

[Date]

## Coreo launch postponed to May 1

[Name]

[Address]

[City, State ZIP]

Aloha [Name],

Thank you for the care you provide to HMSA members.

We're moving the April 1 launch of Coreo™ to May 1, 2018, to make sure that everything's in place so you and your staff can work confidently with the system and have the best experience possible. Thank you for attending Coreo provider training sessions we've been holding since February.

In the meantime, please continue to use Cozeva®, which will be available while we prepare to launch Coreo. Here are a few reminders:

- PCPs can still view and work on their PCP Performance and Engagement Measures on Cozeva until the shift to Coreo in May.
- To manage patient attribution, continue to fax your patient attestation forms for HMO, QUEST Integration, and Medicare Advantage members, and continue to manage your patient panel appropriately in Cozeva.
- As requested before, please minimize your input of supplemental data into Cozeva. After Coreo goes live, supplemental data is expected to move from Cozeva to Coreo in late May.
- You'll still have access to Cozeva to view prior-year performance and payment reports and the final scoring report for 2017, expected in May for those who were on payment transformation performance measures.

We hope you'll use the extra time to get ready for Coreo.

- Staff can view the Coreo Learning Series training videos posted in the HMSA Provider Resource Center under Training.
- Be sure that you and your staff complete the access form for a username and password online at [bit.ly/coreohi3](http://bit.ly/coreohi3) and submit it electronically. You'll receive an email with your usernames and passwords during the last week of April.

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

Thank you for your patience as we work together to improve the health and well-being of Hawaii.

Sincerely,

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

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

Coreo is a trademark of Navvis.

Navvis is an independent company that provides Coreo™, an online tool providing a virtual integrated health system for HMSA providers on behalf of HMSA.

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.