



pa health  
& wellness™

## Continuity of Care

*formally known as Partnership for Quality*

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3/11/2021

# CoC



- HCC recapture program
- Providers should:
  - Schedule and conduct a Comprehensive Exam with the patient using the Appointment Agenda as a guide, 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 and charts to:
    - [PHWAppointmentAgenda@PAHealthWellness.com](mailto:PHWAppointmentAgenda@PAHealthWellness.com)
    - Fax: 1.844.918.0782 - SUBJECT line: P4Q
- PA Health and Wellness will manage the Bonus calculation, reconciliation, and payment processing.

# Contact information



- [PHWAppointmentAgenda@PAHealthWellness.com](mailto:PHWAppointmentAgenda@PAHealthWellness.com)
- Fax: 1.844.918.0782 - SUBJECT line: P4Q
- Edie Delaney (484) 431-2987  
[Edie.Delaney@PaHealthWellness.com](mailto:Edie.Delaney@PaHealthWellness.com)
- Antionette Jeffries (717) 551-8334  
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# 2021 CoC Appointment Agenda



SMITH, BOB 0991637186 Member Phone : (314) 555-5555  
 Member DOB : 1/1/2019  
 TIN Name : \_\_\_\_\_  
 Provider Name and ID : \_\_\_\_\_

**2020 APPOINTMENT AGENDA - Use as a guide during the patient's visit.**

P4Q →

**Health Condition History / Continuity of Care**

These conditions are based on claims submitted by providers and/or the member's medical history as of 4/30/2020. 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update diagnoses, as these conditions may no longer exist, their severity level may have changed, or they may have been replaced by other conditions.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
Central Nervous System, low	Assessed	ICD-10	G62.9 POLYNEUROPATHY UNSPECIFIED	<input type="checkbox"/>	<input type="checkbox"/>
Gastro, low	Persistency Gap	ICD-10	R16.0 HEPATOMEGALY NEC	<input type="checkbox"/>	<input type="checkbox"/>
Hematological, very high	Assessed	ICD-10	D57.00 HB-SS DISEASE WITH CRISIS UNS	<input type="checkbox"/>	<input type="checkbox"/>
Metabolic, high	Assessed	ICD-10	E83.111 HEMOCHROMATOSIS D/T REPEATED RBC TX	<input type="checkbox"/>	<input type="checkbox"/>
Malignancies	Assessed	NDC	49884072401 HYDROXYUREA CAP 500MG	<input type="checkbox"/>	<input type="checkbox"/>
Psychiatric, medium low	Persistency Gap	ICD-10	F43.10 POST-TRAUMATIC STRESS DISORDER UNS	<input type="checkbox"/>	<input type="checkbox"/>
Pulmonary, medium	Persistency Gap	ICD-10	J96.01 ACUTE RESPIRATORY FAIL W/HYPOXIA	<input type="checkbox"/>	<input type="checkbox"/>
Skeletal, low	Assessed	ICD-10	M81.0 AGE-REL OSTEOPOR W/O CURR PATH FX	<input type="checkbox"/>	<input type="checkbox"/>

Persistency = DX Code(s) have appeared in prior claims Predictive = Possible condition(s) based on prior claims

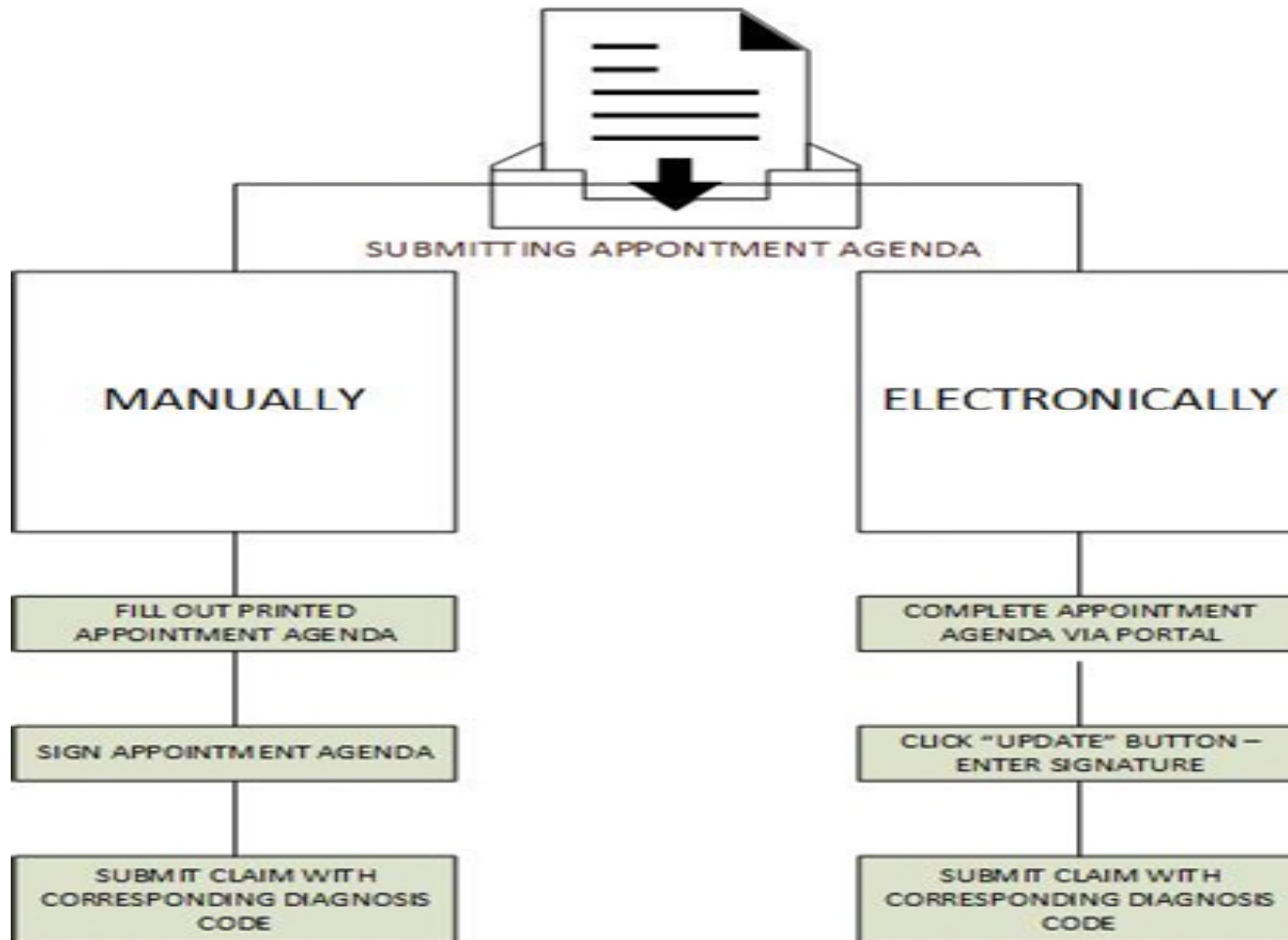
P4P →

**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.

Measure	Sub Measure	Anchor Date	Compliant Indicator	Condition Reviewed
ADULT BMI ASSESSMENT	ADULT BMI ASSESSMENT	12/31/2019	Y	<input type="checkbox"/>
ADULTS ACCESS TO PREVENTIVE/AMBULATORY HEALTH SERVICES	TOTAL	12/31/2019	Y	<input type="checkbox"/>
CERVICAL CANCER SCREENING	CERVICAL CANCER SCREENING	12/31/2019	N	<input type="checkbox"/>
MEDICATION RECONCILIATION POST-DISCHARGE	TOTAL	7/5/2019	N	<input type="checkbox"/>
ANNUAL WELLNESS VISIT CENT	ANNUAL WELLNESS VISIT CENT	12/31/2019	N	<input type="checkbox"/>

# Ways to submit



## Overview

- Telehealth services that are furnished using interactive, audio/video, real-time communication technology are acceptable for the P4Q 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 for every Assessed Member.**

**Can increase up to \$200 and \$300 based on meeting thresholds outlined below**

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

## **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 P4Q dashboard, OR
    - Centene will monitor provider exclusion boxes that are checked on a consistent basis
  - Gaps assessed by checking assessed and documented in P4Q dashboard, or the no longer valid box in the P4Q dashboard and submitting a Comprehensive Physical Exam (CPE) Medical Record
  - 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 P4Q 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™.

# Early Submission Bonus



# \$50

For Every member seen  
and CoC completed by  
May 31<sup>st</sup>



# CoC Portal Navigation

# Secure Provider Portal



From your home screen, select “Provider Analytics” from your right-hand menu.

- This will open in a new tab in your browser.

A screenshot of the Secure Provider Portal dashboard. At the top, there is a navigation bar with "Viewing Dashboard For : TIN" and "Plan Type" dropdown menus, and a "GO" button. Below this is a pink banner with the text "What you need to know about COVID-19". The main content area is divided into two columns. The left column contains a "Quick Eligibility Check for Pennsylvania Health and Wellness" section with input fields for "Participant ID or Last Name" (containing "123456789 or Smith") and "Birthdate" (containing "mm/dd/yyyy"), and a "Check Eligibility" button. Below this is a "Recent Claims" section with a table. The right column contains a "Welcome" section with a list of menu items: "Add a TIN to My ACCOUNT", "Patient Analytics", "Provider Analytics", and "Recent Activity". The "Provider Analytics" item is highlighted with a red box and a red arrow points to it. Below the "Recent Activity" section is a "Quick Links" section.

STATUS	RECEIVED DATE	PARTICIPANT NAME	CLAIM NO.
\$			

Recent Activity	
Date	Activity



## Resources

- ① Case Study Support Resource
- ② FAQ
- ① Tool Navigation Guide

## Supplemental Reports

<a href="#">COVID-19 Detail</a>	02-08-2021	
<a href="#">Daily IP &amp; Discharge</a>	02-10-2021	...
<a href="#">Weekly Med Claims</a>	02-07-2021	...
<a href="#">Weekly Rx Claims</a>	02-07-2021	...

## P4P and Quality Reporting

- [Quality](#)
- [2020 P4P SCORECARD](#)
- [P4P Payment History](#)
- [P4Q - Appointment Agenda](#)
- [CoC - Appointment Agenda](#)

## Dashboards

- [Summary](#)
- [Cost Utilization/Services](#)

## Reference Materials

[Data Dictionary](#)



# CoC Portal Navigation



☰ **P4Q - Appointment**

**Show Me:**

**Line of Business**

(All)

(All)

MARKETPLACE

MEDICAID

ANTIP

GUSALI

Diag

I50.3

E10.2

A41.0

E87.2

Providers can also choose to filter by Line of Business.

☰ **P4Q - Appointment Agenda**

Coded Thru Claims as of: 4/30/2020

Member: Search

NPI: ALL

Appointment Agendas

Export List TIN NPI Member

Member ID	Member Last Name	Member First Name	Date of Birth	NPI	Assessed	Unassessed	Assessed %
U	S	B	1/1/2019	1497775316	5	3	62.5%
U	E	C	1/12/1960	1497775316	5	1	83.3%
U	V	F	11/19/1959	1497775316	5	0	100.0%
U	S	B	1/1/2019	1053638551	4	1	80.0%
U	S	B	1/1/2019	1497775316	4	3	57.1%
Z	S	B	1/1/2019	1497775316	3	6	33.3%
8	M	S	12/25/1991	1497775316	3	2	60.0%
8	S	R	1/1/2019	1497775316	3	4	42.9%

Member ID column will contain both Marketplace and Medicaid Member ID's.

NPI: Member: 0991637186 BOB SMITH Update

Assessable

Disease Condition	Diagnosis	Date	Status	Active Diagnosis & Documented	Resolved Not Present
Gastro, low	R16.0 HEPATOMEGALY NEC	07/05/2019	Dark Green	☑	☐
Hematological, very high	D57.00 HB-SS DISEASE WITH CRISIS UNS	02/19/2020	Light Green	☐	☑
Malignancies	49884072401 HYDROXYUREA CAP 500MG	03/24/2020	Dark Green	☐	☐
Metabolic, high	E83.111 HEMOCHROMATOSIS D/T REPEATED RBC TX	02/20/2020	Dark Green	☐	☐
Psychiatric, medium low	F43.10 POST-TRAUMATIC STRESS DISORDER UNS	10/24/2018	Yellow	☐	☐

Member Status:  
 Dark Green: Completed  
 Light Green: Claim in Process  
 Yellow: Not Completed

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

# CoC Portal Navigation



**Users can export their list to excel.**

**Providers can search for a specific patient by typing in either the name or ID of the patient.**

**The info button is a drop-down menu containing links to FAQ on program rules and potentially detailed lists of diagnosis codes under each disease condition**

**P4Q - Appointment Agenda**

Coded Thru Claims as of: 4/30/2020    LOB: ALL    NPI: ALL

Member:

Appointment Agendas    TIN    NPI    Member

**Export List**

Member ID	Member Last Name	Member First Name	Date of Birth	NPI	Assessed	Unassessed	Assessed %
U99	SI	E	1/1/2019	1497775316	5	3	62.5%
U92	E	C	1/12/1960	1497775316	5	1	83.3%
U92	W	F	11/19/1959	1497775316	5	0	100.0%
943	SI	E	1/1/2019	1053638551	4	1	80.0%
U9C	SI	E	1/1/2019	1497775316	4	3	57.1%
746	SI	E	1/1/2019	1497775316	3	6	33.3%
814	M	S	12/25/1991	1497775316	3	2	60.0%
814	SI	F	1/1/2019	1497775316	3	4	42.9%

NPI:

Member:     BOB SMITH    DOB:    

**Assessable**

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved Not Present
<u>Gastro_low</u>	R16.0 HEPATOMEGALY NEC	Assessed	07/05/2019	05/14/2020	●	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<u>Hematological_very high</u>	D57.00 HB-SS DISEASE WITH CRISIS UNS	Coded Through Claims	02/19/2020	05/14/2020	●	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Malignancies</u>	49884072401 HYDROXYUREA CAP 500MG	Coded Through Claims	03/24/2020		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Metabolic_high</u>	E83.111 HEMOCHROMATOSIS D/T REPEATED RBC TX	Coded Through Claims	02/20/2020		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Psychiatric_medium low</u>	F43.10 POST-TRAUMATIC STRESS DISORDER UNS	Unassessed	10/24/2018		●	<input type="checkbox"/>	<input type="checkbox"/>

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

# CoC Portal Navigation



**P4Q - Appointment Agenda**

Coded Thru Claims as of: 4/30/2020    LOB: ALL    TIN:    NPI: ALL

Member:

Appointment Agendas:            

Member ID	Member Last Name	Member First Name	Date of Birth	NPI	Assessed	Unassessed	Assessed %
099	S	E	1/1/2019	1497775316	5	3	62.5%
U92	E	C	1/12/1960	1497775316	5	1	83.3%
U92	W	F	11/19/1959	1497775316	5	0	100.0%
943	S	E	1/1/2019	1053638551	4	1	80.0%
U90	S	E	1/1/2019	1497775316	4	3	57.1%
746	S	E	1/1/2019	1497775316	3	6	33.3%
814	M	S	12/25/1991	1497775316	3	2	60.0%
814	S	F	1/1/2019	1497775316	3	4	42.9%

NPI:            

**Assessable**

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved Not Present
Gastro, low	R16.0 HEPATOMEGALY NEC	Assessed	07/05/2019	05/14/2020	●	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hematological, very high	D57.00 HB-SS DISEASE WITH CRISIS UNS	Coded Through Claims	02/19/2020	05/14/2020	●	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Malignancies	49884072401 HYDROXYUREA CAP 500MG	Coded Through Claims	03/24/2020		●	<input type="checkbox"/>	<input type="checkbox"/>
Metabolic, high	E83.111 HEMOCHROMATOSIS D/T REPEATED RBC TX	Coded Through Claims	02/20/2020		●	<input type="checkbox"/>	<input type="checkbox"/>
Psychiatric, medium low	F43.10 POST-TRAUMATIC STRESS DISORDER UNS	Unassessed	10/24/2018		●	<input type="checkbox"/>	<input type="checkbox"/>

Once a box is checked or unchecked, the provider or authorized personnel needs to click "update" to save the updates

**Note:** If users export to Excel, they still need to go back into the P4Q dashboard to enter any exclusions.

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



# CoC Portal Navigation



**P4Q - Appointment Agenda**

Coded Thru Claims as of: 4/30/2020    LOB: ALL    TIN:    NPI: ALL

Member:

Appointment Agendas:            

Member ID	Member Last Name	Member First Name	Date of Birth	NPI	Assessed	Unassessed	Assessed %
09	SM	BC	1/1/2019	1497775316	5	3	62
U9	EV	CF	1/12/1960	1497775316	5	1	83
U9	WK	FF	11/19/1959	1497775316	5	0	100
94	SM	BC	1/1/2019	1053638551	4	1	80
U9	SM	BC	1/1/2019	1497775316	4	3	57
74	SM	BC	1/1/2019	1497775316	3	6	33
81	MC	SH	12/25/1991	1497775316	2	2	50
81	SM	RC	1/1/2019	1497775316	4	4	42.9%

NPI:    

*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>Gastro, low</u>	R16.0 HEPATOMEGALY NEC	Assessed	07/05/2019	05/14/2020	●	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<u>Hematological, very high</u>	D57.00 HB-SS DISEASE WITH CRISIS UNS	Coded Through Claims	02/19/2020	05/14/2020	●	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Malignancies</u>	49884072401 HYDROXYUREA CAP 500MG	Coded Through Claims	03/24/2020		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Metabolic, high</u>	E83.111 HEMOCHROMATOSIS D/T REPEATED RBC TX	Coded Through Claims	02/20/2020		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Psychiatric, medium low</u>	F43.10 POST-TRAUMATIC STRESS DISORDER UNS	Unassessed	10/24/2018		●	<input type="checkbox"/>	<input type="checkbox"/>

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

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# CoC Portal Navigation



**P4Q - Appointment Agenda**

Coded Thru Claims as of: 4/30/2020    LOB: ALL    TIN:    NPI: ALL

Member:     Appointment Agendas

[Export List](#)    [TIN](#)    [NPI](#)    [Member](#)

Member ID	Member Last Name	Member First Name	Date of Birth	NPI	Assessed	Unassessed	Assessed %
0991	SM	B	1/1/2019	1497775316	5	3	62.5%
U92	EV	C	1/12/1960	1497775316	5	1	83.3%
U92	WC	F	11/19/1959	1497775316	5	0	100.0%
943	SM	B	1/1/2019	1053638551	4	1	80.0%
U90	SM	B	1/1/2019	1497775316	4	3	57.1%
746	SM	B	1/1/2019	1497775316	3	6	33.3%
814	MC	S	12/25/1991	1497775316	3	2	60.0%
814	SM	B	1/1/2019	1497775316	3	4	42.9%

**NPI:**

Member:         DOB:     [Update](#)

**Assessable**

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved Not Present
Gastro_low	R16.0 HEPATOMEGALY NEC	Assessed	07/05/2019	05/14/2020	●	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hematological_very_high	D57.00 HB-SS DISEASE WITH CRISIS UNS	Coded Through Claims	02/19/2020	05/14/2020	●	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Malignancies	49884072401 HYDROXYUREA CAP 500MG	Coded Through Claims	03/24/2020		●	<input type="checkbox"/>	<input type="checkbox"/>
Metabolic_high	E83.111 HEMOCHROMATOSIS D/T REPEATED RBC TX	Coded Through Claims	02/20/2020		●	<input type="checkbox"/>	<input type="checkbox"/>
Psychiatric_medium_low	F43.10 POST-TRAUMATIC STRESS DISORDER UNS	Unassessed	10/24/2018		●	<input type="checkbox"/>	<input type="checkbox"/>

The member's record will now reflect the updated data.

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