

UHCareConnect Suspect Summary Module

Focus On: Assessed, But Unable to Diagnose at This Time Feature



UHCareConnect is UnitedHealthcare's convenient online tool we use to share information with you about your patients who are our Medicare Advantage plan members. Part of what we regularly communicate is which plan members may have a suspect medical condition for you to evaluate. We use claim, lab and pharmacy data to make our determinations.

This quick reference guide shows how to note which patients you assessed for suspect medical conditions but were unable to diagnose within the **Suspect Summary** module.

There are many possible reasons you may not have provided a diagnosis including:

- You used a more specific diagnosis code.
- The condition was treated or resolved.
- The condition never existed.
- You were unable to diagnose the suspect condition(s) during an office visit.

When you use the assessed, but unable to diagnose at this time feature at your practice, it can help us better understand the current health status of UnitedHealthcare Medicare Advantage plan members. It can also help you reach goals tied to the Medical Condition Assessment Incentive Program (MCAIP).

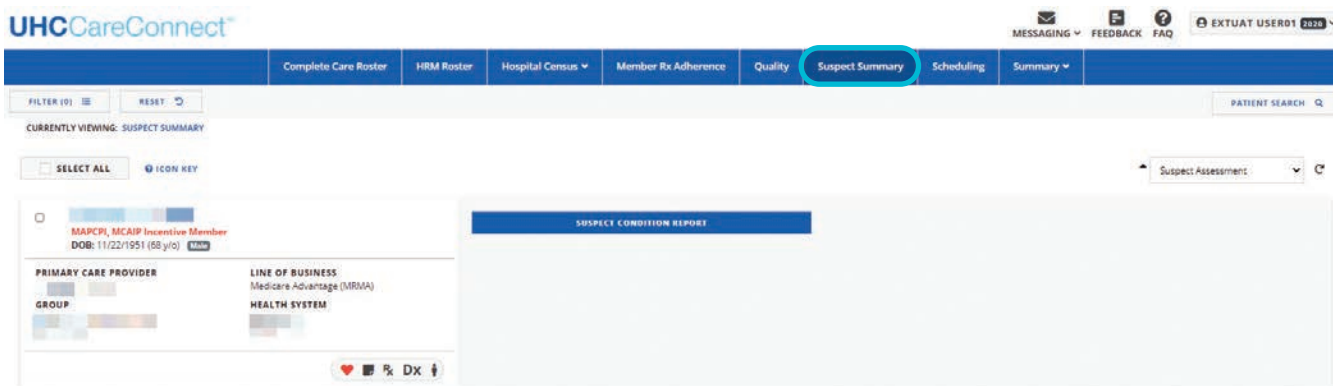
The **Suspect Summary** feature within UHCareConnect shows a list of suspect medical conditions by patient so you can easily see who may have a health concern that needs to be assessed. To learn how to download this list, please refer to the **UHCareConnect Suspect Summary Module Focus On: Suspect Summary List** guide. Your UnitedHealthcare representative can help you access the guide.



PATH

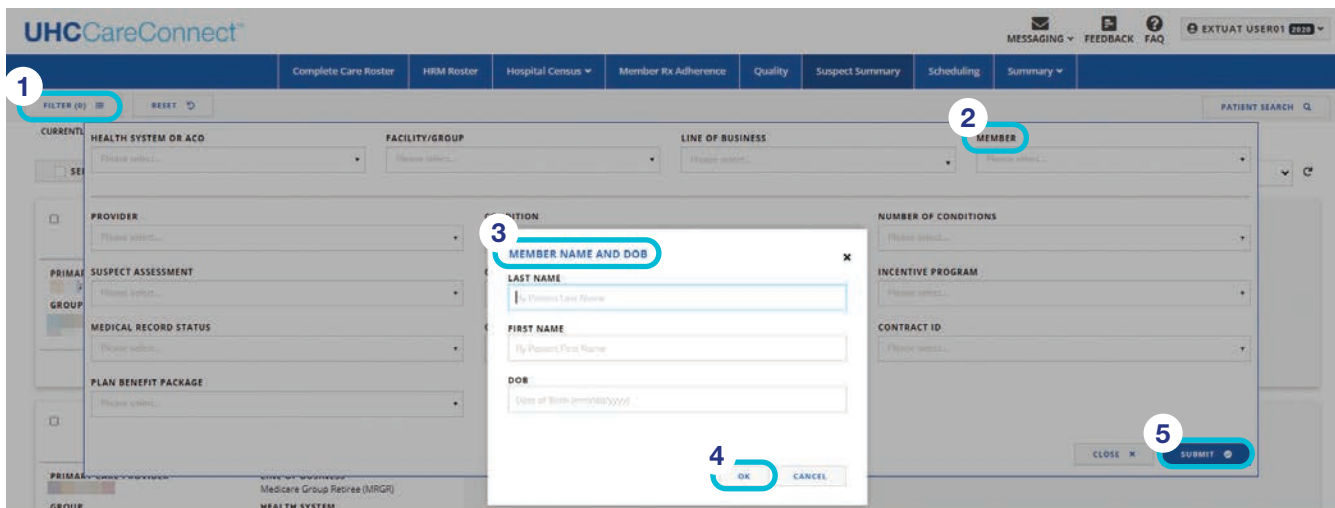
Step 1: Go to the Suspect Summary landing page.

Start by going to UHCprovider.com. Click on the Link button in the top right corner to log in to UHCareConnect using your Optum ID. Once your home page appears, click on **Suspect Summary** at the top.



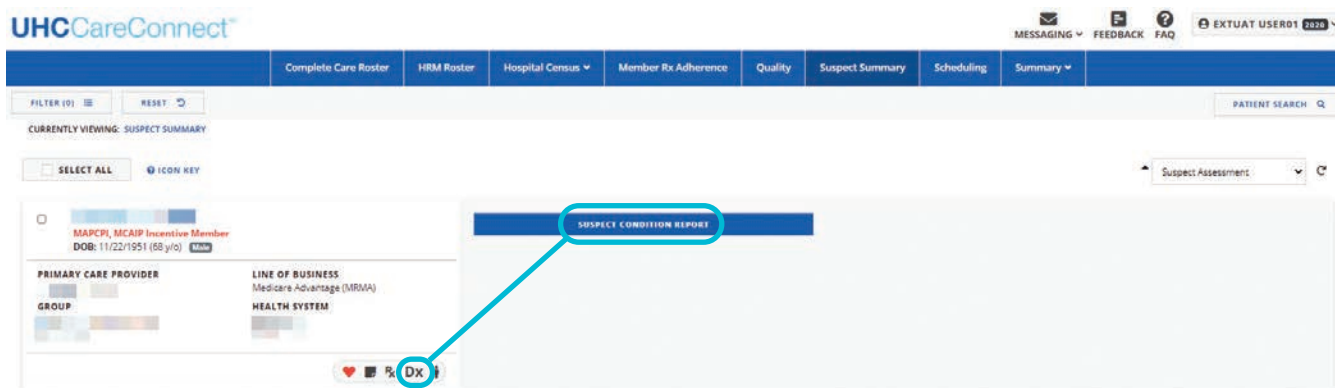
Step 2: Use the filter function to view information by patient.

You can do this after each office visit, or whenever is most convenient for you. To filter by name, click on the **Filter** button at the top left of the **Suspect Summary**, select Member and enter a patient’s first and last name in the **By Patient Last Name** or **By Patient First Name** box. Click on **Submit** to find the patient and view their information.



Step 3: Open the patient’s Suspect Condition Report.

You’ll see a set of icons next to the patient’s name. You can click on either the **Dx** icon or **Suspect Condition Report** to view the patient’s suspect medical conditions.



After you click on the **Dx** icon or **Suspect Condition Report**, a new window will open with the patient’s **Suspect Condition Report** that includes a list of their suspect medical conditions.

PATIENT CARE OPPORTUNITIES
PATIENT RX SCORECARD
PATIENT REFILL HISTORY
SUSPECT CONDITION REPORT

| | | | | |
|-------------------|---|---------------------------------------|--------------------------------------|-------------------------------------|
| DOB 11/22/1951 | SUBSCRIBER ID [REDACTED] | CARD ID [REDACTED] | PRIMARY PHONE NUMBER [REDACTED] | PRIMARY CARE PROVIDER [REDACTED] |
| GENDER Male | LINE OF BUSINESS Medicare Advantage (MRMA) | INCENTIVE PROGRAM(S) MAPCPI, MCAIP | SECONDARY PHONE NUMBER [REDACTED] | PRIMARY CARE PRACTICE [REDACTED] |

NOTE: The attached tool allows the Physician Practice to report instances where a licensed clinical professional assessed the patient for the conditions listed below. If the professional was able to diagnose the patient's condition, the appropriate diagnoses should be documented in the medical record and reported on the claim. If the professional assessed the patient for a condition indicated below but is unable to render a complete diagnose at this time, the practice can so indicate below. All information on this form should be entered by a practice employee with authority to provide such information.

| Condition | Provider | Suspect Detail | Other Suspect Information | Flagged for Review | Assessed and Unable to Diagnose at this Time | DOS | User Entered Date/Time |
|--|------------|---|---------------------------|--------------------------|--|-----|------------------------|
| Diabetes without Complication Added: 05/05/2017 | [REDACTED] | Previously Coded, ICD10: E119: Type 2 diabetes mellitus without complications | | <input type="checkbox"/> | <input type="checkbox"/> | | |

QUALITY REVIEW FORM
SUSPECT SUMMARY MANAGEMENT
NOTES
UPDATE STATUS
CLOSE

Step 4: Close out an assessed, but unable to diagnose notation.

Once you're in the patient's **Suspect Condition Report**, review their list of suspect medical conditions. Then:

- Find the suspect condition you assessed but were unable to diagnose at an office visit.
- Check the box under the **Assessed and Unable to Diagnose at this Time** column.
- Add the date of service you assessed the condition in the **DOS** column.
- Click on the **Update Status** button at the bottom of the **Suspect Condition Report** to save your information.

| PATIENT CARE OPPORTUNITIES | PATIENT RX SCORECARD | PATIENT REFILL HISTORY | SUSPECT CONDITION REPORT | |
|----------------------------|--|--|---|--|
| DOB 11/22/1951 | SUBSCRIBER ID [REDACTED] | CARD ID [REDACTED] | PRIMARY PHONE NUMBER [REDACTED] | PRIMARY CARE PROVIDER [REDACTED] |
| GENDER Male | LINE OF BUSINESS Medicare Advantage (MRMA) | INCENTIVE PROGRAM(S) MAPCPI, MCAIP | SECONDARY PHONE NUMBER [REDACTED] | PRIMARY CARE PRACTICE [REDACTED] |


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| Condition | Provider | Suspect Detail | Other Suspect Information | Flagged for Review | Assessed and Unable to Diagnose at this Time | DOS | User Entered Date/Time |
|--|------------|---|---------------------------|--------------------------|--|------------|------------------------|
| Diabetes without Complication Added: 05/05/2017 | [REDACTED] | Previously Coded, ICD10: E119: Type 2 diabetes mellitus without complications | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | 01/31/2017 | |

QUALITY REVIEW FORM SUSPECT SUMMARY MANAGEMENT NOTES **UPDATE STATUS** CLOSE

You'll know your save was successful if the date of service is grayed out. To exit the report, click on **Close** and you'll return to your main dashboard.

To review information for a different patient, clear the filter and follow the same process starting at Step 2.



Questions?

If you need help with UHCareConnect or the steps included here, please call your UnitedHealthcare representative.

Contact us to learn more. For more information about how our programs can help support your patients who are UnitedHealthcare Medicare Advantage plan members, please contact your UnitedHealthcare representative. Thank you.