# ARCADIA ANALYTICS Arcadia 360 User Guide



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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

	 Des desise Descrides		Att			Attribute
Location	 Rendering Provider		H	ome		
Other Location	· · ·	Reason for E	Ot	her	]	≷easor
			Ot	her Location		-

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

Location			
Other	<ul> <li>Reason f</li> </ul>	or Exams	<b>~</b>
Other Location			
Telehealth			

## HELPFUL HINT!

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

# Arcadia 360 User Guide



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

	Find a Patient		
	Abdi, Cathy 63 BAY 7 STREET	F, 57Y	
0 = <b>1</b>	MRN: 20045215	1961-10-02 Mem #: 076295-38	Member I
<u>c</u>	Quality Gaps Worklist		

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

<b></b>	Performance	Utilization	Patients		Operations		۹ 🔺 🗂 🚇 ۲
Abdi, Ca	thy (57, F) - MRN: 20045.	215, 20045215, 2004	5215. 076295-38 · DOB:	1961-10-02		Share Back to Dashboard	360 Quality
Chart	≂ CM Activity ~	CM Plan				1	New Task
Enrol	llment & Supplementa	iry			Demographics & Contact		
Enrol No ac	lment tive enrollments to display		Add En	roliment	Patient Payer No payer	Edit Member No 076295-38	Demographics
Attac No att Attach	hments achments to display				Phone 945-555-0194 Address 63 BAY 7 STREET, New York, NY 1122	Email No email	
Patie	nt Lists		Add to	New List	Care Team No care team members to display	Ad	d to Care Team

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.

0 Patients Available	Export 📻 Sort	Status						
Q. Search by Name, Member Number, or DOB		Period 2020						
👏 CareAllies.	谢 CareAllies.			360	≣, Auditing	Hybrid Quality	🖶 HMR	E Logout
	Q. Search by Name, Mer	nber Number, or DOB			2020			
	0 Patients Available		Export	, ⊊⊤ Sort	2019			
					Providers			

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

👹 CareAllies.		<b>a</b> 360	a =, Auditing	D Hybrid Quality	ê Logout
Search by Name, Member Number, or Q. PersonID:782475	608		Status		*
1 Patients Available	<b>#</b> 2	n	Providera Filiter		
Abdi, Cathy • 10/2/1961 Mbr: 076295	F - New York, NY 2019 Status: ())     HPHC   GIC   Johnson, Johnny	Î	Med Adv     Med Adv     Broadwat     Noble Ho	ter General Hospital spital Center	
A Person Chart	© Form History				
Quality Compliant	Major Depressive, Bipolar, and Paranoid Disorders - Historical Claim on 10/17/2018 Chronic Obstructive Pulmonary Disease - Historical Claim on 8/9/2017	L			
N/A.	Confirmed Conditions	L			
Utilization History 12/1/2018 - Johnson, Joh abnormal findings 10/24/2018 - Johnson, Jo abnormal findings	nny - Spring River Community Hospital - Encrit for general adult medical exam a/o nnny - Spring River Community Hospital - Encrit for general adult medical exam w/o				
Medications	Show 45 more results				

- 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.

Observed of the setting Parlamentary Discourses of Historyland Observes and 10 (2003)
Chronic Obstructive Putmonary Disease * Historical Claim on 6/9/2017
Confirmed Conditions
N/A
ty • Spring River Community Hospital • Encritr for general adult medical exam w/o
ny - Spring River Community Hospital - Encntr for general adult medical exam w/o
Show 45 more results
MG Oral Tablet
AG Oral Tablet
chloride 100 MG Oral Tablet [Wellbutrin]



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

🌖 CareAllies.		<b>Ê</b> 360	≡ <b>,</b> Auditing	Q Hybrid Quality	🖶 HMR	Logout
Hunt, Tanner • 30Y, M Home	Annual Assessment					
320 RIVERSIDE DRIVE New York, NY, 10025 877-555-0187 • Tanner.Hunt@email.com Mbr: 265156 • Payer: HPHC CAC   Comm   Flexcare   Carrillo, Zoe	Date of Service is required.     Location is required.     Rendering Provider is required.     Rendering Provider NPI is required. Patient Name Hunt, Tanner	Patient ID 265156		Patient DOB 6/9/1989		
2019 360 Saved 12/9/2019	Attributed Provider Carrillo, Zoe	Att 31	ributed Provider NPI 54617086			
Annual Assessment Patient History Physical Exam Preventive Care Current Conditions Coordination Of Care Signature	Date of Service Location Arcadia auto S is edited, the button is gree	Rendering Provider aves the 360 eV he user can sele by, the form has say	very 10 sec of the Sav already be ved.	conds. If the e button. If een automat	form the ically	-
Quality Check Save						

- 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

谢 CareAllies.			<b>1</b> 360	₩, Auditing	D Hybrid Quality	HMR	🔒 Logout
Hunt, Tanner • 30Y, M Home	Physical Exar	n				G	î
320 RIVERSIDE DRIVE New York, NY, 10025 877-555-0187 - Tanner Hunti@email.com Mbr: 265156 - Payer: HPHC CAC   Comm   Flexcare   Carrillo, Zoe	Diastolic or Unable to     Systolic or Unable to     Mill is required.     Heart Rate (bpm) is     Height or Unable to     Weight or Unable to	p Provide is required. Provide is required. Provide is required. Provide is required. Provide is required.	+	_			
	Height (in.)	Weight (lbs.)	BMI	Sys	stolic / Diastolic		- 1
2019 360 Saved 12/9/2019	Unable to provide	Unable to provide			Unable to provide		
Annual Assessment Patient History	Temperature (F)	Heart Rate (bpm)	Resting (bpn	n) Sei			
Physical Exam Preventive Care Current Conditions	Must document at lea abnormal.	st 9 systems in total (the	7 required plus :	2 additional). Fin	dings are required fo	r anything mari	ked
Coordination Of Care Signature	PHYSICAL EXAM	NORMAL / ABNORMA	AL FIN	DINGS	DEFER		
Quality Check Save	General	Normal Abn	ormal				

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

# Arcadia 360 User Guide



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	
Preventive Care	PHYSICAL EXAM
Current Conditions	Review: Must document at least 9 systems in total (the 7 required plus 2 additional). Findings are required
Signature	PREVENTIVE CARE
Quality Check Save/Submit	Depression: Questions must be answered or the screening not performed checkbox selected. 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.

<b>i)</b> CareAllies.	<b>a</b> 360	≡, Auditing	👌 Hybrid Quality	🔒 Logout
Abdi, Cathy • 57Y, F       Home         63 BAY 7 STREET       New York, NY, 11228         945-555-0194 • Cathy.Abdi@email.com       Mbr: 076295 • Payer: HPHC         HPHC   GIC   Johnson, Johnny       HPHC   GIC   Johnson Johnny         2019 Health Risk Assessment       State	Signature I acknowledge that portions of this form, such as past medical history, s populated based upon known medical information about the patient. Po of systems, vitals, physical exam, assessment, and plan are based upon reviewed this form, updated any pre-populated portions, and certify this I I, Brian Fortenberry N/A, (NPI: N/A) electronically signed this record of	urgical history, an titions such as the today's face-to-fa is currently accur. on 3/29/2019 at 4	id medications may hav history of present illne ace encounter. I attest t ate. 4:35 PM	re been pre- ss, review hat I have

- 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 180 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.

Saved 3/27/2019	Confirmati	on		
Annual Assessment	Are you sure yo	u want to submit?		
Patient History	,,.			
Physical Exam			Cancel Confirm	
Preventive Care				
Current Conditions				
Coordination Of Care	_			
Signature	I T			

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.	E
<b>Q</b> Search by Name, Member Number, or DOB	
29,627 Patients Available	<del>,</del> = Sort
<b>Abdi, Cathy • 10/2/1961 • F • New York, NY</b> Mbr: 076295	<b>2019 Status:</b> HPHC   GIC   Johnson, Johnny
은 Person Chart 🕓 Form History	
Status History Approved on 3/29/2019 PDF Brian Fortenberry	
Show 1 more results	



## **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.

Usteoporosis Management	Never Performed
Colorectal Cancer Screening	Never Performed

All screenshots are de-identified and do not contain PHI



## **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.

	Previously identified
eoplasm/Blood () isorders ardiovascular () iabetes Mellitus () /e () astrointestinal () iusculoskeletal () eurological () utritional/Metabolic () sychiatric () enal/Urinary () espiratory () kin/Subcutaneous ()	E11.00 · Type 2 diab w hyprosm w/o nonket hyprgly-hypros coma (NKHHC) · 9/3 Add to Activ E11.9 · Type 2 diabetes mellitus without complications · 9/11/2018 · N/A Add to Activ E11.22 · Type 2 diabetes mellitus w diabetic chronic kidney disease · 9/19/2018 · Add to Activ Current Status Must choose a status. No Active Condition Patient Declines Discussion Active Conditions 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 (E10.31) with unspecified diabetic retinopathy (E10.311) with unspecified diabetic retinopathy with macular edema Search by Additional Codes Search by ICD-10 Code or Dx Description
	11/2/1



## 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

🧳 CareAllies.		💼 360 🛛 🚍 A	Auditing 👩 Hybrid Quality 🔒 Logout
Q Search by Name, Member Number, or DOB		Status	<b>.</b>
29,627 Patients Available		Frevidere <b>∵ Sort</b> Filter	
Wallace, Mason • 2/12/1935 • M • New York, NY Mbr: 010115	2019 Status: MSSP   Aged/Non-Dual   Mdcr   Hunt, A	Default Date of Birth	d Adv Broadwater General Hospital Joble Hospital Center
Abdi, Cathy • 10/2/1961 • F • New York, NY Mbr: 076295	2019 Status: HPHC   GIC   Johnson, J	Name Assessment Status	
Henderson, Troy • 2/25/1942 • M • New York, NY Mbr: 740974	2019 Status: Retu MSSP   ESRD   Mdcr   Vasquez,	med Dean	
Ortiz, Ali • 3/29/1949 • M • New York, NY Mbr: 491602	2019 Status: In Prog MSSP   ESRD   Mdor   Perez, N	ress) Maria	



## 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

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Search by Name, Member Number, or DOB 29,627 Patients Available	≂ Sort		Sta Prov Filte	tus ilders er		•
Wallace, Mason • 2/12/1935 • M • New York, NY Mbr: 010115	2019 Status: MSSP   Aged/Non-Dual   Mdcr   Hunt, Andrew	•	~	<ul> <li>Med Adv</li> <li>Broadwat</li> <li>Noble Ho</li> </ul>	er General Hospital spital Center	

## 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 (YYY-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.

<b>i)</b> CareAllies.	I	🖨 360 🛛 ≡	👡 Auditing	🖸 Hybrid Quality	🔒 Logout
Search by Name, Member Number, or DOB: Q Abdi, Cathy		Status			Ŧ
103 Patients Available	<del>≓</del> Sort	Providers Filter	S		
Abdi, Cathy • 10/2/1961 • F • New York, NY Mbr: 076295	2019 Status: HPHC   GIC   Johnson, Johnny	~	Med Adv Broadwate Noble Hosp	r General Hospital pital Center	
S Person Chart					



#### **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.

≗ Person Chart ③	Form History
Quality Gaps	Unconfirmed Conditions
Older Adult Med Review	N/A
Older Adult Functional Status Older Adult Pain Assessment	Confirmed Conditions
Quality Compliant	N/A
N/A	
Utilization History 3/21/2018 • WATT, SYLVIA • Un	known Location - Encntr for general adult medical exam w/o abnormal findings

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

<b>ÿ</b> CareAllies.		<b>Ê</b> 36	0 ≡y Auditing	Q Hybrid Quality	🖶 HMR	Logout
Hunt, Tanner • 30Y, M Home	Annual Assessment					
320 RIVERSIDE DRIVE New York, NY, 10025 877-555-0187 • Tanner.Hunt@email.com Mbr: 265156 • Payer: HPHC CAC   Comm   Flexcare   Carrillo, Zoe	Date of Service is required.     Location is required.     Rendering Provider is required.     Rendering Provider NPI is required. Patient Name	Patient ID		Patient DOB		
	Hunt, Tanner	265156		6/9/1989		— I
2019 360 Saved 12/9/2019	Attributed Provider Carrillo, Zoe		Attributed Provider NPI 3154617086			
Annual Assessment Patient History	Date of Service	Rendering Provider		Rendering Provide	er NPI	
Physical Exam Preventive Care Current Conditions	Location	~	Reason for Exams			•
Coordination Of Care Signature						
Quality Check Save						

- 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.

Saved 3/27/2019	Confirmation			
Annual Assessment	Are you sure you w	/ant to submit?		
Patient History		Canaal		
Physical Exam		Cancer	Confirm	
Preventive Care				
Current Conditions				
Coordination Of Care				
Signature				

🦸 CareAllies.			🖹 360	≡ <b>,</b> Auditing	A Hybrid Quality	🖶 HMR 🔒 Logout
Hunt, Tanner • 30Y, M Home	Physical Exan	n				L3
320 RIVERSIDE DRIVE New York, NY, 10025 877-555-0187 • Tanner.Hunt@email.com Mbr: 265156 • Payer: HPHC CAC   Comm   Flexcare   Carrillo, Zoe	Diastolic or Unable to Systolic or Unable to BMI is required. Heart Rate (bpm) is r Height or Unable to F Weight or Unable to F	<ul> <li>Provide is required.</li> <li>Provide is required.</li> <li>Provide is required.</li> <li>Provide is required.</li> </ul>	+			
	Height (in.)	Weight (lbs.)	BMI	Syst	olic / Diastolic	
2019 360 Saved 12/9/2019	Unable to provide	Unable to provide			Unable to provide	
Annual Assessment Patient History Physical Fyam	Temperature (F)	Heart Rate (bpm)	Resting (bpm	) Sex	*	
Preventive Care Current Conditions	Must document at lea abnormal.	st 9 systems in total (the	7 required plus 2	additional). Find	ings are required for	anything marked
Signature	PHYSICAL EXAM	NORMAL / ABNORMA	AL FIND	DINGS	DEFER	
Quality Check Save	General	Normal Abno	ormal			

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

# **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 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

Signature
Please address the outstanding quality checks before submitting.
I acknowledge that portions of this form, such as past medical history, surgical history, and medications may have been pre-
populated based upon known medical information about the patient. Portions such as the history of present illness, review of eventees vitals, physical event accessment, and plan are based upon today's face-to-face encounter. Lattest that I have
reviewed this form, updated any pre-populated portions, and certify this is currently accurate.
☐ I, Brian Fortenberry N/A, (NPI: N/A) electronically signed this record on 3/29/2019 at 1:15 PM

🌖 CareAllies.	E	360	0 ≡, Auditing	🗟 Hybrid Quality 🛛 🔒 Logout	
Search by Name, Member Number, or DOB  1 Patients Available	<del>,</del> sort	-	Status Approved Providers Filter		
Wallace, Mason • 2/12/1935 • M • New York, NY Mbr: 010115	2019 Status: MSSP   Aged/Non-Dual   Mdcr   Hunt, Andrew		<ul> <li>✓ Med Adv</li> <li>&gt; Ø Broadwater General Hospital</li> <li>&gt; Ø Noble Hospital Center</li> </ul>		
Person Chart     Form History  Status History  Approved on 3/29/2019 PDF					
Brian Fortenberry Show 1 more results	Once the form is in a final status of 'Approved' or 'Rejected' please save the PDF in your electronic health record.				



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.

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