



RAF
Application
Instructions
and
Frequently
Asked
Questions

2015

Version 4.1
8/01/2015

Table of Contents

Background for the RAF Information	2
Logging In	2
Member Selection	3
Member Diagnostic Profile Page	6
Approved HCC Diagnostic Page	8
Functions for Saving, Printing, and Submitting	11
My Submissions	13
Log Out	13
RAF Application FAQs	14

Banner Health Network - RAF Application Sample Instructions and Examples

Note: The provider and member information shown in the screen prints has been modified. No Protected Health Information (PHI) is included in this document.

Background for the RAF Application

The Risk Adjustment Factor (RAF) Application has been designed to provide an online tool that presents real-time information about your Medicare Advantage members and their chronic conditions. The information contained in this application provides a three year diagnostic history of Risk Adjusted diagnosis based on claims data and is designed to assist the provider during the member visit.

- RAF ensures that there are adequate resources available to care for our high-risk Medicare Advantage beneficiaries. Reimbursement is higher for members with significant illness and lower for healthier members. By providing appropriate reimbursement based on members' overall health status, **RAF increases the resources available for those beneficiaries who require more costly and complex care.**

In order to ensure that the resources are available to provide excellent care to our Medicare Advantage members, it is imperative that accurate and comprehensive diagnoses are collected and reported to CMS.

The Member Diagnostic Profile (MDP) Report provides a mechanism for physicians to review previously identified diagnoses codes. The MDP Report also ensures that prior conditions are considered during the member visit and subsequently documented in the chart. Unlike traditional paper forms, the information provided in the RAF application is continually updated with member diagnoses codes based on current claims submissions thus providing a more convenient and up-to-date profile of the member.

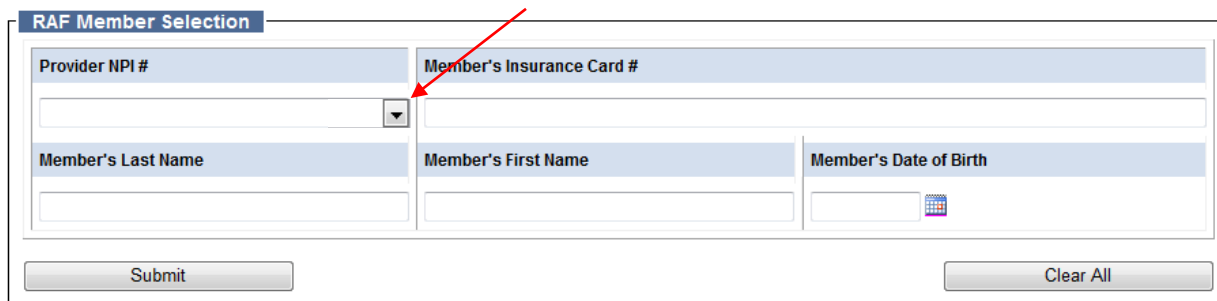
- This application contains all Medicare Advantage members across all BHN contracted Medicare Advantage Plans
- Incentive reimbursement is available for BCBS Medicare Advantage members. To be eligible to receive incentive reimbursements please fax a copy of the MDP form and the appropriate chart notes to 480-655-2526.

Logging In

- Providers/users will find the link to the RAF Application on the BHN website in the secured provider portal: <https://www.bannerhealthnetwork.com/>
- If you don't already have an account set up on the BHN Provider Portal, you can request one at <https://www.bannerhealthnetwork.com/> by selecting LOG ON from the menu bar, and then select Request Account or follow this link: <https://www.bannerhealthnetwork.com/Account/RequestAccount>
- Clicking on Provider Tools and selecting RAF Application from the drop down menu from within the BHN Portal will take users to the "Member Selection" page.

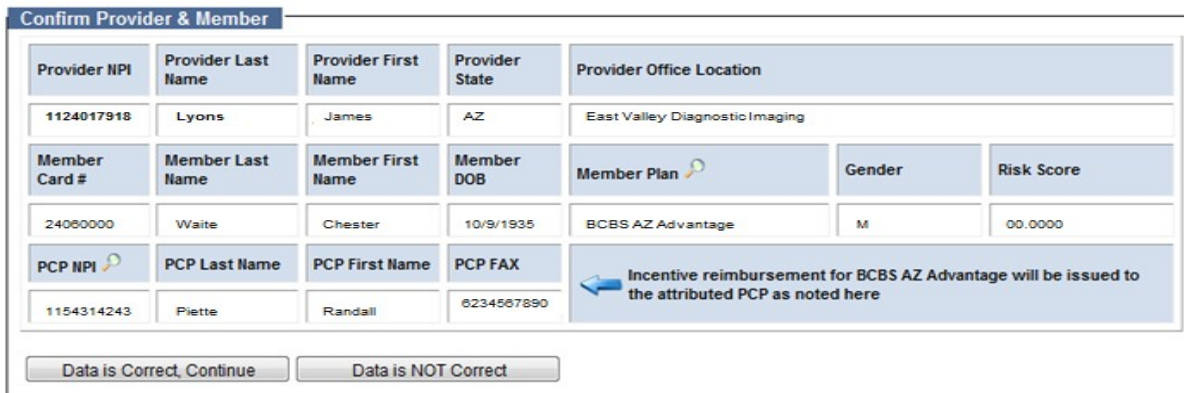
Member Selection

- Users will be asked to fill in certain fields included in the screen print below (provider NPI#, member's insurance identification number, and member's date of birth). If the user is a provider, the NPI will be auto-filled. If a user is assigned more than one provider, the Provider NPI# field will have a dropdown menu available to choose provider.



The form is titled "RAF Member Selection". It contains several input fields: "Provider NPI#" with a dropdown arrow, "Member's Insurance Card #" with a red arrow pointing to it, "Member's Last Name", "Member's First Name", and "Member's Date of Birth" with a calendar icon. At the bottom are "Submit" and "Clear All" buttons.

- Submitting the information described above, takes the user to the "Confirmation" screen:



The form is titled "Confirm Provider & Member". It displays a summary of the entered information in a table-like format:

Provider NPI	Provider Last Name	Provider First Name	Provider State	Provider Office Location		
1124017918	Lyons	James	AZ	East Valley Diagnostic Imaging		
Member Card #	Member Last Name	Member First Name	Member DOB	Member Plan	Gender	Risk Score
24060000	Waite	Chester	10/9/1935	BCBS AZ Advantage	M	00.0000
PCP NPI	PCP Last Name	PCP First Name	PCP FAX	Incentive reimbursement for BCBS AZ Advantage will be issued to the attributed PCP as noted here		
1154314243	Piette	Randall	6234567890			

At the bottom are two buttons: "Data is Correct, Continue" and "Data is NOT Correct".

- Important:** The user should check to ensure the PCP identified in the application matches the Provider NPI entered on the Member Selection screen. The incentive will only be issued to the PCP of record at the time of the submission of the Member Diagnostic Profile (MDP) form on the next page (after clicking "Submit to BHN"). If the NPI of the logged-in user and the PCP NPI are different, no incentive will be issued.
- The user is asked to either click on "Data is Not Correct" or "Data is Correct, Continue."
- Using the "Data is Not Correct" selection, allows the user to move to the next screen where they can document the incorrect or changing data. An email will be triggered to, ProviderRelations@BannerHealth.com and also the logged in user's email listed in "Your Email Address" as shown in the screen print below. The user does have the option to change the email address if it is not displaying correctly or it is not listed.

Note: This email function encrypts the outbound email to ensure security of ePHI. The user will be required to enter information to create an account so they can read the first email. The password is then the only data required for subsequent emails from this application.

- If the user has come to the screen shown below in error, they can start over by clicking on the “Click Here” in the first sentence of this page to retry their entry – or the “Click Here to Return to Member Selection” link at the bottom of the screen.

Incorrect Data

We apologize for the inconvenience.

Please [Click Here](#) to retry your entry, or use the form below to tell Provider Relations what issue you are having.

Provider NPI	Provider Last Name	Provider First Name	Provider State	Provider Office Location	
1124017918	Lyons	James	AZ	East Valley Diagnostic Imaging	
Member Card #	Member Last Name	Member First Name	Member DOB	Member Plan	Gender
24060000	Waite	Chester	10/9/1935	BCBS AZ Advantage	M
PCP NPI	PCP Last Name	PCP First Name	Incentive reimbursement for BCBS AZ Advantage will be issued to the attributed PCP as noted here		
1154314243	Piette	Randall			

This is where the user would type a message to Provider Relations for assistance with questions related to the Member, PCP assignments, or provider information.

Your Email Address

[Click Here To Return To Member Selection](#)

- After selecting the “Data is Correct, Continue,” option, the next screen displays the Member’s RAF entries which could be long or none at all, depending on health history. Clicking on the “New RAF Entry” will trigger a new record for the year selected.

Provider NPI	Provider Last Name	Provider First Name	Provider State	Provider Office Location		
1124017918	Lyons	James	AZ	East Valley Diagnostic Imaging		
Member Card #	Member Last Name	Member First Name	Member DOB	Member Plan	Gender	Risk Score
24060000	Waite	Chester	10/9/1935	BCBS AZ Advantage	M	00.0000
PCP NPI	PCP Last Name	PCP First Name	PCP FAX	Incentive reimbursement for BCBS AZ Advantage will be issued to the attributed PCP as noted here		
1154314243	Piette	Randall	6234567890			

RAF Entries For This Member

4 result(s) found

- Select “New RAF Entry.” The “Select Effective Year” box will pop-up. The reporting years that are valid will be options in the “Effective Year” drop down box. January of any particular year is the only month where a user can submit a Member’s Diagnostic Profile for the previous year or the current year. After January 31, the user will only have the current year as a selection option.
- If the user needs to enter reasons for not submitting an MDP, there are three choices with this “Select Effective Year” pop-up as shown below. Select one of the “exception status” options. The user may go back again and submit data if it becomes available at a later date.

- Example of member in “Exception” status:

Provider NPI	Provider Last Name	Provider First Name	Provider State	Provider Office Location		
1124017918	Lyons	James	AZ	East Valley Diagnostic Imaging		
Member Card #	Member Last Name	Member First Name	Member DOB	Member Plan	Gender	Risk Score
98800000	Cardinal	Joseph	8/28/1932	BCBS AZ Advantage	F	00.0000
PCP NPI	PCP Last Name	PCP First Name	Incentive reimbursement for BCBS AZ Advantage will be issued to the attributed PCP as noted here			
1639119746	Sundheimer	David				

RAF Entries For This Member			1 result(s) found
New RAF Entry			
Action	Effective Year	Status	
	2014	Exception	

Provider NPI	Provider Last Name	Provider First Name	Provider State	Provider Office Location		
1124017918	Lyons	James	AZ	East Valley Diagnostic Imaging		
Member Card #	Member Last Name	Member First Name	Member DOB	Member Plan	Gender	Risk Score
98800000	Cardinal	Joseph	8/28/1932	BCBS AZ Advantage	F	00.0000
PCP NPI	PCP Last Name	PCP First Name	Incentive reimbursement for BCBS AZ Advantage will be issued to the attributed PCP as noted here			
1639119746	Sundheimer	David				

RAF Entries For This Member			0 result(s) found
New RAF Entry			

Select Effective Year Cancel

Effective Year 2014

Do any of the following apply ?

☐ Member does not respond to contact efforts

☐ Invalid or incomplete member contact information

☐ Member is deceased

Continue

- To remove the exception, the user should just click on the red X in the “Action” column (shown above) to continue and open a Member Diagnostic Profile for the current reporting year. After clicking the red X, the record will look like this example:

Provider NPI	Provider Last Name	Provider First Name	Provider State	Provider Office Location		
1124017918	Lyons	James	AZ	East Valley Diagnostic Imaging		
Member Card #	Member Last Name	Member First Name	Member DOB	Member Plan	Gender	Risk Score
98800000	Cardinal	Joseph	8/28/1932	BCBS AZ Advantage	F	00.0000
PCP NPI	PCP Last Name	PCP First Name	Incentive reimbursement for BCBS AZ Advantage will be issued to the attributed PCP as noted here			
1639119746	Sundheimer	David				

RAF Entries For This Member			1 result(s) found
New RAF Entry			
Action	Effective Year	Status	
	2014	Not Submitted	

- To proceed with entries for reporting year 2014 (for this example member) the user should click on the Action “edit” icon (paper/pencil icon). This will open the Member’s Diagnostic Profile, plus other options to enter/select for submission to BHN. After clicking on the Action “edit” icon, the following screen will display:

RAF Application

Main Menu
Member Selection
My Submissions
[Log Out](#)

Provider NPI	Provider Last Name	Provider First Name	Provider State	Provider Office Location		
1124017918	Lyons	James	AZ	East Valley Diagnostic Imaging		
Member Card #	Member Last Name	Member First Name	Member DOB	Member Plan	Gender	Risk Score
98800000	Cardinal	Joseph	8/28/1932	BCBS AZ Advantage	F	00.0000
PCP NPI	PCP Last Name	PCP First Name	PCP FAX	Incentive reimbursement for BCBS AZ Advantage will be issued to the attributed PCP as noted here		
1639119746	Sundheimer	David	6234567890			
Effective Year	EMR Containing Member's Record	BHN Case Management				
2014	- Select -	<input type="checkbox"/> Member is a candidate for BHN Case Management <input type="button" value="Save"/>				

Approved HCC Diagnostic Codes

NOTE
Documented codes should match the patient medical record

Are these conditions observed and currently being treated ?

2012	2013	2014	Diag	Description	Provider	Specialty	Current ?
✓	✓	✓	250.00	DIABETES MELLITUS WITHOUT MENTION OF COMPLICATION, TYPE II OR UNSPECIFIED TYPE, NOT STATED AS UNCONTROLLED	Sonora Quest Laboratories	LABORATORY	<input type="radio"/> Yes <input type="radio"/> No
✓			560.1	PARALYTIC ILEUS	Wang, Zifa	RADIOLOGY,DIAGNOSTIC	<input type="radio"/> Yes <input type="radio"/> No
	✓		584.9	ACUTE KIDNEY FAILURE, UNSPECIFIED	Banner Del E. Webb Medical Center	RADIOLOGY,DIAGNOSTIC	<input type="radio"/> Yes <input type="radio"/> No

Current diagnoses must be documented in the encounter note

Member Diagnostic Profile Page

- At the top of the Member Diagnostic Profile screen, the user should notice the following additional features:
 - Clicking on the magnifying glass icon located in the “Member Plan” field will trigger a pop-up displaying eligibility history for the selected member

Member Plan

BCBS AZ Advantage

- Clicking the magnifying glass location in the “PCP NPI” field will trigger a pop-up displaying PCP history for the selected member

PCP NPI	PCP Last Name	PCP First Name
1386699502	Johnson	Kent

- The dropdown box included in the “EMR Containing Member’s Record” field to advise BHN what electronic medical record (EMR) the member’s legal medical record is stored; e.g. NextGen, eCentricity, eClinicalWorks, etc...
- The member’s current risk score will be changed twice per year in the first and third quarters.
- The “BHN Case Management” field/check box may be used to advise BHN of an interest in having a BHN Case Manager assigned to the member. The user must click “Save” in this field to save the checkmark for the selected member.
- If the member is deceased, and we have received a “Date of Death” (DOD) from the payer plan, the “Member DOB” field will have a DOB and DOD date filled in. The DOD will be in red font to help bring this to the user’s attention.

Provider NPI	Provider Last Name	Provider First Name	Provider State	Provider Office Location		
1124017918	Lyons	James	AZ	East Valley Diagnostic Imaging		
Member Card #	Member Last Name	Member First Name	Member DOB - DOD	Member Plan	Gender	Risk Score
97081000	Taylor	Louise	11/9/1931 - 12/23/2013	BCBS AZ Advantage	F	00.0000
PCP NPI	PCP Last Name	PCP First Name	Incentive reimbursement for BCBS AZ Advantage will be issued to the attributed PCP as noted here			
1386699502	Johnson	Kent				

- If the member’s DOD is more than six months prior to today’s date, the user will receive this message to alert them the member is not eligible for submission to BHN. In this example, the DOD is 12/23/13:

Select Effective Year

Effective Year: 2014

Do any of the following apply?

☐ Member does not respond to contact efforts

☐ Invalid or incomplete member contact information

☐ Member is deceased

Continue

Member not eligible for selected year. Date of death on file as 12/23/2013

- If the user needs to enter a DOD, they can enter the date when clicking on the “Select Effective Year” as listed in the previous section of this document.

Provider NPI	Provider Last Name	Provider First Name	Provider State	Provider Office Location		
1124017918	Lyons	James	AZ	East Valley Diagnostic Imaging		
Member Card #	Member Last Name	Member First Name	Member DOB	Member Plan	Gender	Risk Score
98800000	Cardinal	Joseph	8/28/1932	BCBS AZ Advantage	F	00.0000
PCP NPI	PCP Last Name	PCP as noted here				
1639119746	Sundheimer	0 result(s) found				

Select Effective Year Cancel

Effective Year: 2014

Do any of the following apply ?

☐ Member does not respond to contact efforts

☐ Invalid or incomplete member contact information

☐ Member is deceased

Continue

Approved HCC Diagnostic Codes Page

- This section of the application permits the provider/user to select the “Current” Approved Hierarchical Condition Codes (HCC) for the reporting year, and manually add any codes that may not be in the list. Upon initial login, the list of codes displayed is auto-populated from claims data.
- Please note the alert in red at the top of the screen. This alert is meant to warn the user BHN has an audit process and procedure to check the member’s EHR data against the submission from this application.

Approved HCC Diagnostic Codes



Documented codes should match the patient medical record

- Select “Current?” – Y/N Response
 - The user should select either “Yes” or “No” for each ICD code represented on this form. The response indicates if the condition is observed and currently being treated.

Approved HCC Diagnostic Codes



Documented codes should match the patient medical record

Are these conditions observed and currently being treated ?

Remove Diagnosis


Add Diagnosis

2012	2013	2014	Diag	Description	Provider	Specialty	Current ?
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	250.00	DIABETES MELLITUS WITHOUT MENTION OF COMPLICATION, TYPE II OR UNSPECIFIED TYPE, NOT STATED AS UNCONTROLLED	Sonora Quest Laboratories	LABORATORY	<input type="radio"/> Yes <input type="radio"/> No
<input checked="" type="checkbox"/>			560.1	PARALYTIC ILEUS	Wang, Zifa	RADIOLOGY,DIAGNOSTIC	<input type="radio"/> Yes <input type="radio"/> No
	<input checked="" type="checkbox"/>		584.9	ACUTE KIDNEY FAILURE, UNSPECIFIED	Banner Del E. Webb Medical Center	RADIOLOGY,DIAGNOSTIC	<input type="radio"/> Yes <input type="radio"/> No
		<input checked="" type="checkbox"/>	283.10	NON-AUTOIMMUNE HEMOLYTIC ANEMIA, UNSPECIFIED	Lyons, James	RADIOLOGY,DIAGNOSTIC	<input checked="" type="radio"/> Yes <input type="radio"/> No

NOTE: Current diagnoses must be documented and substantiated in the encounter note(s)

- Add Diagnosis
 - The user is given an opportunity to “Add Diagnosis” codes that are currently observed and being treated

Approved HCC Diagnostic Codes

 Documented codes should match the patient medical record

Are these conditions observed and currently being treated ? Remove Diagnosis Add Diagnosis

2012	2013	2014	Diag	Description	Provider	Specialty	Current ?
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	250.00	DIABETES MELLITUS WITHOUT MENTION OF COMPLICATION, TYPE II OR UNSPECIFIED TYPE, NOT STATED AS UNCONTROLLED	Sonora Quest Laboratories	LABORATORY	<input type="radio"/> Yes <input type="radio"/> No
<input checked="" type="checkbox"/>			560.1	PARALYTIC ILEUS	Wang, Zifa	RADIOLOGY,DIAGNOSTIC	<input type="radio"/> Yes <input type="radio"/> No
	<input checked="" type="checkbox"/>		584.9	ACUTE KIDNEY FAILURE, UNSPECIFIED	Banner Del E. Webb Medical Center	RADIOLOGY,DIAGNOSTIC	<input type="radio"/> Yes <input type="radio"/> No

- The user receives the following screen to assist with their search of the Approved HCC codes for addition to the Member’s Diagnostic Profile.

Member Card # Member Last Name Member First Name Member DOB Member Plan Gender Risk Score

Select HCC Diagnosis Code Clear All Cancel

Category/Group Search

Category

Major Group

Minor Group

233 HCC approved diagnosis code(s) found. NOTE: Non-HCC approved codes will not be shown here.

1 2 3 4 5 6 7 8 9 10 ...

Add	Code	Description	Category	Major Group	Minor Group
<input type="checkbox"/>	436	ACUTE, BUT ILL-DEFINED, CEREBROVASCULAR DISEASE	Diseases Of The Circulatory System	Cerebrovascular Disease	ACUTE, BUT ILL-DEFINED, CEREBROVASCULAR DISEASE
<input type="checkbox"/>	431	INTRACEREBRAL HEMORRHAGE	Diseases Of The Circulatory System	Cerebrovascular Disease	INTRACEREBRAL HEMORRHAGE
<input type="checkbox"/>	438.20	LATE EFFECT OF CEREBROVASCULAR DISEASE, HEMIPLEGIA AFFECTING UNSPECIFIEDSIDE.	Diseases Of The Circulatory System	Cerebrovascular Disease	LATE EFFECTS OF CEREBROVASCULAR DISEASE
<input type="checkbox"/>	438.21	LATE EFFECT OF CEREBROVASCULAR DISEASE, HEMIPLEGIA AFFECTING DOMINANT SIDE.	Diseases Of The Circulatory System	Cerebrovascular Disease	LATE EFFECTS OF CEREBROVASCULAR DISEASE
<input type="checkbox"/>	438.22	LATE EFFECT OF CEREBROVASCULAR DISEASE, HEMIPLEGIA AFFECTING NONDOMINANT SIDE.	Diseases Of The Circulatory System	Cerebrovascular Disease	LATE EFFECTS OF CEREBROVASCULAR DISEASE

1 2 3 4 5 6 7 8 9 10 ...

They can search by ICD Code as well:

Select HCC Diagnosis Code

Category/Group Search Text Search

☒ Search By Code # ☐ Search By Description

438 Search

15 HCC approved diagnosis code(s) found. NOTE: Non-HCC approved codes will not be shown here.

1 2 3

Add	Code	Description	Category	Major Group	Minor Group
	438.20	LATE EFFECT OF CEREBROVASCULAR DISEASE, HEMIPLEGIA AFFECTING UNSPECIFIEDSIDE.	Diseases Of The Circulatory System	Cerebrovascular Disease	LATE EFFECTS OF CEREBROVASCULAR DISEASE
	438.21	LATE EFFECT OF CEREBROVASCULAR DISEASE, HEMIPLEGIA AFFECTING DOMINANT SIDE.	Diseases Of The Circulatory System	Cerebrovascular Disease	LATE EFFECTS OF CEREBROVASCULAR DISEASE
	438.22	LATE EFFECT OF CEREBROVASCULAR DISEASE, HEMIPLEGIA AFFECTING NON-DOMINANT SIDE.	Diseases Of The Circulatory System	Cerebrovascular Disease	LATE EFFECTS OF CEREBROVASCULAR DISEASE

Once a code is selected by clicking on the blue plus mark, the user receives a confirmation box for saving to the Member's Diagnostic Profile:

Add HCC Diagnosis Code

Year(s) Applicable ☐ 2012 ☐ 2013 ☒ 2014

Diagnosis Code 438.20

Diagnosis Code Description LATE EFFECT OF CEREBROVASCULAR DISEASE, HEMIPLEGIA AFFECTING UNSPECIFIEDSIDE.

Provider Name Lyons, James

Provider Specialty RADIOLOGY,DIAGNOSTIC

Save

The manually added code is added to the bottom of the member's list with a default answer in the "Current" column of "Yes":

Approved HCC Diagnostic Codes

Documented codes should match the patient medical record

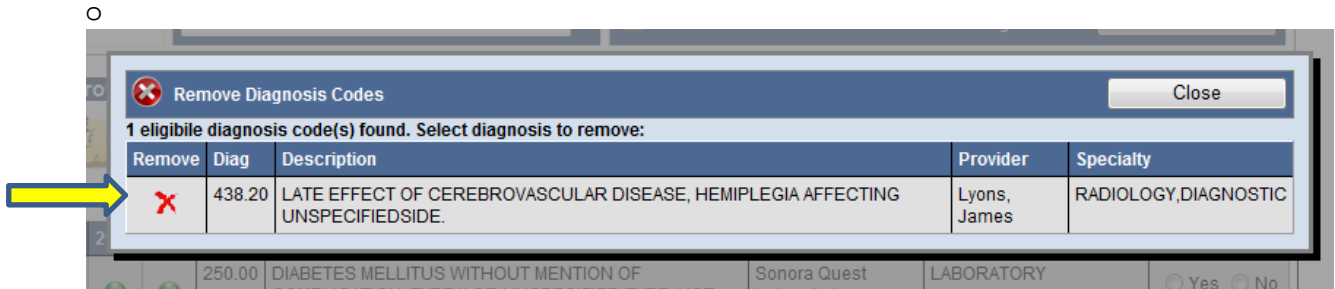
Are these conditions observed and currently being treated ?

Remove Diagnosis Add Diagnosis

2012	2013	2014	Diag	Description	Provider	Specialty	Current ?
			250.00	DIABETES MELLITUS WITHOUT MENTION OF COMPLICATION, TYPE II OR UNSPECIFIED TYPE, NOT STATED AS UNCONTROLLED	Sonora Quest Laboratories	LABORATORY	<input type="radio"/> Yes <input type="radio"/> No
			560.1	PARALYTIC ILEUS	Wang, Zifa	RADIOLOGY,DIAGNOSTIC	<input type="radio"/> Yes <input type="radio"/> No
			584.9	ACUTE KIDNEY FAILURE, UNSPECIFIED	Banner Del E. Webb Medical Center	RADIOLOGY,DIAGNOSTIC	<input type="radio"/> Yes <input type="radio"/> No
			438.20	LATE EFFECT OF CEREBROVASCULAR DISEASE, HEMIPLEGIA AFFECTING UNSPECIFIEDSIDE.	Lyons, James	RADIOLOGY,DIAGNOSTIC	<input checked="" type="radio"/> Yes <input type="radio"/> No

- Remove Diagnosis

- If the above diagnosis was added in error, it can be removed by clicking on the “Remove Diagnosis” option. Once clicked, this box pops up for the user to click on the red X in the “Remove” column.



- Show Older Diagnostic History

- Clicking on the “Show Older Diagnosis History” option below the Approved HCC Diagnostic Codes” area will reveal diagnosis codes received from claims in past years. Example:

☒ Show Older Diagnosis History

HCC Approved Diagnosis Codes from 2009 through 2011 DOS

Diag	Description	Date	Provider	Specialty
518.89	OTHER DISEASES OF LUNG, NOT ELSEWHERE CLASSIFIED	5/25/2011	Agran, Scott	RADIOLOGY,DIAGNOSTIC

2010

2009

Functions for Saving, Printing, Submitting

There are buttons for users at the bottom of the Member Diagnostic Profile page. These buttons perform various functions as explained below.

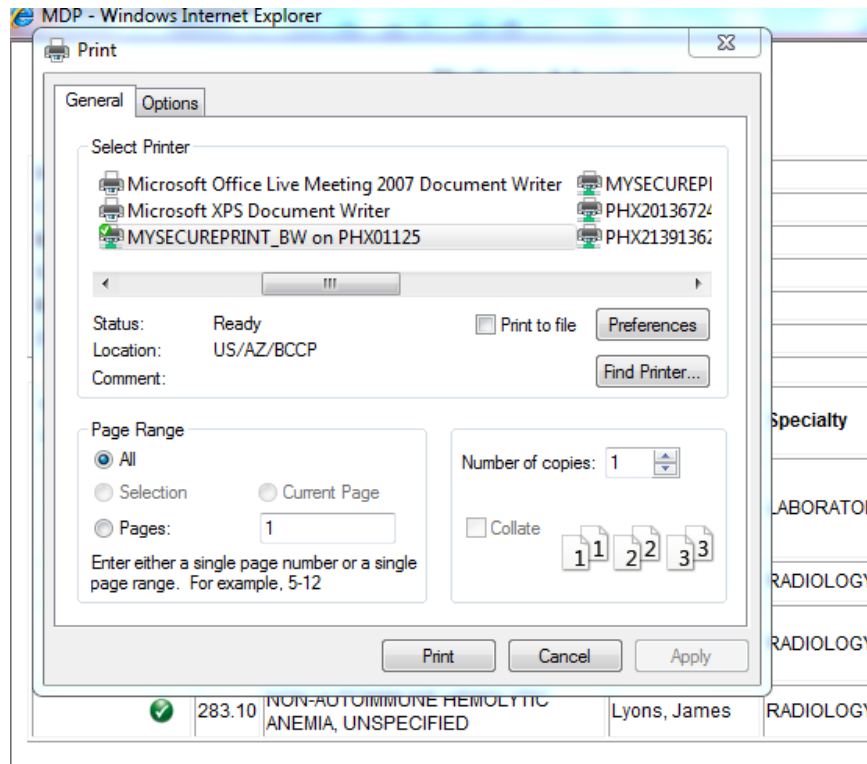
NOTE: AFTER MDP FORM IS COMPLETE, USER MUST SELECT SUBMIT TO BHN

- Save Responses

- This option permits the user to save their answers without submitting and locking the record. Users will need to remember to use this “Save” feature before exiting to save

their Y/N responses if they will not be using the “Submit to BHN” option until a later time.

- Print
 - This option permits the user to print the Member Diagnostic Profile to a printer or created a PDF document. If using PDF, the user must have the Adobe Acrobat or PDF software available. Here is an example of a printable version of the Member Diagnostic Profile:



MDP - Windows Internet Explorer

Medicare Advantage Diagnostic Profile Report

Patient Name Cardinal, Joseph		Date of Birth 8/28/1932	
Member Number 98800000		Physician Name Lyons, James	
Risk Score (Pending)			

Year Reported	Diag	Description	Provider Name	Specialty	Current
2012 2013 2014					
✓ ✓ ✓	250.00	DIABETES MELLITUS WITHOUT MENTION OF COMPLICATION, TYPE II OR UNSPECIFIED TYPE, NOT STATED AS UNCONTROLLED	Sonora Quest Laboratories	LABORATORY	-
✓	560.1	PARALYTIC ILEUS	Wang, Zifa	RADIOLOGY,DIAGNOSTIC	-
✓	584.9	ACUTE KIDNEY FAILURE, UNSPECIFIED	Banner Del E. Webb Medical Center	RADIOLOGY,DIAGNOSTIC	-
✓	283.10	NON-AUTOIMMUNE HEMOLYTIC ANEMIA, UNSPECIFIED	Lyons, James	RADIOLOGY,DIAGNOSTIC	Yes

BHN Submission Confirmation #	14082739
BHN Submission Date	8/27/2014
Submitted by User	Tmahleroffice

- Back
 - This option permits the user to move back one screen
- Back to Member Selection
 - This option permits the user to go to the beginning of the process and select a new member (Member Selection screen) and provider.
- Open ACO for Member (for Future Release)
 - This option is currently under development, and is unavailable at this time
- Submit to BHN
 - This option permits the user to submit responses (Y/N selections) to BHN.
 - To be eligible to receive incentive reimbursements for **BCBS Medicare Advantage Members** please fax a copy of the MDP form and the appropriate chart notes to 480-655-2526.

My Submissions – left navigation pane

- Select a provider
 - This be a provider list based on your login to the BHN Provider Portal
- Receive a result set for your submissions
 - Click “Submit” once a provider is selected from the list. All submissions will be listed along with their status and other pertinent information
- Review history (view)
 - Click on the “View” option magnifying glass to see more detailed information for items

that are denied or changed for various reasons

Banner Health Network
Return to Main Banner Health Network Portal

RAF Application

Main Menu
Member Selection
My Submissions
Resources
Log Out

Logged In User
Lyons, David

User Name
dlyons2

TIN
860716499

NPI
1124017918

Choose Provider
Lyons, James

Choose From Date
1/1/2014

Choose Through Date
3/19/2014

Choose Type
RAF

Submit

3 result(s) found

View	Confirmation #	Submit Date	Submit User	Type	Status	Status Date	Member Name	Member DOB	Paid Date	Check #
	14022120	2/21/2014	dlyons2	RAF	Denied	2/21/2014	Waite, Chester	10/9/1935		

Log Out – left navigation pane

- Select “Log Out” from the left navigation pane

RAF Application FAQ

Where do I find the RAF Application?

- Providers/users will find the link to the RAF Application in the Provider Tool drop-down menu in the BHN Provider Portal on the Banner Health Network website at:
www.bannerhealthnetwork.com
- To request an access to the BHN Provider Portal, users can go to this link:
www.BannerHealthNetwork.com/Account/RequestAccount
- Clicking on the RAF Application from the Provider Tools drop-down menu from within the BHN Provider Portal will take users to the “Member Selection” page.

What if I don’t know my username, or I have been locked out?

- If you have forgotten your username, your account has become locked due to unsuccessful logins please contact the Banner Health Support Desk at 602-747-4444. Support is available 24 hours a day.
- If you have questions regarding the RAF application please email
RAFOps@bannerhealth.com

What if I experience technical difficulties?

- If at any time you experience technical problems while using this website, please contact the Banner Health Support Desk at 602-747-4444. Support is available 24 hours a day.

What members can I search for in this application?

- This application contains Medicare Advantage members from all BHN's contracted Medicare Advantage plans.

What information must I know about the member to use the application?

- A user must have the member's ID number and member's date of birth.

What if the member or PCP information in the application is incorrect?

- Click on the "Data is Not Correct" option during the "Member Selection" process, enter a brief explanation of the issue, and click "Submit" to send an email to Provider Relations for review.

Will I receive an incentive reimbursement for completing and submitting this form?

- Incentive reimbursement is available for BCBS Medicare Advantage members. To be eligible to receive incentives, please fax a copy of the MDP form and the appropriate chart notes to 480-655-2526.

Will I receive incentive reimbursement if there is a mismatch in PCP in the application?

- No, only the PCP displayed as the attributed PCP in this application will receive an incentive reimbursement for completing the Member Diagnostic Profile.

What if I am unable to reach the patient to schedule an office visit and submit the Member Diagnostic Profile?

- Select one of the options shown when selecting the effective year for submission. Your selection will be recorded in our database for reporting purposes.

What if the Approved HCC Diagnostic Codes listed do not reflect all the codes I have charted for the member?

- Select the "Add Diagnosis" option and select the appropriate codes to be added. If you add a code in error, you can remove the manual entry. Note: Claims entries are not removable. Select "No" if they are not currently observed for the member.

Will I be able to submit a Member Diagnostic Profile report if my member is deceased?

- Yes, the member's record will remain open for 6 months inside the application to allow for submission if you have recently had an office visit with the patient. Note: A date of death will appear in the application inside the Member DOB field.

Why can't I enter a Non-Approved HCC Diagnostic Code?

- Only Approved HCC Diagnostic Codes are permitted for submission to CMS for RAF calculation and reimbursement.

What does “Documented codes should match the patient medical record” mean?

- Once the user submits a Member Diagnostic Profile for a member, an audit utilizing the provider’s EMR records will take place. The codes submitted must match the EHR documentation as part of this audit process.

Can I print the Member’s Diagnostic Profile before I submit?

- Yes, it is anticipated that the user may want to print one or two days prior to the patient’s office visit. The printed version could be used in the huddle for the practice team to review all items previously reported for the patient and assist the user with new entries that may need to be made in the RAF Application before submission.

What if I have questions about the RAF App, my submissions, or anything else related to RAF?

- Please email the RAF team at RAFOps@bannerhealth.com. Response time is generally within 24 - 48 hours.