



EmblemHealth Risk Adjustment Provider Resources

Quick reference guide for managing your EmblemHealth Provider alerts and resources

FOR MORE INFORMATION

If you are interested in an onsite visit to discuss risk adjustment coding and documentation, or if you have questions about risk adjustment, contact us at providerengagement@veradigm.com.

If you have questions related to Veradigm's provider resources, please contact Veradigm's Customer Support team 8 a.m. to 8 p.m., Monday through Friday. Call **800-877-5678**, option 7, or email support@veradigm.com. Thank you for collaborating with us to help better manage care for your patients.

EmblemHealth works with Veradigm to promote risk adjustment education and gap closure efforts for EmblemHealth members. The process of risk adjustment relies on providers to accurately document medical records and coding to capture the complete health status of each patient annually.

To help raise awareness about the risk adjustment process, Veradigm is offering free, hour-long monthly webinars. Each session is followed by a question-and-answer period. The topics will rotate. We encourage you and your staff to take advantage of this educational opportunity.

Veradigm's Collaborate program gives providers and their staff helpful online risk adjustment resources, easy-to-use dashboards, and Provider Alerts for your EmblemHealth members.

Collaborate provider portal

Veradigm's Collaborate provider portal offers educational resources to keep you and your staff informed about coding and documenting chronic conditions. Within the portal, you can generate Provider Alerts via the Provider Feedback Application.

Provider Alerts identify chronic conditions for your patient population that require assessment and yearly validation. The Provider Feedback Application is an interactive tool that gives providers the ability to update a patient's alert during an office visit.

Your feedback helps improve the integrity of the Provider Alert database and the quality of future alerts. Your participation is vital to the effectiveness of these alerts. In addition, the Provider Feedback Application also enables you to upload the patient's medical record to provide supporting documentation.

Steps for submitting feedback based on a face-to-face visit via Veradigm's Provider Feedback Application

1. During the patient's office visit, conduct a thorough assessment to identify all conditions that exist for your patient.
2. Submit a standard claim for your office visit, identifying all conditions that exist for each patient and any services rendered.
3. Click on the Collaborate **provider portal** page "Risk Adjustment (Collaborate Program)" in the EmblemHealth provider portal. Then, click "Continue."
4. Click on **Provider Feedback** under Dashboards.
5. Select the appropriate tab to view each patient list for commercial, Medicare, or Medicaid. (Note: If you do not have open Provider Alerts for any line of business, the tab will not populate.)
6. To view a Provider Alert, click on the greater than sign (>) to the left of any provider(s) that you wish to view alerts for. All the patients with Provider Alerts that are attributed to the provider(s) selected will display.
7. Double-click the patient's name, and the Provider Alert you wish to view will be displayed.
8. For each condition identified in your alert, click the appropriate radio button to indicate your feedback: **Condition Present**, **Condition Not Present**, or **Needs Further Evaluation**. A condition should only be indicated as **Needs Further Evaluation** when **Condition Present** or **Condition Not Present** cannot be determined from a face-to-face assessment with a provider.
9. Click **Submit** after selecting the most appropriate feedback for each identified condition and uploading all supporting documentation.



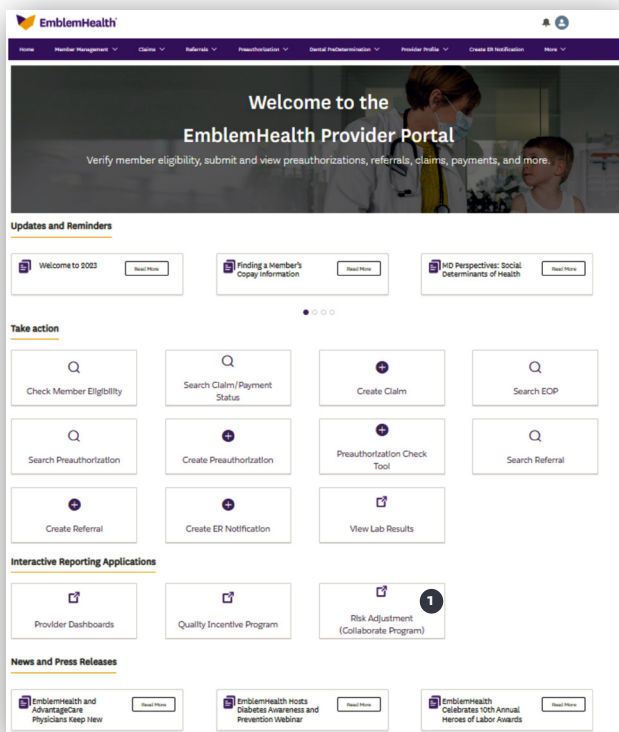
EmblemHealth Plan, Inc., EmblemHealth Insurance Company, EmblemHealth Services Company, LLC, and Health Insurance Plan of Greater New York (HIP) are EmblemHealth companies. EmblemHealth Services Company, LLC provides administrative services to the EmblemHealth companies.

THE RISK ADJUSTMENT PROVIDER COLLABORATE TOOL

Provider Feedback Application

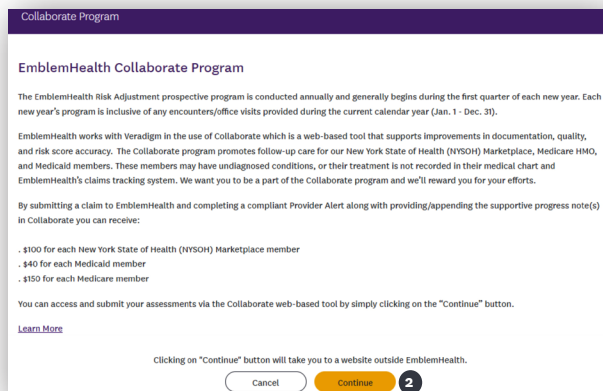
We are excited to introduce the Risk Adjustment Provider Collaborate Tool! Available 24/7 via your EmblemHealth provider portal, this tool gives you and your office staff access to valuable risk adjustment education resources, as well as tools to assist with the identification and documentation of chronic conditions.

Let's get you started today!



To use the Risk Adjustment Provider Collaborate Tool:

- 1 Click the **Risk Adjustment (Collaborate Program)** tile under the heading Interactive Reporting Applications.
- 2 Click **Continue** to enter the Collaborate portal.



Veradigm's Provider Alerts identify suspected chronic conditions within your patient population that require your validation.

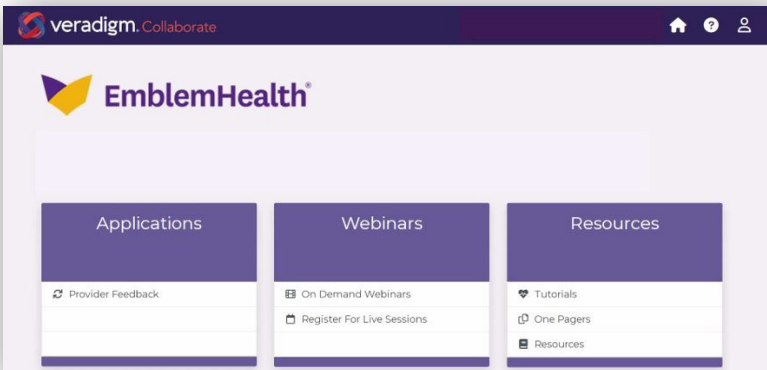
The Provider Feedback Application is an interactive tool that gives you and your office staff the ability to update a patient's alert during an office visit.

Your feedback improves the integrity of the Provider Alert database and quality of future alerts. Your participation is critical to the effectiveness of these alerts. Your practice is eligible for incentives based on completion of your Provider Alerts in the Provider Feedback Application.



Provider Feedback Application (continued)

- Click on Provider Feedback under Applications, and select the appropriate tab to view each patient list for commercial, Medicare, or Medicaid.



- To view a Risk Alert, click on the greater than sign (>) to the left of any provider(s) that you wish to view alerts for. All the patients with Risk Alert that are attributed to the provider(s) selected will display.

Double-click the patient's name, and the Risk Alert you wish to view will be displayed.

PATIENT SUMMARY

Patient Information		Practice/Visit Information			
Patient ID	150-XXXXXXX	Servicing Provider Name	Provider A		
Patient Name	Patient-A	Servicing Provider ID	150-XXXXXXXXXXXX		
Patient DOB	5/13/1945	Last PCP Visit	01/08/2021		
Patient Gender	F	<input type="radio"/> Patient no longer seen by any provider at this practice <input type="radio"/> Patient deceased - cannot perform review			

RISK ALERT (ACTIVE), LAST UPDATED: 12/30/2021

Confidence	Diagnosis Code	Condition Category Description	Last Reported	Reporting Provider	Feedback
HIGH	I77810: Thoracic aortic ectasia	Vascular Disease	5/17/20	JOHN PHILAMER ABAD	<input type="radio"/> Condition Present <input type="radio"/> Condition Not Present <input type="radio"/> Needs Further Evaluation
HIGH	J449: Chronic obstructive pulmonary disease, unspecified	Chronic Obstructive Pulmonary Disease	4/30/20	GINA N MOODY	<input type="radio"/> Condition Present <input type="radio"/> Condition Not Present <input type="radio"/> Needs Further Evaluation
HIGH	N183: Chronic kidney disease, stage 3 (moderate)	Chronic Kidney Disease, Moderate (Stage 3)	5/17/20	JOHN PHILAMER ABAD	<input type="radio"/> Condition Present <input type="radio"/> Condition Not Present <input type="radio"/> Needs Further Evaluation

- For each condition identified in your alert, click the appropriate radio button to indicate your feedback: **Condition Present**, **Condition Not Present**, or **Needs Further Evaluation**. A condition should only be indicated as **Needs Further Evaluation** when **Condition Present** or **Condition Not Present** cannot be determined from a face-to-face assessment with a provider.

Click **Select Files** to upload supporting documentation for all codes for which feedback was submitted.

Click **Submit** after selecting the most appropriate feedback for each identified condition and uploading all supporting documentation.

Need assistance?

We're here to help! Email us at support@Veradigm.com

