Provider Portal Release 13

Incremental Release Notes

August 2024

Overview

The Provider Portal is an information system developed by CalOptima Health which grants authorized Provider Office Users access to electronic Protected Health Information ("PHI") to carry out Payment and Health Care Operations for the benefit of CalOptima Health's Members.

As of August, 2024 the following Provider Portal features have been added in this 13th incremental release:

1. Behavioral Health Integration Quality Measure
2. Annual Wellness Visit Digital Updates
3. BH ABA P4V

Please follow the instructions below to access new features where applicable.

Behavioral Health Integration Quality Measure

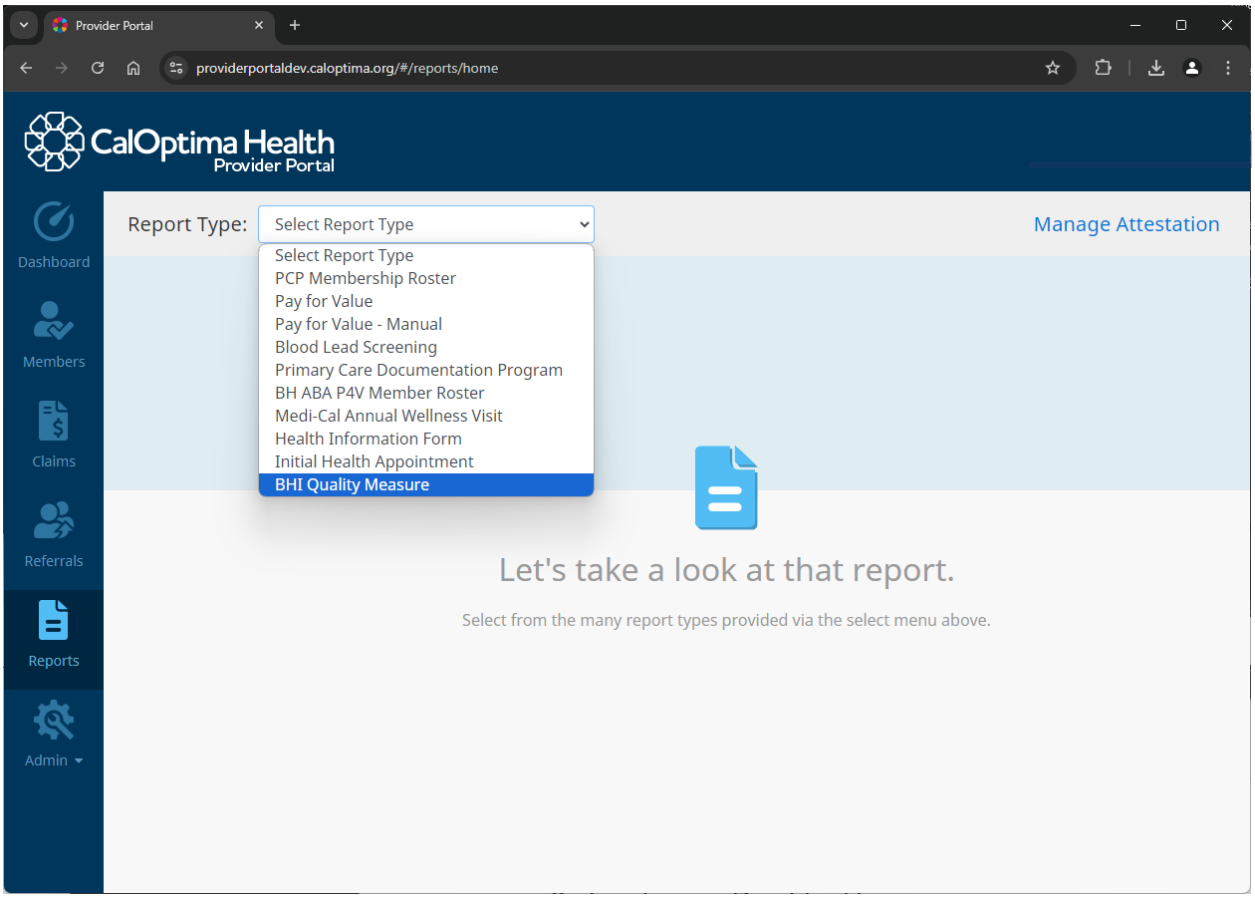
Behavioral Health Integration, or BHI is a collaborative approach to mental health care and is a type of care management service that involves primary care providers working with behavioral clinicians and patients to provide patient-centered care. BHI makes it easier for primary care providers to include mental health screening, treatment, and specialty care into their practice.

As a Primary Care Provider, the ability to download the BHI Quality Measure Report has been developed so that the PCP can identify which patients may require follow-up encounters or medication management due to behavioral health conditions.

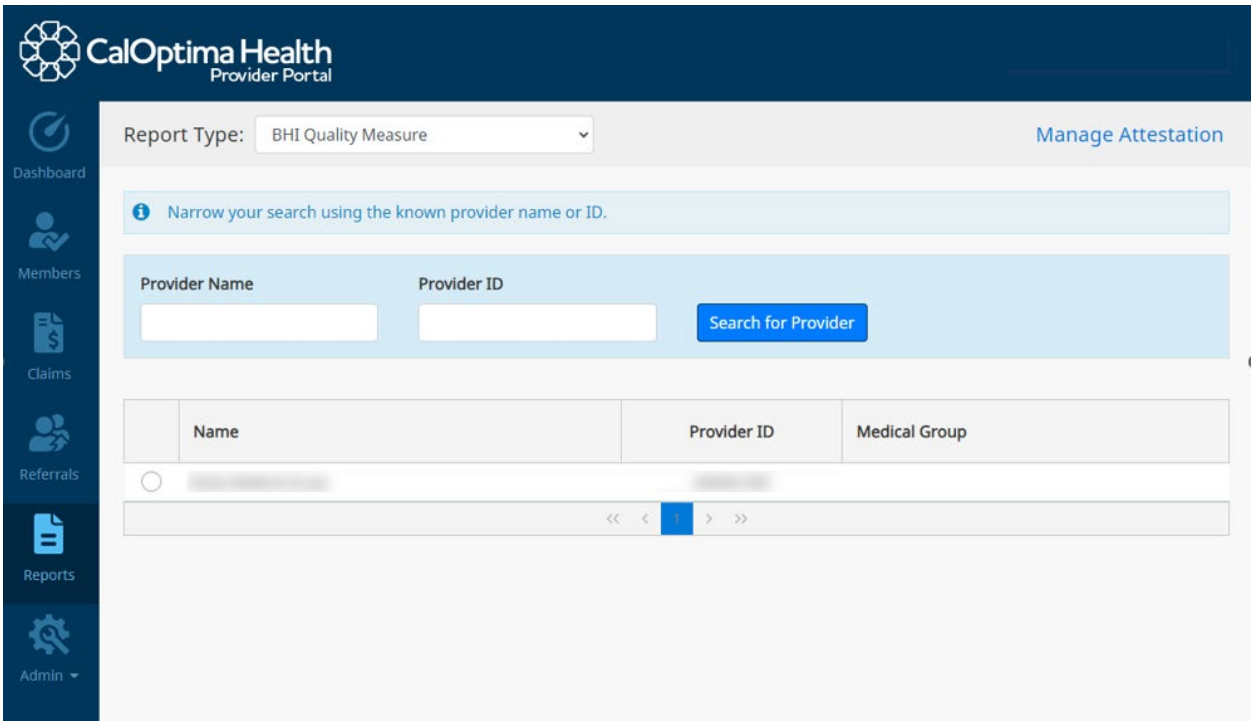
Creating a New Report

1. Go to **provider.caloptima.org**
2. Log in as a Provider User.
3. Select **Reports** from the left-hand navigator.

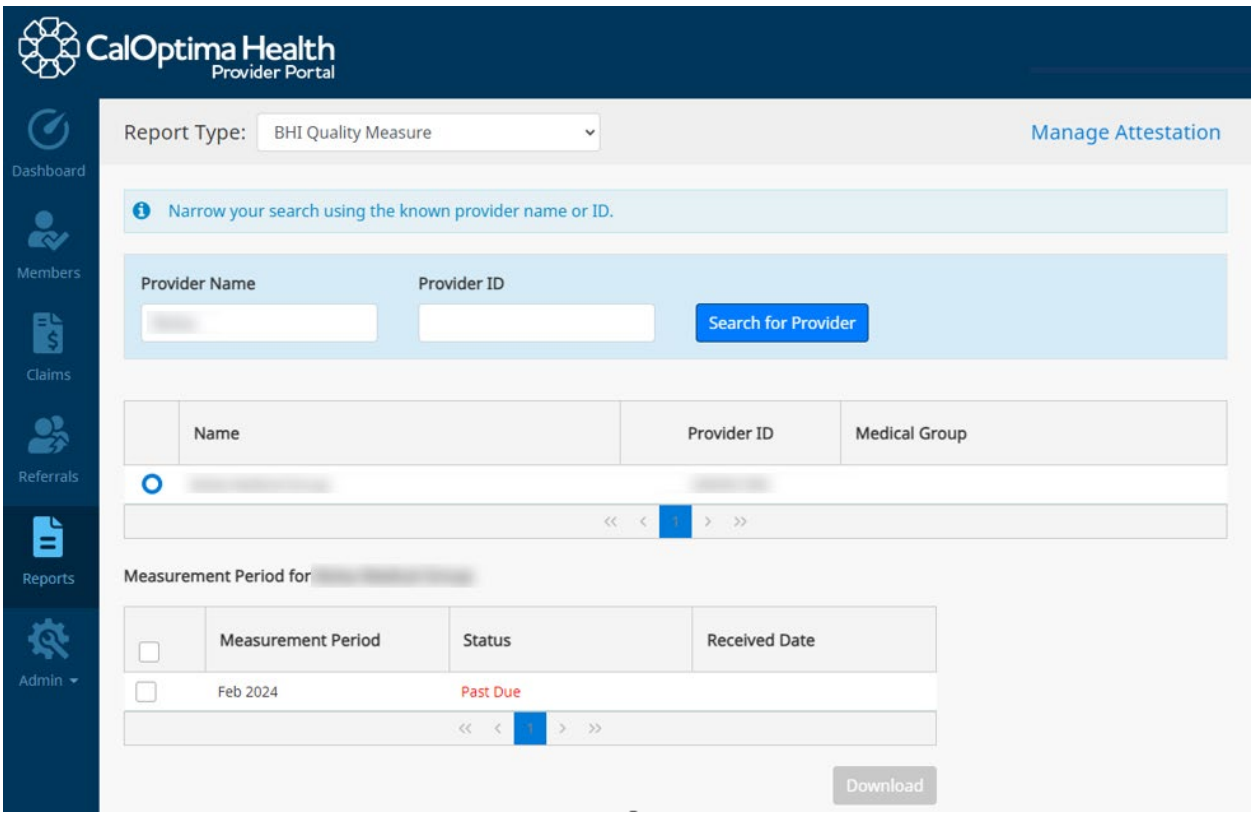
4. Select BHI Quality Measure from the Reports select menu.



5. Input the Provider Name or Provider ID and click **Search for Provider**.

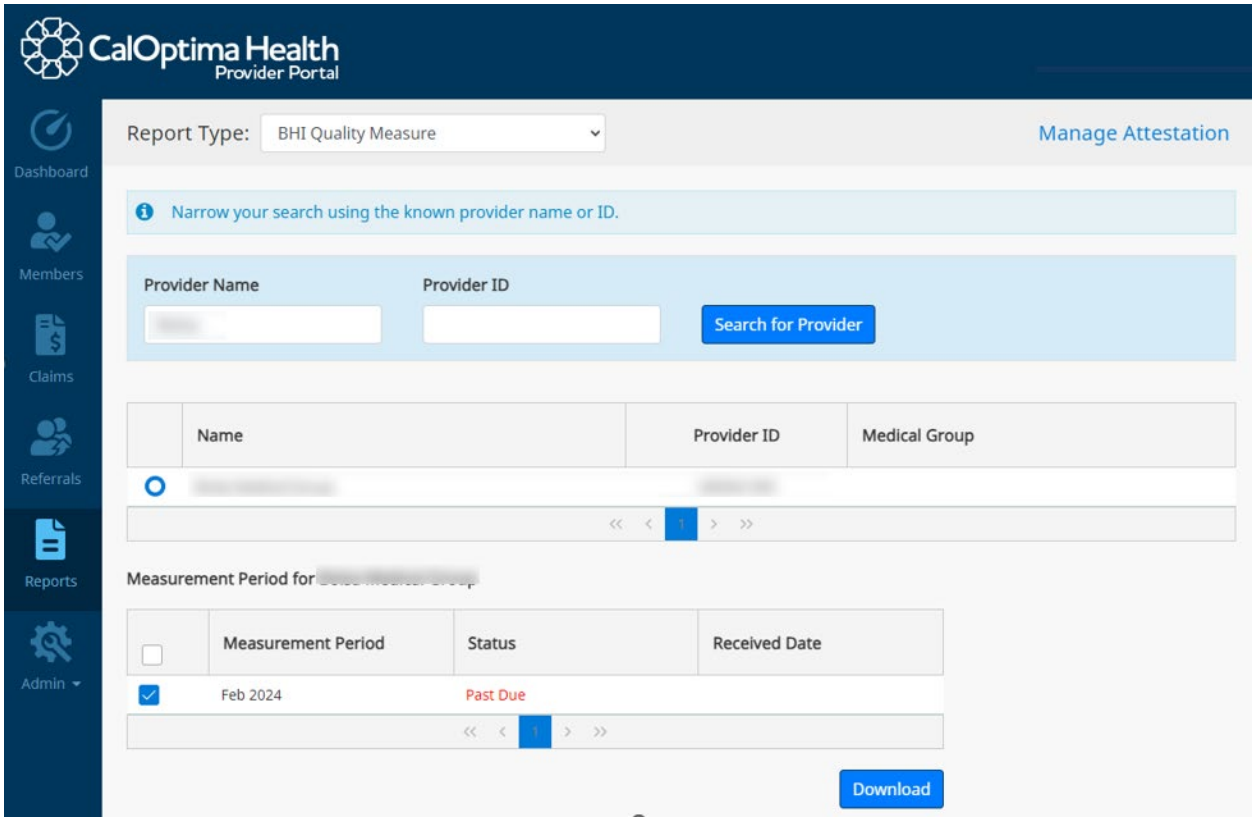


6. Upon successful search, select the provider from the list to reveal any available, past-due reports.

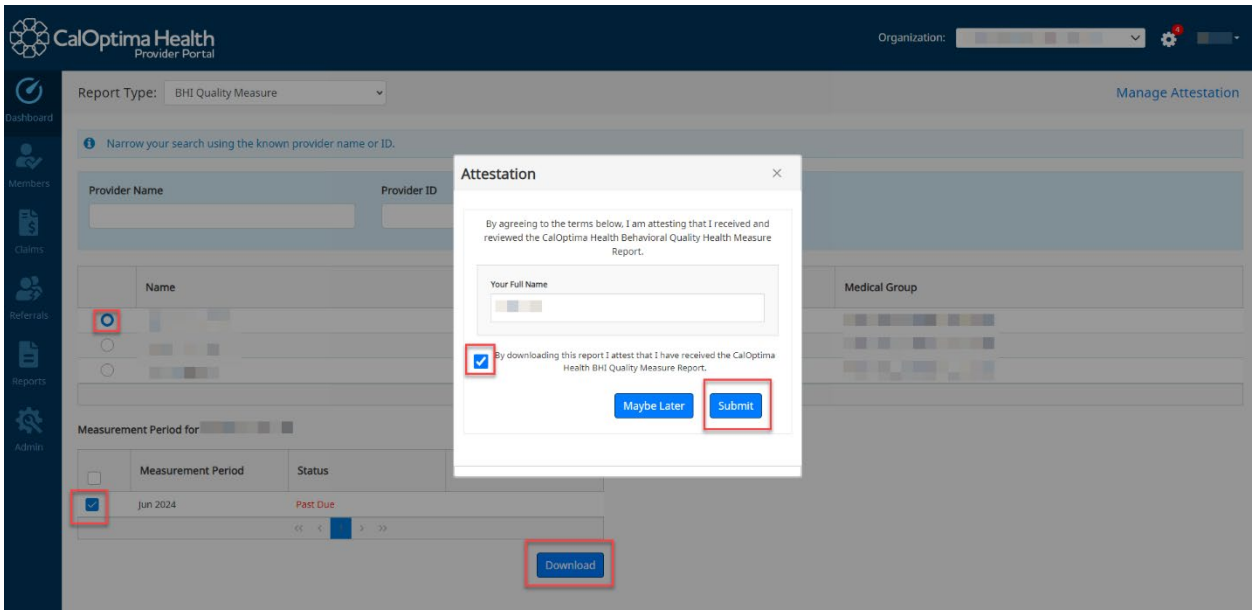


7. Select the desired measurement period and click the checkbox.

8. If you have more than one past due reports available, you can select all using the top-most checkbox.



9. Click the **Download** button and an attestation dialog will appear.
10. Once you attest, a new report will be generated in *.CSV format and downloaded to your local device.



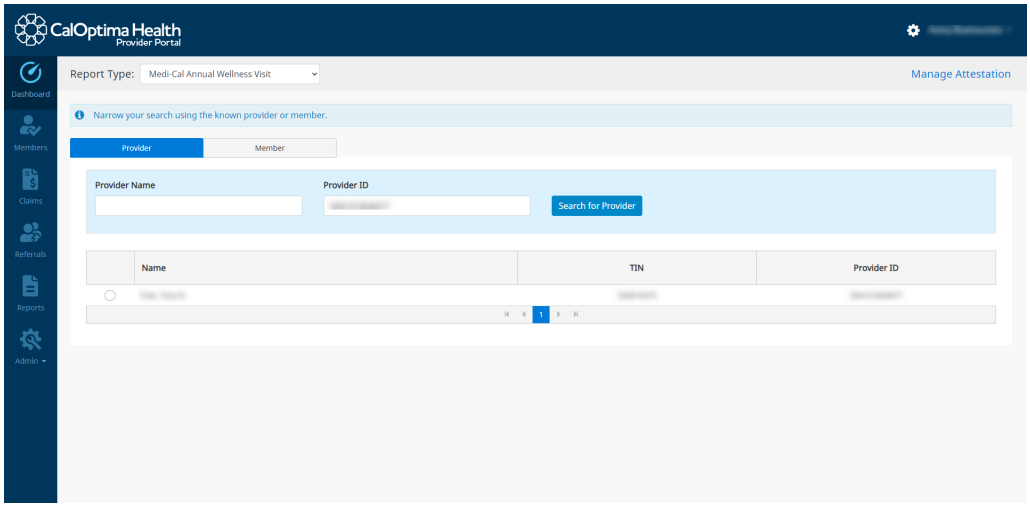
Annual Wellness Visit Digital Update

As part of CalOptima Health's Annual Wellness Visit Program, **Local Office Administrators** and users with the role designated as **PCP** may download, upload, and manage the required attestation form using the Provider Portal.

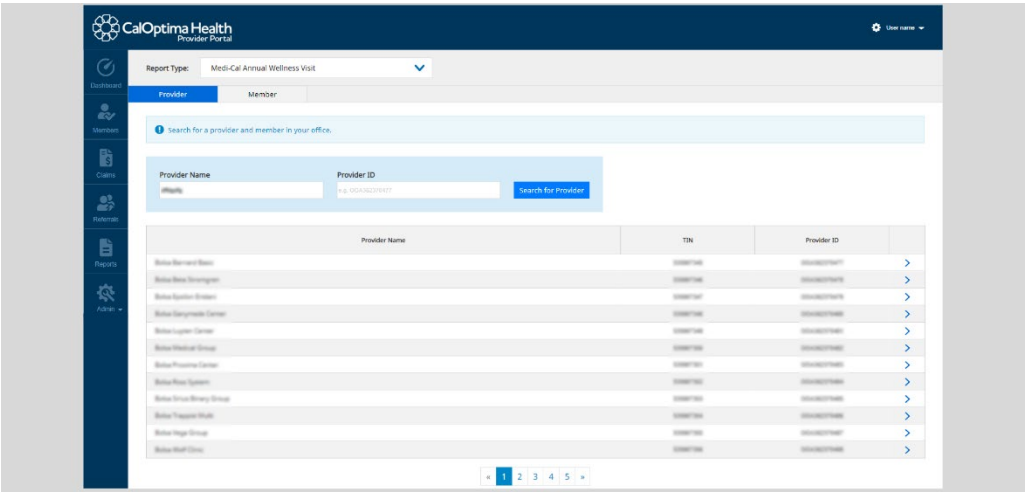
Now with recent updates, it is no longer necessary to download a printable form only to re-upload it to the system. Local Office Administrators and Primary Care Physicians can now simply fill out the form online.

To Submit an Incomplete Medi-Cal Annual Wellness Visit (AWV) Report

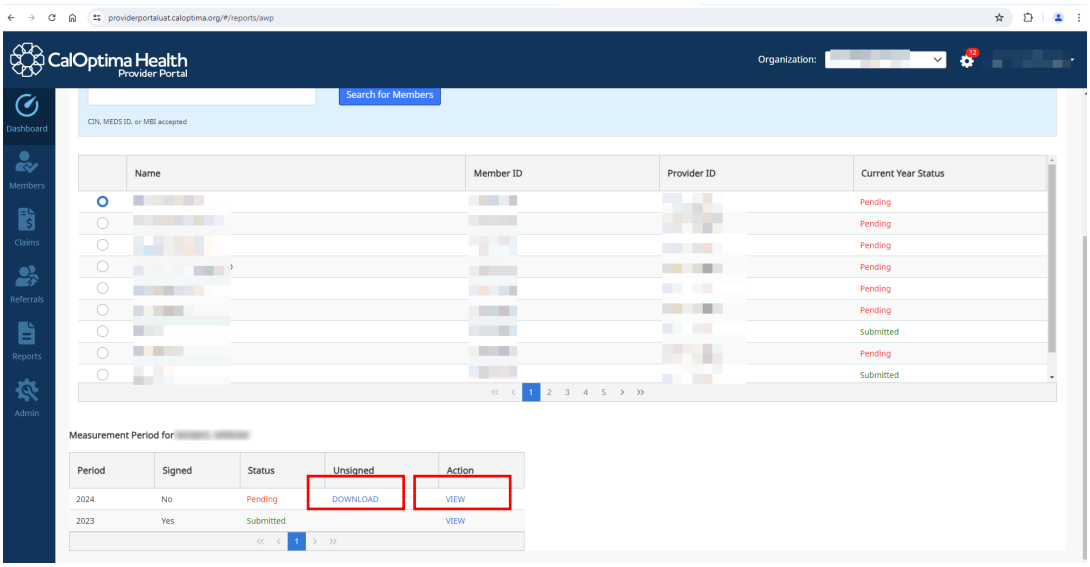
1) Go to **provider.caloptima.org.**
2) Enter your username and password to **login**.
3) On the left-hand navigator, click **Reports.**
4) Under Report Type, select **Medi-Cal Annual Wellness Visit.**
5) Search for a Provider or Member.



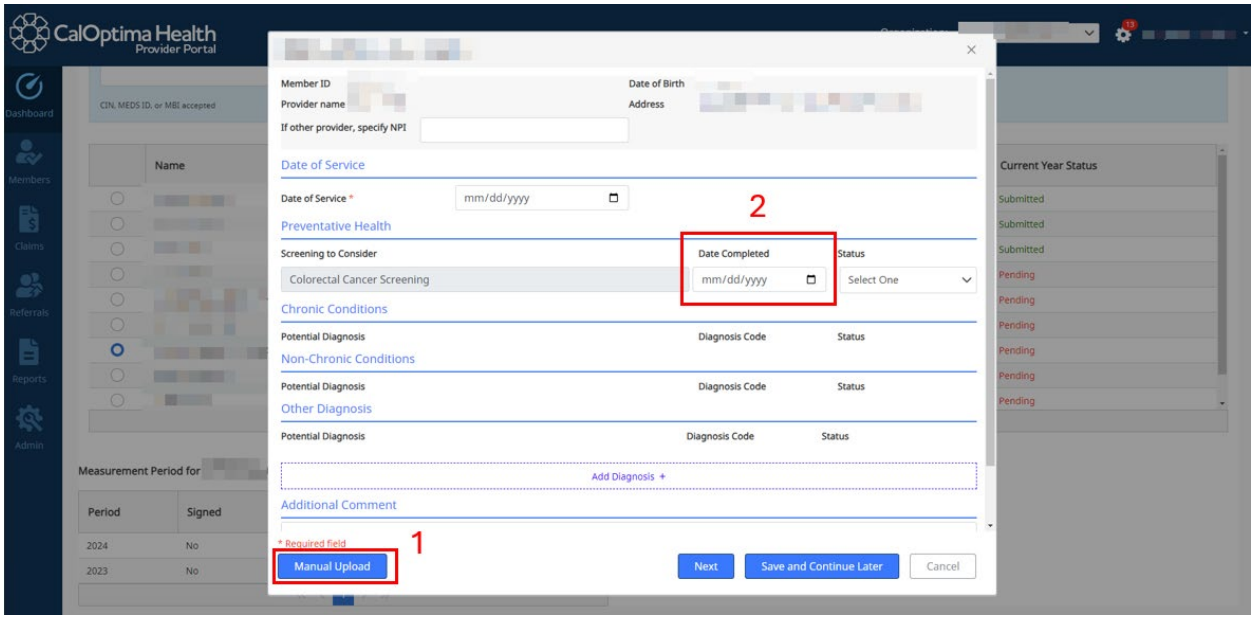
6) If searching for a Provider, select the Provider's name to view a list of Members therein.



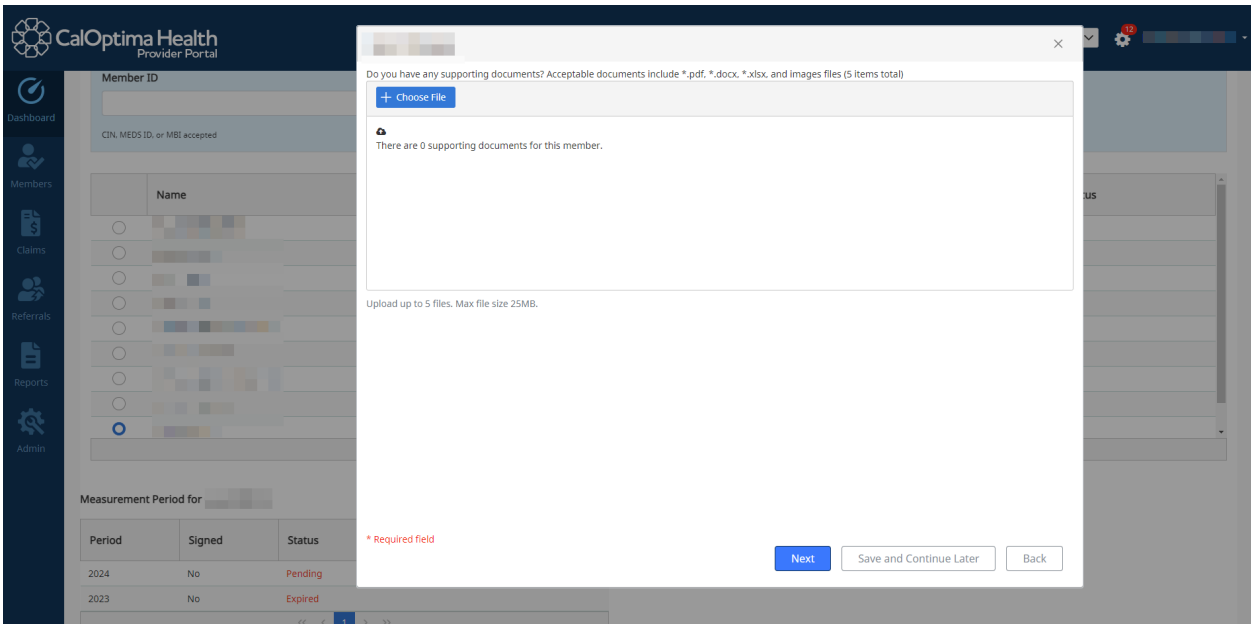
7) Select the desired Member to view AWV status.
8) If a report is outstanding, select **DOWNLOAD** to view that member's AWV form or **VIEW** to access the online form.



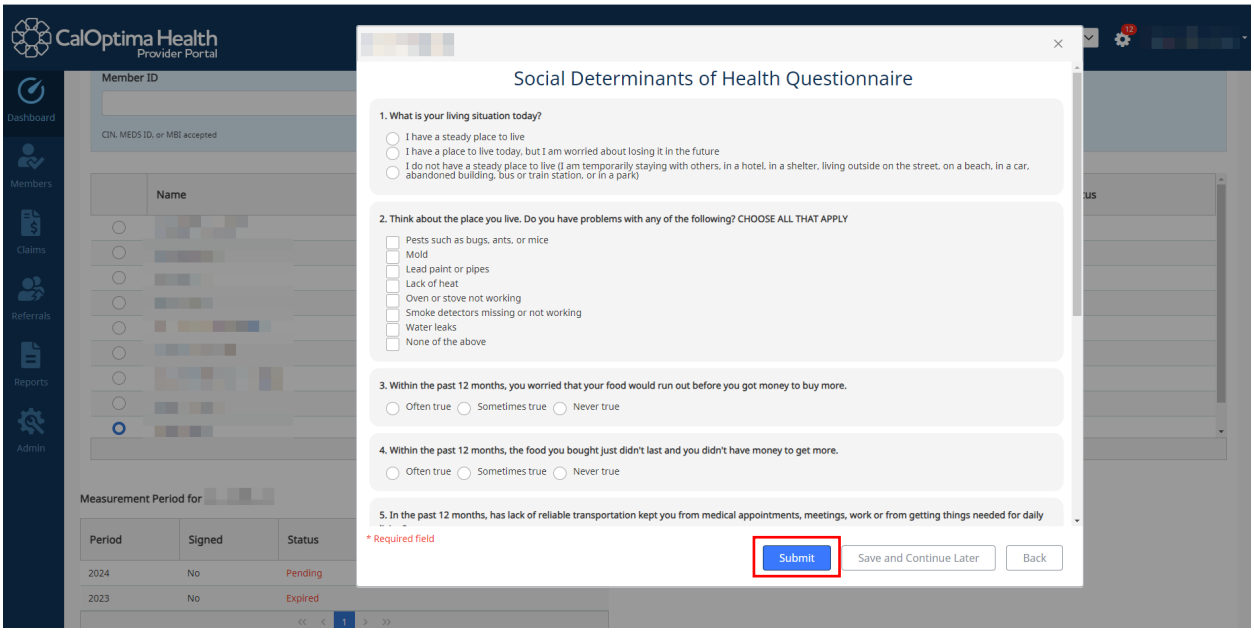
9) If **VIEW** selected, complete the AWV form.



10) Click on Manual Upload to skip online form and continue with the direct upload of the downloaded form with supporting documents.
11) **Preventive Health > Date Completed**: Select closest Date if exact date is unknown. Also select Appropriate status for Preventive Health screenings
12) Select the appropriate status for **Chronic** and **Non-Chronic** conditions if present.
13) Click on **Add Diagnosis +** button to add any potential diagnosis not mentioned in Chronic and Non-Chronic diagnosis.
14) Click on the **Save and Continue Later** button to save as a draft so you can continue later at any point during the submission process.
15) Click on the **Cancel** button to exit at any point during the submission process, otherwise fill in all required fields.
16) If you have any comments or concerns, input them into the **Additional Comments** text area. Additional comments must be limited to 500 characters.
17) Click **Next** to proceed to supporting documents dialog.
18) Upload any supporting documents you may have.

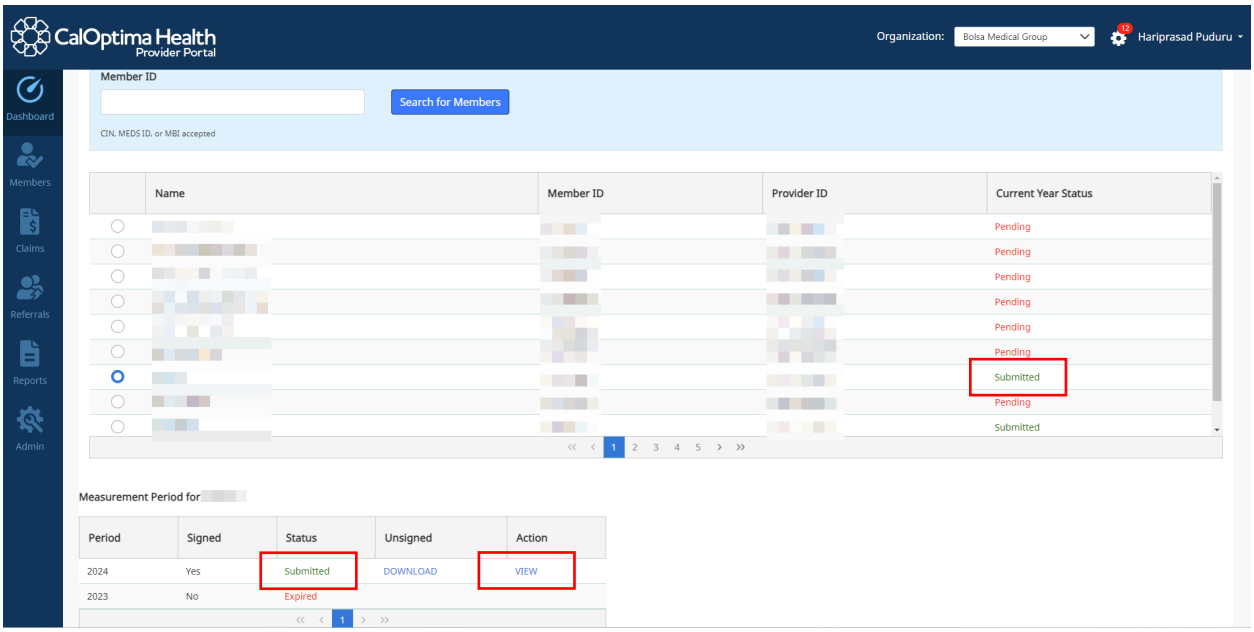


19) Users can upload up to 5 files and each file should not exceed 25 megabytes in size. A maximum of 100 megabytes is allowed in total.
20) Click on the **Next** button to proceed to the **Social Determinants of Health** questionnaire.
21) Complete the questionnaire.

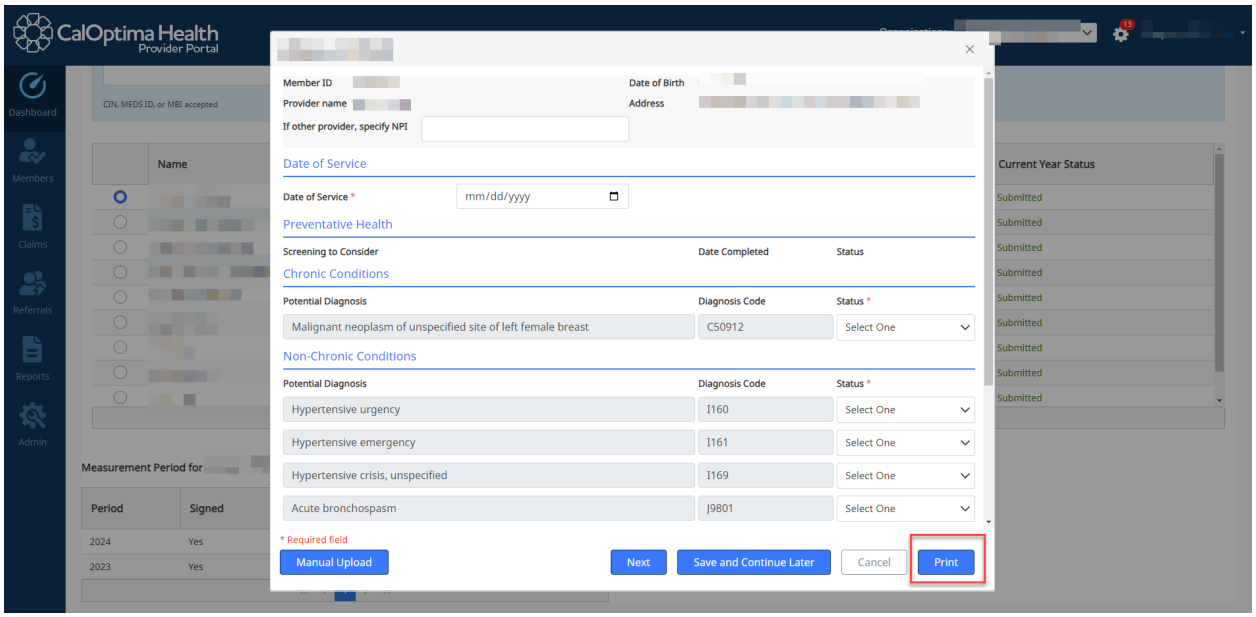


22) Click the **Submit** button to complete the submission process.
23) After successful submission, **Current Year Status** changes from **Pending** to **Submitted**.

24) Click on **VIEW** to open the submitted form.



25) Click on **Print** to save a printable version (*.pdf) of the submitted form, and then save it to your local computer.



26) Updates can be made to the submitted form and can be re-submitted again if necessary.

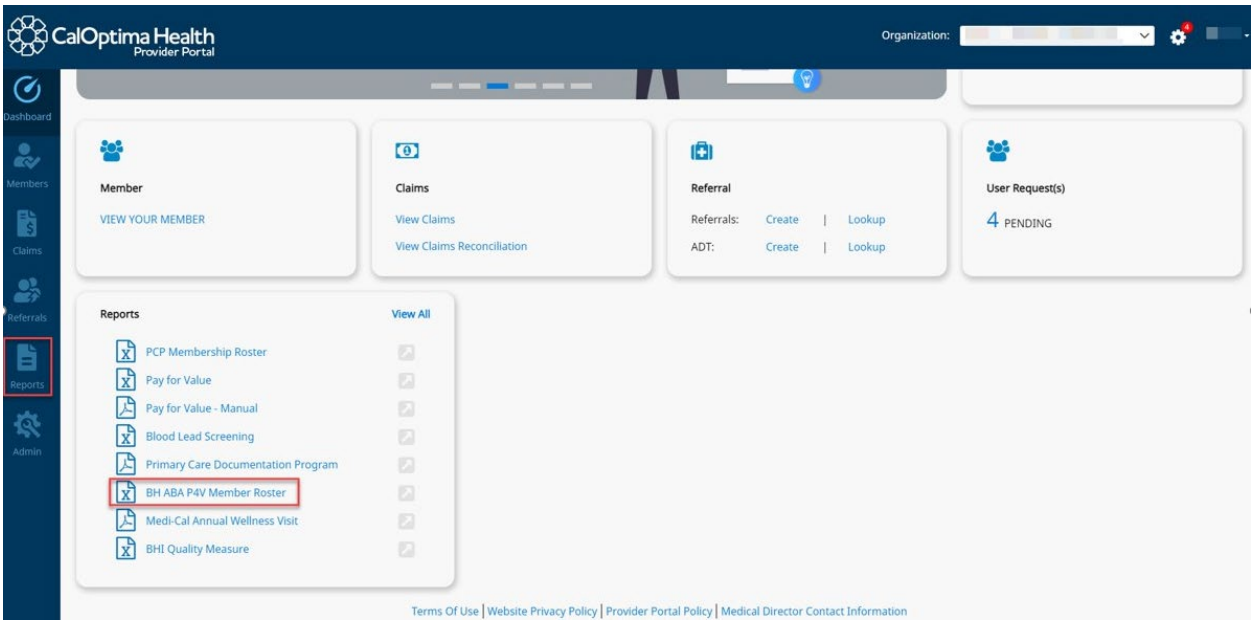
BH ABA P4V

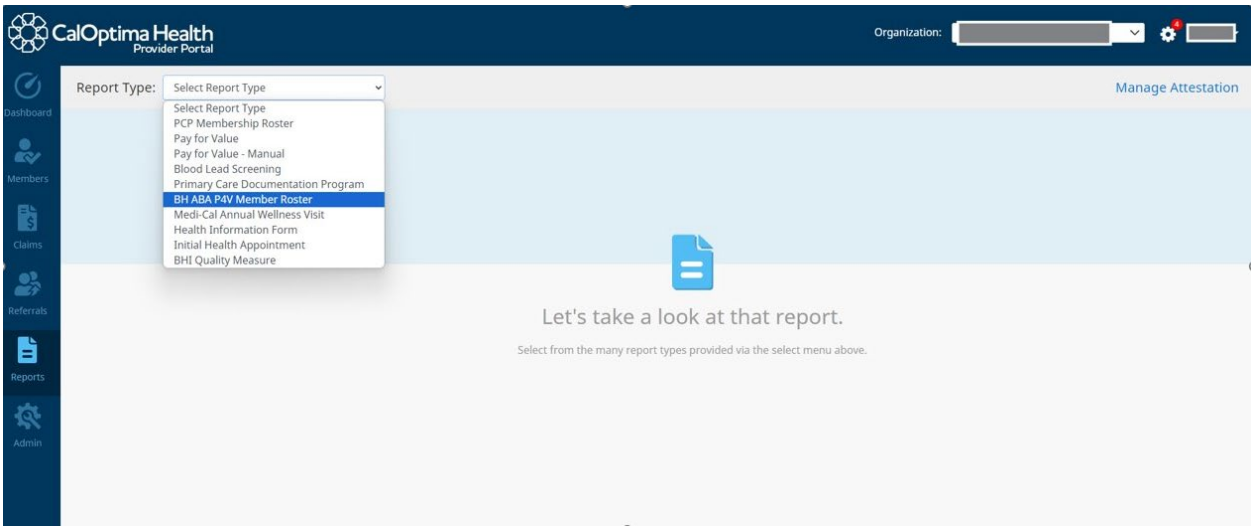
The Behavioral Health ABA Pay for Value (BH ABA P4V) initiative aims to improve patient outcomes and enhance the value of Applied Behavioral Analysis (BH ABA) services through a value-based care model.

In support of this initiative, ITS aims to create a new patient roster accessible to ABA Providers to help monitor and improve program effectiveness, patient outcomes, provider performance, and to facilitate communication between CalOptima Health and its members and providers.

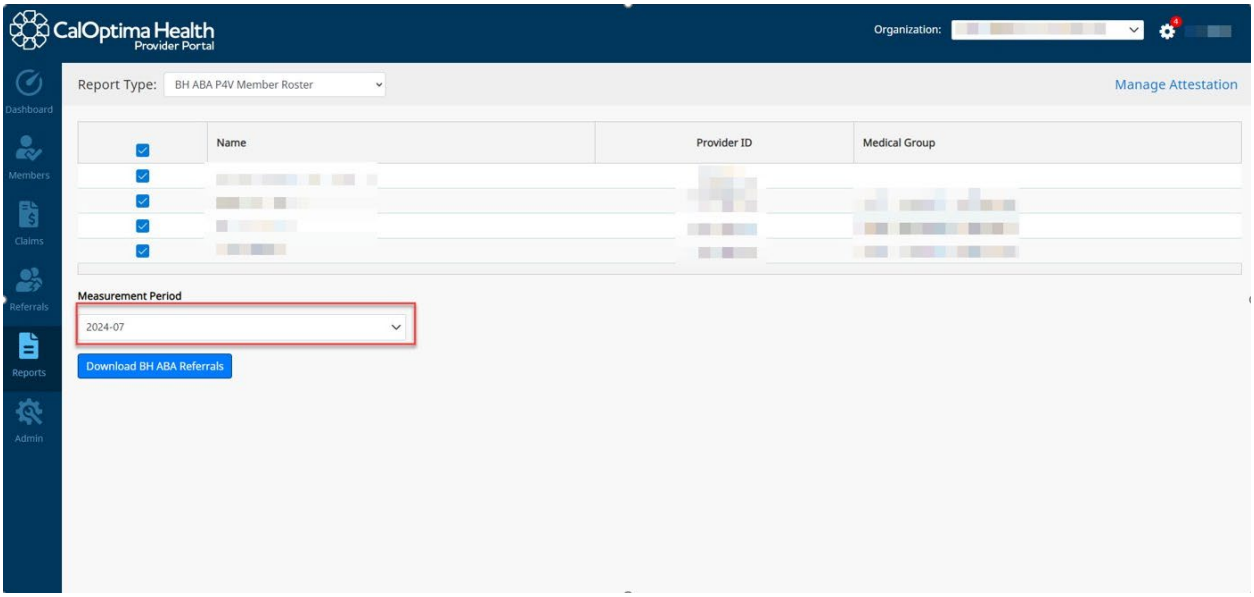
To Acquire a BH ABA P4V Report

1. Click on BH ABA P4V Member Roster to go to the report page or click on Report Module on left and select BH ABA P4V Member Roster from the drop down.





2. Select a provider or check all boxes to select all providers together.
3. Select the Measurement Period from the drop down and click on Download BH ABA Referrals button.
4. A *.csv file will be downloaded into your local device.




CalOptima Health