



**Provider Bulletin**

**Quick-start Guide: Using the  
Chronic Illness Intensity Index Report**

**Understanding the report**

The Chronic Illness Intensity Index (CI3) Report provides detailed demographic and clinical information about all the Anthem HealthKeepers Plus members in your practice. The report uses our predictive modeling algorithms to show the relative-risk ranking of your Anthem HealthKeepers Plus patients in terms of their likelihood to consume significant medical service resources in the future. You can use the data in the CI3 Report to identify opportunities for outreach, education, enhanced access and care coordination.

The report is generated on the last day of the month and includes all patients assigned to your practice's primary care providers (PCPs) as of that date. The CI3 list is driven by patient enrollment and PCP assignment data. Utilization and chronic condition data are claims-driven and based on the prior 12-month history. If a patient recently received services that are not reflected in the report, then the claims may not have been received in time to be included in that month's report.

**The CI3 Report includes three types of data: demographic, chronic condition and utilization.**

<b>Data type</b>	<b>Shows</b>	<b>Helps your practice...</b>
Demographic	<ul style="list-style-type: none"><li>• Who your patients are</li><li>• Where they live</li><li>• How you can contact them</li></ul>	Conduct outreach efforts
Chronic condition	<ul style="list-style-type: none"><li>• Patients' known chronic conditions and clinical risk factors based on our predictive modeling algorithms</li></ul>	Concentrate care management resources on the patients most at risk or most likely to benefit from chronic disease management
Utilization	<ul style="list-style-type: none"><li>• The points of care delivery patients are using</li><li>• How many services they are receiving</li></ul>	Flag patients who may not be receiving the right care in the right place

**Reading the report**

To get started, save a copy of the CI3 Report to one of the computers in your office as an Excel spreadsheet. **Remember to follow your office’s normal procedures for safeguarding patients’ protected health information.**

**Tab 1: Definitions**

The first tab in the spreadsheet will be the CI3 Report Provider User’s Guide. This tab is like a legend, defining the contents of every data column in the report based on the column’s header name. The file contains the full list of data definitions. A sample is shown below.

Provider User’s Guide	
<b>MEMBER NBR</b>	The member’s ID
<b>MBR LAST NAME</b>	The member’s last name, which might include a middle name or suffix (e.g., Jr. or III)
<b>MBR FIRST NAME</b>	The member’s first name
<b>DOB</b>	The member’s date of birth
<b>SEX</b>	The member’s gender
<b>ADDRESS</b>	The member’s last known address (if available); this should be the street address only but may include an apartment or suite number

**Tab 2: CI3 Report**

The second tab of the Excel file is the actual report. Delete rows 1-6 to remove any logo or practice information at the top of the sheet.

<b>Patient CI3</b>									
PCP Assignment as of: 02-19-2014									
PCP GROUP NAME: Looney Tunes Practice									
MEMBER NBR	MEDICAID NBR	MBR LAST NAME	MBR FIRST NAME	DOB	SEX	ADDRESS	CITY	STATE	ZIP
9999999999	XXXXXXXXXX	GXXXXXXX	HXXXXXXX	03-04-2005	M	0000 Somewhere Ct.		CA	99999
9999999999	XXXXXXXXXX	NXXXXXXX	JXXXXXXX	03-28-2005	M	0000 Somewhere Ct.	SUNNYDALE	CA	99999
9999999999	XXXXXXXXXX	OXXXXXXX	KXXXXXXX	05-14-2005	M	0000 Somewhere Ct.	SUNNYDALE	CA	99999

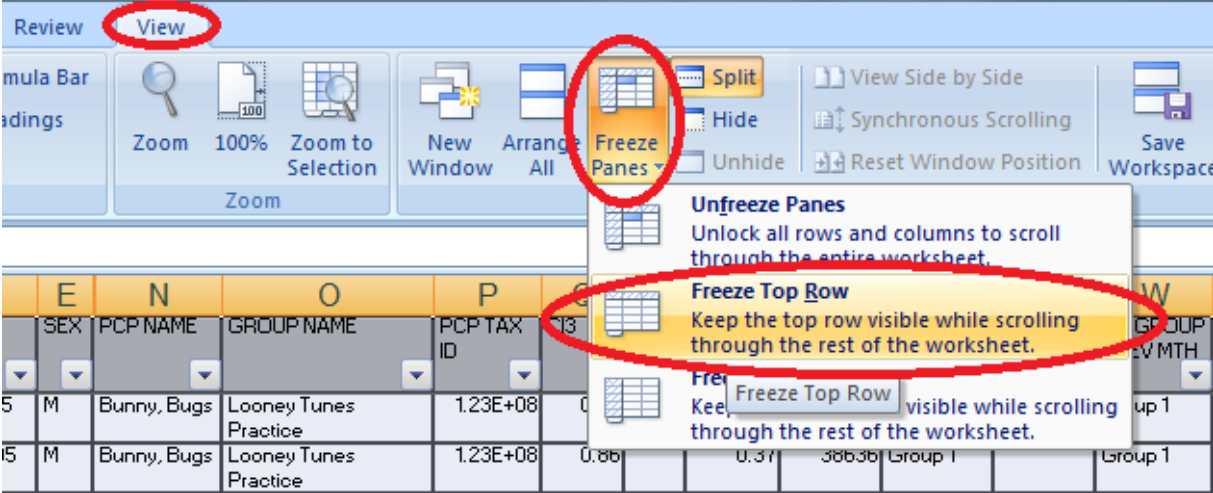
**Filtering and sorting the report**

You can filter and sort the data in a number of ways to better understand your Anthem HealthKeepers Plus patient population and conduct targeted outreach.

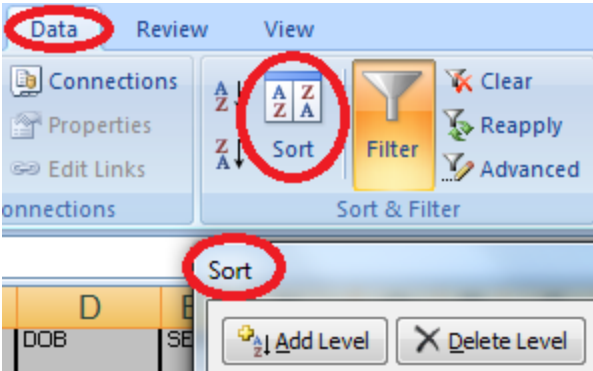
**Filter and sort by risk and chronic condition**

To filter your patients by risk and chronic condition:

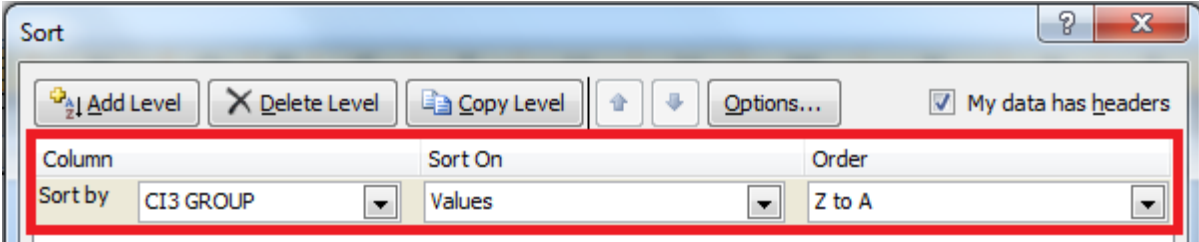
- 1. Select the CI3 Report tab.
- 2. Click the **View** tab, then **Freeze Panes**, then **Freeze Top Row**.



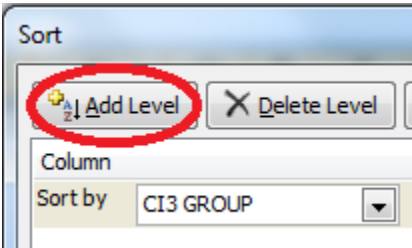
- 3. Click anywhere on the spreadsheet and press **Ctrl + A** to select the full report.
- 4. Click the **Data** tab, then click **Sort** to display the Sort dialog box.



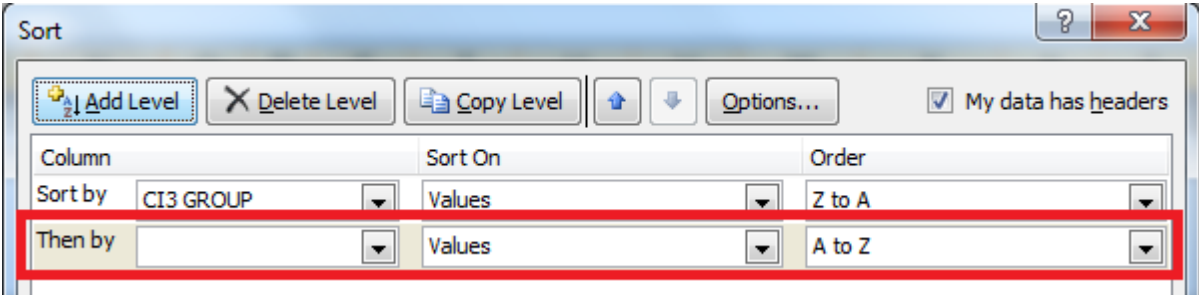
- 5. In the **Sort** dialog box, use the **Column**, **Sort On** and **Order** drop-down menus to enter your first level of sorting criteria. Enter the values shown below. **Note:** Do not click OK yet.



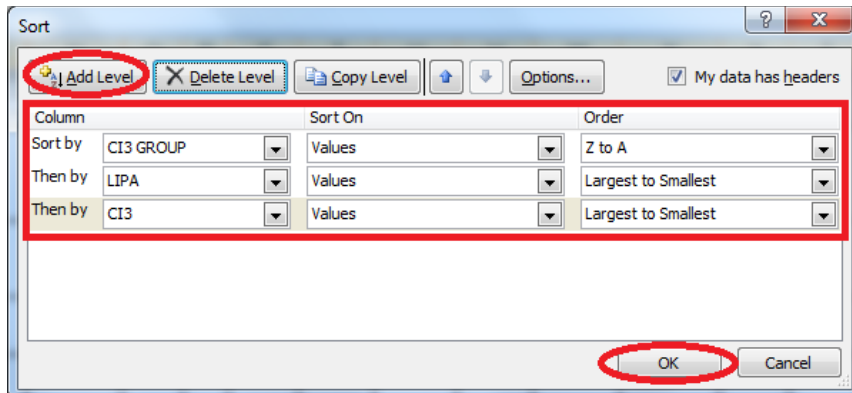
- 6. In the **Sort** dialog box, click the **Add Level** button.



- 7. Click **Add Level** again to display a second row of sorting criteria.



- 8. Use **Add Level** as needed to enter the exact rows of sorting criteria shown below. After you confirm all the criteria shown below are entered correctly, click the **OK** button.



### More ways to sort and filter the CI3 Report

The sort-and-filter suggestions included in this guide are not all-inclusive. They are based on the work other practices have done with their consultant or Provider Relations (PR) representative. If you have questions about how your practice can effectively use the CI3 Report, work with your consultant or PR representative.

### Sort and filter by demographic data

The following fields contain demographic information:

- MEMBER NBR
- MBR LAST NAME
- MBR FIRST NAME
- ADDRESS
- CITY
- STATE
- ZIP
- PHONE

Use demographic information in conjunction with quality, chronic condition and utilization data to target your practice’s outreach and reminder calls appropriately. Suggested demographic sort-and-filter queries include Sort by Address and Filter by Address.

### Sort by address

When contacting a patient, use this query to see if any of your other patients live in the same household. Address the preventive, chronic and follow-up care needs of all patients in the household with one phone call or letter.

Your patients are now sorted into groups – from the most clinically complex patients (Group 3 at the top of the page) to the patients who have no known manageable chronic conditions (Group 0 at the bottom of the page). Each group is arranged by a likelihood of inpatient admission (LIPA) score from highest to lowest. If two patients within the same CI3 group have the same LIPA score, the patient with the higher CI3 score is listed first.

MBR LAST	MBR FIRST	DOB	SEX	LIPA	CI3 GROUP	DISEASE COHORT
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NAME	NAME					
JXXXXXX	MXXXXXX	04-02-1969	F	19.4	Group 3	DIABETES
MXXXXXX	BXXXXXX	10-11-1950	F	11.1	Group 3	CARDIOVASCULAR
EXXXXXX	NXXXXXX	09-26-1965	F	3.86	Group 2	PULMONARY
TXXXXXX	LXXXXXX	08-05-1957	M	2.53	Group 2	CARDIOVASCULAR
NXXXXXX	JXXXXXX	05-12-2003	F		Group 1	PULMONARY
RXXXXXX	TXXXXXX	03-27-1994	M		Group 0	NONE

Now you have a risk-stratified list of your Anthem HealthKeepers Plus patient population in which the patients with the most (known) risk are listed first. Start at the top of the list – pulling up your medical records to compare the CI3 data against the information in your files – and apply your clinical judgment to assist each patient as needed.

MBR LAST NAME	MBR FIRST NAME	AGE	DOB	ADDRESS	CITY	STATE	PHONE	SEX
RXXXXX XX	WXXXXX XX	21	08-25-1990	115 Disney Lane	Shelbyville	TN	123-456-7890	F
RXXXXX XX	EXXXXX X	23	10-31-1987	115 Disney Lane	Shelbyville	TN	123-456-7890	M
SXXXXX X	MXXXXX XX	13	08-10-1998	161 Hill Rd	Royal	TN	000-987-4561	M
SXXXXX X	CXXXXX XX	4	04-16-2007	161 Hill Rd.	Royal	TN	000-987-4561	M
RXXXXX XX	WXXXXX XX	41	06-22-1970	1219 Keeper Circle	Nashville	TN	111-111-1111	F

### Filter by address

Filtering by address elements such as **CITY** or **ZIP** to identify how many of your Anthem HealthKeepers Plus patients live in a certain area can help you:

- Meet grant requirements or other geography-driven goals
- Decide whether to expand your practice or open a satellite clinic

### Sort and filter by chronic condition data

The following fields contain chronic condition information:

- CI3
- LIPA
- PLAN RANK
- ER TRIAGE
- CI3 GROUP
- LIPA 3 MO PREV
- CI3 GROUP PREV
- DISEASE COHORT
- DISEASE BANDS (12 distinct disease bands)
- CARE GAPS CNT
- CARE GAPS DESC
- CASE MGT STATUS

You can use these chronic condition fields in conjunction with demographic, quality and utilization data. Suggested chronic condition sort-and-filter queries include Sort by Known Risk, by Disease Cohort and by CI3 Group.

### Sort by known risk

Known risk is based on Anthem HealthKeepers Plus claims data received. This simple two-level sort will show those patients in your practice who have the most complex cases and are likely to need care:

- Sort level 1: **LIPA**, descending
- Sort level 2: **CI3**, descending (the lower the score, the healthier the member)

MBR LAST NAME	MBR FIRST NAME	AGE	SEX	PCP NAME	CI3	LIPA	CI3 GROUP	DISEASE COHORT
JXXXXXX	MXXXXXX	64	F	Doolittle, Mark	21.13	22.68	Group 3	CARDIOVASCULAR
AXXXXXX	AXXXXXX	51	M	Doolittle, Mark	7.16	7.1	Group 2	DIABETES
MXXXXXX	BXXXXXX	50	M	Doolittle, Mark	5.23	6.31	Group 2	PULMONARY
WXXXXXX	RXXXXXX	23	F	Doolittle, Mark	2.45		Group 1	CENTRAL NERVOUS SYSTEM
CXXXXXX	DXXXXXX	19	F	Doolittle, Mark	0.99		Group 0	NONE

### Sort by disease cohort

The disease cohort is the patient's primary driving condition but not necessarily the patient's only chronic condition. Sorting by this field in descending order of risk can help your practice manage the high-risk members of your patient population:

- Sort level 1: **DISEASE COHORT**, alphabetical
- Sort level 2: **CI3**
- Sort level 3: **LIPA**

MBR LAST NAME	MBR FIRST NAME	AGE	SEX	PCP NAME	CI3	LIPA	CI3 GROUP	DISEASE COHORT
JXXXXXX	MXXXXXX	64	F	Doolittle, Mark	21.13	22.68	Group 3	CARDIOVASCULAR
AXXXXXX	AXXXXXX	23	F	Doolittle, Mark	2.45		Group 1	CARDIOVASCULAR
MXXXXXX	BXXXXXX	51	M	Doolittle, Mark	7.16	7.1	Group 2	SKELETAL
WXXXXXX	RXXXXXX	4	M	Grey, Meredith	1.09		Group 0	DIABETES
EXXXXXX	NXXXXXX	21	F	Grey, Meredith	0.99		Group 0	DIABETES
AXXXXXX	YXXXXXX	13	M	Doolittle, Mark	0.38		Group 0	NONE
MXXXXXX	SXXXXXX	50	M	Doolittle, Mark	5.23	6.31	Group 2	PULMONARY
RXXXXXX	BXXXXXX	13	F	Grey, Meredith	0.82		Group 1	PULMONARY

### Sort by CI3 group

Sorting by CI3 group in descending order will show whether patients have Anthem HealthKeepers Plus case managers and have been case managed and screened for case management in the past:

- Sort level 1: **CI3 GROUP**
- Sort level 2: **CASE MGT STATUS**, alphabetical

This information gives your team two opportunities:

- If a patient is being case managed, your consultant or PR representative can work with you to establish communication with the patient's case manager. Once the case manager is communicating with the patient's care team, you can ensure you're receiving the patient's care plan and other relevant information from the case manager.
- If you believe a patient would benefit from Anthem HealthKeepers Plus case management, discuss opportunities with your consultant or PR representative. We always want to work with your practice to provide high-quality care for your patients – our members.

MBR LAST NAME	MBR FIRST NAME	DOB	SEX	LIPA	ER TRIAGE	CI3 GROUP	DISEASE COHORT	CASE MGT STATUS
JXXXXXX	MXXXXXX	04-02-1969	F	19.4	2.94	Group 3	DIABETES	IDENTIFIED
AXXXXXX	AXXXXXX	06-13-1951	F	11.6	1.87	Group 3	DIABETES	IDENTIFIED
MXXXXXX	BXXXXXX	10-11-1950	F	11.1	1.26	Group 3	CARDIOVASCULAR	INACTIVE
WXXXXXX	RXXXXXX	10-23-1961	F	6.13	4.64	Group 2	CARDIOVASCULAR	ACTIVE
EXXXXXX	NXXXXXX	09-26-1965	F	3.86	1.46	Group 2	PULMONARY	NOT ASSESSED
AXXXXXX	YXXXXXX	10-14-2005	F		0.16	Group 1	PULMONARY	NOT ASSESSED
MXXXXXX	SXXXXXX	04-27-1992	F		1.03	Group 0	NONE	NOT ASSESSED



### Sort and filter by utilization data

The following fields contain utilization information:

- ADMISSIONS
- IP DAYS
- READMITS
- ER
- ASSIGNED PCP
- SPECIALIST

Use the utilization information above in conjunction with demographic/quality, chronic condition/risk and point-of-care/utilization data. Suggested utilization sort-and-filter queries include Sort and Filter by Number of Admissions and by Number of ER Visits.

### Sort and filter by number of admissions

This focuses attention on your patients who have been going to the hospital, with an emphasis on those who have been readmitted:

- Filter for **ADMISSIONS > 0**
- Sort level 1: **READMIT**, descending
- Sort level 2: **ADMISSIONS**, descending

MBR LAST NAME	MBR FIRST NAME	AGE	SEX	DISEASE COHORT	ADMISSIONS	IP DAYS	READMITS	ER	ASSIGNED PCP	SPECIALIST
JXXXXXX	MXXXXXX	21	F	PULMONARY	3	4	2	0	1	14
AXXXXXX	AXXXXXX	51	M	DIABETES	2	7	1	1	1	7
MXXXXXX	BXXXXXX	13	F	NONE	1	3	1	0	0	0
WXXXXXX	RXXXXXX	23	M	NONE	1	2	0	1	2	1
EXXXXXX	NXXXXXX	4	M	NONE	1	1	0	0	0	1

### Sort and filter by number of ER visits

Every month, target outreach to patients with multiple ER visits by filtering for **ER > 0**. Be sure to coordinate any CI3-driven ER outreach with the work your team is doing on the Weekly ER Report.

Further refine this effort by adding **ASSIGNED PCP** (ascending) as a level 2 sort. Depending on your available resources and goals, you may either focus your initial outreach on patients who:

- Are already visiting your practice:
  - Select **ASSIGNED PCP > 0**
- Have not visited your practice:
  - Select **ASSIGNED PCP = 0** and then:
    - Assess patients' barriers to care
    - Educate them about the access your practice offers (e.g., how they can receive care and information by contacting you first rather than going to the ER)
    - Encourage them to schedule a new patient visit

MBR LAST NAME	MBR FIRST NAME	AGE	SEX	DISEASE COHORT	PCP NAME	ER	ASSIGNED PCP	SPECIALIST
JXXXXXX X	MXXXXXX X	57	F	CARDIOVASCULAR	Doolittle, Mark	6	0	0
AXXXXX X	AXXXXX X	24	M	NONE	Doolittle, Mark	4	1	1
MXXXXX X	BXXXXX X	18	F	SKELETAL	Jeopardy, Little	3	1	0
WXXXXX X	RXXXXX X	21	F	PULMONARY	Grey, Meredith	2	0	14
EXXXXX X	NXXXXX X	51	M	DIABETES	Doolittle, Mark	2	1	7
AXXXXX X	YXXXXX X	3	M	NONE	Grey, Meredith	1	2	1
MXXXXX X	SXXXXX X	13	F	DIABETES	Grey, Meredith	1	3	1

### Filter by PCP name

You can also filter by PCP Name in conjunction with any other search criteria to retrieve a variety of data for each PCP in your practice. Filter by:

- Patient demographics to see how many patients and what type of patients (e.g., age and gender) your practice has
- Chronic condition data, such as CI3 or LIPA scores, to assess and compare how much risk or complexity is associated with each provider's current panels
- Utilization data to see what percentage of each provider's patients have never visited your practice or what percentage have made more than a specified number of ER visits

MBR LAST NAME	MBR FIRST NAME	AGE	DOB	ADDRESS	SEX	PCP NAME	GROUP NAME
AXXXXXX	AXXXXXX	21	8-25-1990	115 Disney Lane	F	Grey, Meredith	Seattle Clinic
MXXXXXX	BXXXXXX	13	8-10-1998	126 Disney Circle	F	Grey, Meredith	Seattle Clinic
WXXXXXX	RXXXXXX	23	10-31-1987	413 Hollywood Blvd	M	Grey, Meredith	Seattle Clinic
MXXXXXX	SXXXXXX	23	5-23-1988	897 Health Rd	F	Doolittle, Mark	Seattle Clinic
CXXXXXX	DXXXXXX	51	1-15-1960	9604 Peace Ln Apt 5	M	Doolittle, Mark	Seattle Clinic
JXXXXXX	MXXXXXX	64	2-19-1947	740 Coastal Dr.	F	Doolittle, Mark	Seattle Clinic
AXXXXXX	AXXXXXX	50	7-5-1961	100 Health Rd	M	Jeopardy, Little	Seattle Clinic