NPI: ALL

Member List Appointment Agendas

Excel TIN NPI Member

Member Last Name	Member First Name	Date of Birth	Med Rec Ind	Med Rec Rcvd	Med Rec Appr	NPI	Assessed	Unassessed	Assessed %
[redacted]	[redacted]	[redacted]	Y	N	N	1932172475	0	7	0.0%
[redacted]	[redacted]	[redacted]	Y	N	N	1942272471	3	5	37.5%
[redacted]	[redacted]	[redacted]	Y	N	N	1548227762	5	4	55.6%
[redacted]	[redacted]	[redacted]	Y	N	N	1720051949	1	3	25.0%
[redacted]	[redacted]	[redacted]	Y	N	N	1720051949	8	3	72.7%
[redacted]	[redacted]	[redacted]	Y	N	N	1750460614	0	2	0.0%
[redacted]	[redacted]	[redacted]	Y	N	N	1407274699	0	2	0.0%

Select a Member to see detail

Filterable to date member was added to CoC program

Medical record received and approved columns have been added

Portal Updates



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Coded Thru Claims as of: 3/18/2024 LOB: ALL TIN: NPI: ALL

Member: Search

Member List Appointment Agendas

Excel TIN NPI Member

Create Date	Active Agenda	Imputed	Member ID	Plan Member ID	Member Last Name	Member First Name	Date of Birth	New Member	Pre Auth	NPI	Assessed	Unassessed	Assessed %
-------------	---------------	---------	-----------	----------------	------------------	-------------------	---------------	------------	----------	-----	----------	------------	------------



Note the claims date for data in the portal. Any claims submitted after the reflected date, will update on the next refresh. Please be aware, refresh usually takes place once per month.