Connections℠
HEALTH MANAGEMENT PROGRAM

AmeriHealth

SMART® REGISTRY

What's inside

Network Rates Report
Patient-Specific Reports

This report contains confidential member protected health information from the Connections℠ Health Management Program. Only persons with a business need to know should view this information. The information should be handled in a manner so as to protect it at all times from unauthorized use or access.

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SREG2-SUP-AMH-REV6
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Connections HEALTH MANAGEMENT PROGRAM
AmeriHealth

SMART® REGISTRY

Dear Valued Provider:

We are pleased to present the **SMART® Registry from the Connections℠ Health Management Program.** The SMART Registry is designed to support your relationship with patients and enhance your ability to provide evidence-based care for chronic illness. The SMART Registry offers you practical, relevant information about your patients in an easy-to-use format to help you stay well informed about your patients.

The SMART Registry provides you with the information you need to:

- maintain a comprehensive view of your patients' care;
- identify opportunities for better patient care;
- refer patients to the Connections Health Management Program for additional support and education.

Everything you need is right here. Please take a minute to read the report description section within this packet. Then you're ready to move on to your current reports.

If you have any questions about using the SMART Registry, please call the Connections Program Provider Support Line at 1-866-866-4694. We look forward to addressing any questions you may have to ensure that you get the most out of this valuable resource.

Sincerely,

Esther J. Nash, MD

Esther J. Nash, M.D.
Senior Medical Director
Population Health and Wellness

IMPORTANT INFORMATION ABOUT THE SMART REGISTRY:

- **Information in the Registry is compiled from claims data.** Claims may not show services for the most recent three months and are not as accurate as the information in your patient records. The Registry highlights patients for whom claims data does not show the presence of a recommended test or treatment; this may not mean the test or treatment has not been done, but it indicates that we have no record of the test or treatment being performed.
- **Information in the Registry is intended as a *practice support tool* to support evidence-based care,** not as a "report card." It does not, nor is it intended to, replace your professional clinical judgment as the patient's treating physician. It is not used to determine provider reimbursement; however, using this tool may promote care opportunities in your practice that, when addressed, may positively affect your PQAS score.

Please note: All Registry measures are based on the 2008-2009 Clinical Practice Guideline Summary, which can be viewed at http://www.amerihealth.com/providers/policies_guidelines/clinical_guidelines/index.html.

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PATIENT-SPECIFIC REPORTS

Patient-specific reports give you a whole-person view of your patients with chronic conditions. The reports are designed to be removed from the SMART® Registry and filed in individual patient records. If you wish to update or correct any information in these reports or would like to have a Health Coach contact a patient, simply write in the appropriate information and fax it to the number provided on the report.

1 **DEMOGRAPHICS**

Patient Name: LNAME180, FNAME180	Gender: F Date of Birth: 1/14/1951 Age: 57	Address: 999 ANYSTREET ANYTOWN, ZZ 99999 Phone: (999) 999-9999

2 **CHRONIC CONDITIONS**

Claims data indicates that the patient has the following conditions. Please correct as necessary and fax this page to Connections at 1-800-276-3075.

Asthma	CHD	HF	COPD	Diabetes	Hypertension
NO	YES	YES	NO	NO	YES

3 **SERVICES RECEIVED (DATES OF SERVICE 00/00/00 THROUGH 00/00/00)**

Emergency Room Visits	Hospitalizations	Specialist Visits	One or More PCP Visits	Health Coach Contacts
3	0	0	YES	0

4

EFFECTIVE CARE OPPORTUNITIES (DATES OF SERVICE 00/00/00 THROUGH 00/00/00)

Test/ Treatment Received	Test/Treatment	Lab Test Results	Most Recent	Data Source or Reason	Number in Last 12 Months	Medication Persistence	Patient Not a Candidate
☐	Lipid-lowering agent						☐
☐	Beta blocker						☐
☑	ACEI/ARB		2/3/08	Claims	12	99%	☐
☐	Lipid test						☐

5 6 7 8 9

PHYSICIAN NAME: _____

PATIENT PHONE #: _____

11 **COMMENTS:**

10 ☐ **Refer to a Connections Health Coach:** *Check here if you would like a Health Coach to call this patient to assist with your treatment plan and to provide education. Please confirm your name and the patient's current phone number, and indicate the specific reason for referral in the comments section.*

1 Patient information.

2 Chronic conditions for which patient has received diagnosis.

3 Frequency of services received over the past 12 months.

4 Number of contacts with a Health Coach.

5 Condition and test/treatment.

6 Source of data:
- *Claims* — Claim received for this test/treatment.
- *MD update* — Physician indicated patient had the test/treatment or is not a candidate for the test/treatment.
- *No Rx benefit* — No prescription coverage benefits.
- *Blank* — No claim received for this test/treatment and physician did not update this information in previous Registry releases.

7 Medication persistence rate — threshold for persistence defined as rate of 80% or more.

8 Check box if your patient is not a candidate for the test/treatment.

9 Unchecked box indicates opportunity for care improvement.
- Check box if your records indicate test/treatment *was* performed in past 12 months.

10 **Check box if you would like a Health Coach to contact this patient.**

11 Use this space to indicate the specific reason for referral and any further information about your patient.

SMART® REGISTRY

The following section contains:

Network Rates

Network rates for adult and pediatric tests and treatments.

SMART® Registry
Network Rates for Test/Treatments in the Last 12 Months
Provided by the Connections℠ Health Management Program

Data is based on claims with dates of service: 00/00/0000 - 00/00/0000
File generated on: 00/00/0000

ASTHMA *(Pediatric only <18 years of age)*

Controller Medication treatment	**70%**
Inhaled Corticosteroid treatment	**30%**

DIABETES *(Pediatric only <18 years of age)*

Testing for HgbA1c	**70%**

CHD *(Adult)*

ACEI/ARB treatment	**65%**
Testing for Lipid Levels	**69%**
Lipid Lowering Agent treatment	**73%**
Beta Blocker treatment	**67%**

ASTHMA *(Adult)*

Controller Medication treatment	**69%**
Inhaled Corticosteroid treatment	**40%**

DIABETES *(Adult)*

Testing for HgbA1c	**70%**
Dilated Retinal exam	**30%**
Testing for Microalbumin	**21%**
Testing for Lipid Levels	**64%**
Hypertension and on ACEI/ARB	**72%**

HF *(Adult)*

ACEI/ARB treatment	**71%**
Beta Blocker treatment	**71%**

Note: Rate calculations include patients who had evidence of test/treatment in the last 12 months. Patients without health plan prescription coverage are excluded from treatment rate calculations.

SMART® REGISTRY

The following section contains:

Patient-Specific Reports

Data summaries of your individual patients designed to be removed and filed in the patient's medical record.

Name: **SAMPLE PROVIDER**
ID: **P1**

Connections℠
HEALTH MANAGEMENT PROGRAM

SMART® REGISTRY / JUNE 2009

If you would like Connections℠ to update or correct the Registry for this patient, please check the appropriate box and **fax this page to Connections at 1-800-276-3075. Clinical updates received by September 24, 2009, will be incorporated into the next Registry release**. If you have any questions, please call the Connections Provider Support Line at 1-866-866-4694. Note: This information may not be as complete as information contained in your medical records.

DEMOGRAPHICS

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	Date of Birth: **1/14/1951**	
	Age: **57**	Phone: **(999) 999-9999**

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