

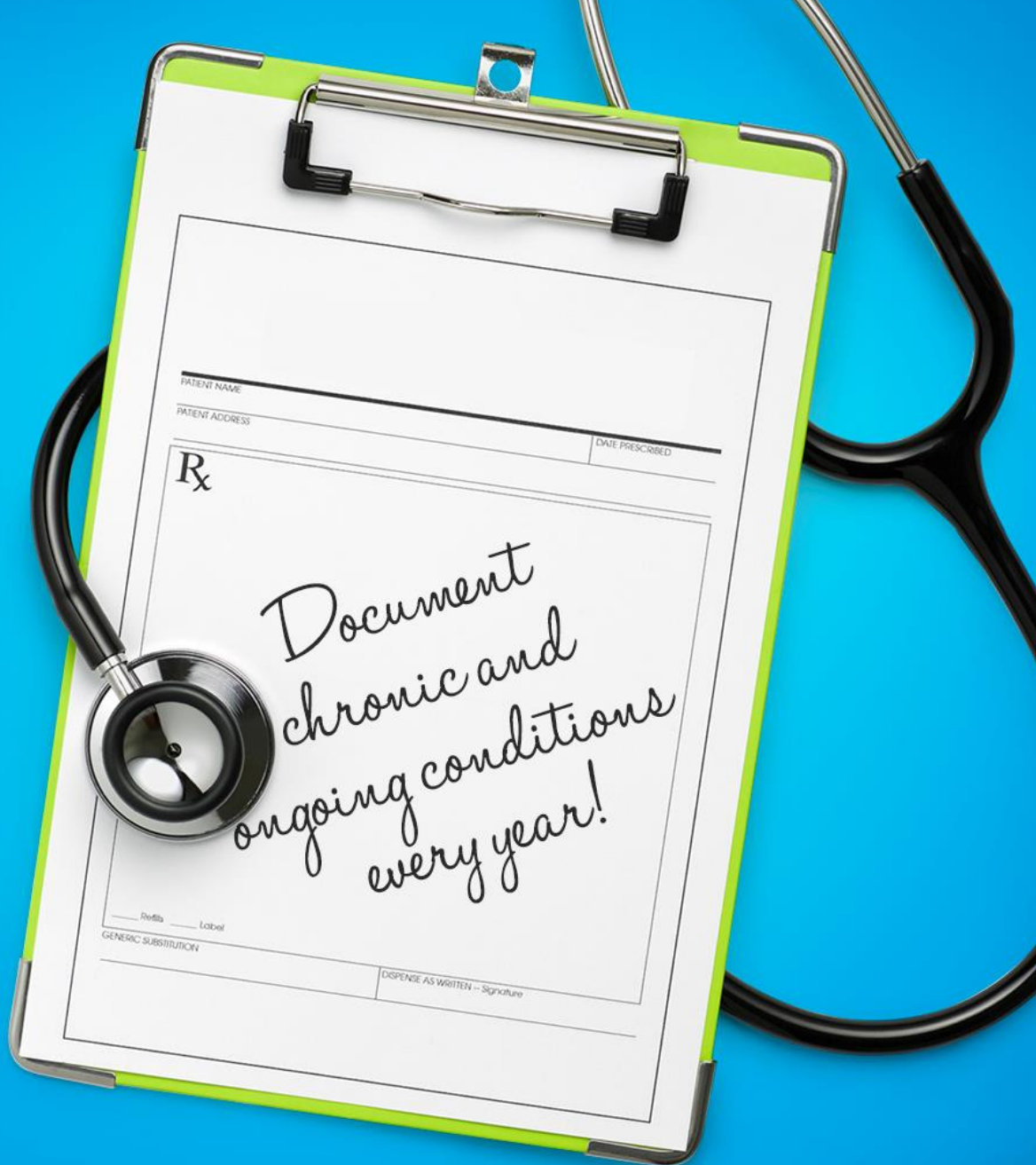
# Welcome to the 2020 UDC Program

## 5 in 5

Monthly Tips and  
Live Q&A Session

March 25, 2020

12:15 – 12:45 p.m.



# MARCH 2020 TOPICS

## Discussion Topics

### 1. *Major Depressive Disorder*

- Documentation should support severity and episode
- All mental health disorders need to be validated to the highest degree of specificity annually

### 2. *Annual Validation*

- Validate permanent conditions (transplants, amputations, genetic disorders, etc.)
- Permanent conditions only need to be captured once per calendar year

### 3. *Highmark's Response to COVID-19*

- All business units are operating but may be working outside of 8 to 5
- Investigating whether risk capture can occur through Telehealth visits

### 4. *View of Multiple Forms in UDC Portal*

- If a member has multiple forms in various status, the 2020 Status will indicate such
- See next page for example

### 5. *2019 Q4 Payments, Reconciliation and Bonus Payments*

- Q4 base payment will be paid out by the end of April
- Reconciliation and bonus payments will be made in May



- ❑ Since Highmark will be providing Arcadia with monthly member updates, you may see multiple forms available for a member throughout the year.
- ❑ Before expanding the Risk Profile, you will be able to determine if a member has multiple forms at different statuses by the presence of different colored dots next to '2020 Status'
- ❑ Hover over the different dots to see the quantity of forms at each status (example shown below)

The image shows two identical patient cards for LEA SMITH, born 1/26/1938, female, from Pittsburgh, PA, with Member Number 1856019, affiliated with MT LEBANON INTERNAL MEDICINE DIVISION. The top card shows a '2020 Status' with a black dot and a green dot, with a tooltip indicating '1 Expired'. The bottom card shows the same status with a tooltip indicating '1 Open'. A red circle highlights the status area on both cards.

- ❑ Once the Risk Profile is expanded, you'll be able to interact with each of the individual forms.
- ❑ The example to the below shows an Expired Form and an Open Form for one patient.

The image shows the expanded patient card for LEA SMITH. Below the patient information, there is a section titled 'Forms' with a 'Person Chart' link. It displays a list of forms with columns for the form name, date, status, and actions. The first form is 'Start a new form' by Steve Sokoloski, dated 3/21/2020, with an 'Expired' status and an 'Open' button. The second form is 'Start Form' with an 'Open Form' button. A red box highlights the forms section.

Form	Date	Status	Action
Start a new form	3/21/2020	Expired	Open
Start Form			Open Form

# EVOLUTION OF UDC



## Legacy UDC Paper Form

Process: Provider downloads form from NaviNet, completes form and faxes/emails to Highmark

## UDC Downloadable Paper/eForm

Process: Data entry completed online and submitted to Highmark electronically

## Arcadia RSA Desktop

Process: The software works with the Provider's EMR to present open diagnosis conditions for Highmark Medicare Advantage members during the patient visit. Gaps are confirmed or denied with just one click.



# Questions?

[UDCHelp@highmark.com](mailto:UDCHelp@highmark.com)

This email address is available for practices to submit any type of questions related to the UDC Program – questions about general documentation practices, specific documentation questions, program rules, payments, specific questions about a particular member's Form

