Health Passport

Clinical Training Guide

FosterCareTX.com

SHP_20206436

superior healthplan™

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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 foster children in the state of Texas.

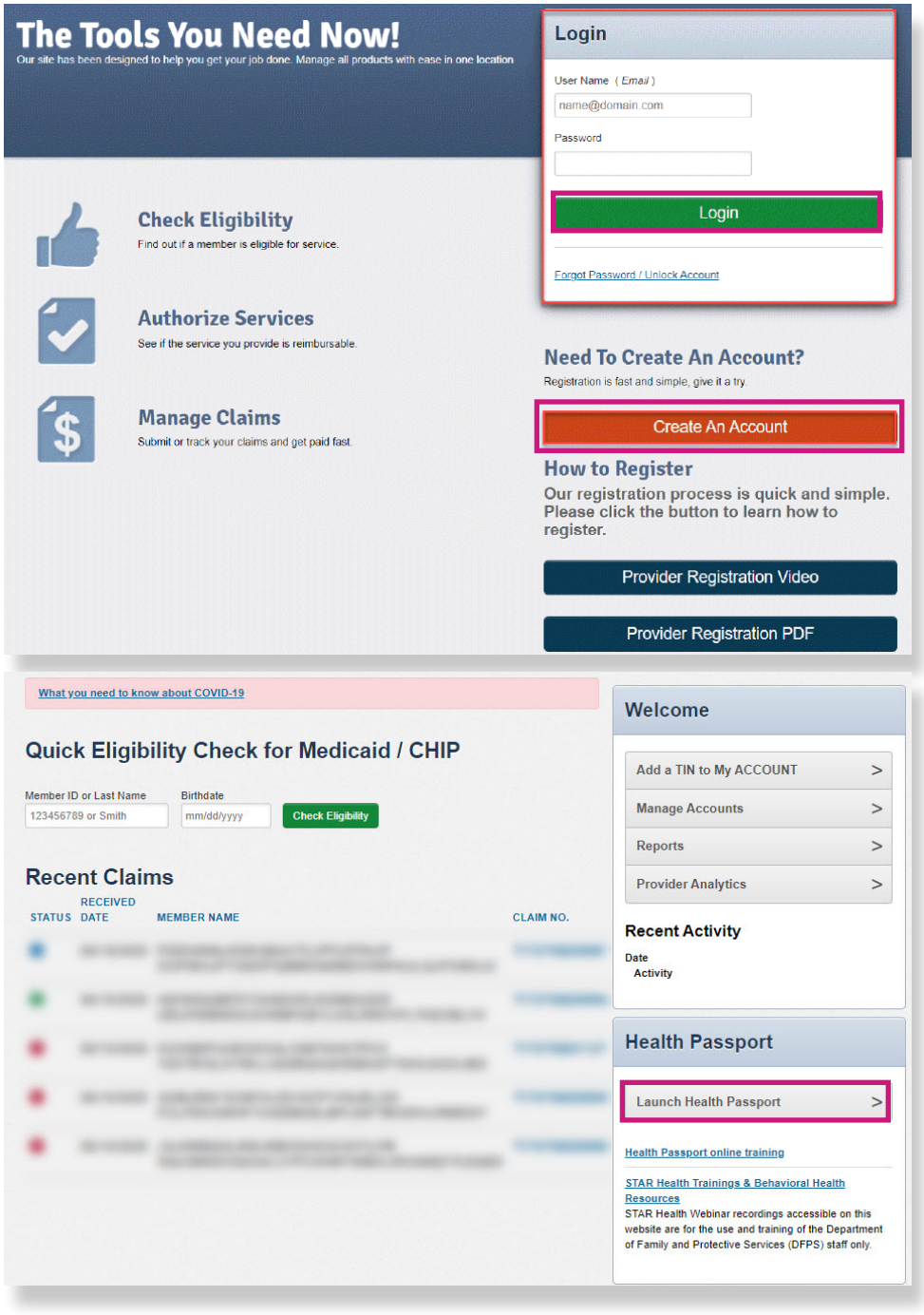
REMINDER: The data in the Health Passport is not a member's complete medical record, but it does contain information on member demographics, including doctor visits for which claims have been submitted, allergies, lab test results, immunizations and filled medications. Health Passport features include,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

- **Face Sheet** - An easy-to-read summary that includes member demographics, care gaps, Texas Health Steps and Dental last visit dates, active allergies, active medications and more.
- **Contacts** - Easily find a foster child's Primary Care Physician (PCP), Medical Consenter, Caregiver, Caseworker, Service Coordinator and other important contact information in one place.
- **Allergies** - Providers can use interactive fields to add or modify allergies at the point-of-care. Once an allergy is charted, it's instantly checked for medication interactions.
- **Assessments** - Providers can document Texas Health Steps, Dental and Behavioral Health forms directly online. Mailing or faxing in documents critical to patient care for display is also available.
- **Growth Chart** - Providers can chart weight, height, length and head circumference at the point-of-care to track growth of infants and children. An on-demand graph is available to visually plot where the foster child is on the development curve for their gender and age group.
- **Immunizations** - A comprehensive list of a person's immunizations collected from ImmTrac.
- **Labs** - All lab results are made available, where providers typically only have access to the lab results they've requested.
- **Medical History** - A summary of medications filled and access to more detail, including name of the prescription, the 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.
- **Appointments** - All users can review and add appointments for members.

Provider Access

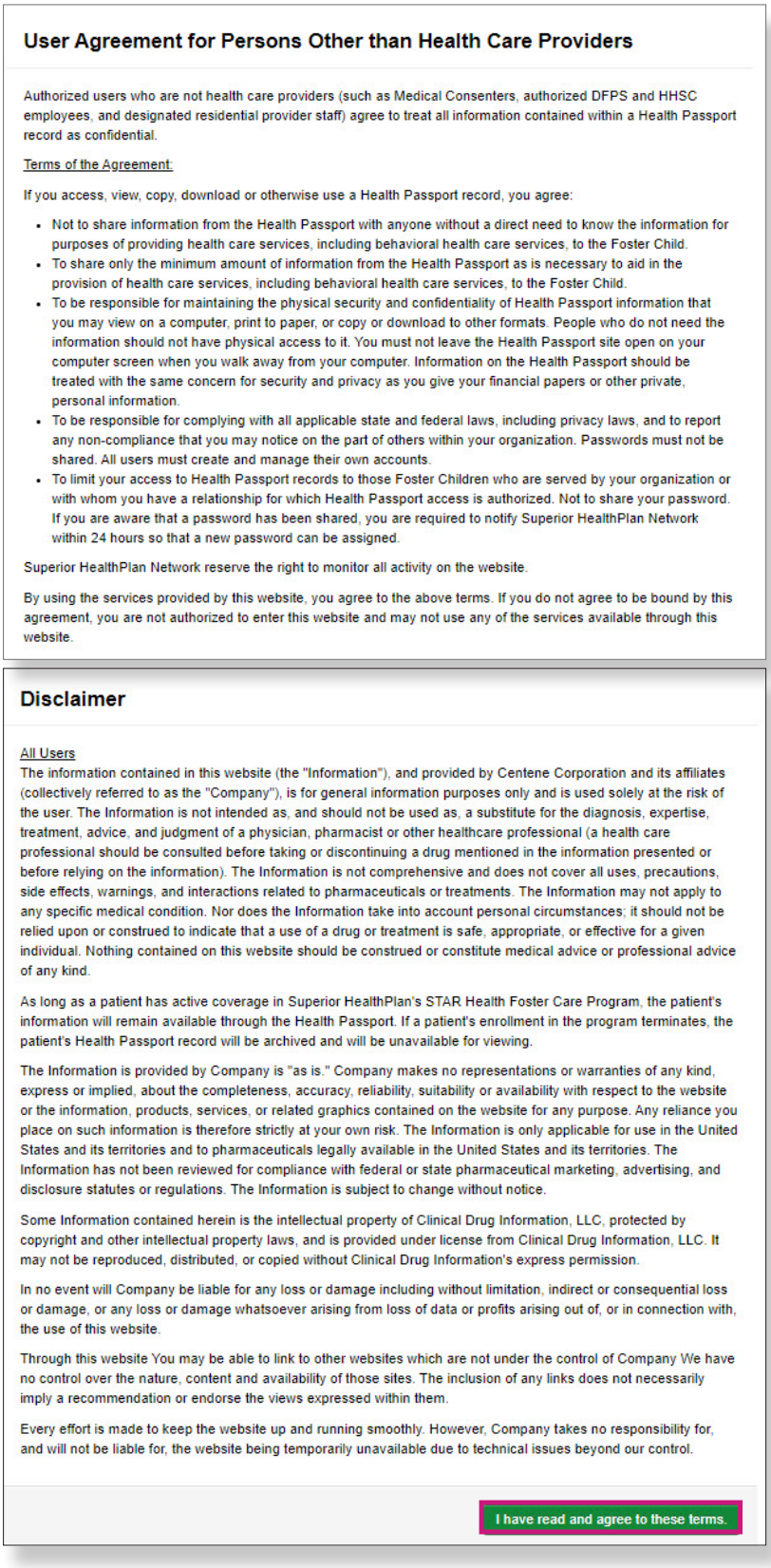
Providers can access the Health Passport secure web application by following the instructions below:

- Open FosterCareTX.com 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.
- To access Health Passport, click 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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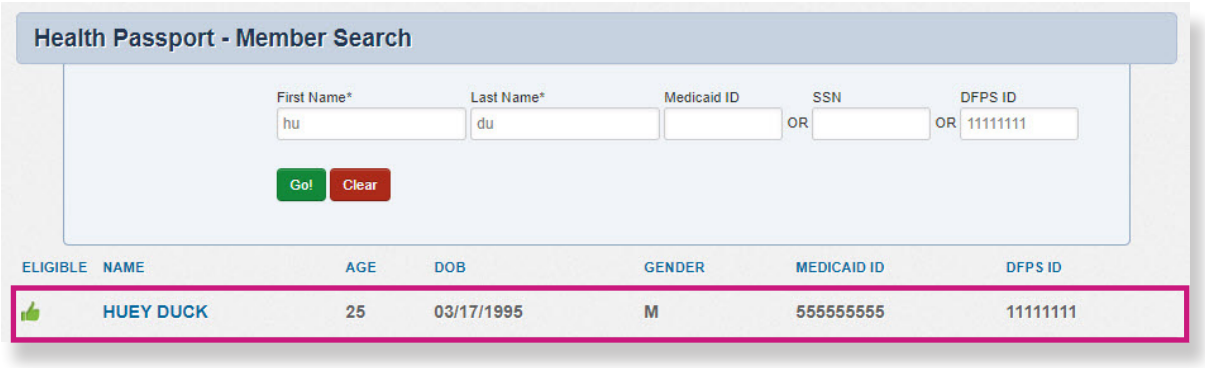
I have read and agree to these terms.

Member Search

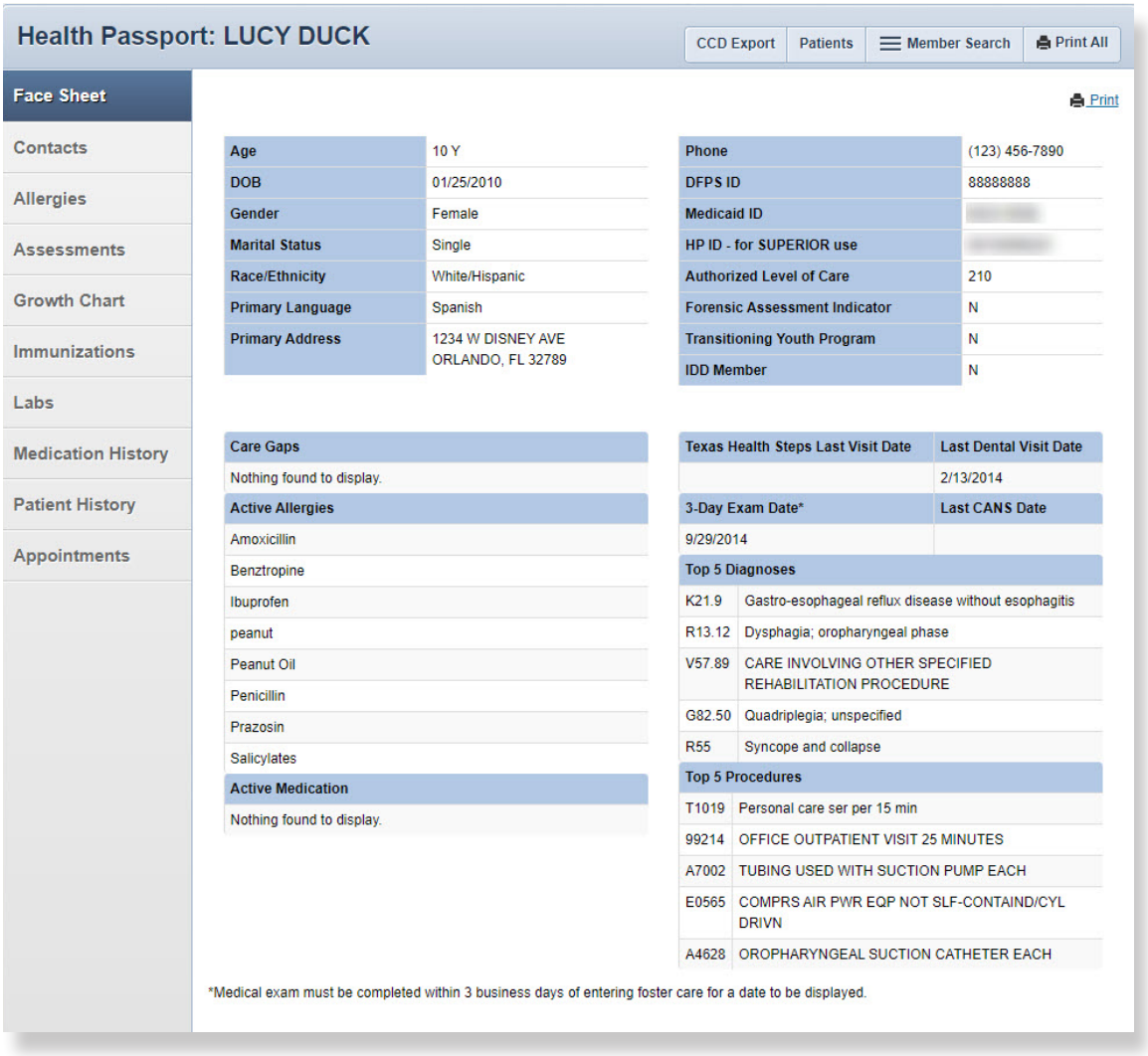
To search a member, enter the first few letters of the first and last name and one of the three ID numbers (Medicaid ID, Social Security Number [SSN] or Texas Department of Family and Protective Services [DFPS] ID) and click **Go**.

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



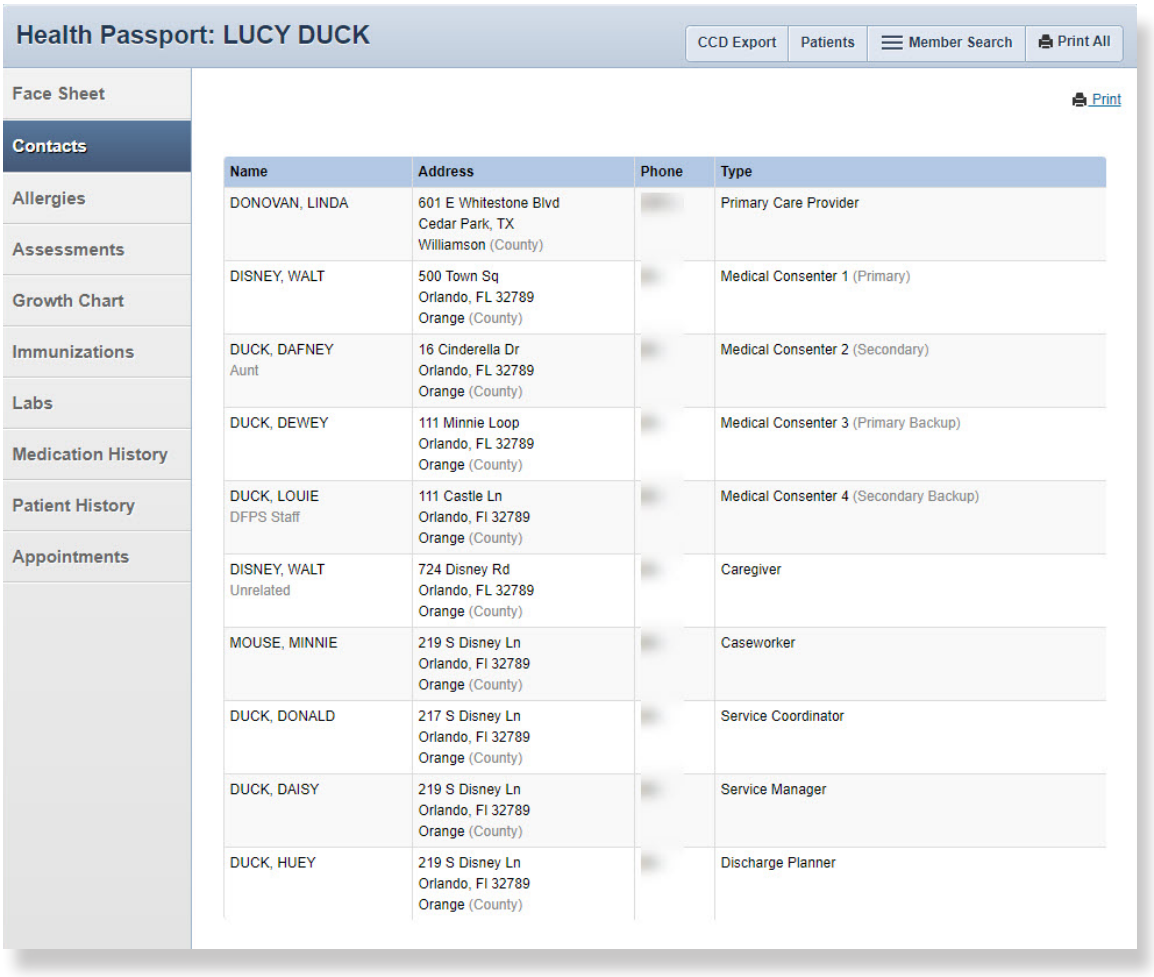
Face Sheet

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.

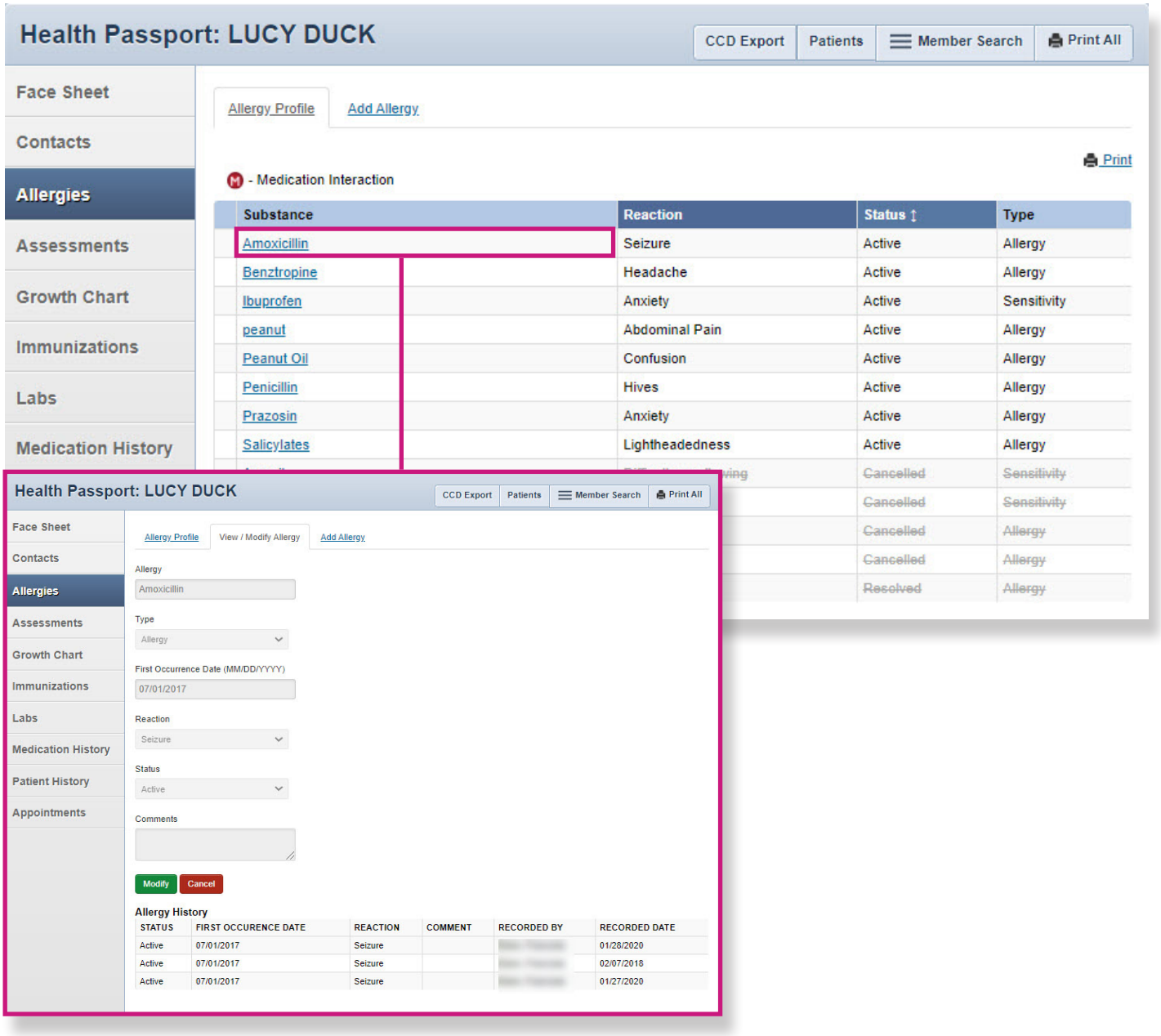


NOTE: *Caregivers are not necessarily considered Medical Consenters.*

Allergies

The **Allergies** module contains all allergies for a member entered by providers. Click the **allergy name** to view the allergy history.

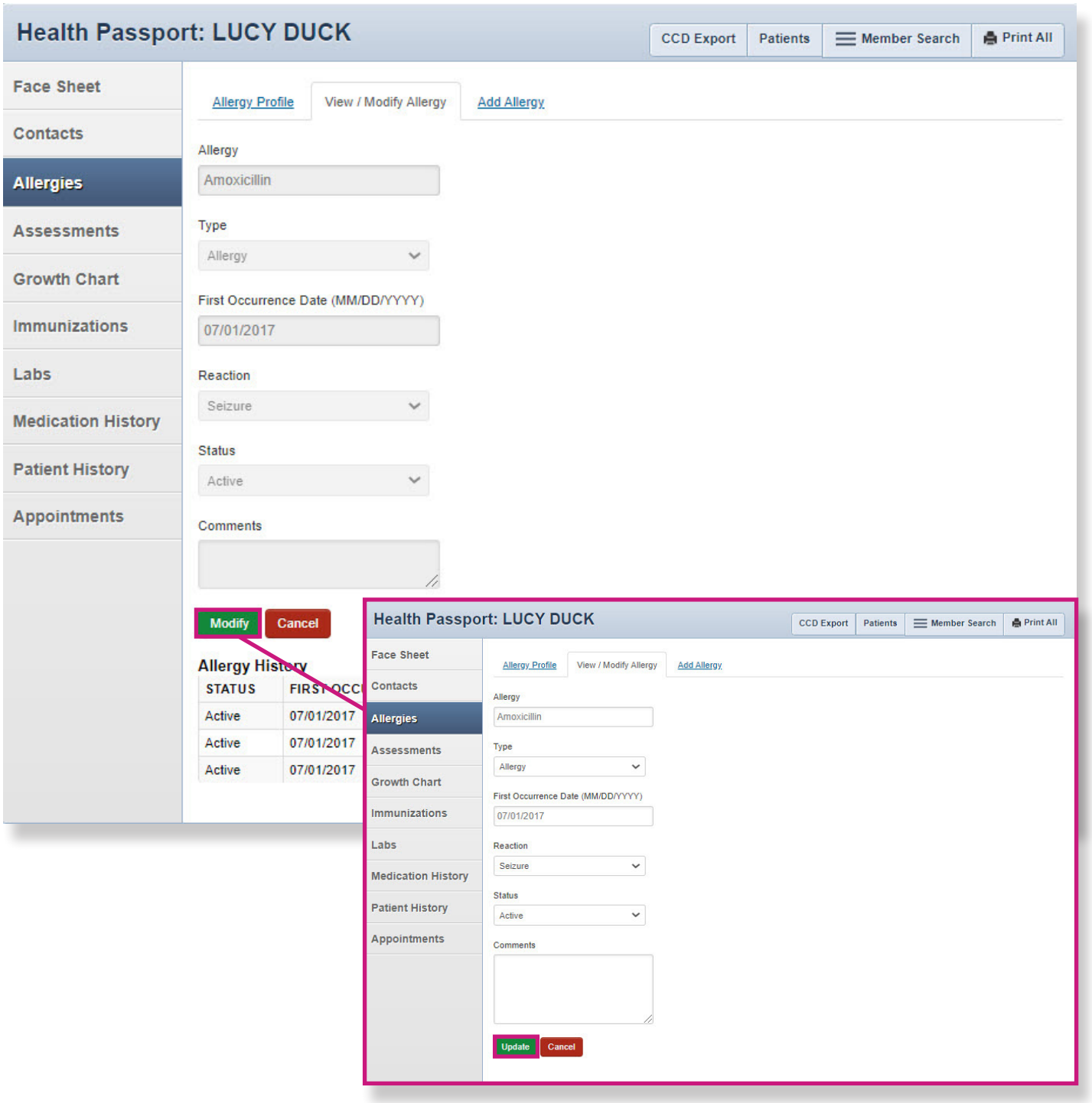
- A prescribed medication is indicated by a Ⓜ. If an allergy has a comment associated with it, an asterisk (*) appears next to the allergy name.
- The strikethroughs indicate:
  - **Resolved status** — an allergy the member no longer experiences.
  - **Canceled status** — an allergy that could be mistakenly entered.



Allergies

Providers have the ability to modify allergies.

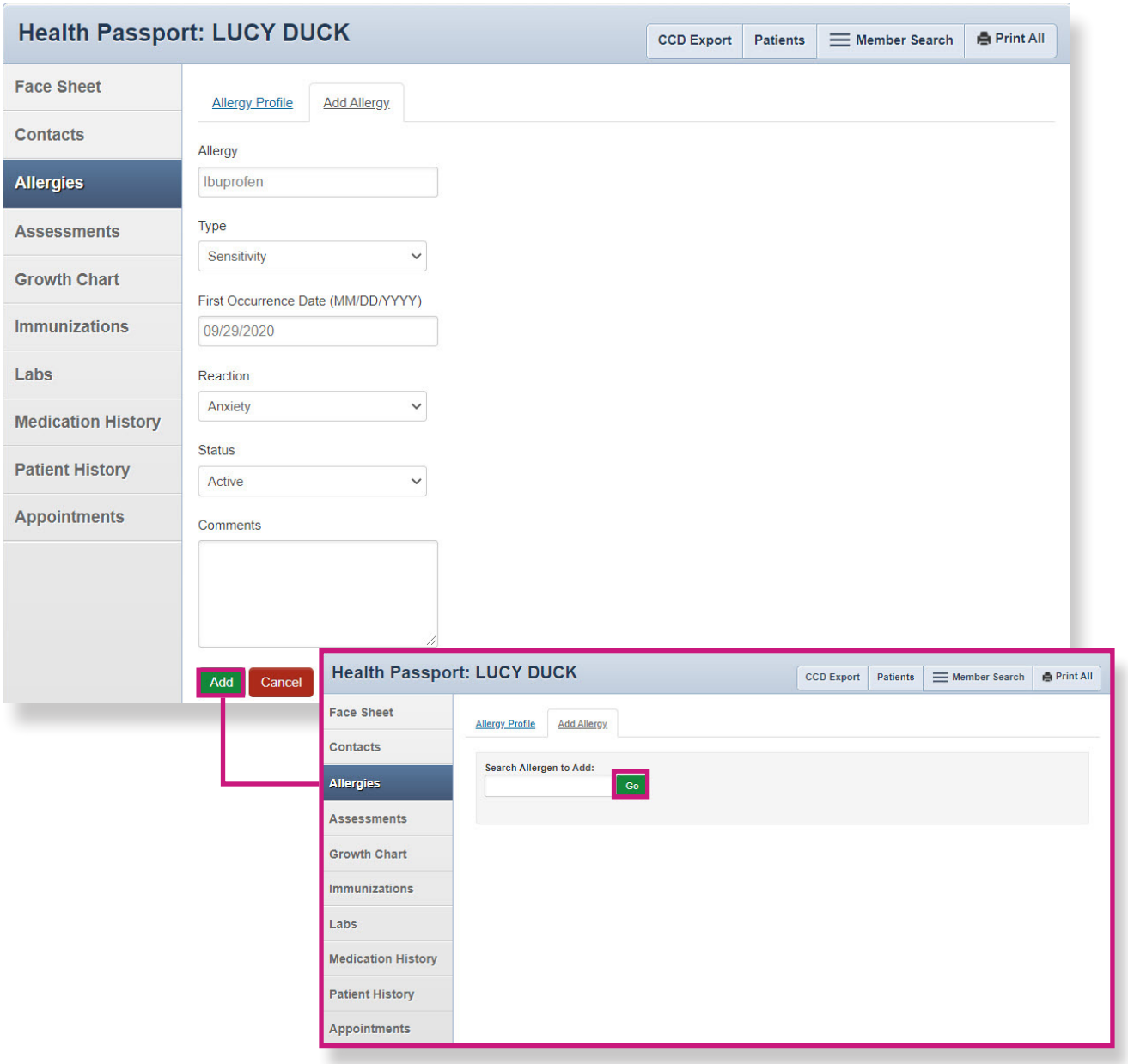
- Click **Modify**.
- Modify allergy name, type, occurrence date, reaction, status or comments.
- Click **Update** to save changes.



Allergies

Providers have the ability to add an allergy.

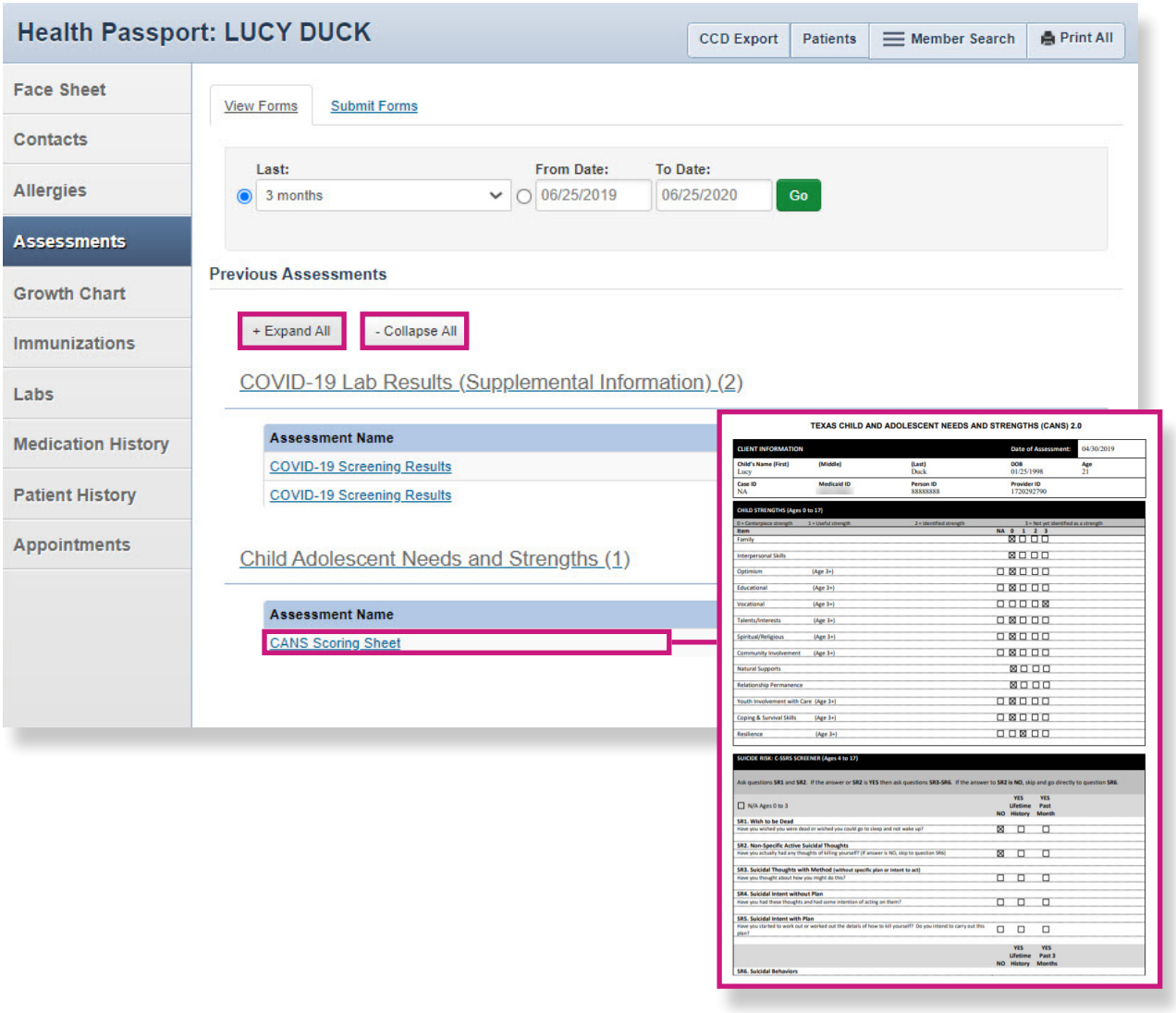
- Search for an allergen and click **Go**. If not found, use the **Add Free Text Allergen** box.
- Select allergy name, type, occurrence date, reaction and status, and include comments, as applicable.
- Click **Add** to save changes.



Assessments

The **Assessments** module allows providers to document Texas Health Steps, Dental and Behavioral Health forms directly online. Providers may also mail or fax in documents critical to patient care 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.



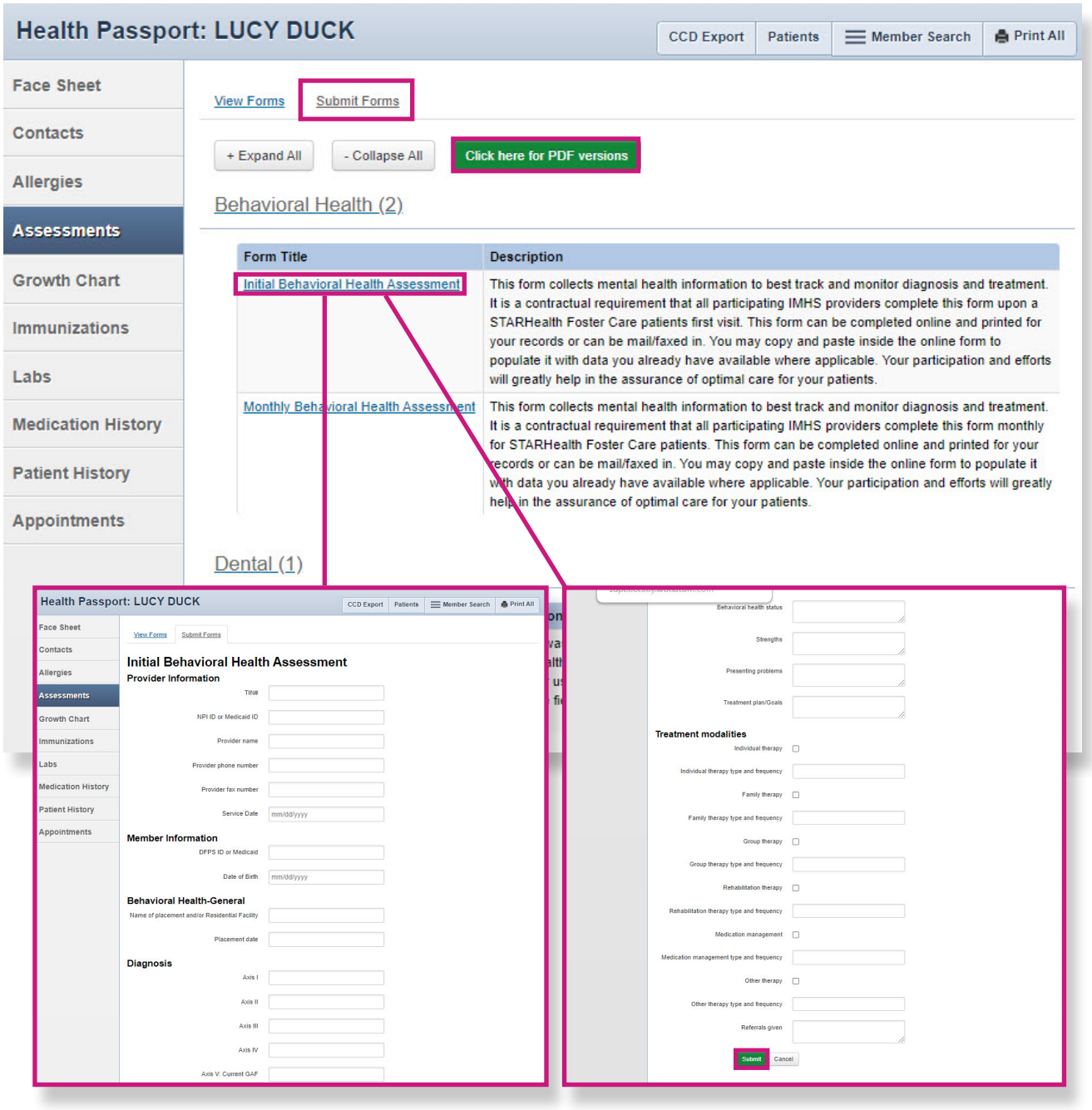
NOTE: If you choose to fax or mail these documents, please submit using the information listed below:

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.

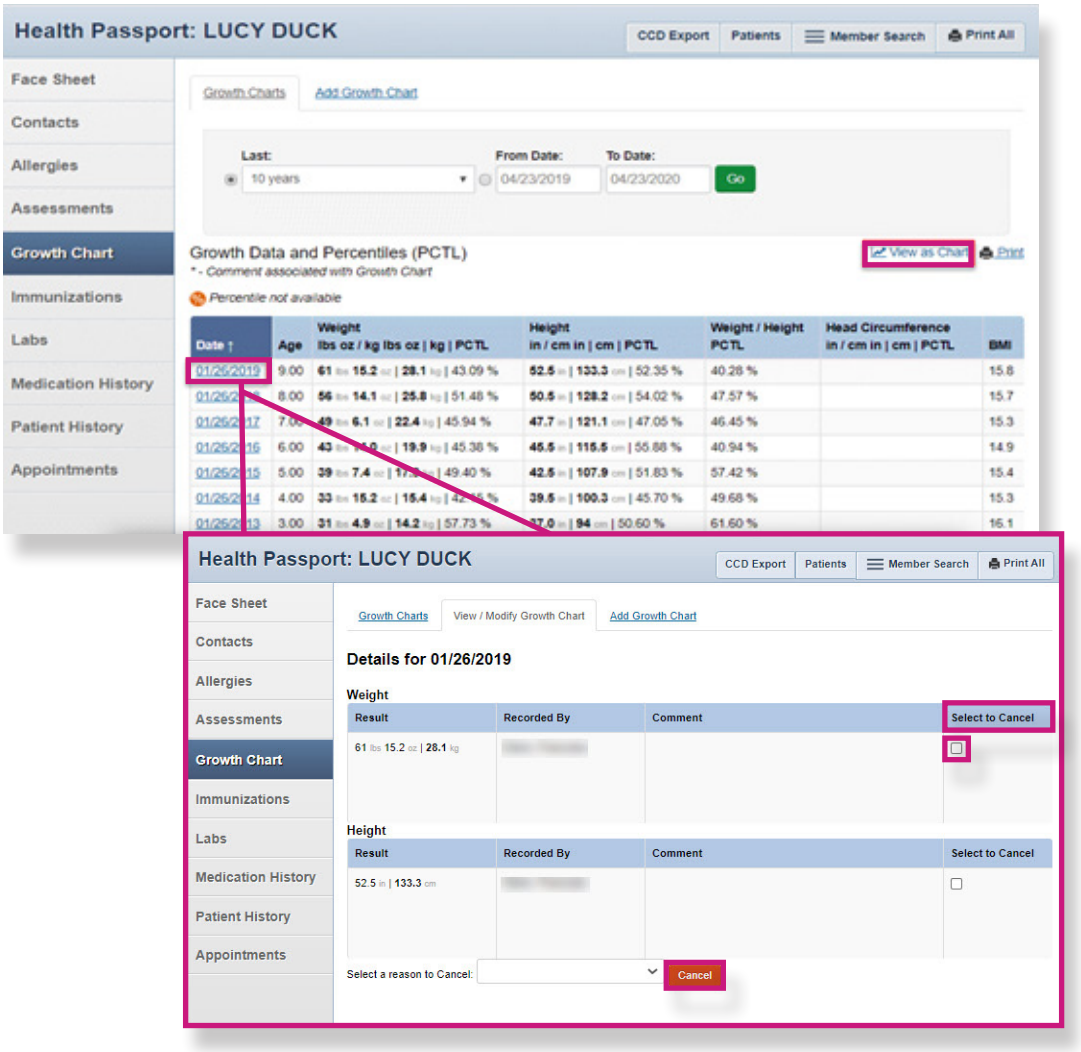
- Open a form by selecting the **Form Title**.
- Fill in all relevant information.
- Click the **Submit** button.
- Click **Click here for PDF versions** to be directed to the Health Passport Forms section of the Foster Care Texas website, where a blank form can be printed.



Growth Chart

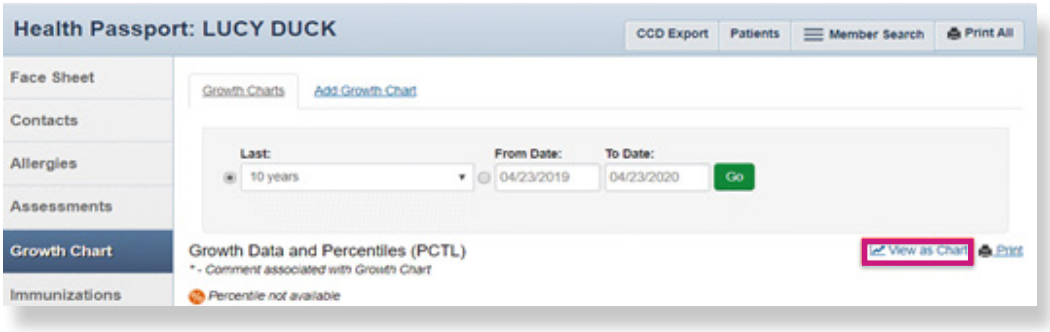
The **Growth Chart** module contains height, weight, length and head circumference entered by providers. This module also calculates a member's Body Mass Index (BMI), when applicable.

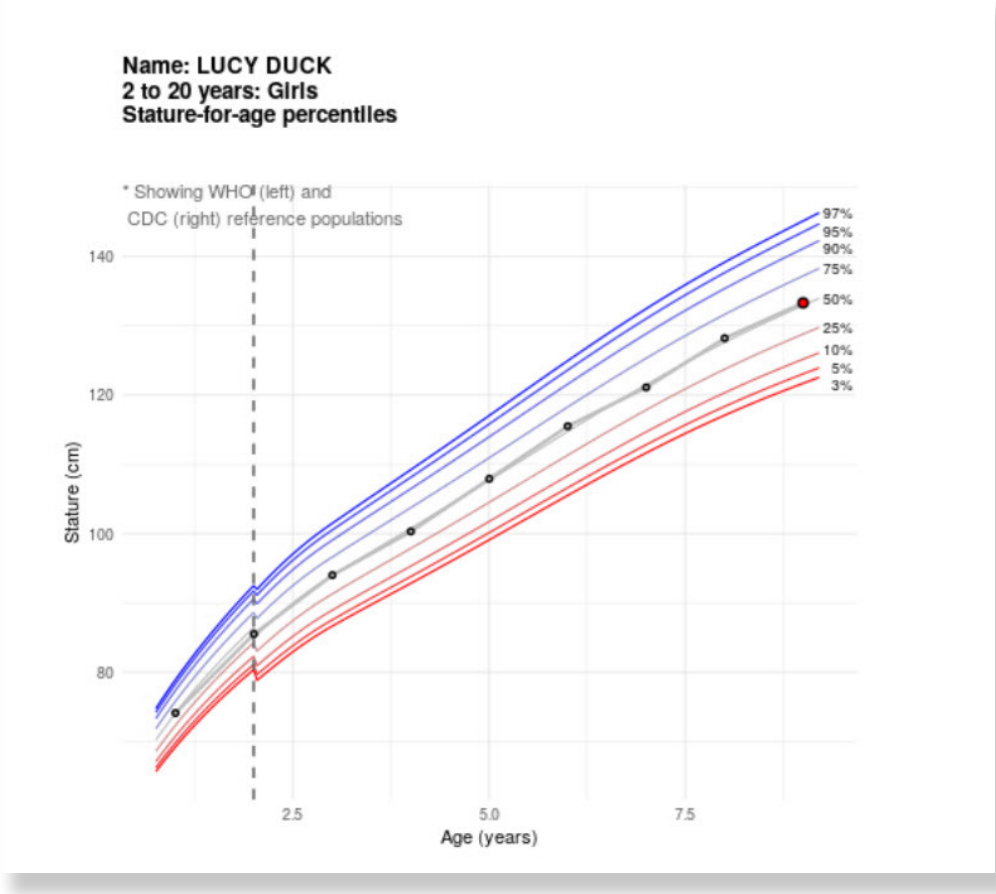
- Click a **date** to view details for that date. Click on **View as Chart** to view, print and download plotted growth charts. An asterisk (*) indicates there is a comment associated with the entry.
- Modify a chart by clicking the box **Select to cancel**, select a reason to cancel and then click **Cancel**. A strikethrough will appear on cancelled, duplicative or incorrectly charted entries.



Growth Chart

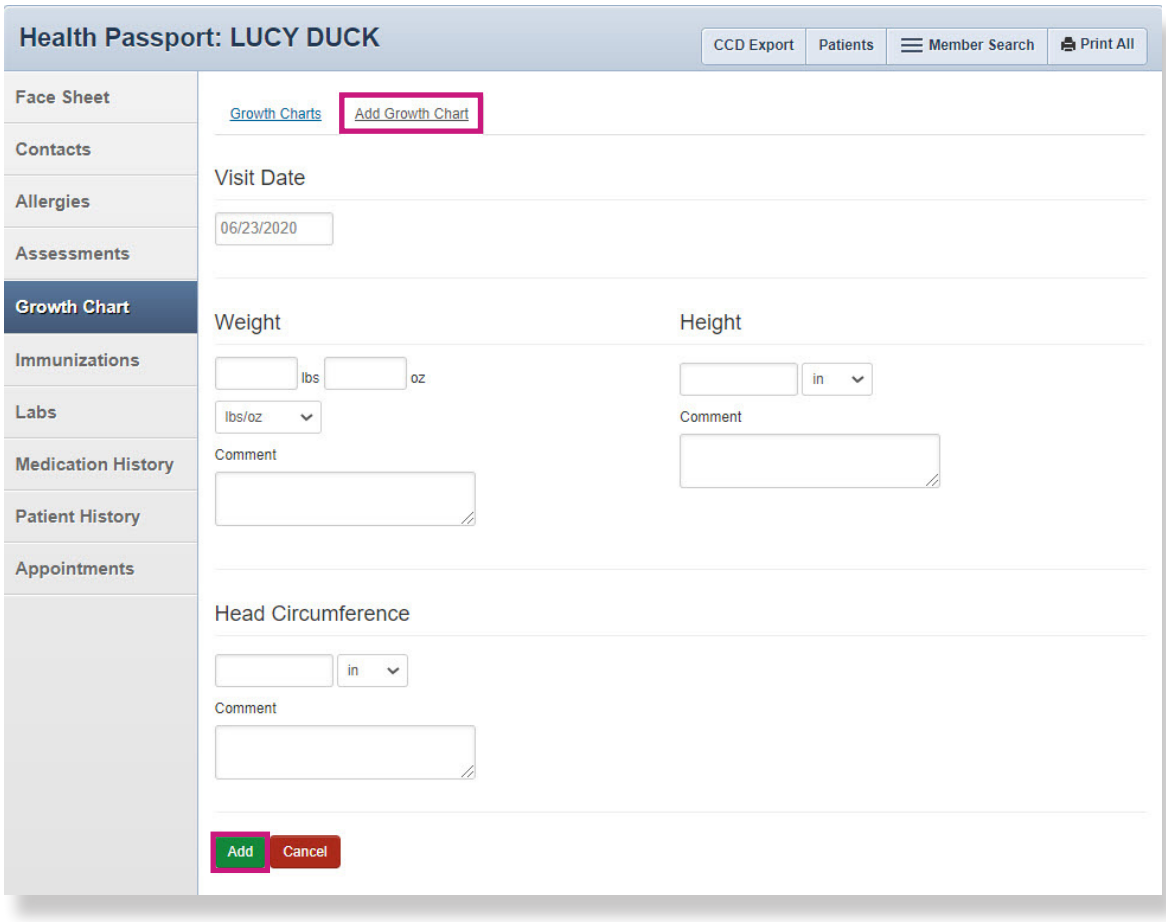
- Click on **View as Chart** to view, print and download plotted growth charts.





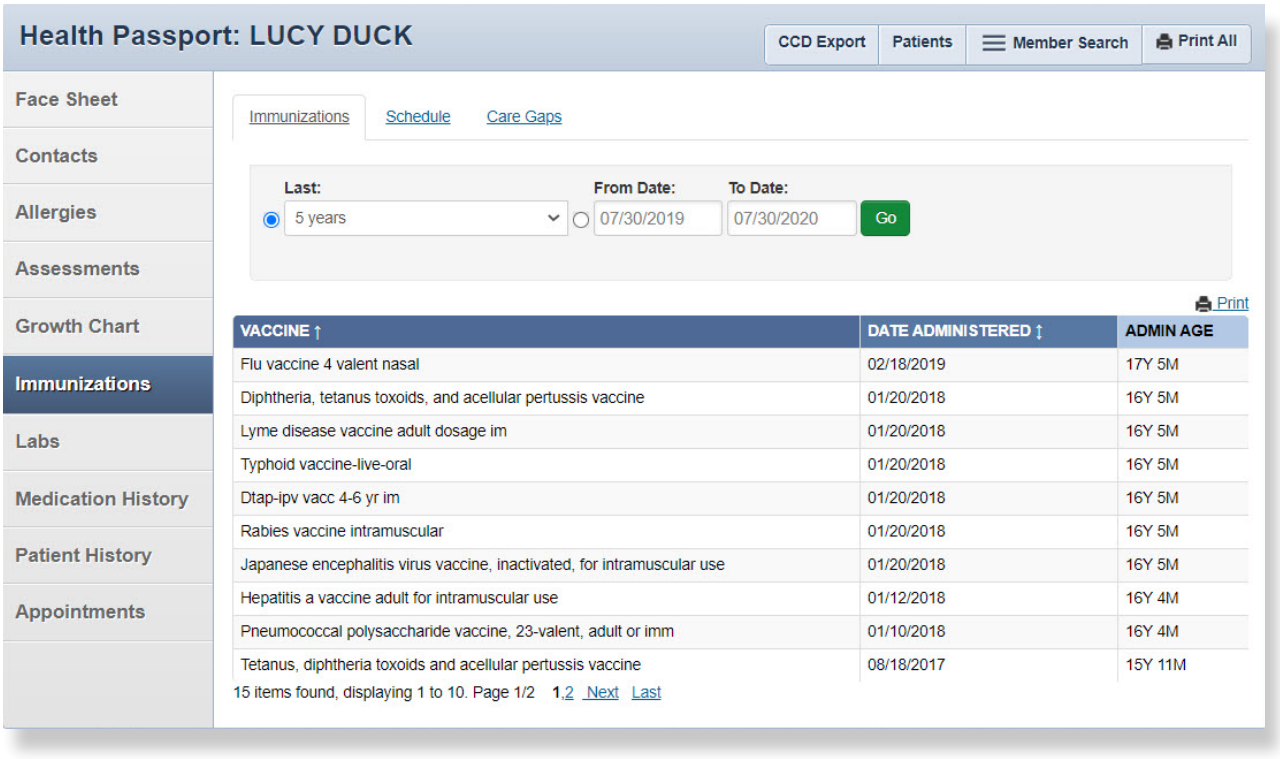
Growth Chart

- Click the **Add Growth Chart** tab to add new growth measurements.
- Fill in weight, height, length and head circumference, and add comments, if applicable.
- Click **Add**.



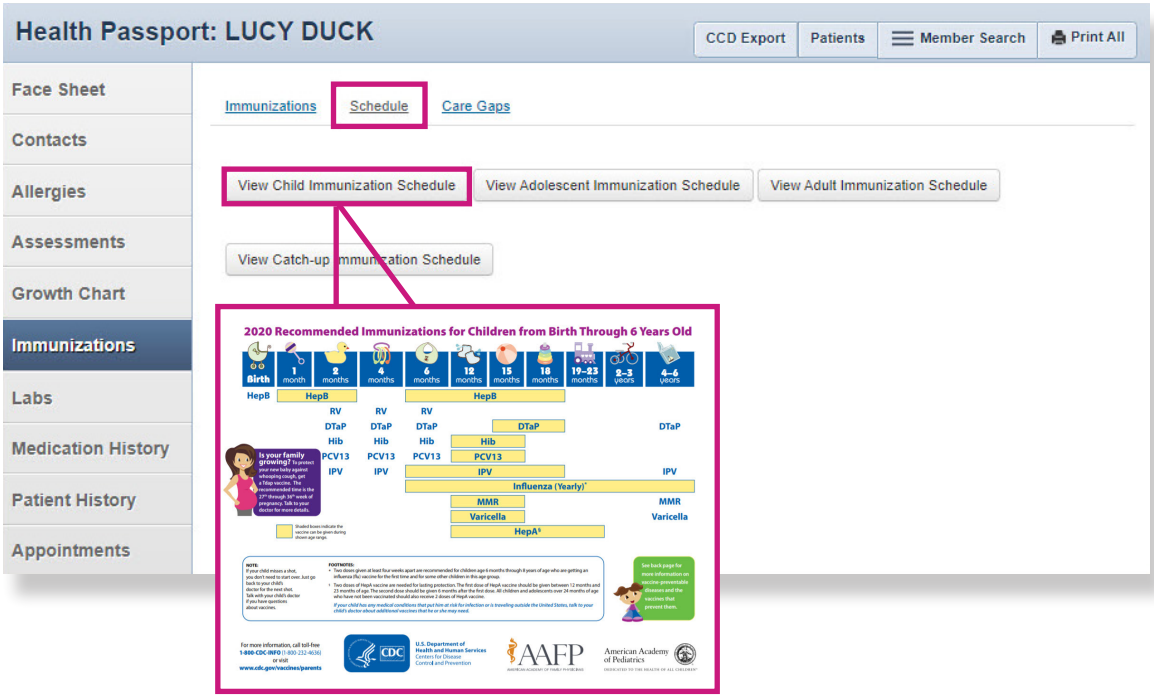
Immunizations

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

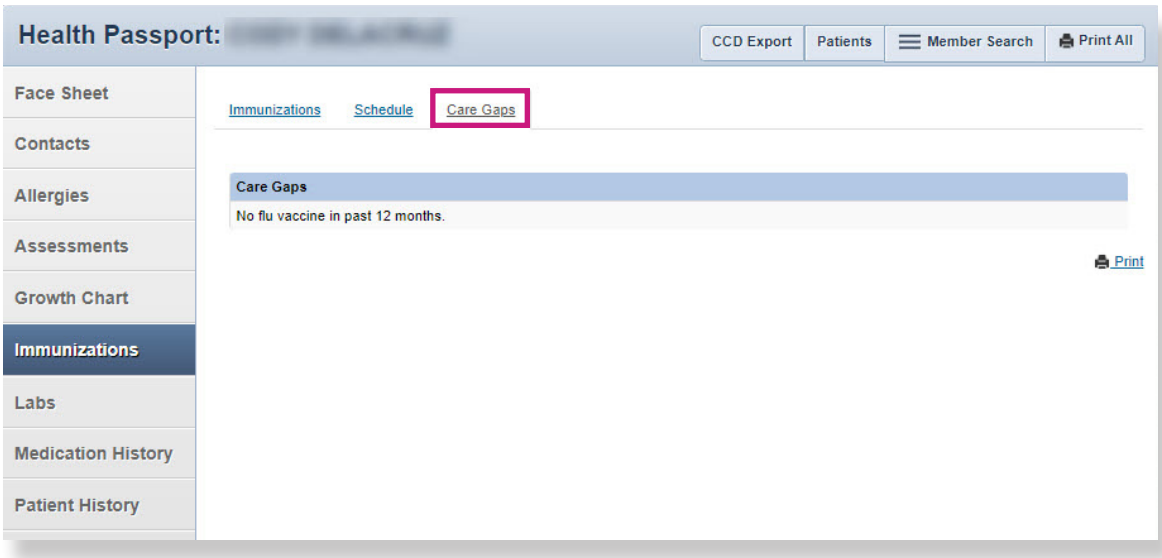


Immunizations

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



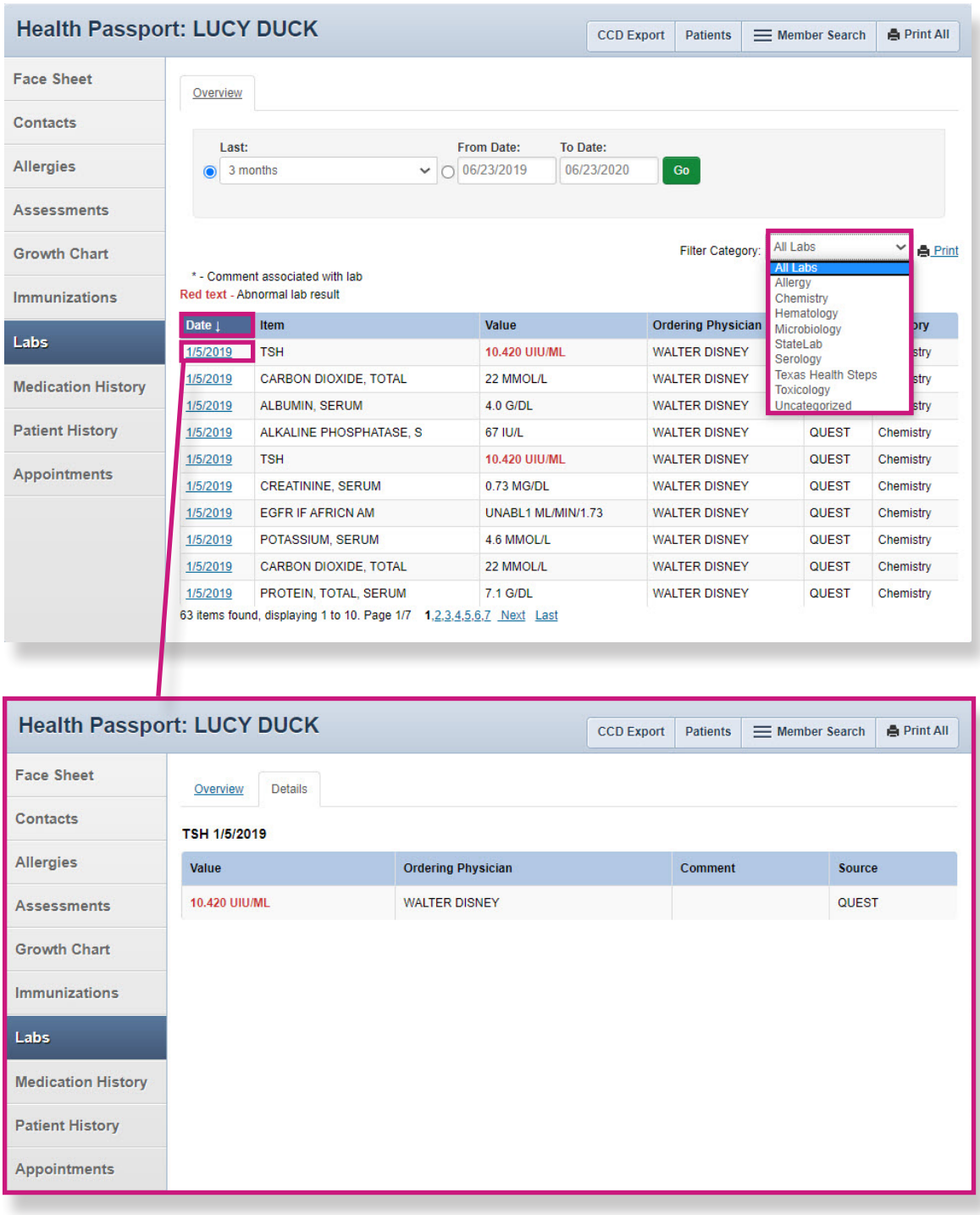
- Click the **Care Gaps** tab to view gaps in care, including missing immunizations.



Labs

The Labs module contains a list of a member's lab results. Click on a **date** to view details of labs.

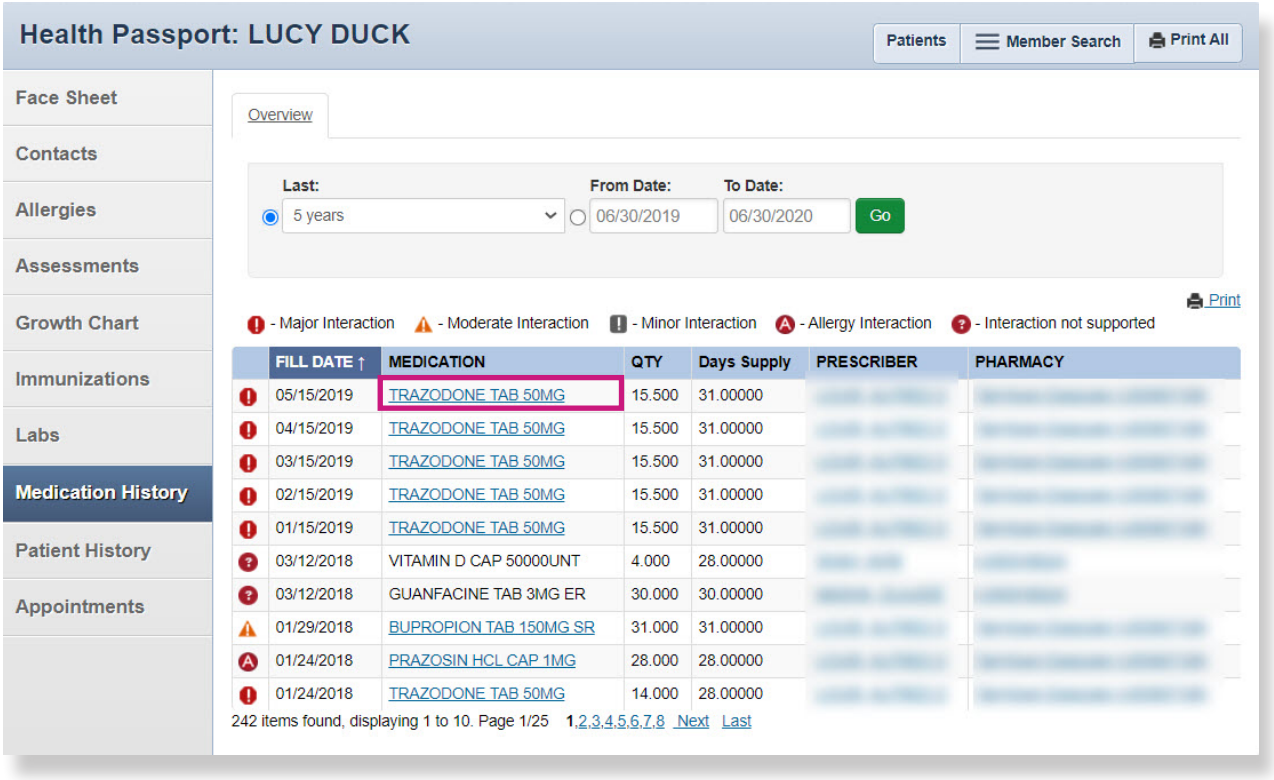
- By selecting the **Filter Category** drop-down, you can filter by lab type.



Medication History

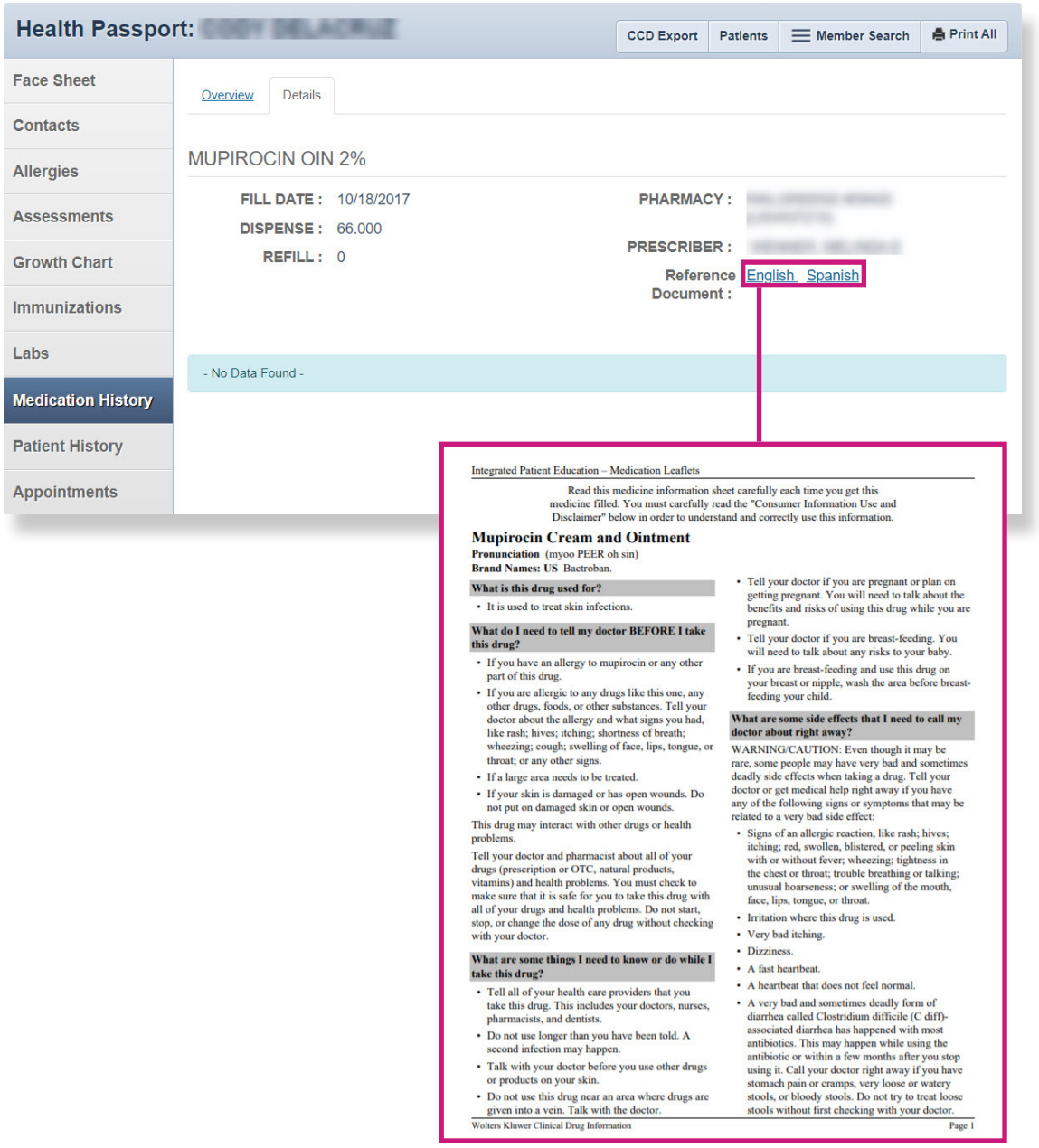
The **Medication History** module contains a detailed list of medications. Click a **Medication name** to view more details.

- Click on a **Prescriber** or **Pharmacy name** to view contact information.
- The legend of icons (A M ! ! ▲ ?) denote different medication interactions. Major interactions, indicated by a (!), are potentially life threatening.



Medication History

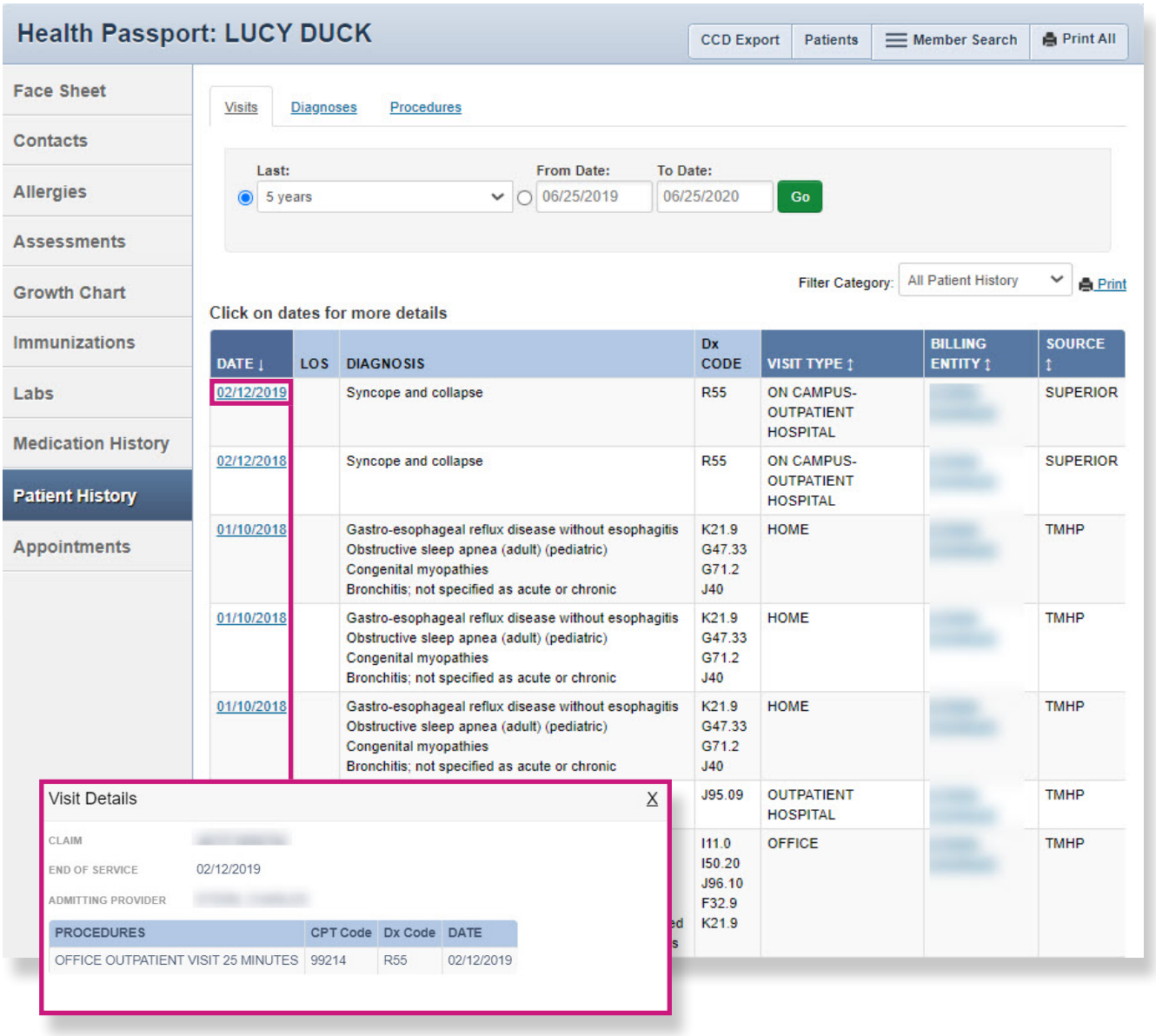
- Select **English** or **Spanish** to open a reference document for the given medication.



Patient History

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.

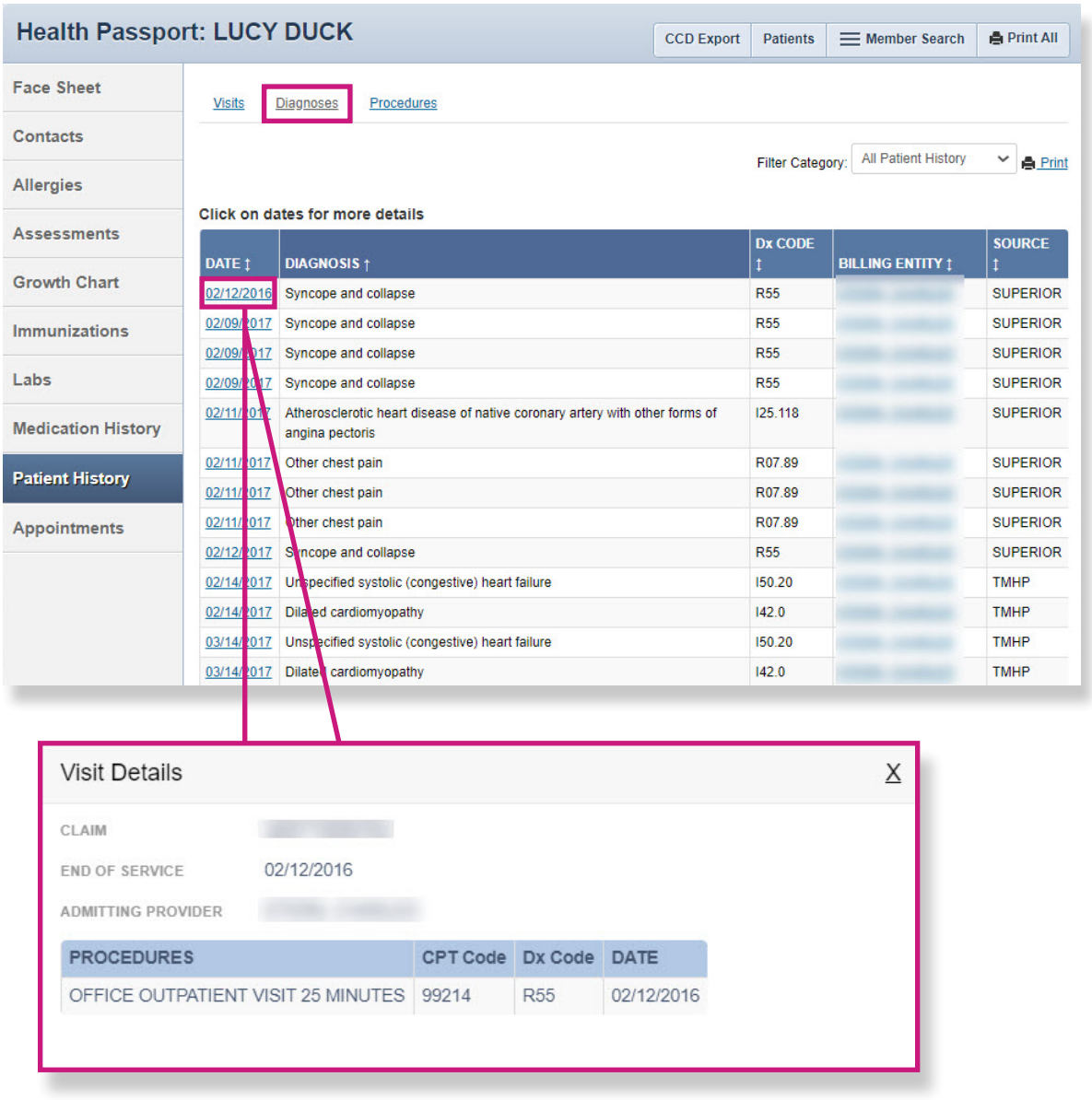
- Click the **date** to view more visit details.



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.

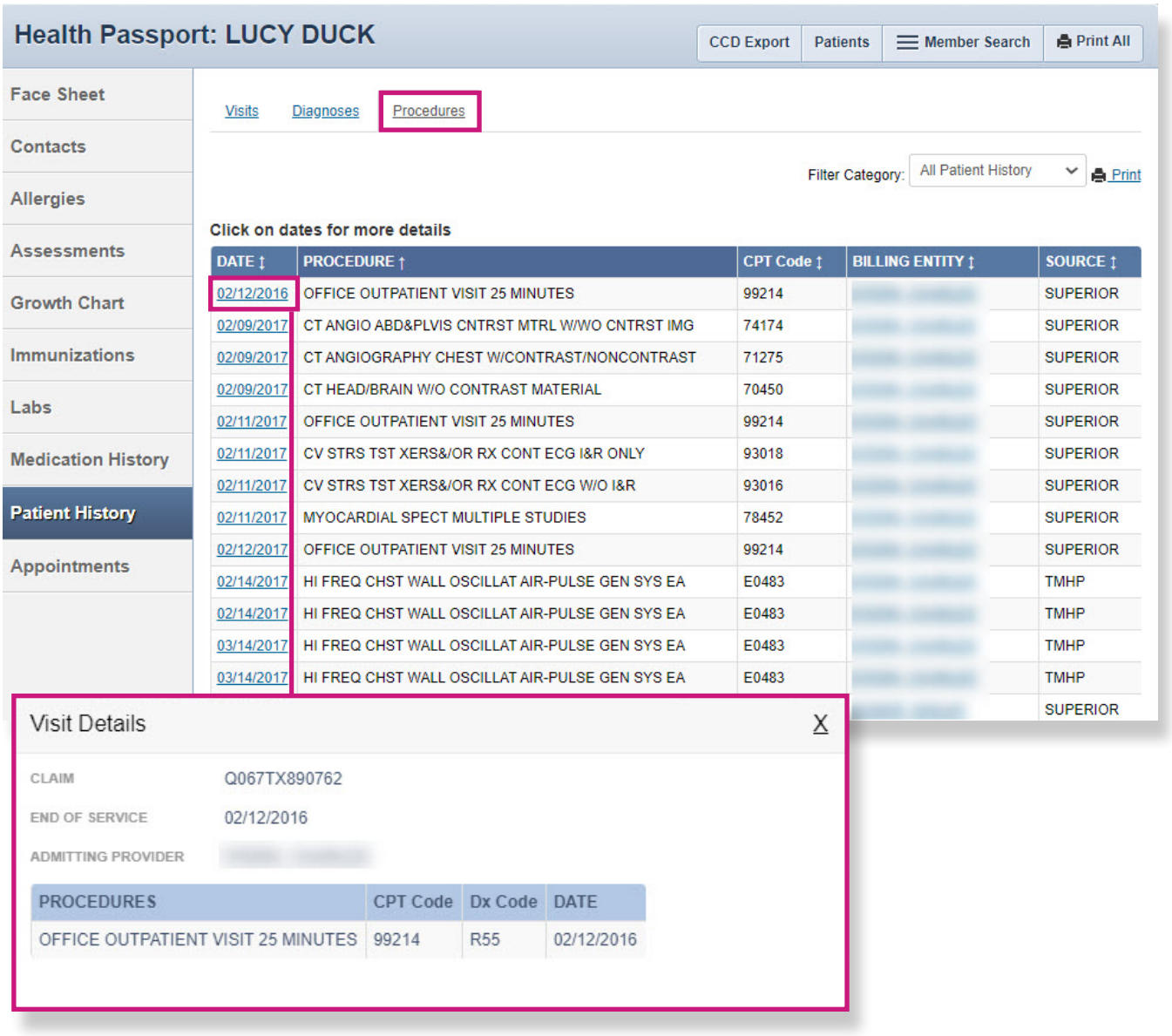
Patient History

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



Patient History

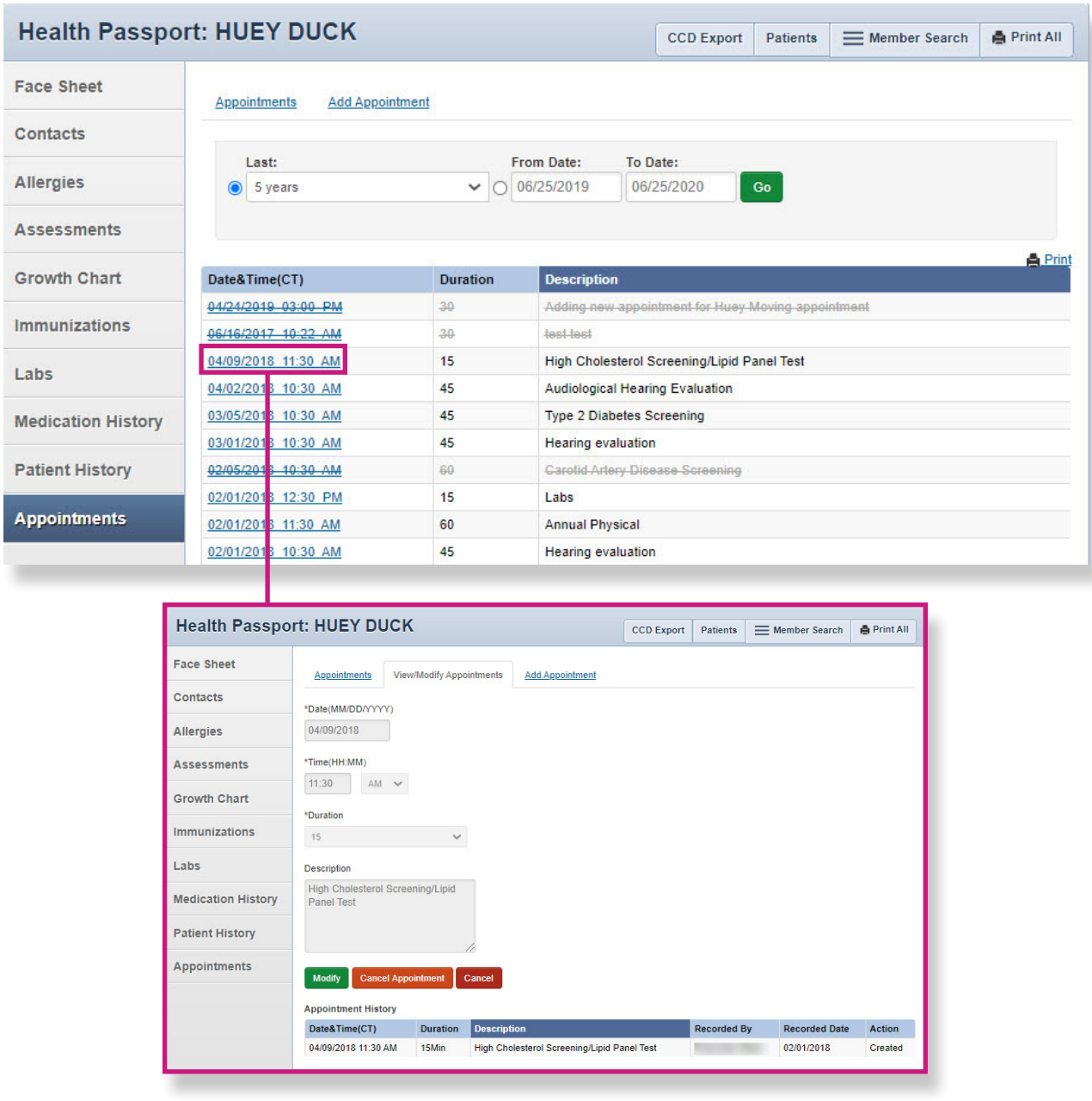
- Click the **Procedures** tab to view visits by procedures.
- Click the **date** to view Visit Details.



Appointments

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

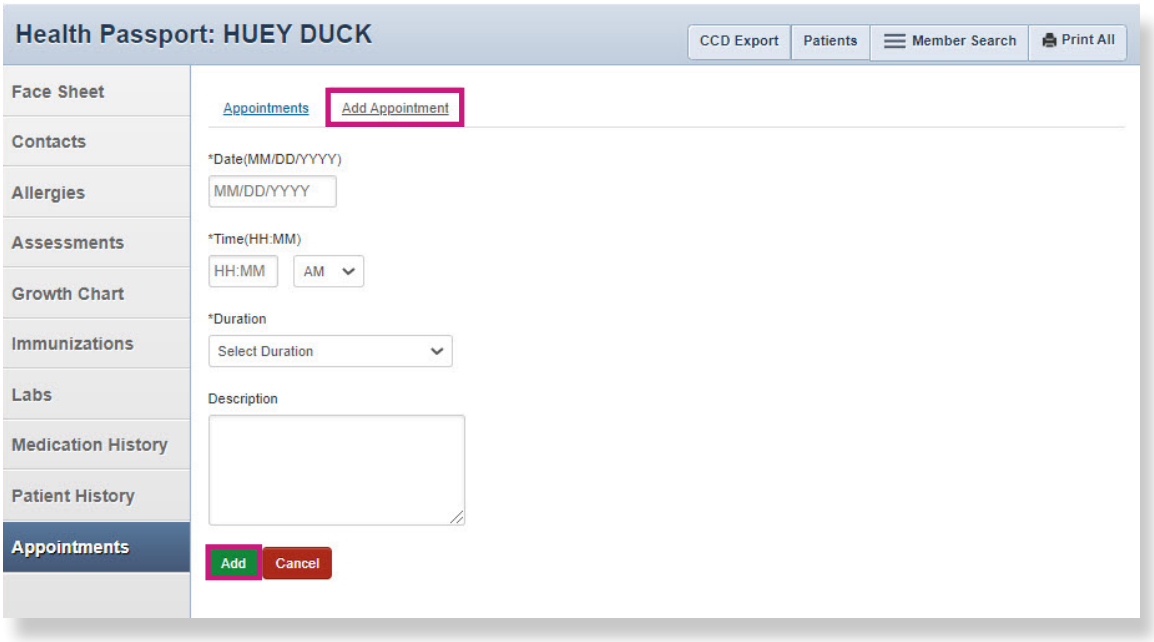
- Click the **date** and **time** to view appointment details for existing appointments.



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.

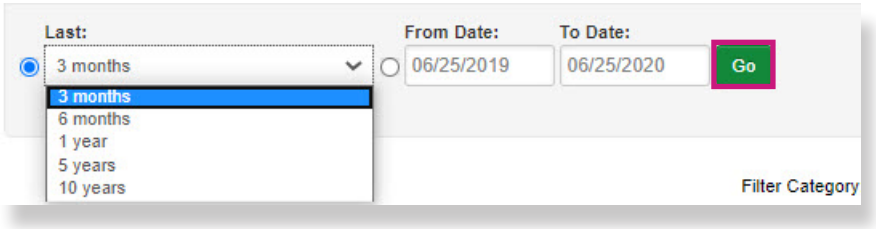
Other Tools and Features

The following tools can be found on the **Assessments, Growth Chart, Immunizations, Labs, Medication History, Patient History** and **Appointments modules**:

- **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** – Print a single module.

- To filter, select the time frame and date range and click **Go**.

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

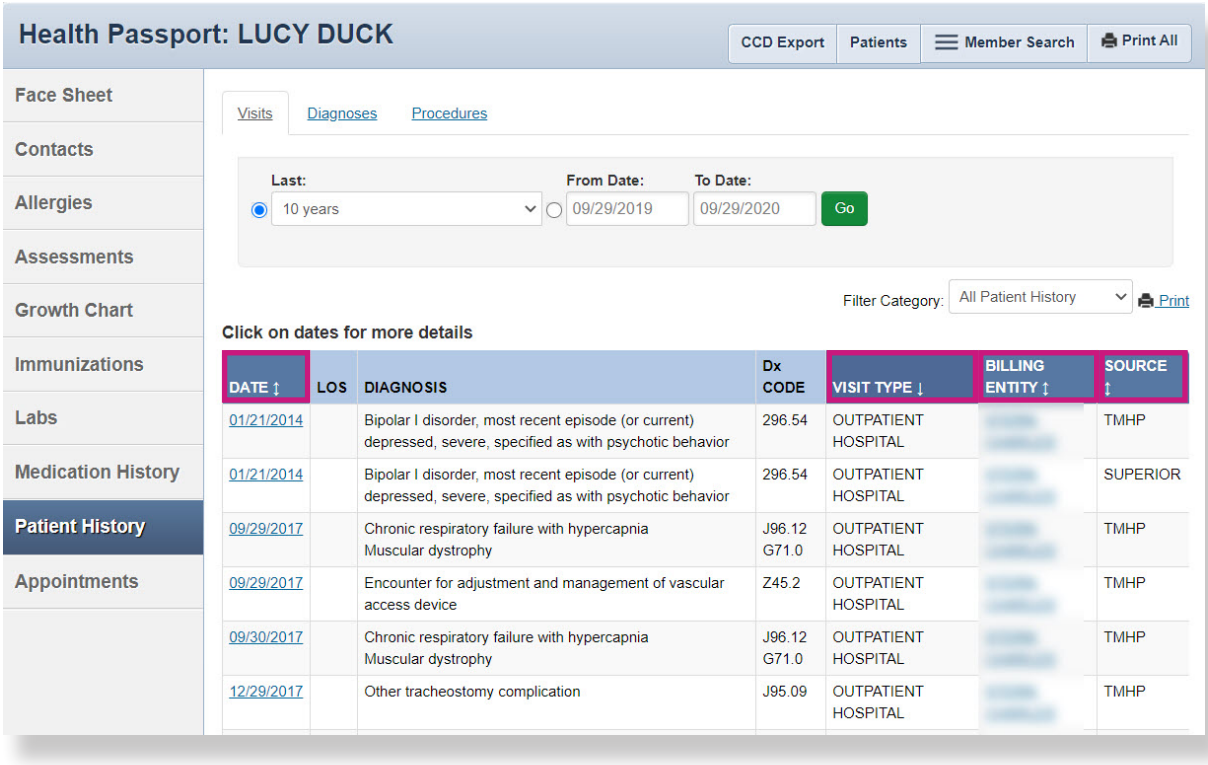


- View more by clicking the **Page number** or the **Next** and **Last** buttons.

Other Tools and Features

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

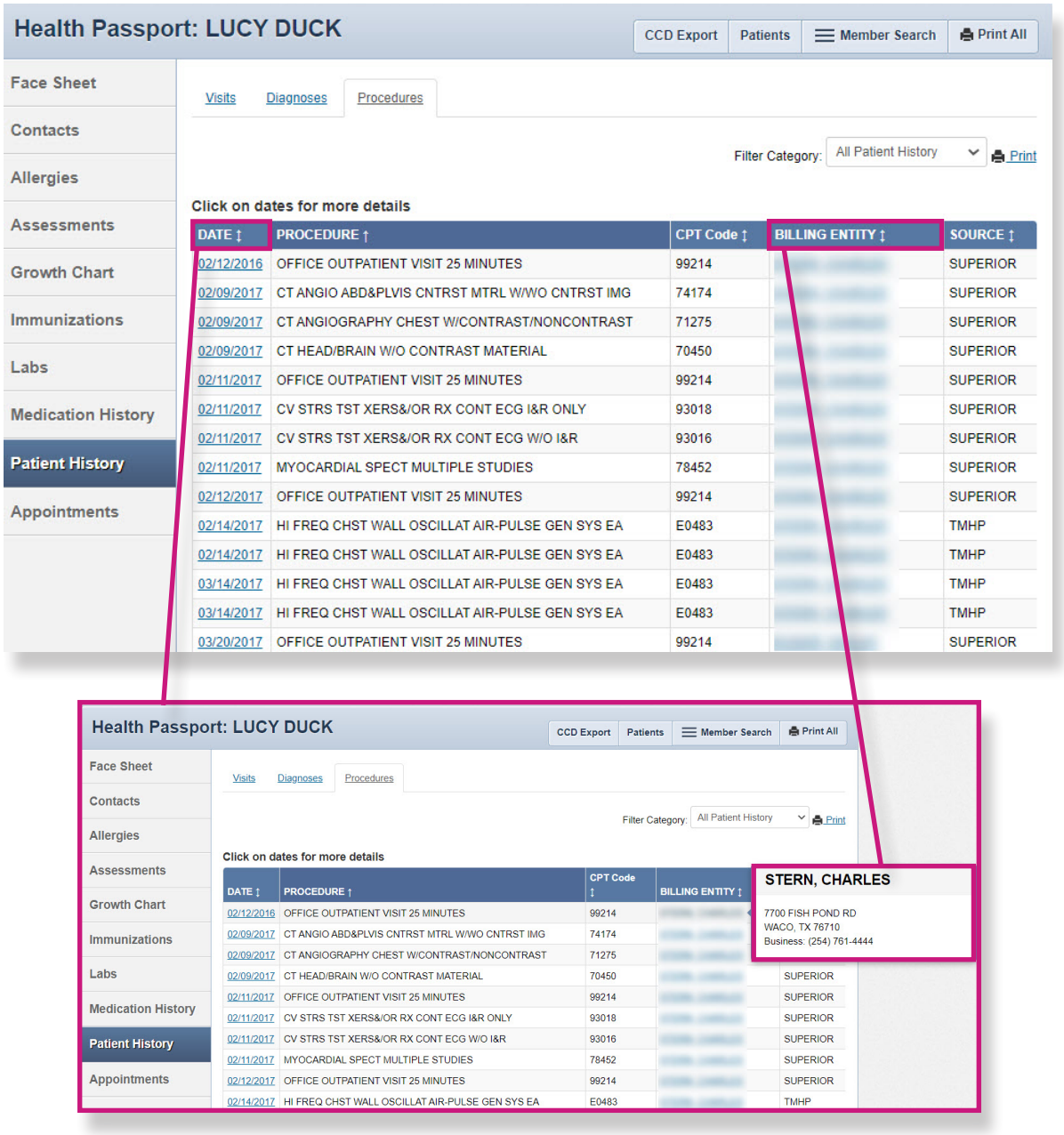
- Sort information by clicking on the titles labeled with arrows.



Other Tools and Features

The following feature can be found on the **Patient History** module:

- Hover over **Billing Entity** to view contact information for providers.



CONTACT US

Health Passport Support Desk:
1-866-714-7996
Email:
TX_PassportAdmin@Centene.com