

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.

Chronic Condition Assessments as a Tool for Understanding Patient Current Health Status: Using the Condition Assessment Form

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

The screenshot shows the top navigation bar of the Peoples Health Provider Portal. The navigation bar includes links for Home, Eligibility & Benefits, Claims & Payment, Authorizations, User Manager, Resources, and Resource Central & Member Viewer. Below the navigation bar, there is a welcome message for Dr. Smith and a list of icons for various services: Eligibility & Benefits, Claims & Payments, Authorizations, Provider Network, and Forms & Resources. To the right, there is a 'Quick Links' menu with the following items: News and Bulletins, Plan Coverage Documents, Ask a Question, Provider Reference Guide, Find a Provider or Prescription Drug, Upload Medical Records, and Condition Assessment Form. A red arrow points to the 'Condition Assessment Form' link.

- 2 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.

The screenshot shows the input fields for the Condition Assessment Form. The 'Enter Member Number:*' field contains 'G000000000'. The 'Date of Service for the rule out:*' field contains '03/24/2020'. The 'List of Conditions/HCC's to rule out:*' dropdown menu is open, showing a list of conditions. The condition 'Diabetes without Complication HCC19' is selected and highlighted in blue. A red arrow points to this selection. The 'Comments:' field is empty. A 'Submit' button is visible at the bottom left.

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

The screenshot shows the 'Comments:' field of the Condition Assessment Form. The text entered in the field is: 'The member showed elevated A1c results, but follow-up testing indicated the member does not have diabetes.' A red arrow points to this text. The 'Submit' button is visible at the bottom left.

For More Information:

Reach out to your provider relations representative.