

Arizona
Priority Care

Welcome

to

q.HMO

Welcome to Arizona Priority Care's *q.HMO* system.

q.HMO maximizes Medicare reimbursement by facilitating the accurate coding of diagnoses and greatly enhances HCC health care management through complex data consolidation and a number of customized reports.

q.HMO collects and consolidates into summary pages all members' healthcare encounter data, including hospital admission, ancillary provider, pharmacy, laboratory, MMR/MOR (Monthly Membership Report/Model Output Report) and RAPS (Risk Adjustment Processing System) data.

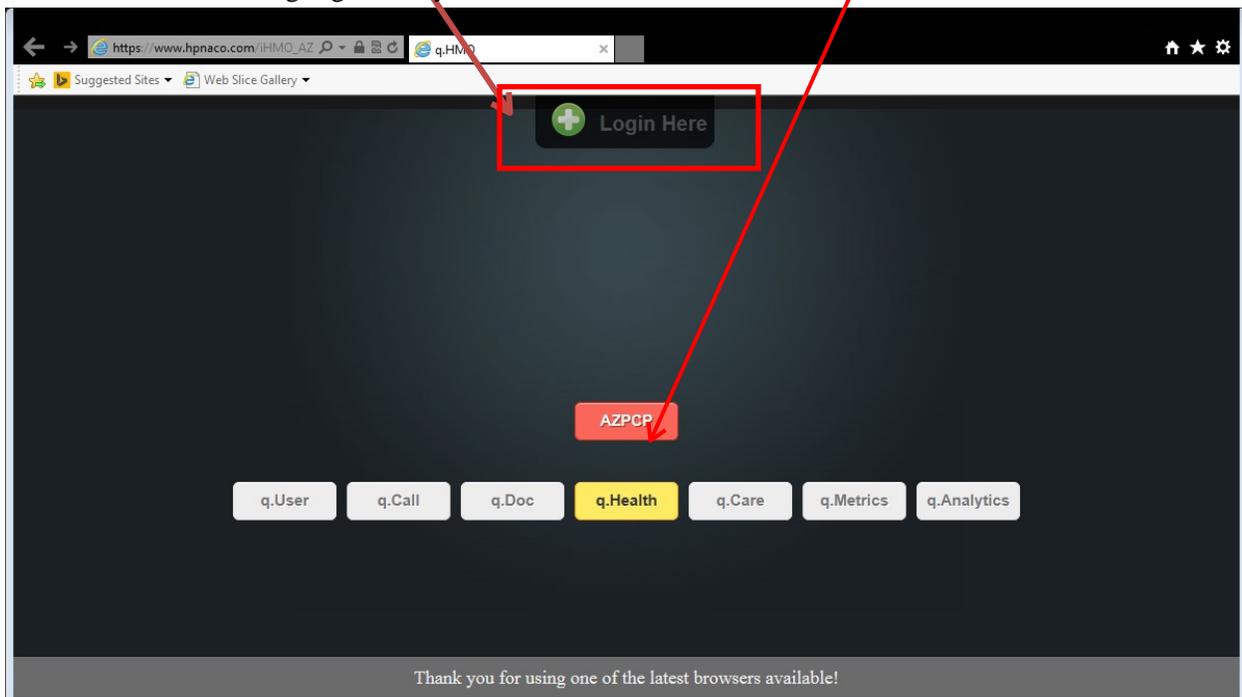
This level of data consolidation alone gives the utilization management department and the treating physician an edge in better diagnosing and setting treatment protocols. *q.HMO* does not stop there. Applying highly developed logic to the collected data sets, *q.HMO* offers a number of tools that support decision-making related to the allocation of resources, quality care, HCC processes and risk score management.

This document is designed to provide new users with an overview of the capabilities of the *q.HMO* Application and can assist you in the daily management of senior members.

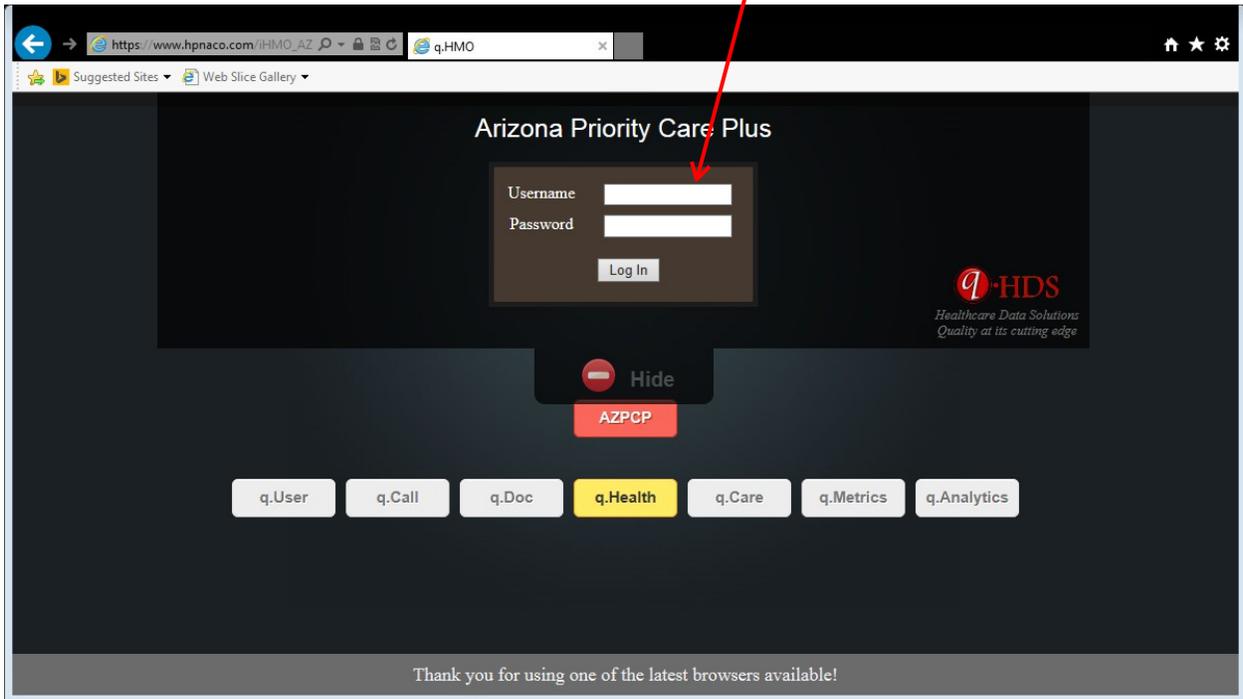
You can access Arizona Priority Care's *q.HMO* site by simply clicking on the link: [_](https://icode.azprioritycare.com/iHMO_AZPCP_iModuleLogin/Login.aspx)

https://icode.azprioritycare.com/iHMO_AZPCP_iModuleLogin/Login.aspx

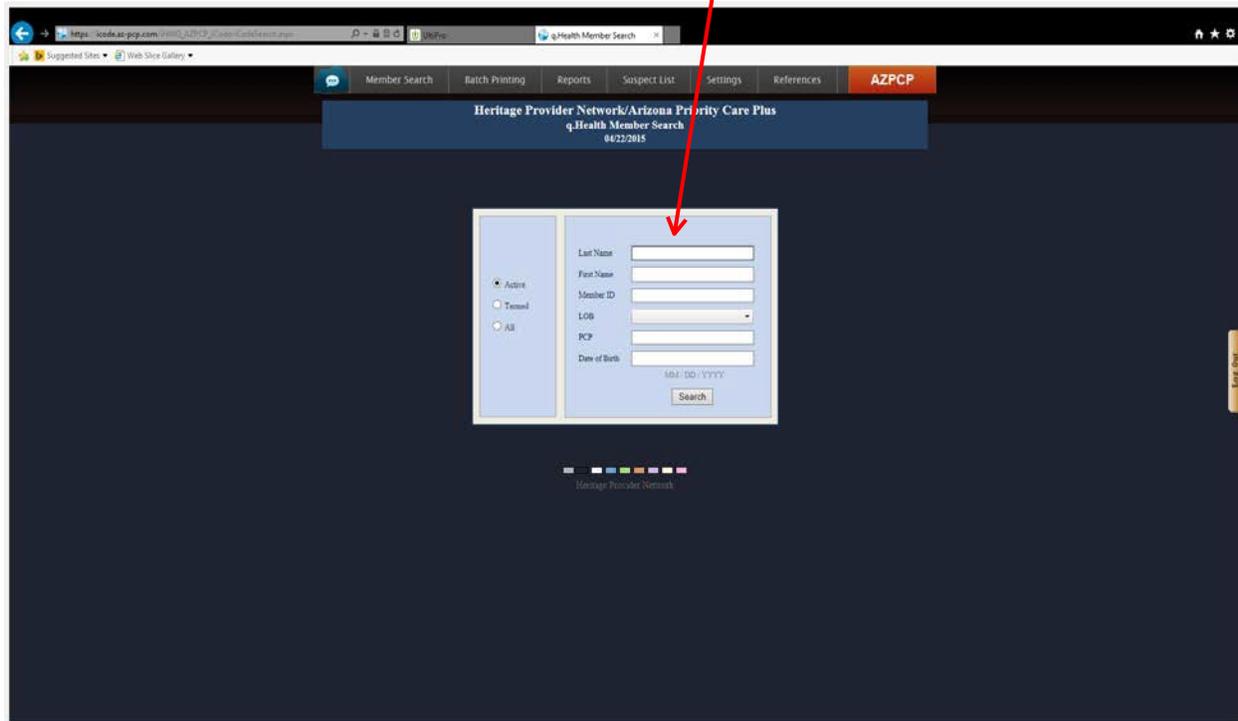
Once you are there, click Login Here. Make sure you are on the *q.Health* box. You will know you are there when the box is highlighted in yellow.



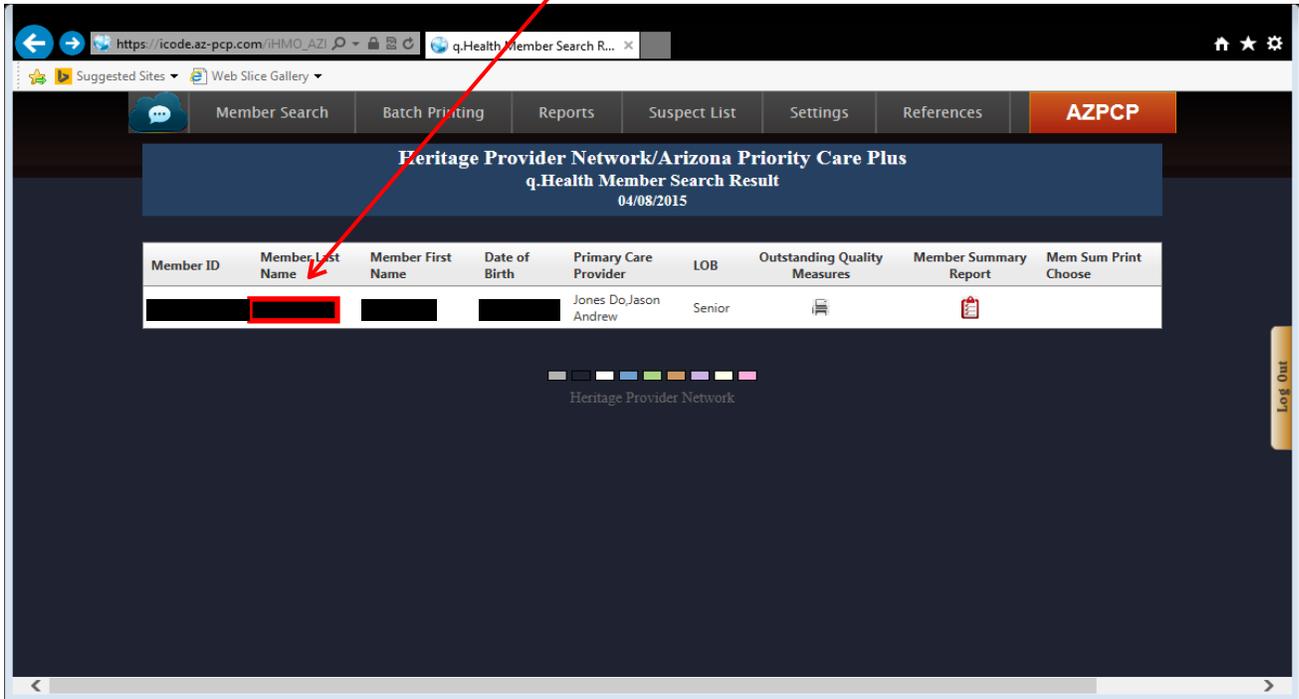
This AZPC Log In screen will appear. Enter your Username and Password, then click the Log In button or simply press Enter.



The q.Health Member Search page will appear. At this screen you will enter your patient's name and/or Member ID to search.

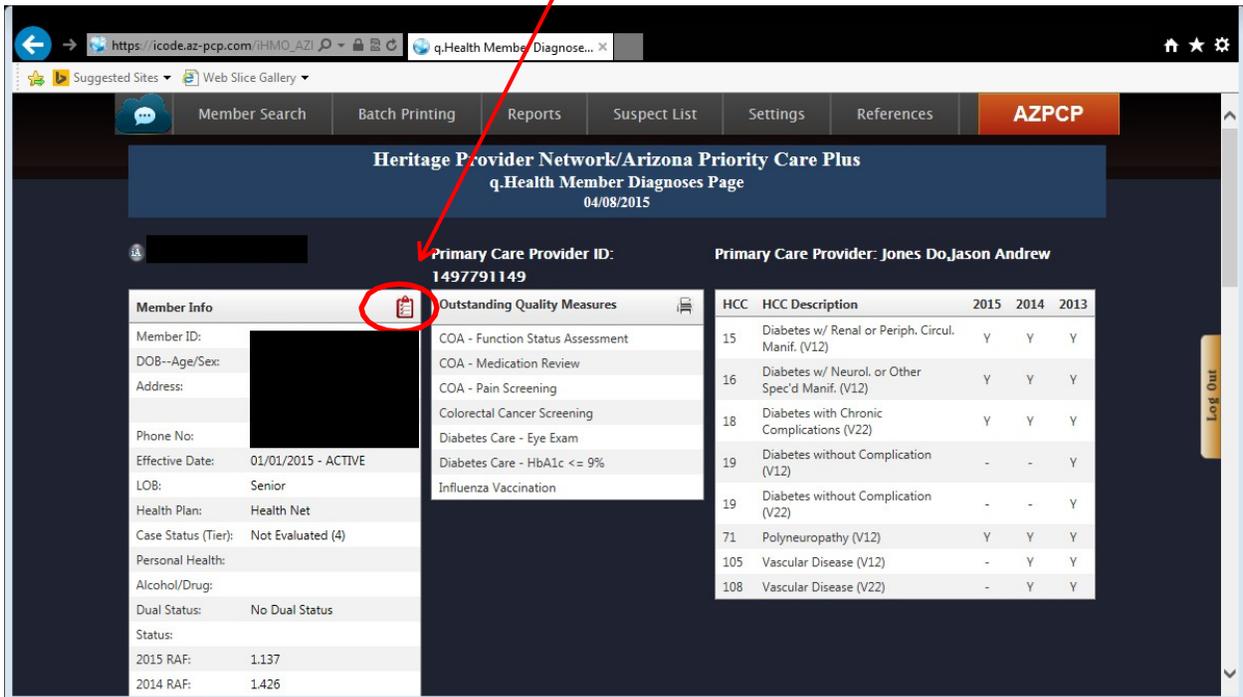


The results page will then appear. You will want to click on your patient's last name.



To PRINT THE MEMBER SUMMARY REPORT

This q.Health Member Diagnoses Page will appear. This screen will show you member information, STAR measures due, Primary Care Provider and HCC categories for diagnosis submitted. From here, click on the clipboard icon to access the consolidated summary report.



At this screen, you can obtain valuable information about a patient. What their current RAF score is; Demographic Information; HEDIS/STAR Measures that are outstanding for the patient; Physician Chart Review Comments; Potential Health Conditions; Diagnosis History and Pharmacy Data.

https://code.az-pcp.com/9/HMO_AZPCP_Code/SecureDownload.aspx?FileNamePath=C:\Doc\Signatures - Windows Internet Explorer

AZPCP - q.Health

Member Summary as of 04-08-2015 PCP: Jones Do, Jason Andrew (1497791149)

Demographics	HEDIS Measures Due	Health Status Indicator	2015 Claims HCC(s)
Name: [REDACTED]	COA - Function Status Assessment	PCP Visit: 15	Diabetes w/ Renal or Periph. Circul. Manif. (V12)
Member ID: [REDACTED]	COA - Medication Review	Annual Assessment Visit: ESRD: N	
DOB--Age/Sex: 01/09/1940--75/M	COA - Pain Screening	Hospice: N	16 Diabetes w/ Neurol. or Other Spec'd Manif. (V12)
Address: [REDACTED]	Colorectal Cancer Screening	GFR: 65	18 Diabetes with Chronic Complications (V22)
Phone No.: (908) 200-6021	Diabetes Care - Eye Exam	GFR Stage: DME & Supplies	71 Polyneuropathy (V12)
Effective Date: 01/01/2015 - ACTIVE	Diabetes Care - HbA1c <= 9%		
Health Plan: Health Net	Influenza Vaccination		
2015 RAF: 1.137			
2014 RAF: 1.426			

Physician Chart Review Section

ICD-9 Code	Suggestion:	HCC: 0
1		

HCC Comment: want to be sure to link the manifestations of the diabetes to the DM by words like "diabetic polyneuropathy" and "atherosclerosis of extremities"

Done

https://code.az-pcp.com/9/HMO_AZPCP_Code/SecureDownload.aspx?FileNamePath=C:\Doc\Signatures - Windows Internet Explorer

8/3/2014

Potential Health Conditions HCC	HCC Description	Review Status	Reviewed Date
104	Vascular Disease with Complications	Open	
105	Vascular Disease	Open	
108	Vascular Disease	Open	

Diagnosis History Diagnosis	Diagnosis Code Description	2015	2014	2013
44020	Athsc1 Extrm Ntv Art Nos	-	-	Y
44029	Athrcs Extrm Ntv Art Oth	-	Y	Y
44381	Angiopathy In Other Dis	-	-	Y
25060	Dmii Neuro Nt St Uncntrl	Y	Y	-
25062	Dmii Neuro Uncntrl	-	Y	Y
25070	Dmii Circ Nt St Uncntrl	Y	Y	-
25072	Dmii Circ Uncntrl	-	Y	Y
25080	Dmii Oth Nt St Uncntrl	-	Y	-
25082	Dmii Oth Uncntrl	-	Y	Y
3572	Neuropathy In Diabetes	Y	Y	-
25000	Dmii Wo Cmp Nt St Uncntr	-	-	Y
3371	Aut Neurophy In Oth Dis	-	Y	Y
3572	Neuropathy In Diabetes	Y	Y	-

Page 1 of 2 Primary Care Provider: Jones Do, Jason Andrew Date Printed: 04/08/2015

https://icodaez-pcp.com/9HMO_AZPCP_Code/SecureDownload.aspx?FileNamePath=C:\Doc\Signatures - Windows Internet Explorer

Pharmacy: Filled during last 6 months		Lab: GFR, CR, Cholesterol, Hugh A1C, Microalbumin (last 12 months)	
Label Name	LastDateFilled	Result Description	DOS
FLUOCINOLONE 0.01% BODY OIL	12/05/2014		
TRIAMCINOLONE 0.1% CREAM	11/26/2014		
PROAIR HFA 90 MCG INHALER	11/14/2014		
AMOX TR-K CLV 875-125 MG TAB	11/14/2014		
HYDROCORTISONE 5 MG TABLET	11/05/2014		
PREDNISONE 20 MG TABLET	10/31/2014		
GLIPIZIDE 5 MG TABLET	02/20/2015		
ACCU-CHEK AVIVA PLUS TEST STRP	02/20/2015		
AMMONIUM LACTATE 12% CREAM	02/11/2015		
FLUTICASONE PROP 50 MCG SPRAY	02/11/2015		
OMEPRAZOLE DR 20 MG CAPSULE	02/07/2015		
ACCU-CHEK FASTCLIX LANCETS	02/06/2015		

In order to print this out for your provider, simply click on the printer icon at the bottom of the page (demonstrated here).

https://icodaez-pcp.com/9HMO_AZPCP_Code/SecureDownload.aspx?FileNamePath=C:\Doc\Signatures - Windows Internet Explorer

AZPCP - q.Health

Member Summary as of 04-13-2015 **PCP: Jones Do, Jason Andrew (1497791149)**

Demographics	HEDIS Measures Due	Health Status Indicator	2015 Claims HCC(s):
Name: [REDACTED]	COA - Function Status Assessment	PCP Visit:	15 Diabetes w/ Renal or Periph. Circul. Manif. (V12)
Member ID: [REDACTED]	COA - Medication Review	Annual Assessment Visit:	16 Diabetes w/ Neurol. or Other Spec'd Manif. (V12)
DOB--Age/Sex: [REDACTED]	COA - Pain Screening	ESRD: N	18 Diabetes with Chronic Complications (V22)
Address: [REDACTED]	Colorectal Cancer Screening	Hospice: N	71 Polyneuropathy (V12)
Phone No.: [REDACTED]	Diabetes Care - Eye Exam	GFR: 65	
Effective Date: 01/01/2015 - ACTIVE	Diabetes Care - HbA1c <= 9%	GFR Stage:	
Health Plan: Health Net	Influenza Vaccination	DME & Supplies	
2015 RAF: 0.928			
2014 RAF: 1.426			

Physician Chart Review Section

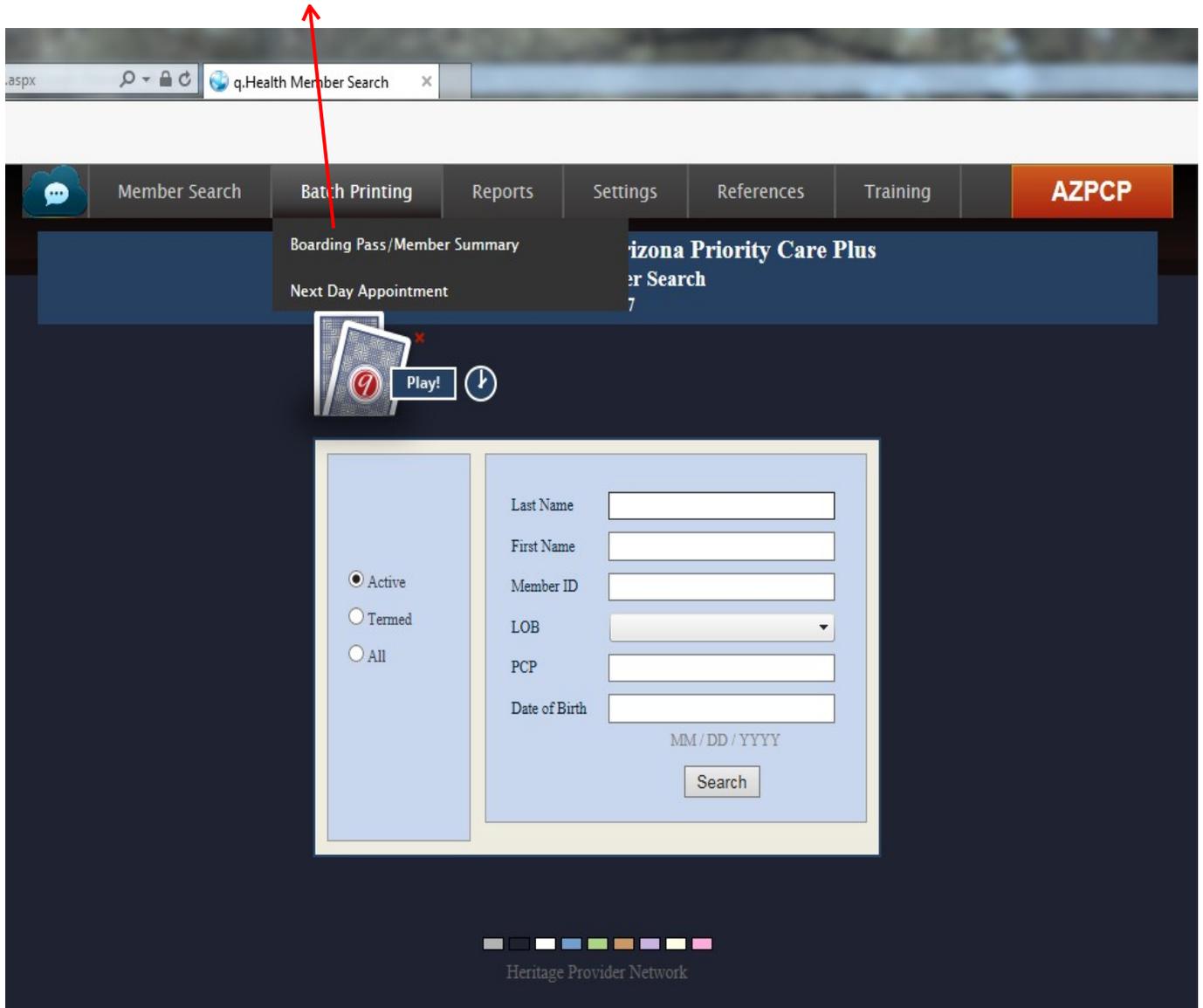
ICD-9 Code	Suggestion:
1	HCC: 0

to be sure to link the manifestations of the diabetes to the DM by words like "diabetic polyneuropathy" and "atherosclerosis of extremities"

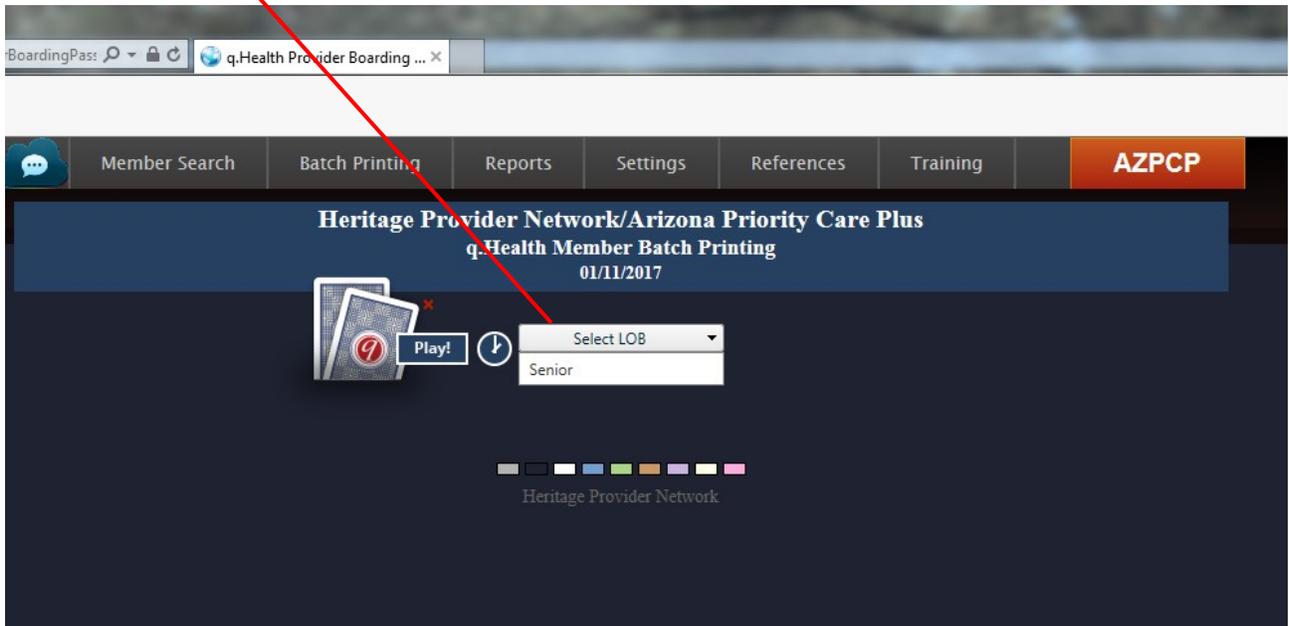
1940

To BATCH PRINT THE MEMBER SUMMARY REPORT

Simply click on the “Batch Printing” tab at the top of the tool bar. Then click the “Boarding Pass/Member Summary button.”



The screen will direct you to the batch printing screen. Click on the "Select LOB" drop down and click on "Senior".



The provider(s) assigned to your group will immediately display. Click on the provider you want to print the member summary report(s) for. A list of the patients assigned to the provider will populate. Select all patients that you want member summary reports for and click the “Print Diag Report” button at the bottom of the screen.

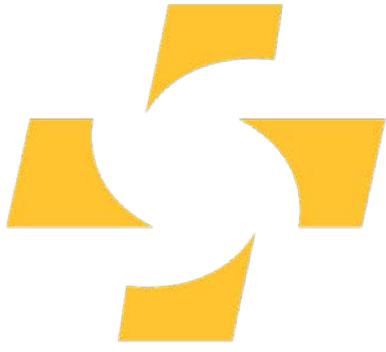
The screenshot shows the q.Health Provider Boarding interface. At the top, there is a navigation bar with buttons for Member Search, Batch Printing, Reports, Settings, References, Training, and AZPCP. Below this is a header for "Heritage Provider Network/Arizona Priority Care Plus q.Health Member Batch Printing" dated 01/11/2017. A "Play!" button and a dropdown menu set to "Senior" are visible. The main content area is divided into two tables. The first table lists Primary Care Providers with columns for ID, Name, Specialty, and Active Member Count. The second table lists members with columns for Member ID, Last Name, First Name, Gender, Date of Birth, Opt-In/Out status, Death Date, Tier, and Status. The "Print Diag Report" button at the bottom is circled in red. A red arrow points from the text above to the "Print Diag Report" button.

Primary Care Provider ID	Primary Care Provider Name	Primary Care Provider Specialty	Active Member Count
1205895034	Abbas Md,Jalal M	Internal Medicine	66
1689679771	Abdel-Rahman Md,Anwar	Internal Medicine	7
9228	Abrante Md,Monica	Internal Medicine	87
1114040862	Adkison Md,Talissa Beth	Internal Medicine	13
1568463792	Aguilera Md,Ruben	Internal Medicine	88
1104921048	Ahmad Md,Muhammad V	Family Practice	27
1912930124	Aking Md,Rodd	Internal Medicine	70
9700	Alia Md,Joseph	Family Practice	55
1952380925	Allen Md,Gregory S	Family Practice	71
4Z2486	Alsheikh Md,Ammar	Internal Medicine	23

Member ID	Member Last Name	Member First Name	Gender	Date of Birth	Opt-In/Opt-Out (Health)	Death Date	Tier	Status
<input type="checkbox"/>	R07204564MM1	Alarid	Joseph	M	06/28/1940		5	Not Evaluated
<input checked="" type="checkbox"/>	R07130487FM1	Baggiore	Judith	F	03/02/1946		5	Not Evaluated
<input checked="" type="checkbox"/>	R07657098FM1	Benjamin	Robin	F	06/25/1949		5	Not Evaluated
<input checked="" type="checkbox"/>	R07206406FM1	Benzrioual	Kimberlee	F	08/08/1969		4	Not Evaluated
<input checked="" type="checkbox"/>	R07206407MM1	Benzrioual	Abdessamad	M	06/13/1973		4	Not Evaluated
<input checked="" type="checkbox"/>	R07099809FM1	Bissell	Mary	F	11/09/1943		5	Not Evaluated
<input checked="" type="checkbox"/>	R07454899MM1	Boeckman	Charles	M	05/23/1985		5	Not Evaluated

If you would like to print all patients assigned to the provider selected then simply click here and hit the “Print Diag Report”.

A separate dialog box will pop up to display all the patient summary reports selected. Click on the “Print” icon and all member summary reports will be sent to the printer. **Please note that if you have selected numerous summary reports at once the system may take several minutes to load all information before you can print.**



Arizona
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q.HMO

Patient Summary

Reference Tool

AZPC - q.Health

Member Summary as of 01-27-2017

PCP Doe MD, John

2017 Current list of Hierarchical Condition Categories (HCCs) captured via claims

Demographics

Name: Doe, Jane
Member ID: 123456789
DOB--Age/Sex: 05/16/1945 71/F
Address: 1234 W Camelback Rd, Phoenix, AZ 85060
Phone No.: (623) 555-4444

HEDIS Measure Due

Breast Cancer Screening
 Diabetic Eye Exam
 COA Pain Screening

Health Status Indicator

PCP Visit:
Annual Assessment Visit: N
 ESRD: N
 Hospice:
 GFR: 52 B
 GFR Stage:
 DME & Supplies

2017 Claims HCC(s)

111 Chronic Obstructive Pulmonary Disease
 18 Diabetes with Chronic Complications (V22)
 58 Major Depressive, Bipolar, and Paranoid Disorders (V22)
 96 Specified Heart Arrhythmias

CMS Quality STAR Measures: Please Close Gaps in Care

Doe, Jane 05/16/1945

Effective Date: 01/01/2017-ACTIVE

LOB: Senior
Health Plan: Health Net

2017 RAF: 1.898
2016 RAF: 1.313

Physician Chart Review Section:
 1. AZPC Physicians review medical records, labs, imaging studies, hospitalizations for HCCs
 2. Provides an opportunity to evaluate and capture potentially new and missed chronic conditions
 3. Supports documentation, coding and linking chronic conditions to improve RAF and STARS

★ Physician Chart Review Section:

1	ICD-10 Code	E1122 - Type 2 DM W/Diabetic CKD
	Suggestion:	HCC Comment: Patient has Type 2 DM and GFRs >30 and <60 over past two years. This meets criteria for Type 2 DM with Diabetic CKD Stage 3. Please document Diagnosis, Status and Plan for Diabetic CKD (E11.22) and CKD Stage (N18.3) Thank you.
	MD Reviewer	Ayubi-Moak, Ineke 11/07/2016

Chronic conditions are listed by HCC category between bold black lines. Assess all chronic conditions reported in previous years.

Diagnosis History		2017	2016	2015
Diagnosis	Diagnosis Code Description			
E1169	Type 2 DM W/Other Spec Complication	-	Y	Y
E1165	Type 2 DM W/Hyperglycemia	Y	Y	-
J410	Simple Chronic Bronchitis	-		Y
J449	Copd Unspecified	Y		
I509	Heart Failure Unspecified	-		Y
I5032	Chronic Diastolic Heart Failure	A		
F331	Major Depressive D/O Recurrent Mod	Y		Y
I4891	Atrial Fibrillation	-	Y	-
I495	Sick Sinus Syndrome	Y		

"Y" = Condition diagnosed and reported
"-" = Condition not reported
"A" = Condition reported by Ancillary Service: Provider needs to evaluate & document

Computer generated assessment of potential conditions the member may have based on clinical algorithms and past diagnoses

Potential Health Conditions

HCC	HCC Description	Review Status	Reviewed Date
85	Congestive Heart Failure	Open	
15	Diabetes w/ Renal or Periph. Circul. Manif.	Open	
16	Diabetes w/ Neurol. or Other Spec'd Manif.	Open	

Medication list is derived from Pharmacy Data

Pharmacy: Filled during last 12 months

Label Name	Last Date Filled
HYDROCODON-ACETAMINOPHEN 5-325	11/29/2016
TEMAZEPAM 15 MG CAPSULE	11/28/2016
VENLAFAXINE HCL 75 MG TABLET	11/27/2016
ATENOLOL 100 MG TABLET	11/21/2016
LISINAPRIL 10 MG TABLET	10/02/2016
METFORMIN HCL 500 MG TABLET	09/28/2016
TRAZODONE 50 MG TABLET	05/15/2016
VENLAFAXINE HCL ER 75 MG CAP	02/15/2016

Labs within the last 12 months are based on claims

Lab: GFR, CR, Cholesterol, HbA1C, Microalbumin (last 12 months)

Test Description	Date of Service	Result
Cholesterol	11/07/2016	224
HDL Cholesterol	11/07/2016	75
HEMOGLOBIN A1C	11/07/2016	6.1
Cholesterol	08/08/2016	229
GFR Estimated (Non-African American)	08/08/2016	52
HDL Cholesterol	08/08/2016	85
Creatinine, Urine	01/08/2016	153.0
Cholesterol	01/07/2016	198

Making the q.HMO Patient Summary Actionable

1. Download and **print the q.HMO Patient Summary prior to the office visit** with an AZPC member.
2. Review accuracy of Patient Name/DOB, Provider Name and Member eligibility.
3. Compare the previous year's Risk Adjustment Factor or RAF score with the member's current year RAF to estimate the relative need for further evaluation and documentation of chronic conditions.
4. Determine if the member has completed an Annual Assessment and review the chronic conditions that have already been submitted to claims in 2017.
5. When there are chronic conditions listed in the **Physician Chart Review Section**, it indicates that an AZPC Physician Educator completed a comprehensive chart review.
6. Evaluate and determine if the Physician suggested conditions are present. When clinically applicable, be sure to **document the Diagnosis, Status and Plan for each coded condition**.
7. In the **Diagnosis History Section**, assess all chronic conditions captured in the last three years. Document the conditions that are still present and needing recapture in the current year.
8. **If you disagree with the diagnosis** of a condition in the **Physician Chart Review or Diagnosis History Sections**, simply **write "Disagree" or "Resolved"** next to the medical condition and **fax a copy to 480-403-8209**.
9. Review **Potential Health Conditions, Pharmacy Data** and **relevant Labs** for information that may indicate additional medical conditions needing recapture.
10. **If you have any questions or need additional information, please contact your AZPC Provider Relations Representative.**