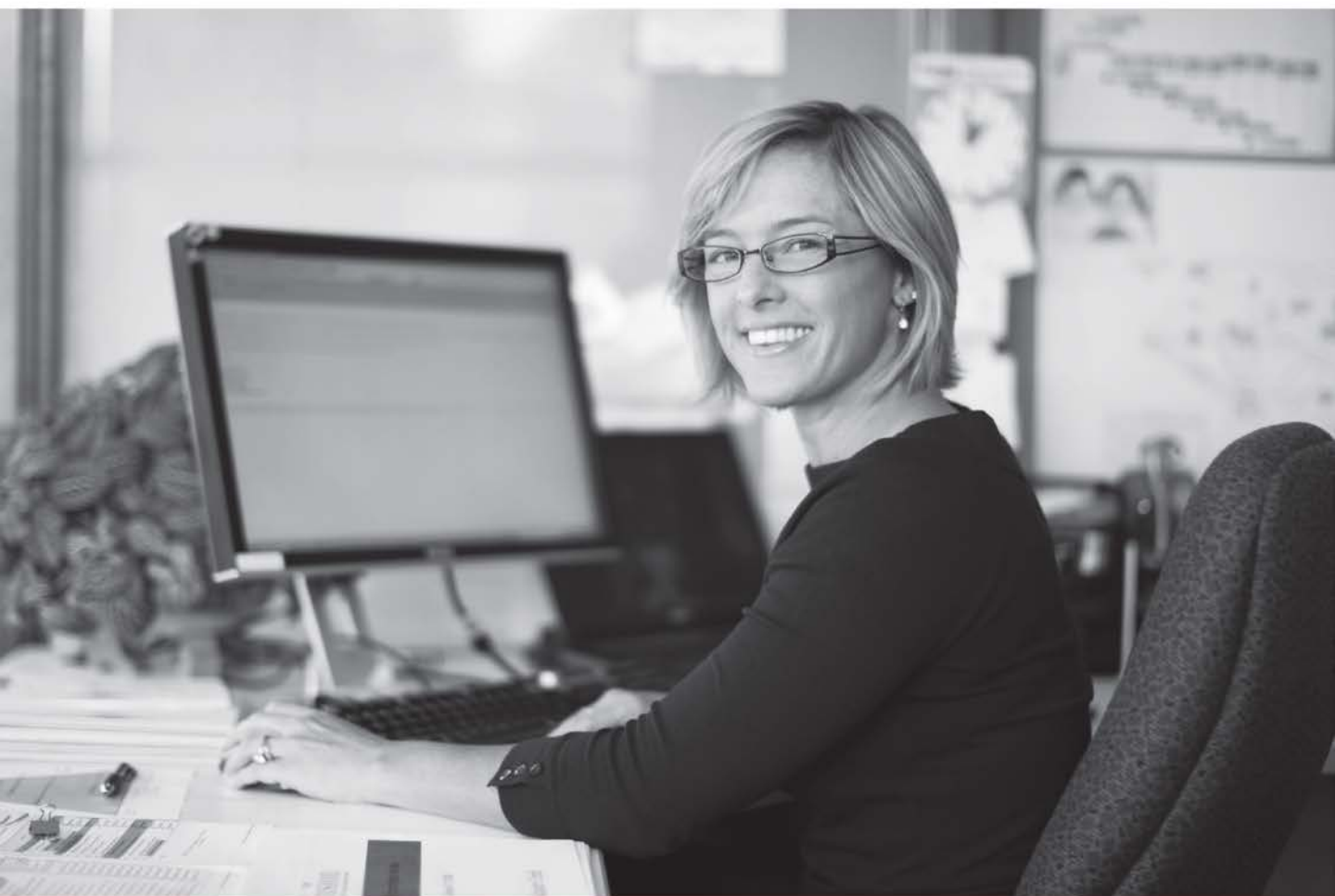# superior healthplan™

Health Passport
Clinical Training Guide

Superior HealthPlan's Health Passport is a web-based, secure health information tool built using core clinical and claims data to deliver relevant healthcare information when and where it is needed for Foster Children in the state of Texas. The Health Passport helps Providers, State users, and Service Coordinators improve care coordination, eliminate waste, and reduce errors by providing a person's medical history and health interactions as the person progresses through the clinical process.

REMINDER: The data in the Health Passport is not a person's complete medical record, but it does contain information on patient demographics such as: doctor visits for which claims have been submitted, allergies, lab test results, immunizations, and filled medications.

The Health Passport is comprised of nine modules:

Modules
- ✓ **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 PCP, Medical Consenter, Caregiver, Caseworker, and Service Coordinator 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 still available.
- ✓ **Growth Chart**—Providers can chart weight, height, length and head circumference at the point of care to track growth of infants and children.
- ✓ **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.
- ✓ **Medication 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 manage and review appointments for members.

Provider Access

Step 1: Go to the Superior website (http://www.superiorhealthplan.com/) to login for providers.

Step 2: To **Login**, enter the **Username** (Email) and **Password** you created during registration. If you need to create an account, click the **Create an Account** button to register.

Step 3: To access Health Passport, click the **Launch Health Passport** button from your account homepage.

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 and Disclaimer

User Agreement for Health Care Providers

[I have read and agree to these terms.]

For purposes of compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its accompanying privacy and security standards for an individuals protected health information, Health Care Providers are advised that this website is intended to be used in a manner defined within the "Treatment, Payment and Healthcare Operations" portion of the HIPAA privacy standards.

Terms of the Agreement:

As a health care provider:

- You are responsible for identifying authorized users of the Health Passport within your organization.
- You are responsible for ensuring all users in your organization comply with all applicable state and federal laws, including privacy laws.
- Access to patient information must be limited to those patients actively under your professional care.
- You are 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.
- Passwords cannot be shared. 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.
- You assume all risk of errors and/or omissions to all information manually added to the system.

Disclaimer

Physician Responsibility
THE HEALTH PASSPORT IS NOT A COMPLETE ELECTRONIC MEDICAL RECORD. Access to the Health Passport does not relieve the health care provider of the professional obligation to obtain an accurate and adequate health history or to obtain any and all additional information necessary to provide professional services in a safe and effective manner, consistent with the prevailing standard of care. The data available in the Health Passport is merely intended to facilitate the providers information gathering. The provider is responsible for consulting with the patient or their legal guardian to verify the accuracy of Health Passport information used in the patients care or treatment.

Member Participation
As long as a patient has active coverage in Superior Health Plan Networks ("SHPN") STAR Health Foster Care Program , the patients information will remain available through the Health Passport. If a patients enrollment in SHPN STAR Health terminates, the patients Health Passport record will be archived and will be unavailable for viewing. If a patient is later re-enrolled in STAR Health, his or her Health Passport record will be reactivated; however, patients with a lapse in coverage under STAR Health may have gaps in the information that is available in the Health Passport.

[I have read and agree to these terms.]

<u>Member Search</u>
To search a member, enter the first few letters of the first and last name and one of the three ID numbers (Medicaid ID, SSN, or DFPS ID) and click **Go**.

Health Passport - Member Search

First Name*	Last Name*	Medicaid ID		SSN		DFPS ID
			OR		OR	

Go! Clear

The search results will display the full name of the member and other demographic information.

Click the member name to access the member's health record.

Health Passport - Member Search

First Name*	Last Name*	Medicaid ID		SSN		DFPS ID
hu	du		OR		OR	11111111

Go! Clear

ELIGIBLE	NAME	AGE	DOB	GENDER	MEDICAID ID	DFPS ID
👍	HUEY DUCK	20	03/17/1995	M	555555555	11111111

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.

Health Passport: HUEY DUCK   ☰ Member Search   🖨 Print All

Face Sheet	🖨 Print

Navigation menu: Face Sheet · Contacts · Allergies · Assessments · Growth Chart · Immunizations · Labs · Medication History · Patient History · Appointments

Age	20 Y	Phone	(123) 456-7890
DOB	03/17/1995	DFPS ID	11111111
Gender	Male	Medicaid ID	555555555
Marital Status	Single	HP ID - for SUPERIOR use	00101111111
Race/Ethnicity	White/Hispanic	Authorized Level of Care	210
Primary Language	N/A	Forensic Assessment Indicator	N
Primary Address	1234 W DISNEY AVE ORLANDO, FL 32789	Transitioning Youth Program	Y

Care Gaps
Nothing found to display.

Active Allergies
- Amoxicillin
- Codeine
- Ibuprofen
- Lexapro
- Peanut Butter
- Peanut-containing Drug Products
- Penicillins
- Pollen
- Shellfish-derived Products
- Trazodone

Recent Medications
Nothing found to display.

Texas Health Steps Last Visit Date	Last Dental Visit Date
	2/13/2014

Top 5 Diagnoses

Code	Description
V57.89	CARE INVOLVING OTHER SPECIFIED REHABILITATION PROCEDURE
296.54	Bipolar I disorder, most recent episode (or current) depressed, severe, specified as with psychotic behavior
309.81	Posttraumatic stress disorder
V20.2	ROUTINE INFANT OR CHILD HEALTH CHECK
000	Intercep dental tx primary

Top 5 Procedures

Code	Description
T1019	Personal care ser per 15 min
90832	Psychotherapy, 30 minutes with patient and/or family member
90853	Group psychotherapy (other than of a multiple-family group)
81003	Urinalysis, by dip stick or tablet reagent for bilirubin, glucose, hemoglobin, ketones, leukocytes, nitrite, pH, protein, specific gravity, urobilinogen, any number of these constituents; automated, without microscopy
G0431	Drug screen, qualitative; multiple drug classes by high complexity test method (e.g., immunoassay, enzyme assay), per patient encounter

Contacts

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

Health Passport: HUEY DUCK

Member Search | Print All

Contacts

Print

Name	Address	Phone	Type
DONOVAN, LINDA	601 E Whitestone Blvd Cedar Park, TX Williamson (County)	(512) 528-9996	Primary Care Provider
DISNEY, WALT	500 Town Sq Orlando, FL 32789 Orange (County)	(123) 456-7890	Medical Consenter 1 (Primary)
DUCK, DAFNEY Aunt	16 Cinderella Dr Orlando, FL 32789 Orange (County)	(123) 456-7890	Medical Consenter 2 (Secondary)
DUCK, DEWEY	111 Minnie Loop Orlando, FL 32789 Orange (County)	(123) 456-7890	Medical Consenter 3 (Primary Backup)
DUCK, LOUIE DFPS Staff	111 Castle Ln Orlando, Fl 32789 Orange (County)	(123) 456-7890	Medical Consenter 4 (Secondary Backup)
DISNEY, WALT Unrelated	724 Disney Rd Orlando, FL 32789 Orange (County)	(123) 456-7890	Caregiver
DUCK, DONALD	217 S Disney Ln Orlando, Fl 32789 Orange (County)	(123) 456-7890	Service Coordinator
DUCK, DAISY	219 S Disney Ln Orlando, Fl 32789 Orange (County)	(123) 456-7890	Service Manager
MOUSE, MINNIE	219 S Disney Ln Orlando, Fl 32789 Orange (County)	(123) 456-7890	Caseworker

Side navigation: Face Sheet | Contacts | Allergies | Assessments | Growth Chart | Immunizations | Labs | Medication History | Patient History | Appointments

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.

(M) indicates an interaction with a prescribed medication.

The strikethroughs indicate:
- Resolved status—an allergy the member no longer experiences
- Canceled status—an allergy that could be mistakenly entered

Modify Allergy

Providers have the ability to modify allergies.

Step 1: Click **Modify**.
Step 2: Modify allergy name, type, occurrence date, reaction, status, or comments.
Step 3: Click **Update** to save changes.

Add Allergy
Providers have the ability to add an allergy.

Step 1: Search for an allergen and click **Go**. If not found, use the **Add Free Text Allergen** box.
Step 2: Select allergy name, type, occurrence date, reaction, status, and include comments, as applicable.
Step 3: Click **Add** to save changes.

Assessments

The **Assessments** module allows providers to 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.

Click on form name to open the document.

Expand or collapse all forms by clicking the **Expand All** and **Collapse All** buttons.

NOTE:
Fax: 866-274-5952
Mail: Superior HealthPlan PO Box 3003, Farmington, MO 63640-3803

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

Step 1: Open a form by selecting the **Form Title.**
Step 2: Fill in all relevant information.
Step 3: Click the **Submit** button.

Click **PDF versions** to be directed to the Health Passport Forms section on the Superior foster care website, where a blank form can be printed.

Growth Chart

The **Growth Chart** module contains height, weight, length, and head circumference entered by Providers and calculates BMI, when applicable.

Click a date and time to view details for that date.
An asterisk ***** indicates there is a comment associated with the entry.

Modify chart by clicking the box **Select to cancel,** select a reason to cancel, and then click **Cancel**. A strikethrough will appear in place of cancelled entries.

Add a Growth Chart
Click the **Add Growth Chart** tab to add new growth measurements.

Step 1: Fill in weight, height, length, head circumference, and add comments, if applicable.
Step 2: 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. The Care Gaps tab shows any gaps in care, including missing immunizations.

Health Passport: HUEY DUCK

Member Search | Print All

Face Sheet
Contacts
Allergies
Assessments
Growth Chart
Immunizations
Labs
Medication History
Patient History
Appointments

Immunizations | Schedule | Care Gaps

Last: (•) 5 years ▼   ( ) From Date: 09/24/2014   To Date: 09/24/2015   Go

Print

VACCINE ↑	DATE ADMINISTERED ↕	ADMIN AGE
Hepatitis B vaccine, pediatric/adolescent dosage (3 dose schedule), for intramuscular use	06/10/2014	19Y 2M
Hepatitis B vaccine, NOS	06/10/2014	19Y 2M
Poliovirus vaccine, inactivated (IPV), for subcutaneous or i	06/10/2014	19Y 2M
Measles, mumps and rubella virus vaccine (MMR), live, for su	06/01/2014	19Y 2M
Hepatitis A vaccine, pediatric/adolescent dosage-2 dose schedule, for intramuscular use	06/01/2014	19Y 2M
Hepatitis A vaccine, NOS	06/01/2014	19Y 2M
Hepatitis A vaccine, pediatric/adolescent dosage-2 dose schedule, for intramuscular use	04/17/2014	19Y 1M
Hepatitis A vaccine, NOS	04/17/2014	19Y 1M
Measles, mumps and rubella virus vaccine (MMR), live, for su	03/28/2014	19Y 0M
Haemophilus influenza b vaccine (Hib), PRP-T conjugate (4 dose schedule), for intramuscular use	03/28/2014	19Y 0M

18 items found, displaying 1 to 10. Page 1/2 **1**,2 Next Last

Schedule

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

Care Gaps

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 and time to view details of labs.

By selecting **Filter Category**, you can filter by lab type.

Medication History

The **Medication History** module contains a detailed list of medications.

Click medication name to view more details.

Click on **Prescriber** and **Pharmacy** to view contact information.

The legend of icons (🔴⚠️🟦🅰️❓) denote different medication interactions.
Major interactions are potentially life threatening.

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 HealthPlan has 30 days to process.

Diagnoses
The **Diagnoses** tab lists visits by diagnoses.

Click the date to view by diagnoses.

Procedures
Click the Procedures tab to view visits by procedures.

Appointments

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

Health Passport: HUEY DUCK
[Member Search] [Print All]

Face Sheet	Appointments	Add Appointment

Last: [1 year ▼]   **From Date:** [09/24/2014]   **To Date:** [09/24/2015]   [Go]

🖨 Print

Date&Time(CT)	Duration	Description
10/08/2015 02:00 PM	30	Test Med
09/30/2015 01:00 PM	45	test Doc
09/30/2015 12:00 AM	30	test Appt

Face Sheet
Contacts
Allergies
Assessments
Growth Chart
Immunizations
Labs
Medication History
Patient History
Appointments

Appointments	View / Modify Appointments	Add Appointment

*Date(MM/DD/YYYY)
[09/18/2015]

*Time(HH:MM)
[11:00] [AM ▼]

*Duration
[45 ▼]

Description
[TESTCANCEL]

[Modify] [Cancel Appointment] [Cancel]

Appointment History

Date&Time(CT)	Duration	Description	Recorded By	Recorded Date	Action
09/18/2015 11:00 AM	45Min	TESTCANCEL	Prasad Balla	09/21/2015	Created
09/18/2015 11:00 AM	45Min	TESTCANCEL	RAMYA KUMARASAMY	09/21/2015	Cancelled
09/18/2015 11:00 AM	45Min	TESTCANCEL	Prasad Balla	09/04/2015	Cancelled

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

Step 1: Fill in Date, Time, Duration, and add a description, if applicable.
Step2: Click **Add**

Note: Appointments can be modified or removed by the appointment initiator only. 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

- **Member Search**—to return to search screen
- **Print All**—print complete health record by either (1) selecting a time frame or (2) selecting a date range and click **Go**.
- **Print**—print single module
- Hover over member name **to view core demographic** information.

- To **filter**, select the time frame and date range and click **Go**.
Found on modules: **Assessments, Growth Chart, Immunizations, Labs, Medication History,** and **Patient History** and **Appointments.**

- View more by clicking the **Page** or the **Next** and **Last** buttons.
Can be found on modules: **Allergies, Growth Chart, Immunizations, Labs, Medication History,** and **PatientHistory**

- **Sort** information by clicking on the titles labeled with arrows.
Found on modules: **Allergies, Growth Chart, Immunizations, Labs, Medication History,** and **Patient History.**
- Hover over **Billing Entity** to view contact information for providers.
Found on module: **Patient History**

Contact Us

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