

# ARCADIA ANALYTICS

## Arcadia 360 User Guide



All CareAllies products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including CareAllies, Inc. The CareAllies and Cigna names, logos, and other CareAllies and Cigna marks are owned by Cigna Intellectual Property, Inc.

CareAllies is licensed by Arcadia to bring you this provider communication

© 2020 CareAllies

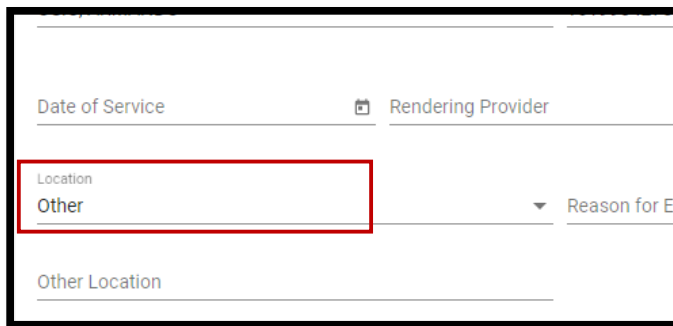


Due to the current landscape of healthcare, the following information will guide Arcadia users completing 360s through telehealth. Please ensure to read the below carefully. The original steps for completion and checklist are included for exams completed in a face-to-face office or home setting.

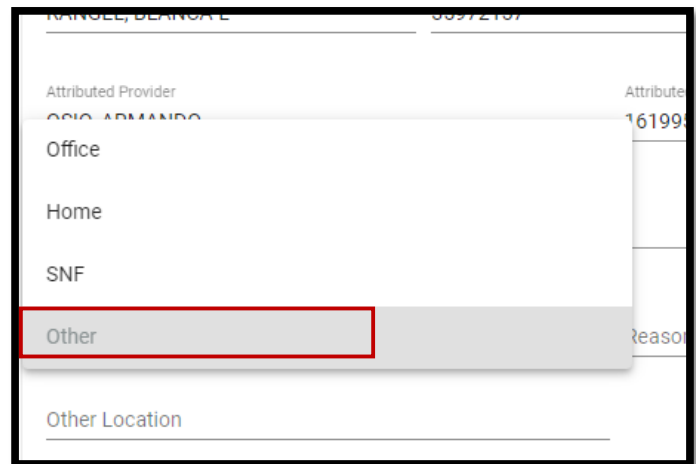
For 360 exams **completed via Telehealth**, the **vitals** section and **physical exam** section of the form are **no longer considered required** fields prior to submission. *For exams completed in an in-person setting, these are required for completeness, per CMS guidelines.*

It is imperative the end user indicate Telehealth on the form by following these steps:

1. In the **Location** drop down, select **Other**

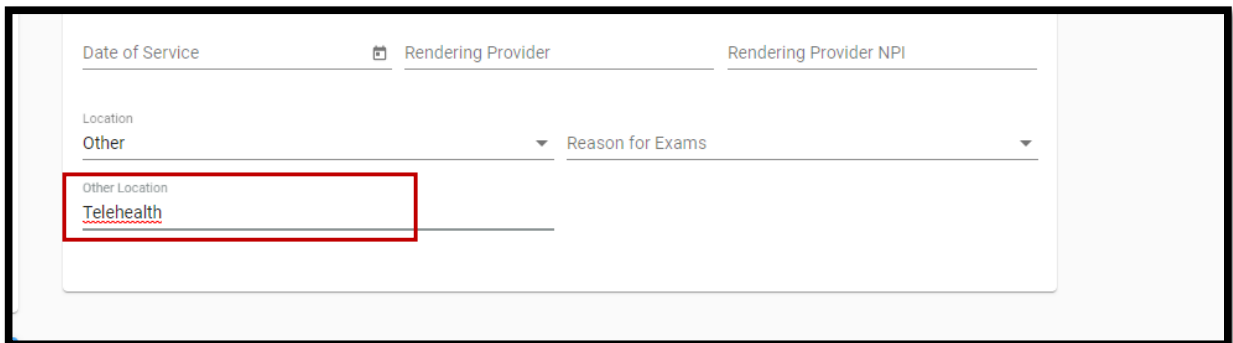


A screenshot of a form section. It includes fields for 'Date of Service', 'Rendering Provider', and 'Reason for E'. The 'Location' dropdown menu is open, and 'Other' is selected. Below the dropdown is an 'Other Location' field.



A screenshot of a form section showing a dropdown menu with 'Other' selected. The menu also lists 'Office', 'Home', and 'SNF'. Below the dropdown is an 'Other Location' field.

1. In the **Other Location** field that appears, type **Telehealth**



A screenshot of the form section showing 'Telehealth' entered in the 'Other Location' field. The 'Location' dropdown is still set to 'Other'.

### HELPFUL HINT!

360s without vitals and physical exam that do not indicate Telehealth in the above field will be returned for correction.

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. Termed and deceased patients will be available to end users for form completion for 90 days post their term date.

## 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**

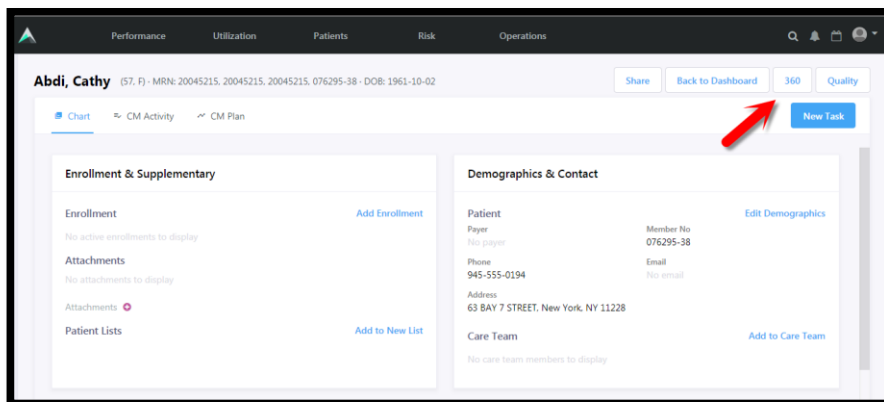
### HELPFUL HINT!

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**



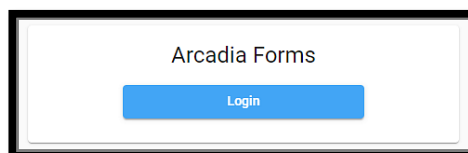
4. Upon review of the pertinent patient information, navigate to the **Arcadia 360** using the **E360 button in the top right** of the Patient Chart



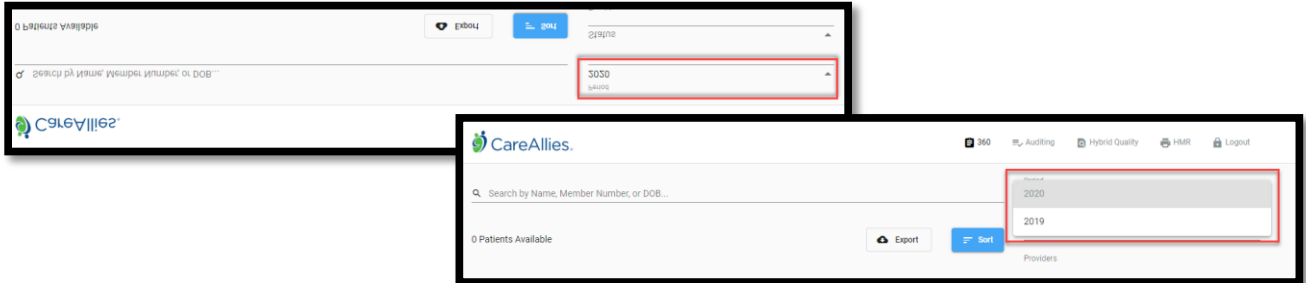
The **Patient Chart** is the **longitudinal health record of the patient**. This chart will help orient the clinician to the following information:

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

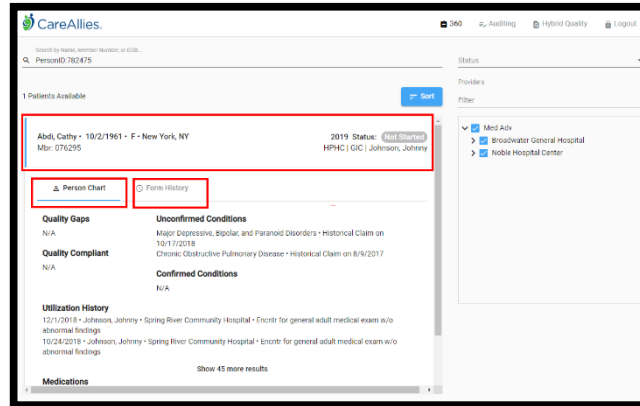
5. The user is routed to the **Arcadia Forms** portal. Select **Login** to proceed to the **Arcadia Forms** portal to access the **360**



6. The **Arcadia 360 home page** will reveal a **patient card for the appropriate patient** most recently selected in the core platform. Navigate to the **Period** dropdown near the upper right corner of the form. **The period will default to the most recent year. (i.e. 2020)** If access to the 2019 form is needed, select 2019 from the dropdown and proceed to the patient card.

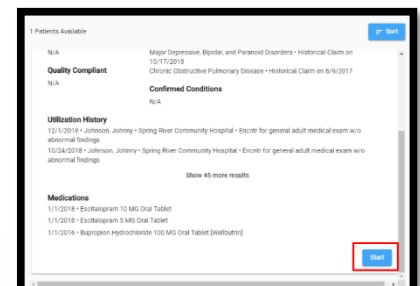


Select the **patient card**. It will expand and show additional detail including **Person Chart** and **Form History** tabs within the patient card.



- **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.

## 8. 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.

### HELPFUL HINT!

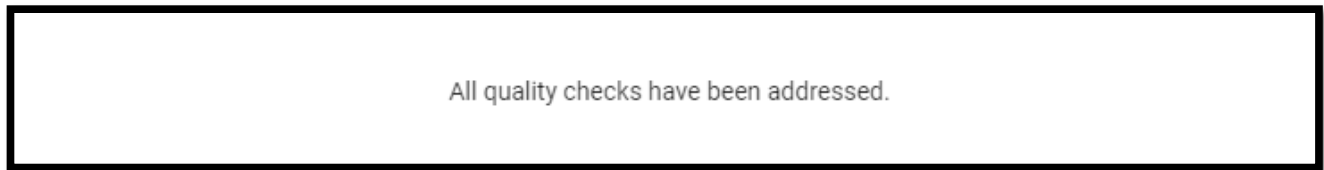
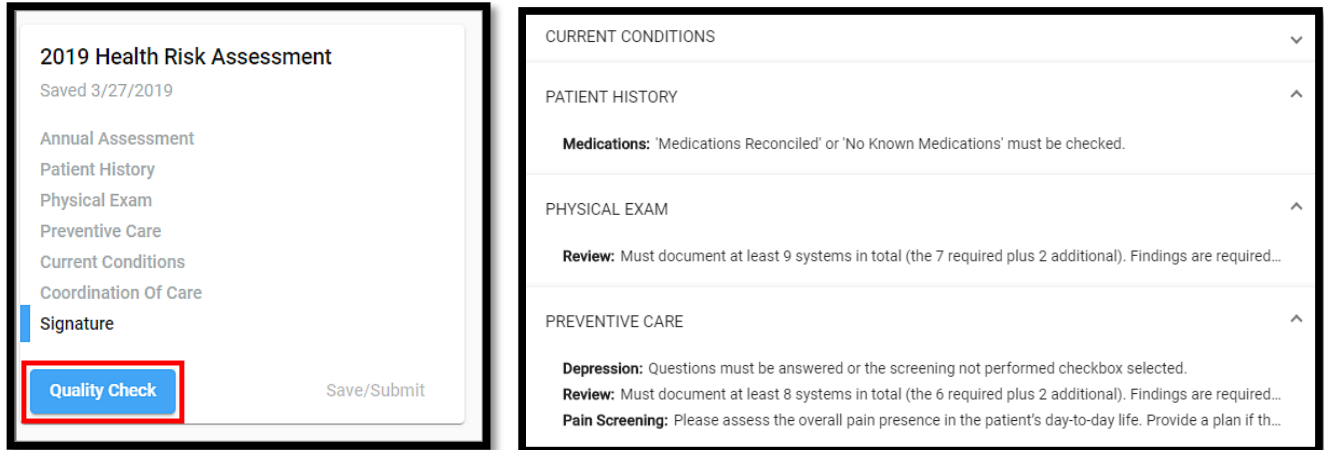
This is also where the user will find the Quality Check. Users can click the Quality Check button at any time while editing the 360. A pop-up will appear calling out any areas that need addressing before the form can be signed and submitted.

- **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

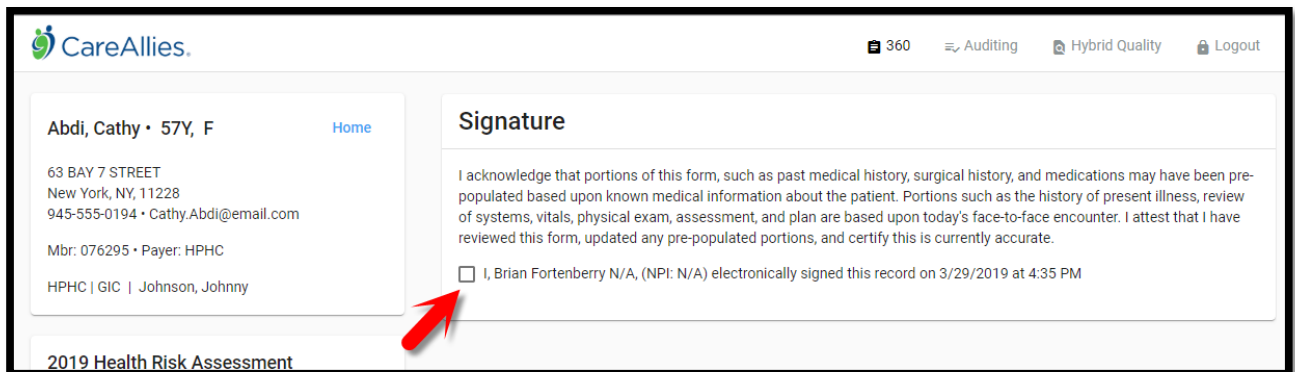
**Red text** will appear for items that **must be addressed** in order to pass the Quality Check.

- 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.



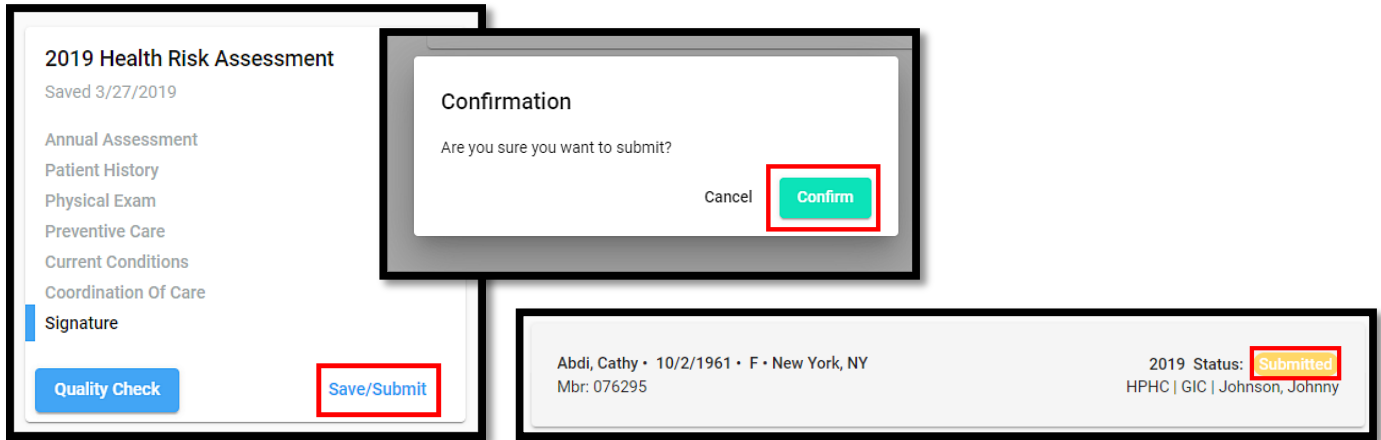
**HELPFUL HINT!**  
See the Helpful Hints page in the User Guide for additional tips on completing the Arcadia 360

- 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.

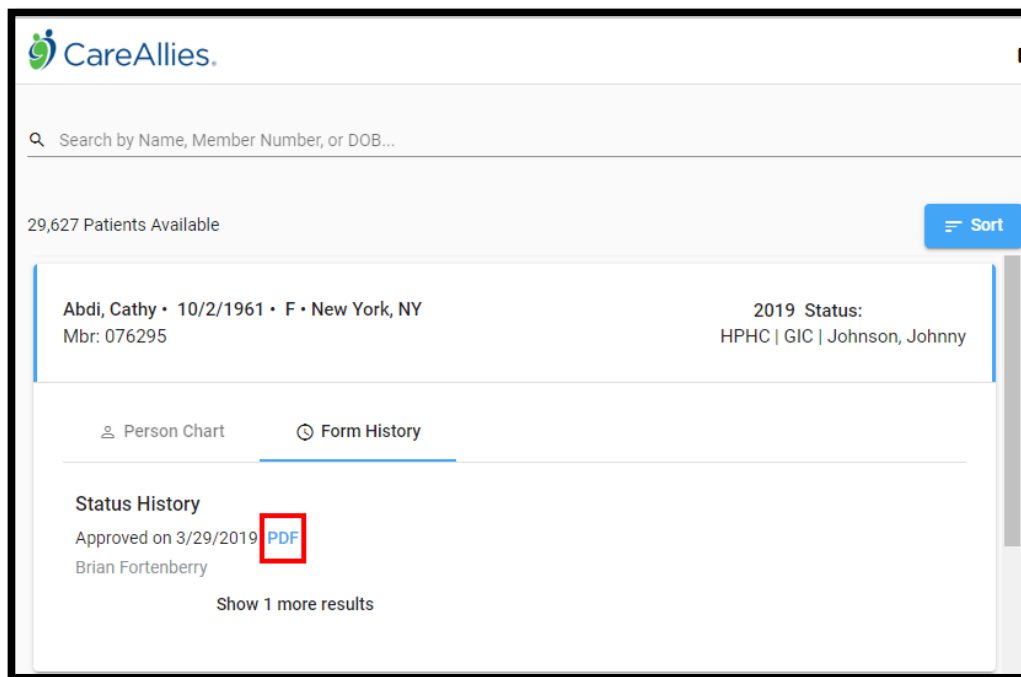


- A form can only be signed once the 360 satisfies all quality checks.
- If the form requires multiple signatures, the first user may sign and the status will update reflecting that it is ready for final signature. The oversight physician will see the previous user's signature upon navigating to this page, if appropriate.

- Review the [Submission Checklist handout](#) to ensure all items have been satisfied
  - Note:** ensure the form is within 180 days from date of service before submitting
- 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.



- 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](#).



## Annual Assessment

- The Date of Service must be within **180 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 checkbox** 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**. There is 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. Once a system is addressed with either "Normal" or "Abnormal", that particular system must be addressed to reflect the most accurate information and will not be able to be unaddressed.
- 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.





## 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

<p>Active</p> <p>Neoplasm/Blood Disorders <span style="color: red;">!</span></p> <p>Cardiovascular <span style="color: red;">!</span></p> <p><b>Diabetes Mellitus <span style="color: red;">!</span></b></p> <p>Eye <span style="color: red;">!</span></p> <p>Gastrointestinal <span style="color: red;">!</span></p> <p>Musculoskeletal <span style="color: red;">!</span></p> <p>Neurological <span style="color: red;">!</span></p> <p>Nutritional/Metabolic <span style="color: red;">!</span></p> <p>Psychiatric <span style="color: red;">!</span></p> <p>Renal/Urinary <span style="color: red;">!</span></p> <p>Respiratory <span style="color: red;">!</span></p> <p>Skin/Subcutaneous <span style="color: red;">!</span></p>	<p><b>Previously Identified</b></p> <p>E11.00 • Type 2 diab w hyposm w/o nonket hyprgly-hypros coma (NKHHC) • 9/3... Add to Active</p> <p>E11.9 • Type 2 diabetes mellitus without complications • 9/11/2018 • N/A Add to Active</p> <p>E11.22 • Type 2 diabetes mellitus w diabetic chronic kidney disease • 9/19/2018 • Add to Active</p> <p><b>Current Status</b> <span style="border: 1px solid red; padding: 2px;">Must choose a status.</span></p> <p><input type="radio"/> No Active Condition</p> <p><input type="radio"/> Patient Declines Discussion</p> <p><input type="radio"/> Active Condition</p> <p><b>Add Conditions</b></p> <p>▼ (E10) Diabetes Mellitus Type 1 with complications</p> <p><input type="checkbox"/> (E10.21) with diabetic nephropathy</p> <p><input type="checkbox"/> (E10.22) with diabetic chronic kidney disease (CKD)</p> <p><input type="checkbox"/> (E10.29) with other diabetic kidney complications</p> <p><input type="checkbox"/> (E10.3) with ophthalmic complications</p> <p><input type="checkbox"/> (E10.31) with unspecified diabetic retinopathy</p> <p><input type="checkbox"/> (E10.311) with unspecified diabetic retinopathy with macular edema</p> <p><b>Search by Additional Codes</b></p> <p>Search by ICD-10 Code or Dx Description</p> <hr/> <p>Active Conditions</p> <p>N/A</p>
--	---

Previous Condition
Next Condition

## 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

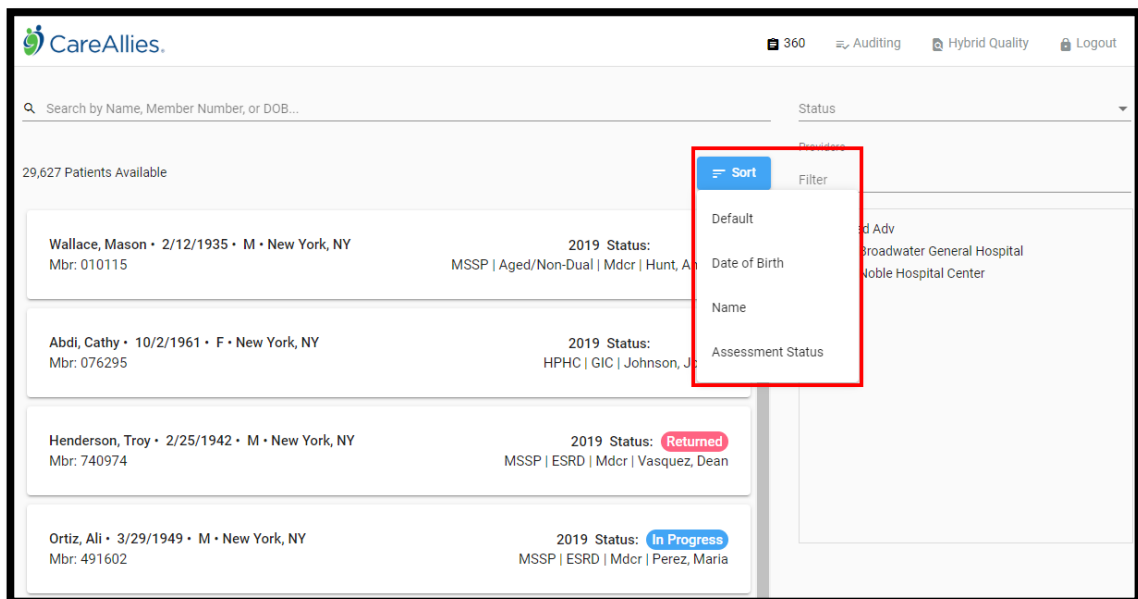
Users will find a **list of patients, their 360 status and a period filter**, based on individual user permissions, on the Arcadia 360 home page. The period filter will default to the most recent year. (i.e. 2020) If access to the 2019 form is desired, users can select 2019 from the dropdown. Patients 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:

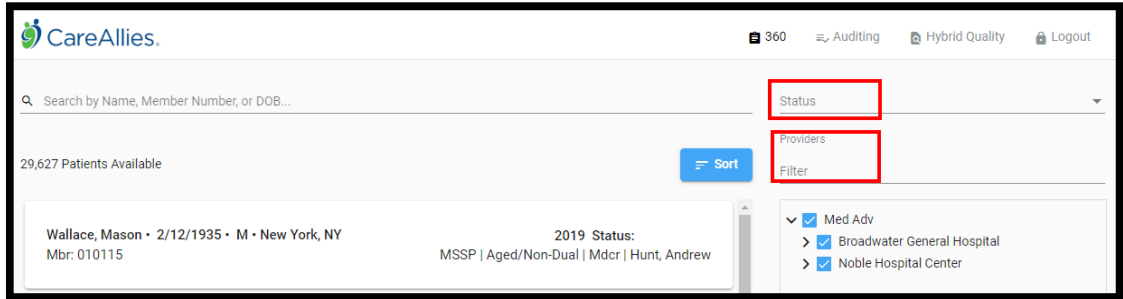
- **Date of Birth**
- **Name**
- **Assessment Status**



## 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

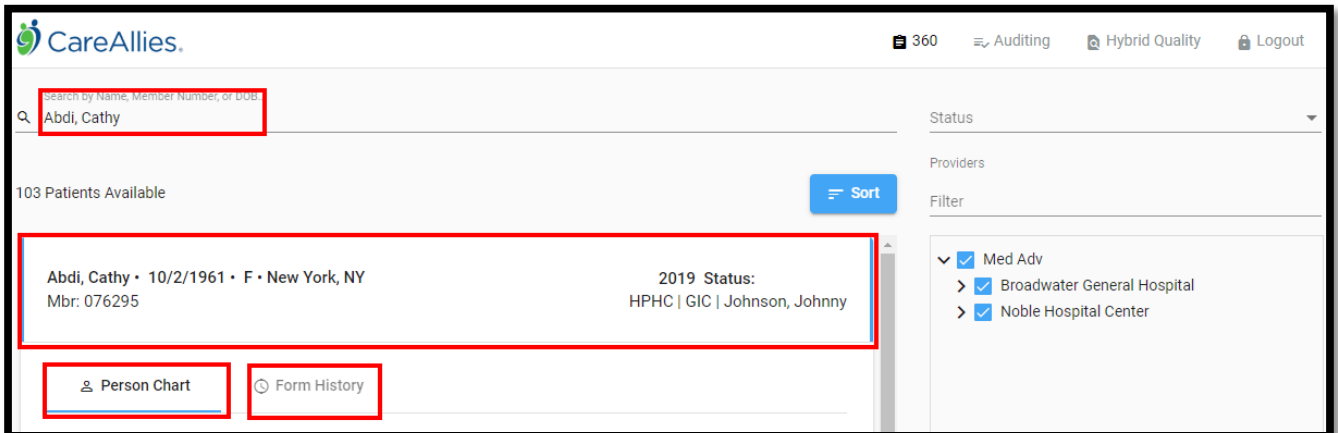
Users may search for a specific patient in the **Search Bar** at the top of the page using the following:

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

### HELPFUL HINT!

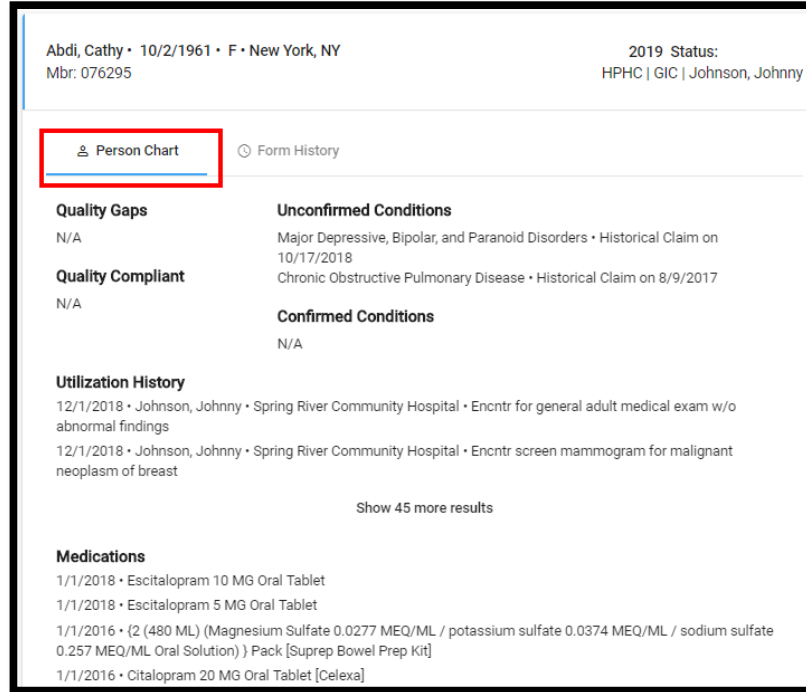
The most accurate search results come from using the exact member number or full name.

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

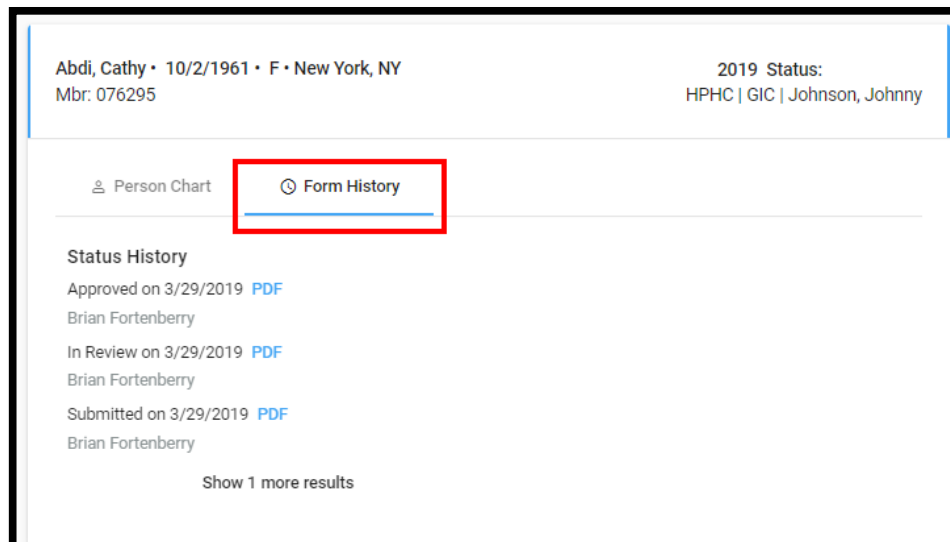
This tab contains **patient data similar to the Patient Chart** such as quality measures, chronic conditions within the last two years, the 50 most recent utilization events and medications filled within the last 24 months.



The screenshot shows the 'Person Chart' tab selected. At the top, patient information is displayed: 'Abdi, Cathy • 10/2/1961 • F • New York, NY' and 'Mbr: 076295'. To the right, the '2019 Status' is 'HPHC | GIC | Johnson, Johnny'. Below this, there are two tabs: 'Person Chart' (which is highlighted with a red box) and 'Form History'. The main content area is divided into several sections: 'Quality Gaps' (N/A), 'Quality Compliant' (N/A), 'Unconfirmed Conditions' (Major Depressive, Bipolar, and Paranoid Disorders - Historical Claim on 10/17/2018; Chronic Obstructive Pulmonary Disease - Historical Claim on 8/9/2017), 'Confirmed Conditions' (N/A), 'Utilization History' (12/1/2018 - Johnson, Johnny - Spring River Community Hospital - Encntr for general adult medical exam w/o abnormal findings; 12/1/2018 - Johnson, Johnny - Spring River Community Hospital - Encntr screen mammogram for malignant neoplasm of breast), and 'Medications' (1/1/2018 - Escitalopram 10 MG Oral Tablet; 1/1/2018 - Escitalopram 5 MG Oral Tablet; 1/1/2016 - (2 (480 ML) (Magnesium Sulfate 0.0277 MEQ/ML / potassium sulfate 0.0374 MEQ/ML / sodium sulfate 0.257 MEQ/ML Oral Solution) ) Pack [Suprep Bowel Prep Kit]; 1/1/2016 - Citalopram 20 MG Oral Tablet [Celexa]). A 'Show 45 more results' link is located below the Utilization History section.

## 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.

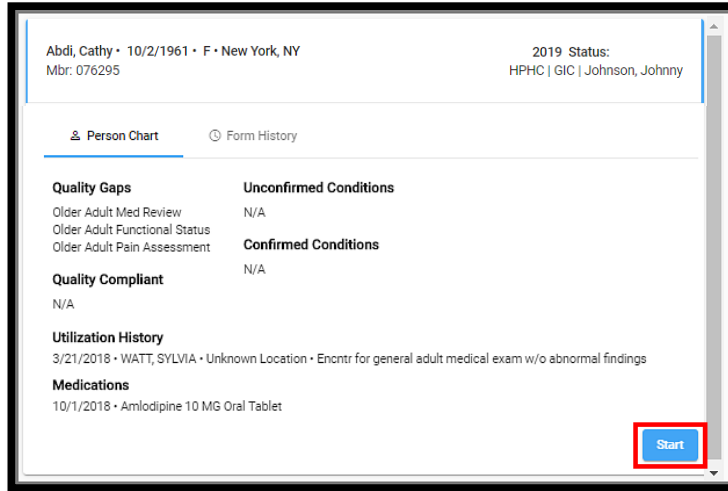


The screenshot shows the 'Form History' tab selected. At the top, patient information is displayed: 'Abdi, Cathy • 10/2/1961 • F • New York, NY' and 'Mbr: 076295'. To the right, the '2019 Status' is 'HPHC | GIC | Johnson, Johnny'. Below this, there are two tabs: 'Person Chart' and 'Form History' (which is highlighted with a red box). The main content area is titled 'Status History' and lists three entries: 'Approved on 3/29/2019 PDF Brian Fortenberry', 'In Review on 3/29/2019 PDF Brian Fortenberry', and 'Submitted on 3/29/2019 PDF Brian Fortenberry'. A 'Show 1 more results' link is located at the bottom.

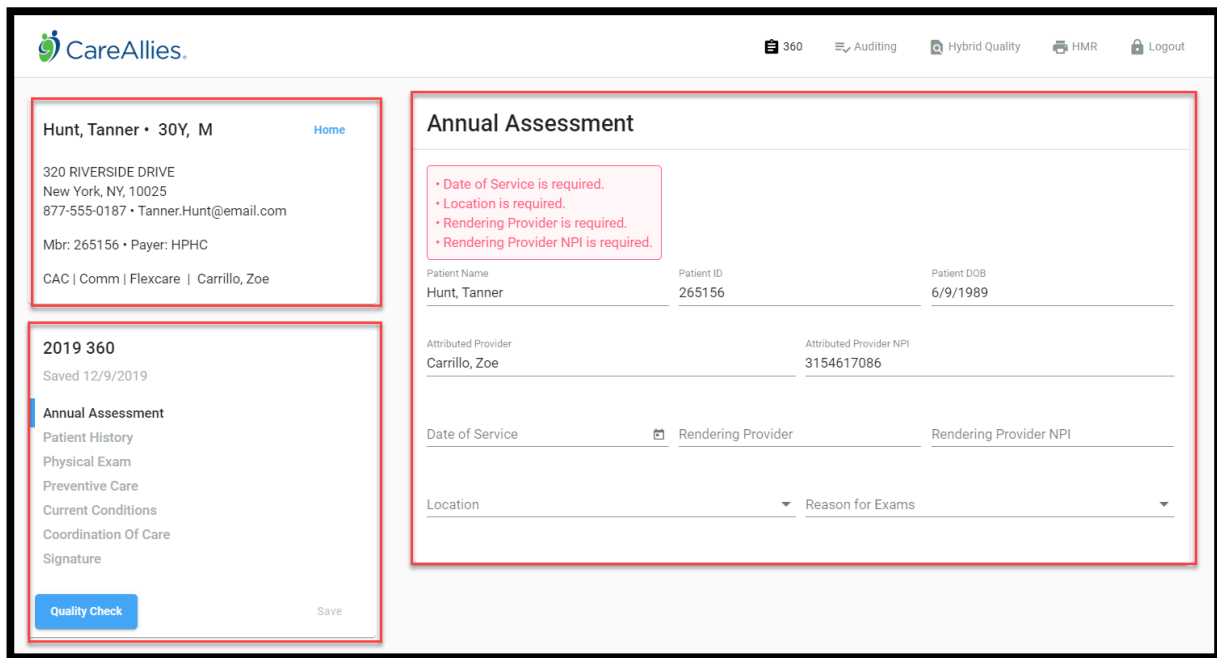
**! Important Note: Users may need to change their browser settings to allow pop-ups within the application in order for the PDF tab to open as designed**

## 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



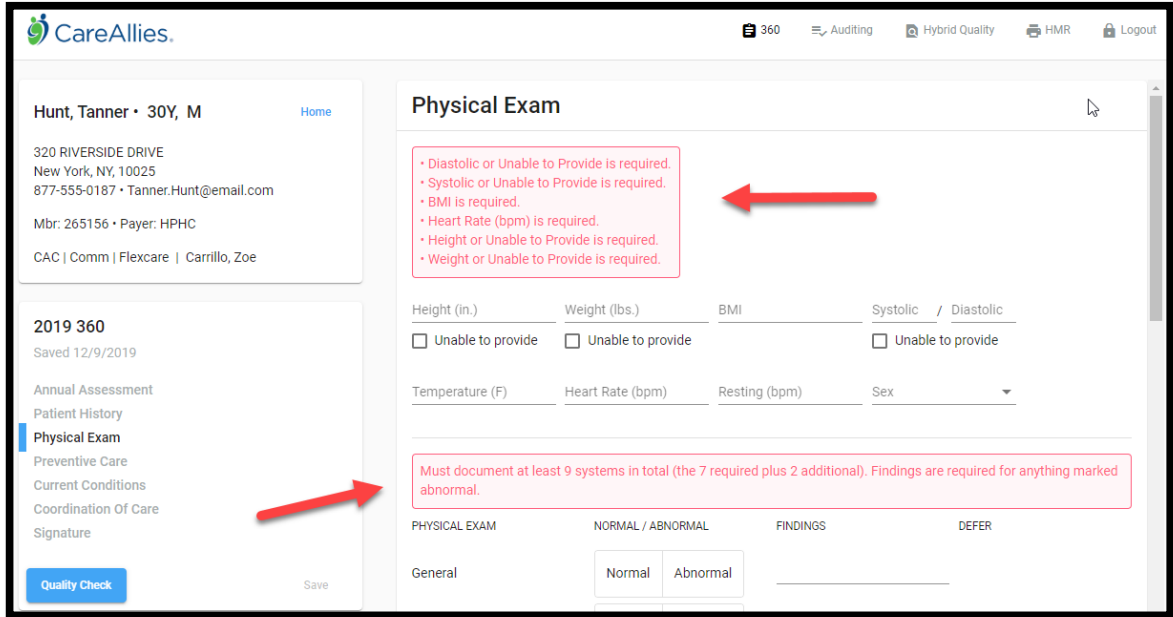
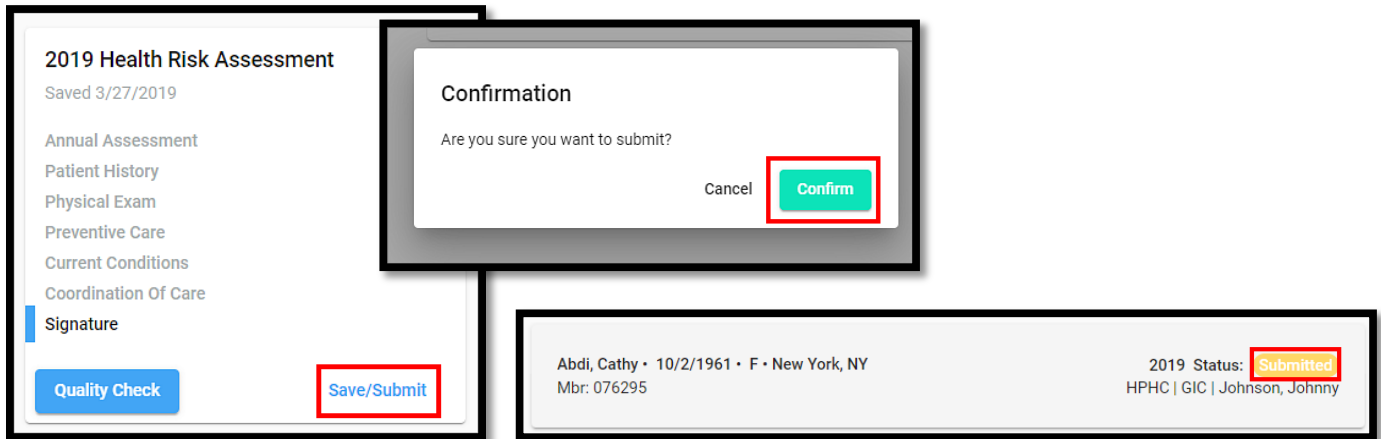
- **Patient Demographics:** the card in the upper left corner of the form is a static card providing basic demographic information about the patient, including attributed PCP and a SNP indicator, if applicable
- **Form Sections and Navigation:** the card in the bottom left corner displays the different 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

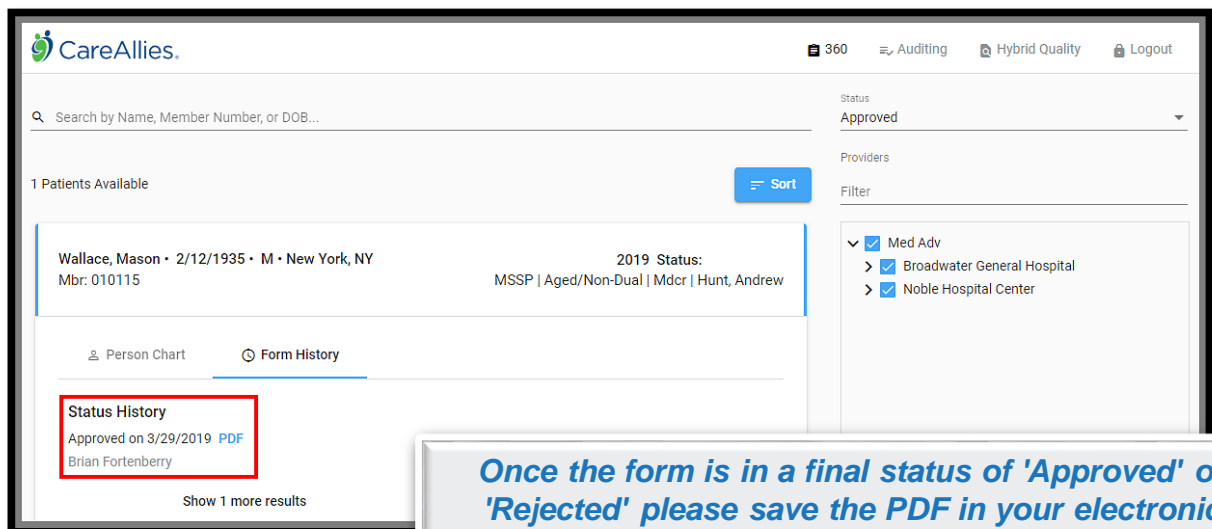
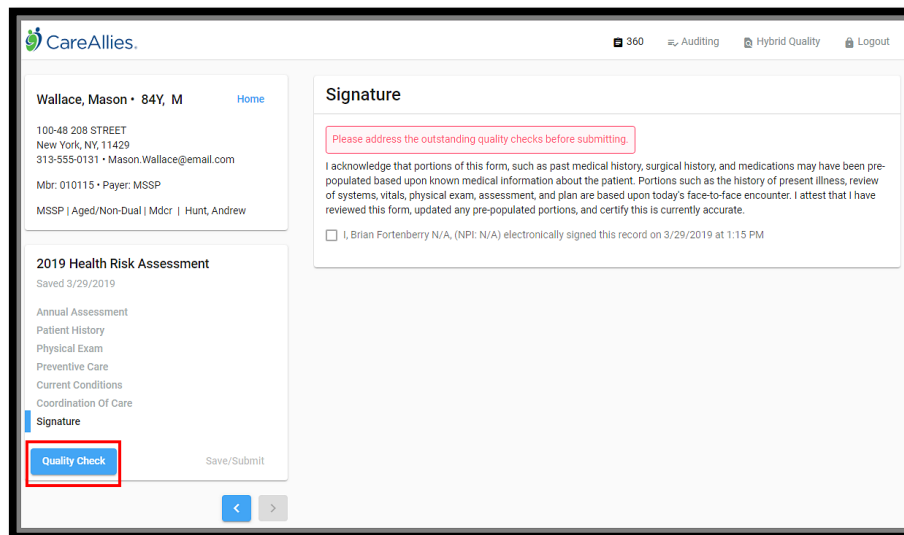
360 STATUS	STATUS DESCRIPTION
Not Started	Patient is eligible for a 360 exam in the current year, but a 360 has not yet been started
In Progress	Patient's 360 has been started and is in progress
Ready to Submit	Patient's 360 is completed and ready to submit. This status may be used if another member 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.
Imported	Patients with 2019 Enhanced Encounters in Lumeris with an Accepted status
Approved	Patient's 360 has been reviewed and approved by the auditor. Please save the PDF into the medical record for the patient

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 180 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*

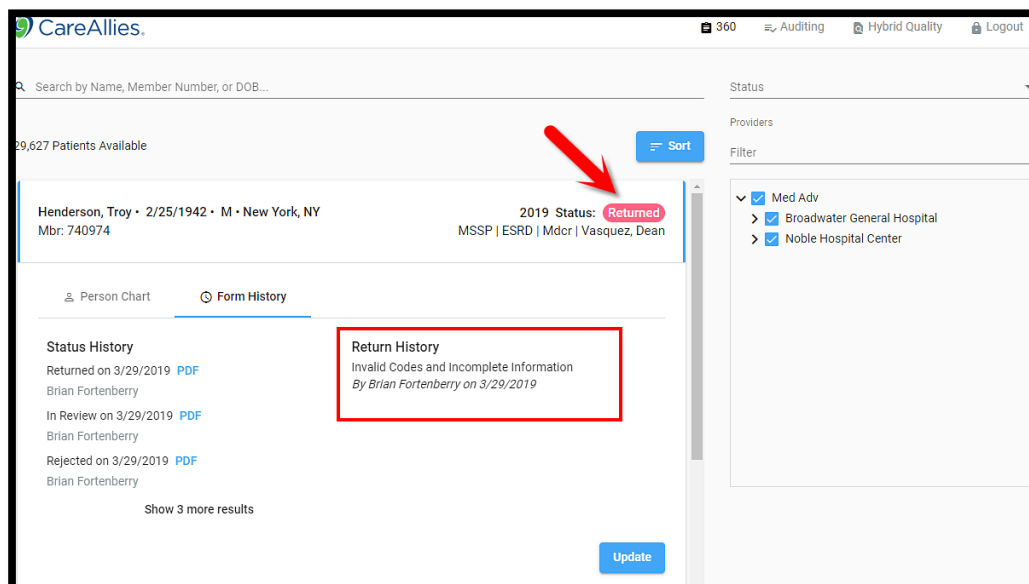
- All chronic conditions are addressed with associated treatment plans
- The form has been appropriately signed with electronic signature and valid credentials





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.

All CareAllies products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including CareAllies, Inc. The CareAllies and Cigna names, logos, and other CareAllies and Cigna marks are owned by Cigna Intellectual Property, Inc.

CareAllies is licensed by Arcadia to bring you this provider communication

© 2020 CareAllies

