

Health Passport

Clinical Training Guide



Table of Contents

Health Passport Overview	1
Provider Access	2
Member Search	4
Face Sheet	5
Contacts	6
Allergies	7
Assessments	10
Growth Chart	13
Immunizations	16
Labs	18
Medication History	19
Patient History	21
Admission Discharge and Transfer (ADT) Notifications	25
Appointments	26
Other Tools and Features	

Health Passport Overview

Superior HealthPlan's Health Passport is a web-based, secure health information tool built using core clinical and claims information to deliver relevant health-care information when and where it is needed for the children in foster care who are enrolled in STAR Health.

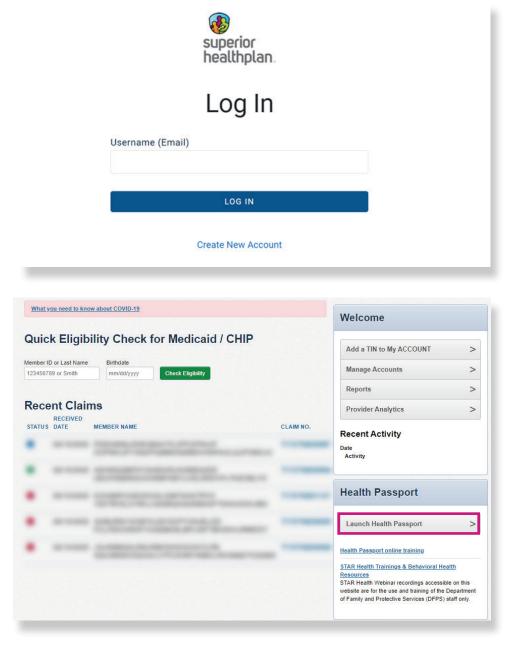
REMINDER: The data in the Health Passport is not a member's complete medical record, but it does contain information on member demographics, including doctor visits for which claims have been submitted, allergies, lab test results, immunizations and filled medications. Health Passport features include, but are not limited to:

- **Face Sheet** Access an easy-to-read summary that includes member demographics, care gaps, Texas Health Steps, Dental, Texas CANS 2.0-Assesment (last visit dates), active allergies, active medications and more.
- **Contacts** Find a patient's PCP, Medical Consenter, Caregiver, Caseworker assigned, and Service Coordinator's contact information in one place.
- **Allergies** View allergies that are available at the point-of-care. Once an allergy is charted, it is instantly checked for medication interactions.
- Assessments Upload and view documents including, but not limited to Texas Health Steps, Dental and Behavioral Health online. Documents that have submitted via fax or mail are also accessible online.
- **Growth Chart** View the weight, height, length, and head circumference that are available at the point of care to track growth of infants and children.
- Immunizations Access a comprehensive list of a member's immunizations collected from ImmTrac.
- Labs Access member's lab results in one location.
- Medical History A summary of medications filled is accessible. This includes name of the prescription, prescribing clinician, date filled and dosage. Indicators representing drug-drug, drug-allergy, and drug-food interactions appear when applicable as soon as new medications or allergies are added to the member record.
- Patient History Past visits with details that include the description of service, treating provider, diagnosis, and the service date.
- Admission Discharge and Transfer (ADT) Notifications Access ADT data.
- Appointments All users can review and add appointments for members.

Provider Access

Providers can access the Health Passport secure web application by following the instructions below:

- Visit <u>superiorhealthplan.entrykeyid.com</u> using Google Chrome or Microsoft Edge.
- To log in, enter the User Name (Email) and Password you created during registration, then click Login. If you need to create an account, click the Create an Account button to register.
- Once you have logged in or created an account, you can access Health Passport by selecting the Launch Health Passport button from your account homepage.



Provider Access

The User Agreement and Disclaimer will appear. Once you have read the agreement, click I have read and agree to these terms to continue.

User Agreement for Persons Other than Health Care Providers

Authorized users who are not health care providers (such as Medical Consenters, authorized DFPS and HHSC employees, and designated residential provider staff) agree to treat all information contained within a Health Passport record as confidential.

Terms of the Agreement:

If you access, view, copy, download or otherwise use a Health Passport record, you agree

- Not to share information from the Health Passport with anyone without a direct need to know the information for
 purposes of providing health care services, including behavioral health care services, to the Foster Child.
- To share only the minimum amount of information from the Health Passport as is necessary to aid in the
 provision of health care services, including behavioral health care services, to the Foster Child.
- To be responsible for maintaining the physical security and confidentiality of Health Passport information that you may view on a computer, print to paper, or copy or download to other formats. People who do not need the information should not have physical access to it. You must not leave the Health Passport site open on your computer screen when you walk away from your computer. Information on the Health Passport should be treated with the same concern for security and privacy as you give your financial papers or other private, personal information.
- To be responsible for complying with all applicable state and federal laws, including privacy laws, and to report
 any non-compliance that you may notice on the part of others within your organization. Passwords must not be
 shared. All users must create and manage their own accounts.
- To limit your access to Health Passport records to those Foster Children who are served by your organization or
 with whom you have a relationship for which Health Passport access is authorized. Not to share your password.
 If you are aware that a password has been shared, you are required to notify Superior HealthPlan Network
 within 24 hours so that a new password can be assigned.

Superior HealthPlan Network reserve the right to monitor all activity on the website

By using the services provided by this website, you agree to the above terms. If you do not agree to be bound by this agreement, you are not authorized to enter this website and may not use any of the services available through this website.

Disclaimer

All Users

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As long as a patient has active coverage in Superior HealthPlan's STAR Health Foster Care Program, the patient's information will remain available through the Health Passport. If a patient's enrollment in the program terminates, the patient's Health Passport record will be archived and will be unavailable for viewing.

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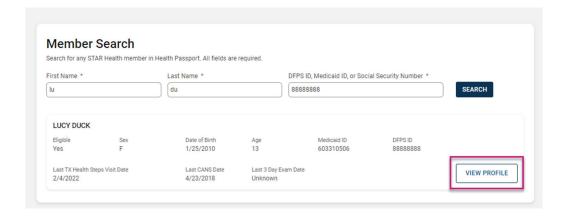
I have read and agree to these terms

Member Search

To search a member, enter the first few letters of the first and last name and one of the three ID numbers (Medicaid ID, Social Security Number [SSN] or Texas Department of Family and Protective Services [DFPS] ID) and click **Search**.

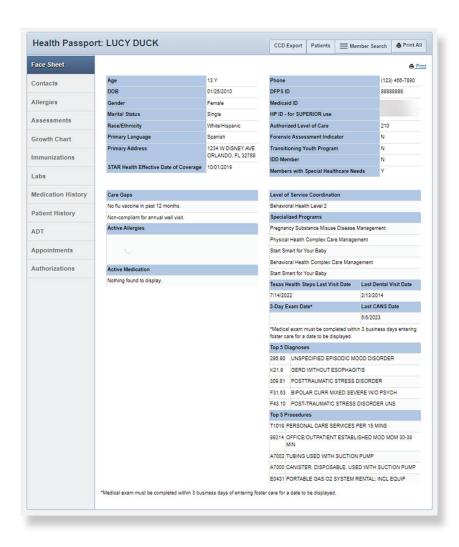


- The search results will display the full name of the member and other demographic information.
- Click View Profile to access the member's health record.



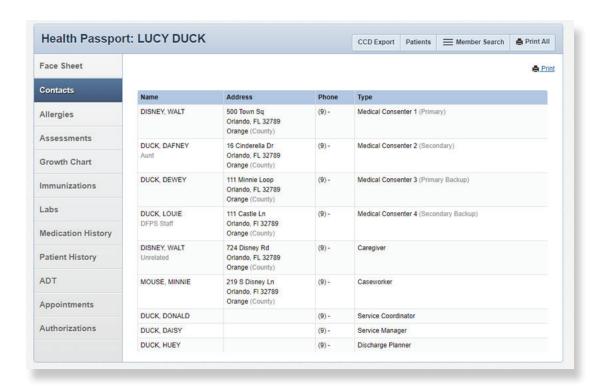
Face Sheet

The **Face Sheet** module provides a quick overview of the member's health record including common diagnoses and procedures, active medications, active allergies, care gaps and member demographics.



Contacts

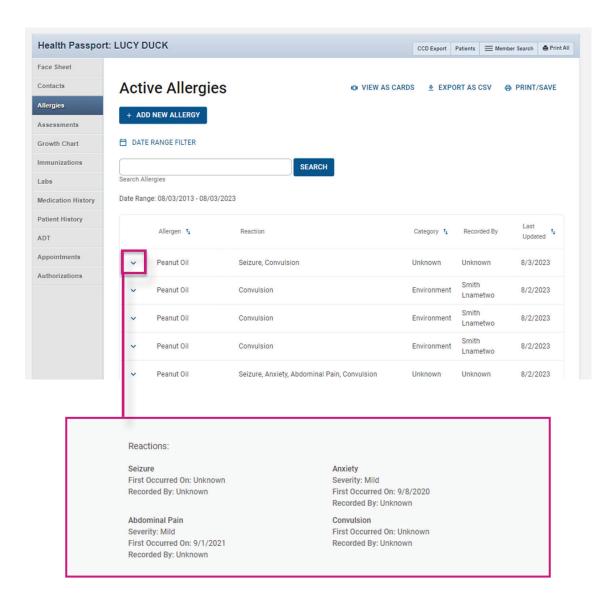
The **Contacts** module displays a member's medical and personal contacts.



NOTE: Caregivers are not necessarily considered Medical Consenters.

Allergies

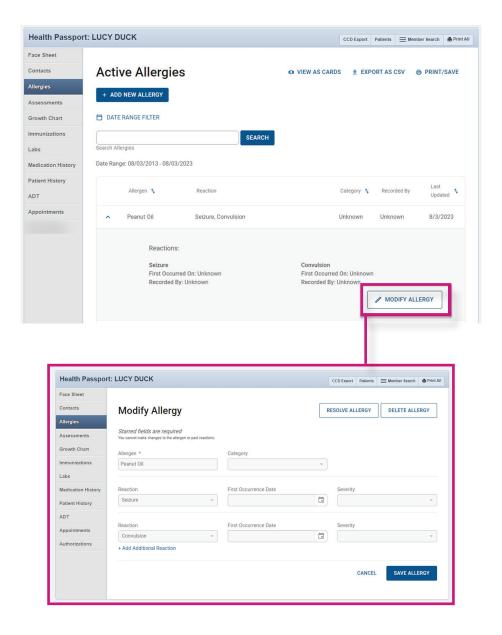
The **Allergies** module contains all allergies for a member entered by providers. Click the **down arrow** to view the reactions for an allergy.



Allergies

Providers have the ability to modify an allergy by adding an additional reaction, resolving or deleting an allergy.

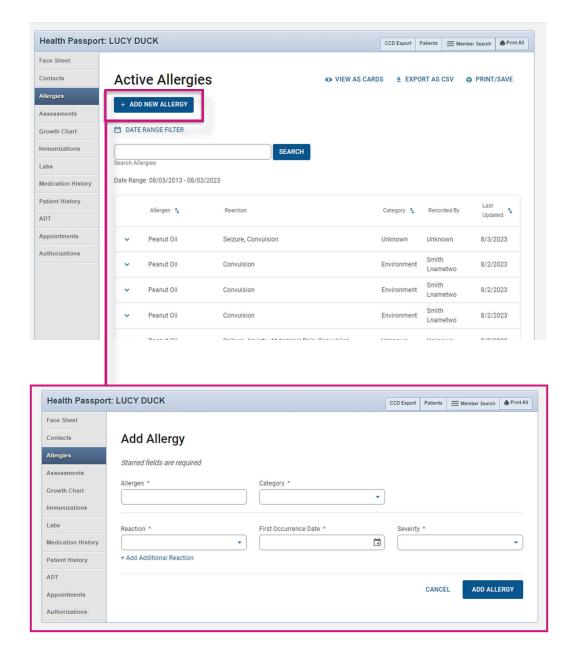
- Click modify an allergy by adding an additional reaction, resolving or deleting an allergy.
- You cannot make changes to the allergen or past reactions, but you can add an additional reaction, resolve the allergy, or delete an allergy.
- Click Save Allergy to save changes.



Allergies

Providers have the ability to add an allergy.

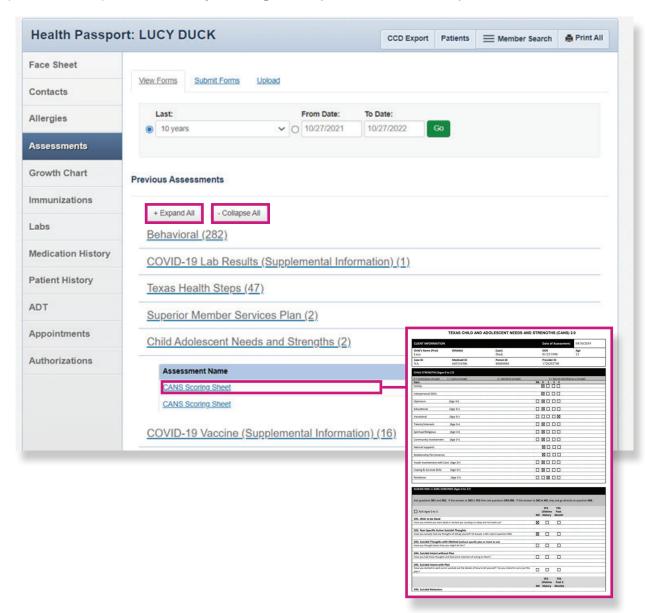
- Click Add New Allergy.
- Enter allergen, category, reaction, first occurrence date and severity.
- Click Add Allergy to save changes.



Assessments

The **Assessments** module allows providers to upload and view documents including, but not limited to Texas Health Steps, Dental and Behavioral Health online. Documents that are critical to member care may also be mailed or faxed to display within Health Passport.

- Click on the form name to open the document.
- Expand or collapse all forms by clicking the Expand All and Collapse All buttons.



NOTE: If you choose to fax or mail these documents, please submit using the information listed below:

Fax: 1-866-274-5952

Mail: Superior HealthPlan

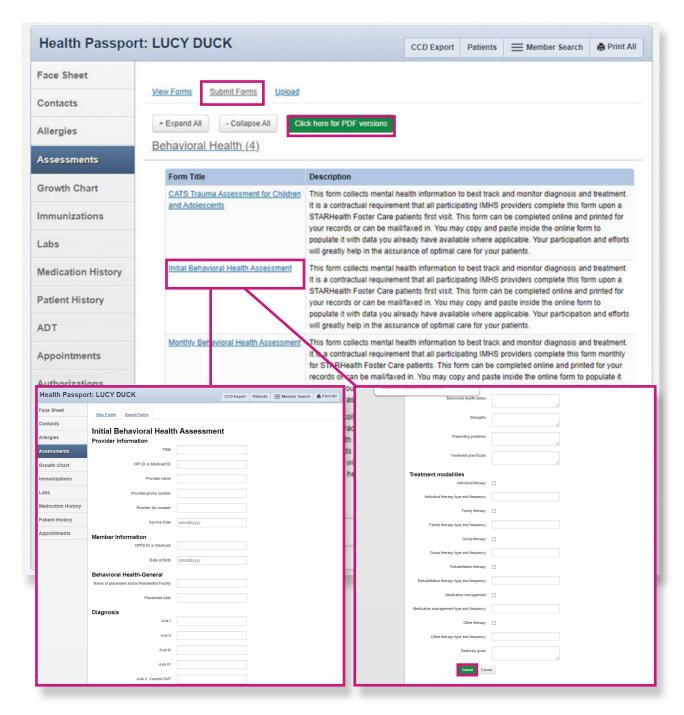
P.O. Box 3003

Farmington, MO 63640-3803

Assessments

To complete and submit forms, click on the **Submit Forms** tab.

- Open a form by selecting the Form Title.
- Fill in all relevant information.
- Click the Submit button.
- Click **Click here for PDF versions** to be directed to the Health Passport Forms section of the Foster Care Texas website, where a blank form can be printed.



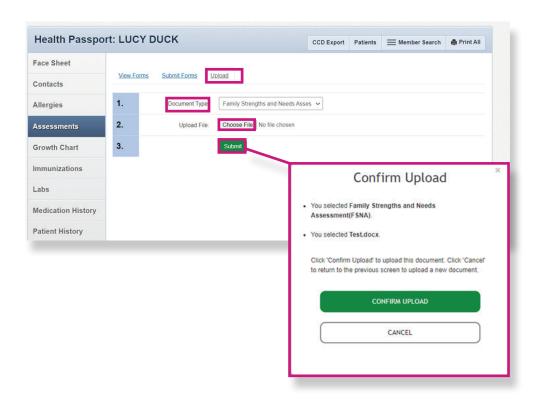
Assessments

To upload an assessment:

- Click the Upload tab.
- Select an available **Document Type** and choose from the following options:
 - Family Strengths and Needs Assessment (FSNA)
 - COVID-19 Vaccination Card
 - Trauma Screening Questionnaire TSQ
 - Initial Behavioral Health Assessment
 - Monthly Behavioral Health Assessment

Please note: The documents listed are the only documents that can be uploaded at this time.

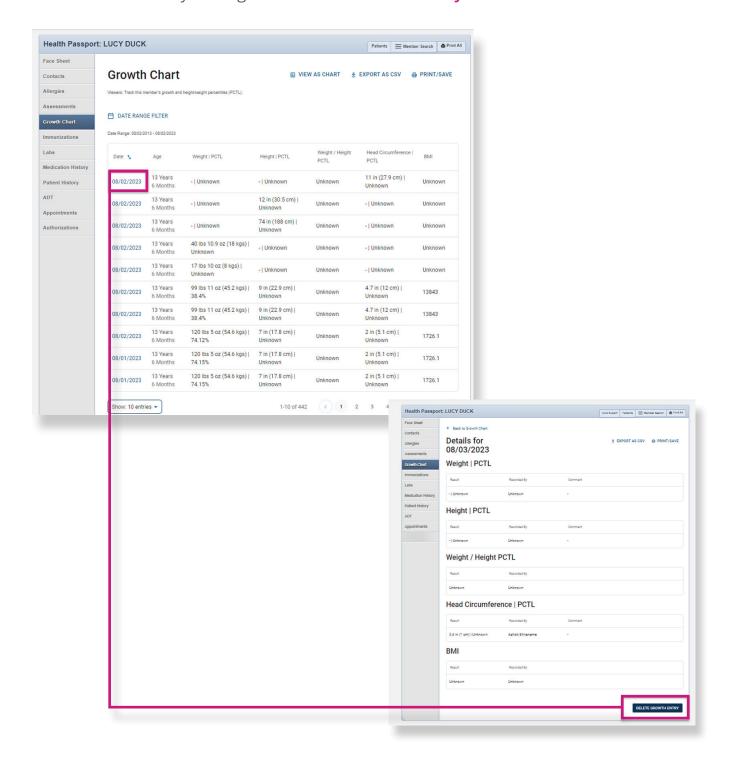
- Select Choose File and Submit to upload your document.
- You will get a pop up to Confirm Upload.
- Once you confirm the upload you will see Success! File uploaded.



Growth Chart

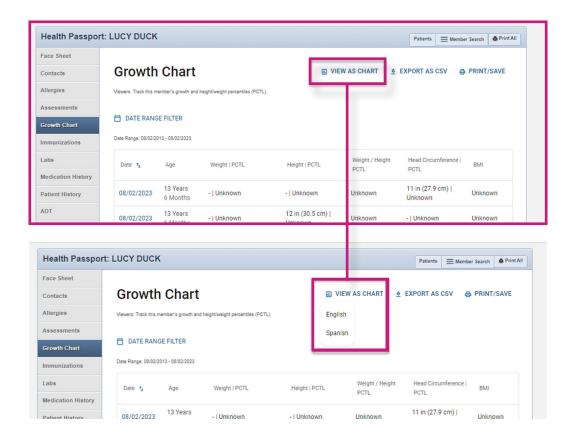
The **Growth Chart** module contains height, weight, length and head circumference entered by providers. This module also calculates a member's Body Mass Index (BMI), when applicable.

- Click a **Date** to view details for that date. Click on **View as Chart** to view, print and download plotted growth charts.
- Remove a chart by clicking the box Delete Growth Entry.



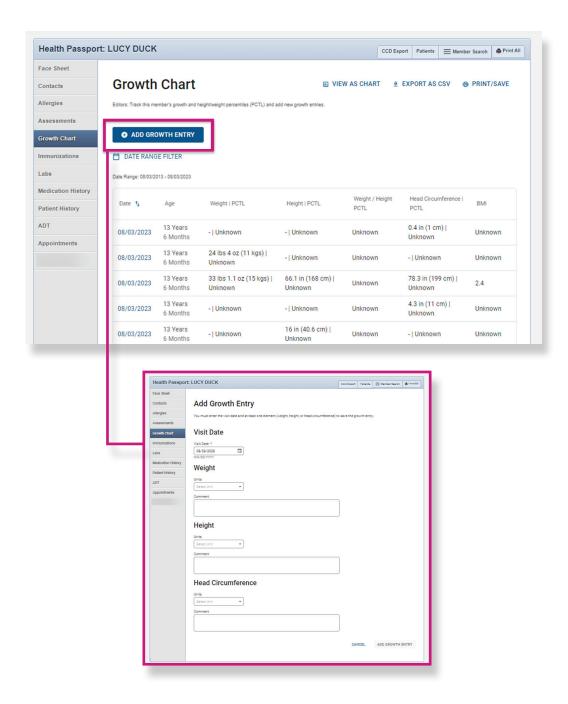
Growth Chart

• Click on **View as Chart**. Then select English or Spanish to view, print and downloaded plotted growth charts.



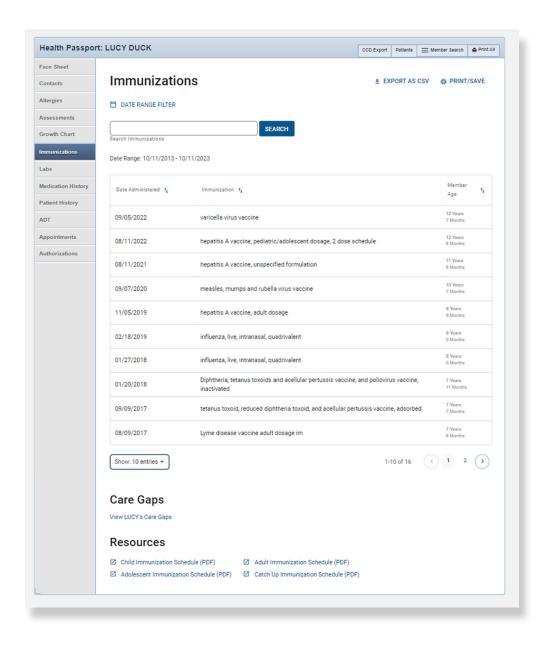
Growth Chart

- Click Add Growth Entry to add new growth measurements.
- Enter the visit date and at least one element (weight, height, or head circumference).
- Click Add Growth Entry.



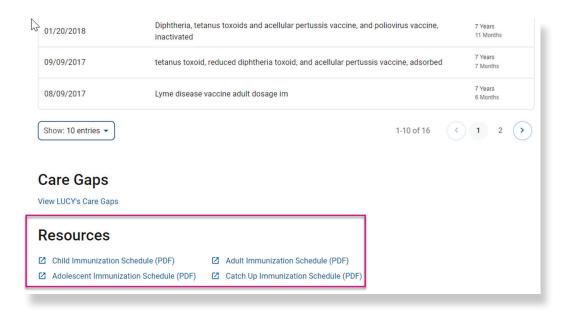
Immunizations

The **Immunizations** module presents a comprehensive list of a member's immunizations that have been reported to ImmTrac, the Texas Immunization Registry. Additionally, the module includes a Resources section for the immunization schedules for the Centers for Disease Control and Prevention (CDC), and a Care Gaps section that shows any gaps in care, including missing immunizations.

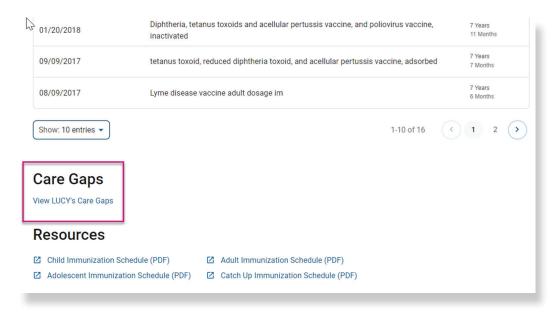


Immunizations

• The **Resources** section offers child, adolescent, adult and catch-up immunization schedules. Click the **respective schedule** to open the document.



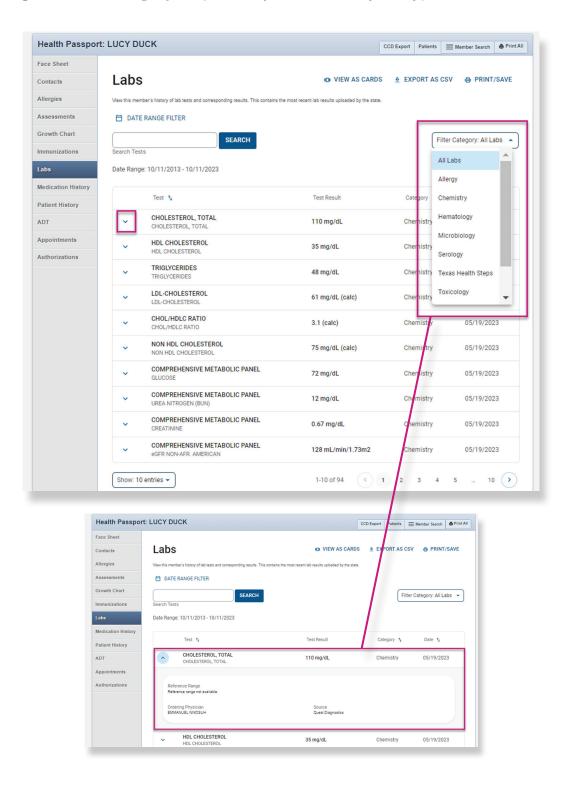
The Care Gaps section will include gaps in care, including missing immunizations.



Labs

The **Labs** module contains a list of a member's lab results. Click the **down arrow** to view details of the lab.

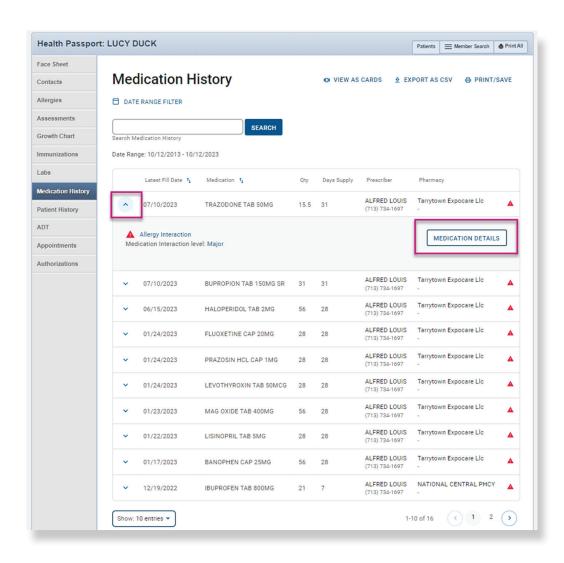
• By selecting the **Filter Category** drop down, you can filter by lab type.



Medication History

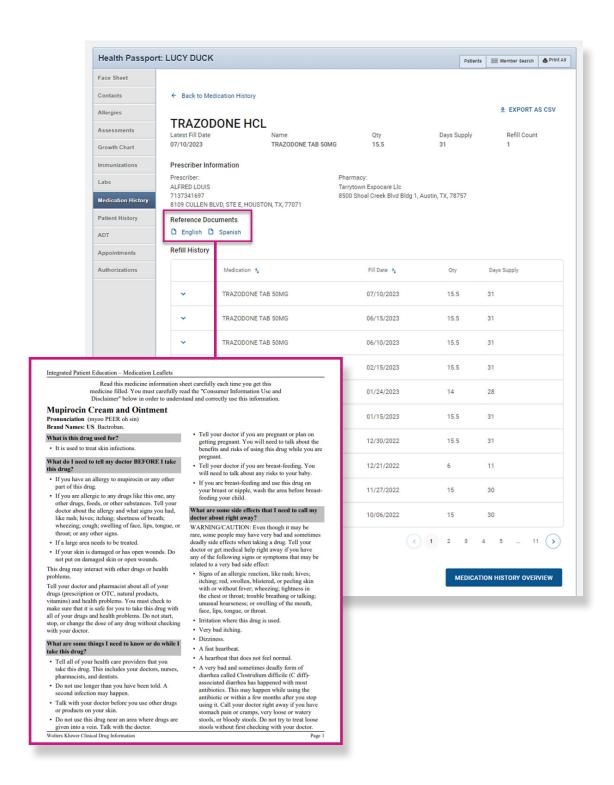
The **Medication History** module contains a detailed list of medications. To view additional medication details, click the **down arrow** next to the latest fill date and then **Medication Details**.

• An icon will denote a medication-to-medication and/or allergy-to-medication interaction. Clicking the **down arrow** will provide details on the interaction.



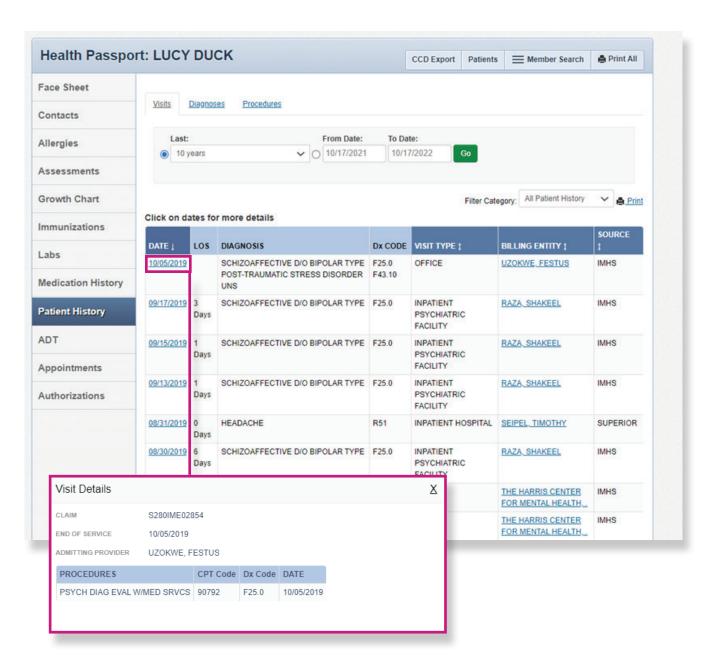
Medication History

Select English or Spanish to open a reference document for the given medication.



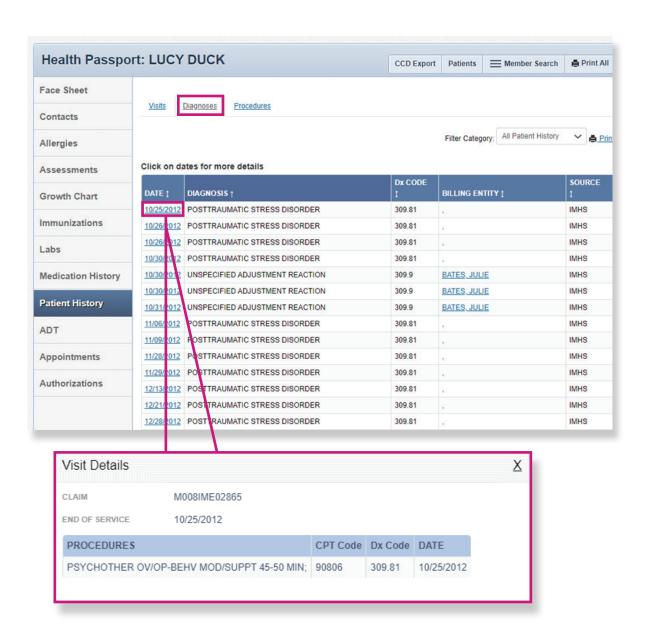
The **Patient History** module contains visit information from claims data on all services rendered, whether paid or denied. Claims come from all provider types and providers do not need to do anything extra for this data to load.

Click the Date to view more visit details.

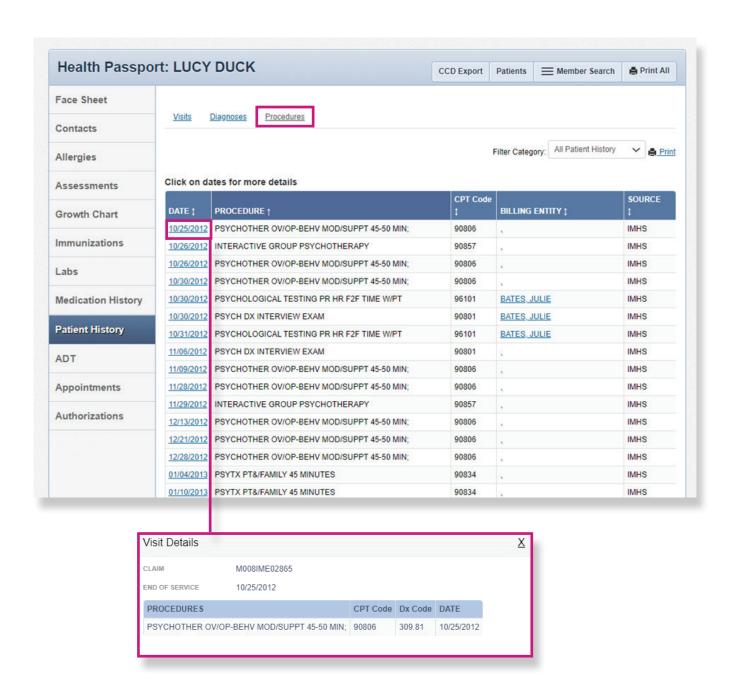


NOTE: This module should not be used as a tool for claims payments. There is lag time before data is loaded as providers have 95 days to bill, and Superior has 30 days to process.

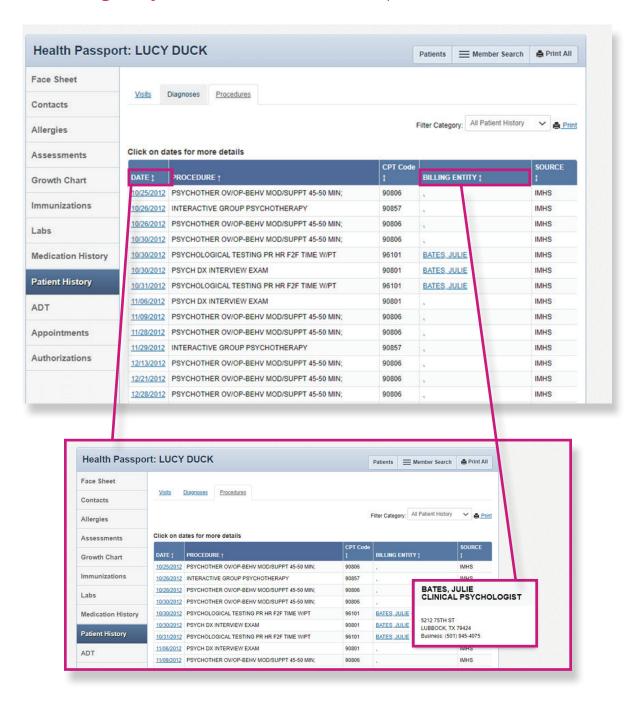
- Click the Diagnoses tab to view visits by diagnoses.
- Click the Date to view Visit Details.



- Click the Procedures tab to view visits by procedures.
- Click the Date to view Visit Details.



Hover over Billing Entity to view contact information for providers.

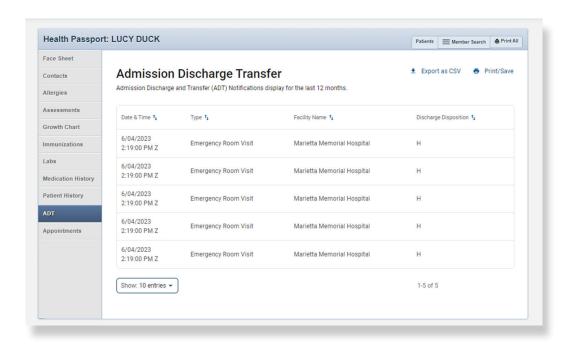


Admission Discharge and Transfer (ADT) Notifications

The **Admission Discharge and Transfer (ADT) Notifications** module provides the following data for the last 12 months:

- Date and time of discharge
- Admission type
- Facility name
- Discharge disposition code

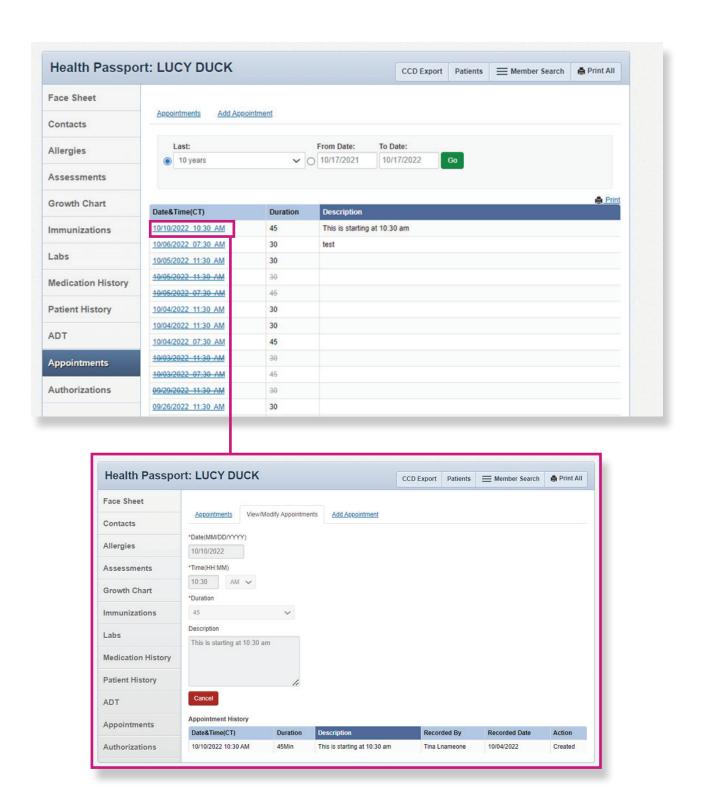
The ADT data is transferred in real time from the following Health Information Exchanges (HIEs) services: HASA, Greater Houston Health Connect.



Appointments

The **Appointments** module allows providers to review and add appointments for members.

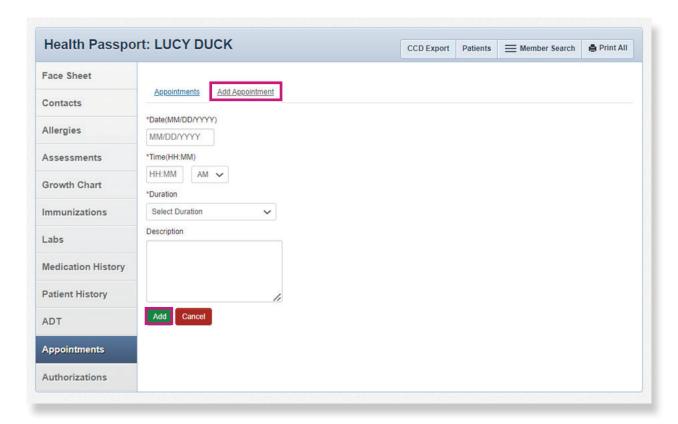
Click the Date & Time (CT) to view appointment details for existing appointments.



Appointments

Click the **Add Appointment** tab to add a new appointment.

- Fill in Date, Time, Duration and add a Description, if applicable.
- Click Add.



NOTE: Appointments can only be modified or removed by the appointment initiator. Appointment information should be used only as a reference and may be tentative. For more information or to confirm appointments, please contact the member's Medical Consenter or provider.

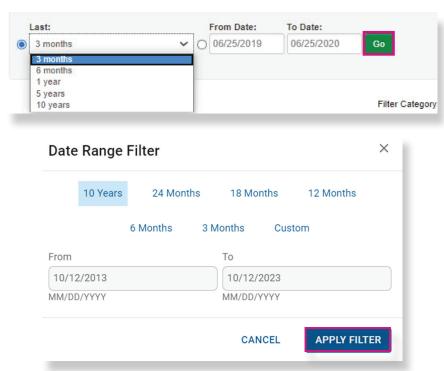
Other Tools and Features

The following tools can be found on all modules in Health Passport:

- Member Search Return to the search screen.
- Print All Print a complete health record by either:
 - Selecting a time frame.
 - Selecting a date range and clicking Go.
- Print or Print/Save Print a single module.



- Date Search Search a health record by either:
 - Selecting a time frame.
 - Selecting a date range and clicking Go.



View more by clicking the Page number or the Next, Last, or Arrow buttons.

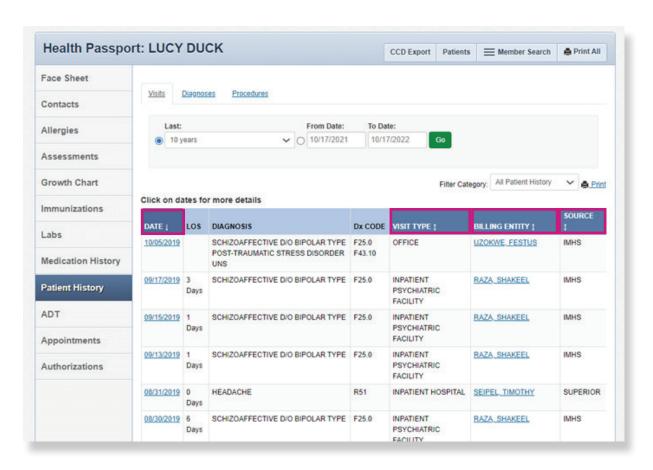


Other Tools and Features

The following feature can be found on the Allergies, Growth Chart, Immunizations, Labs, Medication History and Patient History modules:

Sort information by clicking on the titles labeled with arrows.

Note: Sort functions may vary by module.

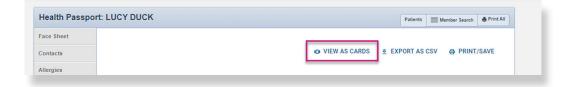




Other Tools and Features

The following feature can be found on the Allergies, Labs, and Medication History modules:

- View as Cards/View as Table Toggle between a card or table view of the information on the module.
 - NOTE: The information will be the same for both views.



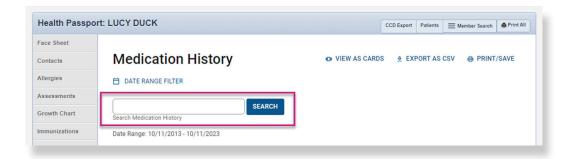
The following feature can be found on the **Allergies**, **Growth Chart**, **Immunizations**, **Labs**, **Medication History**, and **ADT modules**:

Export as CSV – Displays the information in an Excel file that is made available to filter and/or print.



The following feature can be found on the **Allergies**, **Immunizations**, **Labs**, **Medication History modules**:

• Search Bar – Provides the ability to narrow down information by a key word, term, or a few letter.





CONTACT US

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