



Practice Support Guide

WELCOME

COZEVA®

Cozeva utilizes dashboards and registries to display performance on quality measures alongside rich interfaces of clinically integrated data.

Access

Providers and their supporting team members access Cozeva by navigating to www.cozeva.com. For new account access, contact your group's help desk. Users needing help with usernames or password resets can contact the Cozeva Support team.

Support

When logged into Cozeva, use the chat functionality for questions, feedback or other concerns. For phone support, call:

1 (877) 862-7048, Monday-Friday*, 8a-5p PST

Recommended Web Browsers

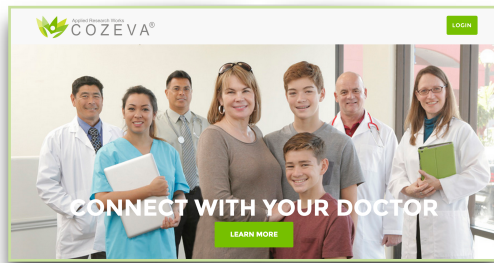
Cozeva is a cloud-based product. Recommended web browsers include Google Chrome, Mozilla Firefox, Apple Safari or Internet Explorer version 11.0 or higher.

** Except for the following observed holidays:*

New Year's Day, Dr. Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, and Christmas Day

ACCESS

www.COZEVA.com



Connecting

COZEVA® uses a two-step verification method of authentication.*

1. Navigate your web browser to www.cozeva.com
2. Enter your username and password
3. A code will be automatically generated and sent to your email
4. Cozeva will display a 2-Step Verification Screen (below)
5. Input your verification code.

** Select *Remember this computer for 30 days* to have COZEVA® skip the verification process for trusted computers for this time period.

Two screenshots of the COZEVA web interface. The top screenshot shows the "2-Step Verification" screen with a "Verify" button and a checkbox for "Remember this computer for 30 days". The bottom screenshot shows the "My Settings" page, which includes sections for "Account Details" (Username, Password, New password, Confirm new password), "Email address", "Re-type Email", and "Security question".

The 2-Step authentication process adds an extra layer of security when connecting to COZEVA®. Choose email or text delivery of authentication codes.

Once Connected

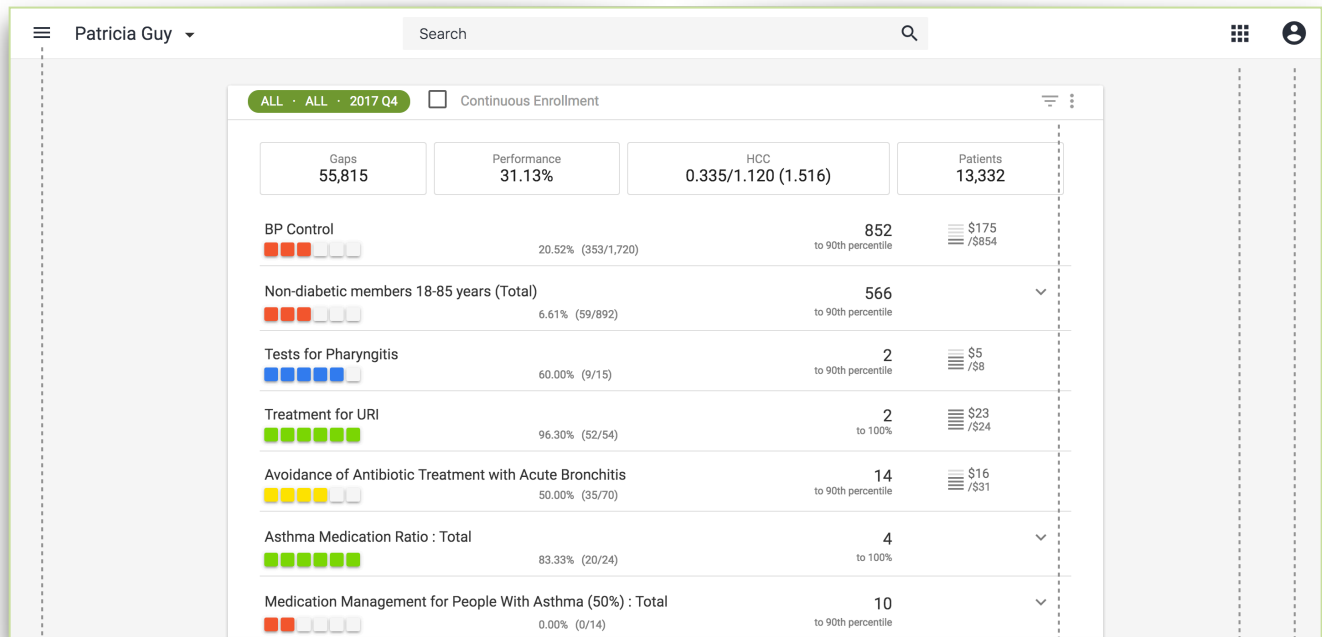
Upon successful login and acceptance of the Terms of Service, you will have the opportunity to change your password and input a date of birth.

You must also select 3 Security Questions and answers. Be sure to hit the "Save" button in the top right corner when finished.

Ensure that your account has a verified email address associated with it.

***Some builds of COZEVA® utilize a Single Sign-on authentication method, bypassing the Two-Step Authentication process.**

OVERVIEW



Selecting the Menu icon toggles the sidebar

Tools



Filter Panel

Select the Filter icon to search for measures by name or category, and sort by gap, performance, or measure category.



More Options
Print/export

App Grid




Switch between different Cozeva applications.

My Settings




- Delegate management
- Avatar selection
- Auto log-out settings
- Contact information

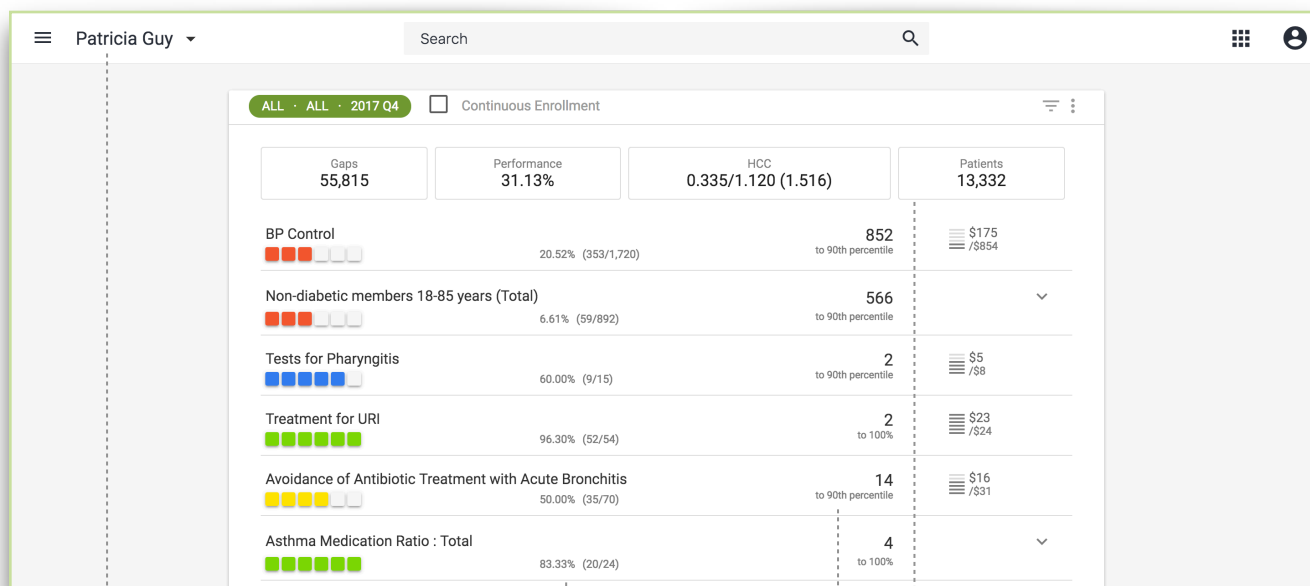
Landing Page

The Landing Page in Cozeva defaults to the *Registries* page. Performance in this view is displayed for the practice or individual provider. Use **Tools** in each panel to access the filter panel, as well as print/export options. Toggle the **Sidebar** by selecting the Menu icon  at the top left of the navigation bar to hide it when not needed.

Change Personal Settings

Change the account avatar, install Cozeva Secure Gateway (CSG), or change the default auto-logout settings in *My Settings* via your picture, or the User Account icon  at the top right of the navigation bar.

REGISTRIES



Multi-provider practice

Users assigned to multiple providers can switch between panels by selecting the active provider in the top navigation bar.

Continuous Enrollment

When checked ☒, the continuous enrollment logic for a measure is applied to the denominator criteria. When left unchecked ☐, view measure eligibility and performance across members who are clinically eligible for the measure, regardless of their continuous enrollment history.

View performance (Numerator/Denominator) for each measure.

The color-coded ladder in the report card depicts your performance relative to National or State percentile ranges.

On the right, view the number needed to reach goal threshold. If the max threshold has been achieved, COZEVA® displays the number needed to reach 100%.

Measures and Active Conditions

- Active Conditions
- HEDIS, STARS, PQA, etc
- Hybrid and custom measures

Summary Bar

The summary bar offers high-level insights into the patient population.

Gaps: # of open care opportunities across all quality measures displayed below. Each non-compliant measure (excluding sub-measures) will count towards the gap count.

Performance: Sum of numerators/sum of denominators across all quality measures (excluding sub-measures).

HCC Score: Coded HCC/Potential HCC (Potential RAF)

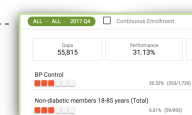
Patients: Count of patients associated with the group or provider selected in Cozeva.

For more information on how Cozeva includes patients in the patient count, please refer to a description of Cozeva's Enrollment Logic on [projects.cozeva.com](https://projects.cozeva.com/enrollment_logic) (https://projects.cozeva.com/enrollment_logic).

Registries

The Registries Home Page in COZEVA® displays practice/provider performance across all measures. Click on a measure to drill down to a list of non-compliant patients. Measures are displayed alongside corresponding performance rank, performance, numerator, denominator, and number needed to reach goal threshold.

Switch between different Payers/Groups, Measure Sets and time frames at the top of the scorecard.

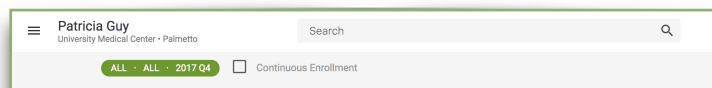


SEARCHING FOR PATIENTS

Using the Search Bar

The Search Bar in Cozeva can be used to search for Providers or Patients/Members. Avoid commas between first and last names. Select a patient's name to view their care gaps and other clinical data.

Viewing Search Results



Patient searches in Cozeva populate a sortable list. Select an item in the list to view detailed information. Sort the list by selecting a column header.

Sort Patient Search Results by selecting column headers or filters.

Some sort options:

- Demographic Information
- Test date
- Weighted Care Gap
- Compliancy
- Events

Viewing, Sorting and Filtering all Patients

View a list of all patients using the Panel tab in the Sidebar.


Sort patients by selecting a column header, such as name, DOB, Gender, Status Carrier etc. Patients in this view can be associated with a provider team in two ways:

Current: Patients who are attributed to the provider in the current quarter

Other: Patients with historical attribution, previous claims or other related interactions with the provider.


VIEWING MEMBER INFORMATION

Cozeva ID : 25-BK-JFX

LEONILA LOPEZ 

Female · 72 y (08/09/1945) · Mexican American

EVERGREEN_23332d0 01/01/2017 - Present +9 other
Visited Thomas Davis* on 01/01/2018

English speaking
(808) 534-5234
27, Q. T. Street, WAIKOLOA, HI, 96738 

PCP: PATRICIA Guy Care Ops RAF
Preferred Pharmacy: No Pharmacy 19 (8 HCCs) 1.310

Care Ops All EverGree 2017 Q4

Risk Score :	0.964 / 4.804 (5.150)				
Active Conditions	HCC	Reason	Service Code	Provider	Service Date
Severe Hematological Disorders	1.284	Past Coded/Submitted	D57.1	Unknown	05/24/2016

Timeline

2017

DECEMBER 31
BP sys/dias : 120/80
by - Patricia Guy, Family Practice

Care Opportunities

- Red Dot = Open Care Gap
- Hollow Dot = Pending Care Gap
- No Dot = Closed Care Gap

Patient Demographic Ribbon

- Patient demographic information
- Enrollment information
- Last Encounter
- PCP
- Preferred methods of contact
 - Language preference
 - Phone, Email, Mail
- **Care Ops**: Count of all open care opportunities (includes quality, risk and non-clinical gaps).
- **RAF**: HCC Score + Demographic RAF

Encounter Timeline

Chronological timeline of encounters for a patient across the network.

Select an Encounter for detailed Information.

Filter the timeline by Encounter Types, or a specific date range.

Encounter Types

-  Ambulatory
-  Inpatient
-  Lab
-  Outpatient
-  Prescription
-  Other

Patient Dashboard

Selecting a patient in COZEVA® populates the Patient Panel, which displays Demographic Information, Care Opportunities and Encounters across the network. Red dots appear alongside open Care Gaps or actionable Active Conditions. Hollow dots appear alongside Gaps that are expected to close within five weeks. No dots appear alongside closed/satisfied Care Gaps.

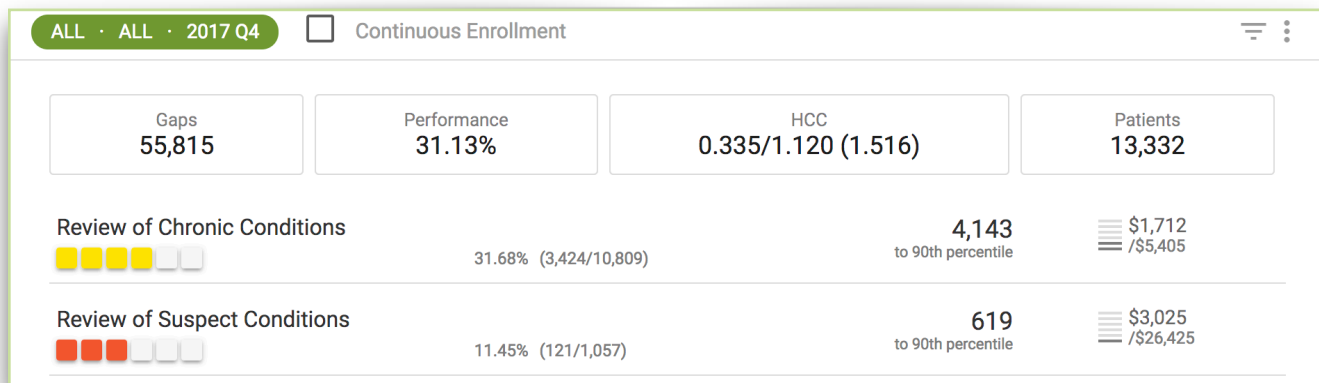
Detailed Care Opportunity History

Detailed Care Opportunity History information is displayed to the right of Care Gaps. COZEVA® displays all relevant Service or Diagnosis codes, descriptions, corresponding Provider or Specialist, results and service date(s).

Multiple service dates are viewable by expanding each service code type by selecting the + button.

Quality Measures	Due PDC Result	Service Code	Provider	Service Date
Preventive Health Screening Breast Cancer		87.36	PATRICIA Guy	02/04/2018 [v]
Preventive Health Screening Colorectal Cancer		29771-3	Unknown	07/01/2015 [v]
		29771-3	Unknown	07/01/2015
		82274	QUEST DIAGNOSTIC INC	06/24/2016
		82274	Unknown	06/27/2015
		82274	QUEST DIAGNOSTIC INC	11/14/2011
		45378	Unknown	10/14/2005
Medication Adherence Hypertension (ACE/ACARB)		00378580793	PATRICIA PATRICIA, MD	02/13/2017 [v]

ACTIVE CONDITIONS/HCCs



Working with Active Conditions (HCCs)

Cozeva displays HCCs identified through past diagnoses, and suspect HCCs that meet suspect model criteria in the *Active Conditions* registry.

Care Ops	All	EverGreen	2017 Q4			
Risk Score :		0.964 / 4.804 (5.150)				
Active Conditions		+ HCC	Reason	Service Code	Provider	Service Date
	Severe Hematological Disorders	1.284	Past Coded/Submitted	D57.1	Unknown	05/24/2016
	Exudative Macular Degeneration	0.462	Past Coded/Submitted	H35.32	Unknown	05/24/2016
	Rheumatoid Arthritis and Inflammatory Connective Tissue Disease	0.391	CODED/SUBMITTED	M06.9	JEANNE PETER	02/08/2017
			Past Coded/Submitted	M06.9	JEANNE PETER	12/07/2016

Legend

- Red Dot: Unconfirmed HCC
- Hollow Dot: Pending confirmed HCC
- No Dot: Confirmed HCC

HCC display

- HCC score
- HCC justification
- Service codes
- Provider history
- Service Date

Patient display of HCCs



Previously diagnosed HCCs needing evaluation/recapture by the provider are displayed alongside suspect HCCs.

Address the HCC with the patient in a face-to-face Encounter and code for the HCC. The red dot next to an HCC will be removed when a supporting claim is received by COZEVA®.

Be sure to follow all of the necessary requirements when coding for HCCs. For any questions about proper coding and/or documentation, please contact the physician organization.

ACTIVE CONDITIONS/HCCs

Using COZEVA® to confirm/disconfirm HCCs

Confirm and disconfirm non-addressed HCCs for patients via the Supplemental Data tool. Confirming an HCC in Cozeva will mark it as pending, with a hollow red dot. Cozeva allows for an 8 week run-out period, during which, if a claim is not received, or the supplemental data is not approved, the hollow red dot reverts  to a red dot . Disconfirming an HCC removes the red dot and the HCC is considered as addressed. These disconfirmations are subject to audit by the physician organization. Rejected disconfirmations will return a red dot to an HCC. For questions regarding proof of service documentation requirements, contact the physician organization.

HCC Lookup tool

Use the HCC Lookup tool to search for:

- HCC to ICD10 conversion
- ICD9 to ICD10 conversion

HCC	Description	ICD-10	Description
157	Pressure Ulcer of Skin with Necrosis Through to Muscle, Tendon, or Bone	L89.004	PRESSURE ULCER OF UNSPECIFIED ELBOW, STAGE 4
		L89.014	PRESSURE ULCER OF RIGHT ELBOW, STAGE 4

Add an HCC

Easily add an HCC to a patient's detail screen by selecting the desired ICD10 code from a search result list. The selected HCC will appear as pending in the HCC list.


Add an HCC by selecting it from a resulting search query

ATTESTATIONS

Working with Attestations


Attest to member's compliance or exclusion for a measure via the pencil tool. Select *Supplemental Data* and follow the onscreen instructions. Some measures require the upload of supporting documentation. Consult with your group's administrator for details.

COZEVA® accepts attachments in the following file formats: .jpg .jpeg .gif .png .txt .doc .docx .xls .xlsx .pdf .ppt .pptx .pps .odt .ods .odp .zip .rar .tiff .tif.

Click on the Copy icon  to easily attach documents that are available in the patient's document repository.


Approved Attestations*

Attestations are subject to review by the physician organization. Rejected supplemental data entries will trigger a notification via the Inbox with details, and will appear as 'Rejected' under the *Status* column.

Attestations											
<input type="checkbox"/>	Created	Service Date	Submitted by	Patient	DOB	Code(s)*	Measure	Comment at source	Product	Updates	Status
<input type="checkbox"/>	07/20/2018 10:03 pm	05/31/2018	PATRICIA Guy	SHARYN DTMBR	02/15/1948	G0438; 99429	AWV	AWV-14670			New
<input type="checkbox"/>	07/16/2018 07:24 pm	07/03/2018	Cozeva Support	ENRIQUETA DBOFMN	11/21/1948	3044F	CDC11				New
<input type="checkbox"/>	07/16/2018 07:24 pm	07/03/2018	Cozeva Support	ENRIQUETA DBOFMN	11/21/1948	83036	CDC11				New
<input type="checkbox"/>	07/15/2018 11:31 pm	12/28/2017	Cozeva Support	EARNEST DBQRNM	10/11/1934	D1	RCC:71				New
<input type="checkbox"/>	07/13/2018 01:24 pm	07/01/2018	Cozeva Support	VIRGINIA IFQRIBV	12/31/1969	2022F	CDC4				New
Showing 1 to 5 of 5 entries (filtered from 40 total entries)											
										FIRST	PREVIOUS
										1	NEXT
										LAST	

Viewing Supplemental data entries

Submitted supplemental data entries are viewable in COZEVA® via *Attestations* in the sidebar. Approved *Exclusions* via Supplemental Data entries are viewable in the *Exception Management* submenu item in the sidebar.

LEONILA LOPEZ 

Female · 72 y (08/09/1945) · Mexican American

PCP: PATRICIA Guy
Preferred Pharmacy: No Pharmacy

Diabetes Care | HbA1c
Poor Control

8.9

4548-4

Unknown

03/1
[+]

Diabetes Screening | Eye Exam

Add Supplemental Data

Mark as Pending


Preventive Health Screening | Body Mass Index Assessment

Diabetes | Two HbA1c Tests for IBSH QIGG

Yes, member received this test or service.
This test or service does not apply to this member.

Please enter service code(s) & service date(s)
HbA1c Code *
HbA1c Value
Service Date *
Please note that attestations may not contribute to numerator counts if the HbA1c lab result value is missing.
E.g., 07/03/2018

Add another test

Attachments
Drag and Drop or Select from your computer
Select from Patient Documents
Print to Cozeva Secure Gateway  by using ID: **30-F2-Q65.CDC13-52471**
Download the eFax Cover and fax it to 1-800-381-3227 along with the supporting documents.

If applicable, please note source of data for your quality team:

I certify that the summary shown above is true and correct and that there is documentation in the patient's medical record that validates the information I am submitting and indicates that the patient received this test or service during the measurement year. I acknowledge that submitting false or incorrect information is unlawful and may subject me to civil, criminal, and administrative penalties. I acknowledge that a medical chart audit may be conducted for primary source verification and verify all supplemental data submissions. I certify that equipment used for in-office lab tests, used to substantiate any diagnosis submitted, is certified by CLIA waiver and may also be subject to verification. I confirm I have submitted any necessary documentation required either electronically or through fax.

Attest on behalf of:
Patricia M. Guy

Relevant Care History

Patient Documents

Documents	Role	On-Sheet Or	Source
TAC_Annual...	-	Cozeva Support	CDC-880
01650581522...	Uploaded via eFax	PATRICIA Guy	CDC11-51348
BMI Re_18	-	Anka Admin	SUP-18365
Test_upload	-	PATRICIA Guy	SUP-49229
CozevaLogo_N...	-	PATRICIA Guy	SUP-50546
77314-135006...	Imported CCDA from DiChiono	PATRICIA Guy	CDC-685
HEDIS 2017 V...	-	Anka Admin	SUP-18367
3QF2D65-152...	test	PATRICIA Guy	CDC13-48302
CozevaLogo_N...	-	PATRICIA Guy	SUP-50546
BMI Re_18	-	PATRICIA Guy	SUP-50546
77314-135006...	Imported CCDA from DiChiono	PATRICIA Guy	CDC-685
BMI Re_3	dse	Anka Admin	SUP-18368
3QF2D65-152...	test HbA1c poor control	PATRICIA Guy	CDC11-49303
v2_sample	-	Cozeva Support	CDC-675
01650581522...	Uploaded via eFax	PATRICIA Guy	CDC10-48279
Images_3_2	-	PATRICIA Guy	SUP-47129
BMI Re_18	-	PATRICIA Guy	SUP-50546

Showing 1 to 17 of 17 entries

VIEWING DETAILED PATIENT INFORMATION

Detailed Member Data Information

Detailed patient data is available in the dropdown icon ▼ next to a patient's name.

Patient data is available for:

- Medications
- Lab Results
- Immunizations
- Claims
- Other misc data

Active Conditions	HCC	Reason
Severe Hematological Disorders	1.284	Past Coded/Submitted
Exudative Macular Degeneration	0.462	Past Coded/Submitted

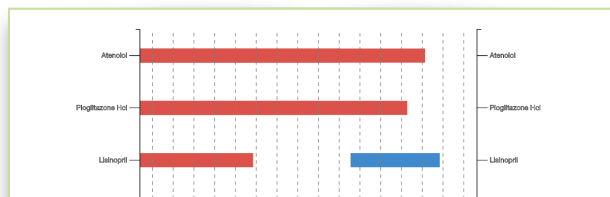
Medication Information

COZEVA® displays a comprehensive list of medications for a patient. Select a prescription to view dosage, prescription type, prescribing physician, prescription *start* and *stop* dates and other related information (not all fields are populated for all prescription types).

Source	Dosage	Frequency	Status	Supply Days	Refill Date	Source
Andrew Green, Internal Medicine	Losartan-Hydrochlorothiazide, Oral Tablet	12.5 Mg/1 Hydrochlorothiazide	Axis ✓	N/A	N/A	CL-300065
Andrew Green, Internal Medicine	Ibuprofen, Oral Tablet	400 Mg	Axis ✓	N/A	N/A	CL-735901
Andrew Green, Internal Medicine	Klor-Con; Oral Packet (ea)	20 Meq/1 Potassium Chloride	Axis ✓	N/A	N/A	CL-200147

Medication Adherence

Cozeva displays medication adherence via a bar chart in 'Medications'.



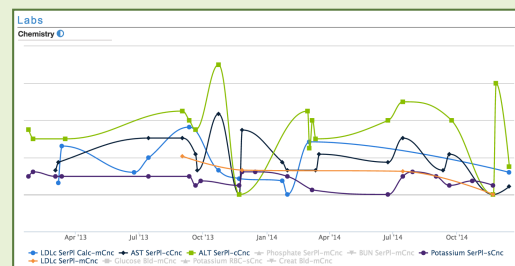
Labs

A comprehensive list of lab results are displayed in COZEVA® including results and test dates. Other related information and resources are accessible when selecting a lab from the Labs List (Not all fields are populated for all lab types).

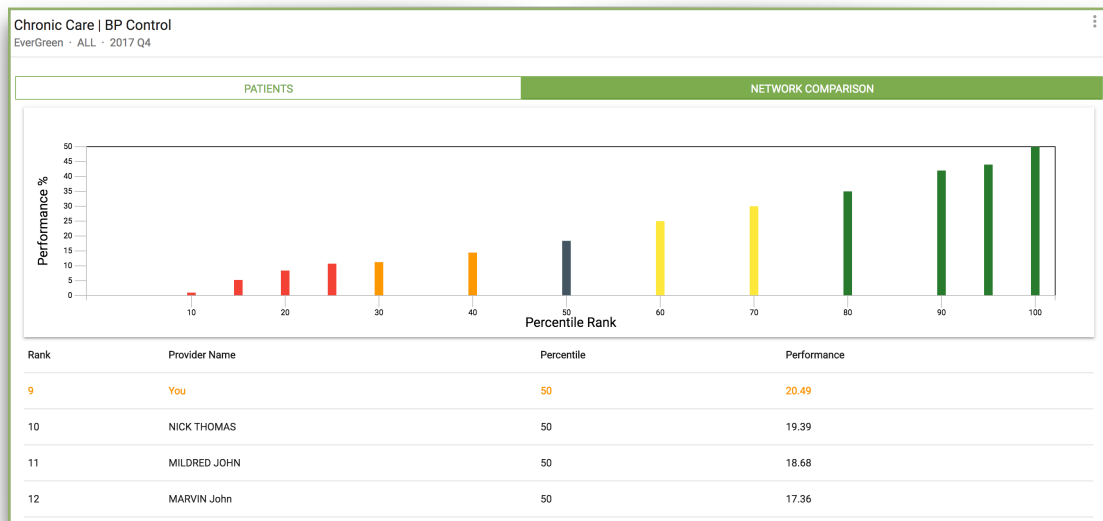
Lab Name	Result	Units
LDLc SerPI Calc-mCnc	133 mg/dL	<130 mg/dL*
ALT SerPI-cCnc	9 U/L	0-25 U/L*
AST SerPI-cCnc	14 U/L	0-25 U/L*

Lab Results in Graphical View

COZEVA® also displays results in graphical views. Toggle the comprehensive and graphical views by selecting the toggle switch. ⚙



NETWORK COMPARISON



Social Comparison for Providers


View a provider's performance in terms of percentage and percentile in comparison to his/her peers for a particular measure. Click on a bar in the bar graph to view the providers within that percentile rank.

The bars range from red (lowest percentile rank) to green (highest percentile rank), and the blue bar indicates the selected provider's performance.

WORKING WITH BATCHES

Create batches to group patients together for printing, exporting, or other purposes. This allows for focused efforts based on upcoming appointments, or campaigns.

Creating a batch

1. Select check box next to the patient(s) to be added, or the top check box to select all members.
2. Select the More Options icon  at the top right corner of the patient list
3. Select *Add to Batch*

Repeat steps 1-3 for each patient(s) to be added

Chronic Care | BP Control
EverGreen · ALL · 2017 Q4

PATIENTS

PERFORMANCE STATISTICS

NETWORK

<input type="checkbox"/>	Name	DOB	Gender	Denom. Eligibility	Last Test	Test Result	Last Visit	Wt Gap
<input checked="" type="checkbox"/>	QFMHFQR LEONILA	08/09/1945	F	01/28/2016	12/31/2017	120/80	04/28/2017	19
<input checked="" type="checkbox"/>	MTMFY IAN	10/29/1953	M	02/04/2016	12/28/2016	127/80	04/18/2017	17
<input type="checkbox"/>	OQBSS ISMAEL	11/26/1946	M	01/29/2016	12/08/2016	130-139/80-89	04/06/2017	17
<input type="checkbox"/>	QTMNCB SANORA	12/11/1951	F	01/27/2017			04/20/2017	17
<input type="checkbox"/>	UBMCQBNEQ NADA	07/09/1946	F	03/01/2016	12/08/2016	<130/<80	03/23/2017	17

⋮

Patient Careops Batch

Print HCC

Print Quality Ops

Print Non-compliant Quality ops


Export to Excel

Export to PDF


Export all to CSV

Add to Batch

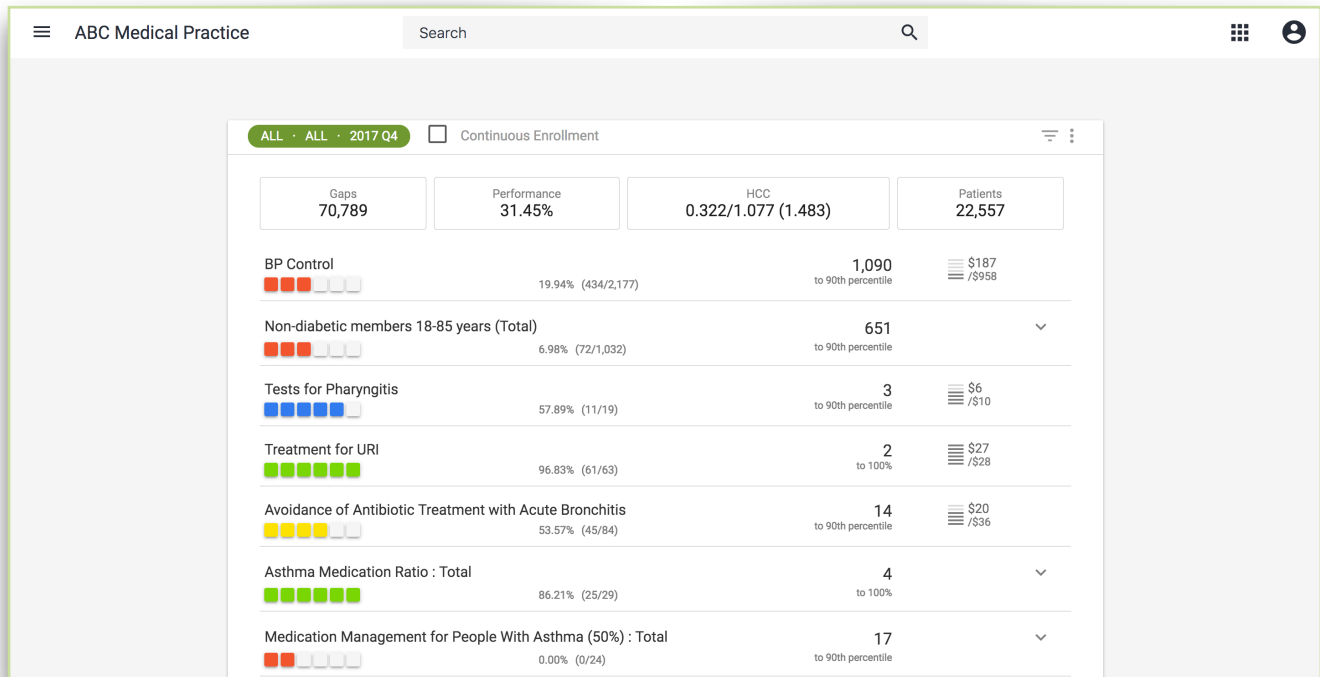
Viewing a batch

1. Select *Batches* from the Sidebar
2. Select check boxes next to patient(s) to export
3. Select *Print Care ops Batch* from the More Options icon  to view Patient Detail PDF's.

Deleting a member(s) from a batch

1. Follow steps 1 through 3 in Part A: *Creating a batch*
2. Select the More Options icon  at the top right corner of the patient list
3. Select *Remove Selected from Batch*.

NAVIGATION



Practice View

Some users in Cozeva have *Practice* level access — performance is aggregated for each measure, across all associated providers within the practice. Numerator and denominator values are combined for all providers in this view.

Provider View

Practice users can switch to a single *Provider* view by selecting a provider's name from any measure list/*Providers* list, or by typing a provider's name into the search bar. To navigate back to the *Practice* view, select *Home* from the sidebar.

