DATA EXCHANGE WITH MANAGED CARE

Managed Care Encounter Data/Claims Policy

Purpose: To describe the Company's commitment to exchange encounter, patient, and other data securely as defined by each individual managed care plan.

Scope: This policy applies to team members or contractors who facilitate managed care data exchange or platform configuration requests, system upgrades, or change orders.

Definitions:

Health Plan SFTP (Secure File Transfer Protocol): A component of the secure shell (SSH) protocol used in HIPAA-compliant file transfer and data exchange.

Electronic Health Record (EHR): the systematized collection of patient and population health information in a digital format that can be shared across different health care settings.

Policy:
In order for Master•Care to partner with managed care plans to successfully deliver ECM services, the collection and exchange of data is essential. Our data exchange processes and CareBook care management platform are designed to securely:
- Receive, document, and store member information in HIPAA-compliant systems.
- Document services delivered and resulting member outcomes.

Master•Care collaborates with managed care plan partners to identify key metrics to report on a regular basis and according to DHCS requirements.
- Data Exchange/EHR: Master•Care collaborates with each managed care plan partner and its medical groups to create interfaces to appropriate systems and exchanges data in a format negotiated and contractually agreed upon.
- Claims and Encounter Submission: Master•Care securely shares encounter data, submits claims, and receives remittance advice via SFTP.
- HIPAA Compliance: Master•Care uses HIPAA-compliant technology that meets or exceeds managed care plan and DHCS security requirements.

THE CAREBOOK CARE MANAGEMENT PLATFORM

<u>Purpose</u>: To describe how the CareBook is to be used by team members.

<u>Scope</u>: This procedure applies to all team members responsible for ECM, care navigation, and support functions.

<u>Definitions</u>: N/A

<u>Procedure</u>:
The CareBook is a proprietary care management platform team members use to:
- Securely communicate internally with team members and externally with customers
- Document all patient-related interactions, including assessments and Master•Care Plans, in a patient record and/or a provider record.
- Calendar, assign tasks, and receive alerts and notifications for timely care management.
- Attach health records (from health care and other providers).
- Securely exchange data with managed care plans.
- Access a database of providers and resources to compare options.
- Access health education and promotion programs.

Secure login access
Team members are assigned a secure username and password. Passwords must be changed every 90 days. CareBook access is immediately blocked when a team member leaves the Company.

Field Team Members
Field team members have access to additional resources to access the CareBook and protect patient PHI in the field. The CareBook is connected to RingCentral and Office 365 applications.

As stated in the Care Management Platform Policy, all patient data, including each phase of ECM and Care Navigation, is entered into and managed through the Master•Care proprietary digital record platform ("The CareBook.") All Care Navigation team members document, track, assign tasks, receive **alerts,** and attach provider records within The CareBook. This includes, but is not limited to; assessments**, re-assessments,** Master•Care Planning creation and implementation, and changes in condition or situation. The CareBook is the platform upon which a complete record of the patient's goals, challenges, options, **communication,** and resources are stored, **accessed,** and tracked **and monitored**.
- **Secure Login Access**

  All team members will be assigned a secure username and

password. Passwords must be changed every 90 days. If a team member leaves the Company, whether resignation or termination, access to the CareBook will be immediately blocked.

- **Types of Data to Be Entered:**
  All patient data, communication, notes, records, contact information, goals, options, as well as medical and senior care provider communication must be entered into the CareBook. This applies to all team members, whether based in an office or stationed in the field.

- **Field Team Members**
  Field Care Navigators and Provider Liaisons will receive additional equipment (e.g. Company smart phones and tablets) as well as additional training to protect patient PHI while in the field to access and work upon The CareBook.

APIs

The CareBook may employ secure SFTP APIs with other software, companies, and resources (e.g. connectivity with "soft phone" application, or CRM tool)

Documenting and Managing the Provision of Care Management — The "CareBook": Master•Care ECM services include, but are not limited to:

1.1 Assessment

1.2 Master•Care Plan Development

1.3 Care Navigation and,

1.4 Regular and prescribed Re-Assessment
(NOTE: Frequency and other aspects of Re-Assessments may or may not be specified within contracts with MCPS. Master•Care will follow MCP contract stipulations if provided, and use best practices as determined by the Care Navigation Team if no stipulations for re-assessments exist for designated MCP members.)

1.0 **Platform Functions:** It is the expectation of all Care Navigation team members that the CareBook is the medium used for, but not limited to:

2.0 Patient data collection and monitoring

3.0 Assessing and re-assessing patient health risks and health related social needs

4.0 Creating wellness, including health education and prevention programs

5.0 Case management

6.0 Care transitions to address identified risks and needs

7.0 Attachment of health records (from healthcare providers and senior care, or non-medical providers), and

8.0 Documentation of all patient-related communication; regardless of with whom, or device used.

The CareBook is the platform that:

- Compiles assessment data into the Master•Care Plan

- **Acts as a Customer Relations Management platform (CRM tool)** to allow, efficient and easy access of contact information, demographics, provider contact information, patient preferences, patient goals

- **Provides Alerting Mechanisms, Task Management and Notifications** to assigned Care Navigators for efficient, well-coordinated and timely care management

- **Provides Efficient Access to CS Provider Data** to track options, including but not limited to rates, availability, location, size, amenities, specific non-medical care types, types of rooms, apartments, renter-requirements, "ideal resident" characteristics, accommodations for secure memory care

9.0 **Types of Data:** Care Navigation team members will utilize The CareBook to enter, and / or document all encounters, interaction, data, demographic information, communication, and patient records, including but not limited to:

9.1 History & Physical

9.2 Medication Lists

9.3 PT, OT, Speech Therapy Notes

9.4 IRA tier

9.5 Assessment(s)

9.6 Master•Care Plan Change Recommendations

9.7 Care Navigation Data

Managed Care Data or Platform Configuration Requests Policy

I. Purpose: This policy describes the Company's commitment to partner with individual Managed Care Plans (MCPs) to exchange data upon platforms and through exchanges as defined by the MCP.

I. Scope: This policy applies to any Master•Care team member, or contractor(s) who may facilitate Managed Care data exchange or platform configuration requests, system upgrades or change orders

II. Definitions: N/A

Health Plan SFTP (Secure File Transfer Protocol) A component of the secure shell (SSH) protocol used in HIPAA Compliant file transfer and data exchange

III. Policy:

In order for Master•Care **to** successfully deliver post-acute care that is medically, socially, behaviorally, and environmentally appropriate, carefully **coordinated,** and managed, as well as fiscally responsible, the manner and processes used for the exchange of data including, but not limited to:

    1.0   Platforms

    2.0   Servers

    3.0   **Software**

    4.0   **Hardware**

    5.0   **Cloud Servers**

must be securely, and efficiently maintained and delivered **— *as per the specifications of the MCP partner contract.***

USER GUIDE: CAREBOOK

Once logged in, confirm you are in the "Care Navigation" section of the platform

Make sure you are in the "Care Navigation" portion of the platform. Select "Care Navigation from the "9 Dots" square in home tab….

Or if you see "Patients" …

… you are in the right window.

IV.

Type in a few letters of your patient's first or last name here

IMPORTANT - Do not leave your laptop unattended with patient information visible. Close your laptop if you need to leave your workplace and make sure that PHI is not visible from your screen.

Do not access patient record files in a public setting if your screen is visible by others.

Locate the patient record you need to access by typing in a few letters of the patient's first or last name – hit ENTER

Orient yourself to the correct patient record tab – Demographic, Overview, Health Record, Medications and Treatments, Financial, Housing / Programs / Support, Personality / Psychosocial / Behaviors / Considerations, ADLs / IADLs, Home Environment
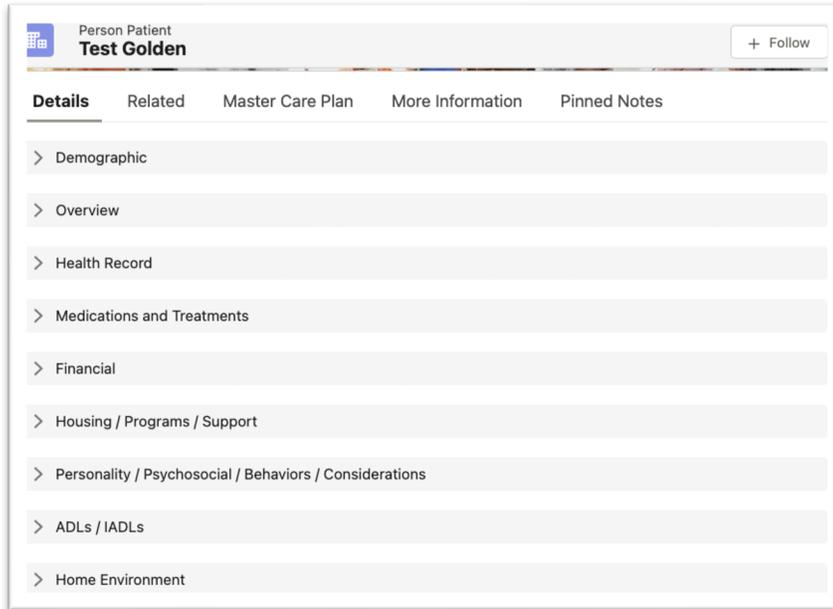
1.0   Locate the "Activities Panel" – it is located in the right column and has a timeclock at the top. The activities panel is where you document each encounter, but first make sure you give your activity a Subject title and an Activity Category. Also verify the ECM Status and select the correct Disposition - The Disposition denotes where you are in the process of assisting your patient reach their "highest level of independence."

Make sure you give your activity a subject and select the category of activity

V.

1.0 Once your documentation is completed, it is **IMPERATIVE** that you schedule at least one follow-on task. In fact, if you save a patient record without scheduling a follow-on task* you will receive an email every morning alerting you of this open issue until you make the change.

unless the patient has changed ECM status to 4 (Declined) or 4 (Termed) or is a CS patient who has either declined service or has had CS services terminated.

The New Task / New Event panel is directly below the Documentation Panel

Select the internal and external contacts related to your patient and this task.

Type notes and your due date

The assigned tasks will appear either on your list or your Team Member's list
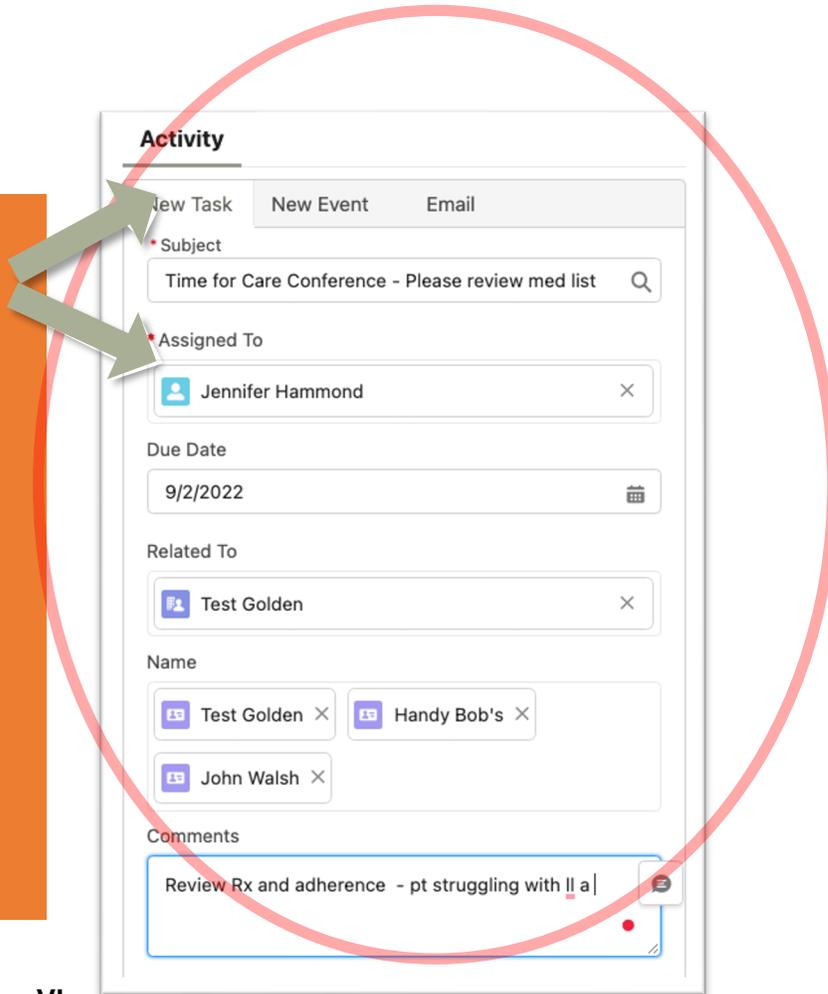
VI.

All open (and overdue) tasks can easily be located in the "Task" list view – sort and organize these tasks to make sure you are on top of your tasks. Patient names are live links that immediately open the record. HINT: Right mouse click or hit Control and the mouse click to open the record in a new tab

The assigned tasks will appear either on your list or your Team Member's list

Your Supervisor will also receive a weekly report of any patient or outreach individual who has not been touched by you in two weeks or more

1.0 Your supervisor will be monitoring any patients or outreach individuals assigned to you that have not been touched in the last two weeks.

DAILY REMINDER – close loop

Easy to click directly to pt record

A DAILY email is auto-generated for every patient or outreach record that was saved without a follow-on task.

Every dropdown item and date entered is part of the regular reporting we provide to Master•Care MCPs. A minimum of each month, we report updates to patient contact information, updates to PoF, which Care Navigator is assigned to each patient and how to contact that Care Navigator, how many in-person encounters we made, how many telephonic encounters we made, when assessments were initiated, when the last assessment was completed, the dates of care conferences, the dates of changes to the care plan, dates of the most recent encounter, the ECM status and the date and reason for a decline or termination.

UPLOADING DOCUMENTS

As stated in the Care Management Platform Policy, all patient data, including each phase of ECM and Care Navigation, is entered into and managed through the Master•Care proprietary digital record platform ("The CareBook.") All Care Navigation team members document, track, assign tasks, receive **alerts,** and attach provider records within The CareBook. This includes, but is not limited to; assessments**, re-assessments,** Master•Care Planning creation and implementation, and changes in condition or situation. The CareBook is the platform upon which a complete record of the patient's goals, challenges, options, **communication,** and resources are stored, **accessed,** and tracked **and monitored**.

2.0   Documents, images, etc. can be securely uploaded and stored within the patient record in the CareBook. NEVER STORE copies of items containing PHI on your laptop. Once items have been uploaded DELETE and EMPTY your TRASH. The CareBook is where you should securely access any information.

3.0   Navigate to the "Related" tab within the patient record and locate the "Upload" button under the "Files" section

Make sure you are also documenting within the Details section and recording the appropriate condition (whether medical, behavioral, social, financial, etc.) so that the Care Plan will be generated with complete and accurate information.

BILLING

Managed Care Contracts and Claims Procedure

Purpose: To describe the relevance of managed care contracts to billing and claims submission.

Scope: This procedure applies to billing and accounting specialists and any contracted billing entities.