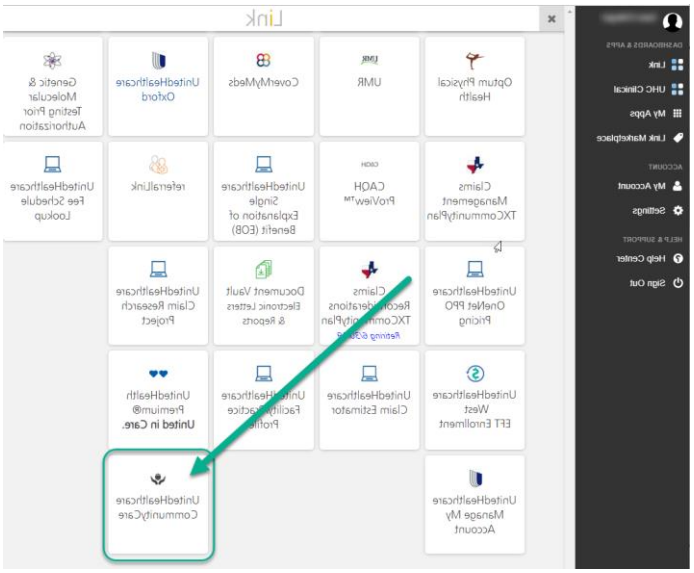
1. Accessing CommunityCare

Users with an Optum Link can click the CommunityCare 2.0 tile to
launch the application:



For Primary Care Physicians, staff working on behalf of a Primary Care Physician, or Specialty Providers assigned to a Member's Care Team, assigned Members will display in the application.

2. Population Dashboard

Upon launching CommunityCare, you will be directed to the Population
Dashboard which will provide quick access to new information about your
Member population.

This Dashboard includes the following tiles:

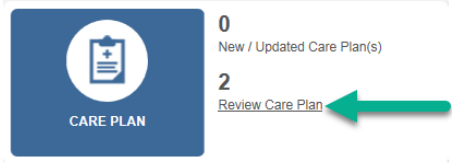
- Care Plan
- Activities
- My Members
- Quality Measures
- Inpatient Admissions & Discharges
- Emergency Department Discharges

3. Care Plan

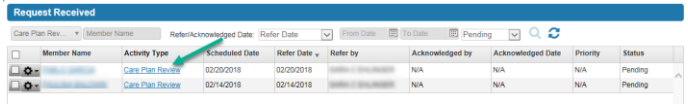
Identifies:

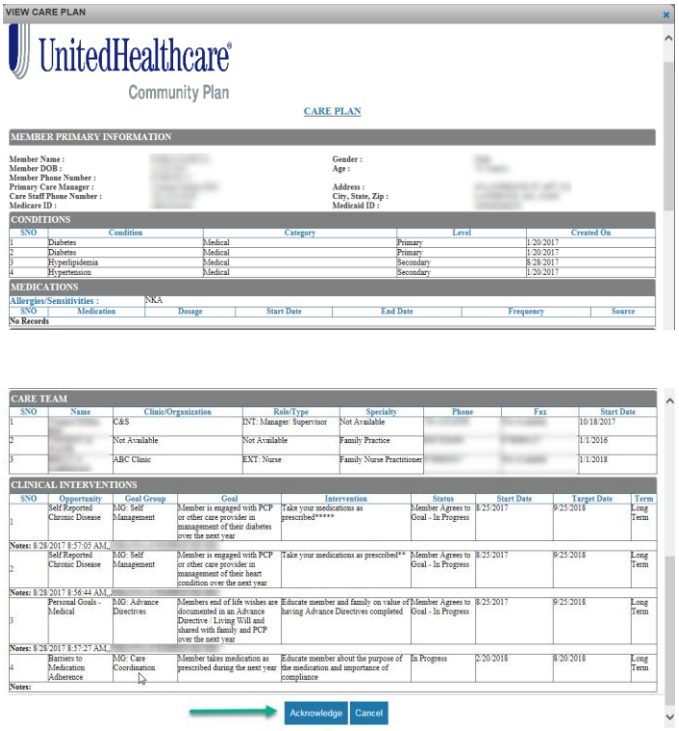
- Care Plans recently revised
- Care Plan pending review by the logged in Care Team Member

Click the **hyperlink** to access Care Plans pending review

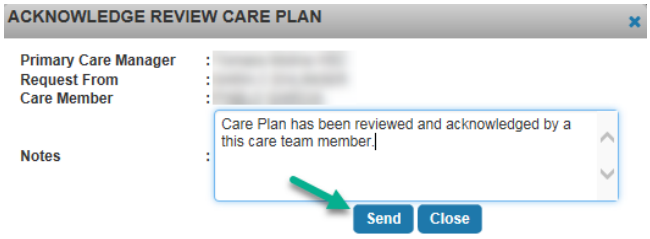


Click the **hyperlink** to view the Care Plan

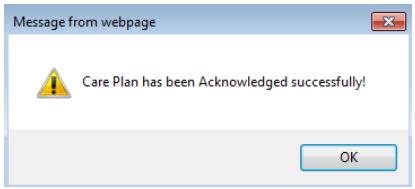




Click "**Acknowledge**" to enter a Note and indicate the care plan has been reviewed and acknowledged

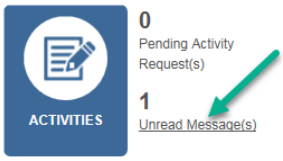


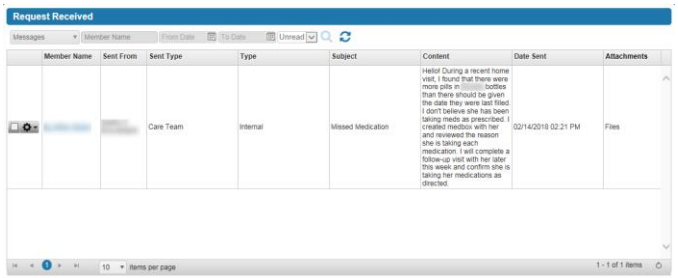
A confirmation message will appear, and an activity will be recorded in the Member's record that the care plan has been **acknowledged**



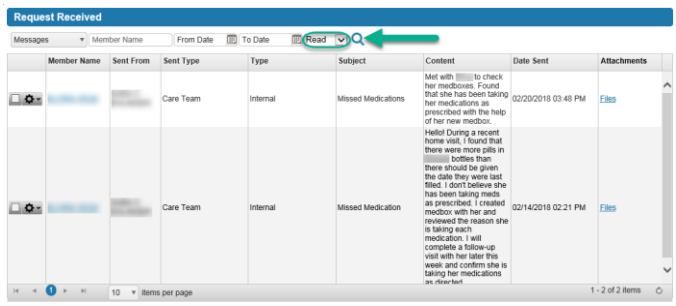
4. Activities

Click the hyperlink to view **Messages** sent by a Member of the Care Team

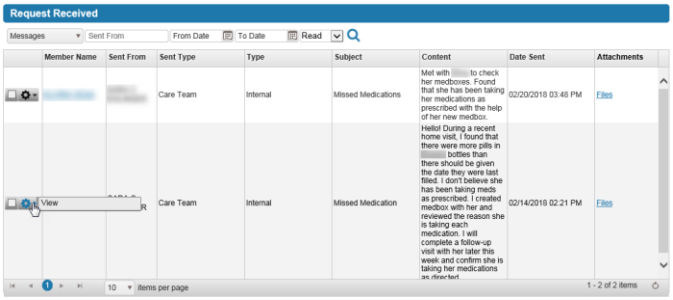




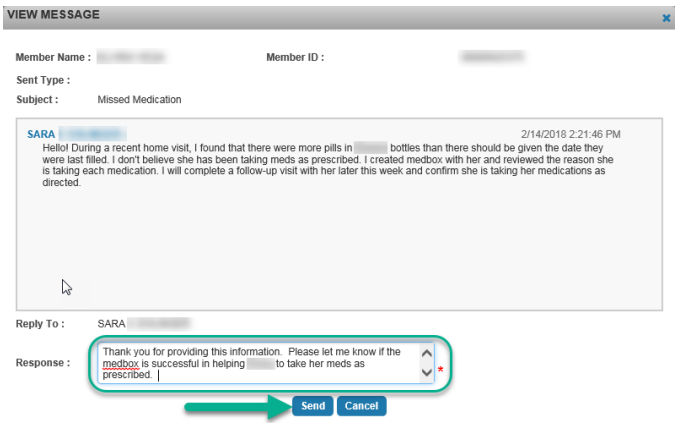
Change the display to "**Read**," click the search button, and view previously read messages



To send a reply, click the widget and select "**View**":

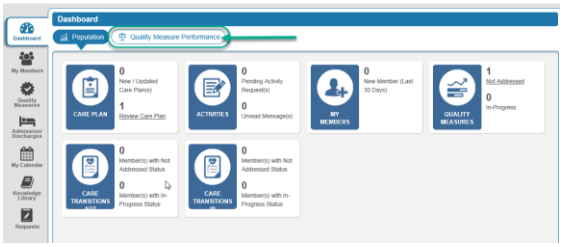


Enter the response and select "**Send**":

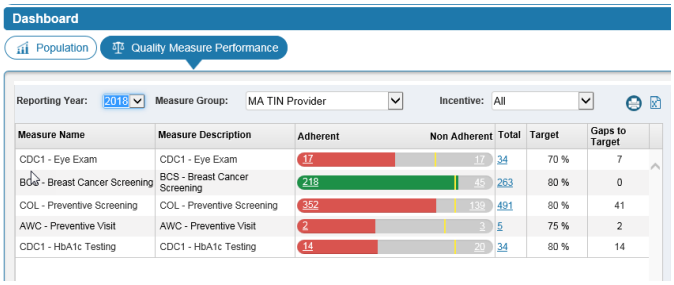


5. Quality Measure Performance Dashboard

From the Dashboard, change the display from Population to **Quality Measure Performance**:



This section displays a group of Quality Measures targeted for a specific State or Provider Practice:



Measure Name: displays the name of the Quality Measure

Measure Description: displays the short description associated with the measure

Adherent: identifies the total

number of Members for whom this measure has been completed

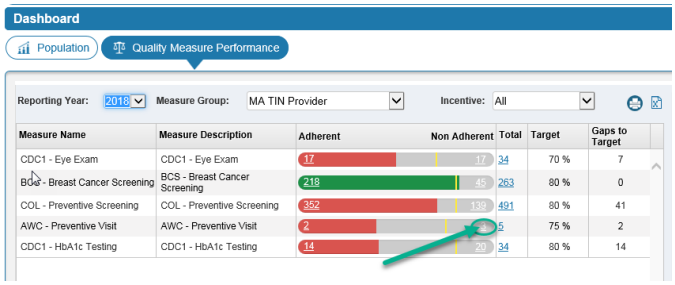
Non Adherent: identifies the total number of Members for whom this measure remains to be closed

Total: identifies the total number of Members for whom this measure applies (both Adherent and Non Adherent)

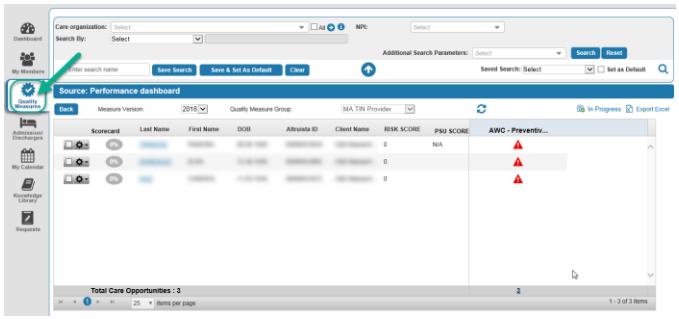
Target: identifies the desired target percentage for completion

Gaps to Target: indicates the number of outstanding measures to be completed in order to meet the identified Target

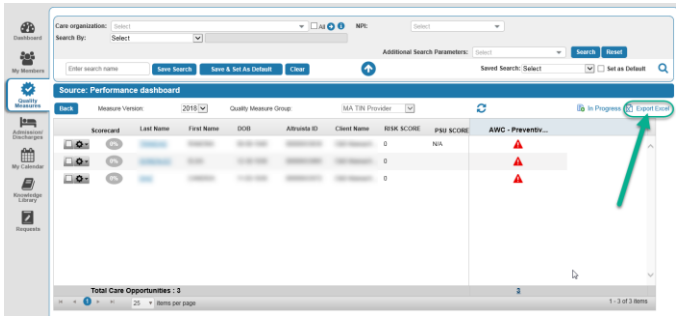
Click the hyperlink to display the detailed Member information:



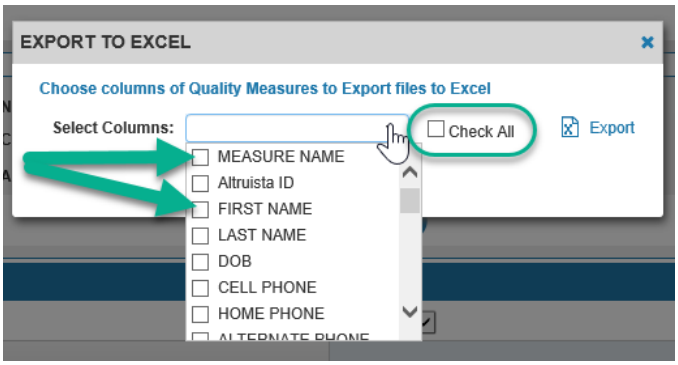
The detailed Member information will display in the Quality Measures window:



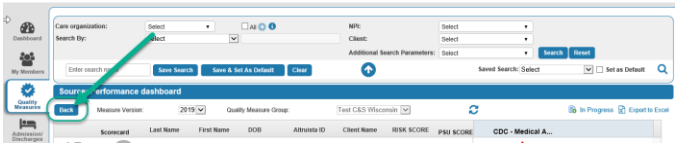
This list can be exported to an Excel document, with customized data elements:



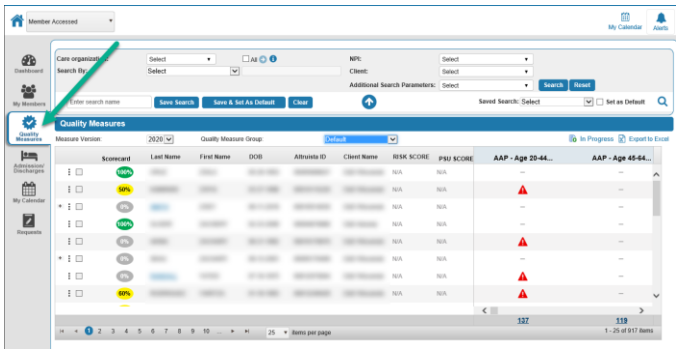
Check the box to “Select Columns” to be included in the export, or click the “Check All” box to export all available data fields:



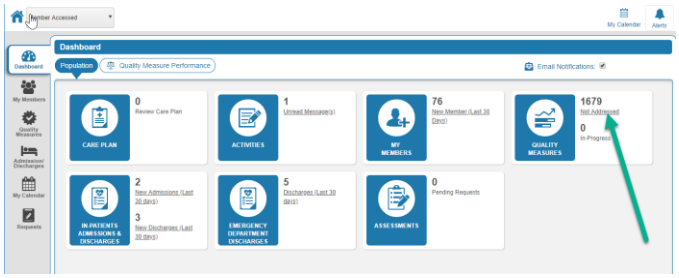
Click the “Back” button to return to the Quality Measure Dashboard display:



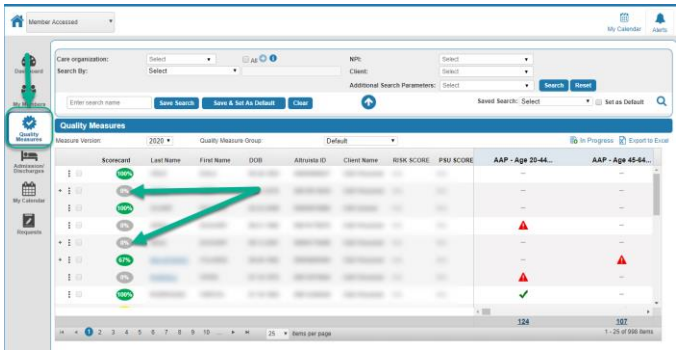
A complete list of ALL Quality Measure Data can be accessed by clicking the side bar icon “Quality Measures”

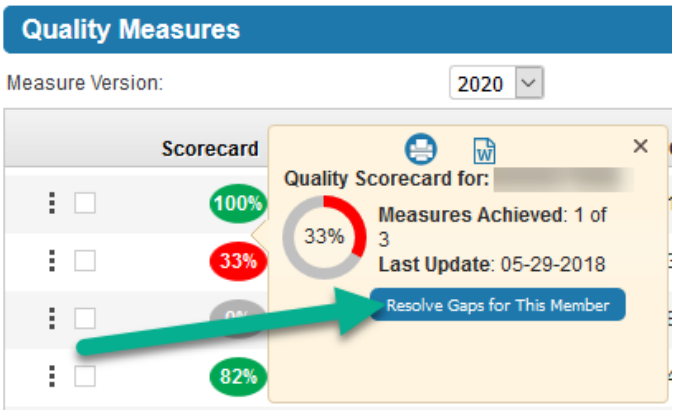


A complete list of all Quality Measures to be addressed can be also be accessed by clicking “Not Addressed” hyperlink from the Quality Measures tile of the Population Dashboard

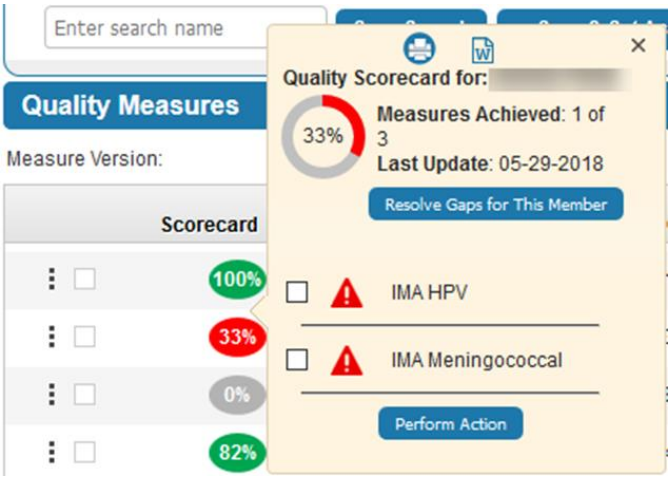


Clicking the “Scorecard” icon will display the gap-closure progress for an individual Member



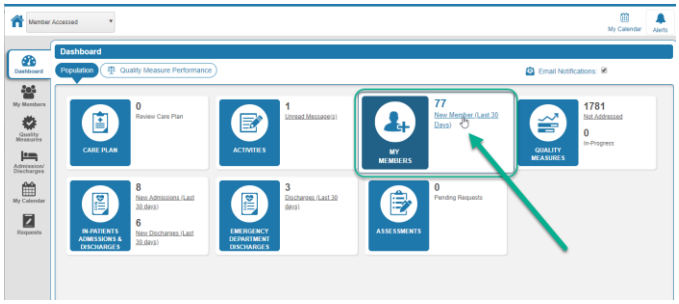


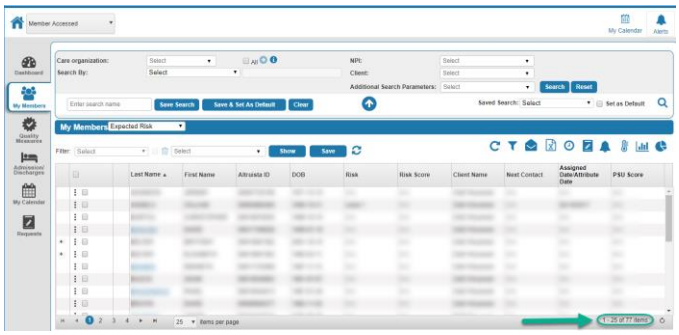
Click the “Resolve Gaps for This Member” icon to view a complete list of gaps to be closed



6. My Members

Clicking the hyperlink on the My Members tile from the Population Dashboard “**New Member (Last 30 days)**” will display all Members assigned to the Provider within the past 30 days





Definitions

Altruista ID: A CommunityCare application unique member identifier

Risk: Risk indicates the likelihood of a patient admission or re-admission within a specific time span.

Risk Score: A score helps with the determination of how risky a patient is for admission/re-admission compared to others based on lifestyle characteristics and past events.

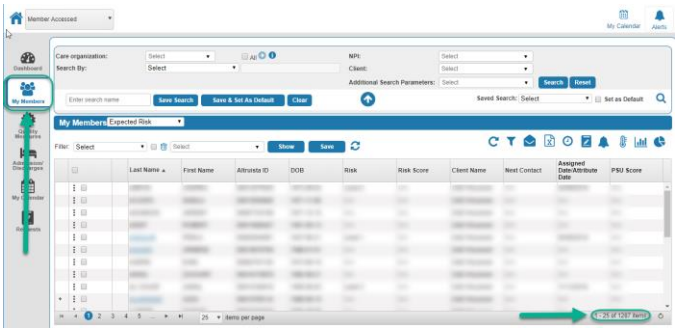
Next Contact Date: Date of next “scheduled” outreach to

member. An Activity has a completion date scheduled in the future.

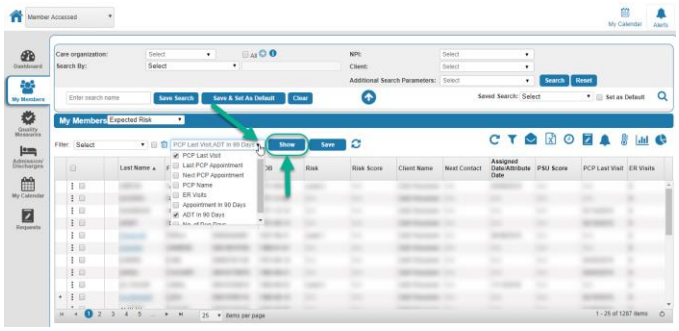
Assigned Date/Attribute Date: The date the member was assigned to a Care Manager

PSU (Persistent Super Utilizer) Score: Persistent super utilizer is a risk score determined from multiple data sources, i.e. claims, diagnosis, inpatient events, etc. that suggests a member is at risk over a period of time (persistently high risk). These members have chronic health conditions and/or have had multiple inpatient re-admissions within a specific time frame and have been targeted for care management services.

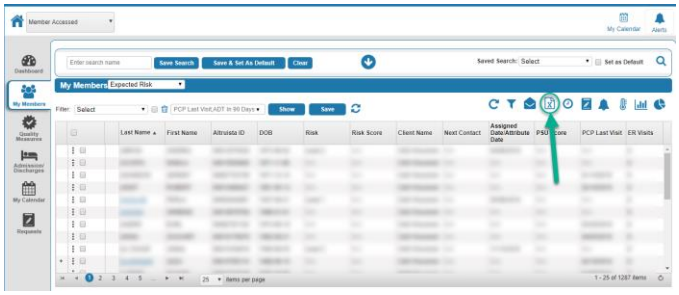
A complete list of ALL Members can be accessed by clicking the side bar icon "**My Members**"



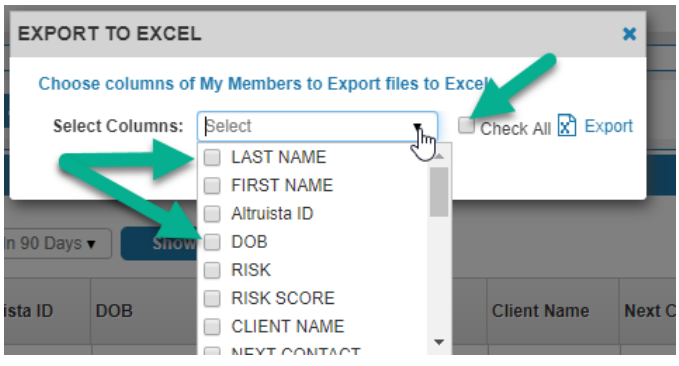
Additional data fields can be added to the display columns by clicking the dropdown arrow, selecting the desired data fields, and clicking on the "**Show**" button. Clicking the "**Save**" button will save the display for the user.



Member information can be exported to Microsoft Excel by clicking the "X" icon

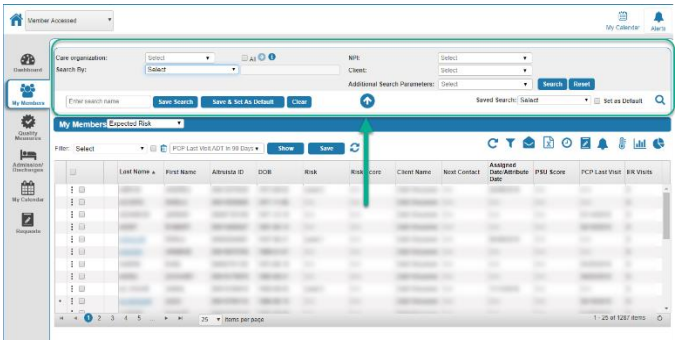


Check the box beside the desired data field to export, or select "Check All" to export all data

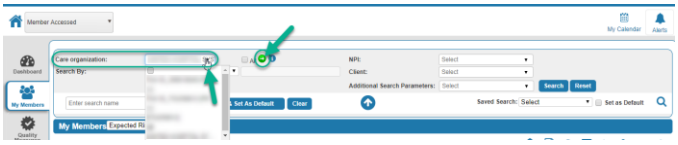


7. Using the Search Window

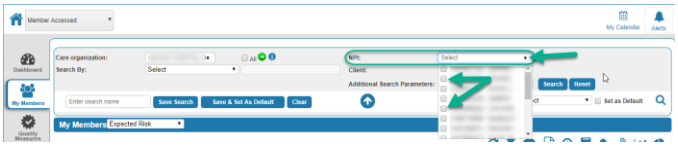
Member data can be filtered by using the search options at the top of the screen in the My Members, Quality Measures and Admissions/Discharges windows:



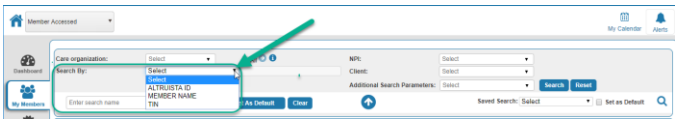
To filter the data by assigned Primary Care Provider, click the dropdown arrow beside “Care Organization” and select the associated organization. Click the Green Arrow button to update the data



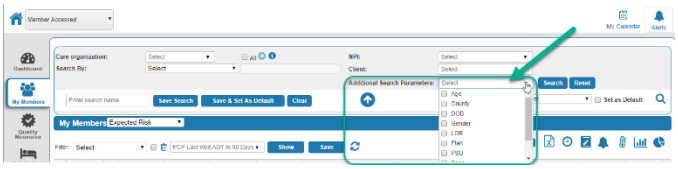
Click the dropdown arrow beside “**NPI**” and a list of Providers associated with the organization will display. Check the box to select the desired Provider



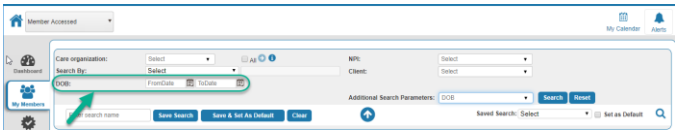
Clicking the dropdown beside the “Search By” field will allow searching by Altruista ID, Member Name, or TIN



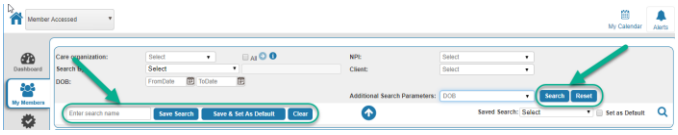
Additional filter options are available under the “Additional Search Parameters” dropdown



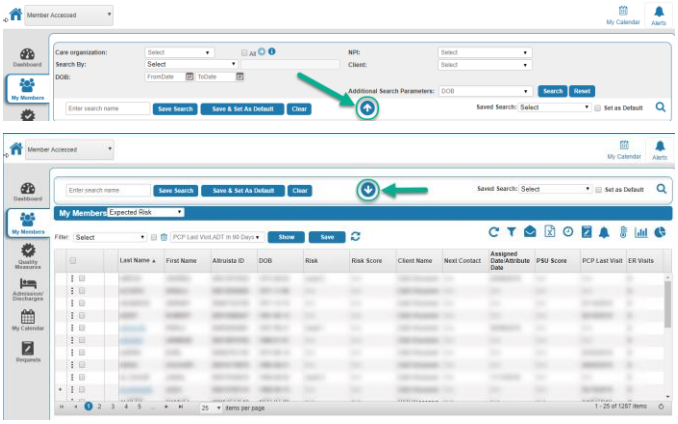
New values will display to allow additional filtering



After selecting the desired criteria, click the “Search” button. The search criteria can be saved by entering a “Search Name” and selecting “Save Search” or “Save & Set As Default” to make this the main search to display for the user. Select “Reset” to clear the search criteria and restore the default search settings.

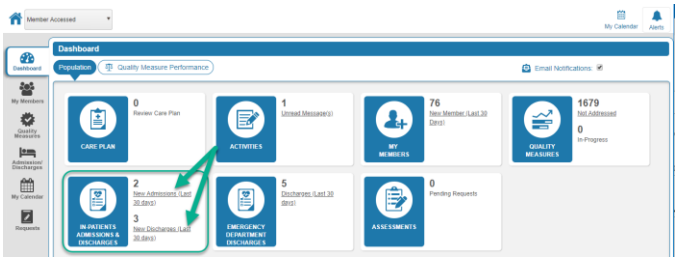


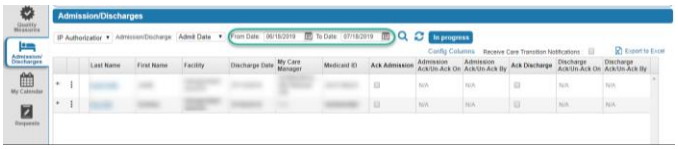
Click the arrow icon to close the Search window



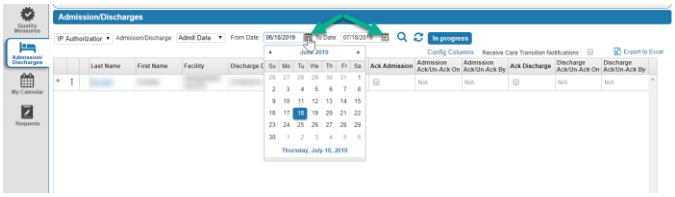
8. Inpatient Admissions & Discharges

The Inpatient Admissions and Discharges Population Dashboard tile allows for quick access to Members who have been admitted to or discharged from an inpatient facility or nursing home within the past 30 days by clicking the “**New Admissions (Last 30 days)**” and “**New Discharges (Last 30 days)**”

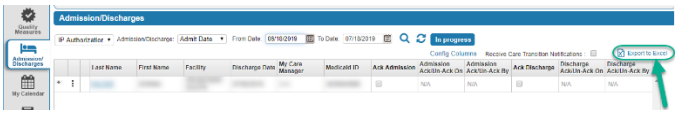




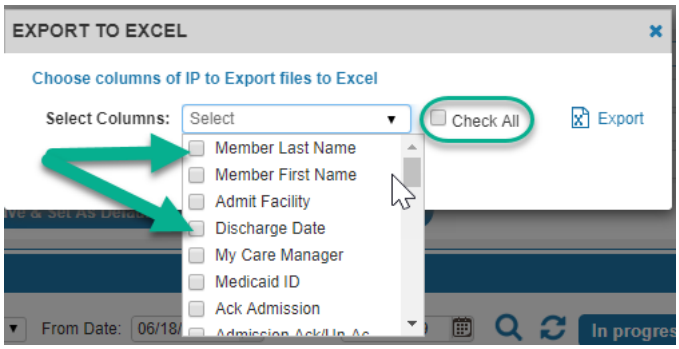
The default 30-day display range can be modified increase or decrease the display range by click on the “From Date” or “To Date” calendar icons.



This list can be exported to an Excel spreadsheet, with customized data elements:

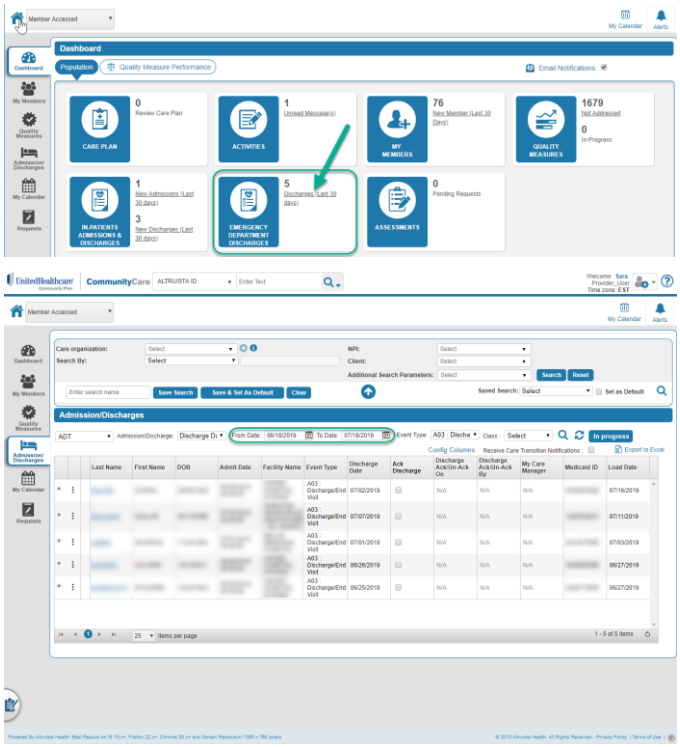


Check the box to “**Select Columns”** to be included in the export, or click the “**Check All**” box to export all available data fields:

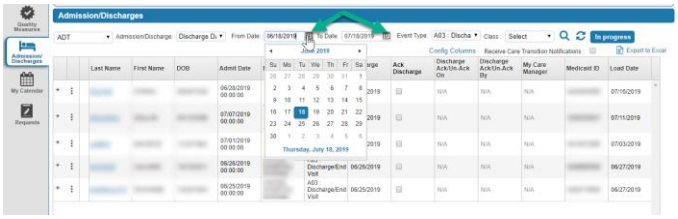


9. Emergency Department Discharges

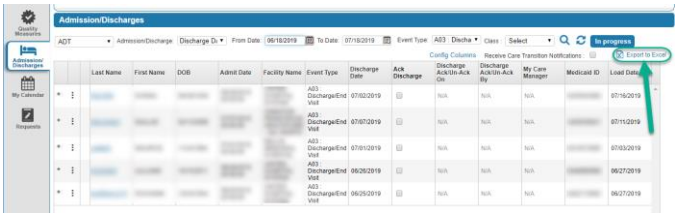
The Emergency Department Discharges Population Dashboard tile allows for quick access to Members who have been discharged from an Emergency Department within the past 30 days by clicking the "**New Admissions (Last 30 days)**" and "**New Discharges (Last 30 days)**"



The default 30-day display range can be modified increase or decrease the display range by click on the "From Date" or "To Date" **calendar** icons



This list can be exported to an Excel document, with customized data elements



Check the box to "Select Columns" to be included in the export, or click the "Check All" box to export all available data fields: