

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	12
Immunizations	15
Labs	17
Medication History	18
Patient History	20
Appointments	23
Other Tools and Features	25

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.

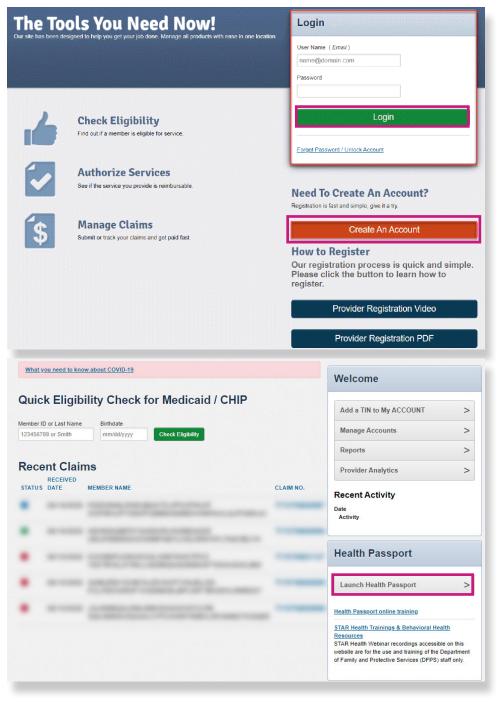
REMINDER: The data in the Health Passport is not a member's complete medical record, but it does contain information on member demographics, including doctor visits for which claims have been submitted, allergies, lab test results, immunizations and filled medications. Health Passport features include,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

The information contained in this website (the "Information"), and provided by Centene Corporation and its affiliates (collectively referred to as the "Company"), is for general information purposes only and is used solely at the risk of the user. The Information is not intended as, and should not be used as, a substitute for the diagnosis, expertise, treatment, advice, and judgment of a physician, pharmacist or other healthcare professional (a health care professional should be consulted before taking or discontinuing a drug mentioned in the information presented or before relying on the information). The Information is not comprehensive and does not cover all uses, precautions, side effects, warnings, and interactions related to pharmaceuticals or treatments. The Information may not apply to any specific medical condition. Nor does the Information take into account personal circumstances; it should not be relied upon or construed to indicate that a use of a drug or treatment is safe, appropriate, or effective for a given individual. Nothing contained on this website should be construed or constitute medical advice or professional advice of any kind.

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.

The Information is provided by Company is "as is." Company makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk. The Information is only applicable for use in the United States and its territories and to pharmaceuticals legally available in the United States and its territories. The Information has not been reviewed for compliance with federal or state pharmaceutical marketing, advertising, and disclosure statutes or regulations. The Information is subject to change without notice.

Some Information contained herein is the intellectual property of Clinical Drug Information, LLC, protected by copyright and other intellectual property laws, and is provided under license from Clinical Drug Information, LLC. It may not be reproduced, distributed, or copied without Clinical Drug Information's express permission.

In no event will Company be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Through this website You may be able to link to other websites which are not under the control of Company We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, Company takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

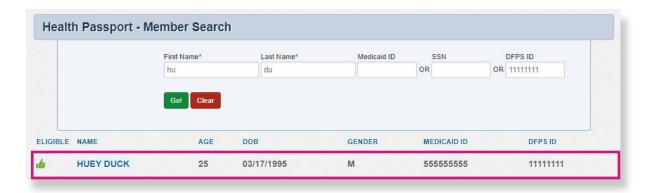
I have read and agree to these terms

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**.

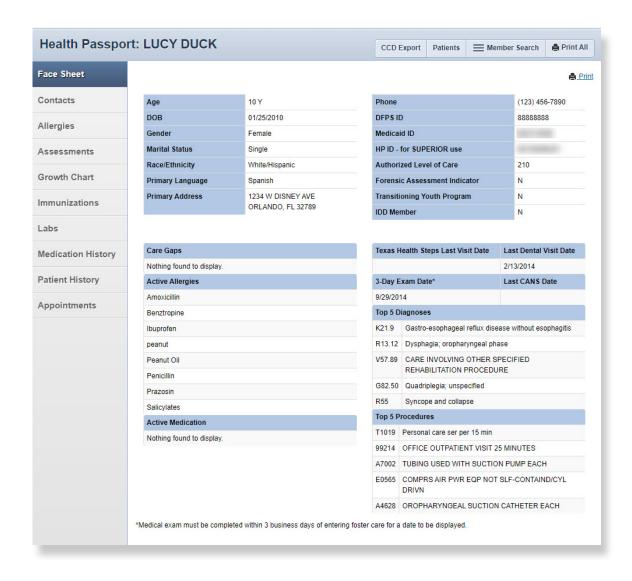


- The search results will display the full name of the member and other demographic information.
- Click the member's name to access the member's health record.



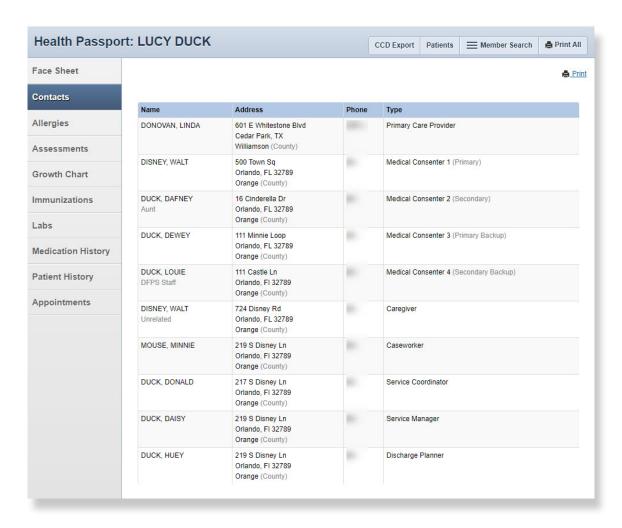
Face Sheet

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.

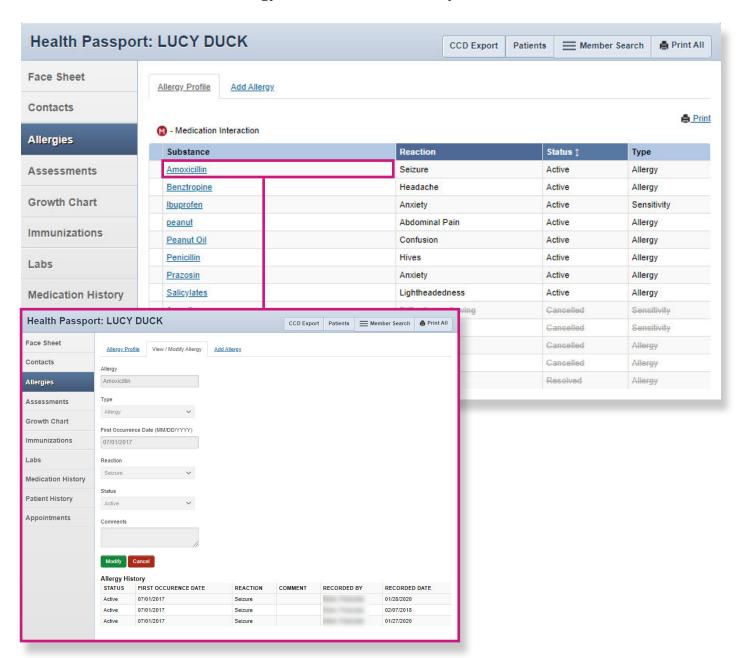


NOTE: Caregivers are not necessarily considered Medical Consenters.

Allergies

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

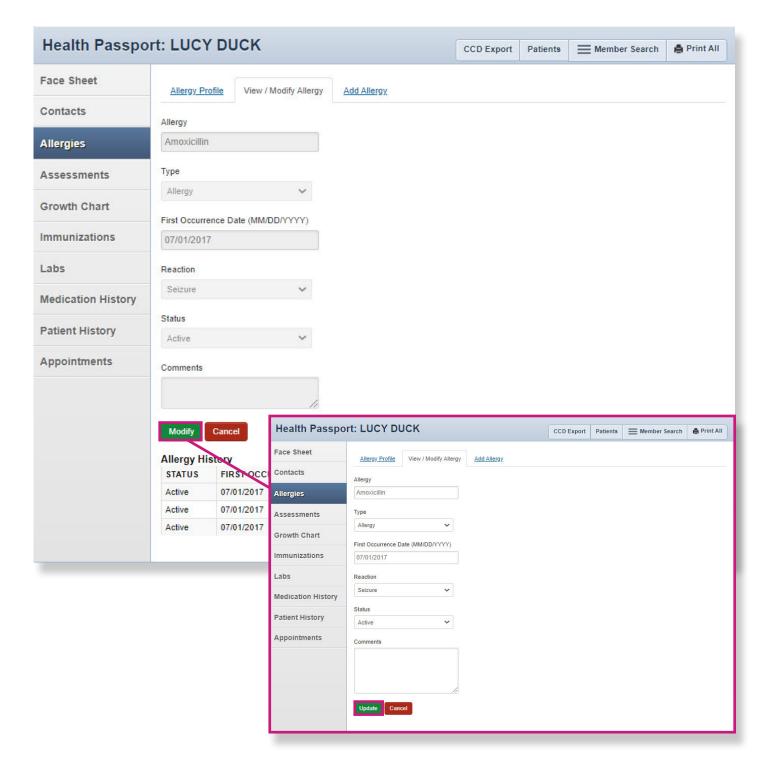
- A prescribed medication is indicated by a **1** . If an allergy has a comment associated with it, an asterisk (*) appears next to the allergy name.
- The strikethroughs indicate:
 - Resolved status an allergy the member no longer experiences.
 - Canceled status an allergy that could be mistakenly entered.



Allergies

Providers have the ability to modify allergies.

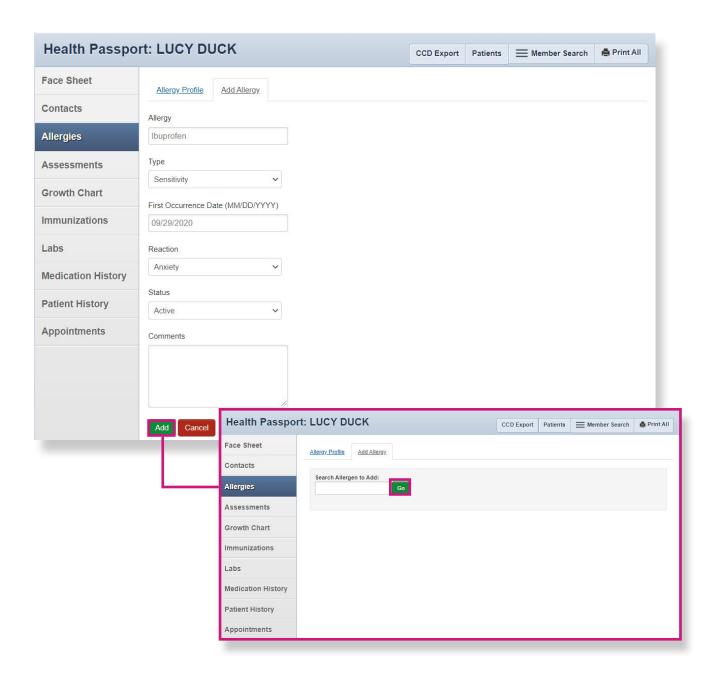
- · Click Modify.
- Modify allergy name, type, occurrence date, reaction, status or comments.
- Click **Update** to save changes.



Allergies

Providers have the ability to add an allergy.

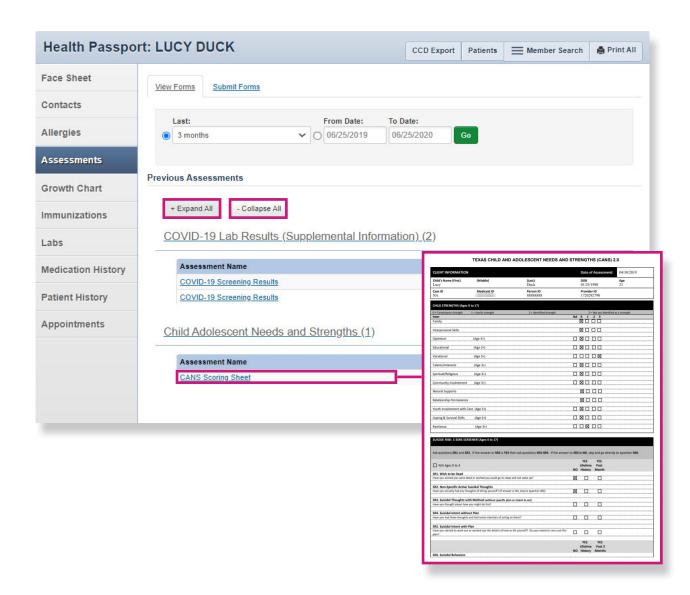
- Search for an allergen and click Go. If not found, use the Add Free Text Allergen box.
- Select allergy name, type, occurrence date, reaction and status, and include comments, as applicable.
- Click Add to save changes.



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

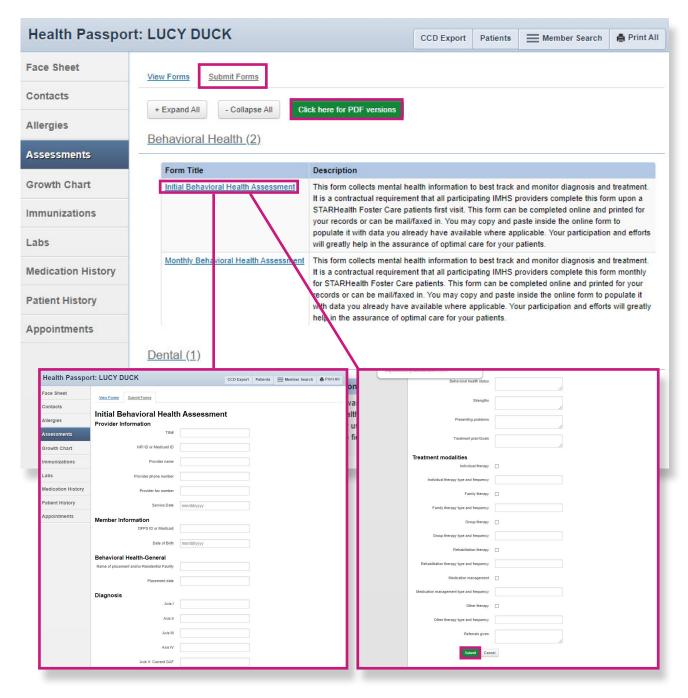
P.O. Box 3003

Farmington, MO 63640-3803

Assessments

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

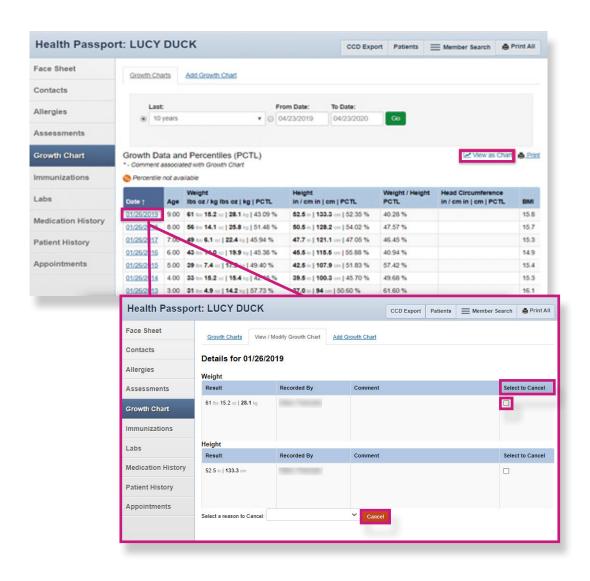
- Open a form by selecting the Form Title.
- Fill in all relevant information.
- Click the Submit button.
- Click **Click here for PDF versions** to be directed to the Health Passport Forms section of the Foster Care Texas website, where a blank form can be printed.



Growth Chart

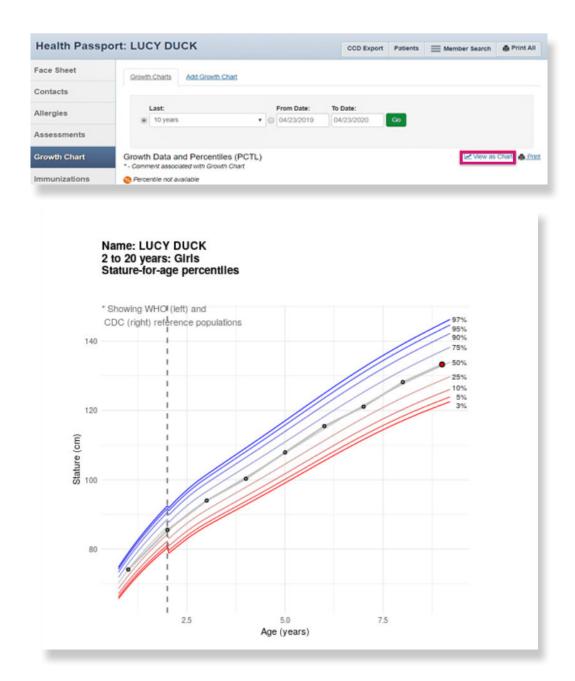
The **Growth Chart** module contains height, weight, length and head circumference entered by providers. This module also calculates a member's Body Mass Index (BMI), when applicable.

- 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.



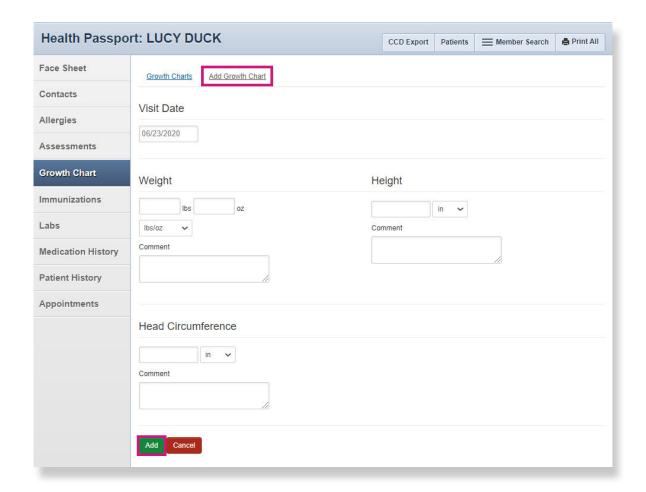
Growth Chart

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



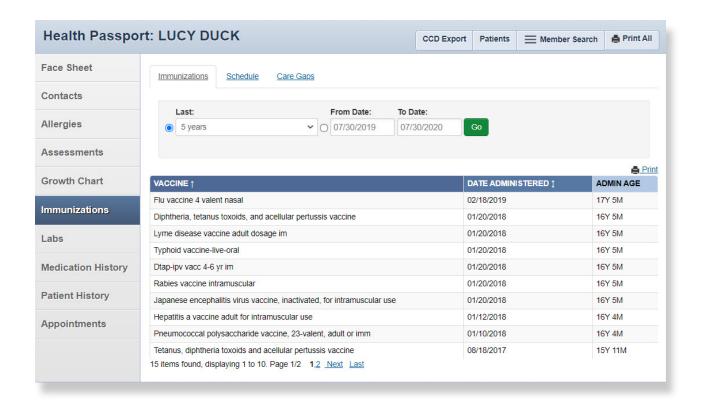
Growth Chart

- 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.



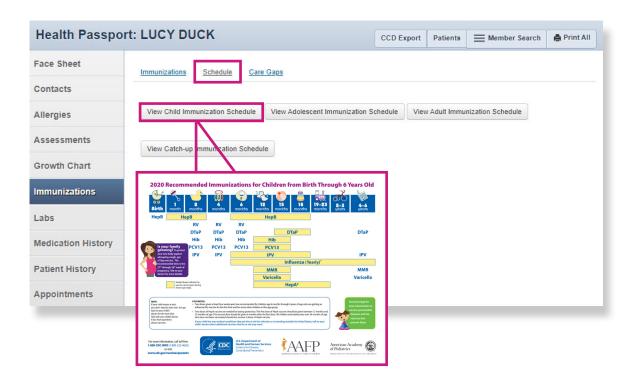
Immunizations

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.

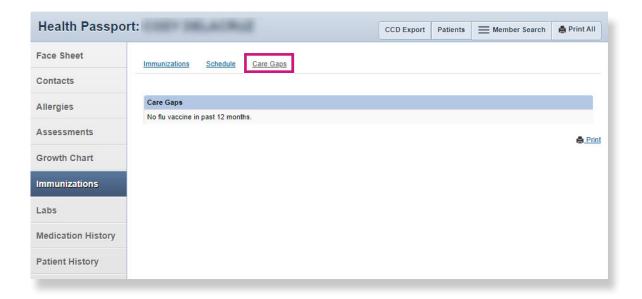


Immunizations

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



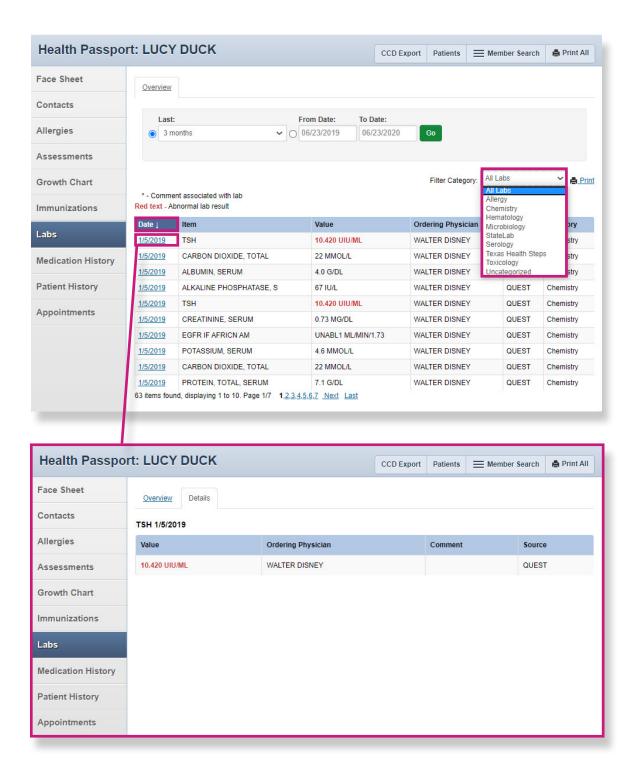
• Click the Care Gaps tab to view gaps in care, including missing immunizations.



Labs

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

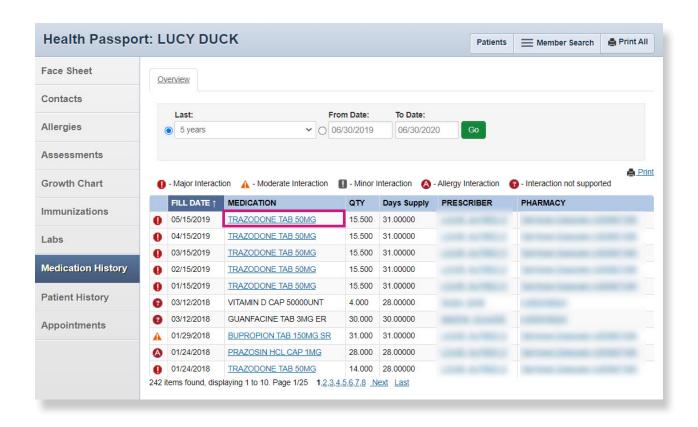
By selecting the Filter Category drop-down, you can filter by lab type.



Medication History

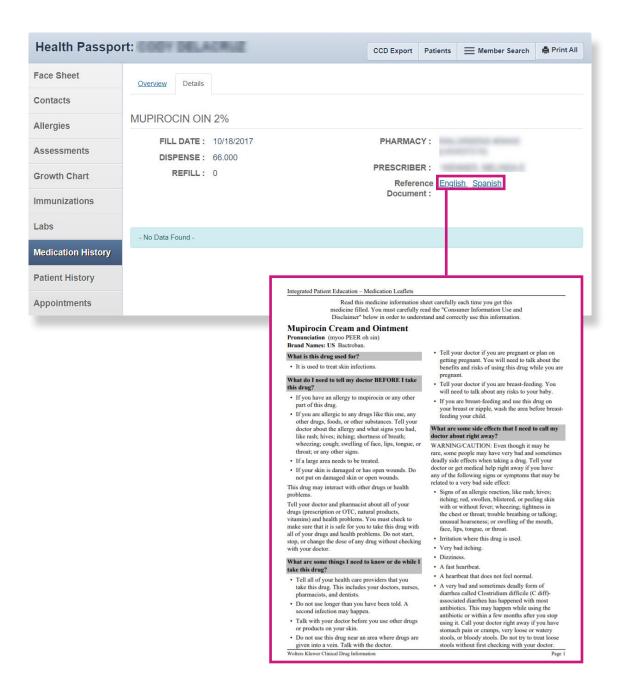
The **Medication History** module contains a detailed list of medications. Click a **Medication name** to view more details.

- Click on a **Prescriber** or **Pharmacy name** to view contact information.



Medication History

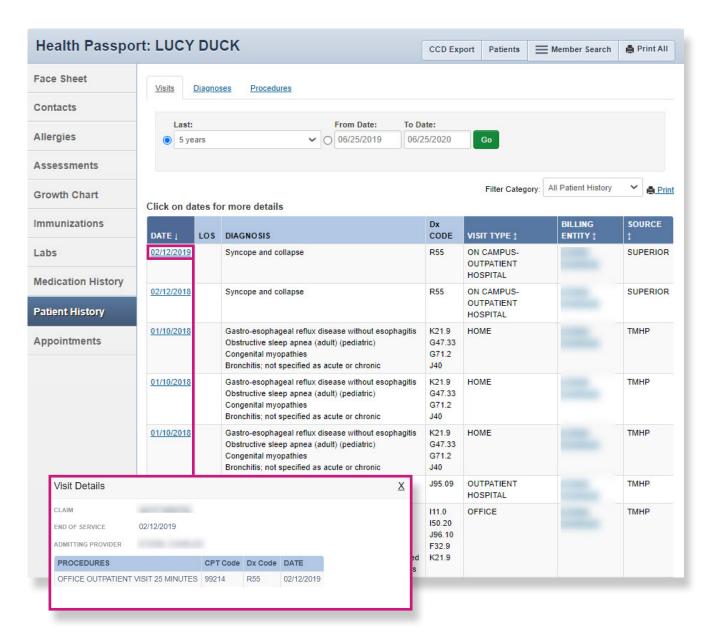
• Select **English** or **Spanish** to open a reference document for the given medication.



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.

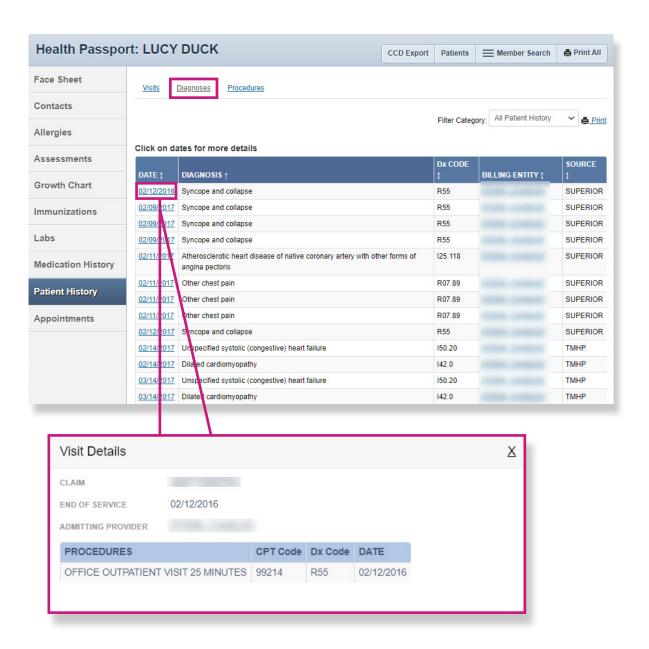
Click the date to view more visit details.



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.

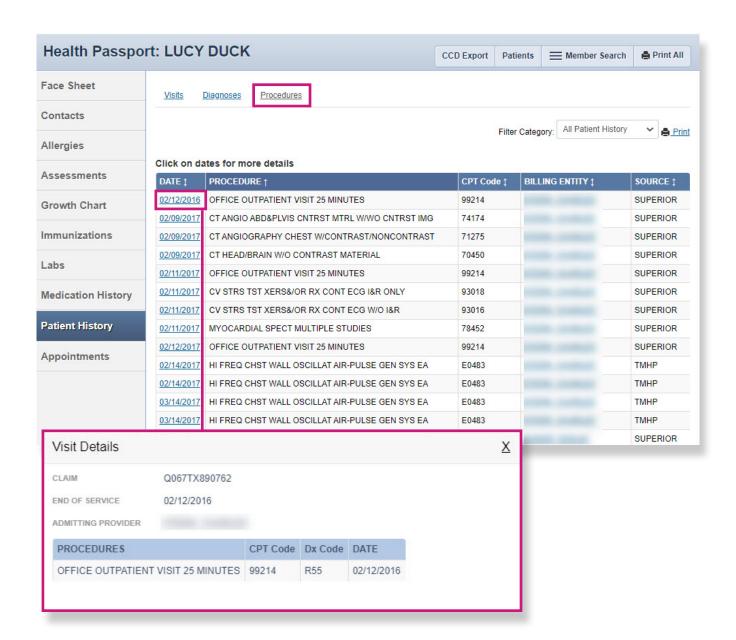
Patient History

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



Patient History

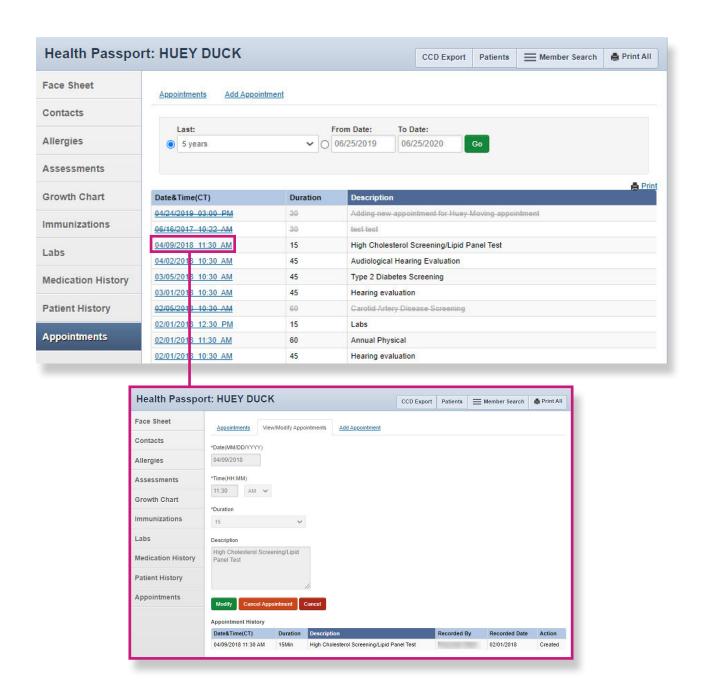
- Click the Procedures tab to view visits by procedures.
- Click the date to view Visit Details.



Appointments

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

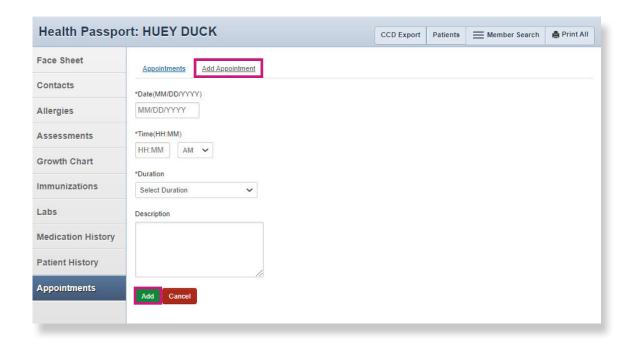
• Click the date and time to view appointment details for existing appointments.



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

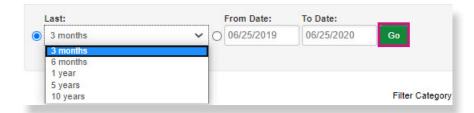
The following tools can be found on the **Assessments, Growth Chart, Immunizations, Labs, Medication History, Patient History** and **Appointments modules**:

- 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**:



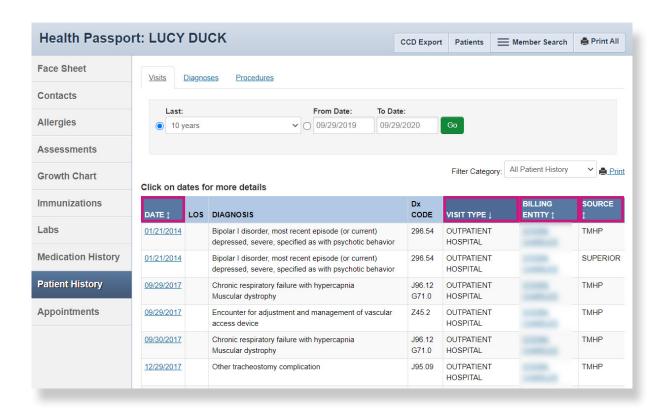
View more by clicking the Page number or the Next and Last buttons.



Other Tools and Features

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

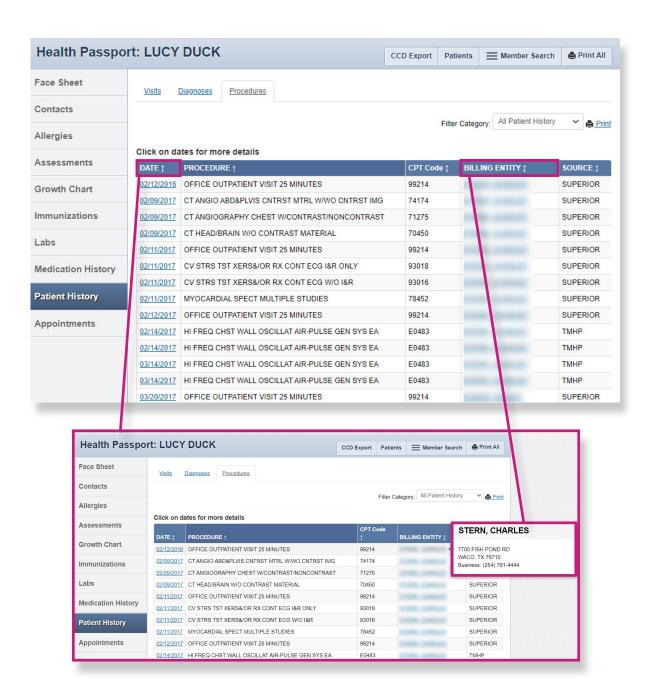
• Sort information by clicking on the titles labeled with arrows.



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