



pa health
& wellness™

Continuity of Care (CoC) Program

(Risk Adjustment Appointment Agendas)

3/24/2022

COC HCC ACCURACY

- 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 OR charts to:
 - PHWAgenda@PAHealthWellness.com
 - Fax: 1.844.918.0782 - SUBJECT line: CoC
- PA Health and Wellness will manage the Bonus calculation, reconciliation, and payment processing.

Contact information



EMAIL:

PHWAgenda@PAHealthWellness.com

Fax:

1.844.918.0782

- SUBJECT LINE: CoC

2022 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.

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update diagnoses, as these conditions may no longer exist, their severity level may have changed, or they may have been replaced by other conditions.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)

'Active Diagnosis & Documented'

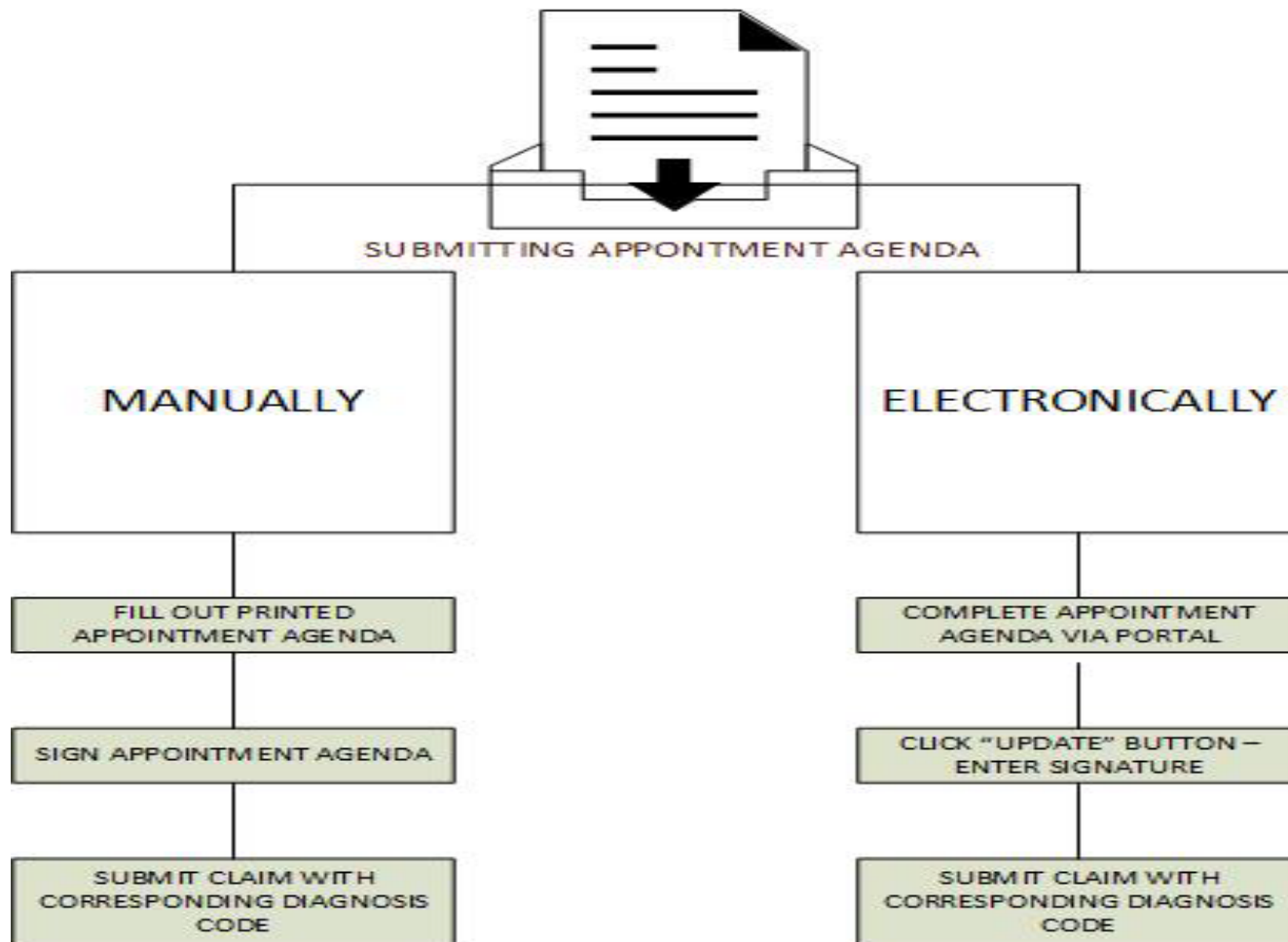
– Patient is currently presenting with this condition. Providers must submit a claim with a diagnosis code that maps to the Disease Category listed on the agenda.

'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.

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

Ways to submit



Overview

- 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 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 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 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 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

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.

Quick Eligibility Check for Pennsylvania Health and Wellness

Participant ID or Last Name: Birthdate: [Check Eligibility](#)

Recent Claims

STATUS	RECEIVED DATE	PARTICIPANT NAME	CLAIM NO.
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Welcome

- Add a TIN to My ACCOUNT >
- Manage Accounts >
- Reports >
- Patient Analytics >
- Provider Analytics >**
- Care and Risk Gaps - Daily View >



TIN NAME
TIN NUMBER

Resources

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

Supplemental Reports

COVID-19 Detail	02-14-2022	...
Daily IP & Discharge	02-17-2022	...
Weekly Med Claims	02-13-2022	...
Weekly Rx Claims	02-13-2022	...

P4P and Quality Reporting

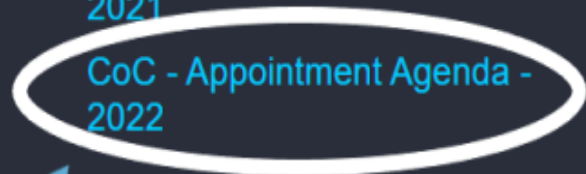
- Quality
- 2021 Medicare CoC
- P4P Payment History

Dashboards

- Summary
- Cost Utilization/Services
- CoC - Appointment Agenda - 2021
- CoC - Appointment Agenda - 2022**

Reference Materials

[Data Dictionary](#)



CoC Portal Navigation



☰
 CoC
☰
 CoC - Appointment Agenda
🔔
ⓘ

Show Me:

Company
(All)

Line of Business
(All)
MARKETPLACE
MEDICARE

Create Date
(All)

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	Y	N	1003848300	5	0	100.0%
021-02	Y			Y	N	N	1558381012	5	2	71.4%
021-02	Y			Y	N	N	1003848300	4	1	80.0%
021-02	Y			Y	N	N	1366495079	4	0	100.0%
021-02	Y			Y	N	N	1588975163	4	0	100.0%
021-02	Y			Y	N	N	1306089628	4	2	66.7%

NPI: Member: DOB: 12/10/1942

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 PNEUMONITIS, ORGANIZING	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"/>

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

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

Providers can also choose to filter by Line of Business.

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

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

CoC Portal Navigation



CoC - Appointment Agenda - 2022

Coded Thru Claims as of: 1/7/2022 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 %
2022-01	Y					Y	N	N	1124131057	0	17	0.0%
2022-01	Y					Y	N	N	1225272263	0	9	0.0%
2022-01	Y					Y	N	N	1174577035	0	8	0.0%
2022-01	Y					Y	N	N	1265738801	0	6	0.0%
2022-01	Y					Y	N	N	1366499162	0	6	0.0%
2022-01	Y					Y	N	N	1770645111	0	5	0.0%
2022-01	Y					Y	N	N	1174577035	0	5	0.0%

1131057 - SARAH MORCHEN

member: DOB:

Assessable

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

Users can export their list to excel.

Info button

The info button is a drop-down menu containing links to FAQ on program rules

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

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

CoC Portal Navigation



CoC - Appointment Agenda - 2022

Coded Thru Claims as of: 1/7/2022 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 %
2022-01	Y					Y	N	N	1124131057	0	17	0.0%
2022-01	Y					Y	N	N	1225272263	0	9	0.0%
2022-01	Y					Y	N	N	1174577035	0	8	0.0%
2022-01	Y					Y	N	N	1265738801	0	6	0.0%
2022-01	Y					Y	N	N	1366499162	0	6	0.0%
2022-01	Y					Y	N	N	1770645111	0	5	0.0%
2022-01	Y					Y	N	N	1174577035	0	5	0.0%

NPI: Member: DOB:

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"/>

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

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

CoC Portal Navigation



CoC - Appointment Agenda - 2022

Coded Thru Claims as of: 1/7/2022 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 %
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

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

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"/>

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

Portal updates



CoC - Appointment Agenda

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

Member: Member List: Excel Appointment Agendas: 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 %
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Note the claims date for data in the portal. Any claims submitted after the reflected date, will update on the next refresh