Altruista® Health Provider Training

2022-2023

Humana Healthy Horizons®

Humana Healthy Horizons is a Medicaid product offered by affiliates of Humana Inc.

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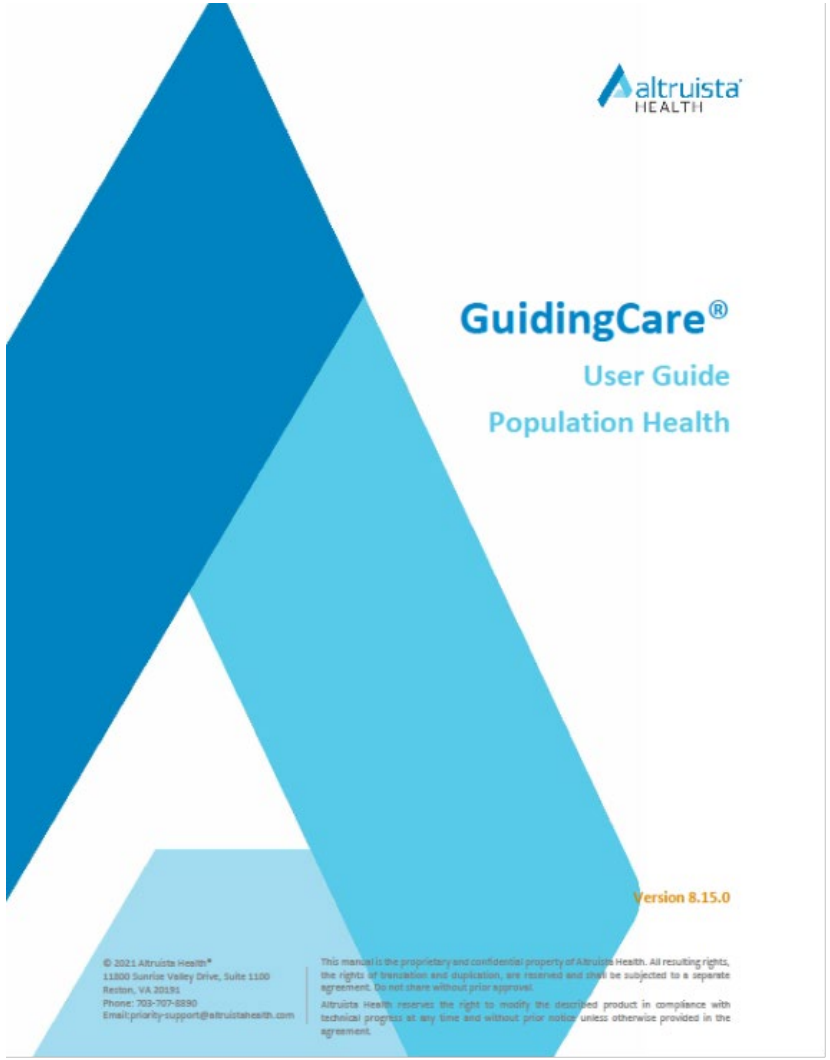
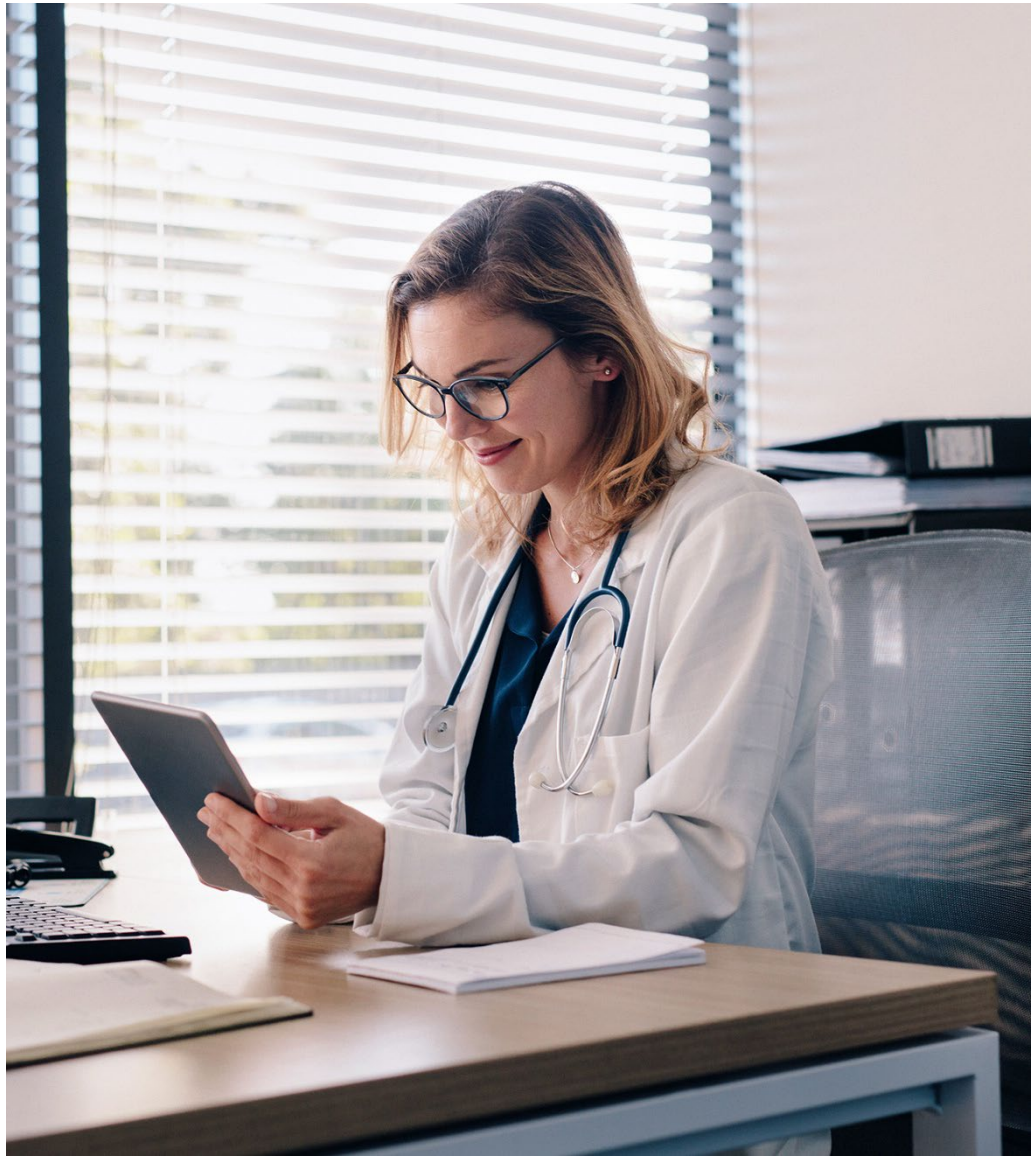
Introduction

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

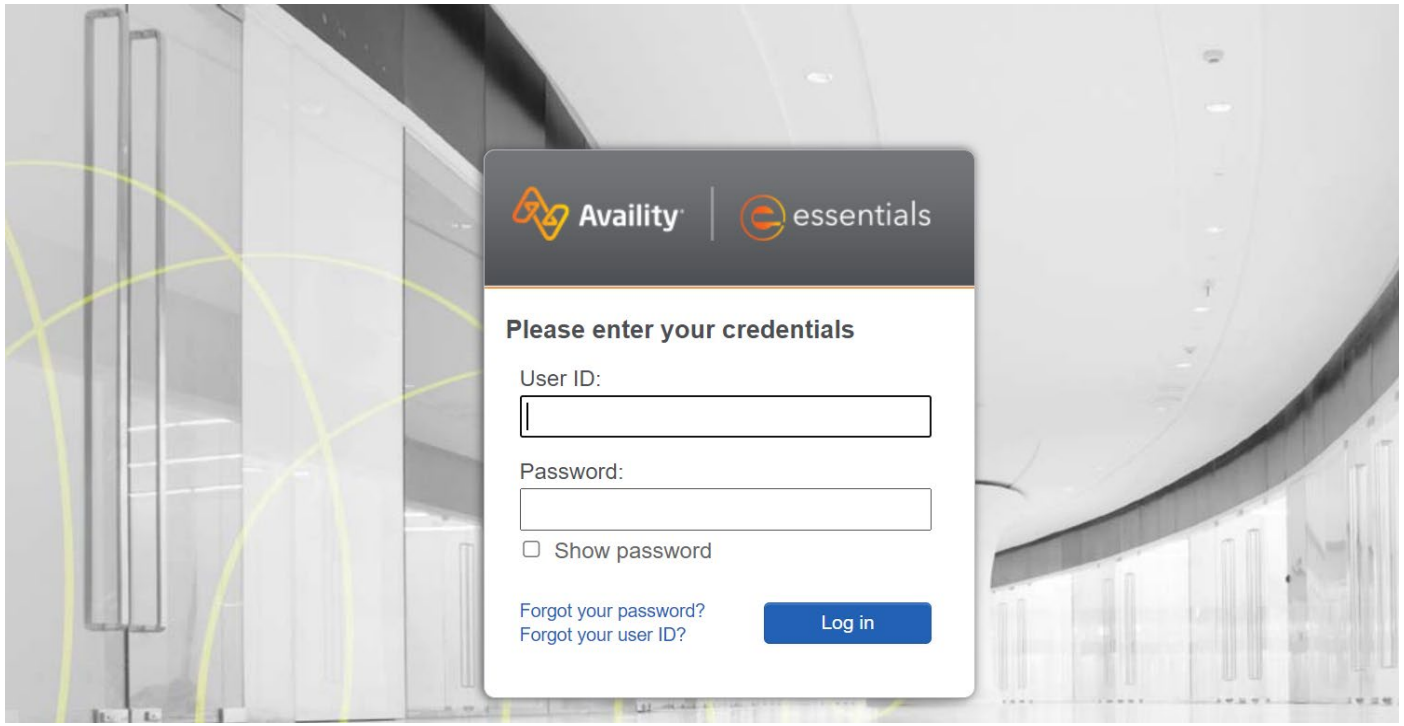
- The **Population Health module** helps physicians monitor a health plan member's clinical measures.
- Care coordinators are key players in care management programs. A care coordinator interacts with members:
  - Outside a clinical environment
  - In person
  - By phone
  - By email
- A care team/care 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:

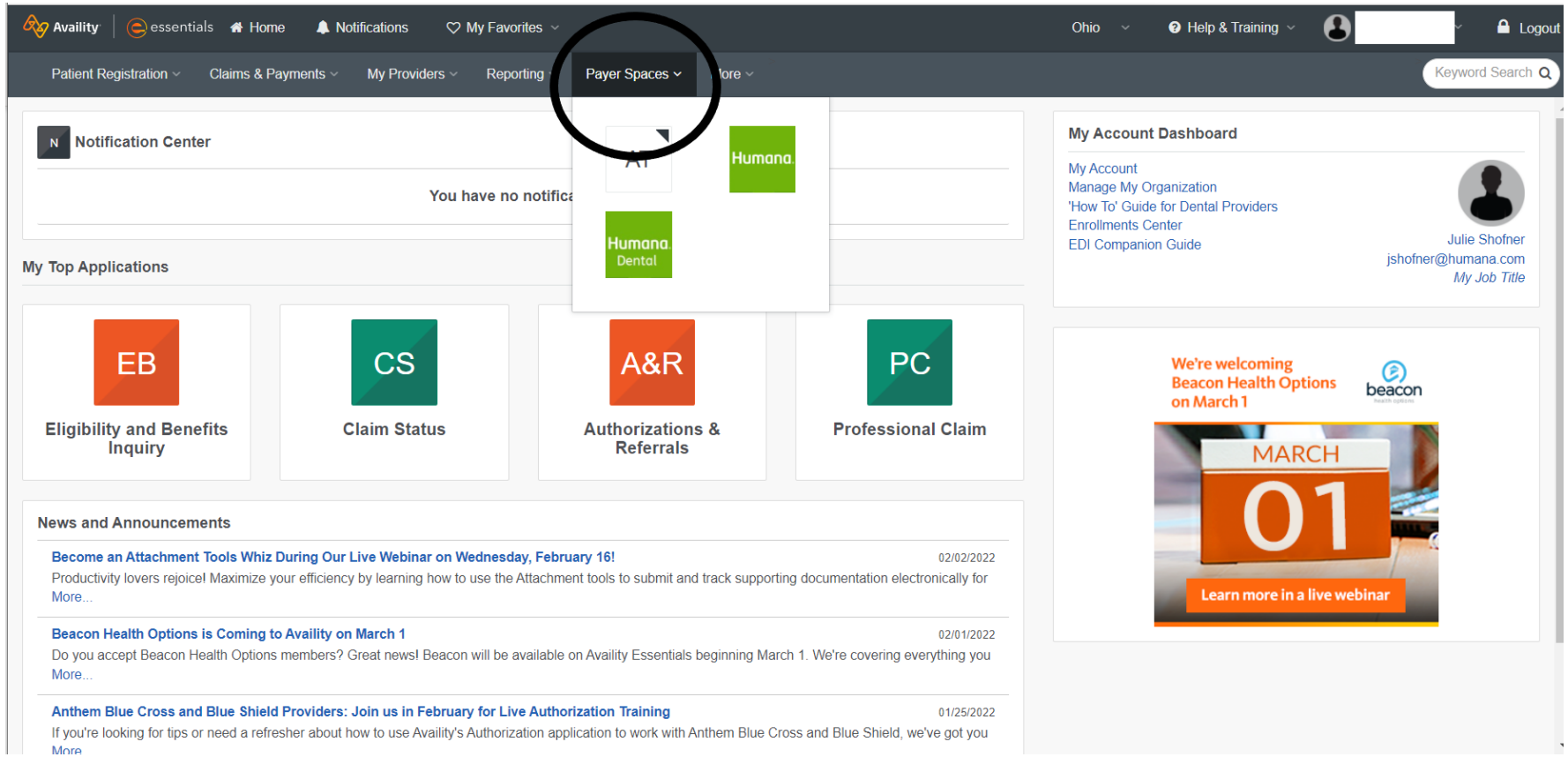
- Go to www.Availity.com
- Enter your username and password to access Availity Essentials



Availity landing page

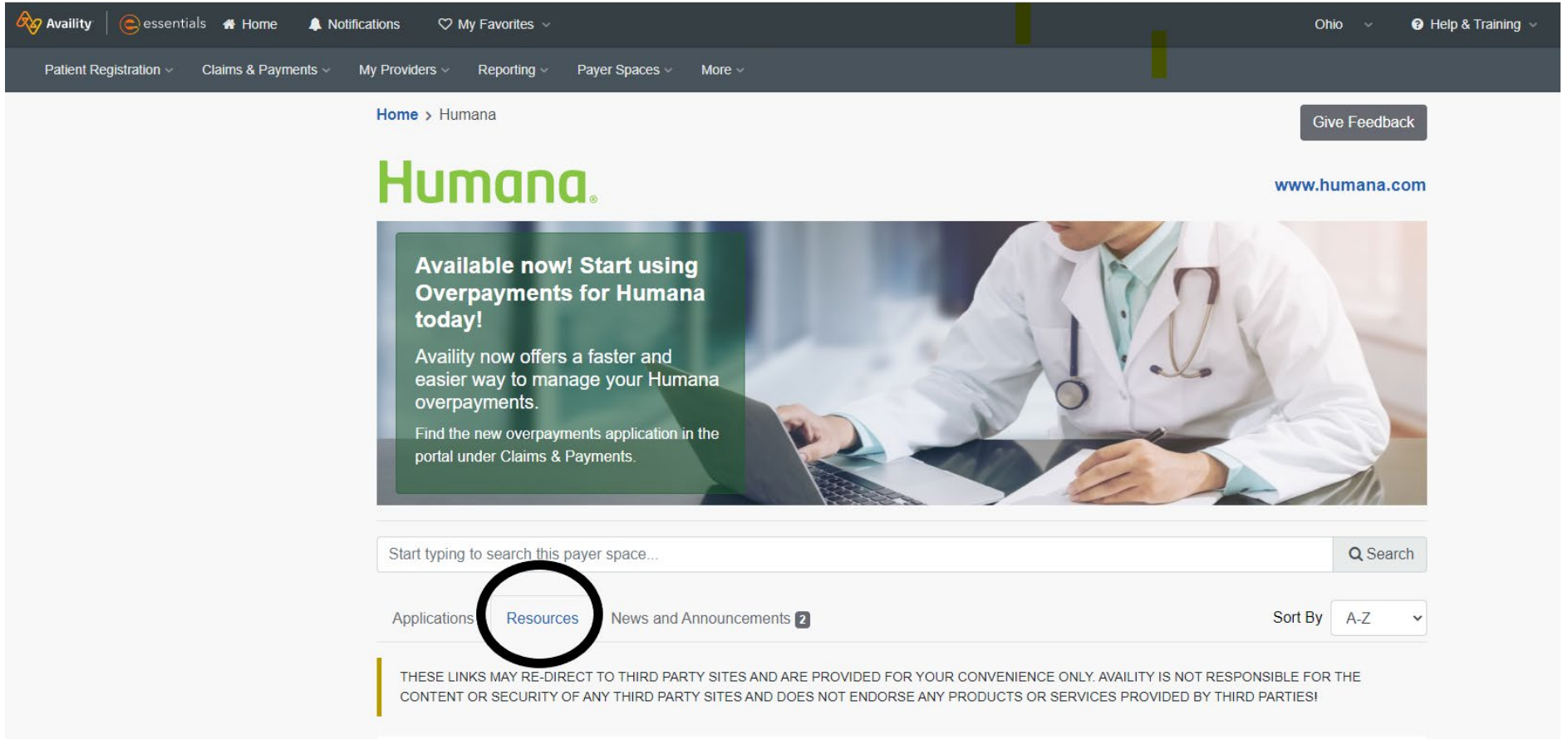
Once logged in to Availity Essentials:

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



Availity landing page (cont'd.)

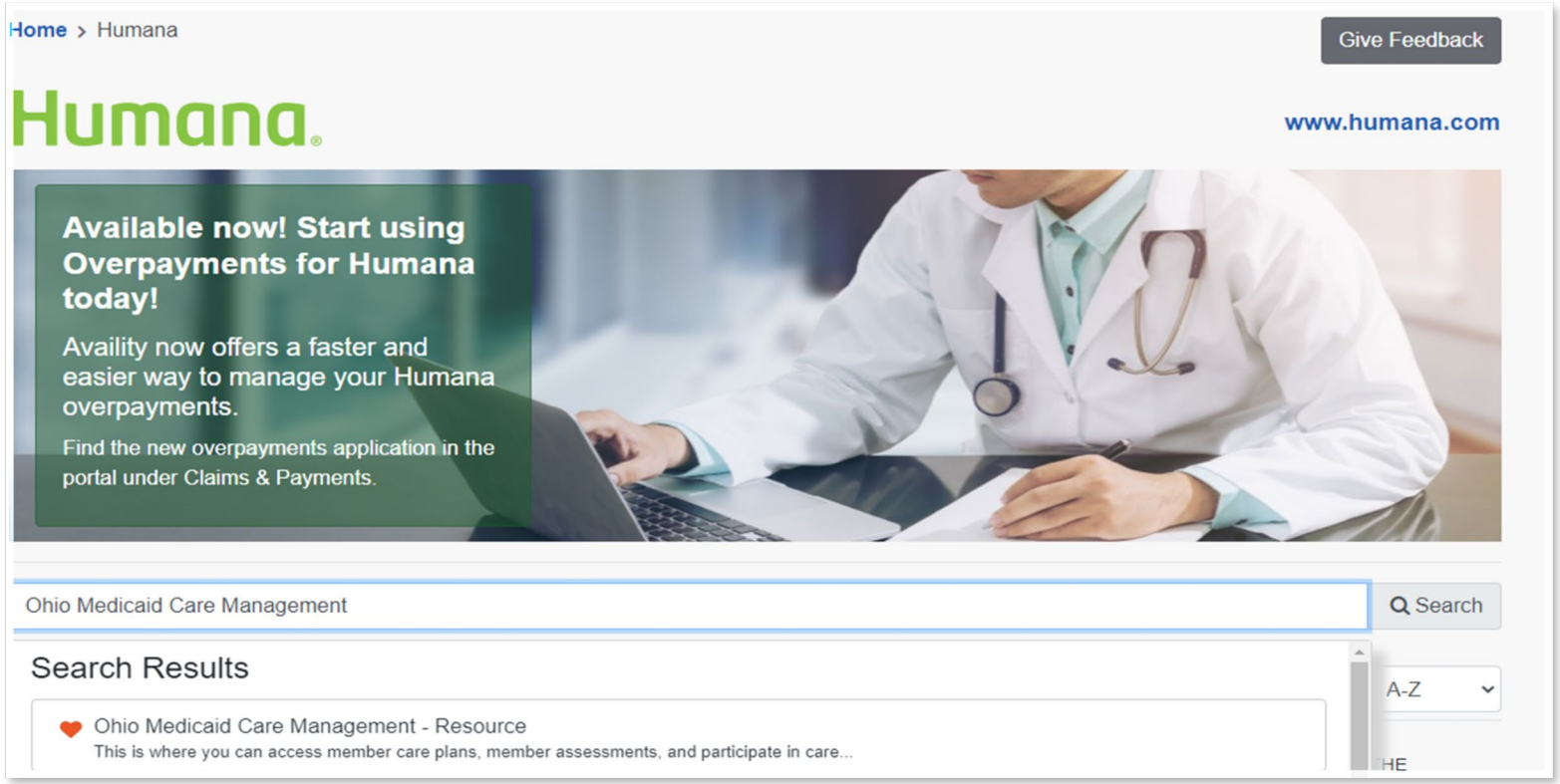
After navigating to the **Humana** payer space, select **Resources**



Availity landing page (cont'd.)

Within the **Resources** tab:

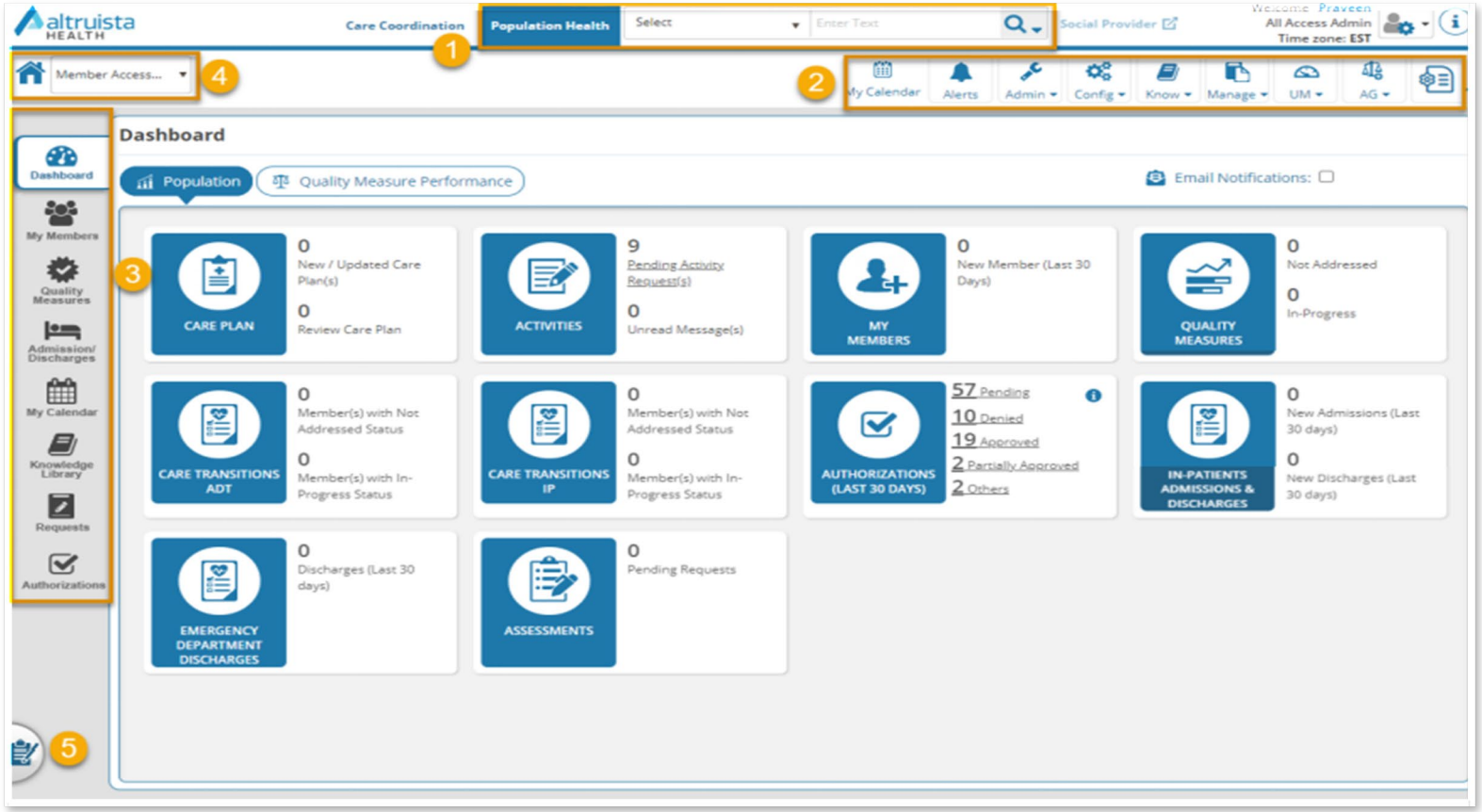
- Filter or search by **specific state Medicaid Care Management (e.g., Ohio Medicaid Care management)**
- Select the **appropriate state Medicaid Care Management** link to access the **Population Health** dashboard



Population Health Dashboard

Population Health dashboard

The Population Health dashboard page includes several options:

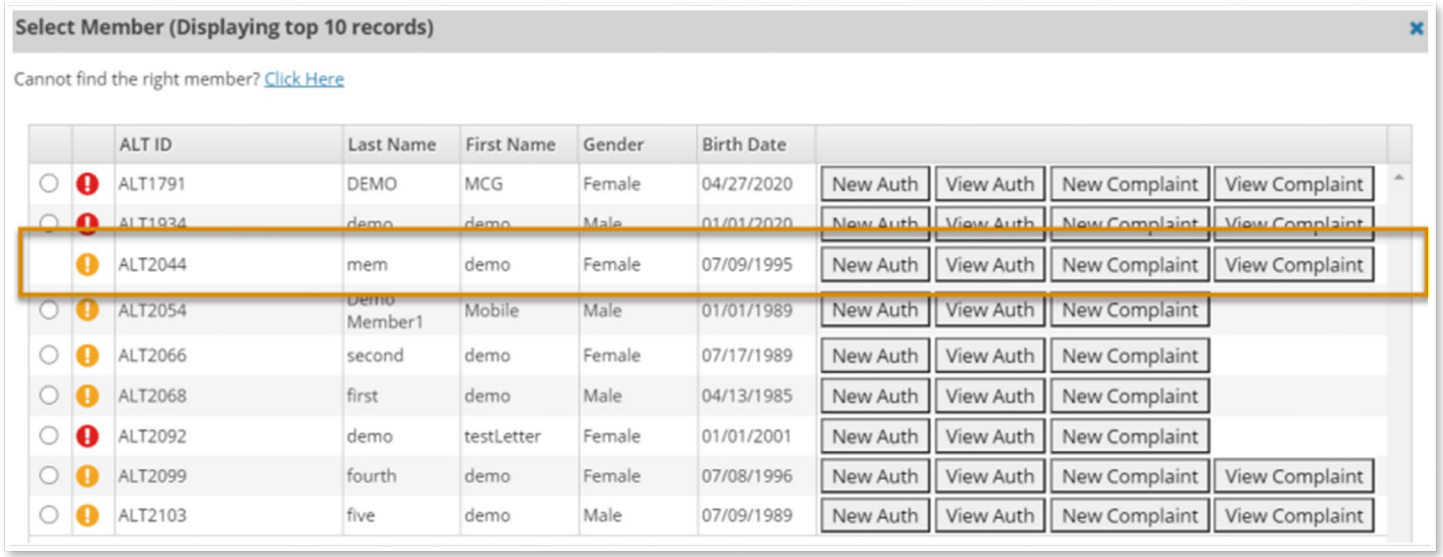


1. Quick Search
2. Quick Access menu tabs
3. Dashboard left menu tabs
4. Member Accessed
5. Quick Notes

Quick Search

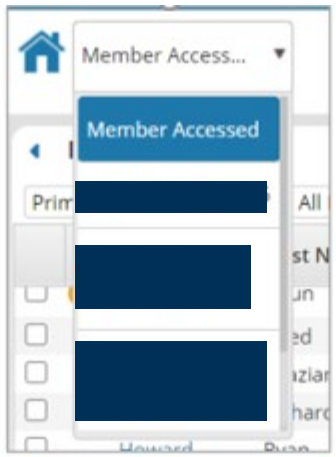
Quickly search for members using Quick Search

- 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:



Member Accessed

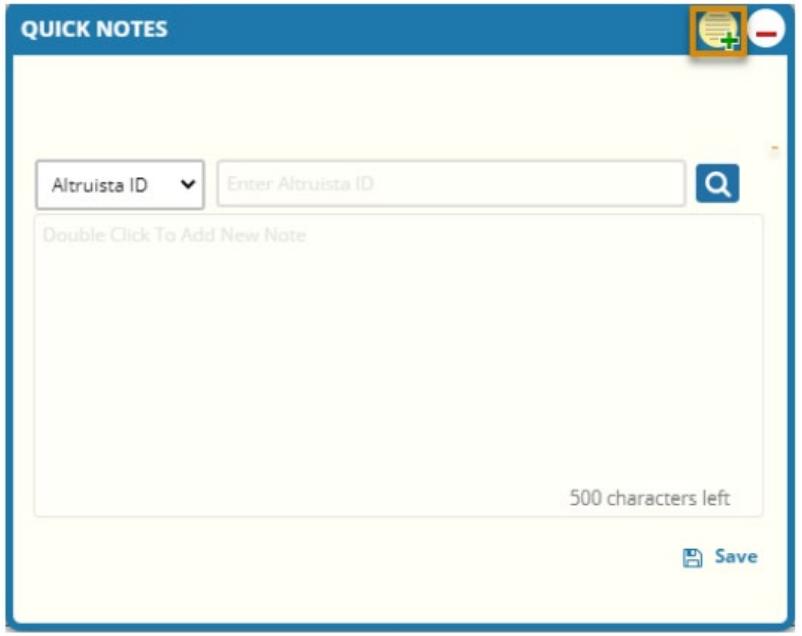
The Member Accessed drop-down list displays members you've accessed in the application in the preceding 24 hours:



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

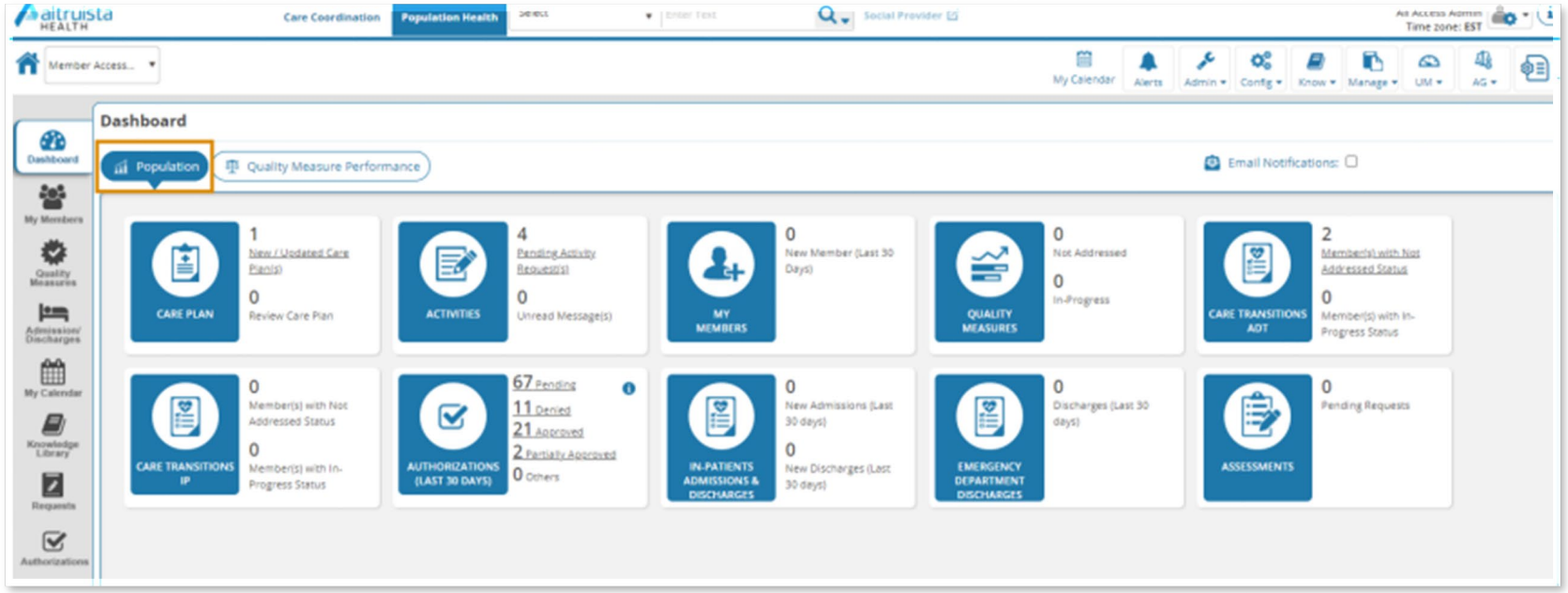
Quick Notes allows you to quickly capture notes for different members while performing various tasks across the application. By default, the Quick Notes window allows you to enter notes for the member accessed with an icon indicated in green. The note icon for other members appears in grey. The Quick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



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:

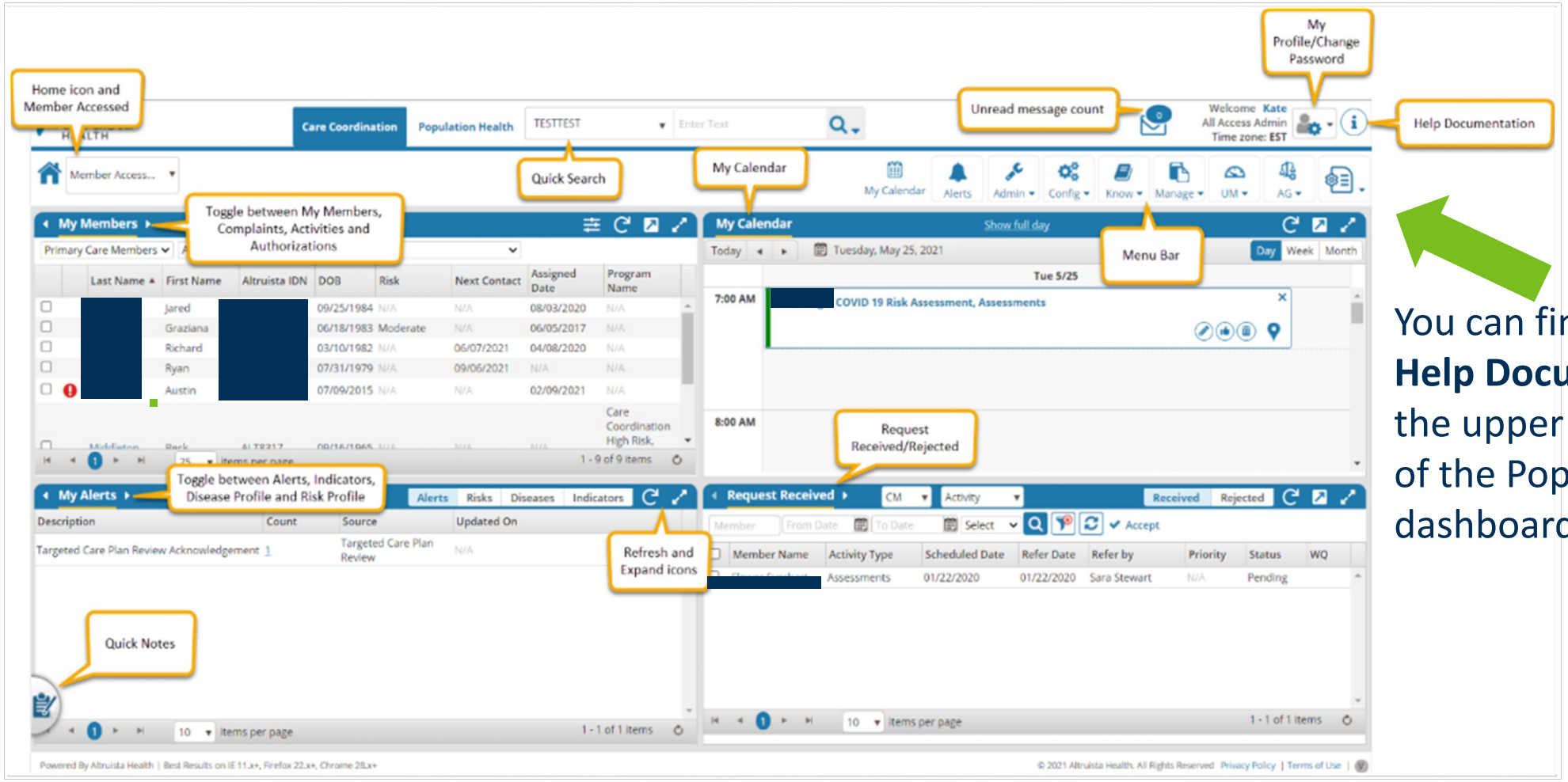
- Displays separate links to New Admissions and New Discharges counts for preceding 30 days
- Selecting the link of the admissions/discharges count takes you to the IP Authorizations page under the ADT tab

Emergency Department Discharges tile:

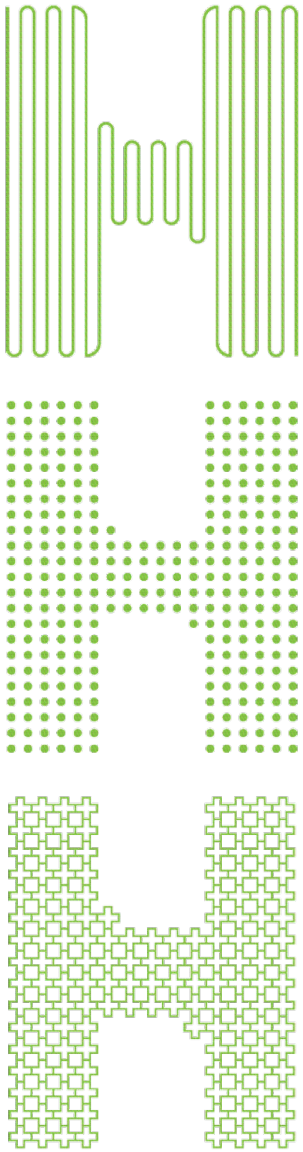
- Displays discharges (previous 30 days with event type A03) with a link

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:



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



Thank you