ARCADIA ANALYTICS

## Arcadia Access for External Users

CareAllies®

Access and Logging-in for the First Time

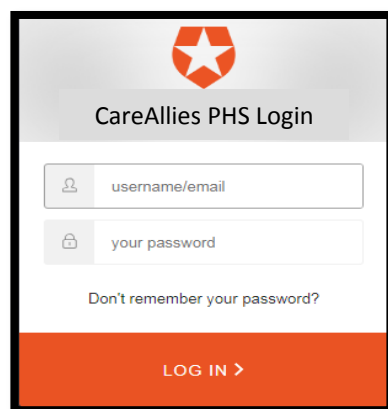**Accessing the Arcadia Platform**

Access to the Arcadia platform is granted on an individual basis. Provisioning is completed by the CareAllies Population Health Solutions Team once the **request has been made through your local Network Operations team**. To request an account, please reach out to your local team and they will provide the necessary information to the PHS team.

Once provisioned and trained, the user may follow the steps below to access the Arcadia platform for the first time. Instructions for access subsequent times can be found on page 3

1. Visit the **CareAllies homepage**: https://CareAllies.com

2. Navigate to the **LOGIN link in the upper right corner** to log-in to the CareAllies Population Health Management tool
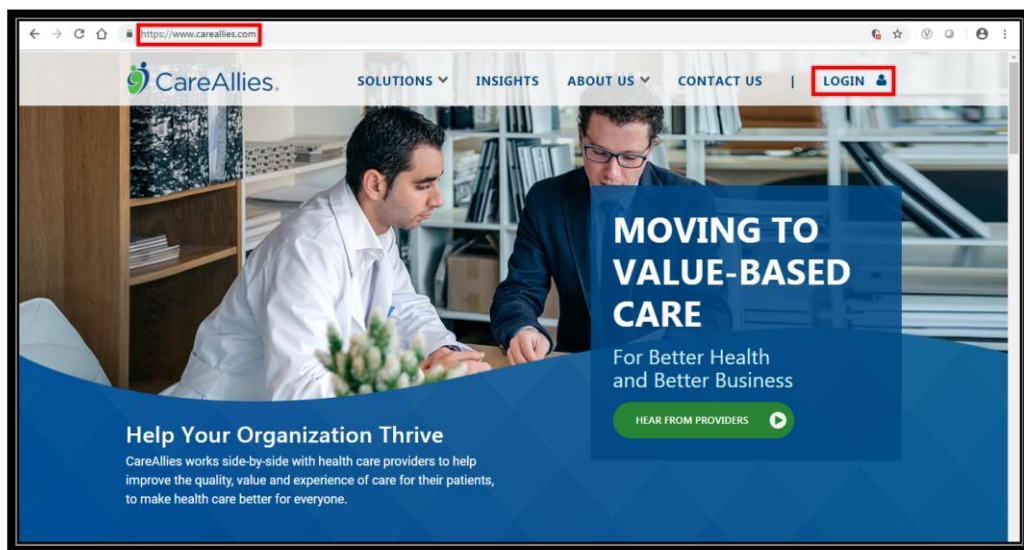
3. First time: Select the **Don't remember your password?** Enter your email address and **select Send Email**
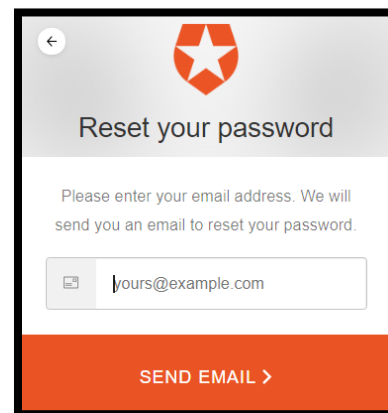
All screenshots are de-identified and do not contain PHI

4. You will receive a password reset email. Select the **link in the email to reset your password**

> **Reset your password to adhere to the following guidelines:**
> - **8+ characters in length**
> - **Contain at least 3 of the following characters:**
>   - **Lower case letters (a-z)**
>   - **Upper case letters (A-Z)**
>   - **Numbers (0-9)**
>   - **Special Characters (i.e. @, #, %, &, !)**

*In order to change your password you will need a **valid email address**. If you do not have an email associate to your account please reach out to your Network Operations Representative to provide one. As an alternative you can provide a password of your choice directly to your Network Operations Representative and it will be updated in Arcadia for you*

5. Navigate back to the CareAllies webpage (https://CareAllies.com). Select the login link in the upper right corner. Enter your user name and password and **select Log In**

> User Name: **lastname.firstname**
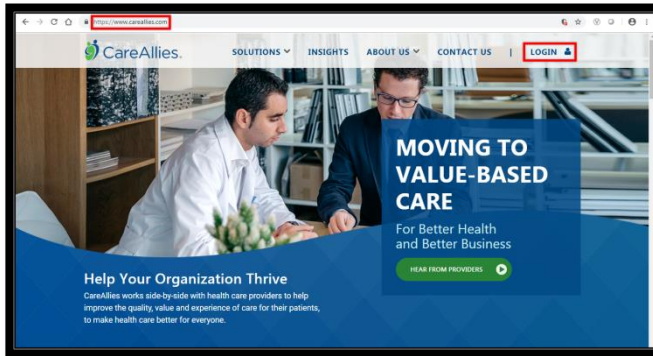> Password: **the one used when reset**
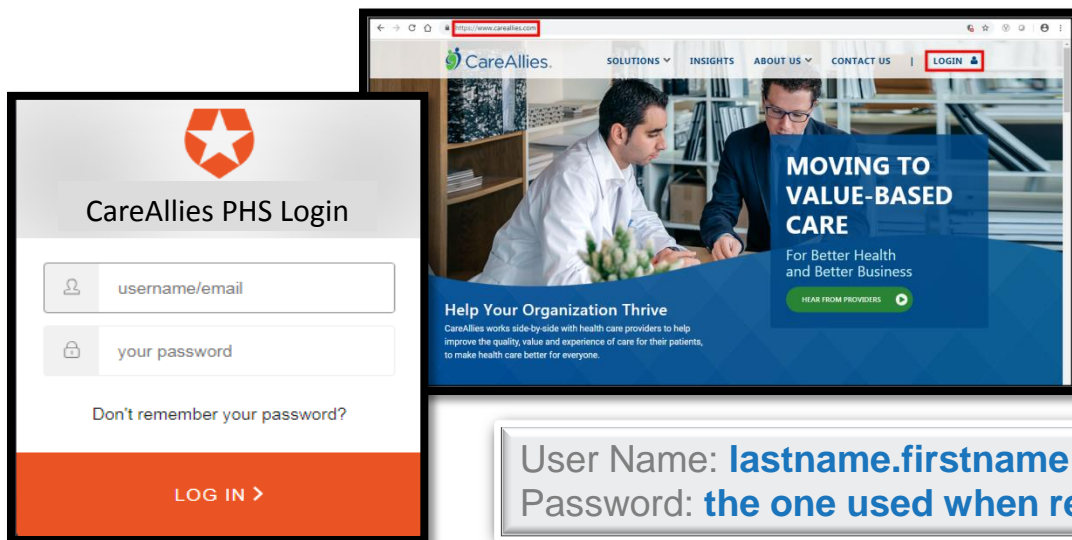
6. Select the second box: **CareAllies- Providers.** You will be directed to the **Arcadia Home Page**
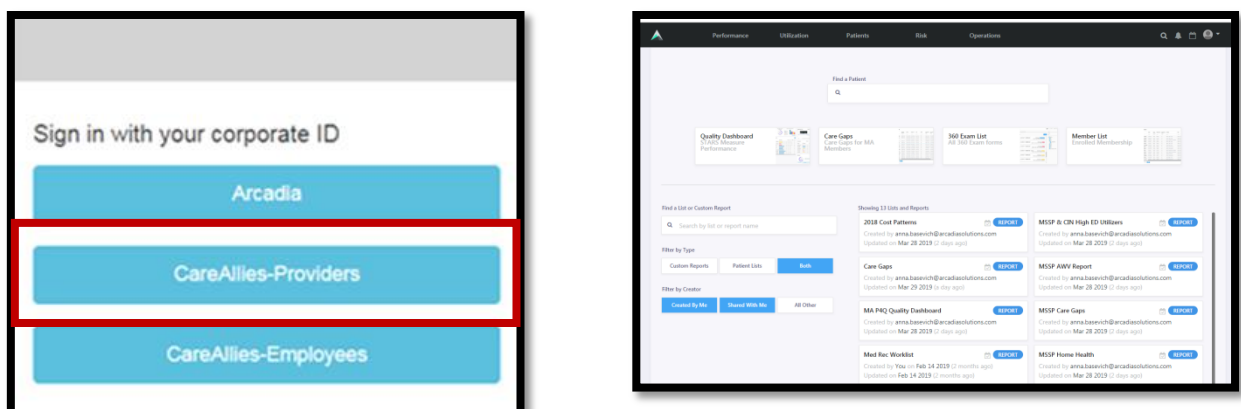
Access and Logging-in

1. Visit the **CareAllies homepage**: https://CareAllies.com

2. Navigate to the **LOGIN link in the upper right corner** to log-in to the CareAllies Population Health Management tool

3. Enter your user name and password and **select Log In**

> User Name: **lastname.firstname**
> Password: **the one used when reset**

CareAllies PHS Login

username/email

your password

Don't remember your password?

LOG IN >

4. Select the second box: **CareAllies- Providers.** You will be directed to the **Arcadia Home Page**

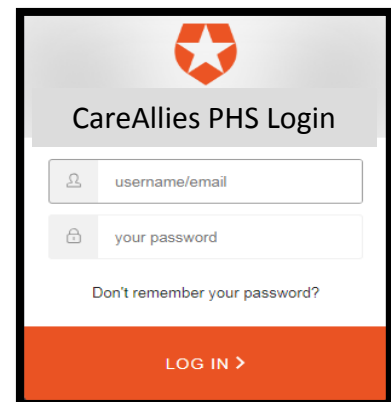Sign in with your corporate ID

Arcadia

CareAllies-Providers

CareAllies-Employees
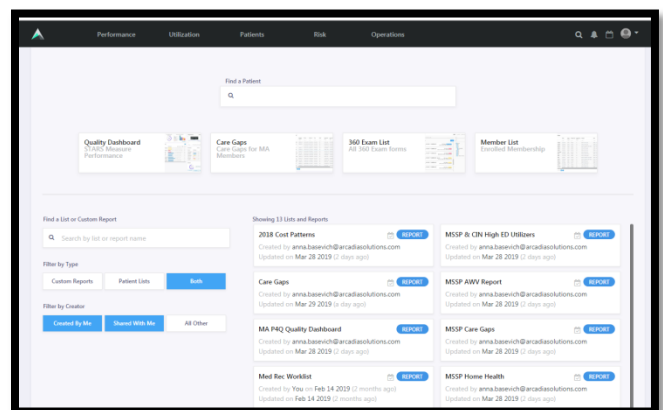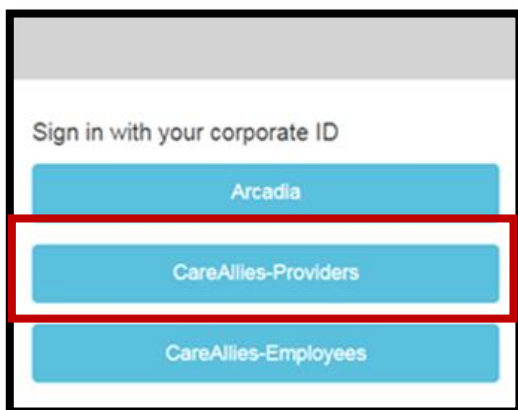
Platform Time Out
Per corporate policy, **time out occurs after 15 minutes of inactivity**. The user may receive an "**Unexpected Error**" message when the time out is in effect.

Exiting the Platform
- Navigate to the **Profile** icon on the right side of the page .
- From the drop-down menu, select **Sign Out**.

ARCADIA ANALYTICS

Arcadia 360 User Guide

Steps for Completion

The Arcadia 360 exam provides a full-circle picture of a patient's current health and risk factors. The goal is to improve the health of your Medicare Advantage patients by identifying and managing health conditions. The 360 comprehensive exam must be completed during a single face-to-face encounter and by an acceptable health care professional (MD, DO, PA, NP). The form is designed to provide a high quality health care experience while addressing preventive opportunities and chronic condition management needs of the patient. The PCP should complete the 360 exam for all paneled Cigna-HealthSpring patients once per calendar year.

Role: Clinician/Provider

1. Access the **Arcadia Analytics** platform

2. Utilize the **Search Bar** in the middle of the home page to locate the desired patient by typing **First** or **Last Name**, **Member ID** or **Date of Birth**

> **HELPFUL HINT!**
> The most accurate search results come from using the exact member number or full name.

3. **Select the appropriate name** to navigate to the **Patient Chart**

4. Upon review of the pertinent patient information, navigate to the **Arcadia 360** using the **360 button in the top right** of the Patient Chart
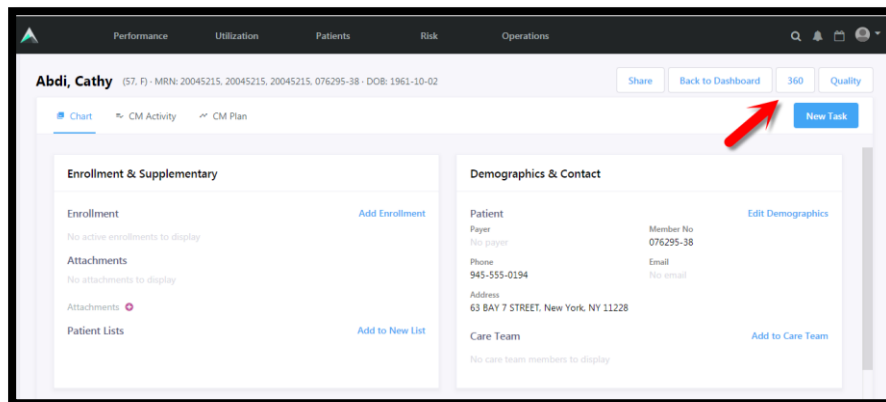
The **Patient Chart** is the **longitudinal health record of the patient**. This chart will help orient the clinician to the following information:

- medications
- utilization history
- eligible and outstanding quality measure gaps
- chronic condition history

5. The user is routed to the **Arcadia Forms** portal. Select **Login** to proceed to the **Arcadia Forms** portal to access the **360**

All screenshots are de-identified and do not contain PHI

Steps for Completion
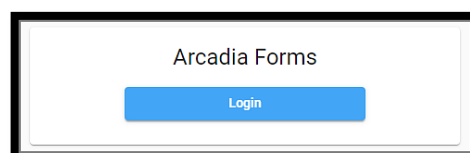
6. The **Arcadia 360 home page** will reveal a **patient card for the appropriate patient** most recently selected in the core platform. **Select the patient card**. It will expand and show additional detail including **Person Chart** and **Form History** tabs within the patient card.
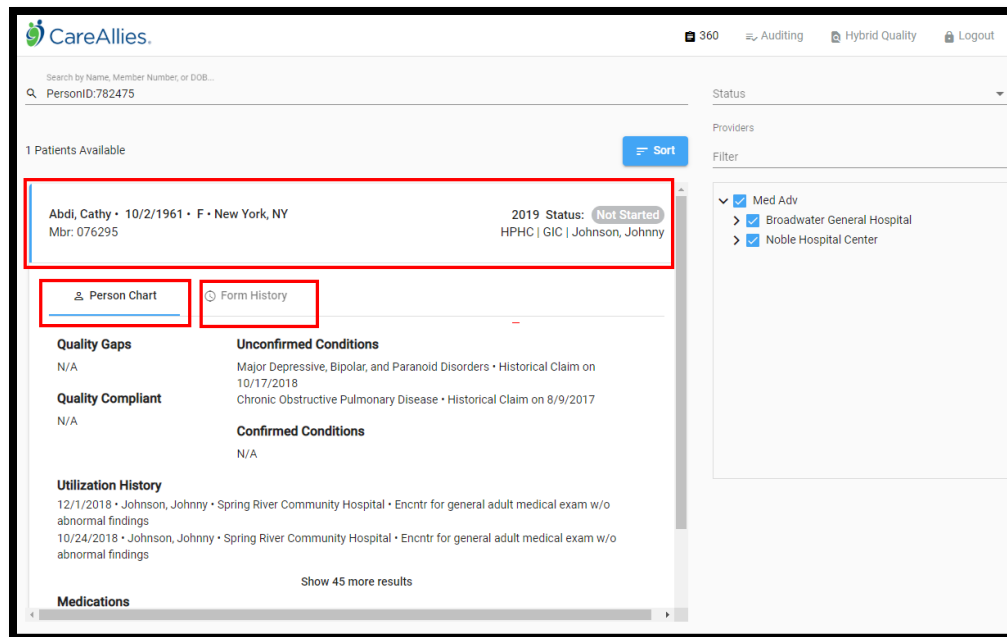
- ▪ **Person Chart** - This tab contains **patient data similar to the Patient Chart** such as quality measures, chronic conditions within the last two years, the 50 most recent utilization events and medications filled within the last 24 months.

- ▪ **Form History** - This tab contains data pertaining to the 360 form history including **relevant form status, dates and associated users** editing the form. Form history will update each time the form status changes. Also, a **PDF link to the form** for downloading and printing will be available with each status change. By selecting the PDF link, a new browser tab will open with the file.
  ! Important Note: Users may need to change their browser settings to allow pop-ups within the application in order for the PDF tab to open as designed

7. Select **Start** at the bottom of the expanded **Person Chart**
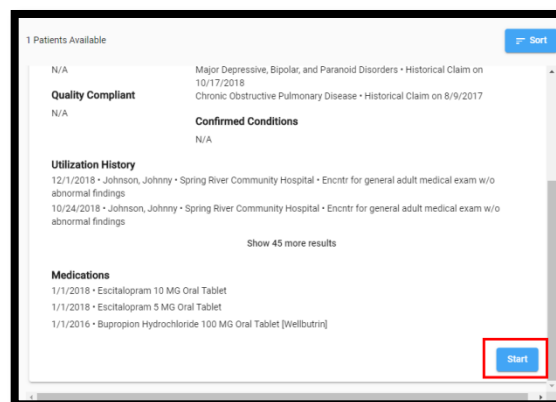
HELPFUL HINT!
After 15 minutes of inactivity, users will be automatically logged out and required to login before proceeding.

All screenshots are de-identified and do not contain PHI

Steps for Completion

8. **The 360 will open and the user will notice three primary areas of the form**

Arcadia auto saves the 360 every 10 seconds. If the form is edited, the user can select the Save button. If the button is gray, the form has already been automatically saved.

- **Patient Demographics**: the card in the upper left corner of the form is a static card providing basic demographic information about the patient, including attributed PCP and a SNP indicator, if applicable
- **Form Sections and Navigation**: the card in the bottom left corner displays the different sections of the form. The user may navigate through the form by either selecting each section or using the forward and back arrows beneath the card.

> **HELPFUL HINT!**
> This is also where the user will find the Quality Check. Users can click the Quality Check button at any time while editing the 360. A pop-up will appear calling out any areas that need addressing before the form can be signed and submitted.

- **Arcadia 360 Form**: the 360 itself will appear in the middle of the screen. Selecting different sections of the form will generate the associated questions for the user to complete.
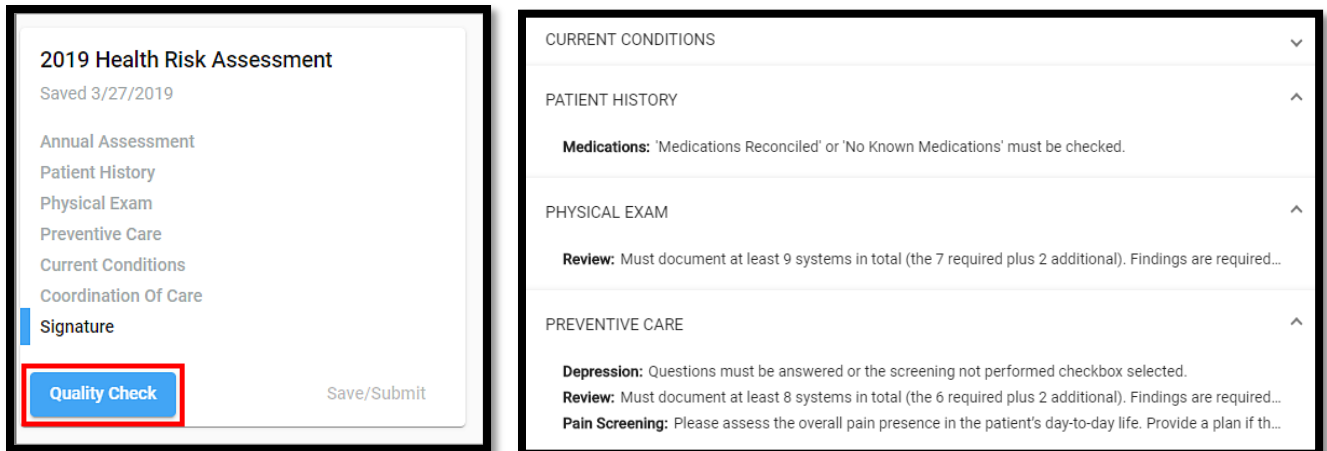
9. **Complete the 360 exam in its entirety**

Red text will appear for items that **must be addressed** in order to pass the Quality Check.

Red asterisks appear for questions that **should be addressed** for completeness. Not addressing these questions will pass the Quality Check but the exam is subject to being sent back for revision upon review and audit.

Steps for Completion

10. Select the **blue Quality Check button** in the lower left navigation card. Any quality checks that fail will trigger a message describing the issue. Select each individual message to navigate directly to the required item for updating or completion. Once all items have been addressed, the user will receive a **'All quality checks have been addressed'** message when the **Quality Check** button is selected.

2019 Health Risk Assessment	CURRENT CONDITIONS ⌄
Saved 3/27/2019	**PATIENT HISTORY** ⌃
Annual Assessment	**Medications:** 'Medications Reconciled' or 'No Known Medications' must be checked.
Patient History	
Physical Exam	**PHYSICAL EXAM** ⌃
Preventive Care	**Review:** Must document at least 9 systems in total (the 7 required plus 2 additional). Findings are required...
Current Conditions	
Coordination Of Care	**PREVENTIVE CARE** ⌃
Signature	**Depression:** Questions must be answered or the screening not performed checkbox selected.
Quality Check Save/Submit	**Review:** Must document at least 8 systems in total (the 6 required plus 2 additional). Findings are required...
	Pain Screening: Please assess the overall pain presence in the patient's day-to-day life. Provide a plan if th...

All quality checks have been addressed.

> **HELPFUL HINT!**
> See the Helpful Hints page in the User Guide for additional tips on completing the Arcadia 360

11. **Sign the form** in the final section of the 360. Authorized users should **select the acknowledgement checkbox** on the form. It will save the electronic signature with a date, time stamp and user credentials.

> **CareAllies.**   📄 360   ≡ Auditing   Hybrid Quality   🔒 Logout
>
> **Abdi, Cathy • 57Y, F**   Home   **Signature**
>
> 63 BAY 7 STREET   I acknowledge that portions of this form, such as past medical history, surgical history, and medications may have been pre-
> New York, NY, 11228   populated based upon known medical information about the patient. Portions such as the history of present illness, review
> 945-555-0194 • Cathy.Abdi@email.com   of systems, vitals, physical exam, assessment, and plan are based upon today's face-to-face encounter. I attest that I have
>   reviewed this form, updated any pre-populated portions, and certify this is currently accurate.
> Mbr: 076295 • Payer: HPHC
>   ☐ I, Brian Fortenberry N/A, (NPI: N/A) electronically signed this record on 3/29/2019 at 4:35 PM
> HPHC | GIC | Johnson, Johnny
>
> **2019 Health Risk Assessment**
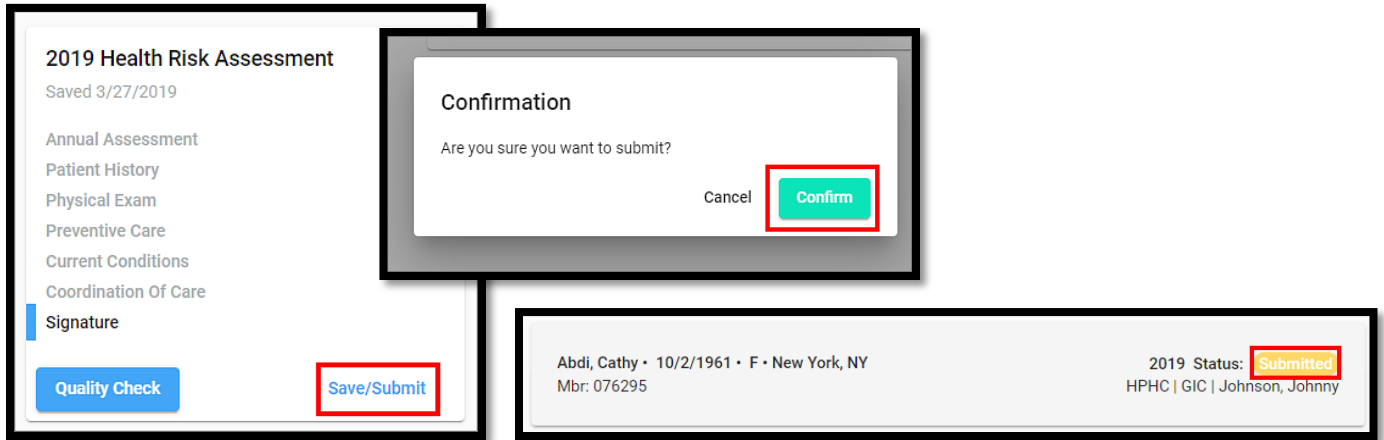
- A form can only be signed once the 360 satisfies all quality checks.
- If the form requires multiple signatures, the first user may sign and the status will update reflecting that it is ready for final signature. The oversight physician will see the previous user's signature upon navigating to this page, if appropriate.

12. Review the **Submission Checklist handout** to ensure all items have been satisfied
    - *Note: ensure the form is within 90 days from date of service before submitting*

13. **Submit the form**. Select the **Save/Submit** text in the lower right of the navigation card. A pop up box will prompt asking for final confirmation to submit. Select **Confirm** to submit the form. The form status will change to **'Submitted'** and it will route to the queue for auditor review.

2019 Health Risk Assessment
Saved 3/27/2019

Annual Assessment
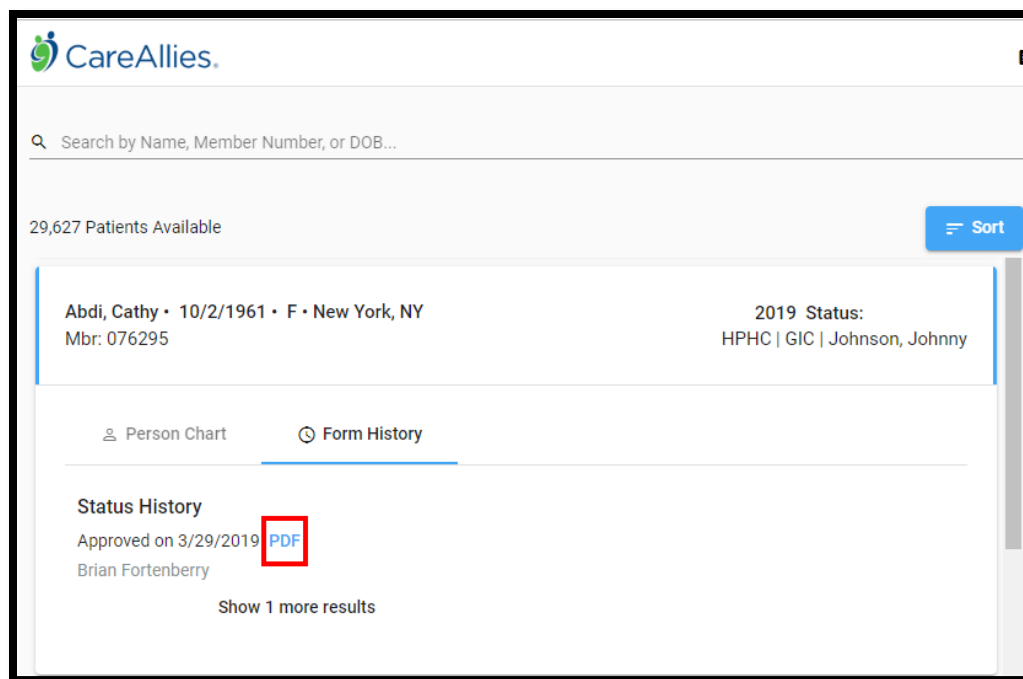Patient History
Physical Exam
Preventive Care
Current Conditions
Coordination Of Care
Signature

Confirmation
Are you sure you want to submit?

Cancel   Confirm

Quality Check   Save/Submit

Abdi, Cathy • 10/2/1961 • F • New York, NY   2019 Status: Submitted
Mbr: 076295   HPHC | GIC | Johnson, Johnny

14. Once the form is Approved or Rejected, use the **Patient Card: Form History tab** on the 360 homepage to **generate the PDF** and **save into the medical record for the patient**.

CareAllies.

🔍 Search by Name, Member Number, or DOB...

29,627 Patients Available   Sort

Abdi, Cathy • 10/2/1961 • F • New York, NY   2019 Status:
Mbr: 076295   HPHC | GIC | Johnson, Johnny

👤 Person Chart   🕑 Form History

Status History
Approved on 3/29/2019 PDF
Brian Fortenberry
              Show 1 more results

Helpful Hints for Completion

Annual Assessment

- The Date of Service must be within **90 days of the form submission date**.
- Attributed provider is the PCP of record with Cigna-HealthSpring and will pre-populate on the form. Rendering provider is the clinician performing the face-to-face encounter.

Patient History

- The **past medical history section** is reserved for those **conditions that have resolved** and no longer have a treatment plan.
- Medications: if applicable, **select the Medications Reconciled che**ckbox and **attach the medication list** from the medical record or **free text into the available space**. If attaching the medication list, also select the 'A signed and dated medication list' checkbox.
    - Include prescriptions and OTC's, with dosage and frequency.
    - An attached medication list must include provider's name and signature, credentials and date (same as DOS on the Arcadia 360)

Physical Exam

- Please enter height in inches and weight in pounds. The BMI will automatically calculate. If the auto-calculated BMI does not match your records you may manually enter the BMI. **A weight and a BMI must be present.**
- Blood pressure should be entered as follows: **systolic / diastolic**. *In the future you will see a field for systolic and a field for diastolic.*
- At least 9 systems must be documented in the physical exam (7 required as noted by an asterisk plus 2 additional). The defer option does not satisfy as documentation of a system.
- Diabetic Foot Exam: select abnormal to reveal the image of the feet and applicable documentation questions. **Patients diagnosed with diabetes and/or suspected conditions require a thorough foot exam.**

Preventive Care

- The depression screening is the industry standard PHQ-3. A PHQ-9 may appear elsewhere in the form, dependent on the patient.
- Pain Screening: please document appropriate treatment plan if pain is greater than zero
- Review of Systems: at least 8 systems must be documented (6 required as noted by an asterisk, plus 2 additional).
- The Quality Interventions section allows the user to **document any known and pertinent information for quality gaps in care**. If a particular intervention corresponds to an open gap in care, the section will auto expand to alert the user. However, all sections may be expanded for complete quality documentation.
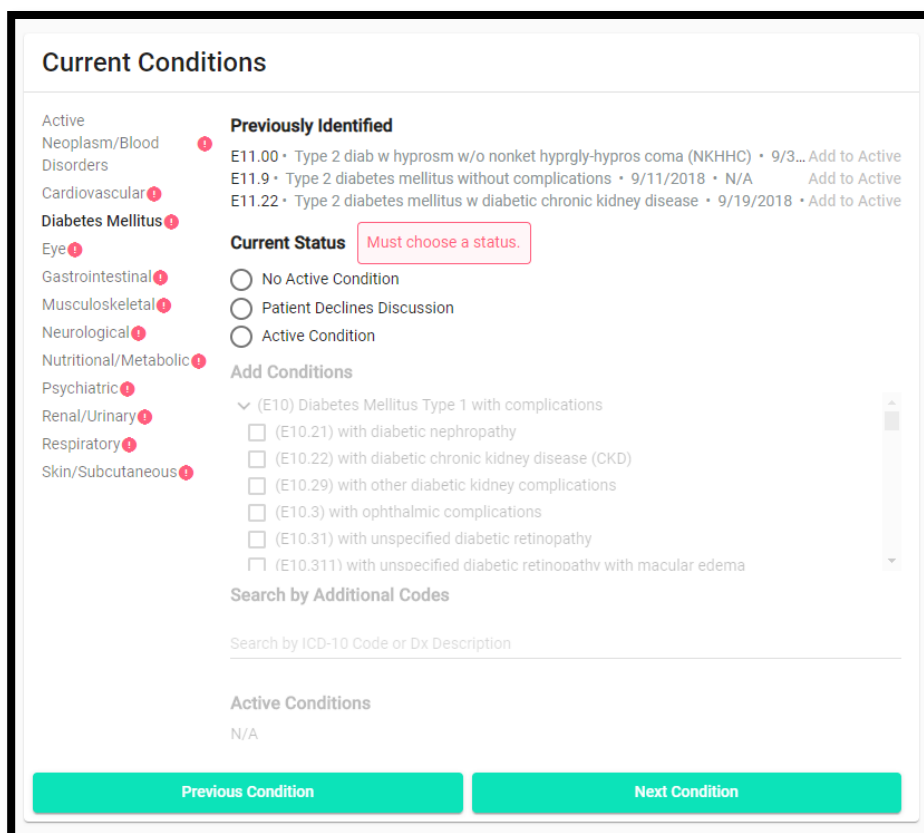

All screenshots are de-identified and do not contain PHI

Helpful Hints for Completion

Current Conditions

- The condition categories are listed along the left side of the screen. **Once a condition is addressed, the red exclamation mark will be removed upon auto save.** To address a condition document one of the following:
    - No Active Condition
    - Patient Declines Discussion
    - Active Condition
- Previously identified conditions appear at the top of each condition category. These conditions are either **previously documented chronic conditions from the previous two years** or **suspected conditions based on the patient's medications.**
- Upon selecting Active Condition there are several options:
    - Assess the previously identified conditions and if still present, select the **Add to Active** option. The Add to Active option is only available upon selecting Active Condition.
    - Search for the active condition in the **list of pre-prompted diagnoses codes** (listed numerically by ICD-10 code)
    - Use the **Search by Additional Codes field** to look up a code and add to the form. Users can **search by ICD-10 code or description**
- Be sure to **identify additional selections for further specificity**; some of the main diagnoses have additional options for specificity. *A future enhancement will help prompt the provider with these additional options.*
    - Example: when chronic kidney disease (CKD) is linked to diabetes, the stage of CKD must be documented in the renal/urinary section of the 360.
- Each **active condition must have an associated treatment plan**. Use the easy click buttons to select the appropriate treatment plan beside each code.
- Move throughout the condition categories by either selecting the category names or by selecting the Next Condition button at the bottom of the screen.
- The PHQ-9 might be prompted for specific patients. Please complete this form and if appropriate, **further document the results of this screening with associated treatment plan**.

Coordination of Care

- If appropriate, select the Refer to Case Management and/or Refer to Behavioral Health options. Please add commentary to assist the health plan with these referrals.

Current Conditions

Active Neoplasm/Blood Disorders ❗	**Previously Identified**
Cardiovascular ❗	E11.00 · Type 2 diab w hyprosm w/o nonket hyprgly-hypros coma (NKHHC) · 9/3... Add to Active
Diabetes Mellitus ❗	E11.9 · Type 2 diabetes mellitus without complications · 9/11/2018 · N/A Add to Active
Eye ❗	E11.22 · Type 2 diabetes mellitus w diabetic chronic kidney disease · 9/19/2018 · Add to Active
Gastrointestinal ❗	

Current Status   Must choose a status.

- ○ No Active Condition
- ○ Patient Declines Discussion
- ○ Active Condition

Add Conditions

∨ (E10) Diabetes Mellitus Type 1 with complications
- ☐ (E10.21) with diabetic nephropathy
- ☐ (E10.22) with diabetic chronic kidney disease (CKD)
- ☐ (E10.29) with other diabetic kidney complications
- ☐ (E10.3) with ophthalmic complications
- ☐ (E10.31) with unspecified diabetic retinopathy
- ☐ (E10.311) with unspecified diabetic retinopathy with macular edema

Condition categories left column: Musculoskeletal ❗, Neurological ❗, Nutritional/Metabolic ❗, Psychiatric ❗, Renal/Urinary ❗, Respiratory ❗, Skin/Subcutaneous ❗

Search by Additional Codes

Search by ICD-10 Code or Dx Description

Active Conditions

N/A

Previous Condition	Next Condition

Capabilities Overview

Arcadia 360 Administration

The Arcadia 360 exam allows for a number of administrative processes including:

- identifying patients still eligible for a 360 exam in the current calendar year with option to prioritize by open opportunities
- identifying patients with forms in a final status of "Approved" or "Rejected"
- form prep ahead of the patient's face-to-face encounter

Below is information to help users understand the full suite of operational capabilities within the Arcadia 360 program.

The 360 Home Page

Users will find a **list of patients and their 360 status,** based on individual user permissions, on the Arcadia 360 home page. Patients are ordered by Arcadia's default sort methodology that **prioritizes certain 360 statuses, most of which require action**. The default sort order will return patients with a 360 status of:

- **Returned**
- **Ready to Submit**
- **Submitted**
- **In Progress**

Following the above statuses, the default sort order presents patients with the most clinical opportunity use a combined count of open quality gaps and unconfirmed conditions in descending order. Selecting the patient's name will expand the **Patient Card** to display the open gaps and unconfirmed conditions.

Select the blue **Sort button** in the top right to change the sort method from Default to other available options:

- **Date of Birth**
- **Name**
- **Assessment Status**

All screenshots are de-identified and do not contain PHI

Capabilities Overview
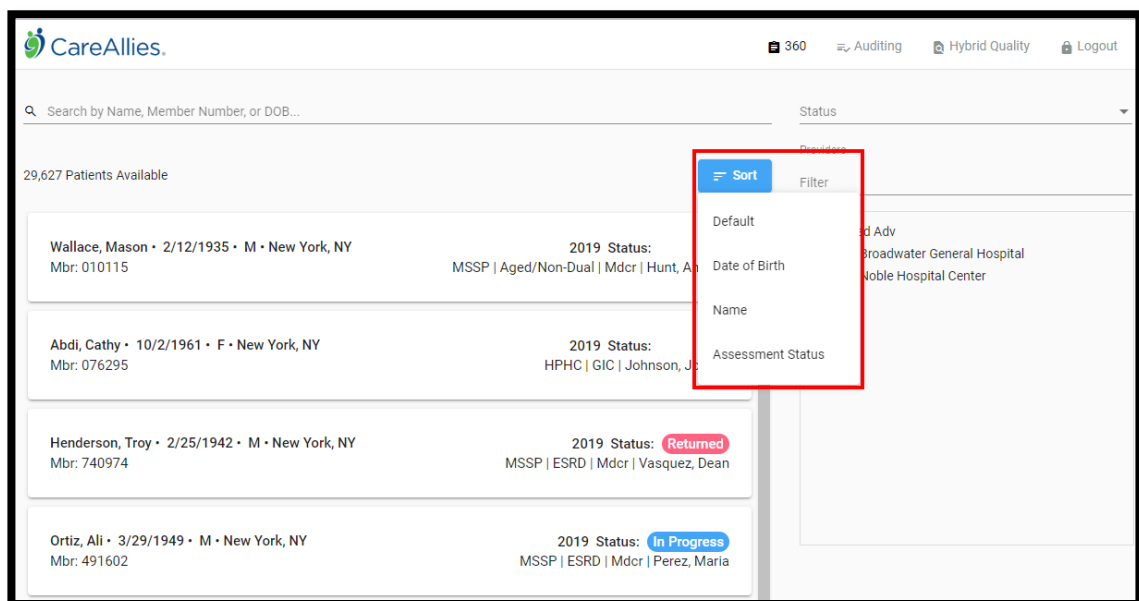
Filtering

Users may apply different filters to view specific groups of patients.

- Use the **Status Filter** to **return forms for a specified status**. More than one status may be selected at a time.
- Use the **Providers Filter** to refine the patient list further for a **specific PCP or group of PCPs**
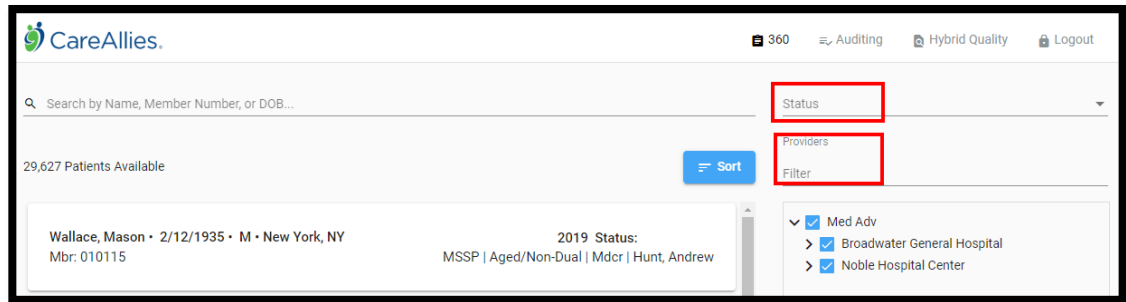
> **HELPFUL HINT!**
> Filtering by a form status of 'not started' for a particular provider will return a list of users who are still eligible for a 360 exam this year. Appropriate end users can leverage this list to outreach to patients for scheduling

Patient Search & Selection

Users may search for a specific patient in the **Search Bar** at the top of the page using the following:

- **Name (Last Name, First Name)**
- **Member Number**
- **Date of Birth (YYYY-MM-DD)**

> **HELPFUL HINT!**
> The most accurate search results come from using the exact member number or full name.

Once the desired patient is identified, the user may select the **Patient Card** which will expand and show additional detail on two tabs: the **Person Chart** and **Form History**. For patients in a Not Started status, the card will expand and show Person Chart. For patients with a 360 in other statuses, the card will expand and show the Form History.

Person Chart

This tab contains **patient data similar to the Patient Chart** such as quality measures, chronic conditions within the last two years, the 50 most recent utilization events and medications filled within the last 24 months.

Form History

Form History - This tab contains data pertaining to the 360 form history including **relevant form status, dates and associated users** editing the form. Form history will update each time the form status changes. Also, a **PDF link to the form** for full form preview, downloading and printing will be available with each status change. By selecting the PDF link, a new browser tab will open with the file.
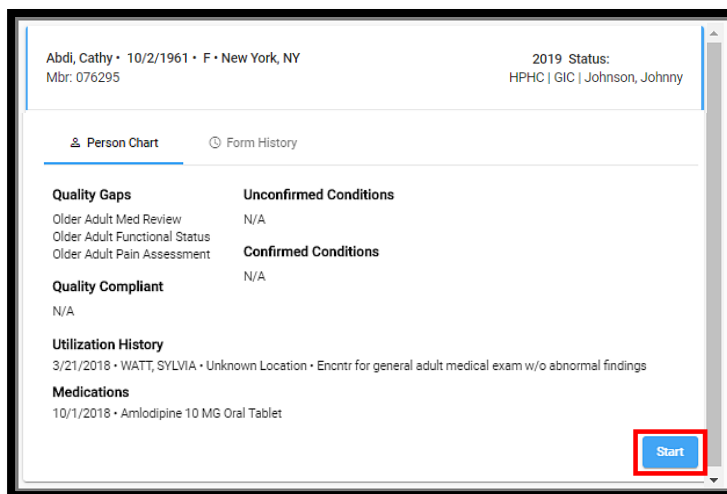
! Important Note: Users may need to change their browser settings to allow pop-ups within the application in order for the PDF tab to open as designed

Starting or Updating a 360

Once a patient is selected, users will have the option to **Start** or **Update** the **360** depending on the current status.

The 360 will open and the user will notice three primary areas of the form

- **Patient Demographics**: the card in the upper left corner of the form is a static card providing basic demographic information about the patient, including attributed PCP and a SNP indicator, if applicable
- **Form Sections and Navigation**: the card in the bottom left corner displays the different sections of the form. The user may navigate through the form by either selecting each section or using the forward and back arrows beneath the card.
- **Arcadia 360 Form**: the 360 itself will appear in the middle of the screen. Selecting different sections

HELPFUL HINT!

Clinical staff in the provider office may start a form to prep with specific information prior to a visit, such as date of service, medical and surgical history

Quality Check

The **Quality Check** will address all portions of the form required before it may be signed and submitted. Any quality checks that fail will trigger a message describing the issue. Select each individual message to navigate directly to the required item for updating or completion. Once all items have been addressed, the user will receive a **'All quality checks have been addressed'** message when the **Quality Check** button is selected.
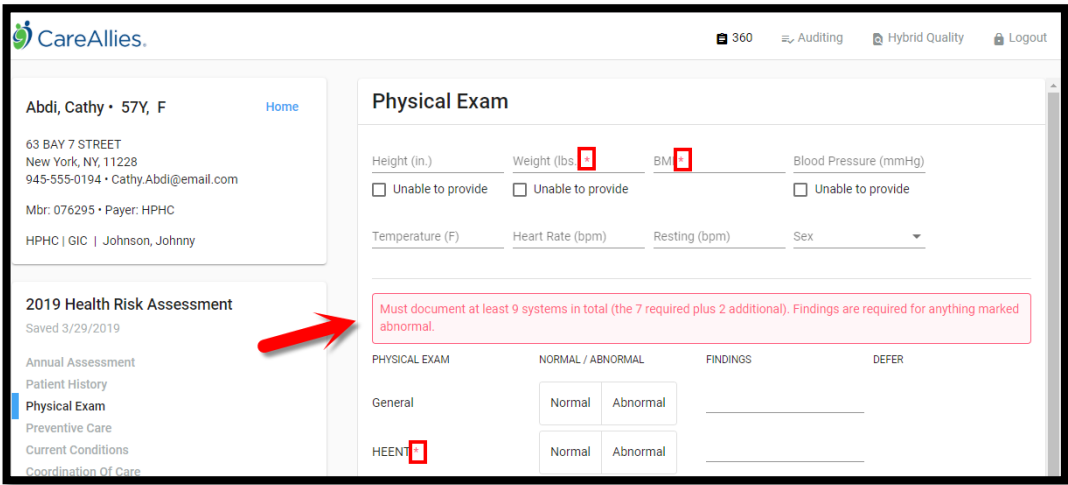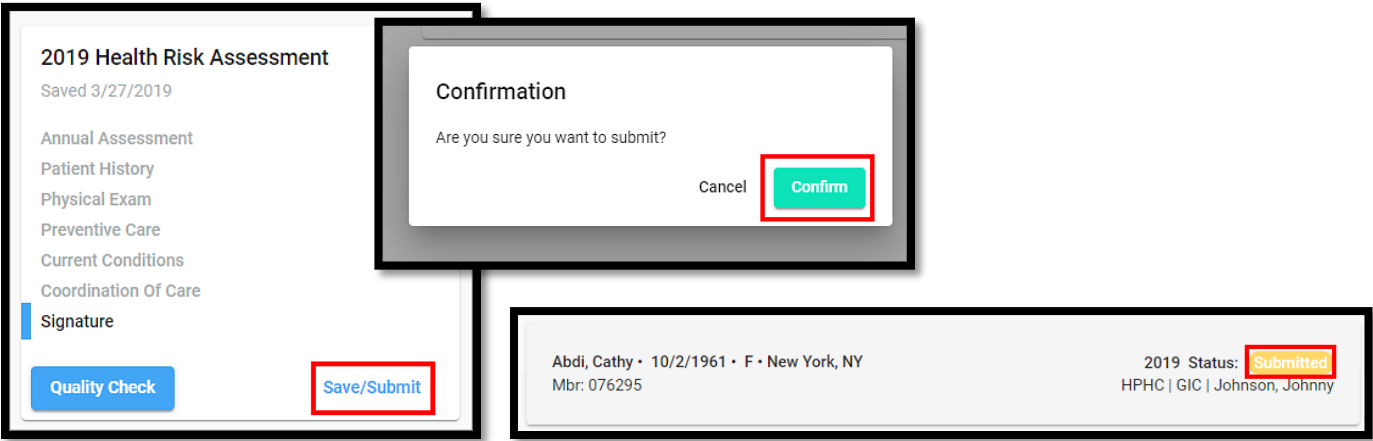
Throughout the form:

Red text will appear for items that **must be addressed** in order to pass the Quality Check

Red asterisks appear for questions that **should be addressed** for completeness. Not addressing these questions will pass the Quality Check but the exam is subject to being sent back for revision upon review and audit.
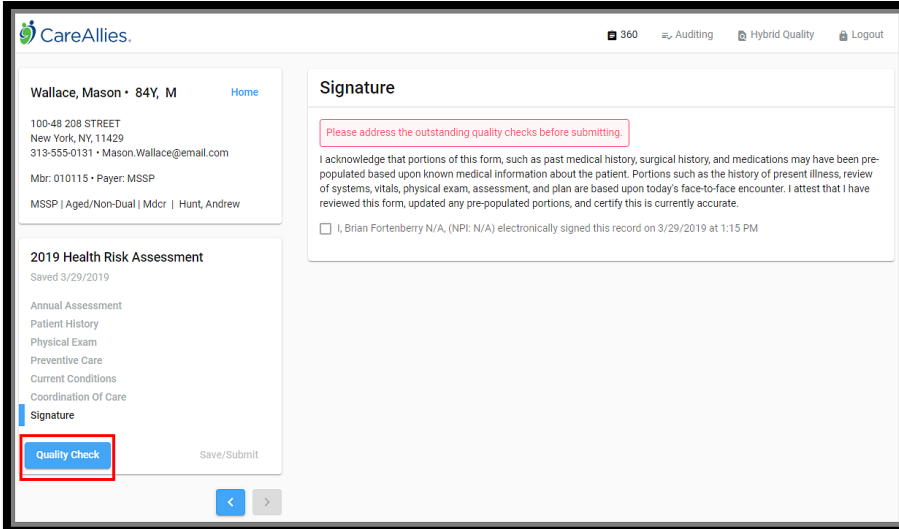
Form Status Definitions
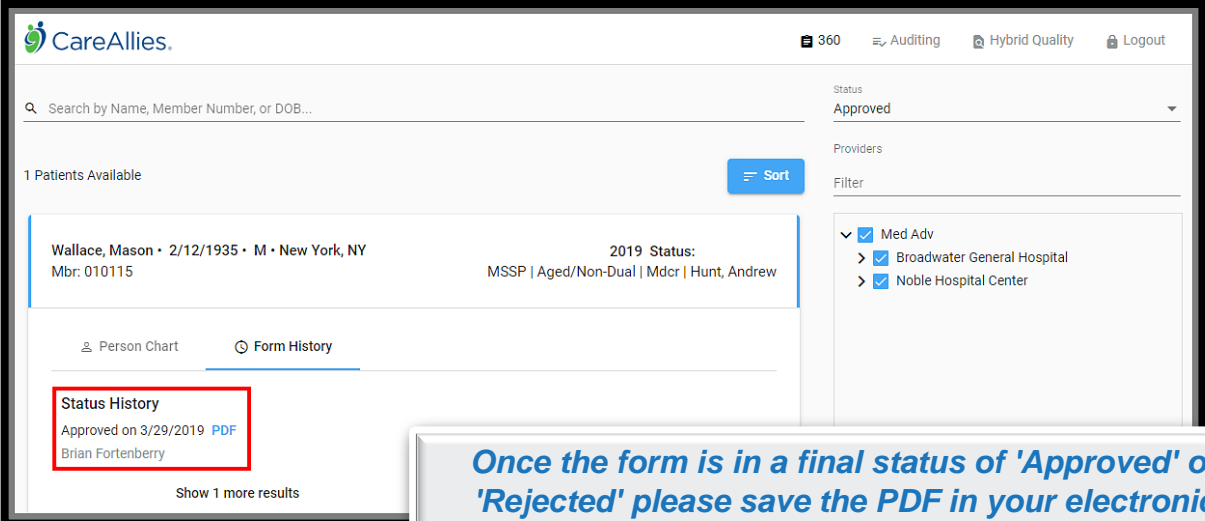
360 STATUS	STATUS DESCRIPTION
Not Started	Patient is eligible for a 360 exam in the current year, but a 360 has not yet been started
In Progress	Patient's 360 has been started and is in progress
Ready to Submit	Patient's 360 is completed and ready to submit. This status may be used if another member of the care team is completing the form. The form must ultimately be signed by the provider or a designee with signing permissions.
Submitted	Patient's 360 has been signed and submitted for review. In this status, the form is still editable if any updates are required
In Review	Patient's 360 is not editable and is being reviewed by an auditor for accuracy and completeness.
Rejected	Patient's 360 has been reviewed and rejected by the auditor. Forms are not editable when in this status. Reasons for rejection usually mean a new face-to-face encounter would be required.
Returned	Patient's 360 has been returned to the provider for editing and/or additional information.
Approved	Patient's 360 has been reviewed and approved by the auditor. Please save the PDF into the medical record for the patient

Arcadia 360 Submission Checklist

Once the Arcadia 360 is complete, it must be signed and submitted by a clinician with valid credentials. Comprehensiveness and accuracy of the form is critical in ensuring the form will not require amendment in the future. Arcadia's Quality Check will help ensure required data has been addressed. Before submitting the form, please ensure all items in the checklist below are complete.

- ❑ Submission date is within 90 days of the date of service
- ❑ All sections of the form are addressed
- ❑ Consistent and detailed information throughout the 360
- ❑ Appropriate documentation is attached

    the only allowed attachment to the Arcadia 360 is the Medication List from the medical record. It should be printed legibly and be signed, service dated, with the clinician's credentials

- ❑ All chronic conditions are addressed with associated treatment plans
- ❑ The form has been appropriately signed with electronic signature and valid credentials

Once the form is in a final status of 'Approved' or 'Rejected' please save the PDF in your electronic health record.

Arcadia 360 Returned Forms Process

Health Plan coders will review all Arcadia 360s in a Submitted status. Providers may update forms in a Submitted status until the status is changed to In Review. Following review, forms will be noted with one of three statuses: Approved, Rejected, or Returned.

- **Approved** forms are **complete forms** that are ready to be saved into the official medical record for the patient

- **Rejected** forms are **unable to be amended** and would require a new face-to-face encounter with the patient. These forms are in final state and should be saved into the official medical record.

- **Returned** forms **require additional information and re-submission**. Users will see Returned forms in the patient list on the Arcadia 360 home page. An email will also be sent to the user once the coder has finished the review and marked the form as returned. **A hyperlink is included in the email and will direct providers to the appropriate patient upon selecting.**
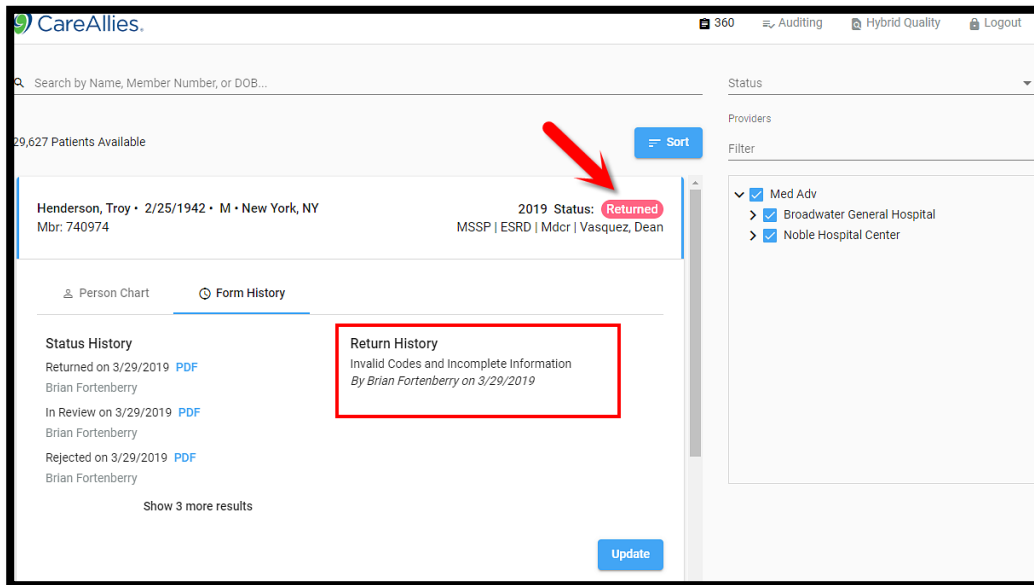
Returned forms will include notes indicating why it was returned and which section needs attention. This is found on the **Form History tab** of the **Patient Card** under **Return History**.

Follow the steps below to ensure returned 360s are updated and submitted for re-review:

1. On the homepage of the Arcadia 360, **filter to see 360s with Returned status**
2. Select the Patient Card and see **Return History comments** which will indicate which section needs updating
3. Navigate to the 360 section that required amendment reflected in the comments.
4. **Update the 360** section as needed. Add as much detail as necessary to address the Return History comments.
5. **Re-sign and submit the 360**. This will update the status back to 'Submitted'.
6. The coder will review for approval and the 360 status will update throughout the process.

Journey to solution

LUMERIS PRE-PROD	LUMERIS IN PROD	ISSUES IDENTIFIED	MITIGATION STRATEGY STARTS	CAREALLIES WORK	CURRENT
Q1 2014	**Q3 2015**	**POST PROD**	**2016**	**2017-2018**	**2019**

Lumeris implementation began	*Lumeris in production supporting Medicare Advantage legacy markets.*
	
	Benefits:
	
	✓ Improved paper 360/HMR with electronic solution
	✓ Standardization of some Stars/HEDIS workflows
	✓ Created efficiencies for Health Services
		✕ **No integration** with existing internal systems
		
		✕ **Limited experience** with connectivity to provider EHRs
		
		✕ **Difficult ingesting** non-standard data
		
		✕ **Challenges with combining data** (admin & clinical)
		
		✕ **Inflexibility** with multi-tenant architecture
		
		✕ **No access to back end data tables** for reporting
			CareAllies initiates search for Pop Health Platform with improved capabilities:
			
			• Foundational data capabilities
			
			• Flexible architecture
			
			• Mature EHR integration
			
			• Expanded use cases:
			
			  - Clinically Integrated Networks
			
			  - Medicare ACO
			
			  - Medicare Advantage
				Identified short list of high potential targets including: Arcadia, Altruista, & Health Catalyst
				
				Socialized learnings amongst CareAllies internal team & broader Cigna Enterprise key stakeholders (ELT members, CIMA, etc.)
				
				Decision to pursue Arcadia. In addition to CareAllies use cases, Cigna Enterprise partners (CIMA, IFP) were engaging in Arcadia & looking to leverage the vendor for their specific use cases
				
				Go Live
				• RPO CIN & MSSP
				• MSSP: VOP, ACCA, Allied
					Planned implementations for:
					
					• IFP Pilot (Q1)
					• MA legacy markets (Q2)
					• TH&N Pilot (Q2)
					• Arizona (Q3)
					
					Lumeris decommissioned for MA on June 30

Program benefits

The **CAREALLIES POPULATION HEALTH SOLUTIONS PROGRAM** will implement Arcadia's analytics platform to **PROVIDE IMPROVED CAPABILITIES, SUPPORT INTERNAL ANALYTICS AND WORKFLOWS** impacting Medicare Advantage, select individual and family plans and commercial patients and all CareAllies lines-of-business, and **SUPPORT OUR PROVIDERS ON THE VALUE-BASED JOURNEY**

BENEFITS

- Opportunity to access and utilize clinical data
- Automated analytics and reporting
- Enhanced documentation and coding
- Risk management and risk adjustment
- Unified vision of patient care
- Interoperability opportunities between disparate applications

- Hybrid data capture to support quality programs
- Transition of care and coordination of care opportunities
- Outbound campaign management communication capabilities to patient and provider
- Positive impact on provider abrasion

Arcadia overview and capabilities

35M	50K	3,000	1,300+
Patients Measured	Providers Measured	Practices Impacted	EHR Instance Connections

Arcadia is a population health analytics company, specializing in delivering analytics and care management to the enterprise. Arcadia is focused on delivering high quality data enabling customers to effectively share risk

ARCADIA

BEST IN KLAS
VALUE-BASED CARE MANAGED SERVICES
2019

Initial provider capabilities

Electronic 360

- Replacement of enhanced encounter with advanced features phasing in over first 12 months

Coding tool to support electronic audit

- Capabilities to enable electronic coding audit, including back and forth communication and status tracking for physicians

Longitudinal health record

- 360 degree view of the patient

Quality measure reporting

- Self-service, actionable reporting on Stars, HEDIS, P4Q measure for all end users

Population management and patient engagement

- Proactively identify patients with care gaps to mitigate and flag for outreach needs
- Manage customized patient cohorts
- Conduct coordination between levels of care

Self-service reporting

- Data visualization tools for costing trends, with the ability to drill down to actual clinical events
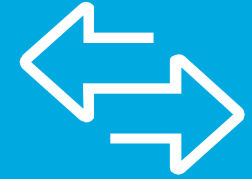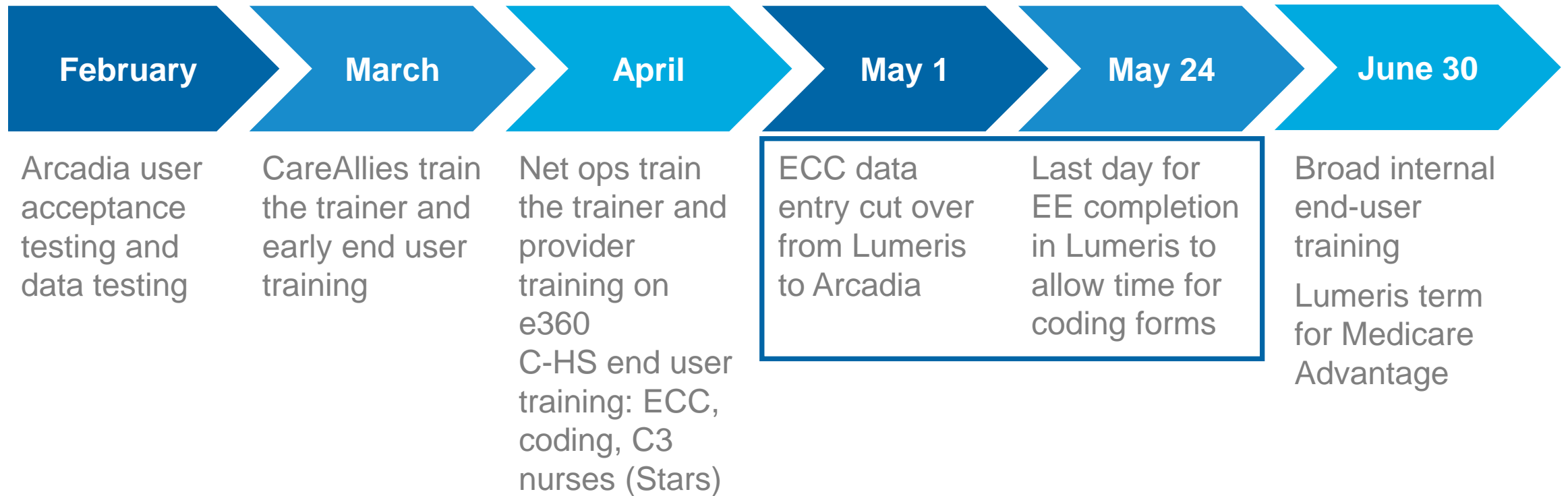
FAST FOLLOW

EHR connection capabilities can be leveraged with Arcadia connecting to the provider EHR and sourcing data into the Arcadia platform.

If interested, please contact network operations.

Lumeris to Arcadia transition timeline

February	March	April	May 1	May 24	June 30

Arcadia user acceptance testing and data testing

CareAllies train the trainer and early end user training

Net ops train the trainer and provider training on e360
C-HS end user training: ECC, coding, C3 nurses (Stars)

ECC data entry cut over from Lumeris to Arcadia

Last day for EE completion in Lumeris to allow time for coding forms

Broad internal end-user training

Lumeris term for Medicare Advantage