

Touch Management Portal

User Manual



Introduction

CareMore members enrolled in the TOUCH plan are assigned to Touch Facilities that fall under several categories. Touch Nurse Practitioners (NPs) and Touch contracted Podiatrists are assigned to the members based on the facilities chosen. Touch coordinators handle these facility updates and member assignments through Touch Management Program (TMP) portal .

At the end of this module, you will be able to:

- Add a new facility to the portal.
- Search for a facility in the TMP portal.
- Update an existing facility in the TMP portal.
- Assign one or more members to facilities.
- Edit the facility and member details.
- Mark members as Unaccounted when they are missing or moved out of a facility.



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TMP - Workspaces

TMP Coordinators manage the assignment of members / NPs / Podiatrists to various facilities through TMP.

- **Unassigned Members** – This workspace lists down members who are enrolled into a Touch plan but are not yet assigned to a facility. This will be the landing page when a TMP coordinator logs into TMP. Unassigned Members to display in the application is, limited to 2 days before actual effective date. **1**
- **Assigned Members** – This workspace lists down members who are currently enrolled into a Touch plan and are assigned to facilities. **2**

The screenshot shows the 'amaze' application interface. At the top, there is a navigation bar with the 'amaze' logo, 'Area Tmp', and a 'Workspace Facilities' dropdown menu. The dropdown menu is open, showing four options: 'Unassigned Members' (highlighted with a red box and a '1' in an orange circle), 'Assigned Members' (highlighted with a red box and a '2' in an orange circle), 'Facilities', and 'Unaccounted Members'. Below the dropdown is a search bar labeled 'Search Facility...' and an 'Add Facility' button. The main content area features a table with the following columns: Facility Name, Facility Type, NP Name, POD Name, Address, and County. The table contains three rows of data:

Facility Name ^	Facility Type	NP Name	POD Name	Address	County
A Lane Care Home 12 03162020	AFC	[Redacted]	[Redacted]	[Redacted]	Maricopa
A Mothers Care1	GH	[Redacted]	[Redacted]	[Redacted]	Clark
A Mothers Care1	HIC	[Redacted]	[Redacted]	[Redacted]	Maricopa

At the bottom right of the table, there is a pagination control showing 'Items per page: 3' and '1 - 3 of 2277'.

TMP - Workspaces

- **Facilities** – This workspace lists down the available facilities along with the assigned NPs and Podiatrists. There is also an option to add new facilities here. **1**
- **Unaccounted Members** – This workspace lists down members who were previously assigned to a facility but have moved out of the Touch Facility for personal reasons. Once a missing member is contacted and brought back to the Touch plan, he/she can be assigned to a facility once again through this workspace. **2**

The screenshot shows the 'amaze' workspace interface. At the top, there is a navigation bar with the 'amaze' logo, 'Area Tmp', and a 'Workspace' dropdown menu. The 'Workspace' dropdown is open, showing options: 'Unassigned Members', 'Assigned Members', 'Facilities' (highlighted with a red box and a '1' callout), and 'Unaccounted Members' (highlighted with a red box and a '2' callout). Below the dropdown is a search bar labeled 'Search Facility...' and an 'Add Facility' button. The main content area is a table with columns: Facility Name, Facility Type, NP Name, POD Name, Address, and County. The table contains three rows of facility data. At the bottom right, there is a pagination control showing 'Items per page: 3' and '1 - 3 of 2277'.

Facility Name ^	Facility Type	NP Name	POD Name	Address	County
A Lane Care Home 12 03162020	AFC	[Redacted]	[Redacted]	[Redacted]	Maricopa
A Mothers Care1	GH	[Redacted]	[Redacted]	[Redacted]	Clark
A Mothers Care1	HIC	[Redacted]	[Redacted]	[Redacted]	Maricopa

▶ Adding a New Facility



Adding a New Facility

To add a new facility, from the **Workspace** drop-down menu, select **Facilities**. **1** **Facilities** page appears. **2**

The page provides the list of facilities, type, name of the NP and POD assigned to the facility, address and county of each facility. Click **Add Facility**. **3**

Important Note – Before creating a new facility, ensure that the facility doesn't already exist by searching for the facility in the **search bar**.

The screenshot shows the Amaze user interface. At the top, the 'amaze' logo is on the left, and 'Area Tmp' is next to it. A dark blue navigation bar contains a 'Workspace' dropdown menu with 'Facilities' selected, marked with a red box and a '1' callout. Below the navigation bar, the 'Facilities' link is highlighted with a red box and a '2' callout. A search bar labeled 'Search Facility...' is positioned above a table. To the right of the search bar is an 'Add Facility' button, highlighted with a red box and a '3' callout. The table lists three facilities with columns for Facility Name, Facility Type, NP Name, POD Name, Address, and County.

Facility Name	Facility Type	NP Name	POD Name	Address	County
Zann Daily Care	BC	N/A	N/A	[Redacted]	Laoc
Young Life Group Home	GH	N/A	N/A	[Redacted]	Maricopa
York Healthcare	SNF	N/A	N/A	[Redacted]	Laoc

At the bottom right of the table, there is a pagination control showing 'Items per page: 3' and '1 - 3 of 2277'.

Adding a New Facility

Add New Facility dialog box appears. **1**

Include the following facility details in the respective text boxes and click **Add**. **2**

- Facility Name*
- Facility Type*
- NP Name*
- Address Line*
- City*
- State*
- Zip code*
- County*
- POD Name
- Phone#
- Fax#

* Mandatory fields

The screenshot shows the 'Add New Facility' dialog box. At the top left is the 'amaze' logo and navigation menus for 'Area Tmp' and 'Workspace Facilities'. The top right shows a user profile for 'Resha Ismail'. Below the header is a search bar labeled 'Search Facility...' and an 'Add Facility' button. The main section is titled 'Add New Facility' and contains the following fields:

- Facility Name *
- Facility Type *
- NP Name *
- POD Name *
- Address Line *
- City *
- State *
- Zipcode *
- County *
- Phone# (format: (xxx)-xxx-xxxx)
- Fax# (format: (xxx)-xxx-xxxx)

At the bottom right, there are 'Cancel' and 'Add' buttons. The 'Add' button is highlighted with a red box and a '2' callout. A '1' callout points to the search bar area.

Adding a New Facility

After typing the facility name, click inside each box to select a suitable entry from the list that appears or type the new entry.

Facility Type, **NP Name**, **POD Name**, and **State** are drop-down lists from which the suitable entry has to be selected. For the remaining sections, type the entry manually.

The screenshot shows the 'Add New Facility' form in the Amaze system. The form is titled 'Add New Facility' and is located under the 'Facilities' section. The form includes the following fields:

- Facility Name ***: A text input field.
- Facility Type ***: A dropdown menu with a list of options: ACH, AFC, ALF, ALH, and APT. This field is highlighted with a red box.
- NP Name ***: A text input field.
- POD Name ***: A text input field.
- State ***: A dropdown menu.
- Zipcode ***: A text input field.
- Phone#**: A text input field with a placeholder '(xxx)-xxx-xxxx'.
- Fax#**: A text input field with a placeholder '(xxx)-xxx-xxxx'.

At the top of the form, there is a search bar labeled 'Search Facility...' and an 'Add Facility' button. At the bottom right, there are 'Cancel' and 'Add' buttons. The Amaze logo and user information 'Welcome, Resha Ismail' are visible in the top navigation bar.

Adding a New Facility

When an invalid entry is selected/typed or no data is entered, an error message is displayed. Verify the entry and type the correct data. Once all required details are entered, click **Add**.

The screenshot shows the 'Add New Facility' form in the Amaze system. The form contains several input fields, each with a red border and an error message below it:

- Facility Name ***: Old Age Care Home
- Facility Type ***: atc (Error: Enter a valid facility type.)
- NP Name ***: Michael (Error: No matching NP was found.)
- POD Name ***: Craig (Error: No matching podiatrist was found.)
- Address Line ***: (Error: Address is required.)
- City ***: (Error: City is required.)
- State ***: SX (Error: Enter a valid state.)
- Zipcode ***: 4235 (Error: Enter a valid zip code (12345 or 12345-6789).)
- County ***: (Error: County is required.)
- Phone#**: (xxx)-xxx-xxxx
- Fax#**: (xxx)-xxx-xxxx

At the bottom right of the form are 'Cancel' and 'Add' buttons. Below the form is a table of existing facilities:

Facility Name ^	Facility Type	NP Name	POD Name	Address	County
24/7 Parental Care Home	GH			8132 Pecan Valley Avenue, Null, Las Vegas NV-89131. 702-271-0353	Clark

Adding a New Facility

After adding a new facility, a green notification bar appears at the top of the page indicating the successful addition of a facility.

The screenshot shows the 'amaze' web application interface. At the top, there is a dark blue navigation bar with the 'amaze' logo, 'Area Tmp', and 'Workspace Facilities' dropdown menus. A green notification bar at the top right states 'Facility has been successfully added.' Below the navigation bar, the 'Facilities' section includes a search input field labeled 'Search Facility...' and an 'Add Facility' button. A table lists existing facilities with columns for Facility Name, Facility Type, NP Name, POD Name, Address, and County. The table contains three rows of data. At the bottom right of the table, there is a pagination control showing 'Items per page: 3' and '1 - 3 of 2276'.

Facility Name ^	Facility Type	NP Name	POD Name	Address	County
A Lane Care Home 12 03162020	AFC	[blurred]	[blurred]	[blurred]	Maricopa
A Mothers Care1	GH	[blurred]	[blurred]	[blurred]	Clark
A Mothers Care1	HIC	[blurred]	[blurred]	[blurred]	Maricopa

Adding a New Facility

“RFA, MIA, Unable to Locate” Facilities

With the new AMAZE TMP, you do not have to create RFA, MIA or Unable to locate Facilities. You can mark such members as unaccounted and these members will be included in the new “TMP – Unaccounted Members” report in BI Center under the Touch Program Management folder.

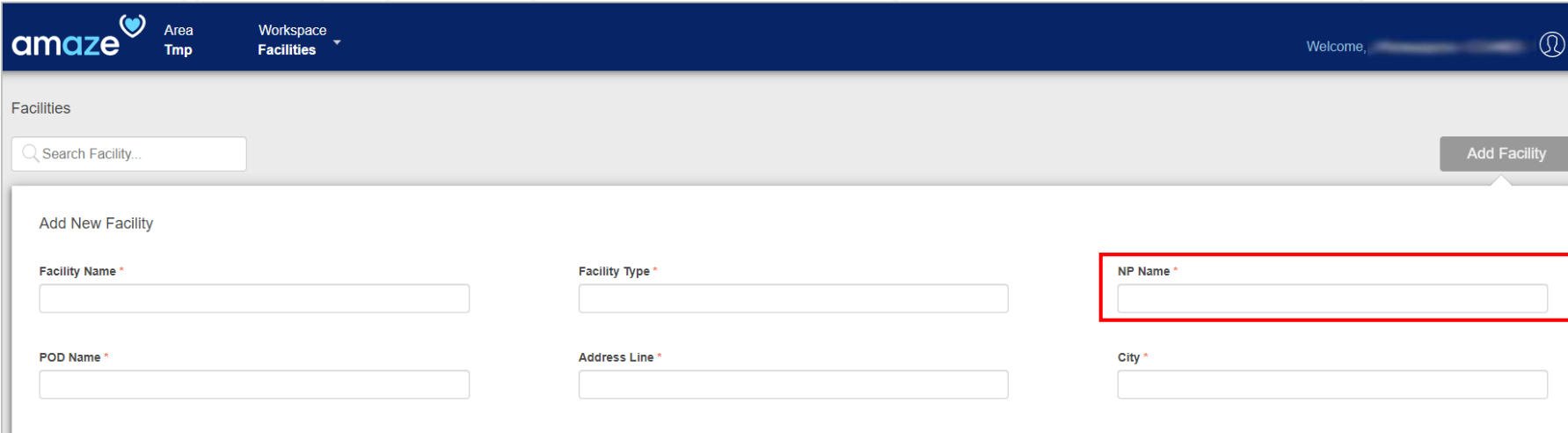
“MEMBER EXPIRED” Facilities

Similar to RFA facilities, you do not have to create Member Expired Facilities in AMAZE TMP. When you mark a member as deceased, they will not be pulled in the FAL report and on the AMAZE Touch Mobile app but will still remain assigned to the facility. When you want to revert the deceased status, edit the member on TMP and delete the deceased date. When you run the FAL report at that time, the member will show up in the FAL.

Adding a New Facility

Touch Nurse Practitioners

The AMAZE TMP Portal does not have separate views for NPs because the system extracts the list of all Touch NPs from the user list of the AMAZE Touch Mobile application. As long as an NP is an active AMAZE TOUCH mobile user, his/her name will show up in the **NP Name** drop-down menu when a new facility is being added or an existing facility is updated. This way, there is no need for TMP coordinators to maintain a separate list of NPs.



The screenshot shows the 'Add New Facility' form in the AMAZE TMP Portal. The form is titled 'Add New Facility' and contains several required fields: Facility Name, Facility Type, NP Name, POD Name, Address Line, and City. The 'NP Name' field is highlighted with a red box, indicating its importance. The form also includes a search bar for existing facilities and an 'Add Facility' button.

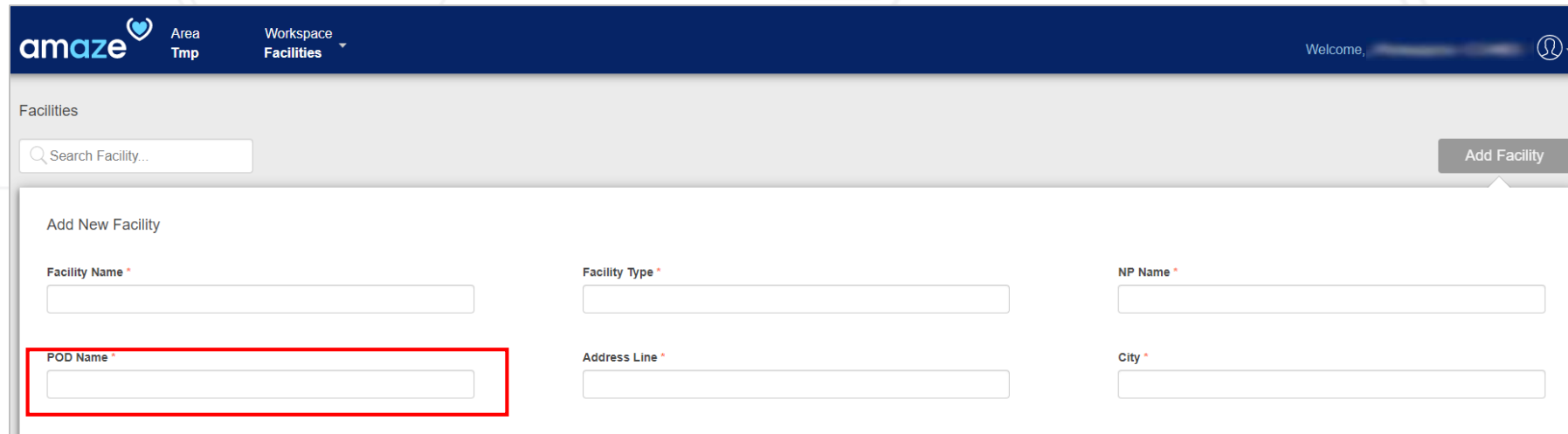
Field	Label
<input type="text"/>	Facility Name *
<input type="text"/>	Facility Type *
<input type="text"/>	NP Name *
<input type="text"/>	POD Name *
<input type="text"/>	Address Line *
<input type="text"/>	City *

If a required NP does not appear in the **NP Name** drop-down menu, reach out to the User Management Administrator (*Amanda Barraza*) to add the NP to the list of active AMAZE TOUCH mobile users.

Adding a New Facility

Touch Podiatrists

The AMAZE TMP system does not have a separate view for Podiatrists because the system extracts the list of active Touch contracted Podiatrists from FACETS. As long as a podiatrist has an active Touch contract with CareMore, his/her name will show up in the **POD Name** drop-down menu when a new facility is being added or an existing facility is updated. POD Name is optional field.



The screenshot shows the 'Add New Facility' form in the AMAZE TMP system. The form is titled 'Add New Facility' and includes a search bar for existing facilities. The form fields are:

- Facility Name *
- Facility Type *
- NP Name *
- POD Name *
- Address Line *
- City *

The 'POD Name' field is highlighted with a red border, indicating its importance in the context of the document.

If a required Podiatrist does not appear in the **POD Name** drop-down menu, it indicates that the podiatrist does not have an active Touch contract. In such cases, reach out to your Manager and coordinate with Provider Contracting team at [ContractingContacts](#)

 **Editing the
Facility Details**



Editing the Facility Details

To edit the details of a facility, go to the **Facilities** page and hover your mouse over the respective row. The edit (pencil) icon appears at the end of the row. Click anywhere on the row.

The screenshot shows the Amaze interface for the 'Facilities' workspace. The header includes the Amaze logo, 'Area Tmp', 'Workspace Facilities', and a user profile. A search bar contains 'brookdale' and an 'Add Facility' button is present. A table lists three facilities. The first row, 'Brookdale West End Richmond', is highlighted in blue and has a pencil icon at its end, which is circled with a red box and labeled '2'. The other two rows are 'Brookdale Walnut' and 'Brookdale Uptown Whittier'. A pagination bar at the bottom shows 'Items per page: 3' and '1 - 3 of 36'.

Facility Name	Facility Type	NP Name	POD Name	Address	County	
Brookdale West End Richmond	ALF	N/A	N/A	1111 River Valley Avenue, San Diego, CA 92101	Richmond	
Brookdale Walnut	ALF	N/A	N/A	1111 River Valley Avenue, San Diego, CA 92101	Laoc	
Brookdale Uptown Whittier	ALF	N/A	N/A	1111 River Valley Avenue, San Diego, CA 92101	Laoc	

Editing the Facility Details

A new dialog box, **Edit Facility Details**, appears displaying the facility details. **1** Edit the information as required and click **Save**. **2**

Editable sections are **Facility Name, Facility Type, Address Line, City, State, Zip Code, County, NP Name, POD Name, and Phone#, Fax#**

The screenshot shows the 'amaze' software interface with the 'Edit Facility Details' dialog box open. The dialog box contains the following fields:

- Facility Name ***: 24/7 PARENTAL CARE HOME
- Facility Type ***: GH
- Address Line ***: 8132 PECAN VALLEY AVENUE
- City ***: LAS VEGAS
- State ***: NV
- Zip Code ***: 89131
- County ***: CLARK
- Phone#**: (702) 271-7788
- Fax#**: (xxx)-xxx-xxxx

At the bottom right of the dialog box, there are 'Cancel' and 'Save' buttons. The 'Save' button is highlighted with a '2' in a circle.

 **Searching for a Facility**



Searching for a Facility

To search for a facility, from the **Workspace** drop-down menu, select **Facilities**. You can search for a facility by its name, type, **NP**, **POD**, **address**, or **county** name. Type the key word (either partly or fully) in the **Search Facility** text box. The list of facilities matching the search criterion appears.

The screenshot shows the amaze interface with the following elements:

- 1**: The **Workspace Facilities** dropdown menu is selected in the top navigation bar.
- 2**: The **Search Facility...** text box is highlighted in the search area.
- 3**: The table of search results is highlighted, showing the following data:

Facility Name ^	Facility Type	NP Name	POD Name	Address	County
A Lane Care Home 12 03162020	AFC				Maricopa
A Mothers Care1	GH				Clark
A Mothers Care1	HIC				Maricopa

At the bottom right of the table, there is a pagination control showing "Items per page: 3" and "1 - 3 of 2277".

Searching for a Facility

The number of items listed per page depends on the device used to view the list. To increase / decrease the number of items displayed per page, from the **Items per page** drop-down menu, select the desired number.

The screenshot shows the Amaze interface for the 'Facilities' workspace. A search bar contains the text 'brookdale'. Below the search bar is a table with the following data:

Facility Name	Facility Type	NP Name	POD Name	Address	County
Brookdale West End Richmond	ALF	N/A	N/A	[Redacted]	Richmond
Brookdale Walnut	ALF	N/A	N/A	[Redacted]	Laoc
Brookdale Uptown Whittier	ALF	N/A	N/A	[Redacted]	Laoc

At the bottom right of the table, there is a pagination control showing 'Items per page' with a dropdown menu. The dropdown menu is highlighted with a red box and contains the following options: 3, 5, 10, 25, 50, 75, and 100. The current selection is 3. To the right of the dropdown, it shows '1 - 3 of 36' and navigation arrows.

Searching for a Facility

As per the selection made, the number of items per page changes.

Facility Name	Facility Type	NP Name	POD Name	Address	County
Brookdale West End Richmond	ALF	N/A	N/A	11111 Care Ave, Phoenix AZ 85001	Richmond
Brookdale Walnut	ALF	N/A	N/A	11111 Care Ave, Phoenix AZ 85001	Laoc
Brookdale Uptown Whittier	ALF	N/A	N/A	11111 Care Ave, Phoenix AZ 85001	Laoc
Brookdale Union Hills	ALF	N/A	N/A	11111 Care Ave, Phoenix AZ 85001	Maricopa
Brookdale Tucson	ALF	N/A	N/A	11111 Care Ave, Phoenix AZ 85001	Pima
Brookdale Trail Ridge	ALF	N/A	N/A	11111 Care Ave, Phoenix AZ 85001	Maricopa
Brookdale Southbay	ALF	N/A	N/A	11111 Care Ave, Phoenix AZ 85001	Laoc
Brookdale Senior Living	ALF	N/A	N/A	11111 Care Ave, Phoenix AZ 85001	Santa Clara
Brookdale San Juan Capistrano	ALF	N/A	N/A	11111 Care Ave, Phoenix AZ 85001	Laoc
Brookdale Peoria	ALF	N/A	N/A	11111 Care Ave, Phoenix AZ 85001	Maricopa

Items per page: 10 | 1 - 10 of 36

Searching for a Facility

You can sort the facility by any column. To sort the list in the ascending or descending order, click the column header. **1**

If an NP or POD left a facility or if his/her contract with the facility has ended, you will find **N/A** against the facility name to notify the TMP coordinators to assign another NP or POD. **2**

The screenshot shows the Amaze workspace interface. At the top, there is a navigation bar with the Amaze logo, 'Area Tmp', 'Workspace Facilities', and a user profile. Below the navigation bar is a search bar labeled 'Search Facility...' and an 'Add Facility' button. The main content area displays a table of facilities. The table has the following columns: Facility Name, Facility Type, NP Name, POD Name, Address, and County. The first row of the table is highlighted with a red box around the 'Facility Name' header and the 'NP Name' and 'POD Name' cells, which both contain 'N/A'. A '1' callout points to the 'Facility Name' header, and a '2' callout points to the 'NP Name' and 'POD Name' cells. The table also includes a footer with 'Items per page: 3' and '1 - 3 of 2277'.

Facility Name	Facility Type	NP Name	POD Name	Address	County
Zann Daily Care	BC	N/A	N/A	1111 N. Loop W. Phoenix, AZ 85007	Laoc
Young Life Group Home	GH	No Name	No	1111 N. Loop W. Phoenix, AZ 85007	Maricopa
York Healthcare	SNF	No Name	No	1111 N. Loop W. Phoenix, AZ 85007	Laoc



Assigning a Facility to a New Member



Assigning a Facility to a New Member

To assign a facility to a new member, from the **Workspace** drop-down menu, select **Unassigned Members**.

The screenshot shows the amaze web application interface. At the top, there is a dark blue header with the 'amaze' logo on the left, 'Area Tmp' in the middle, and 'Workspace Facilities' on the right. A dropdown menu is open under 'Workspace Facilities', with 'Unassigned Members' highlighted in a red box. Other options in the menu are 'Assigned Members', 'Facilities', and 'Unaccounted Members'. On the far right of the header, there is a 'Welcome,' message and a user profile icon.

Below the header, there is a 'Facilities' section with a search bar labeled 'Search Facility...'. To the right of the search bar is a dark blue button labeled 'Add Facility'.

Below the search bar is a table with the following columns: Facility Name, Facility Type, NP Name, POD Name, Address, and County. The table contains three rows of data:

Facility Name	Facility Type	NP Name	POD Name	Address	County
Zann Daily Care	BC	N/A	N/A	[Redacted]	Laoc
Young Life Group Home	GH	N/A	N/A	[Redacted]	Maricopa
York Healthcare	SNF	N/A	N/A	[Redacted]	Laoc

At the bottom right of the table, there is a pagination control showing 'Items per page: 3' and '1 - 3 of 2277' with navigation arrows.

Assigning a Facility to a New Member

The list of unassigned members appears. **1** You can find the **Region** drop-down menu at the top of the page. **2**

- By default, all regions are listed. The Touch coordinator assigns the facility based on the region (county) the new member belongs to.
- One Touch coordinator is responsible for each region.
- The coordinator receives the list of unassigned members from either the Touch Sales team or through Anthem.

The screenshot shows the Amaze workspace interface. At the top, the navigation bar includes the Amaze logo, 'Area Tmp', 'Workspace Unassigned Members', and a user profile icon. Below the navigation bar, there is a search bar labeled 'Unassigned Members (390)' with a search icon and the text 'Search Member...'. To the right of the search bar is a 'Region' dropdown menu currently set to 'All'. Below these elements is a table with the following columns: 'Last Name', 'First Name', 'Member ID', 'DOB', and 'Region'. The table contains three rows of data, each with a checkbox in the first column. At the bottom right of the table, there is a pagination control showing 'Items per page: 3' and '1 - 3 of 390'.

<input type="checkbox"/>	Last Name ^	First Name	Member ID	DOB	Region
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Pima
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	LAOC
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	LAOC

Assigning a Facility to a New Member

To assign a facility to a new member, from the **Region** drop-down menu, select the desired region. If a member does not belong to any of the regions listed, select **Other** from the list.

The screenshot shows the 'amaze' software interface. At the top, there is a navigation bar with the 'amaze' logo, 'Area Tmp', 'Workspace Unassigned Members', and a user profile icon. Below the navigation bar, the page title is 'Unassigned Members (235)'. There is a search bar containing the text 'maria'. Below the search bar is a table with columns: 'Last Name', 'First Name', 'Member ID', and 'DOB'. The table contains several rows of data, each with a checkbox in the first column. On the right side of the table, a 'Region' dropdown menu is open, showing a list of regions: 'LAOC', 'All', 'Clark', 'LAOC', 'Maricopa', 'Pima', 'LA', 'Richmond', 'San Benito', 'San Bernardino', 'Santa Clara', 'Stanislaus', and 'Other'. The 'Other' option is highlighted with a red box and a '2' callout. The 'LAOC' option is also highlighted with a red box and a '1' callout. At the bottom right of the page, there is a pagination control showing 'Items per page: 3' and '1 - 3 of 6'.

Assigning a Facility to a New Member

The coordinator searches for a member to be assigned by using the member name or ID in the search box. The list of members matching the search criterion appears. Select the member from the list and click **Assign**.

The screenshot shows the Amaze software interface. At the top, the header includes the Amaze logo, 'Area Tmp', 'Workspace Unassigned Members', and a user profile icon. Below the header, the page title is 'Unassigned Members (235)'. A search box on the left contains the text 'maria'. To the right, a 'Region' dropdown menu is set to 'LAOC'. Below the search and filter options is a table with the following columns: 'Last Name', 'First Name', 'Member ID', 'DOB', and 'Region'. The first row of the table is highlighted with a red border and has a blue checkmark in the selection column. At the bottom right of the interface, there are 'Clear' and 'Assign' buttons. The 'Assign' button is highlighted with a red border. Two orange callout boxes with numbers '1' and '2' point to the search box and the 'Assign' button, respectively.

<input type="checkbox"/>	Last Name ^	First Name	Member ID	DOB	Region
<input checked="" type="checkbox"/>	LAOC
<input type="checkbox"/>	LAOC
<input type="checkbox"/>	LAOC

Assigning a Facility to a New Member

Assign Facility dialog box appears. **1**

There are three sections in the dialog box: **Select Facility**, **Select Date**, and **Confirmation**. **2**

The screenshot displays the Amaze interface with the 'Assign Facility' dialog box open. The dialog box is titled 'Assign Facility' and contains three steps: '1 Select Facility', '2 Select Date', and '3 Confirmation'. The 'Select Facility' step is highlighted with a red border and a '2' in a circle. Below the steps, there is a search bar labeled 'Search Facility' and a table of facilities. The table has three columns: 'Facility Name', 'Facility Type', and 'Facility Address'. Two facilities are listed:

Facility Name ^	Facility Type	Facility Address
<input type="radio"/> 24/7 Parental Care Home	GH	8132 Pecan Valley Avenue, Las Vegas, NV - 89131
<input type="radio"/> 3k Home Care	BC	700 S. Plymouth Pl, Anaheim, CA - 92806

At the bottom of the dialog box, there are 'Cancel' and 'Next' buttons. The background interface shows a list of unassigned members with a search bar and a 'Region' dropdown set to 'LAOC'.

Assigning a Facility to a New Member

By default, **Select Facility** section is displayed. **1** You can search for a facility using the search box. To assign a facility to the member, click anywhere on the row **3** and click **Next**. **4**

Assign Facility

1 Select Facility 2 Select Date 3 Confirmation

Select a facility from the following list

Search: alma

Facility Name ^	Facility Type	Facility Address
<input checked="" type="radio"/> Alma's Home Care Assisted Living	GH	4322 E 6th, Tucson, AZ - 85711
<input type="radio"/> Almaden Health & Rehab Center	SNF	2065 Los Gatos Almaden Rd, San Jose, CA - 95124

Items per page: 2 1 - 2 of 8

Cancel **Next**

Assigning a Facility to a New Member

Clicking **Next** takes you to the **Select Date** section. By default, effective date is the date on which the member is enrolled for the Touch plan.

- To modify the date, click the calendar icon and select the desired date. **1**
- Click **Next**. **2**

Assigning a Facility to a New Member

Confirmation section appears. Verify the details given on the screen. If the details are correct, click **Confirm**.

amaze Area Tmp Workspace Unassigned Members Welcome, [User]

Unassigned Members (3029)

Search Member...

Region LAOC

Region LAOC

Region LAOC

Region LAOC

Items per page: 3 1 - 3 of 3029

Clear Assign

Assign Facility

Select Facility Select Date Confirmation

Confirm to Assign the following members to ALMA'S HOME CARE ASSISTED LIVING

Member ID	
Effective Date	04/08/2020

Cancel Back Confirm


Assigning a Facility to a New Member

Upon assigning the facility, a confirmation message appears at the top right corner of the screen.

This member will move from the **Unassigned Members** workspace to the **Assigned Members** workspace.

The screenshot shows the Amaze software interface. At the top, there is a dark blue header with the Amaze logo, 'Area Tmp', and 'Workspace Unassigned Members'. A green notification box in the top right corner contains the text: 'You have assigned 1 member to ALMA'S HOME CARE ASSISTED LIVING.' Below the header, the main content area is titled 'Unassigned Members (390)'. It features a search bar with 'maria' entered and a 'Region' dropdown menu set to 'All'. A table with the following columns is visible: 'Last Name', 'First Name', 'Member ID', 'DOB', and 'Region'. The table is currently empty, with a blue loading spinner at the bottom center. At the bottom right of the interface, there are 'Clear' and 'Assign' buttons.



 **Assigning a Facility to
Multiple Members**

Assigning a Facility to Multiple Members

To assign a facility to multiple members, select the region and members from the **Unassigned Members** page.

After selecting a few members, if you want to search for and add another member, type the member name in the **Search Member** box.

The screenshot displays the 'Unassigned Members' interface. At the top, the 'amaze' logo and 'Area Tmp' are visible. The main header shows 'Workspace Unassigned Members' and a user profile icon. Below the header, there is a search box labeled 'Search Member...' (callout 3) and a 'Region' dropdown menu set to 'LAOC' (callout 1). The main content is a table with the following columns: Last Name, First Name, Member ID, DOB, and Region. The first row is highlighted in blue and has a checked checkbox (callout 2). The first three rows have checked checkboxes, while the last two have unchecked ones. At the bottom right, there are 'Clear' and 'Assign' buttons. The footer shows 'Items per page: 5' and '1 - 5 of 3029'.

Last Name	First Name	Member ID	DOB	Region
<input checked="" type="checkbox"/> Abbey	Glenn E.	409W04562	09/16/1937	LAOC
<input checked="" type="checkbox"/>				LAOC
<input checked="" type="checkbox"/>				LAOC
<input type="checkbox"/>				LAOC
<input type="checkbox"/>				LAOC

Assigning a Facility to Multiple Members

The list of members matching the search criterion appears. Select the additional member from the list and click **Assign**.

1

2

3

The screenshot shows the 'Unassigned Members' page in the Amaze system. The search bar at the top left contains the text 'allen' and is highlighted with a red box and a circled '1'. To the right of the search bar is a 'Region' dropdown menu set to 'LAOC'. Below the search bar is a table with columns: Last Name, First Name, Member ID, DOB, and Region. The first row of the table is highlighted with a red box and a circled '2', and its checkbox is checked. Below the table, there is a 'Clear' button and an 'Assign' button, both highlighted with red boxes and a circled '3'. The 'Assign' button is a dark blue button with white text.

	Last Name	First Name	Member ID	DOB	Region
<input checked="" type="checkbox"/>	[blurred]	[blurred]	[blurred]	[blurred]	LAOC
<input type="checkbox"/>	[blurred]	[blurred]	[blurred]	[blurred]	LAOC
<input type="checkbox"/>	[blurred]	[blurred]	[blurred]	[blurred]	LAOC
<input type="checkbox"/>	[blurred]	[blurred]	[blurred]	[blurred]	LAOC
<input type="checkbox"/>	[blurred]	[blurred]	[blurred]	[blurred]	LAOC

Assigning a Facility to Multiple Members

Assign Facility dialog box appears. To quickly search for a facility, type the facility name (party or fully) in the **Search Facility** box.

Select the facility from the list and click **Next**.

The screenshot shows the Amaze interface with the 'Assign Facility' dialog box open. The dialog is divided into three steps: 1. Select Facility, 2. Select Date, and 3. Confirmation. In the 'Select Facility' step, there is a search box containing 'alma'. Below the search box is a table with the following data:

Facility Name ^	Facility Type	Facility Address
<input checked="" type="radio"/> Alma's Home Care Assisted Living	GH	4322 E 6th, Tucson, AZ - 85711
<input type="radio"/> Almaden Health & Rehab Center	SNF	2065 Los Gatos Almaden Rd, San Jose, CA - 95124

At the bottom right of the dialog, there are 'Cancel' and 'Next' buttons. The 'Next' button is highlighted with a red box and a '3' in a circle. The background shows a list of 'Unassigned Members (3029)' with a search bar and a 'Region' dropdown set to 'LAOC'.

Assigning a Facility to Multiple Members

Select Date section appears. **1** You can notice that all the selected members (including the one added through search) are displayed in this section. If you have selected a member by mistake or to unassign a member from the list, use **Unassign**. **3** Click **Next**. **4**

The screenshot displays the 'Assign Facility' modal in the Amaze system. The modal is titled 'Assign Facility' and has a progress bar with three steps: 'Select Facility', 'Select Date', and 'Confirmation'. The 'Select Date' step is currently active and highlighted with a red box and a '2' callout. Below the progress bar, there is a section titled 'Select effective dates for the following members being assigned to facility'. This section contains a list of members, each with a 'Member ID' and an 'Effective Date'. Each member card also has an 'Unassign' button. The 'Unassign' button for the second member is highlighted with a red box and a '3' callout. At the bottom of the modal, there are three buttons: 'Cancel', 'Back', and 'Next'. The 'Next' button is highlighted with a red box and a '4' callout. The background shows a list of unassigned members with a search bar and a 'Region' dropdown set to 'LAOC'.

Assigning a Facility to Multiple Members

1

Confirmation section appears. After validating the member details and effective dates, click **Confirm**. All the members will be assigned to the selected facility and will be listed under the **Assigned Members** queue.

2

The screenshot shows the Amaze software interface. At the top, there's a navigation bar with the Amaze logo, 'Area Tmp', 'Workspace Unassigned Members', and a user profile. Below this, there's a section for 'Unassigned Members (3029)' with a search bar and a table of members. A modal window titled 'Assign Facility' is open, showing a progress bar with three steps: 'Select Facility', 'Select Date', and 'Confirmation'. The 'Confirmation' step is active, displaying a confirmation message: 'Confirm to Assign the following members to ALMA'S HOME CARE ASSISTED LIVING'. Below this, there are three member cards, each showing a 'Member ID' and an 'Effective Date'. The 'Confirm' button at the bottom of the modal is highlighted with a red box and a '1' callout. The 'Assign' button at the bottom right of the main interface is highlighted with a red box and a '2' callout.

Assigning a Facility to Multiple Members

Once the members are assigned, a green notification bar appears on top indicating the successful assignment.

The screenshot shows the Amaze software interface. At the top left, the Amaze logo is displayed next to the text "Area Tmp" and "Workspace Unassigned Members". A green notification bar in the top right corner contains the text: "You have assigned 4 members to ALMA'S HOME CARE ASSISTED LIVING." Below the notification bar, the page title "Unassigned Members (3029)" is visible. A search bar contains the text "alle". To the right, a "Region" dropdown menu is set to "LAOC". Below these elements is a table with the following headers: "Last Name", "First Name", "Member ID", "DOB", and "Region". The table body is currently empty, displaying a blue circular loading spinner in the center.

Assigning a Facility to Multiple Members

After selecting some members and a region, if you want to change the region, select the new region from the **Region** drop-down menu.

- 2 **Change Regions** dialog box appears. If you click **Confirm**, the members will be deselected. Select the members once again and proceed with rest of the steps.

The screenshot shows the 'amaze' interface with the following elements:

- Header:** amaze logo, Area Tmp, Workspace Unassigned Members, Welcome, [User Name]
- Search:** Search bar with 'maria' entered.
- Table:** Table with columns: Last Name, First Name, Member ID, DOB, Region. Three rows are visible, all with 'LAOC' in the Region column. The first two rows have checkboxes checked.
- Dialog Box (Callout 2):** Titled 'Change Regions' with a warning icon. Text: 'Changing the region filter will deselect any selected members'. Buttons: 'Cancel' and 'Confirm' (highlighted with a red box).
- Region Dropdown (Callout 1):** A dropdown menu showing 'Clark' (highlighted with a red box).
- Footer:** 'Clear' and 'Assign' buttons.



Editing the Member Details



Editing the Member Details

From the **Workspace** drop-down menu, select **Assigned Members**. **1**

The page displays the following member information:

- **Last Name** **2**
- **First Name**
- **Member ID**
- **Facility**
- **NP Name**
- **POD Name**

The screenshot shows the Amaze interface for 'Assigned Members'. At the top, the 'Workspace' dropdown menu is set to 'Assigned Members' (callout 1). Below the header, there is a search bar with 'janel' entered (callout 2). A table lists members with columns: Last Name, First Name, Member ID, Facility, NP Name, and POD Name. One row is grayed out and has a deceased member icon at the end (callout 3). Another row is highlighted with a red border, indicating it is selected for editing (callout 4). The footer shows 'Items per page: 100' and '1 - 4 of 4'.

- If a member is deceased, an icon is included at the end of the row to indicate the same and the entire row is grayed out. **3**
- To edit the details of a member (say, to change the facility of the member, update hospice information, mark member as deceased, add comments or mark member as unaccounted), click anywhere on the row. **4**

Editing the Member Details

Edit Member Details dialog box appears. Click in the respective text box and make the necessary changes.

The screenshot displays the 'Edit Member Details' dialog box in the Amaze software. The dialog box is overlaid on a background of the 'Assigned Members' list. The dialog box contains the following fields and values:

Member Name	Member ID	Member DOB	<input type="checkbox"/> Mark as Unaccounted	
Jeanne Abbott	664N58165	05/22/1929		
Facility Details				
Facility *		Address Line		
Grandma's Angel		1521 S. PERLMAN AVE		
City	State	Zip Code		
TUCSON	AZ	85715		
Phone #	Fax #	Room#	Effective Date *	
1112223344	2345678901		8/25/2027	

At the bottom of the dialog box, there are two buttons: 'Cancel' and 'Save'.

Editing the Member Details

To edit the facility name, click inside the **Facility** text box and type the new facility name (partly or fully). Select the desired facility from the list that appears.

The screenshot displays the 'Edit Member Details' modal window. At the top, it shows member information: Member Name, Member ID, Member DOB (05/22/1929), and a checkbox for 'Mark as Unaccounted'. The 'Facility Details' section contains a 'Facility' dropdown menu with a search input containing 'gar'. A list of facilities is shown below, with 'Gardena Retirement Center' selected and highlighted. Other facilities in the list include Gardner Board & Care, Garden Of Palms, Garden View Post-acute Rehab, and Gardena Convalescent Center. To the right of the facility list are fields for 'Address Line' (3729 W. LANE AVE), 'State' (AZ), and 'Zip Code' (85051). Below these are fields for 'Effective Date' (3/1/2020) and 'POD Name'. At the bottom right of the modal are 'Cancel' and 'Save' buttons. The background shows the 'Assigned Members' table with a search bar containing 'jane'.

Editing the Member Details

When you select a new facility name:

- The address, city, state, zip code of the facility, Phone#, Fax#, NP name and POD name change automatically. 1
- The room number (**Room#**) section turns blank to enable you select any available room from the new facility. 2

The screenshot shows the 'amaze' software interface. At the top, there's a navigation bar with 'amaze' logo, 'Area Tmp', and 'Workspace Assigned Members'. Below this is a search bar for 'Assigned Members'. The main content area is titled 'Edit Member Details' and contains the following information:

- Member Information:** Member Name (redacted), Member ID (redacted), Member DOB (05/22/1929). There is a 'Mark as Unaccounted' checkbox.
- Facility Details:**
 - Facility ***: Gardena Retirement Center (highlighted with a red box and callout 1).
 - Address Line:** 14741 S. VERMONT AVE
 - City:** GARDENA
 - State:** CA
 - Zip Code:** 90247
 - Phone #:** 310-327-4091
 - Fax #:** N/A
 - Room#:** (empty field, highlighted with a red box and callout 2).
 - Effective Date *:** 8/25/2027

At the bottom right, there are 'Cancel' and 'Save' buttons.

Editing the Member Details

Select the effective date (the date from which the change of assignment starts).

- To select a new effective date for the new facility, click the calendar icon. **1**
- Select the date from the calendar dialog box. **2**
- Click **Save**. **3**

✎ **Edit Member Details**

Member Name <input type="text" value="Joseph M. Smith"/>	Member ID <input type="text" value="101148105"/>	Member DOB 05/22/1929	<input type="checkbox"/> Mark as Unaccounted
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Facility Details

Facility *

Address Line

City

State

Phone #

Fax #

Room#

Effective Date

Cancel
Save

AUG 2027 < >

S	M	T	W	T	F	S
AUG						
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				

8/25/2027

Editing the Member Details

At the bottom of the **Edit Member Details** dialog box, there are two more sub-sections: **Hospice Details** & **Deceased Details**

Editing the Member Details

If a member is admitted to a hospice, you can fill out the data in the **Hospice Date** and **Hospice Name** fields. When you select a **Hospice Date** for a member, **Hospice Name** will become a mandatory field.

The screenshot displays the Amaze software interface. At the top, the header includes the Amaze logo, 'Area Tmp', 'Workspace Assigned Members', and a user profile icon with the text 'Welcome, [Name]'. Below the header, there is a search bar with 'jane' entered and a table of assigned members. A modal window titled 'Edit Member Details' is open, showing the following information:

- Member Name:** Jane [Redacted]
- Member ID:** [Redacted]
- Member DOB:** 05/22/1929
- Mark as Unaccounted

The **Hospice Details** section is highlighted with a red box and contains:

- Hospice Date:** A date picker field.
- Hospice Name:** A text input field.

Below this, the **Deceased Details** section includes a **Deceased Date** date picker field. At the bottom of the modal is a **Comments** text area and 'Cancel' and 'Save' buttons. A circled '1' is positioned above the modal to indicate the focus of the instruction.

Editing the Member Details

If a member has passed away, you need to fill out **Deceased Details** section. Once a **Deceased Date** is selected, all member details will be grayed out (disabled) except **Comments** section. Leave a note, if any, to other coordinators or other health care providers in the **Comments** section.

Click **Save**.

3

2

1

The screenshot shows the 'Edit Member Details' modal in the Amaze system. The modal contains the following fields and sections:

- Member Information:** Member Name, Member ID, Member DOB (05/22/1929), and a checkbox for 'Mark as Unaccounted'.
- NP Name:** A text input field.
- POD Name:** A text input field.
- Hospice Details:**
 - Hospice Date:** A date picker field.
 - Hospice Name:** A text input field.
- Deceased Details:** A section highlighted with a red box and callout '1', containing a 'Deceased Date' field with a date picker set to '4/6/2020'.
- Comments:** A large text area at the bottom of the modal, highlighted with a red box and callout '2'.
- Buttons:** 'Cancel' and 'Save' buttons at the bottom right. The 'Save' button is highlighted with a red box and callout '3'.

Editing the Member Details

If you have marked a member as “Deceased” by mistake, you can revert the entry made. To clear the deceased date, click the close (X) icon.

The screenshot shows the Amaze software interface with the 'Edit Member Details' modal open. The modal contains the following fields and options:

- Member Name:** [Redacted]
- Member ID:** [Redacted]
- Member DOB:** 05/22/1929
- Mark as Unaccounted
- NP Name:** [Redacted]
- POD Name:** [Redacted]
- Hospice Details:**
 - Hospice Date:** [Redacted]
 - Hospice Name:** [Redacted]
- Deceased Details:**
 - Deceased Date:** 4/6/2020 [X]

The 'Deceased Date' field is highlighted with a red box, and a red 'X' icon is visible next to it, indicating how to clear the date. The modal also includes 'Cancel' and 'Save' buttons at the bottom.

Editing the Member Details

1

Once the deceased date is deleted, all other sections are enabled once again.

The screenshot shows the Amaze web application interface. At the top, there is a navigation bar with the Amaze logo, 'Area Tmp', 'Workspace Assigned Members', and a user profile. Below this is a table of 'Assigned Members' with a search bar. An 'Edit Member Details' modal is open, displaying the following information:

- Member Name: [Redacted]
- Member ID: [Redacted]
- Member DOB: 05/22/1929
- Mark as Unaccounted
- NP Name: [Redacted]
- POD Name: [Redacted]
- Hospice Details:
 - Hospice Date: [Calendar icon]
 - Hospice Name: [Redacted]
- Deceased Details:
 - Deceased Date: [Calendar icon]

A red box highlights the 'Hospice Details' and 'Deceased Details' sections. A '1' in a circle points to the 'Hospice Date' field. At the bottom of the modal are 'Cancel' and 'Save' buttons. The background shows a table with columns for 'Last Name' and 'First Name', and a row for 'Glenn E.'.

Editing the Member Details

If a member has left the facility due to personal reasons or is missing, the member is marked as unaccounted. Select the **Mark as Unaccounted** check box at the top of the **Edit Member Details** dialog box. **1** Once a member is selected as unaccounted, the member is unassigned from the facility and all other fields are grayed out (disabled) except the **Comments** section. **2** Once saved, this member moves to the **Unaccounted** workspace.

The screenshot displays the Amaze software interface. At the top, the Amaze logo is on the left, and the user's name 'Welcome, [Name]' is on the right. The main header shows 'Area Tmp' and 'Workspace Assigned Members'. Below this is a search bar with 'jane' entered. A table of 'Assigned Members' is visible, with columns for 'Last Name' and 'First Name'. Overlaid on this is the 'Edit Member Details' dialog box. The dialog box has a title bar with an edit icon and the text 'Edit Member Details'. Below the title bar, there are fields for 'Member Name', 'Member ID', and 'Member DOB'. A checkbox labeled 'Mark as Unaccounted' is checked, and a red box highlights it with a '1' callout. Below this checkbox, a red text box states: 'This member will be unassigned from the facility and will move to Unaccounted workspace.' Below the checkbox is a 'Deceased Details' section with a 'Deceased Date' field. At the bottom of the dialog box is a 'Comments' section with a text area containing the text 'Member decided to live with the family.' and a '2' callout. The dialog box has 'Cancel' and 'Save' buttons at the bottom right.

Editing the Member Details

To view the list of unaccounted members, from the **Workspace** drop-down menu, select **Unaccounted Members**.

The screenshot shows the Amaze software interface. At the top left is the Amaze logo. To its right, the text 'Area Tmp' is visible. Further right, a 'Workspace' dropdown menu is open, showing options: 'Assigned Members', 'Unassigned Members', 'Facilities', and 'Unaccounted Members'. The 'Unaccounted Members' option is highlighted with a red box. To the right of the dropdown, the text 'Welcome, [User Name]' is visible with a profile icon.

Below the dropdown menu, there is a search bar labeled 'Search Member...'. Below the search bar is a table with the following columns: 'Last Name ^', 'First Name', 'Member ID', 'Facility', 'NP Name', and 'POD Name'. The table contains several rows of member data, which are blurred in the image.

At the bottom right of the table area, there is a pagination control showing 'Items per page: 8' and '1 - 8 of 127' with navigation arrows.

Editing the Member Details

Unaccounted Members page appears providing the list of unaccounted members, their IDs, and other necessary member details. If a member is contacted and is willing to move back into a Touch Facility once again, select the member from the list and click **Assign** to proceed with facility assignment.

The screenshot shows the 'Unaccounted Members' workspace. The header includes the 'amaze' logo, 'Area Tmp', 'Workspace Unaccounted Members', and a user profile. The main content area has a search bar and a table of members. The table has the following columns: Last Name, First Name, Member ID, DOB, and Region. The second row is selected, indicated by a checked checkbox. At the bottom right, there are 'Clear' and 'Assign' buttons.

<input type="checkbox"/>	Last Name ^	First Name	Member ID	DOB	Region
<input type="checkbox"/>	John	Smith J	123456789	01/01/1980	LAKE
<input checked="" type="checkbox"/>	John	Smith J	123456789	01/01/1980	LAKE
<input type="checkbox"/>	John	Smith J	123456789	01/01/1980	LAKE
<input type="checkbox"/>	John	Smith J	123456789	01/01/1980	LAKE
<input type="checkbox"/>	John	Smith J	123456789	01/01/1980	LAKE

3

Summary

By now, you should be able to:

- Add a new facility to the portal.
- Search for a facility in the TMP portal.
- Update an existing facility in the TMP portal.
- Assign one or more members to facilities.
- Edit the facility and member details.
- Mark members as Unaccounted when they are missing or moved out of a facility.



Contact Details



For technical issues:

amaze@caremore.com



For adding new Nurse Practitioners to Touch/TMP:

Amanda.Barraza@caremore.com



For adding new Podiatrists to the Touch Network:

ContractingContacts@caremore.NOSMTP



Thank You

