

Continuity of Care (CoC)

Provider Education



Continuity of Care (CoC) Program

Presentation Agenda

- What is the Continuity of Care (CoC Program)
- Who is included in the CoC Program
- Targeted Lines of Business
- CoC Program Overview
- 2022 CoC Appointment Agenda
- Dashboard Navigation
- Questions

What is the Continuity of Care (CoC Program)

CoC is a Risk Adjustment bonus program for you, our Provider Partner, aimed at increasing visibility into members' existing, as well as suspected conditions, which leads to enhanced quality of care for chronic condition management and prevention.





What is in it for members?

Members with existing or newly suspected chronic conditions will receive regular and proactive assessments to prevent chronic conditions from going undiagnosed or untreated.







What is in it for providers?

Providers earn bonus payments for proactively coordinating preventive medicine and thoroughly assessing all their patient's current conditions in an effort to improve health and provide appropriate clinical quality of care.

Continuity of Care-Provider Engagement

-  Providers receive incremental bonuses for their incremental work
-  Risk Adjustment pays Bonuses for completed and verified Provider Appointment Agendas and/or submission of Comprehensive Exam medical records. This is a claims-based program – members need to be assessed during the program year by their PCP along with a claim submitted to support the provider's assessment.
-  Appointment Agendas serve as a valuable tool that provides offices with both insight into historical diagnosis data (submitted on their patients), as well as clinical services (that research has shown beneficial to member health) for providers to use to assist in assessing their members to ensure all member conditions are assessed at least once per year
-  Providers earn Bonus payments for proactively coordinating preventive medicine and thoroughly assessing all their patients current conditions in an effort to improve health and provide appropriate clinical quality of care.

CoC continued

-  Targeted Lines of Business (LOB): WellCare by Allwell, Ambetter (Marketplace), HHW, HIP and HCC (Medicaid)
-  Eligible members are loaded into the Continuity of Care (CoC) Dashboard on the Secure Provider Portal
-  Members included in the program are those with disease conditions that need to be assessed year over year
-  Member's selections are identified at the beginning of the program and are subject to change in future programs
-  Selected members are listed under their assigned provider's Continuity of Care (CoC) dashboard but can be moved to the attributed health plan provider at plan request (Centene members only)
-  Incremental additions due to new members into the health plan and member moves may contribute to the adds, deletes, and changes to the agendas during the program year

CoC Program Overview

CoC Program Overview

- Continuity of Care (CoC): Risk Adjustment bonus program for our Providers
- Risk Adjustment pays bonuses for completed and verified Provider Appointment Agendas and/or submission of Comprehensive Exam medical records (Wellcare by Allwell only).
- This is a claims-based program: members need to be assessed during the program year by their PCP along with a claim submitted to support the provider's assessment.
- Providers earn bonus payments for proactively coordinating preventive medicine and thoroughly assessing all their patient's current conditions in an effort to improve health and provide appropriate clinical quality of care.
- The intent of the CoC Program is to promote proactive management of chronic conditions and preventative services.
- Appointment Agendas serve as a valuable tool that provides offices with both insight into historical diagnosis data (submitted on their patients), as well as clinical services for providers to use to assist in assessing their members to ensure all member conditions are assessed at least once per year.

Provider Bonus






% of Appointment Agendas Completed/Paid	Bonus per Paid Appointment Agenda
$\leq 50 \%$	\$100
>50 to $\leq 80 \%$	\$200
$>80 \%$	\$300

- 100% of the Risk Adjustment gaps are assessed in the CoC Dashboard
 - Check Active Diagnosis and Documented box or Resolved / Not Present box then authenticate and submit the agenda in the Dashboard **or**
 - **Fax or email** the printed and completed paper Appointment Agent
 - Submit all appropriate diagnoses on a claim
- Providers will be paid quarterly

Provider Partnership






- Schedule an appointment and conduct a visit with the patient prior to December 31, 2022. Telehealth services that are furnished using interactive, audio/video, real-time communication technology are acceptable for the Continuity of Care (CoC) program
- Use the appointment agenda as a guide, assessing the validity of each condition
- Document the care in the medical record following coding and documentation guidelines
- Update diagnoses and close gaps in the CoC Portal
- Submit electronically through the CoC Portal or
- Submit signed paper appointment agenda and/or medical records to fax 1-813-464-8879 or by secure email at agenda@wellcare.com
- Submit the claim/encounter containing all relevant diagnosis codes and CPT codes

Telehealth Guidance

-  Telehealth services that are furnished using interactive, audio/video, real-time communication technology are acceptable for the Continuity of Care (CoC) program
-  A non-public facing product that allows only the intended parties to participate is required
-  Annual Wellness Visits can still be performed
-  The E/M level selection furnished via telehealth can be based on Medical Decision Making (MDM) or time, with time defined as all of the time associated with the E/M on the day of the encounter
-  Medicare does not offer clear guidance and relies on health care providers to serve their patients in good faith when utilizing technology through audio and video communication to deliver care

2022 CoC Appointment Agenda

Components of the agenda

-  Health Condition History / Continuity of Care Providers should check one box for each Disease Category listed on the agenda
-  'Active Diagnosis & Documented' – Patient is currently presenting with this condition. Providers must submit a claim with a diagnosis code that maps to the Disease Category listed on the agenda
-  'Resolved/Not Present' – Patient is not presenting with this condition. Provider must submit a claim with a 2022 face to face visit and should submit appropriate codes for conditions the Patient is currently presenting. The Health Condition History / Continuity of Care component is all or nothing, ALL Disease Categories must have a box checked, verified with a qualified visit and paid claim to be eligible for the Bonus
-  Care Guidance Address and document the Care Gaps. Care Gaps are closed by a claim, CPT, CPTII, HCPCS, DX codes or applicable documentation
-  For additional information, please reference your care gap report. Providers should submit the Agenda once the Health Condition History / Continuity of Care component is completed in its entirety. They do NOT need to complete the Care Guidance components prior to submitting. The signature component can be completed by a credentialed provider or the facilitator of the program.

Dashboard Navigation

Provider Guide for CoC

- Log into the Provider Portal
- Click on CoC - Appointment Agenda
- Filter by LOB and/or NPI
- Search by Member Name, or
- Click on a Member ID
- Begin Assessment

CoC Portal Navigation

CoC - Appointment Agenda

Coded Thru Claims as of: 2/8/2021 LOB: MEDICAID TIN: NPI:

Member: Appointment Agendas

Filter icon: Info icon:

Click the **Menu** icon to view all available provider portals

Click the **Filter** icon to filter by

- Company
- Line of Business
- NPI

Click the **Info** button to view a drop-down menu containing links to the *Navigation Tool*, *Case Study*, *FAQ*, *Diagnosis List*, and *CoC Appointment Agenda Program Rules* documents

Assessed	Unassessed	
0	9	
1	8	
0	6	
0	6	
0	6	0.0%
0	6	0.0%
1	6	14.3%
1	6	14.3%

NPI:

Member: DOB:

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved Not Present
<u>Cancer_high</u>	Z51.11 ENCOUNTER FOR ANTINEOPLASTIC CHEMO	Unassessed	12/31/9999		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Cardiac</u>	00228212750 CLONIDINE TAB 0.1MG	Coded Through Claims	01/15/2021		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Gastro_low</u>	K21.9 GERD WITHOUT ESOPHAGITIS	Unassessed	06/03/2020		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Genital_extra_low</u>	N70.11 CHRONIC SALPINGITIS	Unassessed	05/03/2018		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Hematological_low</u>	D72.0 GENETIC ANOMALIES OF LEUKOCYTES	Unassessed	05/13/2020		●	<input type="checkbox"/>	<input type="checkbox"/>

CoC Portal Navigation

CoC - Appointment Agenda

Coded Thru Claims as of: 2/8/2021

LOB: MEDICAID

TIN:

NPI:

Member:

Member List

Appointment Agendas

Excel

TIN

NPI

Member

Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	NPI	Assessed	Unassessed	Assessed %
						0	9	0.0%
						1	8	11.1%
						0	6	0.0%
						0	6	0.0%
						0	6	0.0%
						1	6	14.3%
						1	6	14.3%

NPI:

Member:

DOB:

Read Only

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved No Present
<u>Cancer_high</u>	Z51.11 ENCOUNTER FOR ANTINEOPLASTIC CHEMO	Unassessed	12/31/9999		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Cardiac</u>	00228212750 CLONIDINE TAB 0.1MG	Coded Through Claims	01/15/2021		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Gastro_low</u>	K21.9 GERD WITHOUT ESOPHAGITIS	Unassessed	06/03/2020		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Genital_extra low</u>	N70.11 CHRONIC SALPINGITIS	Unassessed	05/03/2018		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Hematological_low</u>	D72.0 GENETIC ANOMALIES OF LEUKOCYTES	Unassessed	05/13/2020		●	<input type="checkbox"/>	<input type="checkbox"/>

Click the "TIN icon" to view all printable appointment agendas under this specific TIN

Click the "NPI icon" to view all printable appointment agendas under a specific provider

Click the "Member icon" to view a printable appointment agenda for an individual member

CoC Portal Navigation

Printable Appointment Agenda



2/12/2021 9:27:03 AM

Member Phone :

Member DOB :

TIN Name :

Provider Name and ID :

2021 APPOINTMENT AGENDA - Use as a guide during the patient's visit.



Health Condition History / Continuity of Care

These conditions are based on claims submitted by providers and/or the member's medical history as of 2/8/2021. Please update diagnoses, as these conditions may no longer exist, their severity level may have changed, or they may have been replaced by other conditions.

Suspected Rx/Condition	Type	Source	Diagnosis	Active Diagnosis & Documented	Resolved / Not Present
Cardiovascular, medium	Persistency Gap	ICD-10	I11.0 HTN HEART DISEASE W/HEART FAIL	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes, type 2 low	Persistency Gap	ICD-10	E13.622 OTHER SPEC DM W/OTHER SKIN ULCER	<input type="checkbox"/>	<input type="checkbox"/>
Infectious, high	Predictive Gap	ICD-10	A48.0 GAS GANGRENE	<input type="checkbox"/>	<input type="checkbox"/>
Metabolic, very low	Persistency Gap	ICD-10	E87.6 HYPOKALEMIA	<input type="checkbox"/>	<input type="checkbox"/>
Cardiac	Assessed	NDC	68180051801 LISINOP/HCTZ TAB 10-12.5	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	Assessed	NDC	00002821501 HUMULIN R INJ U-100	<input type="checkbox"/>	<input type="checkbox"/>
Skeletal, medium	Predictive Gap	ICD-10	M86.172 OTH ACUTE OSTEOMYEL LT ANKLE FOOT	<input type="checkbox"/>	<input type="checkbox"/>
Skin, low	Persistency Gap	ICD-10	L97.524 N-PRS ULCR OTH PRT LT FT NEC BONE	<input type="checkbox"/>	<input type="checkbox"/>

Type:
Predictive Gap
and
Persistency Gap

Persistency = DX Code(s) have appeared in prior claims

Predictive = Possible condition(s) based on prior claims



Care Guidance

Address and document the Care Gaps below. Care Gaps are closed by a claim, CPT, CPTII, HCPCS, DX codes or applicable documentation. For additional information, please reference your Care Gap Report.

CoC Portal Navigation

CoC - Appointment Agenda

Coded Thru Claims as of: 2/8/2021 LOB: MEDICAID TIN: NPI:

Member: Search

Member List Appointment Agendas

Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	NPI	Assessed	Unassessed	Assessed %
						1	6	14.3%
						1	5	16.7%
						1	5	16.7%
						1	5	16.7%
						1	4	20.0%

NPI:

Member: DOB:

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis Documented	Resolved Not Present
<u>Cardiac</u>	00115165903 PROPRANOLOL TAB 10MG	Coded Through Claims	01/04/2021		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Psychiatric, medium low</u>	F33.1 MAJ DEPRESS D/O RECURRENT MOD	Unassessed	11/20/2020		●	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<u>Pulmonary, low</u>	J45.990 EXERCISE INDUCED BRONCHOSPASM	Unassessed	01/17/2019		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Skeletal, low</u>	M51.36 OTH IV DISC DEGEN LUMBAR REGION	Unassessed	10/15/2019		●	<input type="checkbox"/>	<input type="checkbox"/>
<u>Skin, very low</u>	L08.9 LOCAL INFECT SKIN SUBQ TISSUE UNS	Unassessed	12/31/9999		●	<input type="checkbox"/>	<input type="checkbox"/>

Users can export their list to Excel

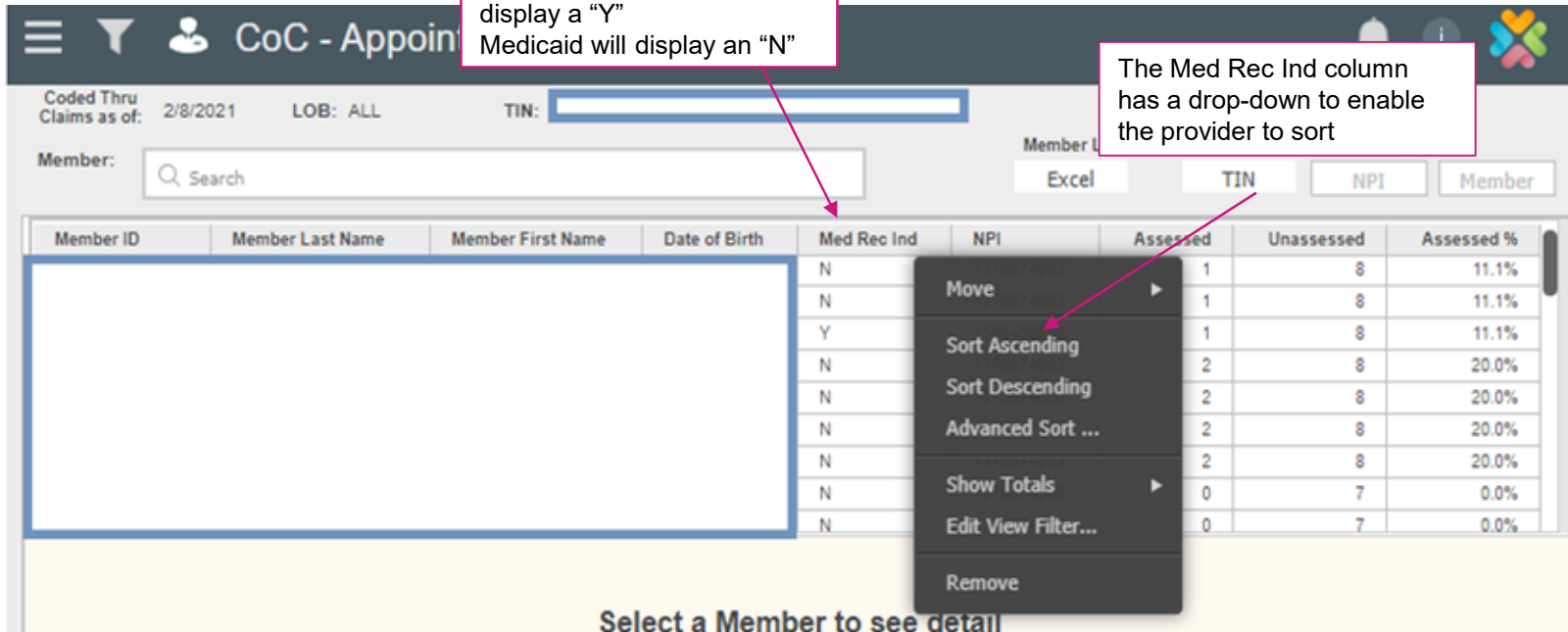
Providers can search for a specific patient by typing in either their name or member ID

CoC Portal Navigation

New in 2021

Medical Record Indicator:
Indicates if we will accept a
CPE in-lieu of the Agenda
Medicare/Marketplace will
display a "Y"
Medicaid will display an "N"

The Med Rec Ind column
has a drop-down to enable
the provider to sort



The screenshot shows the CoC - Appoin portal interface. At the top, there is a navigation bar with a menu icon, a funnel icon, a person icon, and the text "CoC - Appoin". Below this, there is a section for "Coded Thru Claims as of: 2/8/2021" and "LOB: ALL". A "TIN:" field is also present. A "Member:" search bar is located below the TIN field. To the right of the search bar, there are buttons for "Excel", "TIN", "NPI", and "Member".

The main content area displays a table with the following columns: Member ID, Member Last Name, Member First Name, Date of Birth, Med Rec Ind, NPI, Assessed, Unassessed, and Assessed %. The table contains several rows of data. A dropdown menu is open for the "Med Rec Ind" column, showing options: Move, Sort Ascending, Sort Descending, Advanced Sort ..., Show Totals, Edit View Filter..., and Remove.

At the bottom of the screen, there is a yellow banner with the text "Select a Member to see detail".

Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	NPI	Assessed	Unassessed	Assessed %
				N		1	8	11.1%
				N		1	8	11.1%
				Y		1	8	11.1%
				N		2	8	20.0%
				N		2	8	20.0%
				N		2	8	20.0%
				N		2	8	20.0%
				N		0	7	0.0%
				N		0	7	0.0%

CoC Portal Navigation

Coded Thru Claims as of: 2/8/2021 **LOB:** MEDICAID **TIN:** [] **NPI:** []

Member: [Search] **Member List** [Excel] **Appointment Agendas** [TIN] [NPI] [Member]

Member ID	Member Name	Date of Birth	Med Rec Ind	NPI	Assessed	Unassessed	Assessed %
					1	6	14.3%
					1	5	16.7%
					1	5	16.7%
					1	5	16.7%
					1	4	20.0%

Condition Status:
Dark Green: Coded Through Claims
Light Green: Assessed
Yellow: Unassessed

Assessment Status changes when the updates are signed and submitted

Read Only

Assessable

Disease Condition	Diagnosis	Assessment Status	DOE	Mod Date	Status	Active Diagnosis Documented	Resolved Not Present
Cardiac	00115165903 PROPRANOLOL TAB 10MG	Coded Through Claims	01/04/2021		●	<input type="checkbox"/>	<input type="checkbox"/>
Psychiatric, medium low	F33.1 MAJ DEPRESS D/O RECURRENT MOD	Unassessed	11/20/2020		●	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pulmonary, low	J45.990 EXERCISE INDUCED BRONCHOSPASM	Unassessed	01/17/2019		●	<input type="checkbox"/>	<input type="checkbox"/>
Skeletal, low	M51.36 OTH IV DISC DEGEN LUMBAR REGION	Unassessed	10/15/2019		●	<input type="checkbox"/>	<input type="checkbox"/>
Skin, very low	L08.9 LOCAL INFECT SKIN SUBQ TISSUE UNS	Unassessed	12/31/9999		●	<input type="checkbox"/>	<input type="checkbox"/>

CoC Portal Navigation

CoC - Appointment Agenda

Coded Thru Claims as of: 2/8/2021

LOB: MEDICAID

TIN:

NPI:

Member:

Member List

Appointment Agendas

Excel

TIN

NPI

Member

Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	NPI	Assessed	Unassessed	Assessed %
						0	9	0.0%
						1	8	11.1%
						0	6	0.0%
						0	6	0.0%
						0	6	0.0%
						0	6	0.0%
						1	6	14.3%
						1	6	14.3%

NPI:

Member:

DOB:

Update

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved Not Present
Cancer_high	Z51.11 ENCOUNTER FOR ANTINEOPLASTIC CHEMO	Unassessed	12/31/9999			<input type="checkbox"/>	<input type="checkbox"/>
Cardiac	00228212750 CLONIDINE TAB 0.1MG	Coded Through Claims	01/15/2021			<input type="checkbox"/>	<input type="checkbox"/>
Gastro_low	K21.9 GERD WITHOUT ESOPHAGITIS	Unassessed	06/03/2020			<input type="checkbox"/>	<input type="checkbox"/>
Genital_extra low	N70.11 CHRONIC SALPINGITIS	Unassessed	05/03/2018			<input type="checkbox"/>	<input type="checkbox"/>
Hematological_low	D72.0 GENETIC ANOMALIES OF LEUKOCYTES	Unassessed	05/13/2020			<input type="checkbox"/>	<input type="checkbox"/>

Once a box is checked or unchecked the provider or provider representative will need to click *Update* to save the changes

Note: If users export to Excel they still need to go back into the portal dashboard to check boxes, update, sign and submit

CoC Portal Navigation

CoC - Appointment Agenda

Coded Thru
Claims as of: 2/8/2021
 LOB: MEDICAID
 TIN:
 NPI:

Member:

Member List

Appointment Agendas

Excel

TIN

NPI

Member

Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	NPI	Assessed	Unassessed	Assessed %
						0	9	0.0%
						1	8	11.1%
						0	6	0.0%
						0	6	0.0%
						0	6	0.0%
						0	6	0.0%
						1	6	14.3%
						1	6	14.3%

NPI:
Member:

Marcia Brady

Enter Name

Submit

Update

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved Not Present
Cancer, high	Z51.11 ENCOUNTER FOR ANTINEOPLASTIC CHEMO	Unassessed	12/31/9999			<input type="checkbox"/>	<input type="checkbox"/>
Cardiac	00228212750 CLONIDINE TAB 0.1MG	Coded Through Claims	01/15/2021			<input type="checkbox"/>	<input type="checkbox"/>
Gastro, low	K21.9 GERD WITHOUT ESOPHAGITIS	Unassessed	06/03/2020			<input type="checkbox"/>	<input type="checkbox"/>
Genital, extra low	N70.11 CHRONIC SALPINGITIS	Unassessed	05/03/2018			<input type="checkbox"/>	<input type="checkbox"/>
Hematological, low	D72.0 GENETIC ANOMALIES OF LEUKOCYTES	Unassessed	05/13/2020			<input type="checkbox"/>	<input type="checkbox"/>

Authorized personnel needs to enter their name to attest to the changes then hit submit to send the appointment agenda updates to MHS

CoC Portal Navigation

CoC - Appointment Agenda

Coded Thru Claims as of: 2/8/2021

LOB: MEDICAID

TIN:

NPI:

Member:

Member List

Appointment Agendas

Excel

TIN

NPI

Member

Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	NPI	Assessed	Unassessed	Assessed %
						0	9	0.0%
						1	8	11.1%
						0	6	0.0%
						0	6	0.0%
						0	6	0.0%
						0	6	0.0%
						1	6	14.3%
						1	6	14.3%

NPI:

Member:

DOB:

Read Only

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved Not Present
Cancer_high	Z51.11 ENCOUNTER FOR ANTINEOPLASTIC CHEMO	Unassessed	12/31/9999			<input type="checkbox"/>	<input type="checkbox"/>
Cardiac	00228212750 CLONIDINE TAB 0.1MG	Coded Through Claims	01/15/2021			<input type="checkbox"/>	<input type="checkbox"/>
Gastro_low	K21.9 GERD WITHOUT ESOPHAGITIS	Unassessed	06/03/2020			<input type="checkbox"/>	<input type="checkbox"/>
Genital_extra_low	N70.11 CHRONIC SALPINGITIS	Unassessed	05/03/2018			<input type="checkbox"/>	<input type="checkbox"/>
Hematological_low	D72.0 GENETIC ANOMALIES OF LEUKOCYTES	Unassessed	05/13/2020			<input type="checkbox"/>	<input type="checkbox"/>

The members record will now reflect the updated data

CoC Portal Navigation

CoC - Appointment Agenda

Coded Thru
Claims as of: 2/8/2021
 LOB: MEDICAID
 TIN:
 NPI:

Member:

Member List

Appointment Agendas

Excel

TIN

NPI

Member

Member ID	Member Last Name	Member First Name	Date of Birth	Med Rec Ind	NPI	Assessed	Unassessed	Assessed %
						0	9	0.0%
						1	8	11.1%
						0	6	0.0%
						0	6	0.0%
						0	6	0.0%
						0	6	0.0%
						1	6	14.3%
						1	6	14.3%

NPI:
Member:

Marcia Brady

Enter Name

Submit

Update

Assessable

Disease Condition	Diagnosis	Assessment Status	DOS	Mod Date	Status	Active Diagnosis & Documented	Resolved Not Present
Cancer, high	Z51.11 ENCOUNTER FOR ANTINEOPLASTIC CHEMO	Unassessed	12/31/9999			<input type="checkbox"/>	<input type="checkbox"/>
Cardiac	00228212750 CLONIDINE TAB 0.1MG	Coded Through Claims	01/15/2021			<input type="checkbox"/>	<input type="checkbox"/>
Gastro, low	K21.9 GERD WITHOUT ESOPHAGITIS	Unassessed	06/03/2020			<input type="checkbox"/>	<input type="checkbox"/>
Genital, extra low	N70.11 CHRONIC SALPINGITIS	Unassessed	05/03/2018			<input type="checkbox"/>	<input type="checkbox"/>
Hematological, low	D72.0 GENETIC ANOMALIES OF LEUKOCYTES	Unassessed	05/13/2020			<input type="checkbox"/>	<input type="checkbox"/>

Authorized personnel needs to enter their name to attest to the changes

Questions?

Thank you for being our partner in care!