

Provider Town Hall

Anticipatory Management Program (AMP™)

Geisinger

Disease burden capture? Why bother?

- Each patient's healthcare journey is different. Understanding the patient's individual complexities can help proactively mitigate risk factors, improve coordination of care, and lead to fewer complications, less wasted time, and better overall outcomes.
- It's clinical documentation that paints the picture of a patient's unique healthcare journey; but sometimes we only get a piece of that picture. Putting all or most of those pieces together brings the patient's needs into focus.
- We all want the best possible care at the right time; for ourselves, our loved ones and our communities. Simply put, it's the right thing to do.

According to the CDC, chronic diseases account for 90% of the nation's \$3.8 trillion in annual health care expenditures.



Coding counts

- Healthcare is increasingly data-driven. But as they say, bad data is no better than no data.
- Medical coding has become more granular with a growing emphasis on specificity.
- Coding education helps providers and office staff know when and how often to utilize the most appropriate codes, like combination codes or history codes, increasing the efficacy of claims and encounter data that is referenced downstream.

AMP overview

- Geisinger's AMP tool supports clinical decision making around chronic conditions and potentially untreated diseases.
- AMP provides insights into untreated chronic conditions, transparency into diagnoses by other providers, and identifies relevant gaps in care that need to be addressed each year.
- AMP packages all this useful patient information into a concise format that can be easily integrated into a provider's workflow.

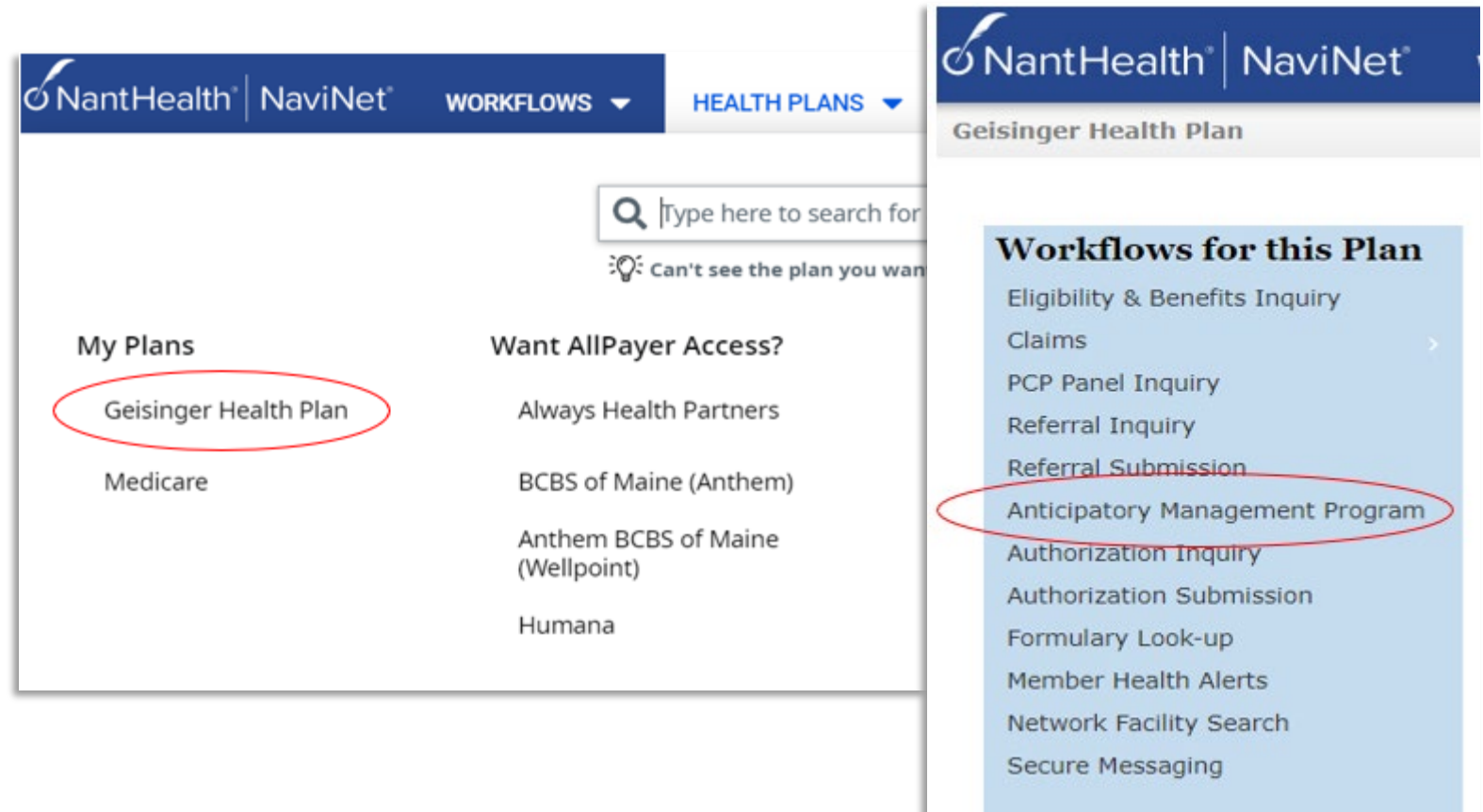
What we're asking of provider offices

- Utilize the AMP reports for every visit a Geisinger Gold (Medicare) member has during the calendar year.
- Access AMP on NaviNet.
- Print your patient's AMP report for each visit. You can do this up to 14 days prior to the visit.
- Use valuable AMP information to validate, address or capture all current conditions on the problem list.
- Submit a claim to Geisinger Health Plan for the corresponding visit with proper coding that addresses the conditions contained in the report.

How to find AMP

- Log into NaviNet using your assigned user ID and password.
- Under Health Plans, choose Geisinger Health Plan.
- At the top left of your screen, under Workflows for this Plan, select Anticipatory Management Program.
- Disable any pop-up blockers on your web browser. Your browser's security settings may block AMP reports you create in the tool if enabled.

Finding AMP on NaviNet



Terms and Services

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Customer Terms and Conditions

IMPORTANT – PLEASE READ THIS LICENSE AGREEMENT (THE “AGREEMENT”) CAREFULLY BEFORE USING THE ANTICIPATORY MANAGEMENT PROGRAM (“AMP”) SOFTWARE. THIS AGREEMENT CONSTITUTES A LEGALLY BINDING AGREEMENT BETWEEN GEISINGER HEALTH PLAN (“LICENSOR”) AND YOURSELF AND THE COMPANY WHICH YOU REPRESENT (COLLECTIVELY, “LICENSEE”). BY USING AMP YOU AND THE ORGANIZATION YOU REPRESENT ARE AGREEING TO THE TERMS AND CONDITIONS OF THIS AGREEMENT.

License Agreement

SECTION 1 - USE

1.1 **License.** Subject to the terms and conditions of this Agreement, Licensor agrees to provide to Licensee and Licensee accepts, a personal, non-exclusive, non-transferable, term license to use the Anticipatory Management Program (“**AMP**”) and all updates, upgrades, new versions, enhancements, modifications thereto, if any, and any associated documentation and materials (collectively, the “**Software**”) for its own internal business purposes.

1.2 **Ownership.** Ownership of and title (including all intellectual property rights therein) to the Software shall remain the sole property of Licensor or its suppliers, as applicable. Under no circumstance shall Licensee acquire any right, title, interest or privilege with respect to the Software, including but not limited to any updates, upgrades, new versions, enhancements, modifications, or customizations thereto. Furthermore, any suggestions, feedback, and ideas made by Licensee shall be owned by Licensor or its suppliers, as applicable; and neither Licensor or its supplies shall be obligation to implement such suggestions, feedback or ideas. Licensee shall not remove or otherwise obstruct any proprietary mark or notice of Licensor.

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6.6 Insurance.

Each party agrees to maintain during the term of this Agreement, at its own cost and expense, insurance coverage in amounts consistent with industry standards and necessary and reasonable to insure itself and its employees and agents against any claims of any nature, which may arise from performance of its duties and responsibilities under this Agreement. If any such insurance coverage is on a "claims-made basis," in the event the policy expires or is terminated, "tail coverage" must be purchased to cover any subsequent claims based on acts or omissions that occurred during the term of this Agreement. Upon request, the parties agree to provide one another with a Certificate of Insurance evidencing said insurance covering such liability with an insurer AM Best rated A or better or through a qualified self-insurance program. Further, the parties agree to notify one another immediately if the aggregate coverage as stated on the Certification of Insurance is impaired more than fifty percent (50%).

6.7 No-Waiver.

A delay or omission by a party to exercise any right under this Agreement shall not be construed to be a waiver of such right. No waiver by either party of a breach of this Agreement will be deemed a waiver of any subsequent breach.

6.8 Notices.

All notices and communications related to this Agreement must be in writing and will be deemed given when (i) personally delivered, (ii) sent by electronic transmittal, or (iii) upon receipt when deposited with the United States Postal Service, postage prepaid, addressed as follows or to such other person and/or address as the party to receive may designate to the other.

6.9 Assignment.

This Agreement may not be assigned by Licensee without the prior written consent of Licensor. Licensor may assign or delegate this Agreement or any portion thereof to a corporation controlled by, in control of, or under common control with Licensor. Any purported assignment or delegation in violation of this Section is void. This Agreement binds and benefits the parties and their permitted successors and assigns.

6.10 Compliance.

During the term of this Agreement, the parties agree to comply with any and all laws, rules, regulations, licensing requirements or standards that are now or hereafter promulgated by any local, state, and federal governmental authority/agency or accrediting/administrative body that governs or applies to their respective duties and obligations hereunder (the "**Applicable Laws and Standards**").

6.11 Severability.

In the event any provision of this Agreement is rendered invalid or unenforceable by any court of competent jurisdiction, the remaining provisions of this Agreement shall remain in full force and effect.

6.12 Force Majeure.

Neither Licensor nor its suppliers shall be liable for any failure to perform its obligations under this Agreement where such failure is a result of acts of nature, actual or threatened war or acts of terrorism, government sanction, strike, lockout or interruption or failure of electricity or telephone service, or other causes beyond the reasonable control of Licensor or its suppliers.

6.13 Amendment.

This Agreement may be modified at any time upon notice to Licensee.

6.14 Third Party Beneficiary.

Licensor's suppliers of the Software are third party beneficiaries under this Agreement.

6.15 Policies.

Licensee agrees to abide by all applicable Licensor rules, policies and standards while using the Software, including, but not limited to, Licensor's Acceptable Use Policies and Privacy Policies as are provided on Licensor's or its affiliates web sites.

6.16 Entire Agreement.

This Agreement, together with any attachments or exhibits, sets forth the entire Agreement among the parties with respect to the subject matter hereof. Any prior agreements, promises, negotiations, or representations, whether oral or written, not expressly set forth in this Agreement, are of no force or effect.

I AGREE

How to find your patients

- We recommend having on hand a list of Geisinger Gold patients you're scheduled to see in the next day or two.
- All your Geisinger Gold patients will auto-populate when you enter the AMP tool.
- Search for the patients on your scheduled list using name, member number, date of birth or PCP.

Searching for your patients

Anticipatory Management Program			
Your GHP Medicare Patients		Can't find your patient?	<input type="text" value="Patient Search"/>
Name	GHP Member Number	Date of Birth	PCP
Bunny, Bugs	22345678901	01/23/1951	Victor Frankenstein
Cat, Tom	60005678905	12/01/1934	Victor Frankenstein
Duck, Daffy	32345678902	10/18/1921	Victor Frankenstein
Duck, Daisy	10005678903	06/28/1945	Victor Frankenstein
Mouse, Mickey	60005678902	09/18/1940	Victor Frankenstein
Mouse, Minnie	61005678902	01/13/1954	Victor Frankenstein
Wonka, Willy	12345678901	08/21/1947	Victor Frankenstein
Items per page: 10			

Patient Selection

Anticipatory Management Program

Your GHP Medicare Patients

Can't find your patient?

Dave Riviello

Patient Search

Name	GHP Member Number	Date of Birth	PCP	
Bunny, Bugs	22345678901	01/23/1951	Victor Frankenstein	Add
Cat, Tom	60005678905	12/01/1934	Victor Frankenstein	Add
Duck, Daffy	32345678902	10/18/1921	Victor Frankenstein	Add
Duck, Daisy	10005678903	06/28/1945	Victor Frankenstein	Add
Mouse, Mickey	60005678902	09/18/1940	Victor Frankenstein	Add
Mouse, Minnie	61005678902	01/13/1954	Victor Frankenstein	Add
Wonka, Willy	12345678901	08/21/1947	Victor Frankenstein	Add

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Selected Patient (0) Export to PDF

Patient Selection – Selected Patients

NantHealth

NaviNet

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Can't find your patient?

David Riviello

Patient Search

Name	GHP Member Number	Date of Birth	PCP	
Bunny, Bugs	22345678901	01/23/1951	Victor Frankenstein	
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Duck, Daffy	32345678902	10/18/1921	Victor Frankenstein	
Duck, Daisy	10005678903	06/28/1945	Victor Frankenstein	Add
Mouse, Mickey	60005678902	09/18/1940	Victor Frankenstein	Add
Mouse, Minnie	61005678902	01/13/1954	Victor Frankenstein	Add
Wonka, Willy	12345678901	08/21/1947	Victor Frankenstein	Add

Items per page: 101 - 7 of 7

Selected Patient (3)

Export to PDF

Bunny, Bugs
Member Number: 22345678901

Remove

Cat, Tom
Member Number: 60005678905

Remove

Duck, Daffy
Member Number: 32345678902

Remove



Creating your AMP reports

- Once all the patients you've chosen appear in the Selected Patient box, you're ready to export their AMP reports.
- Click Export to PDF to create the reports.
- Your patients' reports can now be printed or copied and pasted into your EMR system.
- Remember to disable pop-up blockers on your web browser.

Selected Patient (4) [Export to PDF](#)

Bunny, Bugs Member Number: 22345678901	Remove
Cat, Tom Member Number: 60005678905	Remove
Duck, Daffy Member Number: 32345678902	Remove
Mouse, Minnie Member Number: 61005678902	Remove

Using AMP reports

- Print, or copy your patients' reports into your EMR system.
- We recommend you create AMP reports as close to your patient's scheduled visit date as possible; no more than 14 days prior.
- Use the reports to identify relevant gaps in care and chronic diseases needing attention.

Your patients' AMP reports

The screenshot displays the Geisinger Anticipatory Management Program (AMP) interface. On the left, a vertical sidebar shows four thumbnails of report pages, with the first page highlighted. The main content area is titled 'Anticipatory Management Program (AMP™)' and contains patient information: Name (Cat, Tom), Date of Birth (12/01/1934), and PCP (Victor Frankenstein). Below this, a section titled 'Previous Diagnoses' lists five conditions, each with supporting evidence details.

Name	Date of Birth	PCP
Cat, Tom	12/01/1934	Victor Frankenstein

Previous Diagnoses
1. E43 - Unspecified severe protein-calorie malnutrition (HCC) Supporting Evidence Diagnosis of Unspecified severe protein-calorie malnutrition (E43) most recently on 2020-01-06 at GEISINGER CLINIC (inpatient hospital) per GHP Claim.
2. J96.01 - Acute respiratory failure with hypoxia (HCC) Supporting Evidence Diagnosis of Acute respiratory failure with hypoxia (J96.01) most recently on 2019-12-03 at GEISINGER CLINIC (inpatient hospital) per GHP Claim.
3. D69.6 - Thrombocytopenia (HCC) Supporting Evidence Diagnosis of Thrombocytopenia, unspecified (D69.6) most recently on 2020-02-14 at WOODBINE HOP (on campus-outpatient hospital) per GHP Claim.
4. K21.9 - Gastro-esophageal reflux disease without esophagitis Supporting Evidence Diagnosis of Gastro-esophageal reflux disease without esophagitis (K21.9) most recently on 2020-03-16 at DUBOIS REGIONAL MEDICAL CENTER (on campus-outpatient hospital) per GHP Claim.
5. E78.5 - Hyperlipidemia, unspecified Supporting Evidence Diagnosis of Hyperlipidemia, unspecified (E78.5) most recently on 2020-03-16 at PENN HIGHLANDS FAMILY MEDICINE (on campus-outpatient hospital) per GHP Claim.

What's the message?

Document and code

M.E.A.T. acronym

- **M**onitor
(following the medical condition)
- **E**valuate
- **A**ssess
- **T**reat

Pertinent conditions

- Present but stable
- Managed on therapy
- Influences decision making
- Requires observation

Have questions or experiencing technical difficulties?

Contact your Geisinger Health Plan Account Manager
at 800-876-5357.

They'll work with expert technicians to find an answer
and respond within 48 hours.

Thank you

Geisinger