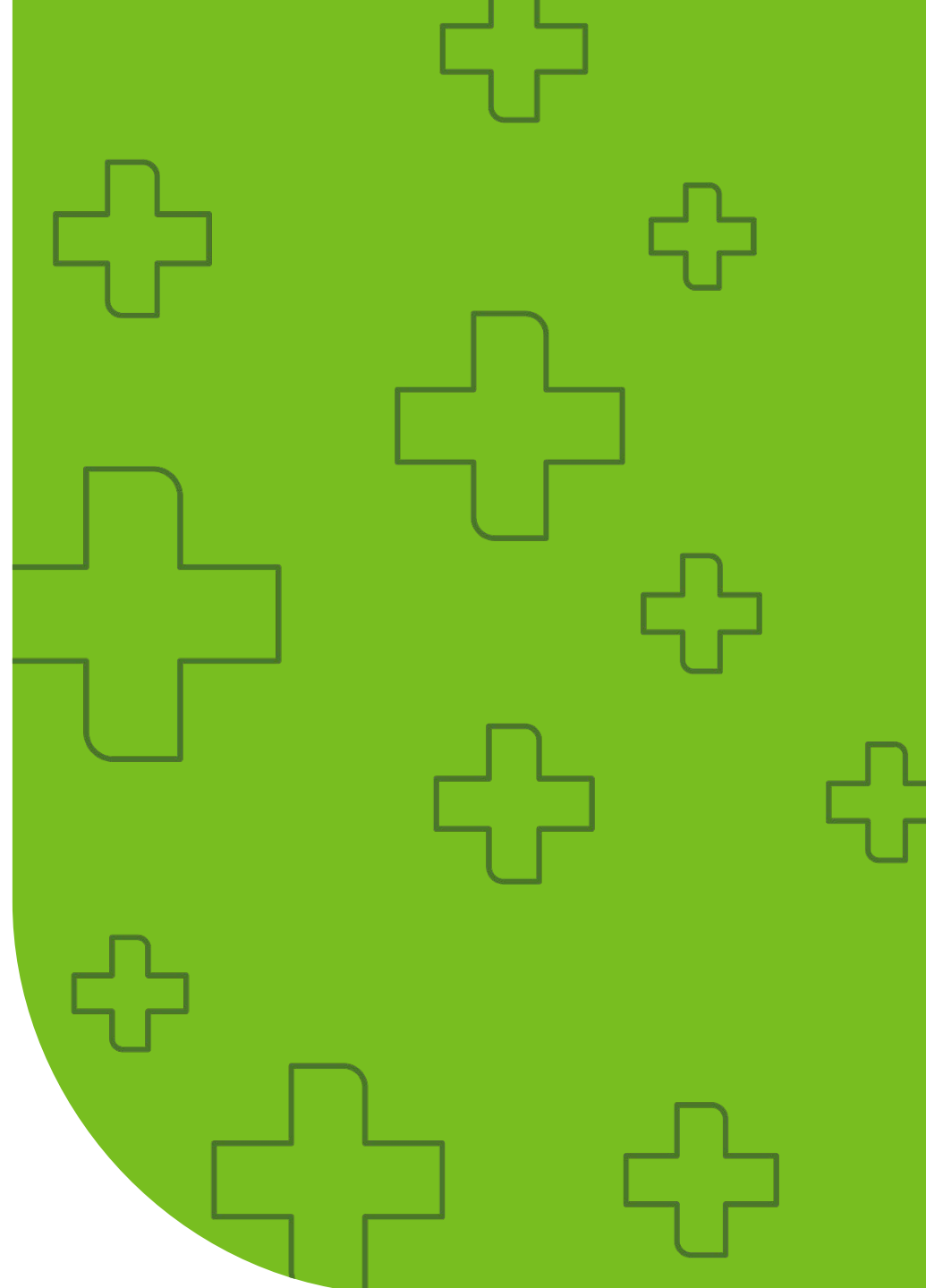


Altruista[®] Health Provider Training 2022-2023

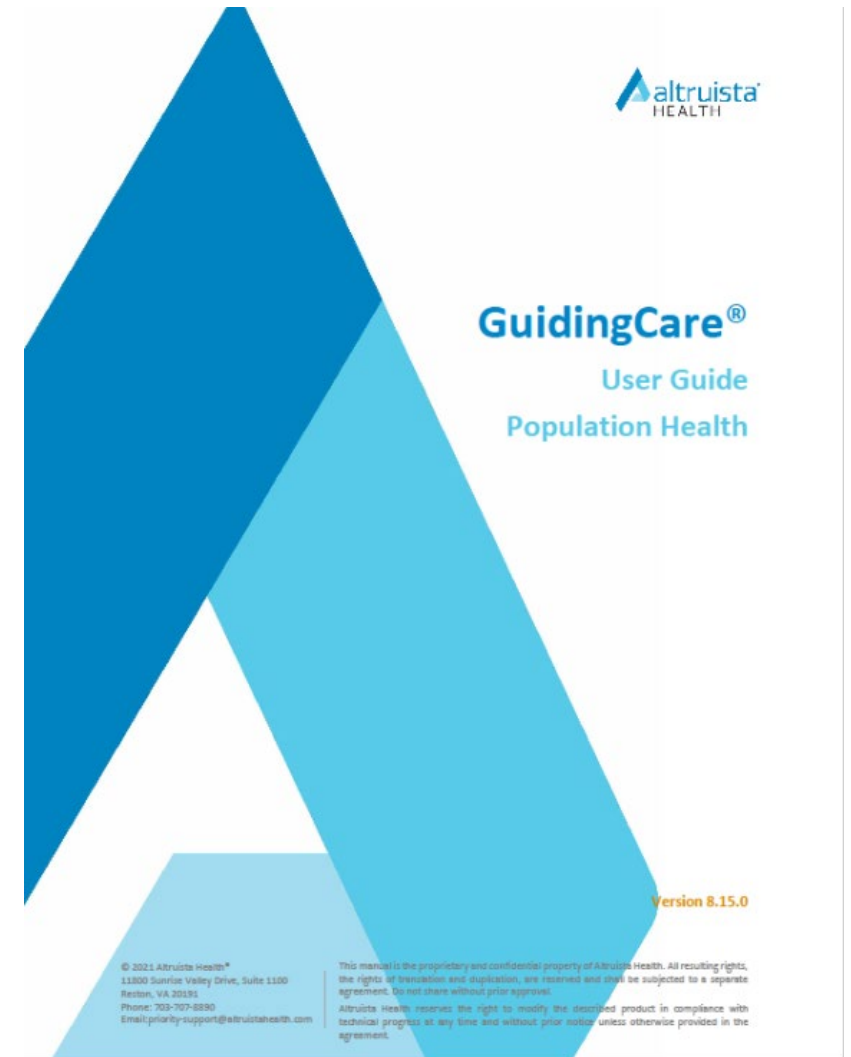


Humana Healthy Horizons is a Medicaid product offered by affiliates of Humana Inc.
101204MUL1022 (HUMP101204) GHHTY4EN1022



Introduction

GuidingCare® is a member-centric web-based healthcare management system designed to help health plans improve health outcomes and reduce avoidable costs for at-risk populations. It also helps health plans ensure each member has cost-efficient access to the right treatments at the right time. This user guide demonstrates the various functions executed by providers and the care team through the Population Health module.



Population health management

- The **Population Health module** helps physicians monitor a health plan member's clinical measures.
- Care coordinators are key players in care management programs. A care coordinator interacts with members:
 - Outside a clinical environment
 - In person
 - By phone
 - By email
- A care team/care manager, care coordinators and healthcare providers can more quickly and effectively engage members to support care outcomes.

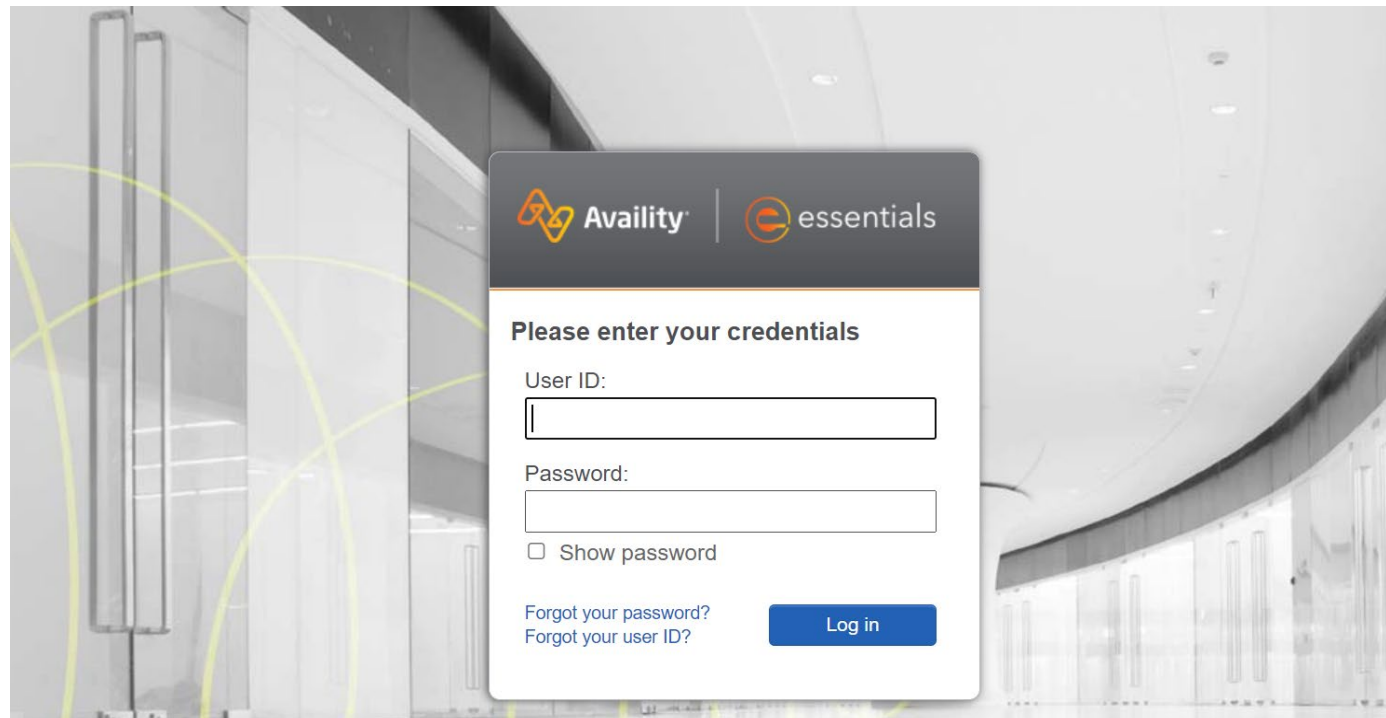


Altruista access and login (via Availity Essentials)



To log in to Altruista:

- Go to www.Availity.com
- Enter your username and password to access Availity Essentials

A screenshot of the Availity Essentials login interface. The background is a grayscale image of a modern building with curved glass and yellow structural lines. Overlaid on this is a white login form with a dark header. The header contains the Availity logo (an orange 'A' with a stylized 'v') and the word 'Availity' in white, followed by a vertical line and the 'essentials' logo (an orange 'e' with a stylized 's') and the word 'essentials' in white. Below the header, the text 'Please enter your credentials' is displayed in bold. There are two input fields: 'User ID:' and 'Password:'. Below the password field is a checkbox labeled 'Show password'. At the bottom left of the form, there are two links: 'Forgot your password?' and 'Forgot your user ID?'. At the bottom right is a blue button with the text 'Log in' in white.

Availity landing page



Once logged in to Availity Essentials:

- Navigate to the “Payer Spaces” section and select Humana

The screenshot displays the Availity Essentials interface. At the top, the navigation bar includes the Availity logo, 'essentials', and links for Home, Notifications, My Favorites, and a dropdown for Ohio. A search bar is located on the right. The main navigation menu includes Patient Registration, Claims & Payments, My Providers, Reporting, and Payer Spaces. The Payer Spaces dropdown is open, showing 'Humana' and 'Humana Dental' options, with 'Humana' highlighted. The main content area features a Notification Center, My Top Applications (EB, CS, A&R, PC), and News and Announcements. A sidebar on the right shows the My Account Dashboard for Julie Shofner.

Availity landing page (cont'd.)



After navigating to the **Humana** payer space, select **Resources**

Availity | essentials | Home | Notifications | My Favorites | Ohio | Help & Training

Patient Registration | Claims & Payments | My Providers | Reporting | Payer Spaces | More

Home > Humana

Give Feedback

Humana. www.humana.com

Available now! Start using Overpayments for Humana today!

Availity now offers a faster and easier way to manage your Humana overpayments.

Find the new overpayments application in the portal under Claims & Payments.

Start typing to search this payer space...

Applications **Resources** News and Announcements ²

Sort By A-Z

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

Availity landing page (cont'd.)



Within the **Resources** tab:

- Filter or search by **specific state Medicaid Care Management** (e.g., Ohio Medicaid Care management)
- Select the **appropriate state Medicaid Care Management** link to access the **Population Health** dashboard

The screenshot displays the Humana website interface. At the top, there is a navigation bar with 'Home > Humana' and a 'Give Feedback' button. The Humana logo is prominently displayed on the left, and the website URL 'www.humana.com' is on the right. Below the header, a large banner features a doctor in a white coat using a laptop. A green overlay on the left side of the banner contains the text: 'Available now! Start using Overpayments for Humana today! Availity now offers a faster and easier way to manage your Humana overpayments. Find the new overpayments application in the portal under Claims & Payments.' Below the banner, a search bar contains the text 'Ohio Medicaid Care Management'. To the right of the search bar is a 'Search' button. Below the search bar, the 'Search Results' section is visible, showing a single result: 'Ohio Medicaid Care Management - Resource' with a red heart icon. The description for this result reads: 'This is where you can access member care plans, member assessments, and participate in care...'. On the right side of the search results, there is a dropdown menu labeled 'A-Z' and a scroll bar.



Population Health Dashboard

Population Health dashboard



The Population Health dashboard page includes several options:

The screenshot shows the Altruista Health Population Health dashboard. The interface includes a top navigation bar with tabs for 'Care Coordination' and 'Population Health'. A search bar is located in the top right. A left sidebar contains various menu items. The main content area displays several widgets for population health metrics. Numbered callouts highlight specific features: 1 points to the search bar, 2 points to the top navigation tabs, 3 points to the left sidebar menu, 4 points to the 'Member Access...' dropdown, and 5 points to the 'Quick Notes' icon in the bottom left corner.

Widget	Count	Details
CARE PLAN	0	New / Updated Care Plan(s)
ACTIVITIES	9	Pending Activity Request(s)
MY MEMBERS	0	New Member (Last 30 Days)
QUALITY MEASURES	0	Not Addressed
CARE TRANSITIONS ADT	0	Member(s) with Not Addressed Status
CARE TRANSITIONS IP	0	Member(s) with In-Progress Status
AUTHORIZATIONS (LAST 30 DAYS)	57	Pending, 10 Denied, 19 Approved, 2 Partially Approved, 2 Others
IN-PATIENTS ADMISSIONS & DISCHARGES	0	New Admissions (Last 30 days)
EMERGENCY DEPARTMENT DISCHARGES	0	Discharges (Last 30 days)
ASSESSMENTS	0	Pending Requests

1. Quick Search
2. Quick Access menu tabs
3. Dashboard left menu tabs
4. Member Accessed
5. Quick Notes

Quick Search



Quickly search for members using Quick Search

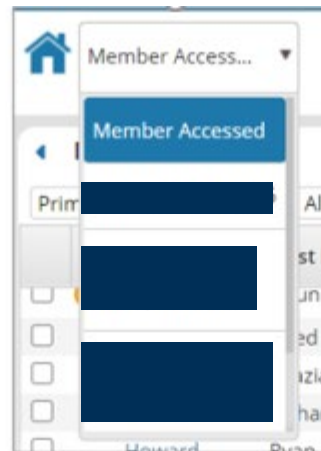
- For members with sensitive diagnoses, Quick Search shows member details in the search list but doesn't allow navigation to the Member Summary page and avoids displaying sensitive member data:

Select Member (Displaying top 10 records)									
Cannot find the right member? Click Here									
		ALT ID	Last Name	First Name	Gender	Birth Date			
<input type="radio"/>	!	ALT1791	DEMO	MCG	Female	04/27/2020	New Auth	View Auth	New Complaint
<input type="radio"/>	!	ALT1934	demo	demo	Male	01/01/2020	New Auth	View Auth	New Complaint
<input type="radio"/>	!	ALT2044	mem	demo	Female	07/09/1995	New Auth	View Auth	New Complaint
<input type="radio"/>	!	ALT2054	demo	Member1	Male	01/01/1989	New Auth	View Auth	New Complaint
<input type="radio"/>	!	ALT2066	second	demo	Female	07/17/1989	New Auth	View Auth	New Complaint
<input type="radio"/>	!	ALT2068	first	demo	Male	04/13/1985	New Auth	View Auth	New Complaint
<input type="radio"/>	!	ALT2092	demo	testLetter	Female	01/01/2001	New Auth	View Auth	New Complaint
<input type="radio"/>	!	ALT2099	fourth	demo	Female	07/08/1996	New Auth	View Auth	New Complaint
<input type="radio"/>	!	ALT2103	five	demo	Male	07/09/1989	New Auth	View Auth	New Complaint

Member Accessed

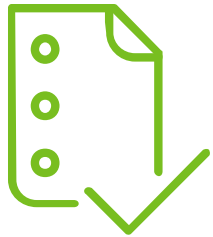


The Member Accessed drop-down list displays members you've accessed in the application in the preceding 24 hours:



For the members with sensitive diagnoses: the **Member Accessed** drop-down list doesn't show the respective members even though the details were accessed in the last 24 hours.

Quick Notes



Quick Notes allows you to quickly capture notes for different members while performing various tasks across the application. By default, the Quick Notes window allows you to enter notes for the member accessed with an icon indicated in green. The note icon for other members appears in grey. The Quick Notes icon runs throughout the application, allowing you to add, edit, delete and save a note as a care note.

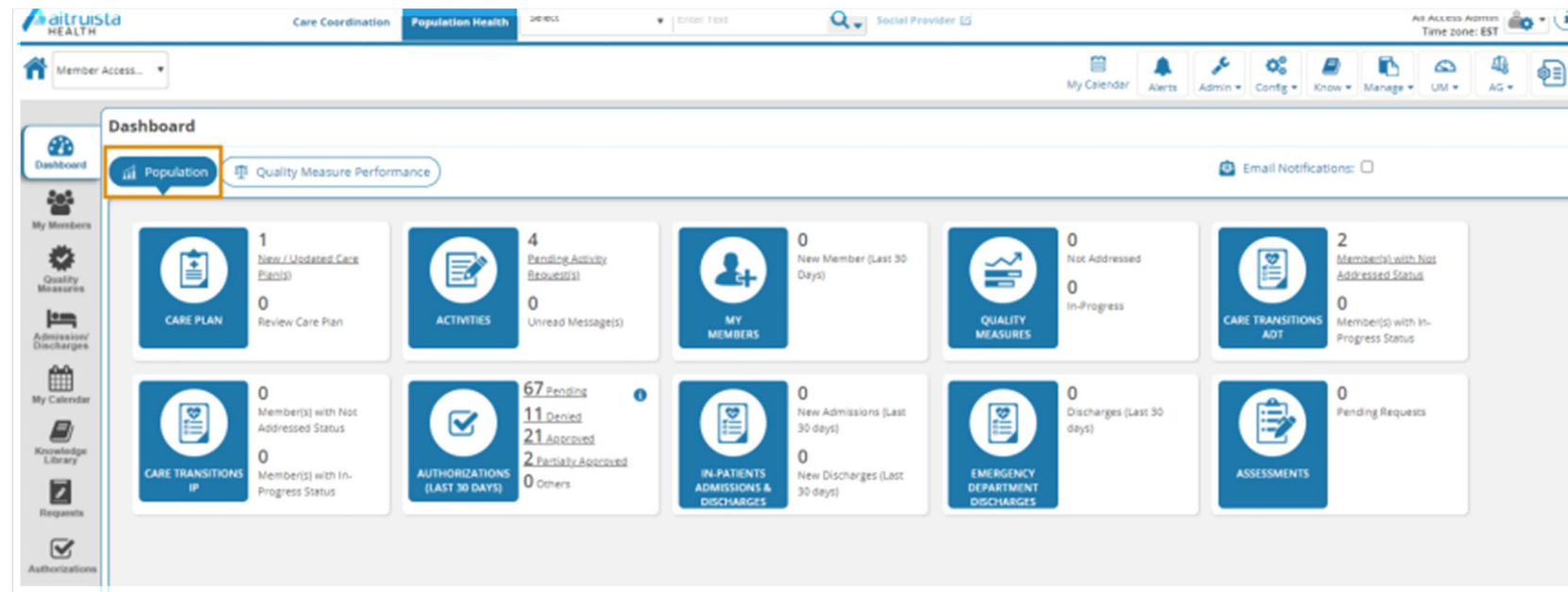
A screenshot of the 'QUICK NOTES' application window. The window has a blue header bar with the title 'QUICK NOTES' and two icons on the right: a green note icon with a plus sign and a red minus sign. Below the header, there is a search bar with a dropdown menu labeled 'Altruista ID' and a text input field labeled 'Enter Altruista ID'. To the right of the input field is a blue magnifying glass icon. Below the search bar is a large text area with the placeholder text 'Double Click To Add New Note'. At the bottom right of the text area, it says '500 characters left'. At the bottom right of the window, there is a blue 'Save' button with a document icon.

Dashboard



The Dashboard tab has the following sections:

- Population
- Quality Measure Performance



Dashboard (cont'd.)

Population section

The Population section allows you to quickly view:

- Admission and discharge transfer (ADT)
- Assessment review requests
- In-patient (IP) care transition events
- Measures that are in progress
- Pending activities requests
- The count of new/revised care plans
- Unread messages

The Population section includes 10 tiles:

- Activities
- Assessments
- Authorizations
- Care Transitions ADT
- Care Transitions IP
- Care Plan
- Emergency Department Discharges
- Inpatient Admissions & Discharges
- My Members
- Quality Measures



Population Section Tiles

Population Section tiles

Care Plan tile:

- Displays the total number of new/updated care plans generated for logged-in provider's population

Activities tile:

- Displays the total number of pending activity requests and unread messages for logged-in provider's population

My Members tile:

- Displays the total number of new members assigned to the logged-in provider (added as part of external care team for the members), added 30 days from the current date

Population Section tiles (cont'd.)

Quality Measures tile:

Displays the total number of measures (current reporting year) with “In Progress” and “Not Addressed” status applicable for member(s) for your population

Care Transitions ADT tile:

Displays the total number of members with emergency room-related care-transition events in “Not Addressed” and “In Progress” statuses

Care Transitions IP tile:

Displays the total number of members with inpatient hospitalization related care transition events in “Not Addressed” and “In Progress” statuses

Population Section tiles (cont'd.)

Authorizations (last 30 days) tile:

- Displays the count by status (Pending, Denied, Approved or Partially Approved) with a link to the Authorizations section of the Authorization Details page

Assessments tile:


- Displays in the Dashboard (based on your role configuration) to view pending assessment count (script forms) due for your review
- Care staff can send assessments for review to one or more external providers

In-Patient Admissions and Discharges tile:

- Displays separate links to New Admissions and New Discharges counts for preceding 30 days
- Selecting the link of the admissions/discharges count takes you to the IP Authorizations page under the ADT tab

Emergency Department Discharges tile:

- Displays discharges (previous 30 days with event type A03) with a link



Population Health Dashboard – Member Landing Page

Healthcare providers and care staff are the intended users of the Population Health module. When care staff logs in to the application, the GuidingCare Care Management module's dashboard appears with Population Health button on the top, as shown:

The screenshot displays the GuidingCare Care Management dashboard with the Population Health module selected. The interface includes a top navigation bar with tabs for Care Coordination and Population Health. A search bar and a dropdown menu are also present. The main content area is divided into several sections: My Members, My Calendar, My Alerts, and Request Received/Rejected. The My Members section shows a table of members with columns for Last Name, First Name, Altruista IDN, DOB, Risk, Next Contact, Assigned Date, and Program Name. The My Calendar section shows a calendar view for Tuesday, May 25, 2021, with a single event for COVID 19 Risk Assessment. The My Alerts section shows a table of alerts with columns for Description, Count, Source, and Updated On. The Request Received/Rejected section shows a table of requests with columns for Member, From Date, To Date, Select, Accept, Member Name, Activity Type, Scheduled Date, Refer Date, Refer by, Priority, Status, and WQ. A green arrow points to the Help Documentation link in the upper right corner.

Home icon and Member Accessed

Care Coordination Population Health TESTTEST

Unread message count

Welcome Kate All Access Admin Time zone: EST

My Profile/Change Password

Help Documentation

Quick Search

My Calendar

Menu Bar

Toggle between My Members, Complaints, Activities and Authorizations

Request Received/Rejected

Toggle between Alerts, Indicators, Disease Profile and Risk Profile

Refresh and Expand icons

Quick Notes

Last Name	First Name	Altruista IDN	DOB	Risk	Next Contact	Assigned Date	Program Name
Jared		09/25/1984	N/A	N/A	N/A	08/03/2020	N/A
Graziana		06/18/1983	Moderate	N/A	06/05/2017	N/A	N/A
Richard		03/10/1982	N/A	06/07/2021	04/08/2020	N/A	N/A
Ryan		07/31/1979	N/A	09/06/2021	N/A	N/A	N/A
Austin		07/09/2015	N/A	N/A	02/09/2021	N/A	N/A

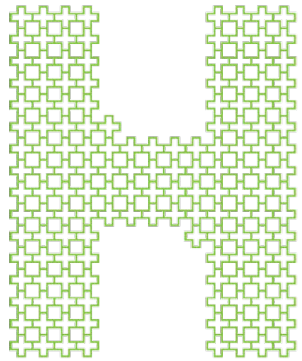
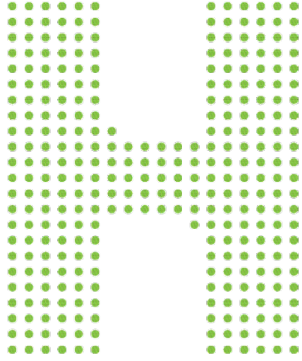
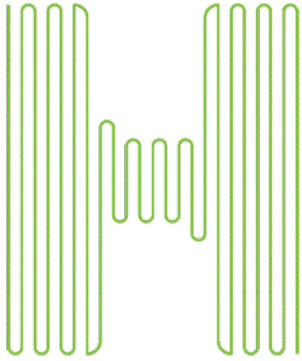
Description	Count	Source	Updated On
Targeted Care Plan Review Acknowledgement	1	Targeted Care Plan Review	N/A

Member	From Date	To Date	Select	Accept	Member Name	Activity Type	Scheduled Date	Refer Date	Refer by	Priority	Status	WQ
						Assessments	01/22/2020	01/22/2020	Sara Stewart	N/A	Pending	

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You can find additional **Help Documentation** in the upper right corner of the Population dashboard.



Thank you