



December 2017

Dear Primary Care Providers,

For the past five years, HMSA's providers have used Cozeva® to manage their patient panels. Cozeva has been a key tool in helping physicians make the jump from fee-for-service to value-based care. We truly appreciate our relationship and collaboration with Applied Research Works®, who helped us bring Cozeva to Hawaii to introduce more-robust pay-for-quality and patient-centered medical home programs.

As we continue along our path of creating an integrated delivery system to support you and our members, HMSA is pleased to announce the introduction of a new platform that will give you a longitudinal view of your patients across the entire continuum of care. This platform is called Coreo and it's designed by the same team responsible for Lightbeam Health Solutions, a nationally recognized leader in end-to-end population health management solutions.

Coreo was developed specifically for Hawaii physicians to allow them to be at the forefront of the management and coordination of care for their patients. The platform is central to our vision of building a health care system unified through a single data platform and achieving Māhie 2020 goals of better community health and well-being. There's a lot to like about Coreo:

- Coreo integrates with major electronic health record (EHR) systems. Clinical data, such as body mass index and blood pressure values, can be pulled in from EHRs and provide automatic credit in our quality programs, thus reducing the administrative burden on PCPs. This data integration is crucial as we work together on patient risk adjustment, population management, and total cost of care.
- Coreo offers a powerful engine for data analytics, enabling the doctor or PO to drill down and better understand patient populations and opportunities for improved care.
- Coreo will enable our Integrated Health Management Services (IHMS) team of care coordinators and preventive care advocates to coordinate their work with PCPs. Through Coreo, they'll be able to exchange status reports on patients to keep you informed.

Transition

We're transitioning to Coreo on April 1, 2018. Offices will have access to Cozeva for managing patients' gaps in care, monitoring patient attribution, and submitting supplemental data through March 31, 2018. PCPs will be able to view their fourth quarter 2017 performance reports in Cozeva. Claims and quality data will then transition to Coreo. Suremetrics and the TCOC dashboard will continue to be online for POs until June 30, 2018.

We're planning a full schedule of Coreo training for POs and their staff who work with providers, as well as PCPs and their office staff. We'll conduct training in group settings, via webinars to reach our statewide audience, and through one-on-one visits. We're committed to helping POs and PCPs become confident Coreo users as quickly as possible. We understand that this tool is critical to helping you manage patient attribution that drives your global monthly payment as well as performance payments at the end of the year.

If you have any questions, call us at 948-6820 on Oahu or 1 (877) 304-4672 toll-free on the Neighbor Islands.
Or email PSInquiries@hmsa.com.

Thank you for your continued support of HMSA and the care you provide to HMSA members.

Sincerely,

A handwritten signature in black ink, appearing to be 'M. Mugiishi', with a long horizontal flourish extending to the right.

Mark M. Mugiishi, M.D., F.A.C.S.
Executive Vice President and Chief Health Officer

Cozeva is a registered trademark of Applied Research Works, Inc.

Applied Research Works[®] is an independent company that provides COZEVA[®], an online tool for HMSA providers to engage members on behalf of HMSA.