



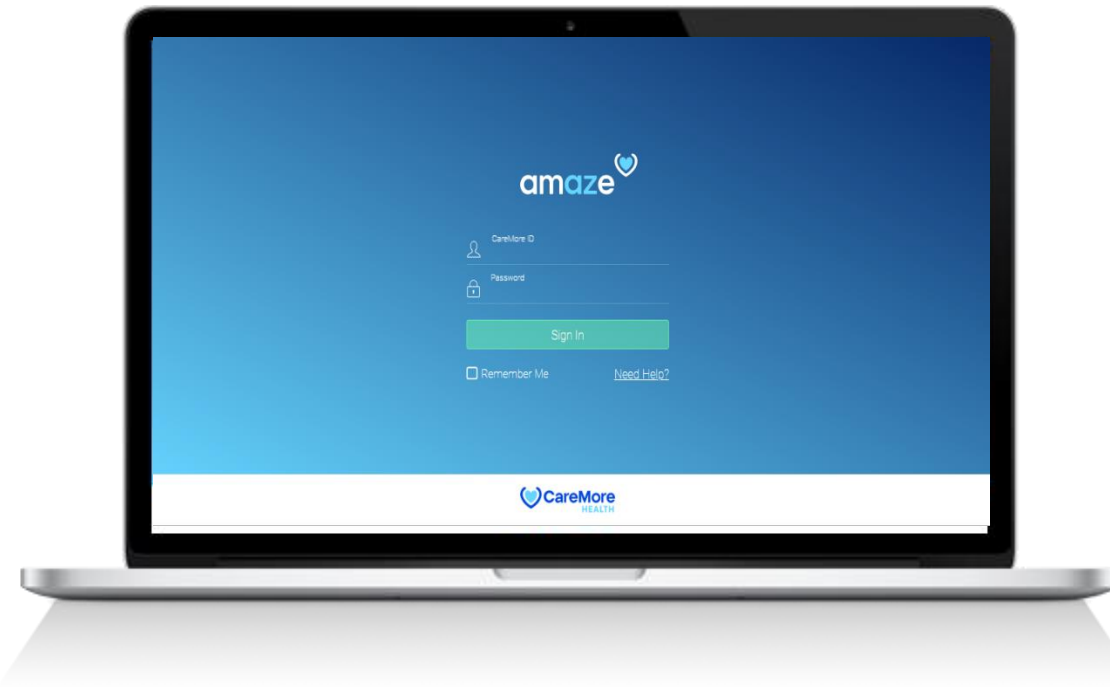
CODING CLERK REFERENCE GUIDE

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





AMAZE web portal, a CareMore IT solution, offers a custom and scalable process to manage pre-coding validation for hospital encounters. The coding team will be able to view encounters submitted by Extensivists submitted encounters on the AMAZE mobile app along with the necessary supporting clinical documentation. Coding and Case Management teams will work in tandem to support and submit billing encounters.



KEY FEATURES



Secure Login

Login to the Amaze web.



Close Task

Close tasks that are submitted by the case manager



Task List for discharged members

Filtered task list for selected region and facility type



Logout

Logout of the Amaze portal in one step.



Awaiting Review

Ability to view tasks that are return to Case Manager.



Return Task

You can return the task to case manager for any specific reason.

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Part 1: Getting Started

Login

AMAZE web coding clerk portal is compatible with Google Chrome and Internet Explorer browsers.

1. To visit the Case management portal, enter the Coding clerk link in your browser. i.e.
<http://myamaze.caremore.com>.

2. Enter your CareMore ID and password.

3. Click 'Sign In'.

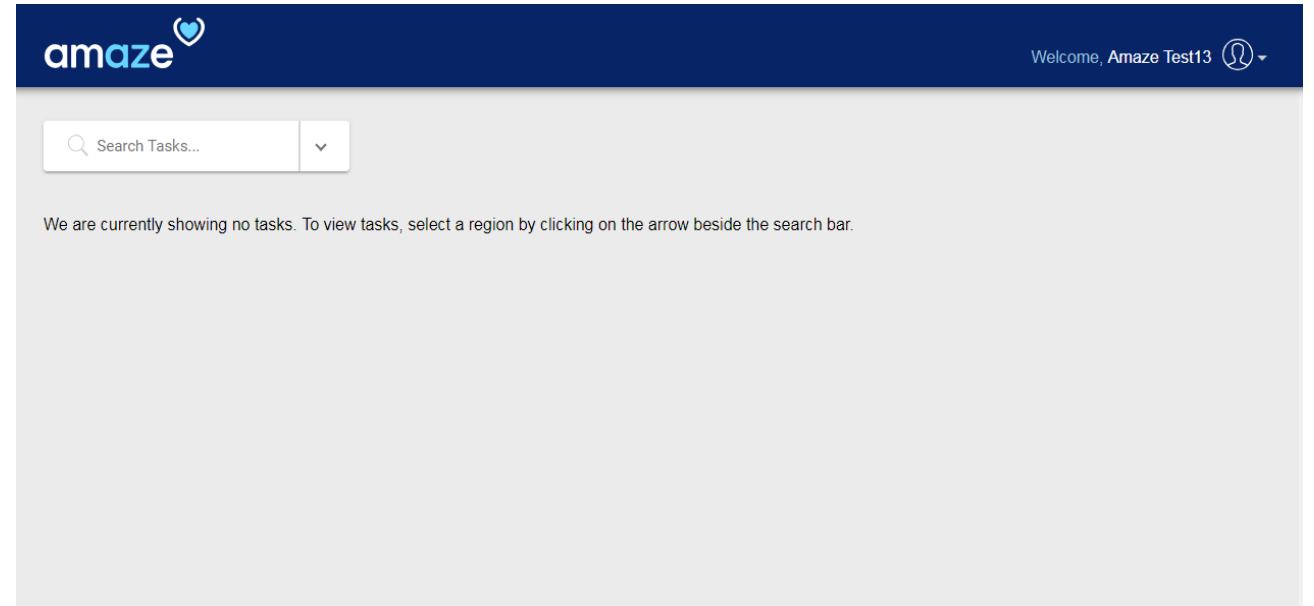
Note: After six failed login attempts, your CareMore account will be locked out. Contact IT support to unlock your account.



Part 2: Navigating AMAZE Coding Clerk

Home Page

Once you login to the Amaze coding clerk portal, the following message is displayed on the home page: 'We are currently showing no tasks. To view tasks....'.



Part 3: Select Facility Type and Region

View Task list by Selecting Facility Type and Region

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

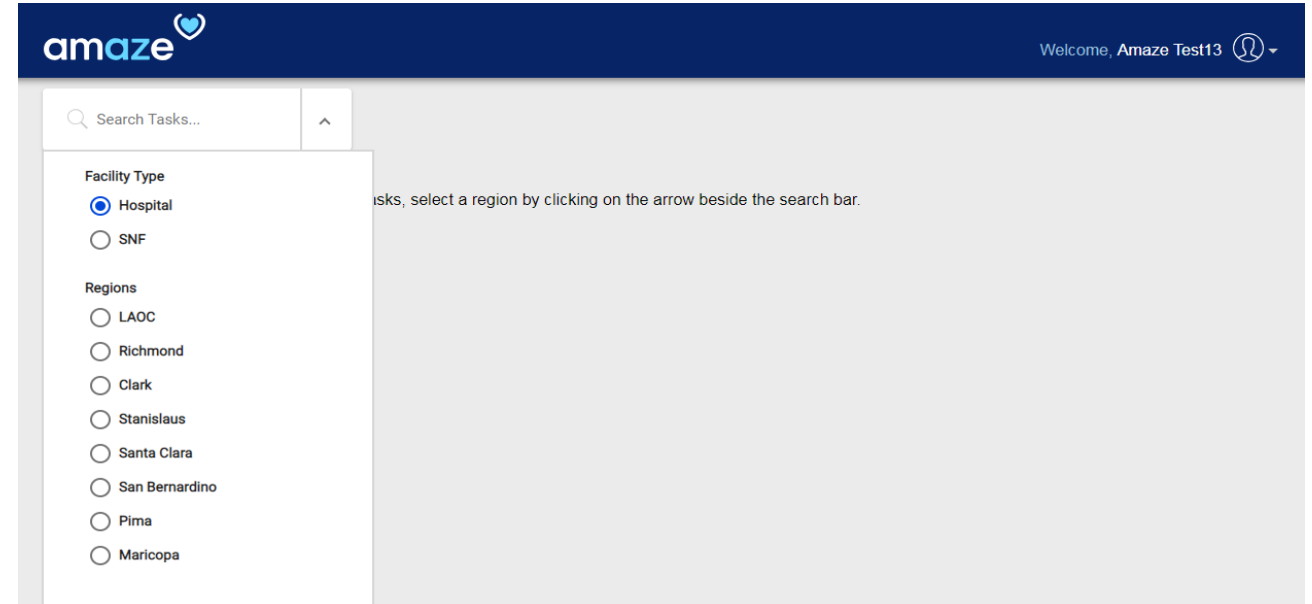
Member Type:

- Hospital
- SNF

Regions:

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

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



Part 3: Hospital

Task List for Hospital and Selected Region

Task list page appears. The list of tasks that match the selected criteria is displayed on screen. The tasks are given under four categories. 'With Encounters', 'Without Encounters', 'Awaiting Review', and 'Completed'. The 'With Encounters' tab is selected by default.

Each page displays limited number of items. If the number of items is more than that under the selected category, the remaining items are given on subsequent pages. To go to the next page, click the forward arrow (>).

With Encounters

This section shows the tasks that are currently with Encounters.

Without Encounters

This section shows the tasks that are new and are not submitted to Encounters yet.

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 Test13'. Below the header is a search bar labeled 'Search Tasks...'. The main content area is titled 'Task list for Hospital and LAOC'. There are four tabs: 'With Encounters (8)' (selected), 'Without Encounters (20)', 'Awaiting Review (40)', and 'Completed (0)'. Below the tabs is a table with the following columns: Member Name, DOB, Admitting Facility, Discharge Date, and Created on. The table contains four rows of data:

Member Name	DOB	Admitting Facility	Discharge Date	Created on
Su [REDACTED]	10/20/1981	Beverly Hospital	02/27/2019	03/25/2019
Mc [REDACTED]	06/17/1926	Beverly Hospital	02/27/2019	03/25/2019
Su [REDACTED]	09/07/1913	Ahmc Anaheim Regional Medical Center	02/27/2019	03/25/2019
Ma [REDACTED]	05/03/1937	Pih Health Hospital Downey	02/27/2019	03/25/2019

At the bottom right of the table, there is a pagination control showing 'Items per page: 4' and '1 - 4 of 11' with navigation arrows.

The screenshot shows the Amaze application interface with the 'Without Encounters' tab selected. The search bar and header are the same as in the previous screenshot. The main content area is titled 'Task list for Hospital and LAOC'. There are four tabs: 'With Encounters (8)', 'Without Encounters (20)' (selected), 'Awaiting Review (40)', and 'Completed (0)'. Below the tabs is a table with the following columns: Member Name, DOB, Admitting Facility, Discharge Date, and Created on. The table contains four rows of data:

Member Name	DOB	Admitting Facility	Discharge Date	Created on
Var [REDACTED]	01/02/1943	Pih Health Hospital Downey	02/27/2019	03/25/2019
Ch [REDACTED]	02/05/1943	Pih Health Hospital Whittier	02/27/2019	03/07/2019
Ha [REDACTED]	12/03/1951	Pih Health Hospital Whittier	02/27/2019	03/05/2019
Ma [REDACTED]	11/28/1947	Lakewood Regional Medical Center	02/27/2019	02/27/2019

At the bottom right of the table, there is a pagination control showing 'Items per page: 4' and '1 - 4 of 4' with navigation arrows.

Awaiting Review

This section shows the tasks that are returned by Coding Clerk to the Case Manager for review. It also shows the status of the task.

Completed

This tab shows the tasks which are closed in the past 72 hours. The tasks will be auto removed from the view after 73 hours.

The screenshot shows the Amaze interface with the 'Awaiting Review' tab selected. The task list is for Hospital and LAOC. The table displays the following data:

Member Name	DOB	Admitting Facility	Discharge Date	Sentback Date	Status
Br[REDACTED]	[REDACTED]	Pih Health Hospital Whittier	02/01/2019	03/25/2019	Pending with Case ...
Yb[REDACTED]	[REDACTED]	Pih Health Hospital Whittier	02/27/2019	03/21/2019	Pending with Case ...
Ko[REDACTED]	[REDACTED]	Beverly Hospital	03/16/2019	03/07/2019	Pending with Case ...
Ra[REDACTED]	[REDACTED]	Pih Health Hospital Whittier	02/27/2019	03/07/2019	Pending with Case ...

Navigation: Items per page: 4, 1 - 4 of 22

The screenshot shows the Amaze interface with the 'Completed' tab selected. The task list is for Hospital and LAOC. The table displays the following data:

Member Name	DOB	Admitting Facility	Created on	Closed on
Jos[REDACTED]	[REDACTED]	Citrus Valley Med Ctr Queen Of The Valley Campus	05/17/2019	05/17/2019
Dor[REDACTED]	[REDACTED]	Beverly Hospital	03/07/2019	04/17/2019
Ra[REDACTED]	[REDACTED]	Ahmc Anaheim Regional Medical Center	03/25/2019	03/25/2019

Navigation: Items per page: 3, 1 - 3 of 6

Part 4: SNF

Task List for SNF Members and Selected Region

For SNF member task list, there is only one tab. You cannot return the task to the case manager in the SNF facility.

Each tab shows the following information of the member:

- Member Name
- Date of birth
- Admitting Facility
- Created On
- Discharge Date

With Encounters

This section shows the tasks that are currently with Encounters.

Without Encounters

This section shows the tasks that are new and are not submitted to Encounters yet.

Completed

This tab shows the tasks which are closed in the past 72 hours and the tasks will be auto removed from the view after 73 hours.

The screenshot displays the Amaze web application interface. At the top, there is a search bar labeled "Search Tasks..." and a user profile icon with the text "Welcome, Amaze Test13". Below the search bar, the text "Task list for SNF and LAOC." is visible. The interface is divided into three sections, each with a tabbed header and a table of member information.

Section 1: With Encounters (1)

Member Name	DOB	Admitting Facility	Discharge Date	Created on
N [REDACTED]	04/[REDACTED]	Adventist Health White Memorial	02/16/2019	02/27/2019

Items per page: 4 | 1 - 1 of 1

Section 2: Without Encounters (5)

Member Name	DOB	Admitting Facility	Discharge Date	Created on
H [REDACTED]	[REDACTED]	Citrus Valley Medical Ctr Inter-community Campus	02/26/2019	02/26/2019
F [REDACTED]	[REDACTED]	Silver Ridge Healthcare Center	02/26/2019	02/26/2019
S [REDACTED]	[REDACTED]	Mirada Hills Rehabilitation And Convalescent Hospi	02/26/2019	02/26/2019
N [REDACTED]	[REDACTED]	Royalwood Care Center	02/26/2019	02/26/2019

Items per page: 4 | 1 - 4 of 7

Section 3: Completed (1)

Member Name	DOB	Admitting Facility	Created on	Closed on
N [REDACTED]	[REDACTED]	Adventist Health White Memorial	05/11/2019	05/20/2019

Items per page: 3 | 1 - 1 of 1

Part 6: Member Details

View and Edit Member Details

In this screen, the following member information is provided:

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

Edited field:

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

There is also one section for Documents and one for Encounters:

Documents:

In documents section you will be able to view file name, category name and date of service.

Encounters:

In encounters section there is a sub section for date of service which shows provider name, service code, critical care code, and a document icon for each entry.

The screenshot displays the Amaze Member Details interface. At the top, the Amaze logo and a user greeting "Welcome, Amaze Test13" are visible. Below the header, the member's name "Brough, Anthony C" is shown with a back arrow. The main section contains member information in a grid format:

Member ID	Auth ID	DOB	Discharge Date	Admit Date	Discharging Extensivist	Admitting Facility	Region
1		04/03/1939	2/14/2019	01/20/2019	Test1, Amaze	Pih Health Hospital Whittier	LAOC

Below the member information, there are two additional fields: "Facility Type" (Emergency Admit) and "Case Manager" (Amaze Cm10).

The "Documents" section contains a table with the following data:

File	Category Name	Date of Service
Clark, Carole - 1 of 3_H&P_HOSP_OR_SNF.pdf	H&P (Hosp) or H&P (SNF)	02/07/2019
Clark, Carole - 1 of 3_FACESHEET.pdf	Facesheet	02/07/2019

The "Encounters" section features a list of dates of service. The selected date is 05/15/2019, which is expanded to show a table with the following data:

Date of Service	Service Code	Provider Name	Critical Code Value
05/15/2019	99239	Test2, Amaze	N/A
05/14/2019			
05/13/2019			
05/03/2019			
05/02/2019			
05/01/2019			

At the bottom of the screen, there are three buttons: "Back", "Return Task", and "Close Task".

1111F Encounter for Med Recon:

When an extensivist toggles the Med Recon button on the app, a new 1111F Encounter is generated on the backend and added to the list of encounters submitted to CM upon discharge.

This is also applicable to SNF and encounter is added directly to the list of encounters sent to Coding team.

Coding Clerk can view the document type = "Medication Reconciliation" that is uploaded by Case management. Clerk now can access the document and also have ability to Print it, even if 1111F code associated with the document in the discharge encounter is not present.

The screenshot shows the Amaze app interface for a user named Thompson, Dorothea E. The 'Documents' section contains a table with one entry:

File	Category Name	Date of Service
Medication Reconciliation.pdf	Medication Reconciliation	02/14/2020

The 'Encounters' section shows a message: "Currently there are no encounters submitted for this member."

The screenshot shows the Amaze app interface for a user named Steelman, Lucylee E. The 'Encounters' section contains a table with one entry:

Date of Service	Service Code	Provider Name	Critical Code Value	Document Type
12/23/2019	99239	Test1, Amaze	104 minutes	1111F - Med rec post d/c

The screenshot shows a PDF form titled "TOUCH / TRANSITIONAL ENCOUNTER FORM" for patient Tanaka, Roy A. The form includes sections for Initial Nursing Facility Assessment, Subsequent Nursing Facility Assessment, and Other Nursing Facility Services. The 1111F code is selected.

Initial Nursing Facility Assessment

<input type="checkbox"/> 99304 (L)	<input type="checkbox"/> 99305 (M)	<input type="checkbox"/> 99306 (H)
------------------------------------	------------------------------------	------------------------------------

Subsequent Nursing Facility Assessment

<input type="checkbox"/> 99307 (SF)	<input type="checkbox"/> 99308 (L)	<input type="checkbox"/> 99309 (M)	<input type="checkbox"/> 99310 (H)
-------------------------------------	------------------------------------	------------------------------------	------------------------------------

Other Nursing Facility Services

<input type="checkbox"/> 99315 D/C <= 30	<input checked="" type="checkbox"/> 99316 Discharge > 30 min
--	--

STAR / HEDIS

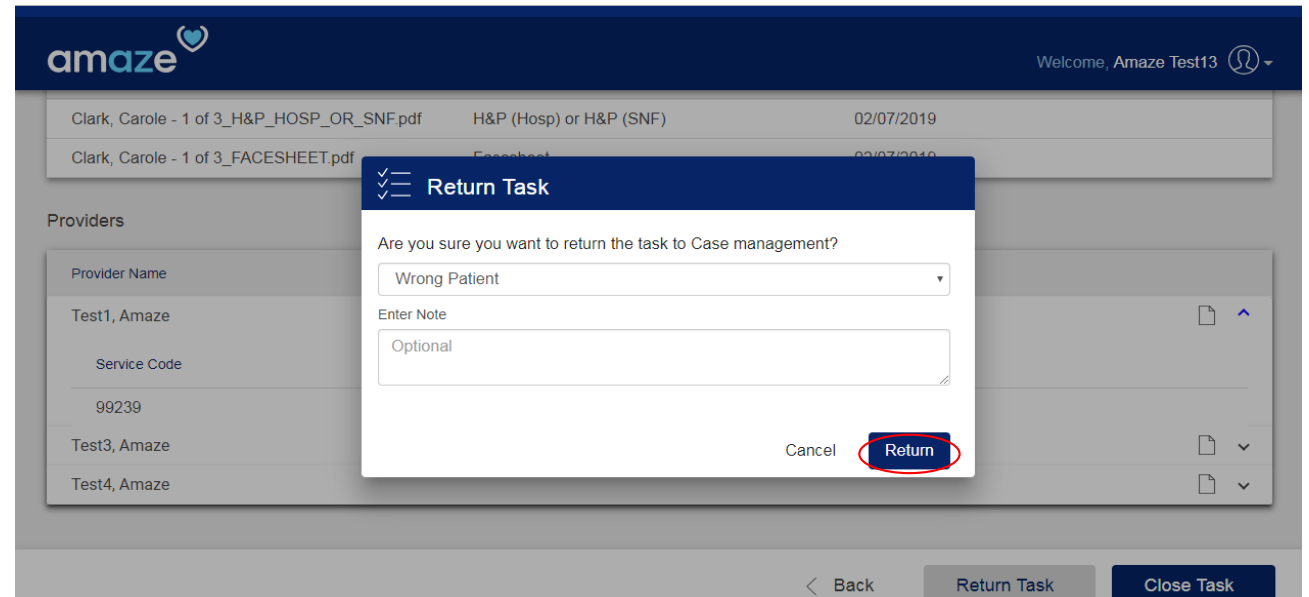
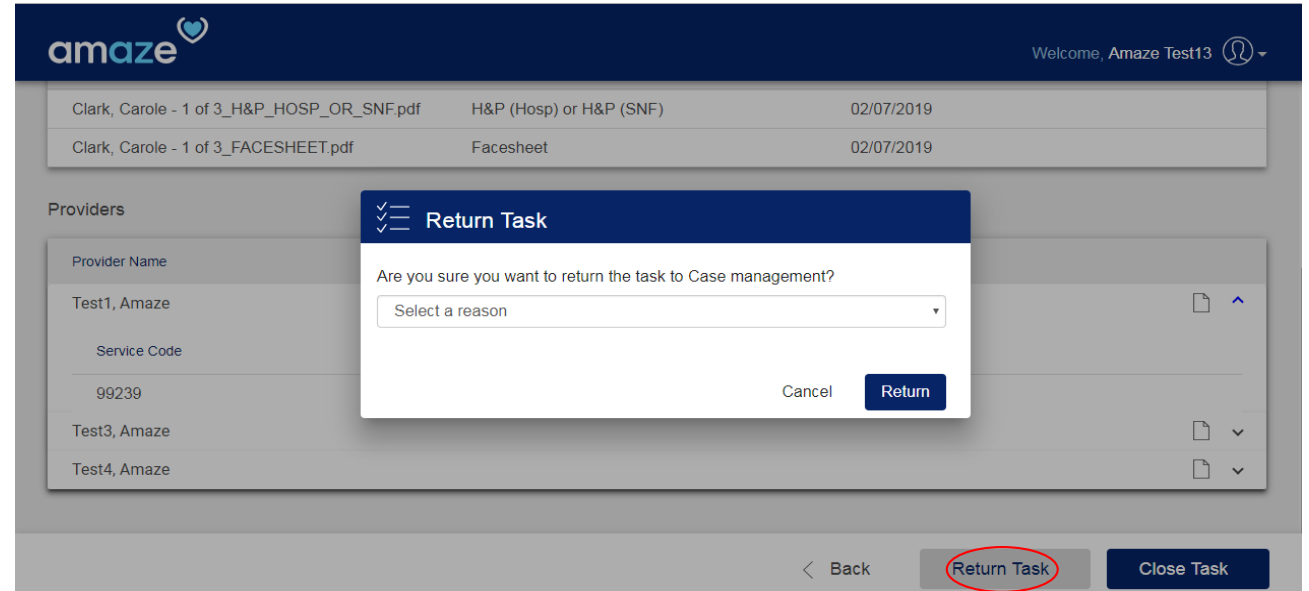
<input type="checkbox"/> 1101F	≤ 1 Fall No Injury
<input type="checkbox"/> 1100F	≥ 2 Falls W/injury
<input type="checkbox"/> 1158F	Discussed/doc'd
<input type="checkbox"/> 1170F	Functional Status
<input type="checkbox"/> 1157F	In Record
<input type="checkbox"/> 1159F	Med Doc
<input checked="" type="checkbox"/> 1111F	Med Rec Post D/c
<input type="checkbox"/> 1160F	Med Rev
<input type="checkbox"/> 1126F	No Pain
<input type="checkbox"/> 1125F	Pain Present

Part 7: Returned task

Return Task to the case manager

After reviewing the task, you may either resend it to the Case Manager or close it.

1. To return the task to the Case Manager, click Return Task.
2. Return Task dialog box appears. From the 'Select a reason' drop-down menu, select a suitable reason for resending the task.
3. In the Enter Note text box, type a note to the Case Manager.
4. Click Return.



Part 8: Close Task

Close task which is submitted by the case manager

Once you review the task submitted by the case manager

1. To close the task, click Close Task.
2. Close Task dialog box appears. Click Confirm.
3. On the top right corner of the screen, a message appears that reads "Task closed successfully."
4. The task is now removed from the task list.

The screenshot shows the Amaze interface with a 'Close Task' dialog box open. The dialog box asks 'Are you sure you want to close the task?' and has 'Cancel' and 'Confirm' buttons. The 'Confirm' button is circled in red. Below the dialog box, the 'Close Task' button in the bottom right corner is also circled in red. A green message box at the top right says 'Task closed successfully'. Below the message box, there is a search bar for tasks and a task list for Hospital and LAOC.

Member ID	Auth ID	DOB	Discharge Date	Admit Date	Discharging Extensivist	Admitting Facility	Region
[Redacted]	[Redacted]	03/16/1930	2/14/2019	01/21/2019	Test3, Amaze	Pih Health Hospital Whittier	LAOC

File		
Q17_DC_SUMMARY.pdf	DC Summary	02/25/2019
Q17_HOSP_ER_SNF_MISC.pdf	HOSP/ER/SNF Misc	02/19/2019
Q17_H&P_HOSP_OR_SNF.pdf	H&P (Hosp) or H&P (SNF)	02/25/2019
Q17_FACESHEET.pdf	Facesheet	02/21/2019

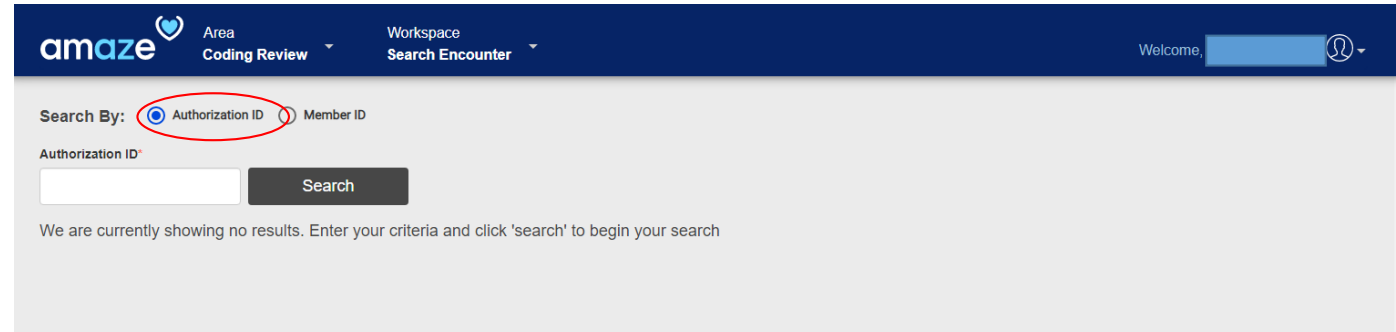
Member Name	DOB	Admitting Facility	Discharge Date	Created on
Z [Redacted]	[Redacted]	Pih Health Hospital Whittier	02/14/2019	02/14/2019
V [Redacted]	[Redacted]	Ahmc Anaheim Regional Medical Center	02/14/2019	02/14/2019
M [Redacted]	[Redacted]	Lakewood Regional Medical Center	10/24/2018	02/06/2019

Part 9: Search Encounter

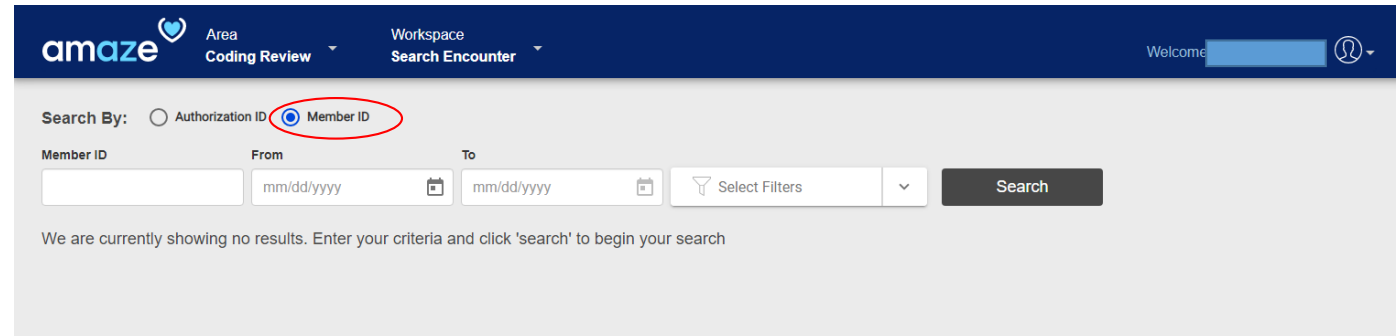
Encounter Search

As a coding clerk, there is an option to search encounter using either Authorization ID or Member ID.

- Searching by Authorization ID will be a standalone search.
- Searching by Member ID will include Member ID and/or Date range.



The screenshot shows the top navigation bar with the AMAZE logo, 'Area Coding Review', and 'Workspace Search Encounter'. The 'Search By:' section has two radio buttons: 'Authorization ID' (selected and circled in red) and 'Member ID'. Below this is a text input field for the Authorization ID and a 'Search' button. A message at the bottom states: 'We are currently showing no results. Enter your criteria and click 'search' to begin your search'.

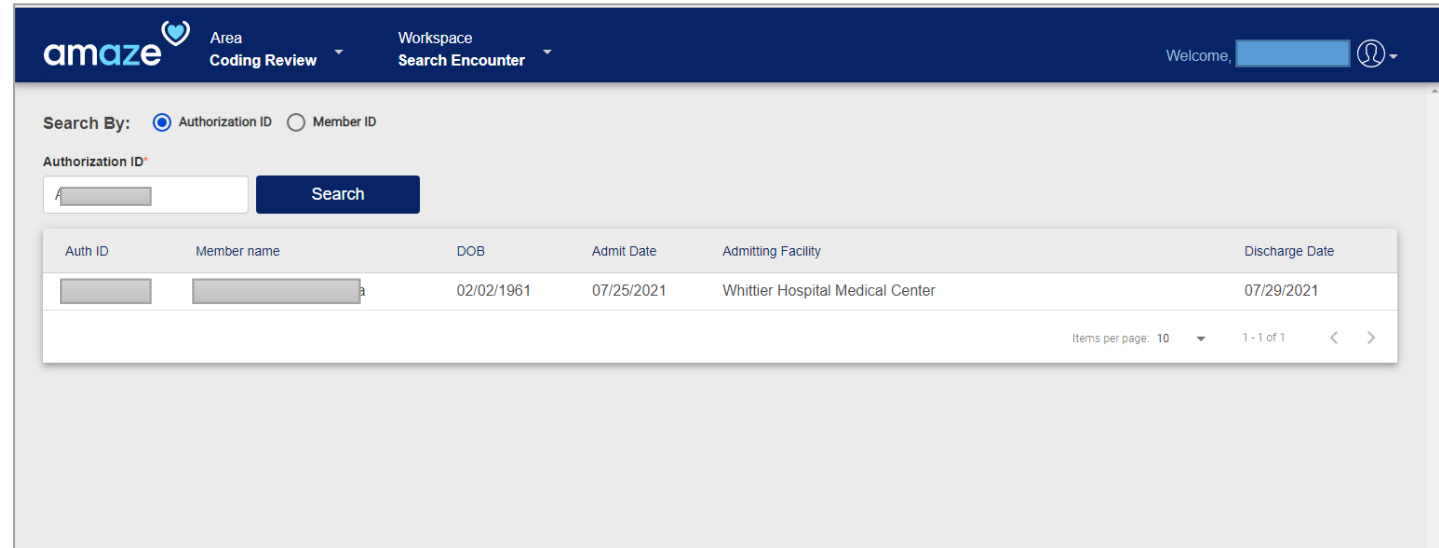


The screenshot shows the top navigation bar with the AMAZE logo, 'Area Coding Review', and 'Workspace Search Encounter'. The 'Search By:' section has two radio buttons: 'Authorization ID' and 'Member ID' (selected and circled in red). Below this are three input fields: 'Member ID', 'From' (with a date range 'mm/dd/yyyy' and a calendar icon), and 'To' (with a date range 'mm/dd/yyyy' and a calendar icon). There is also a 'Select Filters' dropdown and a 'Search' button. A message at the bottom states: 'We are currently showing no results. Enter your criteria and click 'search' to begin your search'.

Encounter Search using Authorization ID

As a coding clerk, when an encounter is searched using Authorization ID the following information about the member are displayed:

- Auth ID
- Member name
- DOB
- Admit Date
- Admitting Facility
- Discharge Date



The screenshot shows the AMAZE web application interface. The top navigation bar includes the AMAZE logo, "Area Coding Review", "Workspace Search Encounter", and a user profile icon. The search section has "Search By:" with radio buttons for "Authorization ID" (selected) and "Member ID". Below this is a search input field containing the letter "A" and a "Search" button. The search results are displayed in a table with the following columns: Auth ID, Member name, DOB, Admit Date, Admitting Facility, and Discharge Date. The table contains one row of data. At the bottom right of the table, there is a pagination control showing "Items per page: 10" and "1 - 1 of 1".

Auth ID	Member name	DOB	Admit Date	Admitting Facility	Discharge Date
[REDACTED]	[REDACTED]	02/02/1961	07/25/2021	Whittier Hospital Medical Center	07/29/2021

Encounter Search using Member ID and/or Date range

Search by Member ID will include Member ID and/or Date range. It can be only Member ID, Member ID and Date range or only Date range.

The screenshot shows the AMAZE search interface. The search criteria are set to "Member ID". The Member ID field contains "685w05789". The search results table is as follows:

Auth ID	Member name	DOB	Admit Date	Admitting Facility	Discharge Date
	ia A	02	01/31/2022	Cedars-sinai Medical Center	
	ia A	02	08/23/2021	Centinelia Hospital	09/17/2021
	ia A	02	08/11/2021	Marina Del Rey Hospital	08/15/2021
	ia	02	07/25/2021	Whittier Hospital Medical Center	07/29/2021
	ia	02	05/16/2021	Memorial Hospital Of Gardena	05/29/2021
	ia A	02	05/04/2021	Adventist Health White Memorial	05/15/2021
	ia	02	04/28/2021	Lakewood Regional Medical Center	04/30/2021
	ia	02	02/26/2021	Whittier Hospital Medical Center	03/03/2021

The screenshot shows the AMAZE search interface. The search criteria are set to "Member ID". The Member ID field contains "685w05789". The date range is set from "11/18/2021" to "3/17/2022". The search results table is as follows:

Auth ID	Member name	DOB	Admit Date	Admitting Facility	Discharge Date
	ia A	02/02/1961	01/31/2022	Cedars-sinai Medical Center	

The screenshot shows the AMAZE search interface. The search criteria are set to "Member ID". The Member ID field contains "685w05789". The date range is set from "11/18/2021" to "3/17/2022". The search results table is as follows:

Auth ID	Member name	DOB	Admit Date	Admitting Facility	Discharge Date
	ctor		03/13/2022	Casa Adobes Post Acute Rehabilitation	
			03/13/2022	Casa Adobes Post Acute Rehabilitation	
			03/11/2022	Carondelet St Josephs Hospital	
	L		03/11/2022	Carondelet St Josephs Hospital	
	inia L		03/08/2022	Carondelet St Josephs Hospital	
	Migdalia		03/07/2022	Casa Adobes Post Acute Rehabilitation	
	tiny C		03/07/2022	Casa Adobes Post Acute Rehabilitation	
	Paul G		03/03/2022	Carondelet St Josephs Hospital	
	K		03/02/2022	Carondelet St Josephs Hospital	
	sa T		02/18/2022	Carondelet St Josephs Hospital	

Auth list can be further filtered by the following criteria:

1. Facility Type
2. Region
3. Encounter

The screenshot shows the Amaze search interface. The search criteria are set to "Member ID". The search range is from "mm/dd/yyyy" to "mm/dd/yyyy". The search filters dropdown menu is open, showing the following options:

- Facility Type
 - Hospital
 - SNF
- Regions
 - Maricopa
 - Pima
 - LAOC
 - San Bernardino
 - Santa Clara
 - San Benito
 - Stanislaus
 - Clark
 - Richmond
 - Sacramento
 - Connecticut
 - Colorado
 - Texas
 - District of Columb...
 - Denver
 - Bexar
 - Dallas
 - Travis
 - Tarrant
 - Harris
 - Northern
 - Tidewater
 - Roanoke
 - California
 - Nevada
 - Arizona
 - Virginia
 - Wisconsin
 - Illinois
 - Select All
- Encounter Type
 - With Encounters
 - Without Encounters

To deselect any of the options selected, click on **x** corresponding to the search criteria selected.

The screenshot shows the Amaze search interface with search results. The search criteria are set to "Member ID". The search range is from "1/4/2021" to "3/17/2022". The search filters dropdown menu is open, and the "Without Encounters" option is selected. The search results table is displayed below the filters.

Auth ID	Member name	DOB	Admit Date	Admitting Facility	Discharge Date
	Ch...	ia A	01/31/2022	Cedars-sinai Medical Center	
	Ch...	ia A	08/23/2021	Centinela Hospital	09/17/2021
	Ch...	ia A	08/11/2021	Marina Del Rey Hospital	08/15/2021
	Ch...	ia	07/25/2021	Whittier Hospital Medical Center	07/29/2021
	Ch...	ia	05/16/2021	Memorial Hospital Of Gardena	05/29/2021
	Ch...	ia A	05/04/2021	Adventist Health White Memorial	05/15/2021
	Ch...	ia	04/28/2021	Lakewood Regional Medical Center	04/30/2021
	Ch...	ia	02/26/2021	Whittier Hospital Medical Center	03/03/2021

In this screen, the following member information is provided:

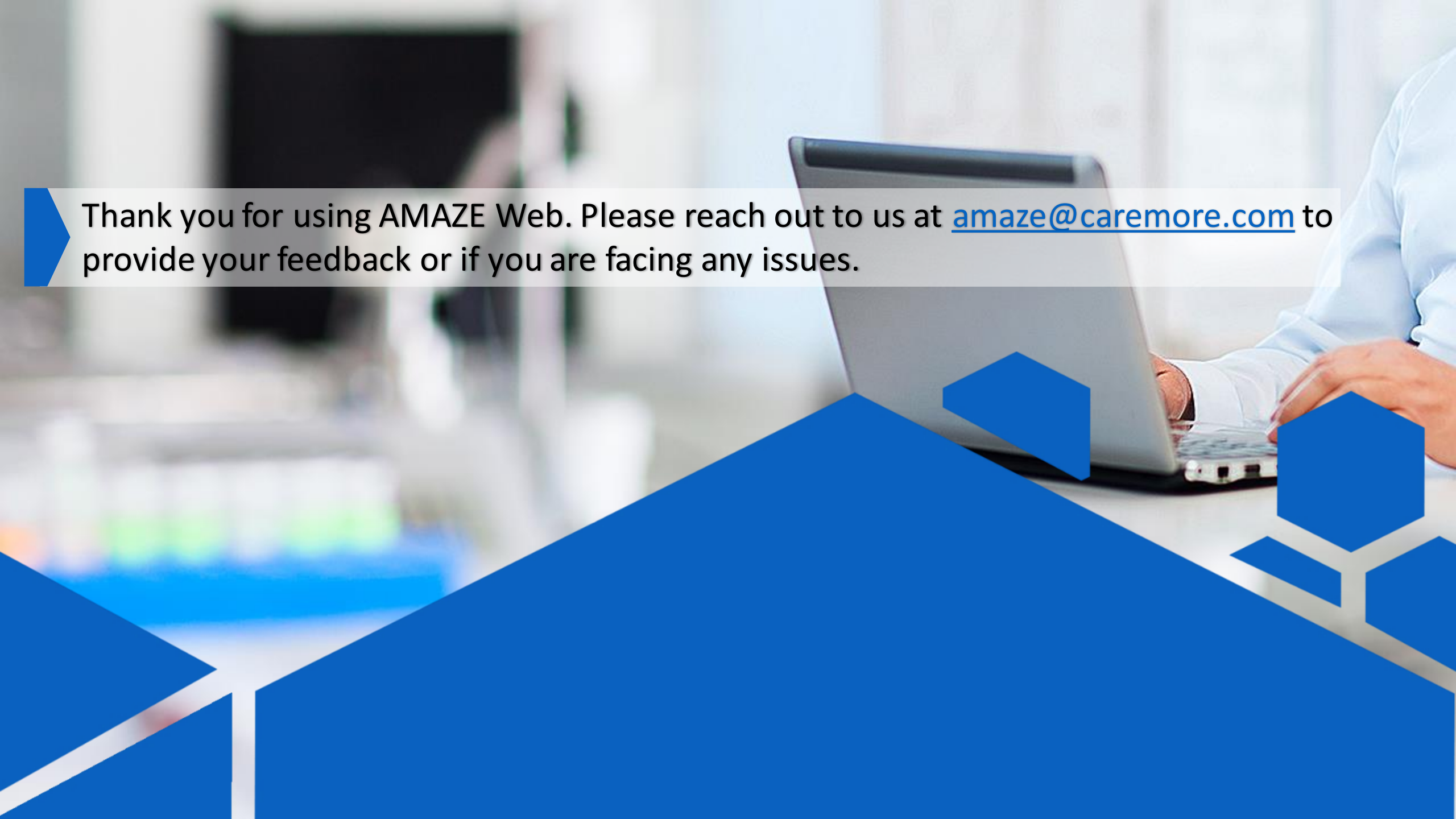
- Member ID
- Auth ID
- DOB
- Discharge Date
- Admit Date
- Discharging Encounter
- Admitting Facility
- Region
- Admit Type

The screenshot displays the AMAZE system interface. At the top, the 'amaze' logo is on the left, and navigation options 'Area Coding Review' and 'Workspace Search Encounter' are in the center. A 'Welcome' message and a user profile icon are on the right. Below the header, the member's name 'Chambers Smith, Cynthia A' is shown with a back arrow. A table of member details follows:

Member ID	Auth ID	DOB	Discharge Date	Admit Date	Discharging Extensivist	Admitting Facility	Region	Admit Type
[Redacted]	[Redacted]	02/02/1961	11/20/2021	10/25/2021	N/A	Gardena Convalescent Center	LAOC	Snf

Below the table, the 'Encounters' section is visible, containing a dropdown menu for 'Date of Service' with the following dates listed:

- 11/19/2021
- 11/18/2021
- 11/17/2021



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.