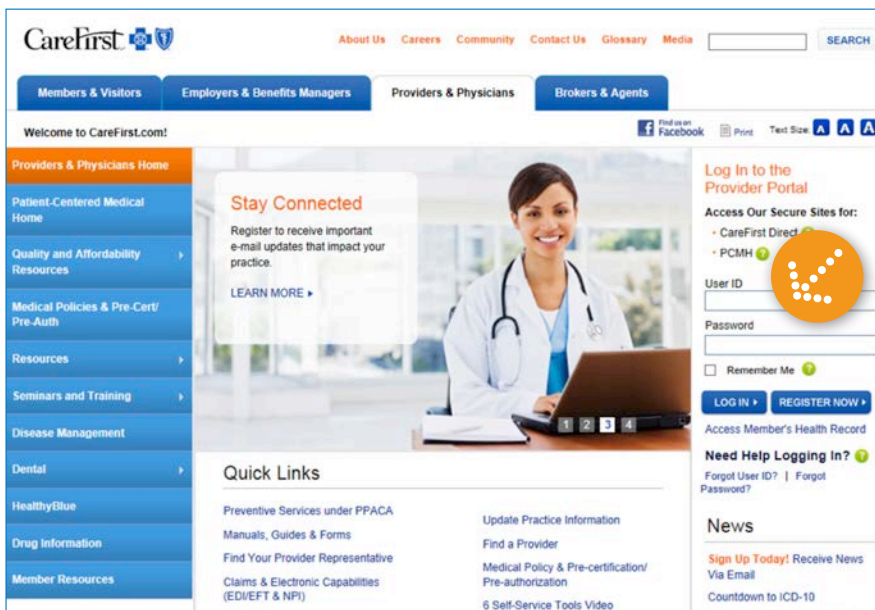


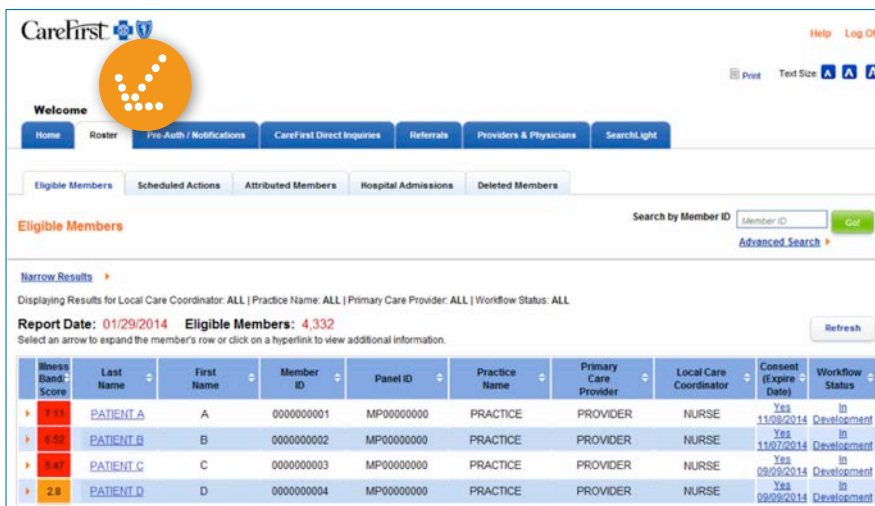
# Provider Portal User's Guide

## CARE PLAN ACTIVATION

The following steps are to be used by primary care providers (PCPs) and Local Care Coordinators (LCCs) when activating Care Plans in CareFirst's PCMH Provider Portal.



Log in to the Provider Portal.



Click on the **Roster** tab. Here, your Care Plan-eligible members are listed. The Care Plans that are ready to be activated will be at the top of the list.

CareFirst

Welcome

Home Roster File Auth / Notifications CareFirst Direct Inquiries Referrals Providers & Physicians Searchlight

Eligible Members Scheduled Actions Attributed Members Hospital Admissions Deleted Members

Eligible Members Search by Member ID Member ID Go Advanced Search

Narrow Results

Displaying Results for Local Care Coordinator: ALL | Practice Name: ALL | Primary Care Provider: ALL | Workflow Status: ALL

Report Date: 01/29/2014 Eligible Members: 4,332

Select an arrow to expand the member's row or click on a hyperlink to view additional information.

Illness Band Score	Last Name	First Name	Member ID	Panel ID	Practice Name	Primary Care Provider	Local Care Coordinator	Workflow Status
7.93	PATIENT_A	A	000000001	MP0000000	PRACTICE	PROVIDER	NURSE	Yes 11/08/2014 In Development
8.50	PATIENT_B	B	000000002	MP0000000	PRACTICE	PROVIDER	NURSE	Yes 11/07/2014 In Development
8.47	PATIENT_C	C	000000003	MP0000000	PRACTICE	PROVIDER	NURSE	Yes 09/09/2014 In Development
2.8	PATIENT_D	D	000000004	MP0000000	PRACTICE	PROVIDER	NURSE	Yes 09/09/2014 In Development

In the **Workflow Status** column, 'In Development' should be linked. Click on the link to go to the **Assessment and Plan** page.

Member Health Record Assessment and Plan Last Updated: 01/22/2014 By: RCC

Clinical Summary Care Plan Submission: To submit a completed Care Plan, both the LCC Reviewed and PCP Approved must be selected.

Select	Status
<input checked="" type="checkbox"/>	LCC Reviewed Reviewed on 01/22/2014
<input type="checkbox"/>	PCP Approved Waiting for PCP Approval

Assessment Plan

In the **Care Plan Submission** section, there is an 'LCC Reviewed' and 'PCP Approved' check box. The 'LCC Reviewed' box should be checked and a review date will appear in the **Status** column.

Member Health Record Assessment and Plan Last Updated: 01/22/2014 By: RCC

Clinical Summary Care Plan Submission: To submit a completed Care Plan, both the LCC Reviewed and PCP Approved must be selected.

Select	Status
<input type="checkbox"/>	LCC Reviewed Reviewed on 01/22/2014
<input checked="" type="checkbox"/>	PCP Approved Waiting for PCP Approval

Assessment Plan

Check the 'PCP Approved' box. This creates a saved version of the Care Plan.

A dialog box will appear. To confirm you are submitting the Care Plan, click **OK**.

Line: BLUE Product Name: BLUE PREFERRED Source: Facets 4.5

Member Health Record Assessment and Plan Last Updated: 01/22/2014 By: RCC

Clinical Summary Care Plan Submission: To submit a completed Care Plan, both the LCC Reviewed and PCP Approved must be selected.

Select	Status
<input type="checkbox"/>	LCC Reviewed Reviewed on 01/22/2014
<input type="checkbox"/>	PCP Approved Waiting for PCP Approval

Assessment Plan

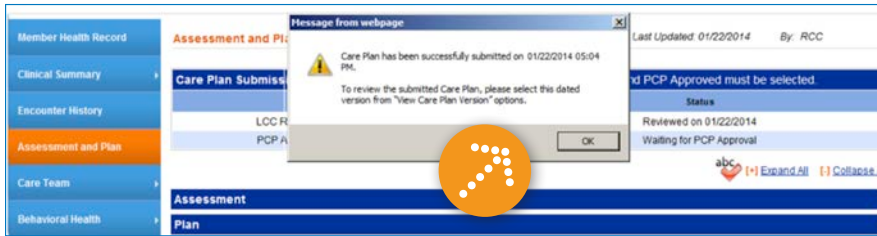
Message from webpage

By selecting PCP Approval, you are creating a completed Care Plan version. Are you sure you want to submit the Care Plan as completed? Press OK to continue or Cancel to stay on current page.

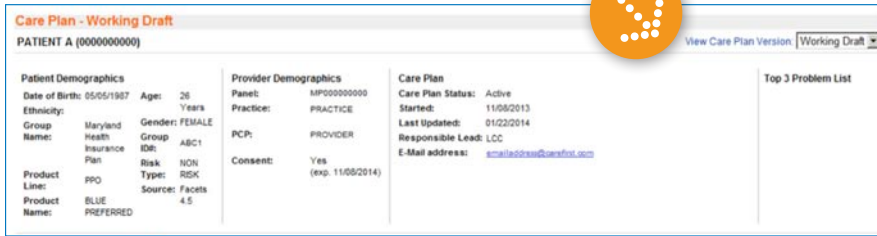
OK Cancel

(Check marks may disappear after clicking **OK**.)

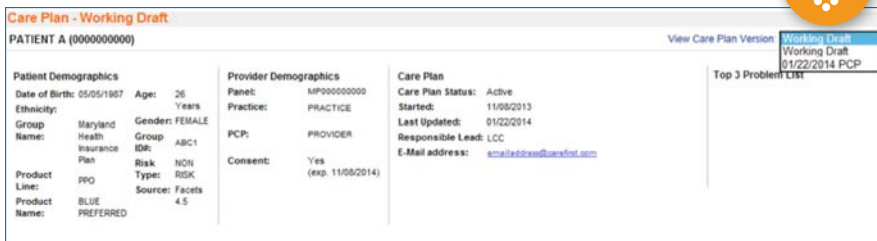
Note: If the 'PCP Approved' box is grayed out and will not let you check it, contact your LCC.



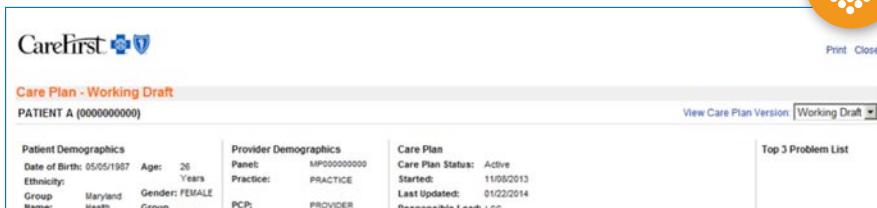
A dialog box will appear to confirm the date and time of your submission. Click **OK**.



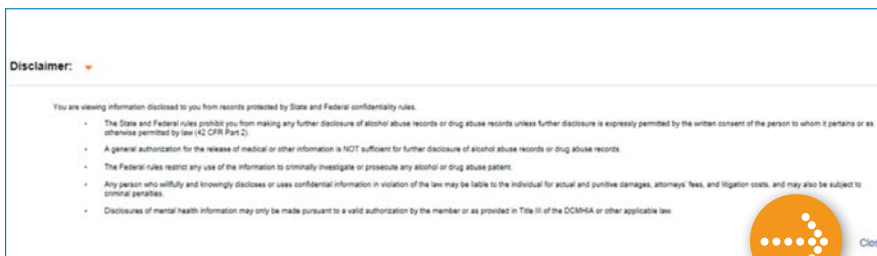
To view this version of the Care Plan, click on **View Care Plan Version** at the top right-hand side of the page.



Click the drop down option and you will see the submission date. Highlight the date to view the Care Plan.



OR



To exit the Care Plan for this patient, click on the blue **Close** button on the top or bottom right corners of the page.

### Want to Learn More?

We offer a variety of webinars and seminars for your PCMH. To register, visit [www.carefirst.com/cpet](http://www.carefirst.com/cpet) or call the Provider Seminar Registration Line at 877-269-2219.