



## **OneCare Vermont**

### **Care Navigator**

#### **What is Care Navigator?**

Care Navigator™ (CN™) is secure, HIPAA compliant, web-based software being deployed by OneCare Vermont to support effective care coordination for our participating Providers and Collaborators. The CN™ tool works to streamline communication among care team members, patients, and their support systems. Claims data is uploaded into the system and provides key utilization metrics, diagnoses, and Accountable Care Organization (ACO)/Insurance information. The continuum of care providers enter information on current care coordination status, acuity level, care team member involvement, participation in community programs, as well as other pertinent patient information. The Shared Care Plan identifies goals and barriers that can be updated by all care team members.

#### **Who approves new users?**

The Technical Contact(s) of each Organization holds the primary responsibility for approving new users. Any new user access request needs to be approved via the OneCare Systems Access Request Form (with a check box denoting User Role) by the organization's Technical Contact(s).

#### **What are the different levels of access?**

The level of access are as follows:

- **Level II** - Able to view/edit information for all patients attributed to a business unit (aka: office practice, organizational unit such as a hospital); ability to assign patients to specific care coordinators, can provide care coordination support for individual patients.
- **OneCare Access** - **This Access will be determined by OneCare. Note this level of access will require additional information to identify business need.** Able to view/edit information for all patients attributed to the ACO and assign patients to specific care coordinators

#### **What can I access on Care Navigator?**

- List of OneCare VT Beneficiaries (Attributed lives) specific to your TIN
- Ability to communicate with community partners as a Care Team Member
- View Care Team Members who are already engaged in specific patients care
- Add/View pertinent notes regarding patients health information
- Add community resources for patients to access
- Add/View Care Plans, Tasks and Barriers
- View ACO/Insurance information
- Key utilization metrics



## **OneCare Vermont Secure Portal**

### **What is the OneCare Vermont Secure Portal?**

The function of the OneCare Portal is to provide a secure vehicle for participants, collaborators, and OneCare staff to send and retrieve information that may contain Protected Health Information (PHI). This document serves to confirm the processes that are required to gain access to this functionality.

### **Who approves new users?**

The Technical Contact(s) of each Organization holds the primary responsibility for approving new users. Any new user access request needs to be approved via the OneCare Systems Access Request Form (with a check box denoting PHI and/or Financial) by the organization's Technical Contact(s).

### **What are the different levels of access?**

Individual users have the ability to view, upload, download and delete documents. Permissions for these functions are dependent on the access level granted for the user. The level of access are as follows:

- **PHI User** - Log in, view, upload and download documents pertinent to home organization which contain PHI.
- **Financial User** - Log in, view, upload and download documents pertinent to home organization containing financial information. This level may or may not have PHI access.
- **Both PHI and Financial User**

### **What can I access on the Portal?**

- Contracting and Readiness information
- Beneficiary Lists
- Claims Reports
- Clinical Education
- Contractual Agreements
- Financial Statement (FPP, CCP and PCCM payments to our network participants)
- Forms/Help/Q&As
- Network Policies and Procedures
- Network Success Stories
- CPR Program
- Tools
- Participant Upload
- Program Agreements
- Provider Education
- Provider Updates
- Quality Measures
- Quality/Care Coordination information
- Reporting and Analytics



## **OneCare Vermont**

### **Workbench One**

#### **What is Workbench One?**

The function of the WBO app is to provide a secure vehicle for identified users within the OneCare Vermont (OneCare) network and Collaborators to analyze, identify and find trends within their attributed patient population. **Data will be displayed only for patients who have received services by your organization.**

#### **Who approves new users?**

The Technical Contact(s) of each Organization holds the primary responsibility for approving new users. Any new user access request needs to be approved via the OneCare Systems Access Request Form (with a check box denoting level of access requested) by the organization's Technical Contact(s).

#### **What are the different levels of access?**

The level of access are as follows:

- **PMPM Analyzer** – PMPM and Utilization claims data and drill down to identify opportunities. Monitors monthly attribution changes and conditions. Requires attribution by your organization.
- **Quality Measures & Annual Wellness Visit** – Monitors quality measure performance. Requires attribution by your organization.
- **Care Coordination Process Metrics** - Tracks care management activity including care team detail and encounters. Requires attribution by your organization.
- **Attribution** – View attribution lists and trends
- **COVID 19 Care Coordination Prioritization** – Helps identify patients as high risk during COVID-19

#### **What can I access on Workbench One?**

- Review Cost/Utilization
- Review Care Coordination Metrics
- Identify QI Initiatives/Outcomes
- Trends and utilization over time
- Identify potential savings from reductions in leakage
- Identify high-risk, high-cost beneficiaries
- Review procedures and processes that are contributing to trends and provide a platform where focus can be aimed at improving initiatives which will help drive down cost

\*Attribution is the process by which an ACO becomes accountable for the costs and quality of care for a member. Attribution is primarily based on a member's primary care relationship with a provider participating in the OneCare network.