



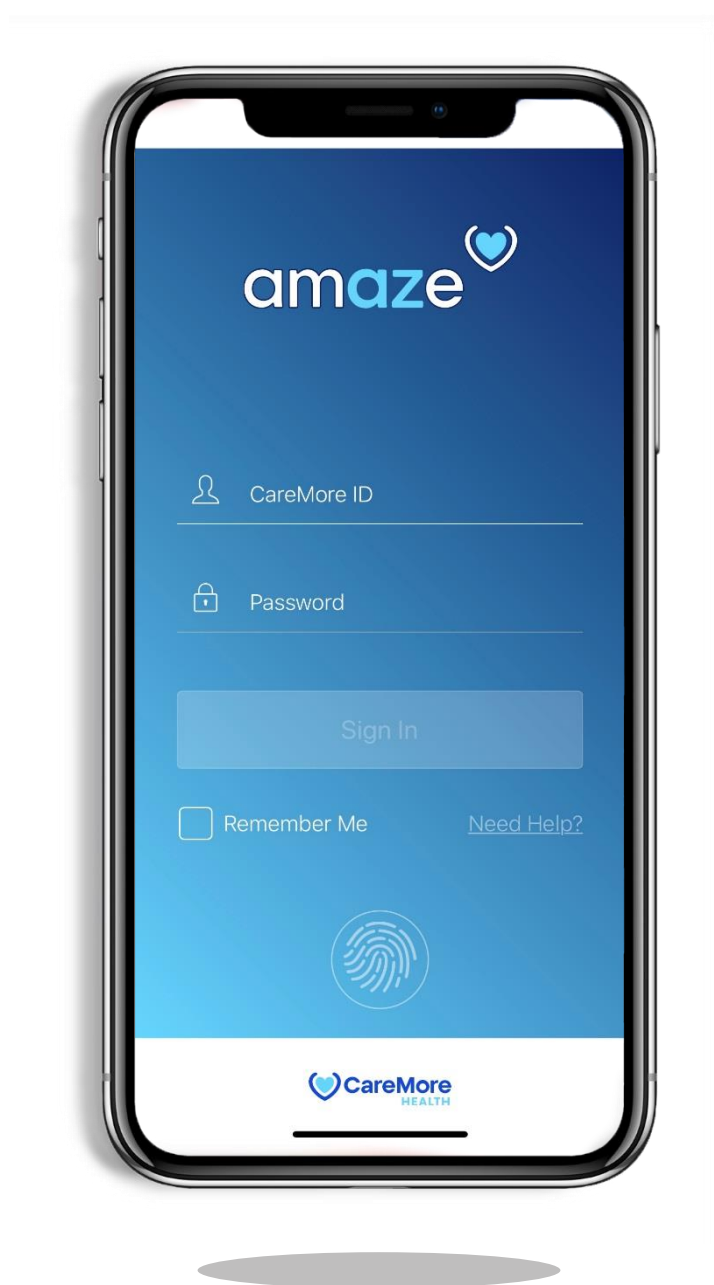
SPECIALIST REFERENCE GUIDE

From A to Z, improving operational efficiency to delivering optimal care to members





AMAZE is an app developed by CareMore that offers a simple way to manage and process inpatient information — beginning when the member is admitted to the hospital until the member is discharged. The goal is to help clinicians streamline current processes and allow more time to focus on delivering member care.



KEY FEATURES



Secure Fingerprint Login

Use your iPhone's built-in Touch ID feature for added security while using the app.



Appointments

View your complete Appointment details for the members



Census Data

View complete Hospital and SNF census data directly within the app for any region.



Initiate Discharge

Risk stratify members in the app by assigning the member with a health status code during discharge. Information is delivered to CareMore's Care Management team.



Member Assignment

Assign hospital and SNF members to yourself or another provider to ensure efficient handoffs.



Update Visit Status Codes

Mark members red, orange, yellow or green to triage members based on Visit Status codes.



Comprehensive Member Data

Access member data from four different source systems, including NextGen, Provider Portal, Patient QuickView, and Member360 in one Tap.



Billing Encounters

Input service codes during the inpatient stay. Downstream Case Management and Coding workflow ensures submission of Service codes and Dx Codes extracted from the hospital documentation.



Medication Reconciliation

Complete a med recon at time of discharge.



View EMR Documents

You can view all the EMR documents uploaded by the case management.



Admit Member

Admit member from the members directory for Inpatient admit and ER Treat and Release .



Sign-out

Use the iPhone's voice dictation feature to easily record your sign-out note. View past sign-out notes throughout the member's length of stay.

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PART 1: INITIALIZATION

Getting Started

The AMAZE app is compatible with the iPhone 6s or newer.

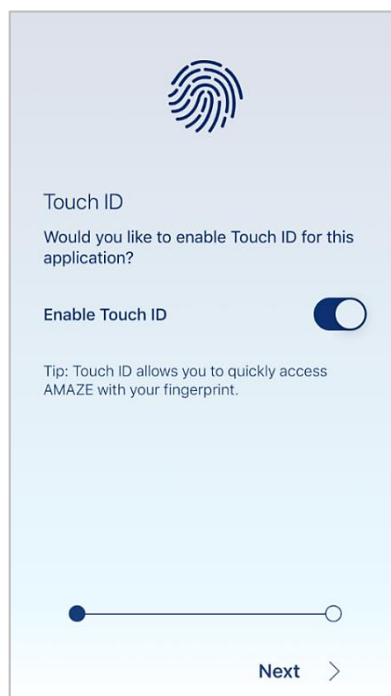
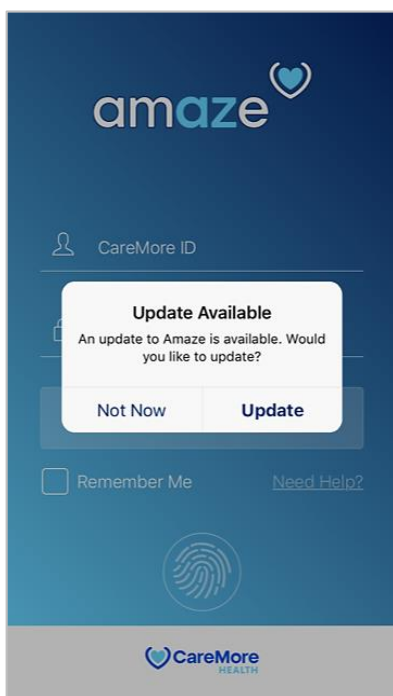
1. To install the app, visit the Apple store and search for the **CareMore amaze** app.
2. After installing, launch AMAZE.
3. When there is a new version of AMAZE App available on the App store and it does not match with the current app version on the device, a notification popup stating a new version is available and the app needs to be updated. User needs to select either **Update** or **Not now** as the next step.
4. After performing the needed action, enter your CareMore ID and password in the login page.

Note: After six failed login attempts, your CareMore account will be locked out. Contact IT support to unlock your account.

5. Tap **Sign In**.
6. Tap **Next** on the **Welcome to AMAZE** screen.
7. Enable or disable Touch ID when prompted. This feature can be changed in **Profile**.

Note: If your phone locks due to inactivity, use Touch ID to log back in or enter your password to resume your session. For security reasons, AMAZE automatically logs users out after 30 minutes of inactivity.

8. To view the Census data of a particular region, select the region and tap **Save**.

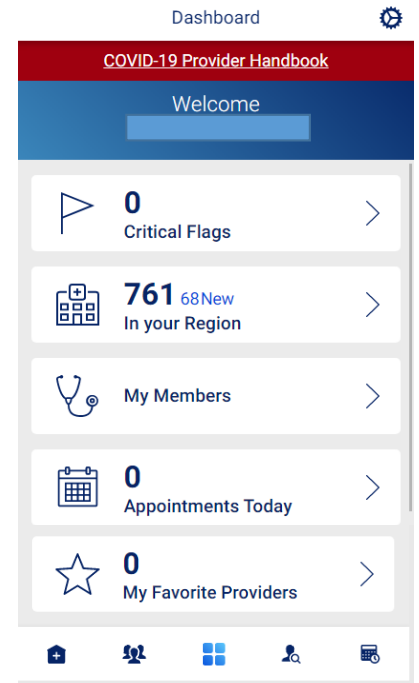


PART 2: NAVIGATING AMAZE

Dashboard

After successful login, your dashboard with five categories is displayed. To view the members listed under the respective category, tap the relevant option.

- **Critical Flags**
Displays members who have Critical Flag alerts applied.
- **In your region**
Lists all members in the census within the regions you selected.
- **My Members**
Displays members you are currently managing.
- **Appointments**
Allows Specialists to view their daily, weekly, and monthly appointments and complete appointment details of the member.
- **My Favorite Providers**
Displays favorite providers.

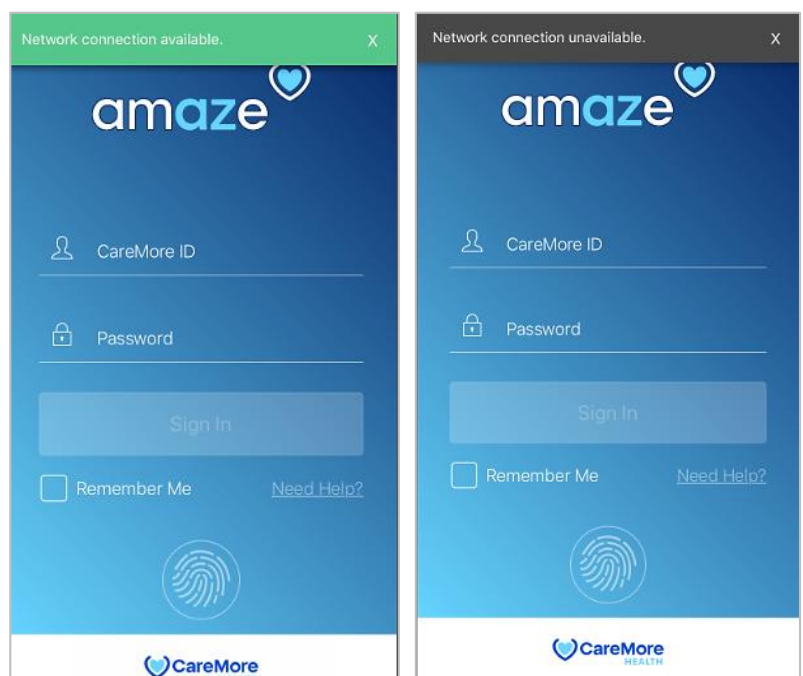


Members listed as **New** are those who have been added on that day's census or have a current length of stay of one day or less.

Enhancements to notifications and warning messages

The user will view the pop-up message **Network connection unavailable** in black, when the WIFI (Internet Connection) is disconnected. The user can dismiss the message.

Users can see the pop-up option **Network connection available** in green, which would disappear in three seconds when the internet connection is reconnected.



Main Menu

Amaze Hospital features:

1. Census

Displays all members in the census within the region(s) selected. The screen defaults to an expanded view. To close or expand each menu, tap the arrow.

2. My Members

Displays members you are currently managing. It also displays Discharge Follow-ups, Recently Visited Members, My Assigned Members and My Member Panel.

3. Dashboard

Displays quick links and a high-level overview of your region's census data.

4. Search Members/ Providers

Allows you to Search for members or providers in the dashboard.

5. Appointments

Allows Specialists to view their daily, weekly, and monthly appointments and complete appointment details of the member.

On the top right corner of the Dashboard, there is a round icon. On tapping, 'Settings' page opens.

- **Census Regions**

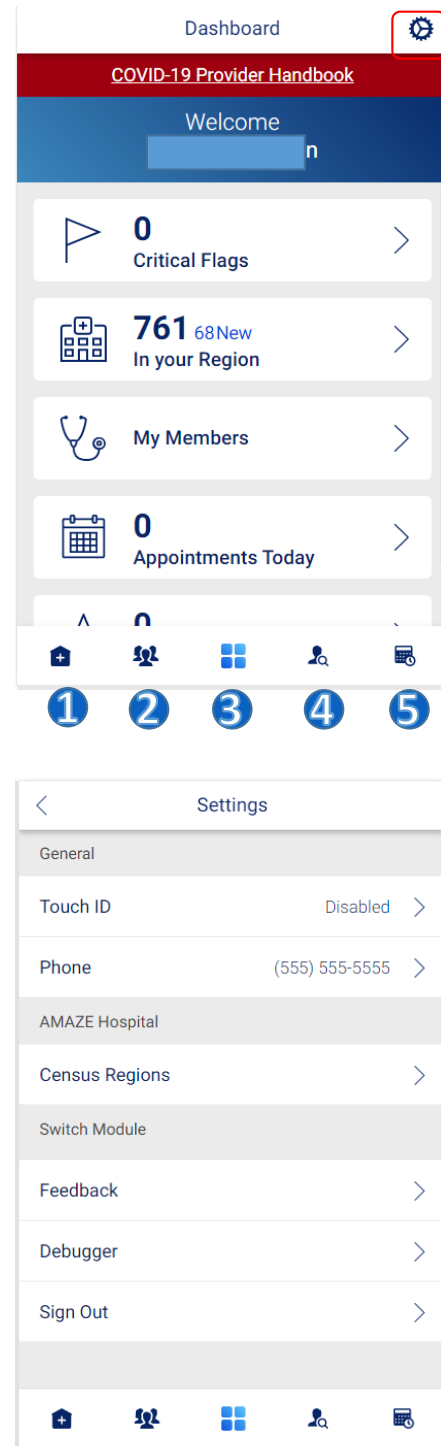
Allows you to select regions you want to view census data for.

- **Feedback**

Allows you to give any feedback or report any issue.

- **Sign Out**

Helps you log out of the AMAZE app.

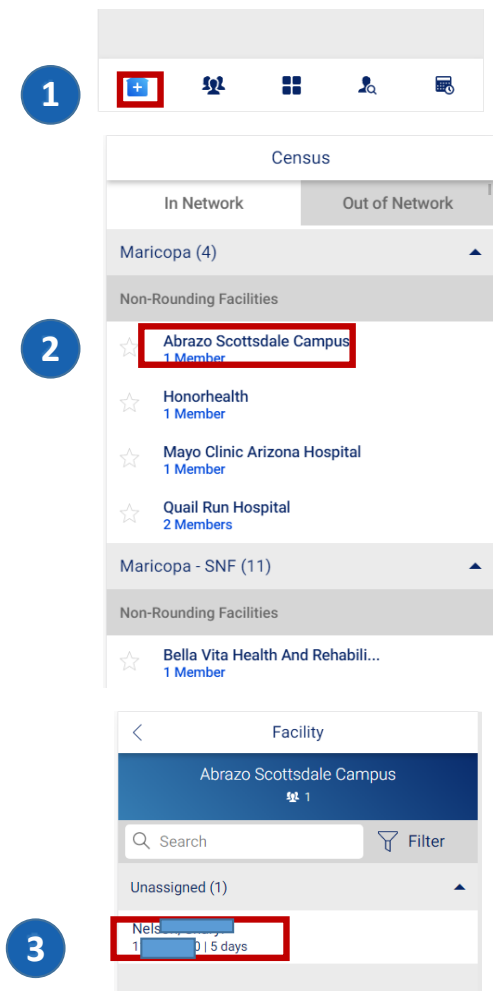
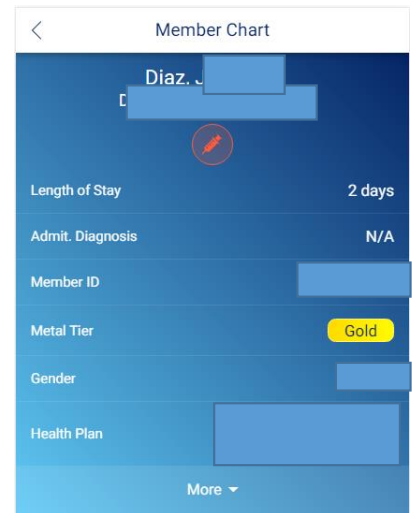


PART 3: MEMBER CHART

View a Member Chart

Member information is now at your fingertips in one location with the AMAZE app on your mobile device. Member charts can be accessed from multiple menus within AMAZE. One way to view a member's chart is through the Census screen.

1. From the Main Menu, tap **Census**.
2. Select any location from the list.
3. Tap on the member name to view member chart.

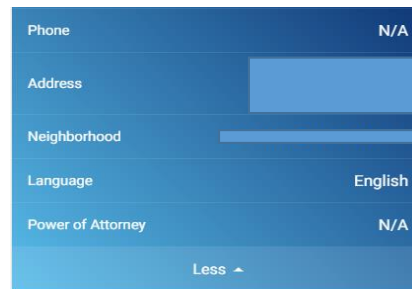
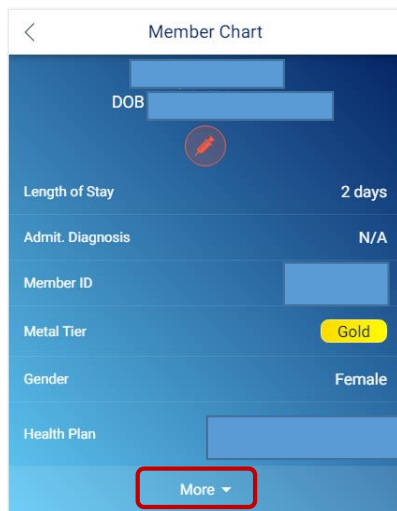


Member Chart Details

Within the member chart, the blue member header includes information including:

- Date of Birth
- Length of Stay
- Admit Diagnosis
- Member ID
- Gender
- Health Plan
- Metal Tier

To view additional information about the member, from the blue member header, tap **More**. This area expands to reveal data, such as the member's preferred Language, Phone number, Address, and Power of Attorney.

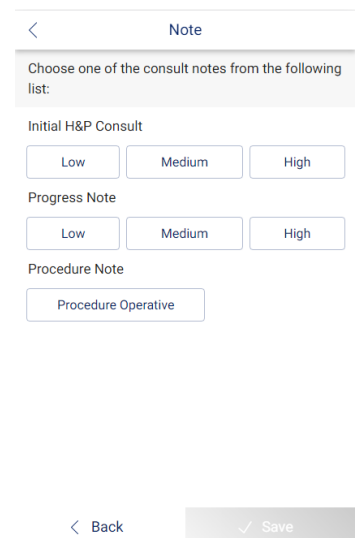
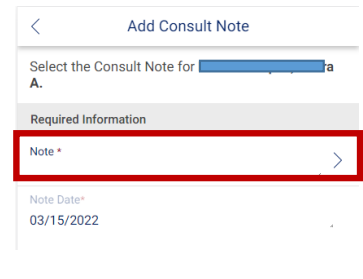
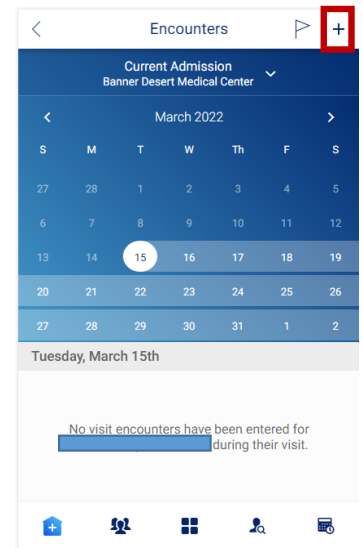
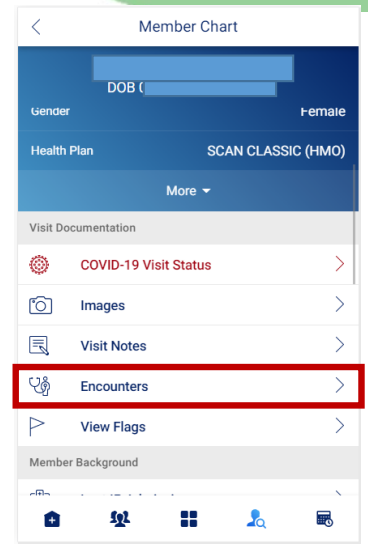


PART 4: ENCOUNTER WORKFLOW FOR SPECIALIST

Add Consult Note

As an AMAZE Specialist, the user will be able to select Consult Notes (Initial H&P Notes, Progress Notes) that can be Bill/Code and helps to close the HCC gaps. Additionally, the user can add the Procedure Operative Note (procedure / findings). Specialists can submit consult notes if the member is admitted to a Hospital facility. If a member is submitted to SNF, the + sign in encounter calendar view is disabled and the message 'Encounter submission not allowed for this admission type' displays.

1. Tap **Encounters** on the member chart.
2. Select the day of service and tap on the + sign in the top right corner.
3. Tap **Note** to be able to select a Consult Note.
4. You can submit Initial H&P Consult, Progress Note and Procedure Note.



Initial H&P Consult Note Submission

1. Tap **Encounters** on the member chart.
2. Select the day of service and tap on the + sign in the top right corner.
3. Tap **Note** to be able to select a Consult Note.
4. Select Low/Medium/High type of consult note for Initial H&P Consult note and tap on Save.
5. In the Add Consult Note page, the type of consult note selected displays. Tap on Submit.
6. In the encounter calendar view, the submitted consult note displays corresponding to the date.

1

Member Chart

DOB () | Age ()

Gender Female

Health Plan SCAN CLASSIC (HMO)

More

Visit Documentation

- COVID-19 Visit Status
- Images
- Visit Notes
- Encounters**
- View Flags

Member Background

2

Encounters

Current Admission Banner Desert Medical Center

March 2022

S	M	T	W	Th	F	S
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Tuesday, March 15th

No visit encounters have been entered for during their visit.

3

Add Consult Note

Select the Consult Note for

Required Information

Note *

Note Date* 03/15/2022

Cancel Submit

4

Note

Choose one of the consult notes from the following list:

- Initial H&P Consult**
 - Low
 - Medium
 - High
- Progress Note
 - Low
 - Medium
 - High
- Procedure Note
 - Procedure Operative

Back Save

5

Add Consult Note

Select the Consult Note for

Required Information

Note *
Initial H&P Consult : Medium

Note Date* 03/15/2022

Cancel Submit

6

Encounters

Current Admission Banner Desert Medical Center

March 2022

S	M	T	W	Th	F	S
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Tuesday, March 15th

Initial H&P Consult: Med

View All Visit Encounters

Progress Note Submission

1. Tap **Encounters** on the member chart.
2. Select the day of service and tap on the + sign in the top right corner.
3. Tap **Note** to be able to select a Consult Note.
4. Select **Low/Medium/High** type of consult note for Progress Note and tap on **Save**.
5. In the Add Consult Note page, the type of consult note selected displays. Tap on Submit.
6. In the encounter calendar view, the submitted consult note displays corresponding to the date.

1

Member Chart

DOB 07/ | Age | Female

Health Plan SCAN CLASSIC (HMO)

More ▾

Visit Documentation

- COVID-19 Visit Status >
- Images >
- Visit Notes >
- Encounters >**
- View Flags >

Member Background

2

Encounters

Current Admission
Banner Desert Medical Center

March 2022

S	M	T	W	Th	F	S
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Wednesday, March 16th

View All Visit Encounters >

3

Add Consult Note

Select the Consult Note for R. A.

Required Information

Note * >

Note Date*
03/16/2022

Cancel Submit

4

Note

Choose one of the consult notes from the following list:

Progress Note

Low Medium High

Procedure Note

Procedure Operative

Back Save

5

Add Consult Note

Select the Consult Note for R. A.

Required Information

Note * >
Progress Note: Low

Note Date*
03/16/2022

Cancel Submit

6

Encounters

Current Admission
Banner Desert Medical Center

March 2022

S	M	T	W	Th	F	S
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

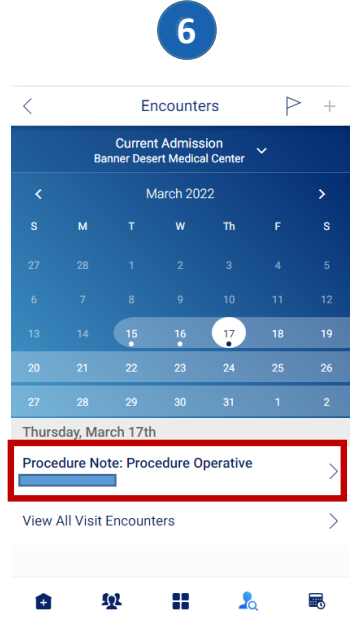
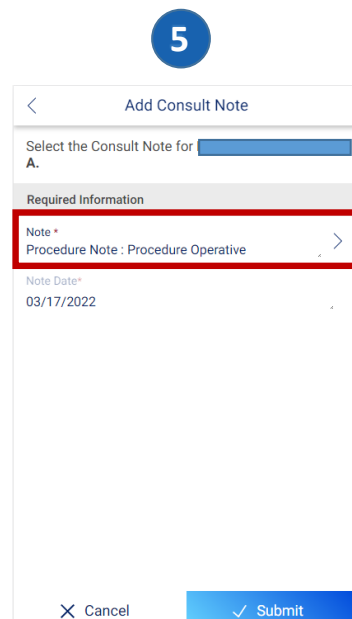
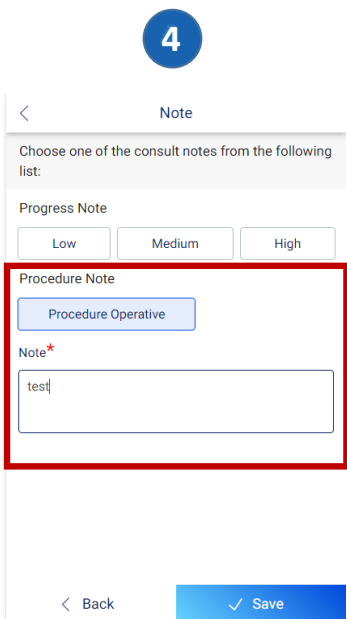
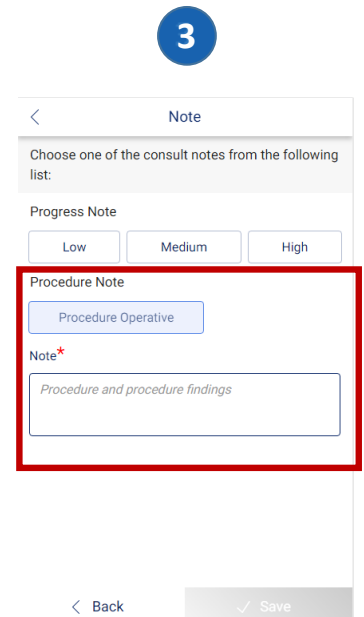
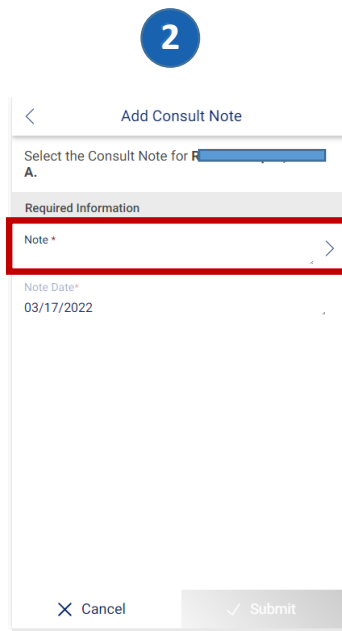
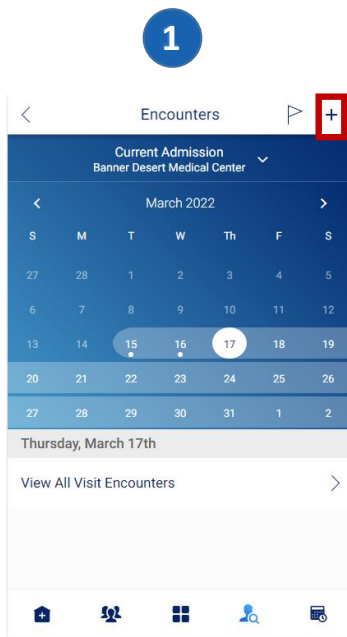
Wednesday, March 16th

Progress Note: Low >

View All Visit Encounters >

Procedure Operative Note Submission

1. Tap **Encounters** on the member chart. Select the day of service and tap on the **+** sign in the top right corner.
2. Tap **Note** to be able to select a Consult Note.
3. Tap on **Procedure Note** and fill in the mandatory note.
4. When Procedure note is filled, **Save** button is enabled.
5. Dictate text feature is also enabled for the user to insert the Procedure note. In the **Add Consult Note** page, the type of consult note selected displays. Tap on Submit.
6. In the encounter calendar view, the submitted consult note displays corresponding to the date.








PART 5: VISIT DOCUMENTATION

View Visit Documentation

Visit Documentation includes the following section:

- COVID-19 Visit Status
- Images
- Visit Notes
- Encounters
- View Flags

Visit Documentation		
	COVID-19 Visit Status	>
	Images	>
	Visit Notes	>
	Encounters	>
	View Flags	>

COVID-19 VISIT STATUS

COVID-19 visit status helps the user to update the patient's COVID status.

COVID Status Referral is a Mandatory field, which can be filled with following options:

- First Test Pending
- Positive Test
- Negative Test-Sec Pending
- Negative Test
- Suspected based on symptoms
- Known exposure
- Unknown status

How identified and Patient setting are the other mandatory fields with multiple options to fill in.

COVID-19 Referral ✕

Fill out the referral for **Nancy, Mary**.

COVID Status-Referral *
Select status ▼

How Identified *
Select Identification ▼

Patient Setting *
Select Setting ▼

Date of Symptom Onset
Select Date ▼

Market Region
Select Region ▼

Market Rep/Manager, Case Mgmt
Select Representative ▼

Home Situation
Select Situation ▼

Primary Dx

Secondary Dx

Comments

✕ Cancel ✓ Submit

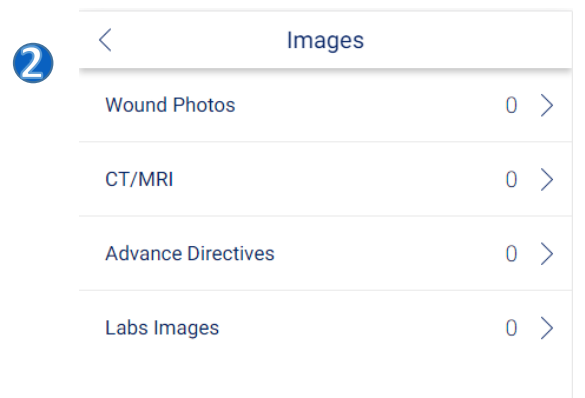
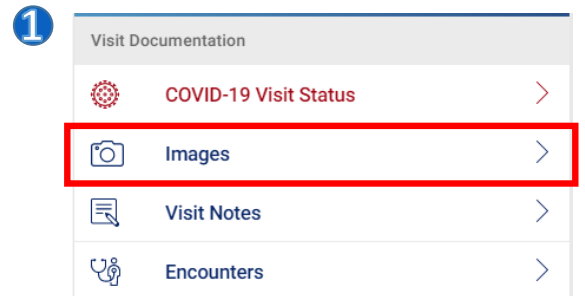
Images:

Amaze user is now able to view new option called "Images" under the Member chart screen.

1. User can click on "Images" in the 'Visit Documentation' section.
2. It displays the following options:
 - Wounds
 - CT/MRI
 - Advanced Directives
 - Labs Images

By default, user will see message, "There are currently no <category name> pictures for <member name>". User can Add picture by clicking on Add icon on the top right corner of the page.

3. On clicking the add picture icon, user will see two options:
 - Camera
 - Photo GalleryUser is able to click on Camera option and take pictures/images.

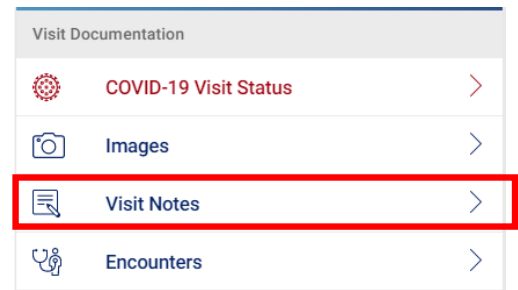


Visit Notes:

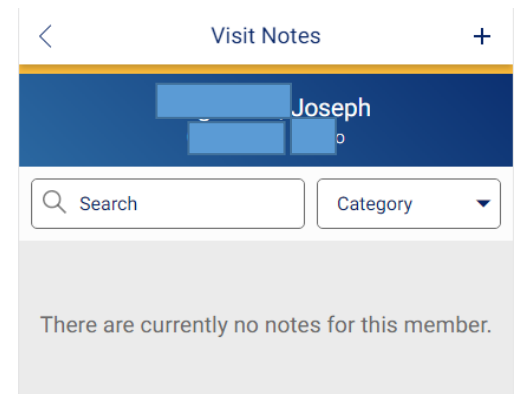
The AMAZE app allows you to easily submit and edit a visit note.

Provider /NP's can add Visit Notes for any member that they are visiting. Multiple providers can add their notes for the same member. The Visit Notes can be viewable by any provider but it cannot be edited by any other provider except the one who created it. Separate entry under the Visit notes with provider name and date stamp is now added.

1. Amaze user while adding Visit notes for a member is able to view Member Name , DOB and Year on the screen along with + sign at the top right corner.
2. On tapping the '+' sign, 'Add Visit Note' page opens. All the mandatory fields like 'Visit Date', 'Visit Note Category' and 'Visit Notes' are to be entered for enabling submit button.



1



2

Add Visit Note

Add a visit note for B [redacted]

Select Visit Date *

01/20 THU 01/21 FRI 01/22 SAT 01/23 SUN

Select Visit Note Category *

Visit Note *

Cancel Submit

Visit Notes contd:

3. User is able to see 3 categories for selection while adding Visit notes like:

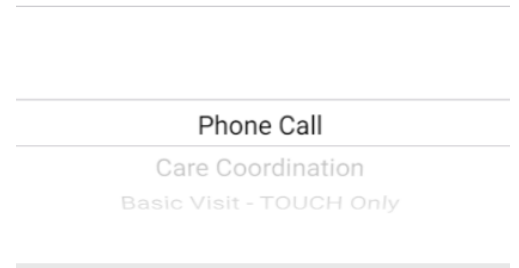
- 1) Phone Call
- 2) Basic Visit - TOUCH ONLY
- 3) Care Coordination

4. Note that is entered is displayed with data like:

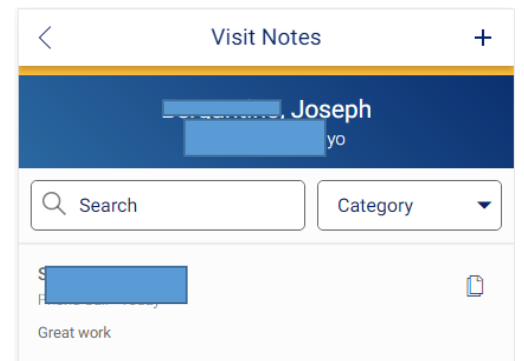
- Name of person who entered the note
- Note Category
- Date and Time of submission
- Actual Note

The saved Visit Notes will be send to FileNet and the same note is available in NextGen too. Document Category in NG will be shown as "Mobile Visit Notes" for all visit note submitted through Amaze. Visit Note feature is available to all the members irrespective of census , out of census , FAL , Unassigned members or Appointments or any modules.

3



4



PART 6: MEMBER/PROVIDER SEARCH

Search for a Member/ Provider

Amaze app now allows you to search for members and providers in the dashboard. You can search for members with two different options: Using member name or member ID. You can search for providers using their first name or last name.

You can tap the 'Member Search' option from the Navigation bar and search for members and providers.

1. To view your options, tap **Search Members**.
2. Tap **Member** to search for the Member using **Last Name, First Name** (optional), **Birthdate** (optional) or using Member ID.
3. Tap **Provider** to search for providers using Last Name(optional) or First Name.
4. The list of members matching the search criterion appears. If a member is available in the Census, then the member details with **Member name, DOB and Length of Stay** for members in the Hospital/SNF facility will get listed under the Inpatient/SNF facility. If the member is not available in the Census, then he/she gets displayed under **All CareMore Members** section, with Member **Name and DOB**. Select the member from the list to view the member chart.

The screenshot illustrates the search process in the Amaze app. It is divided into four numbered steps:

- Step 1:** The user is on the dashboard. A red box highlights the 'Search Members' icon in the top navigation bar.
- Step 2:** The 'Search' screen is shown. The 'Member' tab is selected. The search criteria include 'Last Name*', 'First Name', and 'Birthdate'. Below these is an 'OR' section with 'Member ID*'. A 'Search Member' button is at the bottom.
- Step 3:** The 'Search' screen is shown with the 'Provider' tab selected. The search criteria include 'Last Name*' and 'First Name'. A 'Search Provider' button is at the bottom.
- Step 4:** The search results are displayed. A back arrow and '1 Member' are at the top. Below is a section titled 'All CareMore Members (1)' with a list item showing 'H' and '04' followed by redacted information.

PART 7: APPOINTMENTS

View Appointments:

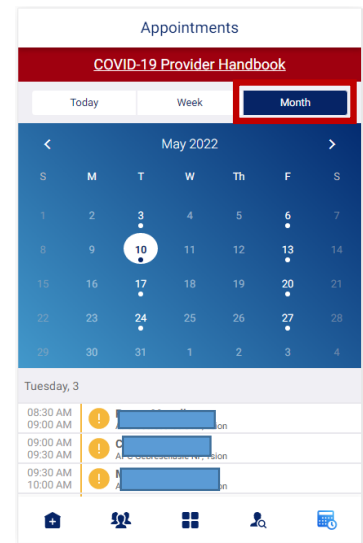
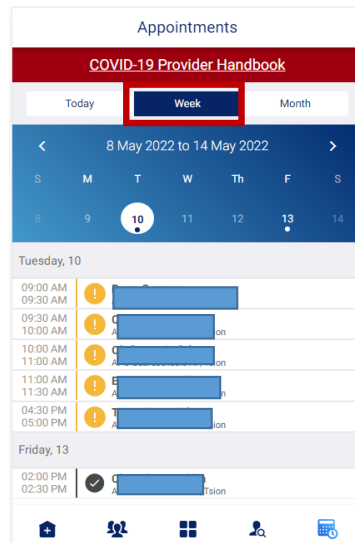
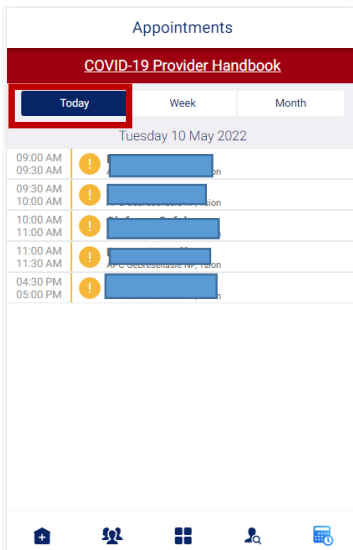
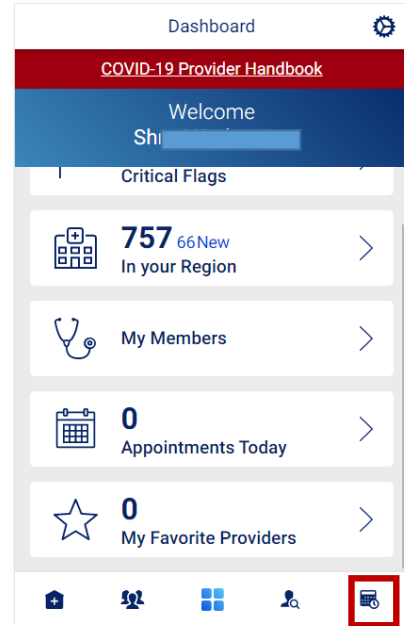
This Section allows Specialists to view successive appointments under three categories. To view the members listed under the respective category, tap the relevant tab.

- **Today**
Displays members who have an appointment on the same day.
- **Week**
Displays members who have an appointment in the current week.
- **Month**
Displays members who have an appointment in the current month.

Appointment status:

The status of appointment is indicated by different colors as mentioned below:

- Confirmed (Dark grey with white text)
- In Progress (Blue)
- Completed (Green)
- Incomplete (Yellow)
- Cancelled or Rescheduled (Light grey with strike through)



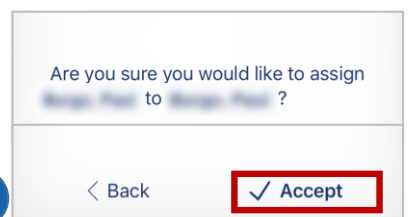
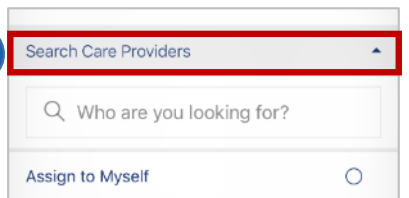
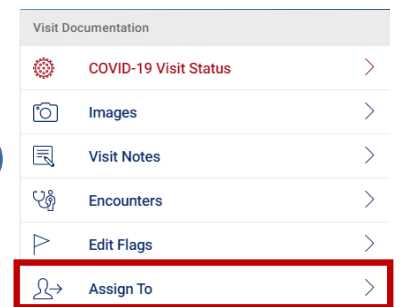
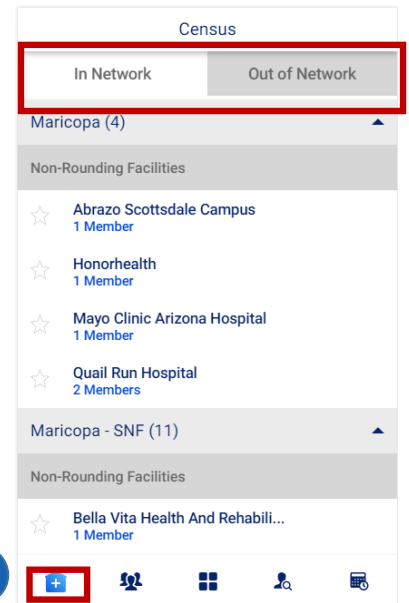
PART 8: CENSUS

View Census and Assign Members

The Census can be accessed from the Main Menu. Information is organized by location and hospital name (whether rounding or non-rounding facility), along with the number of members admitted to each hospital. There are 2 sections- **In Network** and **Out of Network**. Out of Network section will display the members who got treated in an Out of Network facility.

Members are categorized into three sections: **Unassigned**, **Assigned**, and **Discharged**.

1. RMOs may assign members individually, reassign members or perform a bulk assignment. To assign an individual member, Tap the member name from the **Census** screen.
2. Tap **Assign To**.
3. In the **Search Care Providers** field, type the provider's name or select a provider from the names listed under the search field.
4. Tap **Submit**.
5. Tap **Accept** to confirm.

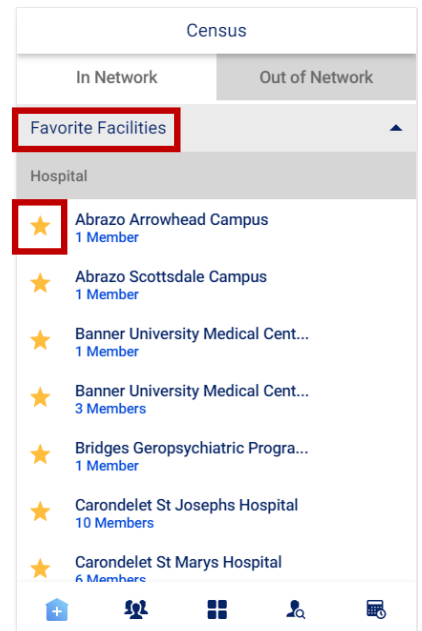


PART 9: FAVORITE FACILITIES

Favorite Facilities

- To mark any facilities in your region/assignments as favorites, you can use the **Favorite** feature.
- Every facility displayed has an option to be selected as favorite. To mark a location as your favorite, tap the favorite icon.
- Once selected, the facility appears on the top of the page under a new group named **Favorite Facilities**.
- To remove a facility from Favorite, deselect the favorite icon.

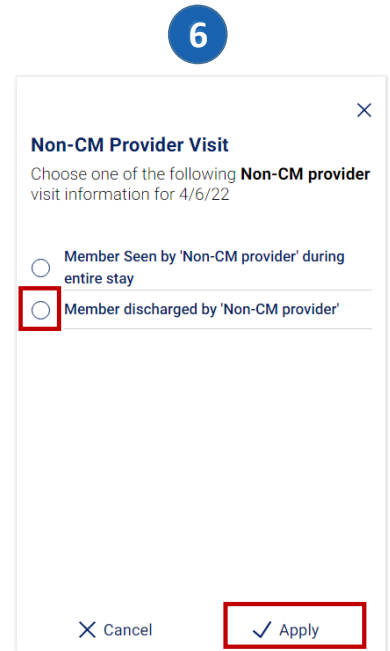
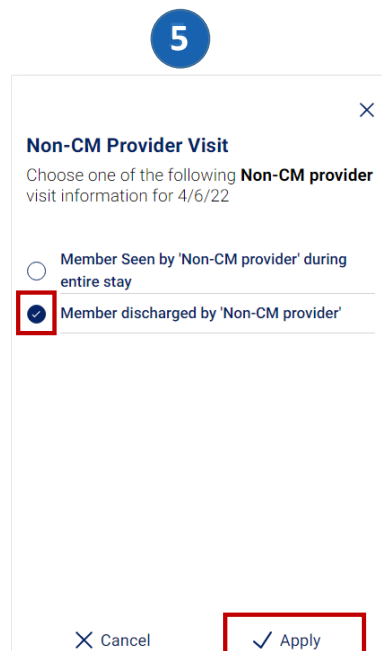
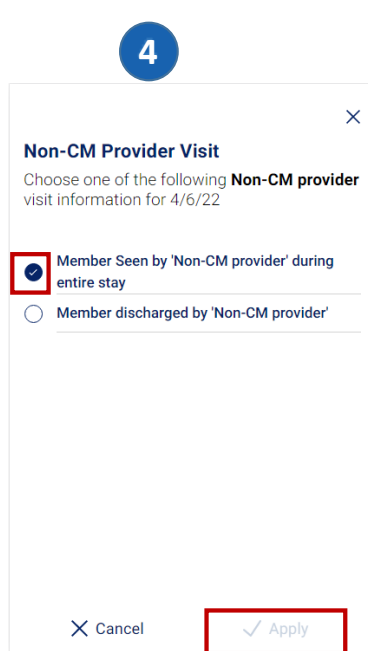
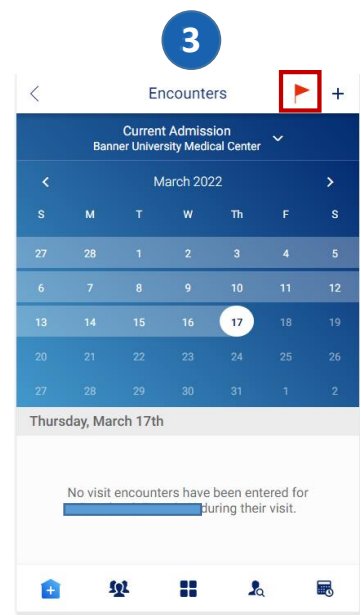
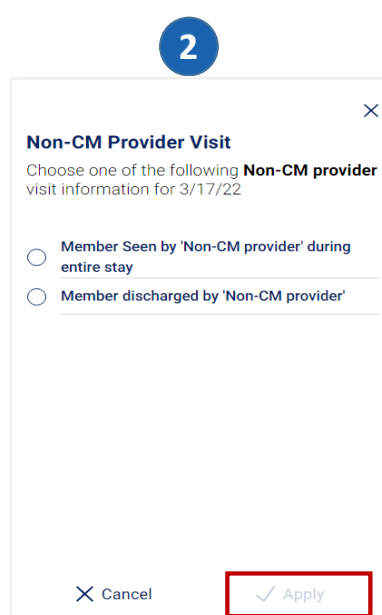
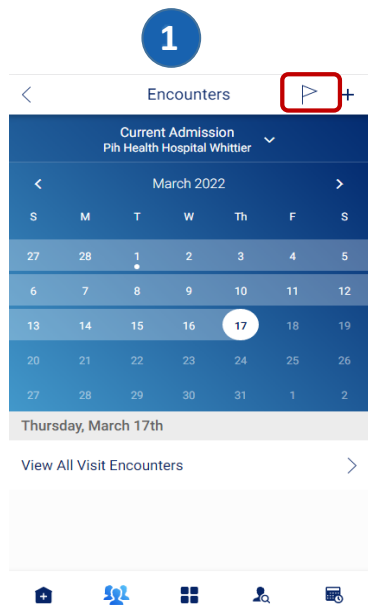
Note: The number of new members is given below each facility name.



PART 10: NON-CM PROVIDER FLAG

'Non-CM Provider visit' flag in Encounter calendar view

1. Specialists can add flags if a user is seen by a non-caremore provider by tapping on the flag icon in Encounter calendar view.
2. From the **Non-CM Provider Visit** screen, the user can select from the two available options and click on **Apply**.
3. On applying the flag, **Non-CM Provider visit successfully saved** message appears. In the Encounter calendar view, the flag gets highlighted.
4. Non-CM Provider visit flags can also be **edited**. On tapping the flag icon in the encounter calendar view, the page opens to change the selection.
5. The selected option can be changed and new option can be selected. The Flag will remain active in this case.
6. To disable the flag, the selected option should be deselected and click on Apply.



PART 11: MEMBER BACKGROUND

[View Member Background details](#)

Last IP Admission:

This section provides the last Inpatient Admission details including Date, diagnosis Codes, Attending Providers, Discharge Date and Summary Notes.

Appointments:

This section provides a view into the member appointments as available in NextGen. To view additional details on the appointment, tap the appointment name. The window expands to display Date of appointment, Start and End Times, Event Type, Details, Kept status, Provider, Status, Location and Address details.

Screening Tool:

This section provides a view into the screening tools values for this member available in NextGen:

- FAST Scale
- FAST Scale Comments
- PPS
- PPS Comments

View EMR Document types:


















Amaze user can now view a new option called "EMR Documents" under Member chart screen. EMR document section shows the chart Notes from NexGen. If no documents are returned for all the above categories then user will see error message, "There are no documents available for this member". User is able to view the list of DOS for each document in DESC order. If multiple documents have the same DOS then same DOS will be displayed multiple times. User is able to view entire document only in PDF format and can scroll through the document having multiple pages.

Test Results:

This section provides a view into the last three months of lab results. Information here is sourced from the Data Warehouse and displayed. Tap on the test result to view all details including Date of test, Test Name, Value, Units, Ordering Provider, Reference Range, and Abnormal Flags.

Current Visit Log:

This section provides current visit log details for time and the provider name that the member has been assigned to.

Member Background	
	Last IP Admission >
	Appointments >
	Screening Tools >
	EMR Documents >
	Test Results >
	Current Visit Log >
	NextGen Prescribed Medications >
	Authorizations >
	Plan Details >
	Claims >
	Core Care Team >
	Quality Measures >
	Past Medical History >
	Vitals >
	Claims Filled Medications >
	Allergies >
	Advanced Directives >

Member Background contd:

NextGen Prescribed Medications:

This section provides the list of medications prescribed in Nextgen. Tap each row to view Drug name, Strength, Days Supply, Date, Quantity, Pharmacy, Prescriber Name, Tier, and Filled status.

Plan Details:

This section provides details into the Member's Plan details. Tap each row to view Plan Name, Plan Group, Effective Date, Termination Date, HMO ID, IPA, and Duals status.

Claims:

This section provides a view into the claims of last three months for a member. Tap each row to view Claim ID, From and To dates, Service, Diagnosis and Provider details.

Core Care Team:

This section provides the names, contact number and email address (as available) of the member's PCP, Case Manager, Social Worker and Behavioral Health NP.

Quality Measures:

This section provides a view into the quality measure/Hedis gaps for a member. The information is sourced from the Provide portal. Tap each row to view the Measure Details, Value and Due dates.

Past Medical History:

This section provides the medical conditions that the member has been diagnosed with in the past. This information is made available from previous encounters in Nextgen. Tap on any code to view the Code, Description and all the dates the member was diagnosed with the condition.

Vitals:

Amaze app also has the Vitals information under the Member chart. The user can now access the vital information date wise.

Claims Filled Medications:

This list provides a view into all the claims based filled medications. This also includes ESI Pharmacy claims that might include OTC medication claims. Tap each row to view Drug name, Strength, Days Supply, Date, Quantity, Pharmacy, Prescriber Name, Tier and Filled status.

Allergies:

Amaze users can view the allergies information within mobile real time.

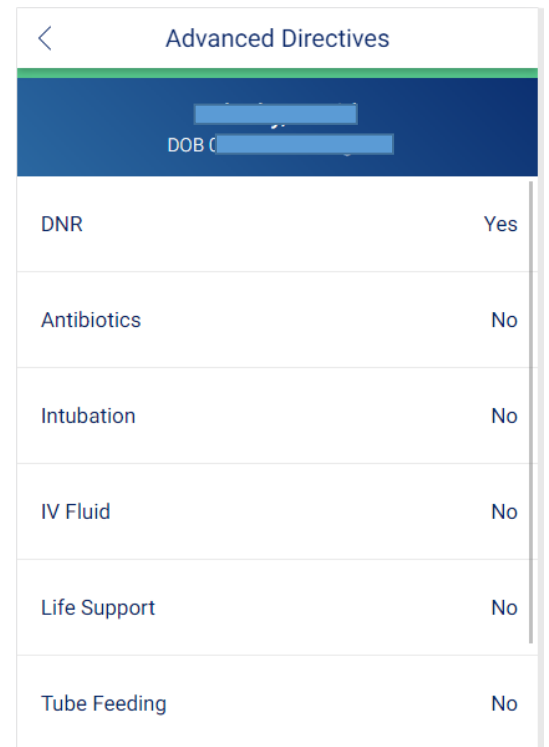
Plan Details	
DOB	
Plan Name	
Plan Group	
Effective Date	
Termination Date	
HMO ID	
Duals	No

EMR Documents	
Advance Directives	1 >
Radiology	1 >
Clinical Summary	9 >
Cardiology studies	0 >
Cardiology	0 >
Chart Notes	0 >
Coumadin Calendar	0 >
D/C Summary	0 >

Member Background contd:

Advance Directives:

This section provides a view into the Advance Directives template in NextGen. Information is shown as completed and available in the NextGen template. The information could include DNR, Antibiotics, Intubation, IV Fluid, Life Support, Tube Feeding, Comments and Other Directives.



The screenshot shows a mobile application interface titled "Advanced Directives". At the top, there is a back arrow and the title. Below the title, a dark blue header bar contains a patient's name (redacted) and their DOB (redacted). The main content is a list of directives with their corresponding status.

Directive	Status
DNR	Yes
Antibiotics	No
Intubation	No
IV Fluid	No
Life Support	No
Tube Feeding	No

Thank you for using AMAZE Specialist. We will have more exciting features for you in future. Please reach out to us at amaze@caremore.com to provide your feedback or if you are facing any issues.