PEOPLES HEALTH

Chronic Condition Assessments as a Tool for Understanding Patient Current Health Status

Why is chronic condition assessment important?

When a patient has historical claims indicating a chronic health condition, we rely on our close working relationship with you to verify one of the following:

- The continued presence of the condition through ongoing treatment and management, as verified by submitted claims; this helps us understand how the patient is progressing with the care plan
- If a condition is no longer present, as verified through a rule-out status; this helps us update our records so we don't identify the patient as needing follow-up care or interventions

For more information on the benefits and importance of completing chronic condition assessments, we can schedule time for you to speak with one of our medical directors. Ask your provider relations representative for assistance.

We have created tools to help you identify patients who have chronic conditions that need assessment. We update information in Member Viewer on the Provider Portal on a weekly basis.

Steps to Take

1. **Review** your impacted Peoples Health patients. We can give you an initial report that includes the patients and the condition(s) pending verification. You can also access this report in Member Viewer through the Provider Portal:
   a. Select **Condition Assessment List** from the Criteria drop-down menu
   b. Choose your name from the drop-down menu
   c. Click Submit
   d. Click Select next to the patient's name to review conditions needing verification

2. **Schedule** appointments with these patients to evaluate and assess them for the condition.
   a. If present, document and code the condition on a submitted claim
   b. If not present, notify us of a rule-out status for the condition with these steps:
      i. Through your Provider Portal account, click the **Condition Assessment Form** under the Quick Links heading
      ii. Enter the member number for the patient and the date of service for the office visit when the rule-out determination occurred
      iii. Choose the condition from the drop-down menu of conditions
      iv. In the Comments field, explain why the condition is ruled out

   See the next page for instructions on completing the form.

For More Information:

Reach out to your provider relations representative.

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Using the Condition Assessment Form

❶ Log in to www.peopleshealth.com/providerportal. Click **Condition Assessment Form**.

❷ Provide the member number and date of service for the visit during which the condition was evaluated and ruled out, then select the associated condition from the drop-down menu.

❸ Provide a detailed explanation of the condition being ruled out and click Submit.

For More Information:

Reach out to your provider relations representative.