

Coreo

How to View Patient Demographics



HMSA, an Independent Licensee of the Blue Cross and Blue Shield Association

Patient Demographics

The patient Demographics is accessible through Coreo providing an at a glance view into your patient's Demographics. More specifically:

- DOB
- Medical ID #
- Gender
- Race
- Marital Status
- Contact Information
- Automation Preferences
- Attributed Physician
- Insurance Carrier
- Other: Employer Details

Logging into Coreo

1. Navigate to <https://www.coreohealth.com/Account/Login>
2. Type in the e-mail address associated with your Coreo account and password
3. Click 'Sign In'

The screenshot shows the Coreo login interface. A vertical blue bar on the left side of the form contains three numbered circles: 1, 2, and 3. Circle 1 points to the 'COREO' logo at the top of the page. Circle 2 points to the 'Email Address' input field. Circle 3 points to the 'Sign In' button at the bottom of the form.

COREO

Sign In
Email Address

Email Address

Password

Password

Remember Me [Forgot Password?](#)

Sign In

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Navigating to Patient Demographics

1. Upon logging into Coreo, and navigating to the 'Dental Patient's Registry, click on a patient name to access the Patient Demographics.

The screenshot shows the COREO Panel Management interface. The left sidebar contains navigation options: COREO logo, user profile (Dvoroznak, Stephanie), Resource Center, and Panel Management. The main content area is titled 'Panel Management' and 'Dental Patients Registry'. It features a search bar with 'Add Provider' and a search icon. Below is a table with columns: Patient Name, DOB, Gender, Member Id, Contract, Care Gaps, Status, Provider, and Last Visit. A blue circle with the number '1' highlights the first patient name in the table. The table shows 10 rows of patient data. At the bottom, it says 'Showing all 542 rows'.

Patient Name	DOB	Gender	Member Id	Contract	Care Gaps	Status	Provider	Last Visit
[Redacted]	2/9/1929	Male	[Redacted]	Commercial PPO	6		[Redacted]	4/27/2020
[Redacted]	7/8/1940	Male	[Redacted]	Commercial PPO	8		[Redacted]	3/9/2020
[Redacted]	2/2/1942	Female	[Redacted]	Commercial PPO	6		[Redacted]	2/3/2020
[Redacted]	1/11/1960	Female	[Redacted]	Commercial PPO	13		[Redacted]	3/7/2020
[Redacted]	8/8/1959	Female	[Redacted]	Commercial PPO	23		[Redacted]	6/12/2020
[Redacted]	4/28/1956	Male	[Redacted]	Commercial PPO	16		[Redacted]	6/12/2020
[Redacted]	10/19/1956	Male	[Redacted]	Commercial PPO	10		[Redacted]	5/28/2020
[Redacted]	12/16/1944	Male	[Redacted]	Commercial PPO	4		[Redacted]	5/27/2020
[Redacted]	1/2/2008	Female	[Redacted]	Commercial PPO	2		[Redacted]	5/30/2017
[Redacted]	2/21/2006	Female	[Redacted]	Commercial PPO	7		[Redacted]	6/5/2020
[Redacted]	8/26/1984	Female	[Redacted]	Commercial PPO	8		[Redacted]	4/6/2020

Navigating to Patient Demographics

2. After clicking a patient's name, you will be taken to the patient's Care Gap tab. To view the Patient Demographics, click the drop down arrow to the right of Demographics.

The screenshot shows a patient care interface for a 91-year-old male patient. The top navigation bar includes '<< PREV', 'HMSA MEASURE (91 years)', 'NEXT >>', 'Notes', and 'Close >>'. Below this, patient details like 'Male' and 'DOB:2/9/1929' are visible. A secondary bar shows 'Active (WithClaims)', 'Commercial PPO', 'Care Gaps: 6', 'ERG Risk Score : 3.080', 'ATI : 3.960', and an 'Attach' button. A row of tabs includes 'Demographics', 'Contact', 'Automation', 'Physician', 'Contract / Insurance', and 'Other', with a '+ Expand' button on the right. A blue circle with the number '2' highlights the 'Demographics' tab. Below the tabs are sections for 'CASES', 'NOTES', 'FACE SHEET', 'CLINICAL', 'RISK PROFILE', and 'CARE GAPS'. The 'CARE GAPS' section contains a 'Program Year' dropdown set to '2020', an 'Enter Exclusion' button, a 'Change Status To' dropdown set to 'Select', and a 'Save' button. Below this is a table with columns: 'Type', 'Care Opportunities', 'Actions', 'Created', 'Status', and 'R4R Status'. The table has one row: 'HMSA PTM Measure Program 2020' with the opportunity 'Influenza Vaccine (Adult) (Display Only)', created on '4/10/2020' with a status of 'New'.

Type	Care Opportunities	Actions	Created	Status	R4R Status
<input type="checkbox"/>	HMSA PTM Measure Program 2020	Influenza Vaccine (Adult) (Display Only)	4/10/2020	New	

Viewing Patient Demographics

3. After clicking the arrow, the demographics will populate.

4. For a larger view, click on +Expand to view the additional demographic information specific to your patient.

The screenshot shows a patient record interface. At the top, there are navigation buttons: '<< PREV', 'WILSON, AB (91 years)', 'NEXT >>', 'Notes', and 'Close >>'. Below this, patient information is displayed: 'Male', 'DOB: 2/9/1929', and 'ID:'. A secondary bar shows 'Active (WithClaims)', 'Commercial PPO', 'Care Gaps: 6', 'ERG Risk Score : 3.080', 'ATI : 3.960', 'Attach', and 'Time Spent: 0 Min'. A dropdown menu is open under 'Demographics', showing fields: 'DOB: 2/9/1929', 'Patient # :', 'Gender: Male', 'Race : Unknown', and 'Marital Status: Married'. A '+ Expand' button is circled with a blue '4'. Below the dropdown, there are tabs for 'NOTES', 'FACE SHEET', 'CLINICAL', 'RISK PROFILE', and 'CARE GAPS'. A 'Save' button is visible. A table of 'Care Opportunities' is shown with columns for 'Created', 'Status', and 'R4R Status'. One row is visible: 'ram 2020', 'Influenza Vaccine (Adult) (Display Only)', '4/10/2020', 'New'. A 'Showing all 1 rows' message is at the bottom left.

Questions?

For any questions related to this training please contact Dental Network Managers Jessica Chang at 538-8904 or Jessica.Chang@BSHI.NET, or Ellie Kelley Miyahisro at 538-8996 or Ellie.Kelley-Miyashiro@BSHI.NET

Mahalo!