



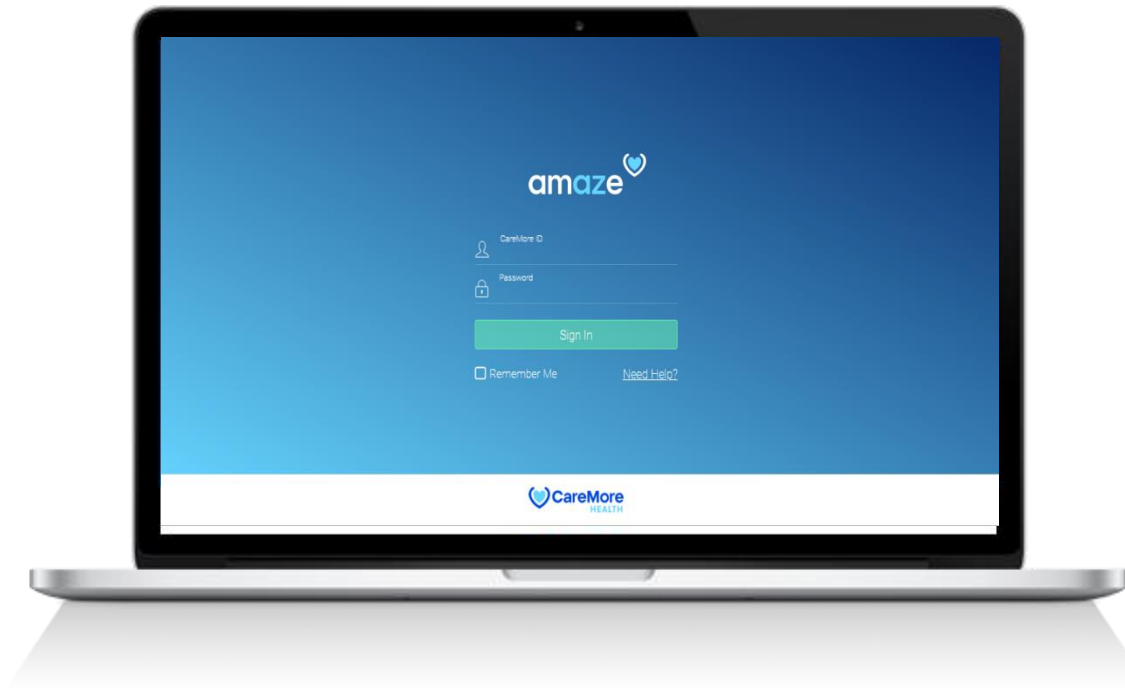
CASE MANAGEMENT REFERENCE GUIDE

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





AMAZE Web for Case Management, is a CareMore application to help Case Managers process information post hospital discharge. For service encounters submitted via AMAZE, this portal provides a way to upload documentation from the hospital Electronic Medical Record (EMR) to CareMore source systems. The information gathered here supports the downstream coding and billing process for hospital encounters. This portal will benefit the Case Management team to streamline their current manual process as well as, reduce duplication of efforts.



KEY FEATURES



Secure Login

Login to the Amaze web.



Document upload to AE (NG Coming soon)

All documents uploaded on Amaze for a member will be directly uploaded to AE.



Task List for discharged member

Filtered task list for selected region and member type (rounding and non-rounding)



Flags for manually added members on AMAZE

Ability to enter authorization ID and edit discharge date.



Upload Documents

Upload documents for rounding and non-rounding Members.



Tasks Returned by Coding Clerk

Work on the tasks based on the reason for return.



PDF Document Splitter

Single documents (received by fax etc.) can be split into multiple documents.



Logout

Logout of the Amaze portal in one step.

WORKFLOW CHANGE

Required documents to be uploaded in AMAZE

In addition to the current process, case management clerks will be required to upload 'Progress Notes' to AMAZE, as it is required to follow the downstream coding process by the coding team.

AMAZE will upload the below mentioned documents to Access Express (AE)

- Face Sheet
- H&P
- DC Summary
- Clinical Reviews
- Physicians orders
- DC Instructions

Note: The 'Progress Notes' uploaded by case management clerks in AMAZE, will not be uploaded to Access Express (AE), as it is not required by case management to upload them in AE currently.

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Part 1: Getting Started

Login

AMAZE web case management portal is compatible with Google Chrome and Internet Explorer browsers.

- 1.To visit the Case management portal, enter the Case Management link in your browser. i-e. myamaze.caremore.com .
- 2.Enter your CareMore ID and password.
- 3.Click 'Sign In'.

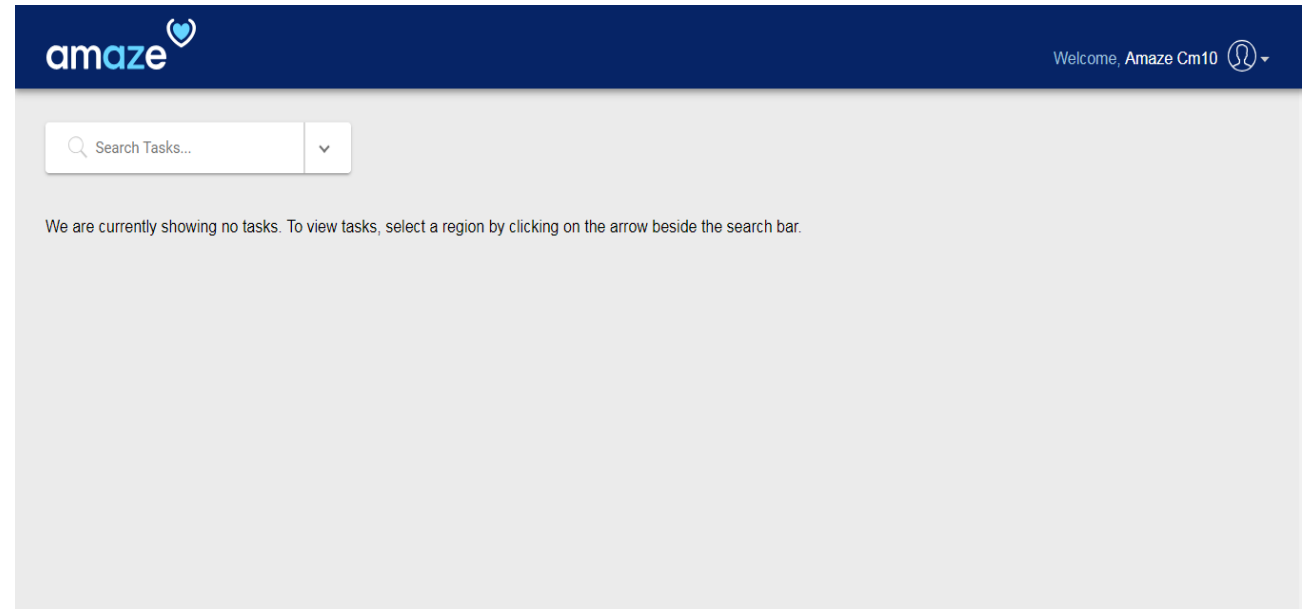
Note: After six failed login attempts, your CareMore account will be locked out. Contact IT support to unlock your account.



Part 2: Navigating AMAZE Case Management

Home Page

Once you login to the case management portal, the following message is displayed on the home page: "We are currently showing no tasks. To view tasks, select a region by clicking on the arrow beside the search bar."



Part 3: Select Member Type and Region

Generate Task list by Selecting Member Type and Region

To narrow down your task search, select a member type and a region, by clicking on the arrow beside the search bar.

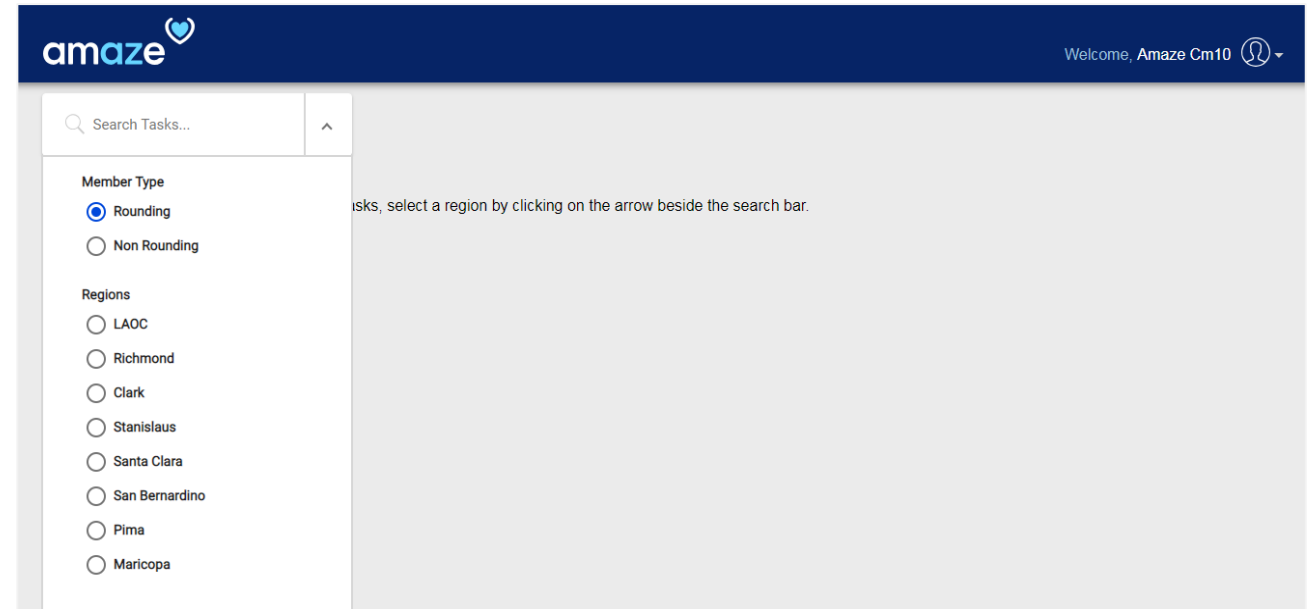
Member Type:

- Rounding
- Non Rounding

Regions:

- LAOC
- Richmond
- Clark
- Stanislaus
- Santa Clara
- San Bernardino
- Pima
- Maricopa

Note: You cannot select a region without selecting the member type.



Part 3: Rounding Members

Task List for Rounding Members and Selected Region

Once you select member type and region task list page appears. The list of tasks that match the selected criteria is displayed on screen. The tasks are given under three categories. 'In Progress', 'New', and 'Returned'. The 'In Progress' tab is selected by default.

In Progress

This section shows the tasks that are currently in progress.

New

This tab shows you tasks that are new and haven't been worked on.

The screenshot shows the Amaze application interface. At the top, the Amaze logo is on the left, and the user is logged in as 'Welcome, Amaze Cm10'. Below the header is a search bar labeled 'Search Tasks...'. The main content area is titled 'Task list for Rounding members and region LAOC.' There are three tabs: 'In Progress (65)', 'New (862)', and 'Returned (9)'. The 'In Progress' tab is selected. Below the tabs is a table with the following columns: Member Name, DOB, Admitting Facility, Discharge Date, and Time Elapsed. The table contains three rows of data:

Member Name	DOB	Admitting Facility	Discharge Date	Time Elapsed
Carrasco, Kathryn	03/16/1946	Cedars-sinai Medical Center	02/15/2019	2 days
Pugliese, Carra L	07/04/1938	Pih Health Hospital Whittier	02/14/2019	3 days
Garcia, Gabriel	02/18/1936	Pih Health Hospital Whittier	02/14/2019	3 days

At the bottom right of the table, there is a pagination control showing 'Items per page: 3' and '1 - 3 of 65'.

The screenshot shows the Amaze application interface. At the top, the Amaze logo is on the left, and the user is logged in as 'Welcome, Amaze Cm10'. Below the header is a search bar labeled 'Search Tasks...'. The main content area is titled 'Task list for Rounding members and region LAOC.' There are three tabs: 'In Progress (63)', 'New (855)', and 'Returned (9)'. The 'New' tab is selected. Below the tabs is a table with the following columns: Member Name, DOB, Admitting Facility, Discharge Date, Time Elapsed, and Flag. The table contains three rows of data:

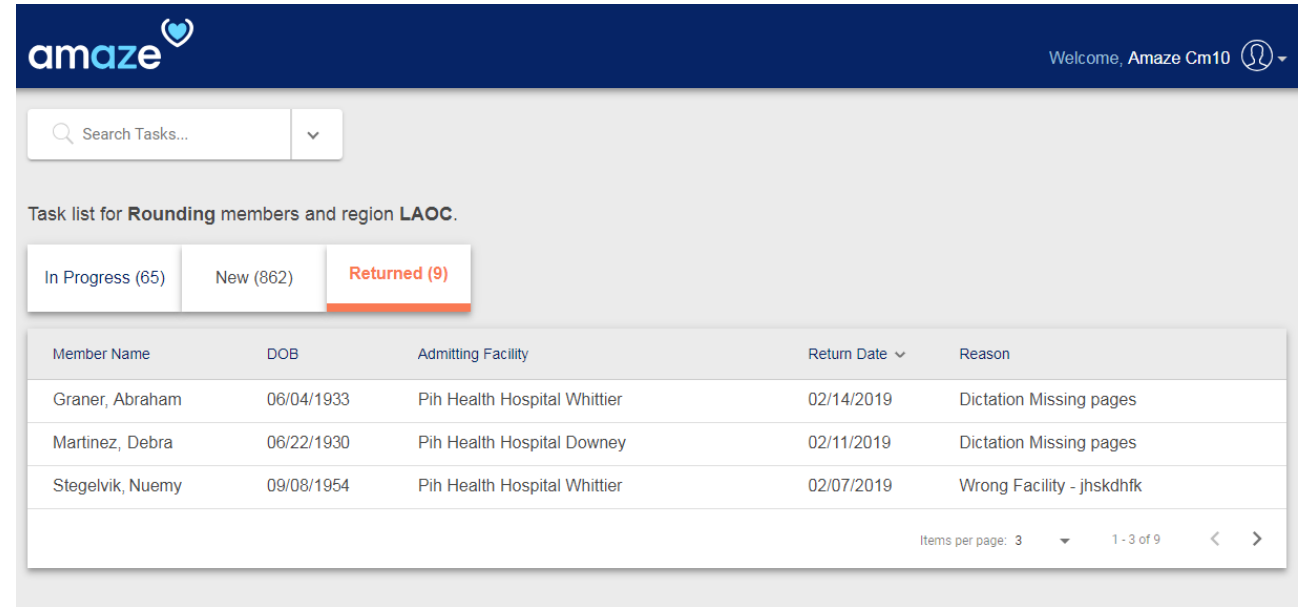
Member Name	DOB	Admitting Facility	Discharge Date	Time Elapsed	Flag
Malave, Myrna	03/12/1942	Pih Health Hospital Whittier	10/08/2018	86 days	▶
Flores, Henry D	08/05/1941	Citrus Valley Med Ctr Queen Of The Valley Ca...	10/11/2018	86 days	▶
Munoz, Theresa R	01/15/1950	Lakewood Regional Medical Center	10/05/2018	86 days	▶

At the bottom right of the table, there is a pagination control showing 'Items per page: 3' and '1 - 3 of 855'.

Returned

This tab shows you tasks that are returned by coding, as well as the reason for return and return date.

To view more details about a task, click anywhere on the respective row.



amaze Welcome, Amaze Cm10

Search Tasks...

Task list for **Rounding** members and region **LAOC**.

In Progress (65) New (862) **Returned (9)**

Member Name	DOB	Admitting Facility	Return Date	Reason
Graner, Abraham	06/04/1933	Pih Health Hospital Whittier	02/14/2019	Dictation Missing pages
Martinez, Debra	06/22/1930	Pih Health Hospital Downey	02/11/2019	Dictation Missing pages
Stegelvik, Nuemy	09/08/1954	Pih Health Hospital Whittier	02/07/2019	Wrong Facility - jhskdhfk

Items per page: 3 1 - 3 of 9

Part 4: Non-Rounding Members

Task List for Non-Rounding Members and Selected Region

In non-rounding members task list you will not be able to see encounters list as provider is not able to add encounter on AMAZE app and task in the non-rounding list should be closed after uploading.

There are two tabs in the Non Rounding Members task list:

In Progress

This tab shows you tasks that are currently been worked on.

New

This tab shows you tasks that are new and haven't been worked on.

The screenshot shows the AMAZE interface for the 'In Progress' tab. The header includes the AMAZE logo and a user profile icon with the text 'Welcome, Amaze Cm10'. Below the header is a search bar labeled 'Search Tasks...'. The main content area is titled 'Task list for Non Rounding members and region LAOC.' and features two tabs: 'In Progress (29)' (selected) and 'New (371)'. A table displays the following data:

Member Name	DOB	Admitting Facility	Discharge Date	Time Elapsed
Zimmer, Jose	07/06/1953	Coast Plaza Hospital	02/03/2019	14 days
Blomn, Bruce	08/10/1942	Coast Plaza Hospital	02/05/2019	14 days
Blomn, Sharon	01/26/1943	Coast Plaza Hospital	N/A	14 days

At the bottom right of the table, there is a pagination control showing 'Items per page: 3' and '1 - 3 of 29'.

The screenshot shows the AMAZE interface for the 'New' tab. The header is identical to the previous screenshot. Below the search bar, the title is 'Task list for Non Rounding members and region LAOC.' and the tabs are 'In Progress (29)' and 'New (371)' (selected). A table displays the following data:

Member Name	DOB	Admitting Facility	Discharge Date	Time Elapsed	Flag
Avalos, Martha	09/22/1953	Uci Medical Center	02/11/2019	7 days	▶
Benavente, Javier	06/16/1947	Keck Hospital Of Usc	02/11/2019	7 days	▶
La Rosa, Andrea	03/12/1952	Los Alamitos Medical Center	02/11/2019	7 days	▶

At the bottom right of the table, there is a pagination control showing 'Items per page: 3' and '1 - 3 of 400'.

Part 6: Member Details

View and Edit Member Details

In this screen, the following member information is provided:

- Member ID • Auth ID • DOB • Region
- Discharge Date • Admit Date • Discharge Extensivist
- Admitting Facility • Region • Facility Type

Editable field:

Discharge date can be edit if it does not match the census discharge date.

There is also one document section to choose files and one for Encounters (Rounding member only):

Choose Files:

This is a documents section where you will be able to upload a file and view status, file name, category name, date of service and upload date.

Encounters:

In encounters section there is a sub section for date of service which shows provider name and service code

Note: Uploaded files (File Name, Category Name, Date of Service, Uploaded Date) and list of providers with service codes can be viewed.

The screenshot displays the Amaze Member Details page for Ana M. Ortega. The header includes the Amaze logo and a user profile icon. The member's name is shown at the top left. Below the name is a table of member information:

Member ID	Auth ID	DOB	Discharge Date	Admit Date	Discharging Extensivist	Admitting Facility	Region
000M97315	281820129	11/07/1935	2/14/2019	02/14/2019	N/A	Pih Health Hospital Whittier	LAOC

Below the table, the Facility Type is listed as "Elective Admit".

A "Choose Files" button is present above a table of uploaded files:

Status	File	Category Name	Date of Service	Uploaded Date
✓	P16_ER_NOTES.pdf	ER Notes	02/03/2019	02/15/2019
✓	P16_ER_NOTES.pdf	ER Notes	02/03/2019	02/15/2019
✓	S19_NAME_OF_SPECIALITY.pdf	Name of Specialty	02/03/2019	02/15/2019
✓	S19_NAME_OF_SPECIALITY.pdf	Name of Specialty	02/03/2019	02/15/2019
✓	S19_ER_NOTES.pdf	ER Notes	02/04/2019	02/15/2019

The "Encounters" section is expanded to show a list of dates of service:

Date of Service
05/15/2019
05/14/2019
05/13/2019
05/09/2019

For the selected date (05/15/2019), a sub-section shows a list of providers with their service codes:

Service Code	Provider Name
99232	Test1, Amaze
99239	Test2, Amaze

At the bottom of the page, there are "Back" and "Submit" buttons.

Part 7: Time Elapsed and Flagged Tasks

Time Elapsed

This column shows the number of days passed since the member is added in the current tab. After 14 days the number of day shown will turn to red.

Flag for manually Added Members – Rounding only

For tasks that are flagged, Auth ID and discharge date must be entered to upload documents or submit a task.

Delete Task:

If Auth ID cannot be validated, the task can be deleted by clicking 'Delete Task'.

The screenshot displays the Amaze web application interface. The top navigation bar includes the Amaze logo and a user greeting: "Welcome, Amaze Cm10". Below the navigation bar is a search bar labeled "Search Tasks...".

The main content area shows a "Task list for Rounding members and region LAOC." with three tabs: "In Progress (78)", "New (849)", and "Returned (13)". A table lists the first three members:

Member Name	DOB	Admitting Facility	Discharge Date	Time Elapsed	Flag
Hirsch, Betty Jane	02/26/1939	Pih Health Hospital Whittier	10/04/2018	91 days	▶
Acevedo, Honorina	12/22/1934	Pih Health Hospital Whittier	10/05/2018	91 days	▶
Rivera, Lilia R	08/25/1949	Pih Health Hospital Whittier	10/10/2018	91 days	▶

Below the table, there are controls for "Items per page: 3" and "1 - 3 of 849".

The second screenshot shows a detailed view of a task for member "Ortega, Ana M". The member information is displayed in a table:

Member ID	Auth ID	DOB	Discharge Date	Admit Date	Discharging Extensivist	Admitting Facility	Region
000M97315	N/A	11/07/1935		02/14/2019	N/A	Pih Health Hospital Whittier	LAOC

Below the member information, there is a "Choose Files" button and a table for uploaded files:

Status	File	Category Name	Date of Service	Uploaded Date
Currently there are no files uploaded.				

At the bottom of the interface, there are three buttons: "Back", "Delete Task" (highlighted with a red box), and "Submit".

Part 8: Document Upload

Single Document upload

To select files to upload:

Click choose files/drag & drop files into the view.

To upload a file:


1. Select the file you choose to upload.
2. Enter the 'Date of Service' and 'Category'
3. Click 'Upload'

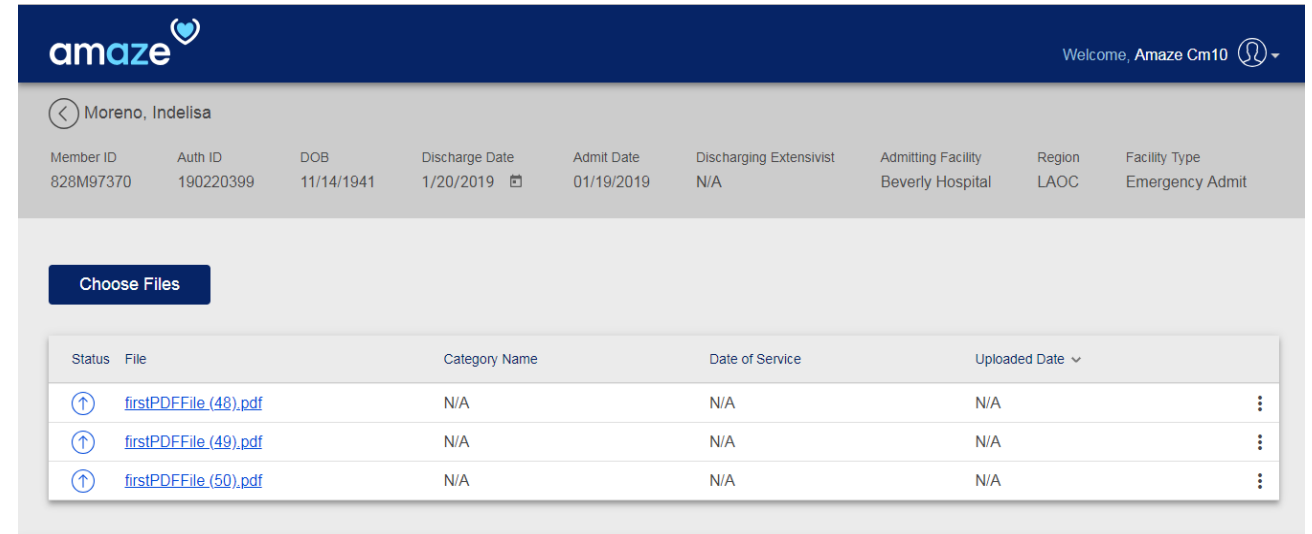
To view uploaded file:

Click the file with the icon .

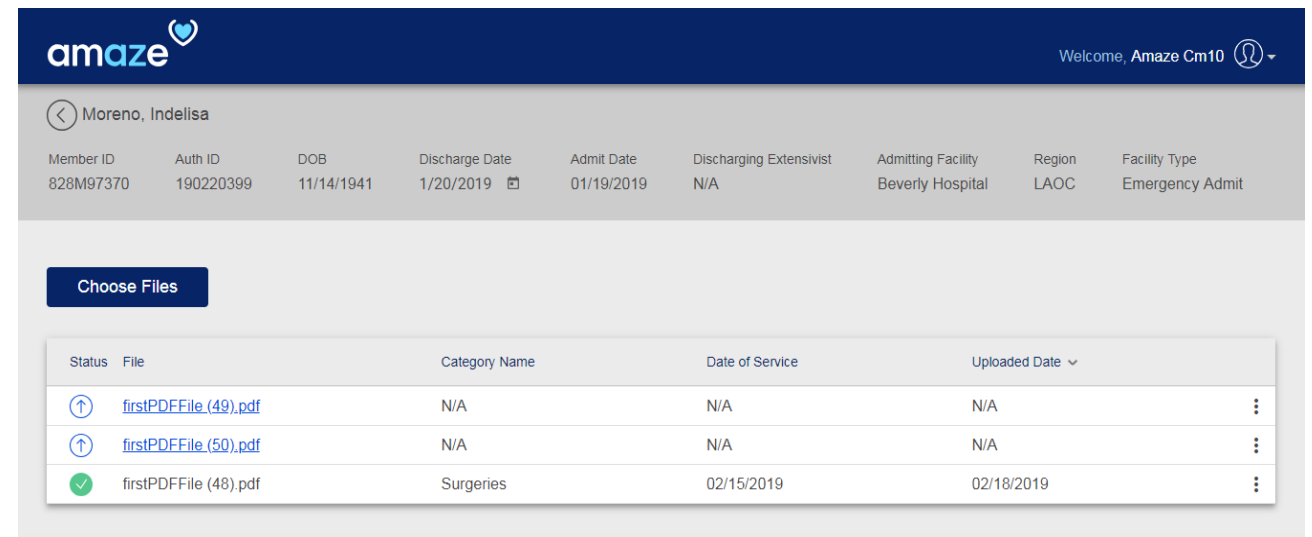


To delete an uploaded file:

1. Click the vertical menu 
2. Click 'Delete'
3. Acknowledge the message by clicking 'Delete'.



Status	File	Category Name	Date of Service	Uploaded Date
↑	firstPDFFile (48).pdf	N/A	N/A	N/A
↑	firstPDFFile (49).pdf	N/A	N/A	N/A
↑	firstPDFFile (50).pdf	N/A	N/A	N/A

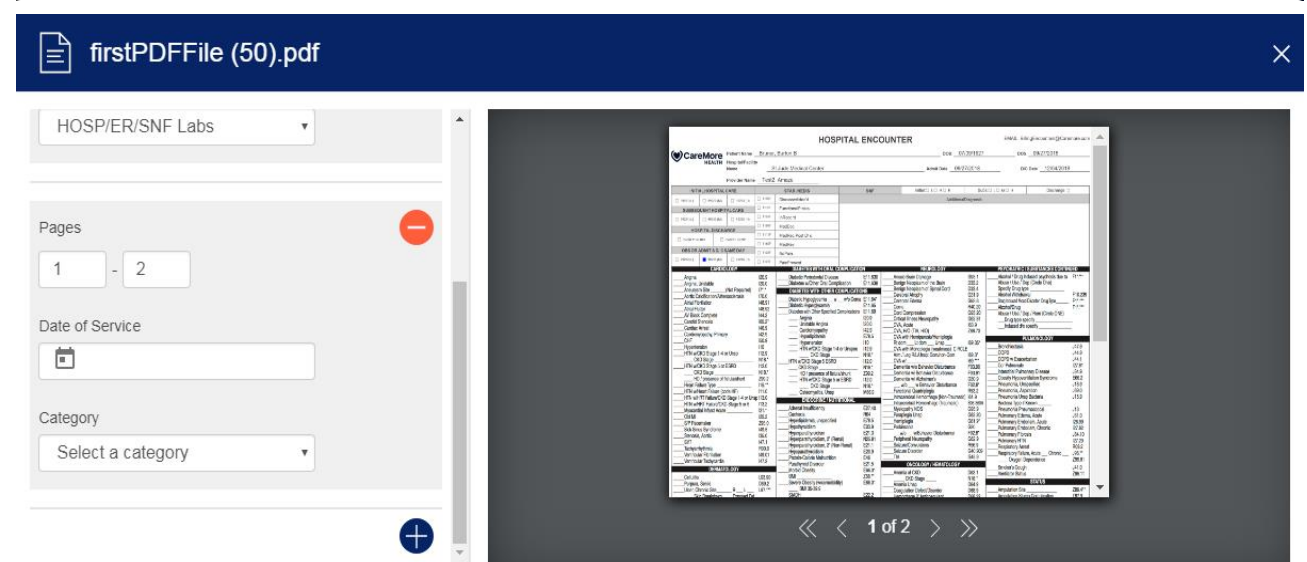
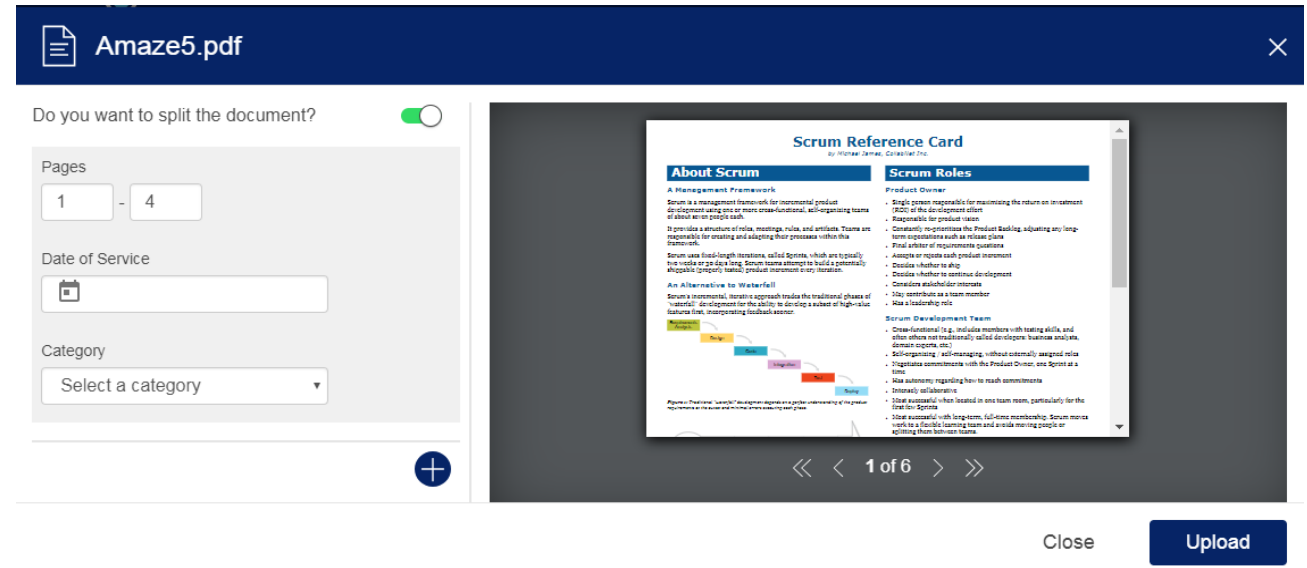


Status	File	Category Name	Date of Service	Uploaded Date
↑	firstPDFFile (49).pdf	N/A	N/A	N/A
↑	firstPDFFile (50).pdf	N/A	N/A	N/A
✓	firstPDFFile (48).pdf	Surgeries	02/15/2019	02/18/2019

PDF Document Splitter

To split a file:

1. Select a file you choose to split.
2. Toggle the 'Do you want to split the document'.
3. Enter page range (Eg: 1-2).
4. Select 'Date of Service'.
5. Select a 'Category' (Eg: Factsheet).
6. If you wish to split it further, click the add (+) icon to add a new split.
7. After adding the desired splits, click 'Upload'.



Part 9: Submit Task

Submit task to Coding

1. Click 'Submit'
2. Acknowledge the missing documents message and click 'Submit'

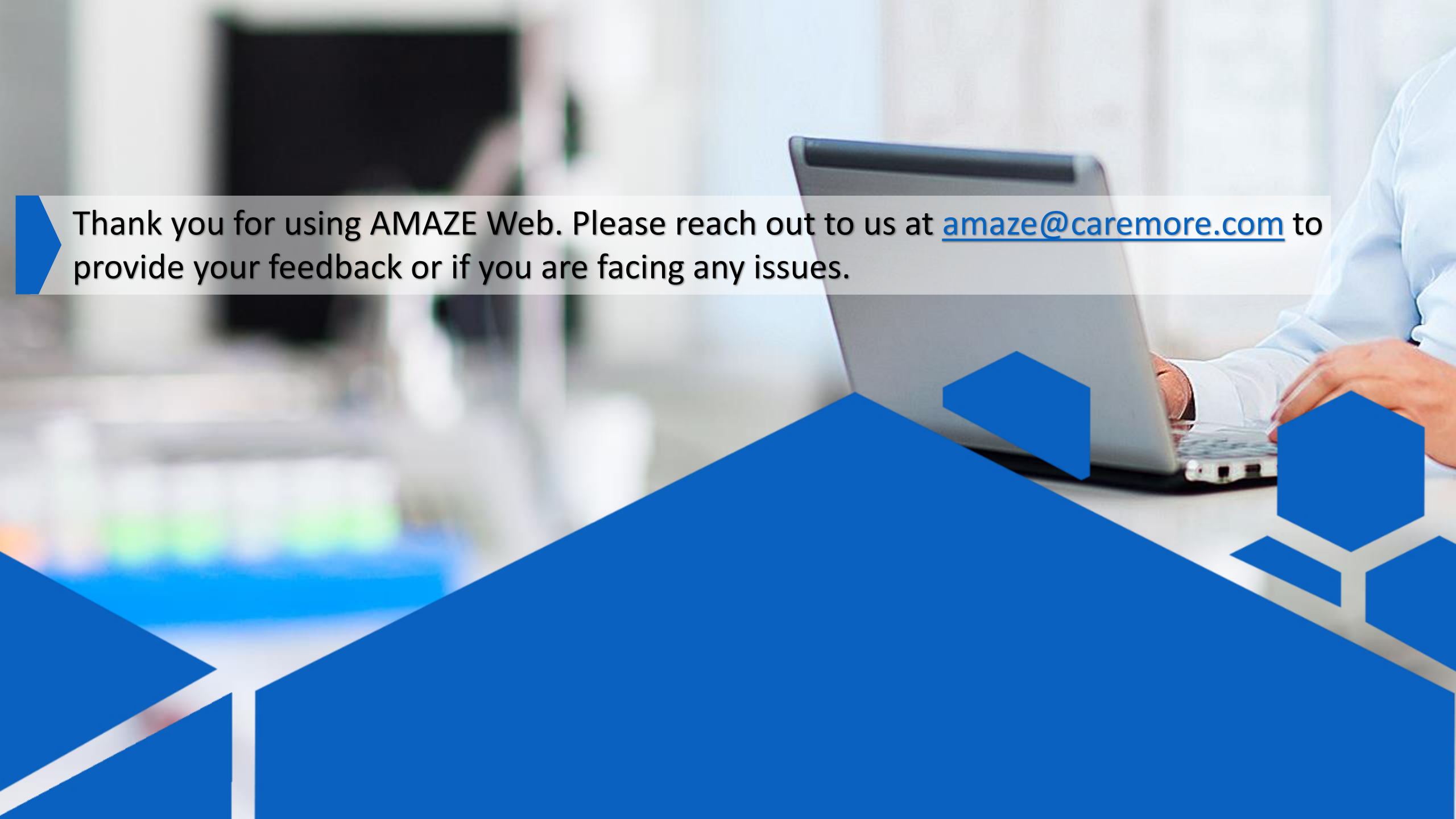
Note: Once a task is submitted, the task goes off the case managers task list.

Status	File	Category Name	Date of Service	Uploaded Date
↑	firstPDFFile (49).pdf	N/A	N/A	N/A
↑	firstPDFFile (50).pdf	N/A	N/A	N/A
✓	firstPDFFile (48).pdf	Surgeries	02/15/2019	02/18/2019

Submit Task

DC Summary, HOSP/ER/SNF Misc, H&P (Hosp) or H&P (SNF) and FACESHEET are missing. Do you want to submit the task for coding?

Cancel Submit



Thank you for using AMAZE Web. Please reach out to us at amaze@caremore.com to provide your feedback or if you are facing any issues.