Clinical Systems Overview Reference Guide

Description:

This guide provides an overview of the Clinical Systems that support growth, quality, and margins for Healthfirst.

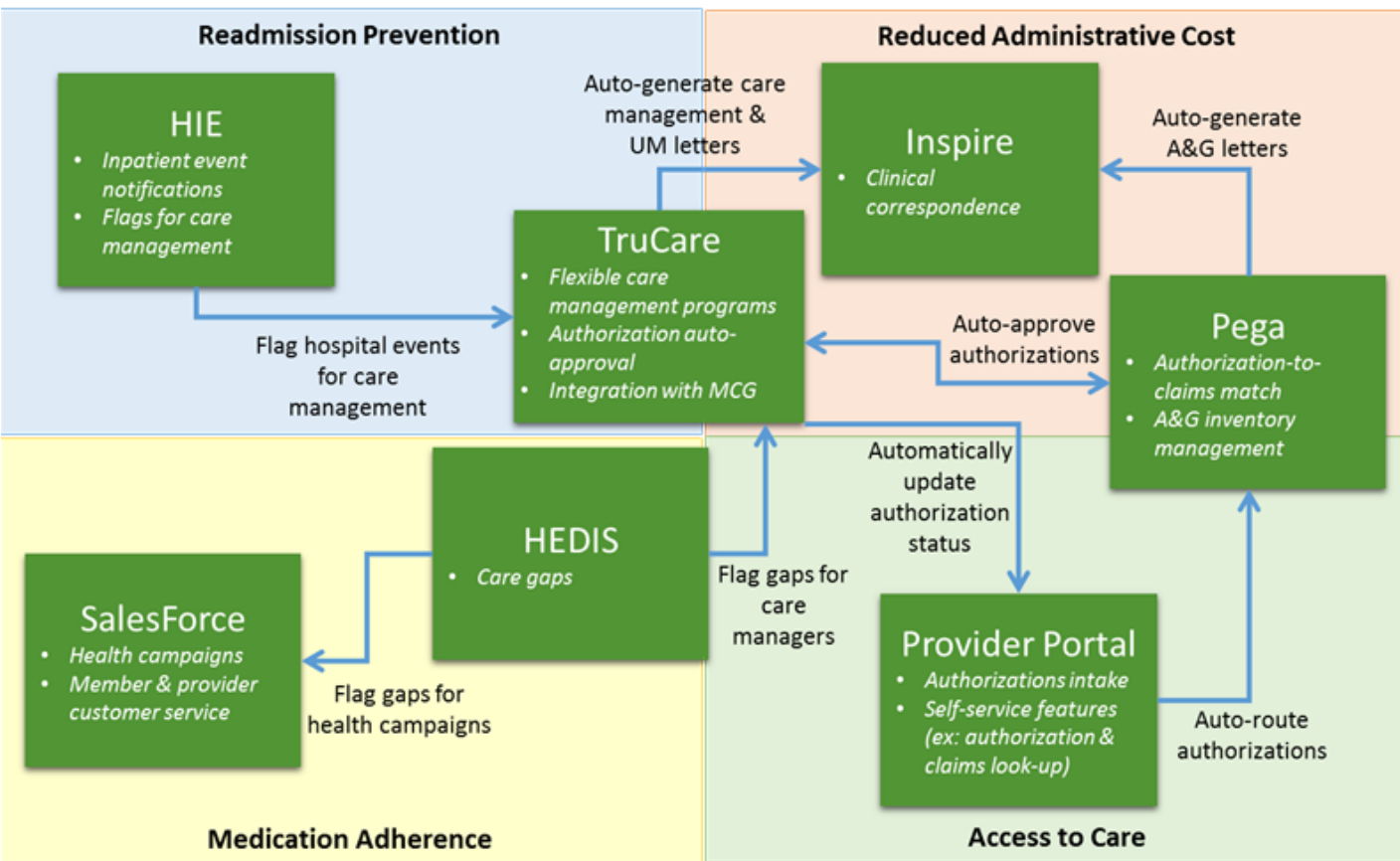**Impacted Users:**

All Users

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Clinical Systems Overview

Our systems and tools enable a number of capabilities that support growth, quality, and margins for Healthfirst.

Readmission Prevention

HIE
- *Inpatient event notifications*
- *Flags for care management*

Flag hospital events for care management

Auto-generate care management & UM letters

TruCare
- *Flexible care management programs*
- *Authorization auto-approval*
- *Integration with MCG*

Reduced Administrative Cost

Inspire
- *Clinical correspondence*

Auto-generate A&G letters

Auto-approve authorizations

Pega
- *Authorization-to-claims match*
- *A&G inventory management*

Automatically update authorization status

HEDIS
- *Care gaps*

Flag gaps for care managers

SalesForce
- *Health campaigns*
- *Member & provider customer service*

Flag gaps for health campaigns

Provider Portal
- *Authorizations intake*
- *Self-service features (ex: authorization & claims look-up)*

Auto-route authorizations

Medication Adherence

Access to Care

Key:
HIE – Health Information Exchange
HEDIS – Health Effectiveness Data and Information Set
MCG – Milliman Care Guidelines

Clinical Systems Overview

HIE (Health Information Exchange)

Healthfirst and our hospital partners use our HIE to identify people at risk for admission with prospective and concurrent action such as arranging for discharge from the emergency room to home-based services (instead of admission). We collaborate with our partner hospitals to fuel innovation integrating mobile applications into end-to-end care workflows. We provide key clinical data such as pharmacy services and non-financial claim and encounter data to provide a single view of a member's care over time.

Primary Users: Clinical and COE Teams, Service Providers

TruCare

With the goal of Readmission Prevention and Reducing Administrative Costs, TruCare is Healthfirst's new care management system that replaces CCMS, our legacy system. TruCare provides flexible care management programs, authorization auto-approvals, and integration with Milliman Care Guidelines (MCG).

Important functions of this system:

- TruCare accepts flagged hospital events for care management
- TruCare works with Pega on auto approved authorizations
- TruCare works with HEDIS by accepting flagged gaps for care managers
- TruCare auto generates care and utilization management letters to Inspire Interactive
- TruCare sends automatically updated authorization status' to Provider Portal

Primary Users: Clinical and COE Teams, Service Providers

Provider Portal

The Provider Portal is a user-friendly portal that provides self-service access to meaningful information. Authorizations intake and self-service features such as authorization and claims look-up are handled in this system.

- The Provider Portal receives automatically updated authorization status' and sends auto-route authorizations to Pega.

Primary Users: Providers

Clinical Systems Overview

Inspire Interactive

Inspire Interactive, our system for clinical correspondence (letters), manage a wide range of documents, including renewal notifications, authorization determinations, claims correspondence and documentation, bill and payment notifications, marketing items, and new-product introductions.

Primary Users: Care Managers, Clinical Users

Pega A&G

Pega A&G is used by the Appeals and Grievances team as an inventory management tool. It provides the ability to classify, track, and manage appeals and grievances to improve timeliness and reporting, and manage the lifecycle of an authorization from intake to claims payment with greater visibility.

- Events are divided into stages
- Set process unique to each Line of Business including timeframes within system
- Aligns process and staff activity

Primary Users: Appeals & Grievances

MCG (Milliman Care Guidelines)

MCG provides market standard, evidence-based clinical criteria used to support in the determination of authorizations. MCG is replacing the Interqual criteria set, and is integrated directly into TruCare.

Primary Users: UM and UMBH Case Managers

HEDIS (Health Effectiveness Data and Information Set)

The Healthcare Effectiveness Data and Information Set (HEDIS) is a widely used set of performance measures in the managed care industry, developed and maintained by the National Committee for Quality Assurance (NCQA).

Primary Users: Care Managers

Clinical Systems Overview

Salesforce

With the goal of medication adherence, Salesforce is the technology at the center of our Customer Relationship Management (CMR) efforts. This tool streamlines the way we interact with members and providers by giving us a complete 360-degree view of anyone who interacts with Healthfirst, whether it's members, providers or prospects. This holistic snapshot of every interaction an individual has with Healthfirst throughout their entire time in our system provides the information we need to properly service these individuals with quality care. We use this system to flag gaps in health campaigns (from HEDIS) and for providing member and provider customer service.

Primary Users: Member Services, Provider Service Reps, Sales Reps

MACESS

MACESS is the system we use to document, report, and route work between departments and employees at Healthfirst. It is used to store documents and information such as contracts, claim forms, medical records, applications and other forms of correspondence in separate provider folders.

Primary Users: CM, A&G

RightFax

FaxUtil is an advanced fax document management application installed as a component of your organization's network fax server. It is the central mailbox from which you can send, receive, view, and manage your faxes.

FaxUtil features:
- Organize and manage your fax documents
- Create a new fax and send to one or multiple recipients
- Create signature files to add a personal touch to your outgoing faxes
- Print sent and received faxes either manually or automatically
- Create a personalized phonebook of individual and group fax addresses

Primary Users: LRT, UM, Welcome Team, Service Coordinators, RightFax Team

Clinical Systems Overview

Encoder Pro

EncoderPro the coder's essential CPT®, ICD-10-CM/PCS, ICD-9-CM, and HCPCS Level II online code look-up software, offers fast, detailed search capabilities of over 20 volumes of procedure, service/supply, and diagnosis reference material and lay descriptions in real-time. Complimentary code updates let Practices, billing Medicare Part B and private payer's, code confidently throughout the year with fewer rejected claims due to improper coding.

Primary Users: CM, UM

UAS - NY

The UAS-NY is an application that is available in the New York State Department of Health's web portal, the Health Commerce System (HCS). To use the UAS-NY application, you will need the following: 1) HCS user account, 2) Trust level 3 assurance verified on your HCS account, and 3) UAS role assigned to your HCS account. The UAS-NY contains electronic adult and pediatric assessment instruments for individuals being served in New York State's Medicaid home and community-based long term care setting. The UAS-NY also includes a client application that can be installed on laptop computers. The UAS-NY also includes a seamlessly integrated online, self-paced training environment.

Primary Users: CM, UM

ePACES

The **E**lectronic **P**rovider **A**ssisted **C**laim **E**ntry **S**ystem (ePACES) was developed by eMedNY, on behalf of the New York State (NYS) Department of Health (DOH). ePACES is a web- based application that allows providers to request and receive HIPAA-compliant Claim, Eligibility, Claim Inquiry and Prior Approval/Dispensing Validation System (DVS) transactions.

The ePaces program will be used to verify Medicaid coverage and can assist with Medicare and plan verification

Primary Users: A&G, CM, UM

Clinical Systems Overview

EMR

EMR Web is a portal to serve both the clinical workers in the field and streamline the member management process for SHP staff. It is designed to be accessed both locally and remotely via secure VPN. The system covers the member from initial referral through eligibility to ongoing case maintenance. Member reports and tracking can now be managed and viewed in a central location.

Primary Users: SHP PCM

Citrix

Citrix provides virtual apps and desktop solutions to meet business needs and provide secure remote access to employees while cutting IT costs. Citrix Workspace offers a user-centric experience where everything employees need to work is in one unified app, with conditional access and performance made simple based on user context and IT-designed policies.

Primary Users: CM, UM, BH

Enterprise Tools

- **Global Protect VPN** (a virtual private network) extends a private network access across public networks like the internet.
- **On Contact** enables user to manage contracts, search of data, view reports and share contact info over the web.
- **Interactive** is a Voice Over IP (VOIP) that enables users to make, receive and manage calls from the desktop.
- **Cisco** is the internet phone that is located on your laptop.

Primary Users: CM, UM, BH

<u>Note</u>: *For access to one or more of these systems, please contact your direct supervisor for guidance*.