



Specialist 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) 862-7047, Monday-Friday*, 9a-5p EST
- 1 (877) 862-7048, Monday-Friday*, 8a-5p PST
- 1 (888) 448-5879, Monday-Friday*, 8a-5p HST

Connectivity limitations

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

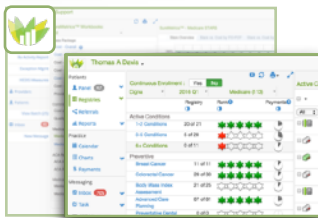
** Except for the following observed holidays:*

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

OVERVIEW

Landing Page

The screenshot shows the Cozeva Landing Page for Thomas A Davis. The sidebar on the left contains navigation links: Patients, Panel 44, Registries, Referrals, Reports, Dashboard, TCOC, Practice, Calendar, Charts, Payments, Messaging, Inbox 26, New Docs 18, Task, ADT Messages, Network, Care Coordination, and Service Plans. The main content area is divided into two panels. The left panel shows 'Continuous Enrollment' with 'Yes' selected, and a table of 'Active Conditions' with columns for Registry, Rank, and Payments. The right panel shows 'Preventive Health Screening | Cervical Cancer' with a table of patient data. The table has columns: Name, DOB, Gender, Last Test, Last Visit, Wt Gap, Care Gap, Events, Product, and Healthy?. The table lists 10 patients, including ASSELMEIER FIONA, PHILAVANH KEMBERLY, KILGORE JANINA, LEINBACH FELICITAS, ALTENBURG LURA, QUANG KIMBRA, JESWALD AMADA, MAINGUY JO, QUAVE CRISIELDA, and SCHIE WILLIA.



Selecting the Lotus Flower toggles the left navigation menu

Tools

- Expand current pane
- Print/export current pane
- Refresh current pane
- View short video tutorial

Help ?

Help bubbles provide information and/or hyperlinks to resources. Not all bubbles are available in all views.

My Settings

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

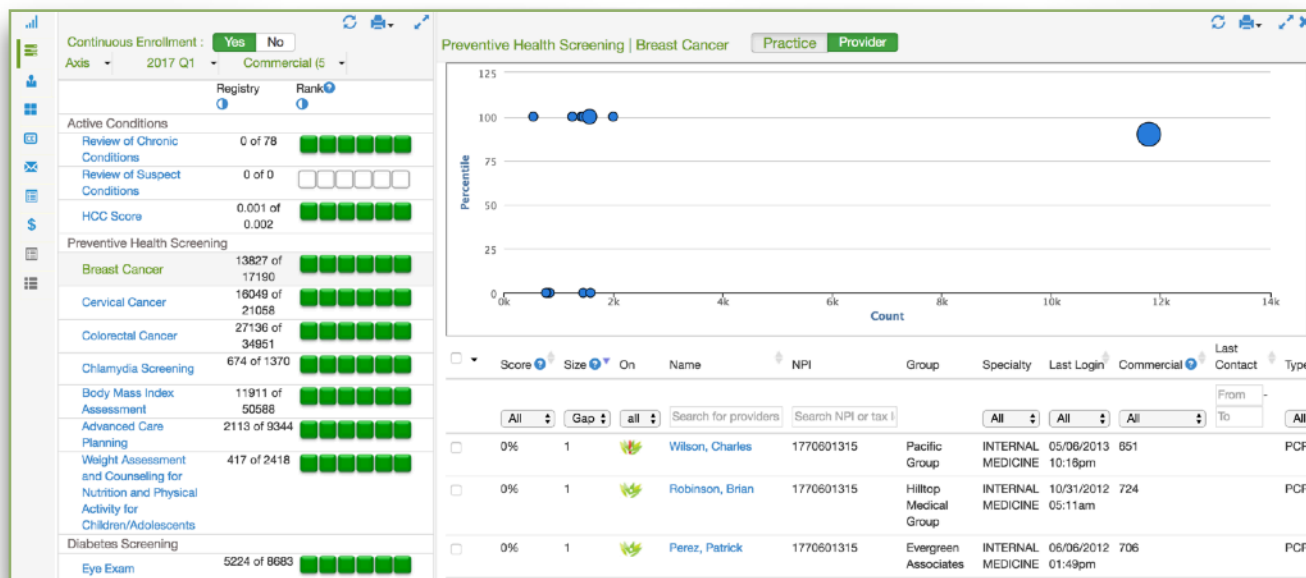
Landing Page

The Landing Page in Cozeva defaults to the Quality Profile. Performance in this view is displayed for the practice or individual provider. Use *Tools* in each panel to expand, print/export and refresh panels. Toggle the Sidebar by selecting the Lotus Flower in the header to hide it when not needed.

Change Personal Settings

Change the account email address, avatar, profile information and auto-logout option in *My Settings* via the *list menu icon* in the top right corner. ▼

NAVIGATION

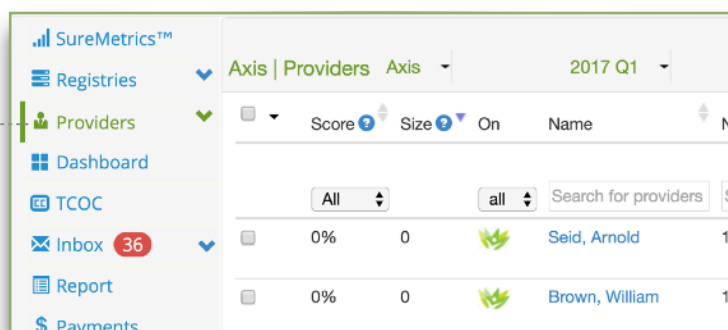


Practice View

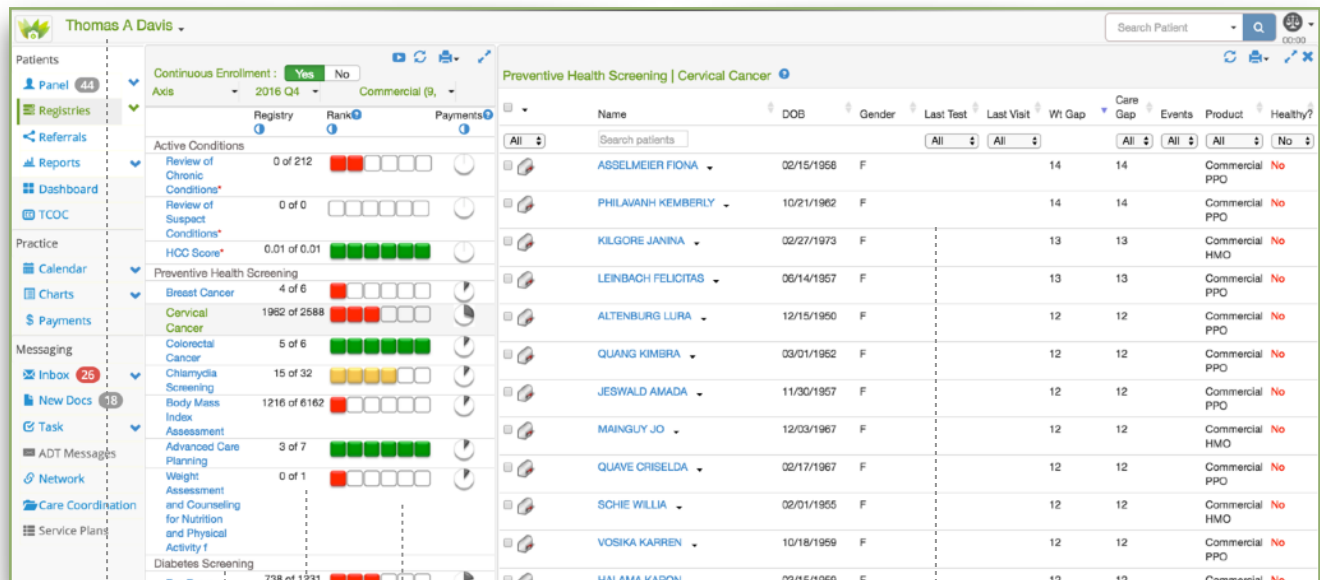
Some users in COZEVA have *Practice* level access- performance is aggregated for all associated providers within the practice by measures. Numerator and Denominator values are aggregated for all providers in this view.

Provider View

Practice users can switch to a single *provider* view by selecting a provider's name from any measure listing, or by searching for the provider by first selecting *Providers* from the sidebar. To navigate to the *Practice* view, select *Home* from the sidebar.



QUALITY PROFILE



Multi access

Users assigned to multiple practices can switch between them by selecting the active practice in the header.

Rank - Performance ranking.

Select for legend & explanation of ranking.

Select the toggle switch to view number needed to reach goal threshold.

Registry - Displays Member Attribution to a Care Gap (Numerator/Denominator) Select the toggle switch to view raw percentages.

Measures and Active Conditions

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

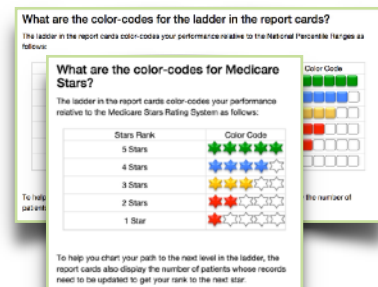
Non-compliant patients

Select a measure from the left panel, and COZEVA® displays non-compliant patients in the right panel.

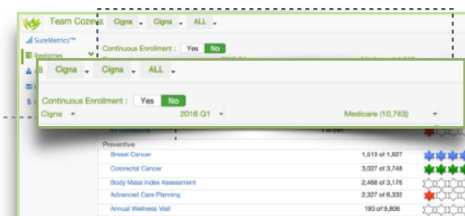
Quality Profile

The Quality Profile View in COZEVA® displays practice/provider performance across all measures. Select a measure from the left panel and COZEVA® populates non-compliant patients in the right panel. Measures are displayed alongside registries and corresponding performance rank.

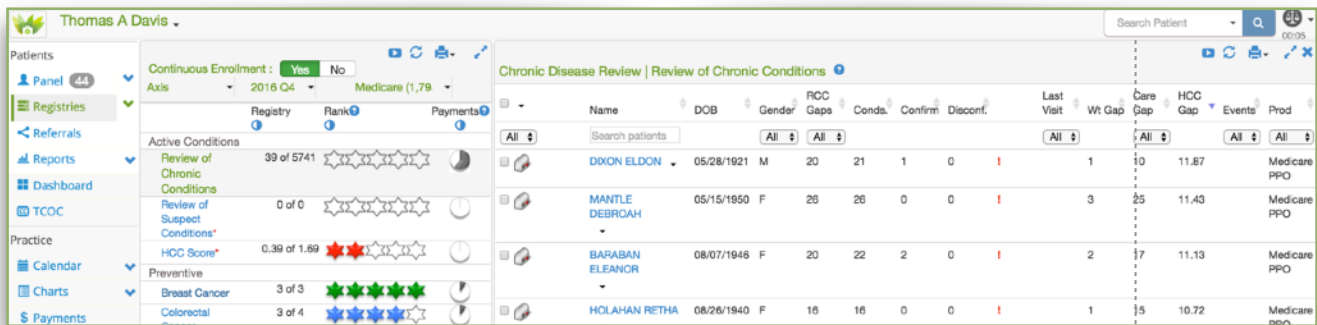
Switch between different Payers/Groups, Lines of Business and time frames at the top of the left pane.



View legend and performance info via



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.

Search for patients in the patient search bar. At the provider level, perform an advanced patient search by first selecting the list menu icon in the search field. ▼

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
- Risk Gap
- Compliancy
- Events





Name	DOB	Gender	Test Date	Last Test	Last Visit	Care Ops Wt	Care Ops	Risk Gap	Events	Product	Compliant?
ABBOTT EDNA	07/23/1943	M			16	15	4.11			MEDICARE	No
ABBOTT TRUMAN	05/24/1945	M			22	14	0.67			MEDICARE	No
ACERVO JULIETTE	12/27/1954	M			14	14	2.83			MEDICARE	No
ACOSTA JONATHAN	08/10/1943	F	10/31/2013	FOBT	15	14	1.88			MEDICARE	No
ACRES ENRIKA	08/07/1948	F			21	13	0.82			MEDICARE	No
AGUIRRE WENDY	10/07/1962	M			13	13	2.03			MEDICARE	No

VIEWING MEMBER INFORMATION




TANNA
WHITLEY

07/21/1931 (85 y/o), F







0.29/0.89


51, G. O. Street
HONOLULU, HI




Axis028807/Axis1




Thomas Davis



06/01/2015



Preferred Pharmacy: No Pharmacy



See more...


All

Care Ops


Axis

2016 Q4

Add +

Active Conditions	HCC	Reason	Service Code	Provider	Service Date
<div>  <div>Protein-Calorie Malnutrition</div> <div>0.71</div> </div>		<div>Past Coded/Submitted</div> <div>DERMATOLOGICAL - ANTI-FUNGAL AM</div> <div>ANTINEOPLASTIC - PROGESTINS</div>	<div>799.4</div> <div>00603781878</div> <div>49884029001</div>	<div>Unknown</div> <div>GABRIEL BELEW</div> <div>Rodney Owens</div>	<div>05/04/2015</div> <div>03/06/2015</div> <div>01/22/2015</div>


JUN 04



S9999 A0425 A0428

by - American Medical Response


JUN 01



Critical care, evaluation and management of the critically ill or critically injured patient; first 30-74 minutes

by - Unknown

JUN 01







A0425 A0427

Care Opportunities

- Red Dot = *Open* Care Gap
- Hollow Dot = *Pending* Care Gap
- No Dot = *Closed* Care Gap or Utilization Measure

Patient Demographic Info & Ribbon

-  # of Emergency Department Visits (<12 months)
-  # of Hospital Admittances (<12 months)
-  Cost vs. Risk graph quadrant
-  Actual vs. Potential RAF Score

Encounter Timeline






Chronological timeline of encounters for a patient across the network.

Select an Encounter for detailed Information.

Patient Detail Panel

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 six weeks. No dots appear alongside closed/satisfied Care Gaps.





Encounter Types

-  Ambulatory
-  InPatient
-  Lab
-  Outpatient
-  Prescription
-  Other

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) when available.

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

			Past Diagnosis	182.0	KYLIE UMBALUGH	05/18/2014	
•		Angina Pectoris	0.1410	Past Diagnosis	413.9	Thomas Davis	04/11/2014
•		Diabetes without Complication	0.1180	Past Diagnosis	250.00	Thomas Davis	10/22/2014
Quality Measures			Due PDC Result	Service Code	Provider	Service Date	
•		BP Control	>=140	3077F	Thomas Davis	06/02/2015	
		Diabetes Treatment		58001013000	Thomas Davis	06/20/2015	

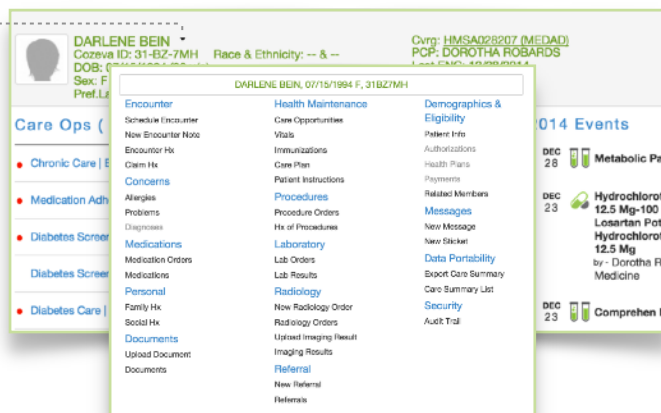
VIEWING DETAILED PATIENT INFORMATION

Detailed Member Data Information

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

Patient Data is available for:

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



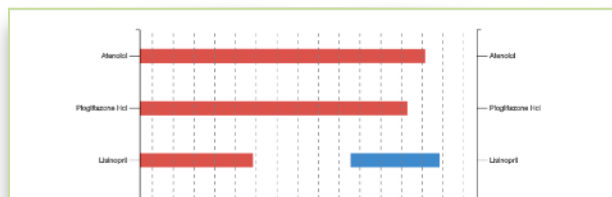
Medication Information

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).

Medications	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				Losartan-Hydrochlorothiazide, Oral Tablet CL- 300065
Andrew Green, Internal Medicine Ibuprofen, Oral Tablet 400 Mg Ibuprofen	Axis ✓	N/A	N/A				TEVA USA Losartan-Hydrochlorothiazide, Oral Tablet BOTTLE CL- 735301
Andrew Green, Internal Medicine Klor-Con, Oral Packet [as] 20 Mm/1 Potassium Chloride	Axis ✓	N/A	N/A				CL- 300147

Medication Adherence

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



Labs

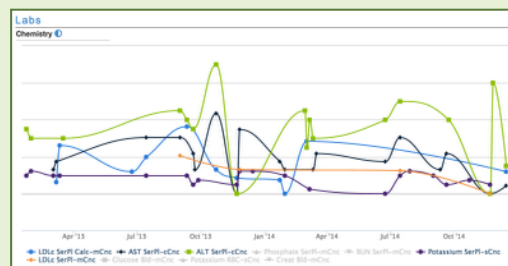
A comprehensive list of Lab results are displayed in COZEVA® including results and test dates. Other related information and resources are accessible when selecting a Lab from the Labs List (Not all fields are populated for all Lab types).

Labs	Chemistry	Patient Resource: See MedlinePlus google
LDLc SerP-cCnc All	133 mg/dL	<130 mg/dL*
ALT SerP-cCnc All	9 U/L	0-25 U/L*
AST SerP-cCnc All	14 U/L	0-25 U/L*
LDLc SerP-mCnc All	127 mg/dL	-
Cholesterol-cCnc All	178 mg/dL	-

BASIC ATTRIBUTES	Class/Type	Common Lab Results	Rank	Last Updated	Mass or Substance	Property	Order vs. Obs.	Status
	CHEM/Lab	#63		2012/01/31	M		Observation	Active

Lab Results in Graphical View

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



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. All measures require the upload of supporting documentation. 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.

The screenshot shows a patient profile for MARGARITO DUNCAN, born 10/21/1939 (76 y/o), M. The profile includes a list of active conditions: Diabetes Screening | Nephropathy, Diabetes Care | BP Control, and PCP Performance Measure | Flu Vaccine. A modal window titled 'Active Conditions for ANGELA THOLLINGER' is open, showing a list of conditions and a form to add supplemental data. The form includes a file upload section with a 'Choose File' button and an 'Upload' button. Below the upload section is a text area for 'If desired, please enter any comments about this entry below:' and a 'Submit' button. A disclaimer at the bottom states: '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. 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. 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.'

Alternatively, fax such documents to: 1-866-723-1025

Approved Supplemental Data*

Attestations are subject to review by Hill Physicians. Rejected supplemental data entries will trigger a notification via the Inbox with details.

The screenshot shows a table of supplemental data entries. The table has columns for Service Date, Provider, Root6, Submitted by, Patient, Code(s), Source ID, Batch, Type, Measure, and MemberID. The table contains four rows of data. A sidebar on the left shows navigation options: Registries, Attestation, Activity Report, View Batch (0), Providers, Inbox (7974), and Report. A red box highlights the 'Inbox' option, and a dashed line points to a notification in the main area.

Service Date	Provider	Root6	Submitted by	Patient	Code(s)	Source ID	Batch	Type	Measure	MemberID
01/26/2016	Thomas Davis	000896	Amanda Lewis	CATRINA BATDORF	G0438				AWV	A000029970845000
01/26/2016	Thomas Davis	000896	Amanda Lewis	SEBASTIAN MATTHEWS	G0438				AWV	A000027380963000
01/26/2016	Thomas Davis	000896	Amanda Lewis	HAI DUDLEY	G0438				AWV	R000027856558000
01/27/2016	Thomas Davis	000896	Amanda Lewis	MILAN CASTILLO	G0438				AWV	A000029413218000

Rejected Supplemental Data entries trigger a notification in the Inbox

View Supplemental Data entries via the Sidebar

Viewing Supplemental data entries

Submitted Supplemental Data entries are viewable in COZEVA® via the sidebar.

VIEWING ALL PATIENTS

Name	DOB	Gender	Status	Carriers	Product	Last Seen	Last Message	Next Visit Date	Care Gap	Wt Gap	HCC Gap	Events	Lab Result
AADLAND TERISA	10/11/1959	F	Added	Cigna	Commercial PPO	2016/01/21 20:08:10		NA	1	1	0.00		
Abbott Isaac	06/06/1966	M	Added	Cigna	Commercial PPO	2016/01/21 20:53:02	01/26/2016	NA	3	3	0.00		
Adkins Lon	10/04/1944	M	Current	Cigna	Commercial HMO	2015/03/16 21:00:00	01/27/2016	NA	3	3	0.00		
ADKINS DEANE	11/07/1922	M	Current	Cigna	Commercial PPO	2015/01/12 22:00:00		NA	3	3	0.00		
ADLAM BILLY	07/14/1969	F	Current	Cigna	Commercial PPO	2013/12/26 22:00:00		NA	2	2	0.00		
ADSI LEANNA	02/04/1930	F	Current	Cigna	Commercial PPO	2015/03/02 22:00:00		NA	4	4	0.00		
AGUILAR ASHA	02/20/1941	M	Current	Cigna	Commercial PPO	2014/12/01 22:00:00	09/08/2015	NA	2	2	0.00		
AKBAR GLORY	04/27/1927	F	Current	Cigna	Medicare PPO	2016/01/27 23:28:42		NA	6	0	0.00		

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 associated with a provider 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 to the provider.

Patients with Terminated Coverage

Patients with an exclamation point (!) next to their Product type are members attributed to the provider/practice with terminated health plan and/or group coverage. These members are present in a provider or practice's panel for reporting purposes only.

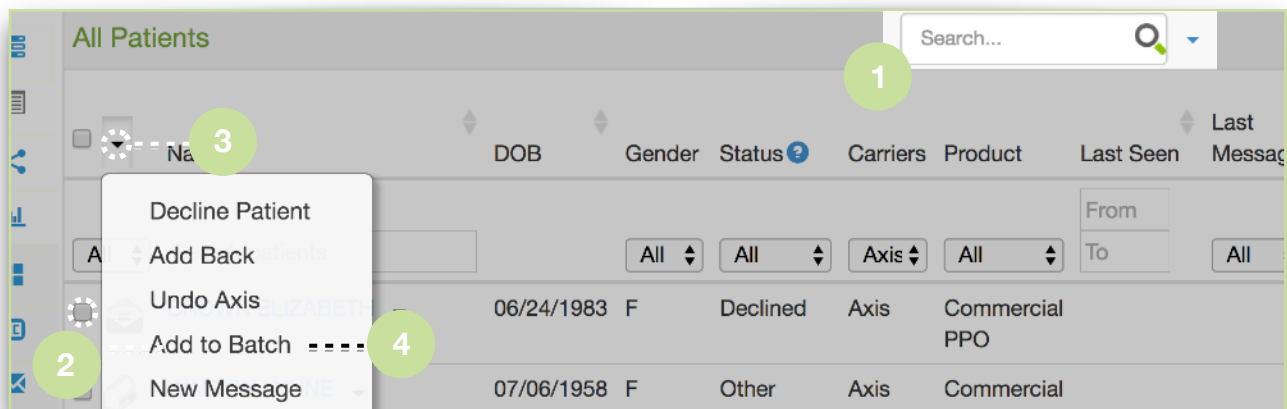
WORKING WITH BATCHES

Create batches to group patients together for printing, export or other purposes.

Creating a batch

1. Search for patients to be added to batch 1
2. Select check box next to the patient(s) to be added, or the top check box to select all members. 2
3. Select the list menu icon at the top of the check box listing 3
4. Select *Add to Batch* 4

**** Repeat steps 1-4 for each patient(s) to be added ****



Viewing a batch

1. Select *View Batch* from the Sidebar
2. Select check boxes next to patient(s) to export
3. Select *Print Care ops Batch* from the Print/Export tool 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 list menu icon at the top of the check box listing 3
3. Select *Remove Selected from Batch*.

Clearing a batch

1. Select the list menu icon at the top of the check box listing 3
2. Select *Clear Batch*