



Annual Wellness Visit (AWV)



Topics of Discussion

- 1 Why Medicare AWW is Essential
- 2 Help Your Client
- 3 Who is Medigence Health
- 4 How to use the Medigence Platform
- 5 Points to Remember



Why is an Annual Wellness Visit (AWV) Essential?

Before the Affordable Care Act, Medicare didn't officially cover a yearly check-up. The Annual Wellness Visit, which was created as part of the Affordable Care Act in 2010, is a recent addition to Medicare benefits. It was introduced by the Centers for Medicare & Medicaid Services in 2011 to help address health risks faced by older populations and encourage Medicare recipients to take charge of their health.

The Medicare Annual Wellness Visit is a unique visit that holds tremendous value for patients. It approaches health from multiple vantage points that are particularly important for seniors. It detects issues sooner than we can during a traditional office visit – such as problems with memory, nutrition or safety.

On an average an Annual Wellness visit takes about 45 minutes to an hour. It's meant to be a relaxed visit and not hurried or rushed. not meant to replace pcp, meant to be relaxed not hurried or rushed...

Members and Providers and Brokers Benefit....

Zing Health believes that an annual physical/wellness examination is ideal for all members. Annual exams provide both the customer and the provider to comprehensively review the patient's current health including preventive care and socially related factors as opposed to the typical visit addressing the "current" medical issue. Zing attempts to utilize any and all member interaction to support this program by helping the member schedule an appointment.

Brokers also receive a compensation for assisting a member with scheduling their appointment.

Why Help your Client?



Medigence Health...

Zing Health's innovative thinking continues to keep our Members health at the forefront.....



MEDIGENCE
HEALTH
MEDICAL INTELLIGENCE. INFORMED DECISIONS

Mission

Our mission at Medigence Health is to improve the quality of life for the individuals we serve by providing them with a positive personal experience. Our experienced providers and intelligent technology platform deliver a detailed evaluation of the medical and social assessment of the beneficiary members to the primary care physicians, medical groups, and health plans. We provide this valuable service either in a home setting, in a clinic setting, via telemedicine or in long term facility.

Who We Are

Medigence is a mix of seasoned executives, managers, and office staff who brings a deep knowledge from the Payer and services sector of risk adjustment and quality improvement. Our healthcare professionals take time to listen to your members healthcare concerns in the convenience of your home or on a video call and share those results with the members primary doctor, so they are connected to care.

Zing Health and Medigence Health



...Zing currently engages with Medigence as a vendor to help facilitate, schedule, and deliver AWWs for Zing's members

Annual Wellness Visits can vary from one doctor's office to the next.

Zing Health wants to make sure our members are getting a gold standard experience when completing their Annual Wellness Visit and our goal is to have 100% of our members experience Medigence.

Their service overview includes a physical exam, care-based questions that offer dedicated time to focus on emotional health, mental health, activities of daily living and socioeconomic challenges that may have an impact on self-care and wellbeing.

An Annual Wellness Visit can be completed by both the Member's primary care physician and by Medigence. Everyone benefits!



How to Use Medigence Platform

1. Medigence Login Portal

2. Work Email@example.com

3. Password from Medigence

4. Verification Code

5. Schedule Appointment

6. Members Information

7. Fields with an asterisk (*) are required fields

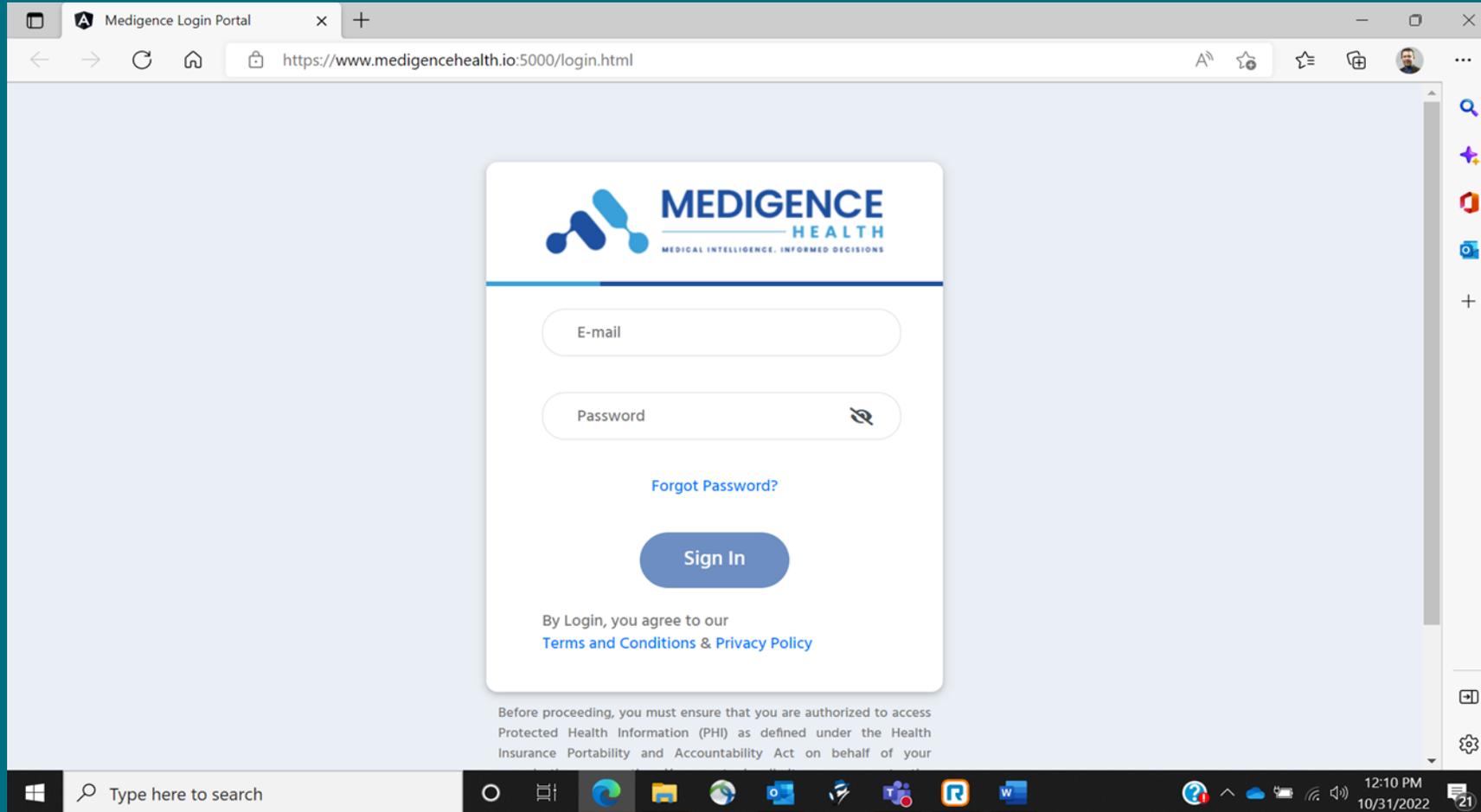
8. Complete as many fields as possible

9. NPN must be entered to receive credit

10. "Schedule Appointment" button will be bright blue.

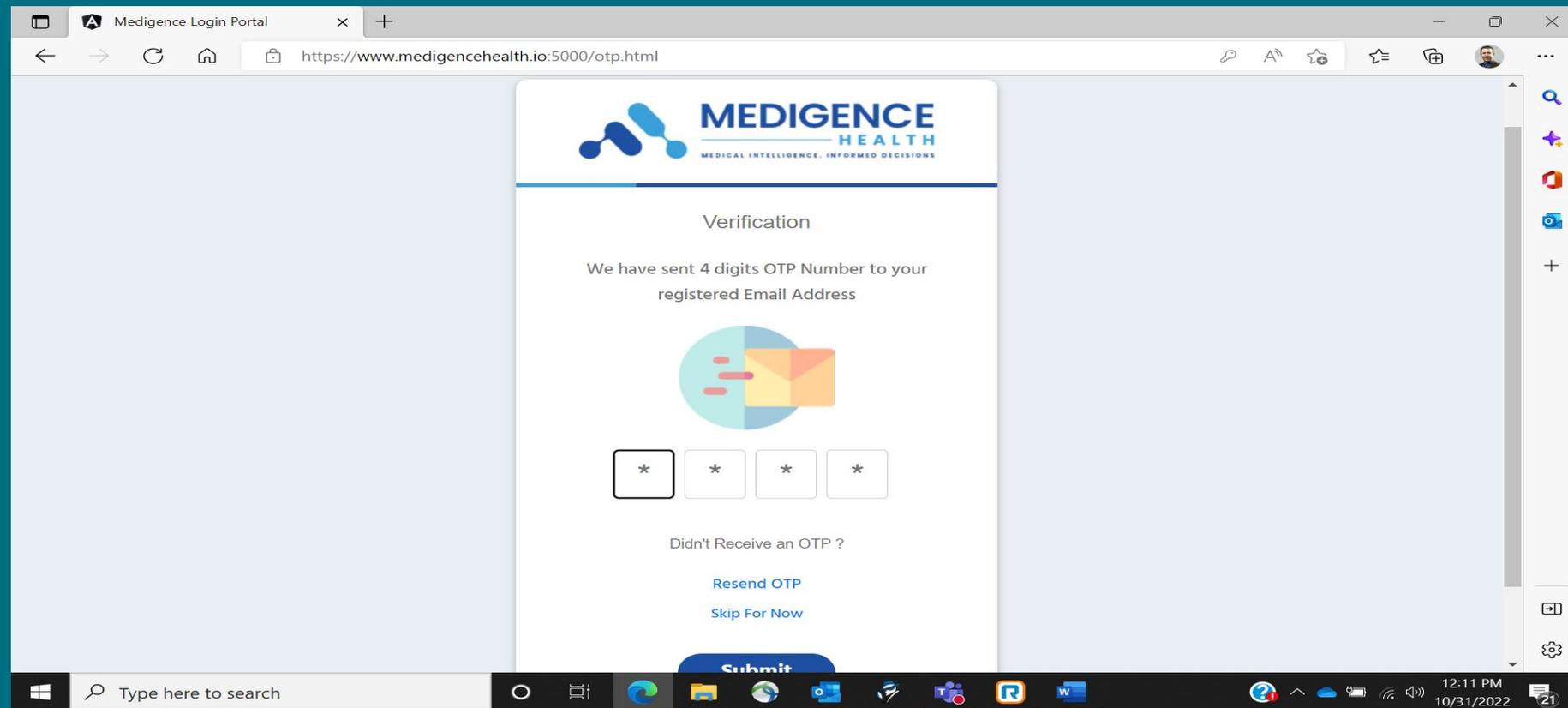
Medigence Login Portal:

Go to [Medigence Login Portal \(medigencehealth.io\)](https://www.medigencehealth.io) to log in. You will get the following screen:



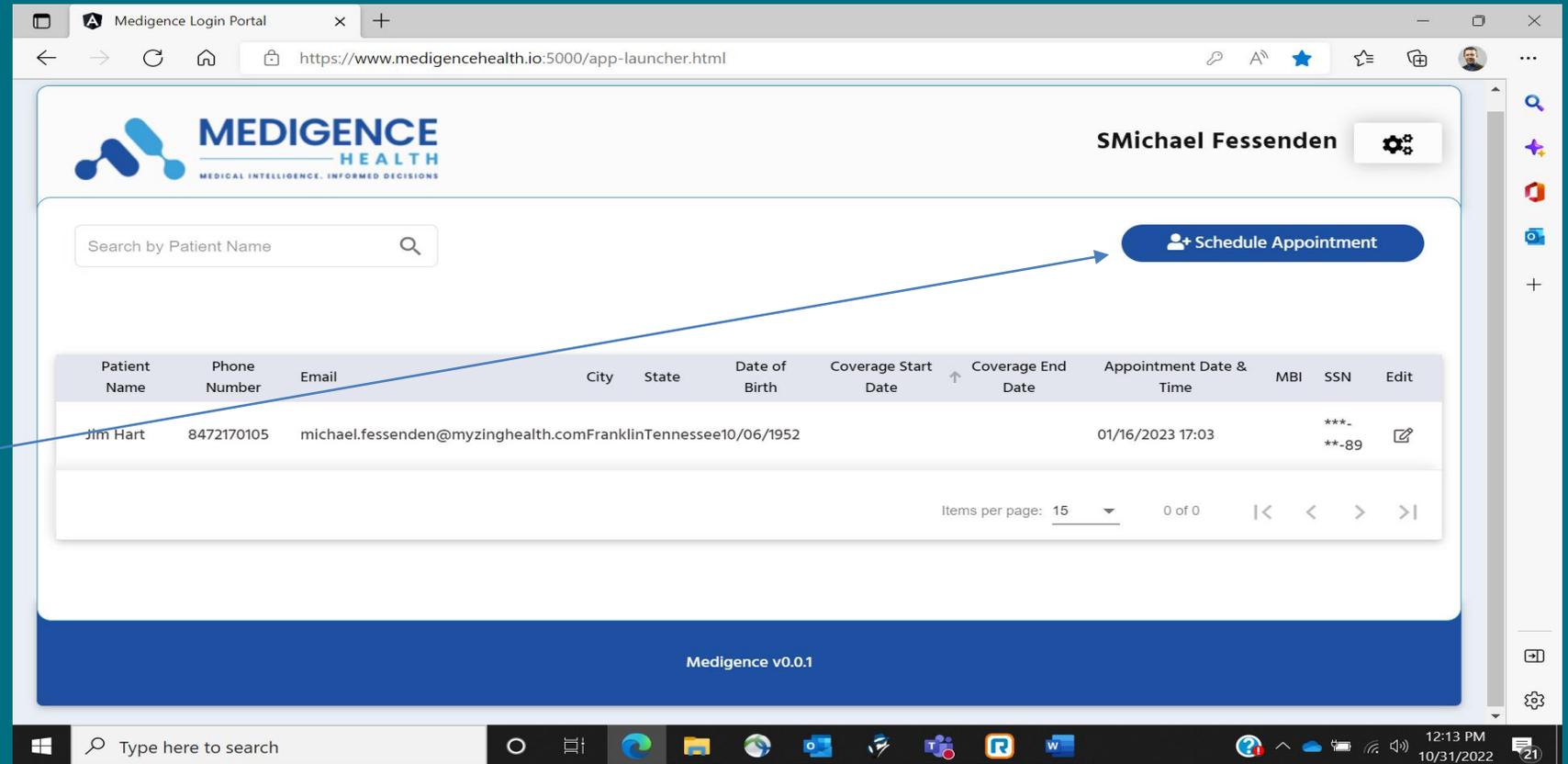
Work Email@example.com and Password from Medigence:

- Your username is your email address: work_email@example.com
- You should have received a password from Medigence. You can use that password or change it to a password of your choice. After the 1st log in, please use the web address of [Medigence Login Portal \(medigencehealth.io\)](https://www.medigencehealth.io) .
- You will then get a screen asking for a verification code/number, enter the code and hit submit :



Verification Code:

After entering the verification code that will be sent to you via text and/or your email address, you will then see this screen:



The screenshot shows the Medigence Login Portal interface. At the top left is the Medigence Health logo with the tagline "MEDICAL INTELLIGENCE. INFORMED DECISIONS." The user's name, "SMichael Fessenden", is displayed at the top right. Below the logo is a search bar labeled "Search by Patient Name". A blue button labeled "+ Schedule Appointment" is positioned to the right of the search bar. Below this is a table with the following columns: Patient Name, Phone Number, Email, City, State, Date of Birth, Coverage Start Date, Coverage End Date, Appointment Date & Time, MBI, SSN, and Edit. The table contains one entry for "Jim Hart" with a phone number of 8472170105, email michael.fessenden@myzinghealth.com, and an appointment date of 01/16/2023 17:03. At the bottom of the table, it shows "Items per page: 15" and "0 of 0". The footer of the page reads "Medigence v0.0.1".

| Patient Name | Phone Number | Email | City | State | Date of Birth | Coverage Start Date | Coverage End Date | Appointment Date & Time | MBI | SSN | Edit |
|--------------|--------------|------------------------------------|----------|-----------|---------------|---------------------|-------------------|-------------------------|------|--------|------|
| Jim Hart | 8472170105 | michael.fessenden@myzinghealth.com | Franklin | Tennessee | 10/06/1952 | | | 01/16/2023 17:03 | ***- | **-.89 | |

Click on Schedule Appointment

Schedule Appointment:

Upon clicking on “Schedule Appointment”
you will get the following screen:

The screenshot displays a web browser window with the URL <https://www.medigencehealth.io:5000/app-launcher.html>. The page title is "Medigence Login Portal". The main content area shows a "MEDIGENCE" logo and a search bar labeled "Search by Patient Name". Below the search bar is a table with patient information:

| Patient Name | Phone Number |
|--------------|--------------|
| Jim Hart | 8472170105 |

A "Schedule Appointment" modal form is overlaid on the page. The form contains the following fields:

- Patient Name* (text input)
- Email* (text input)
- Phone Number* (text input)
- Address Line 1* (text input)
- Address Line 2* (text input)
- City* (text input)
- State* (text input)
- Zip Code* (text input)
- Gender (text input)
- Date of Birth* (calendar icon)
- Language (text input)
- Coverage Start Date (text input)
- Coverage End Date (text input)

The background page also shows a "Fessenden" user profile and a "Schedule Appointment" button. The Windows taskbar at the bottom shows the search bar and various application icons. The system tray on the right indicates the time is 12:14 PM on 10/31/2022.

Schedule Appointment cont'd:

You will enter the member's information for a future appointment. All fields are "free hand" which means there is no specific format.

Example: A phone number. You can add dashes (-) if you want but you do not have to.

Fields with an asterisk (*) are required fields. The patient may not have an email address or Address Line 2.

If no email address, then enter: noemail@yahoo.com

If no address line 2, then enter: NA

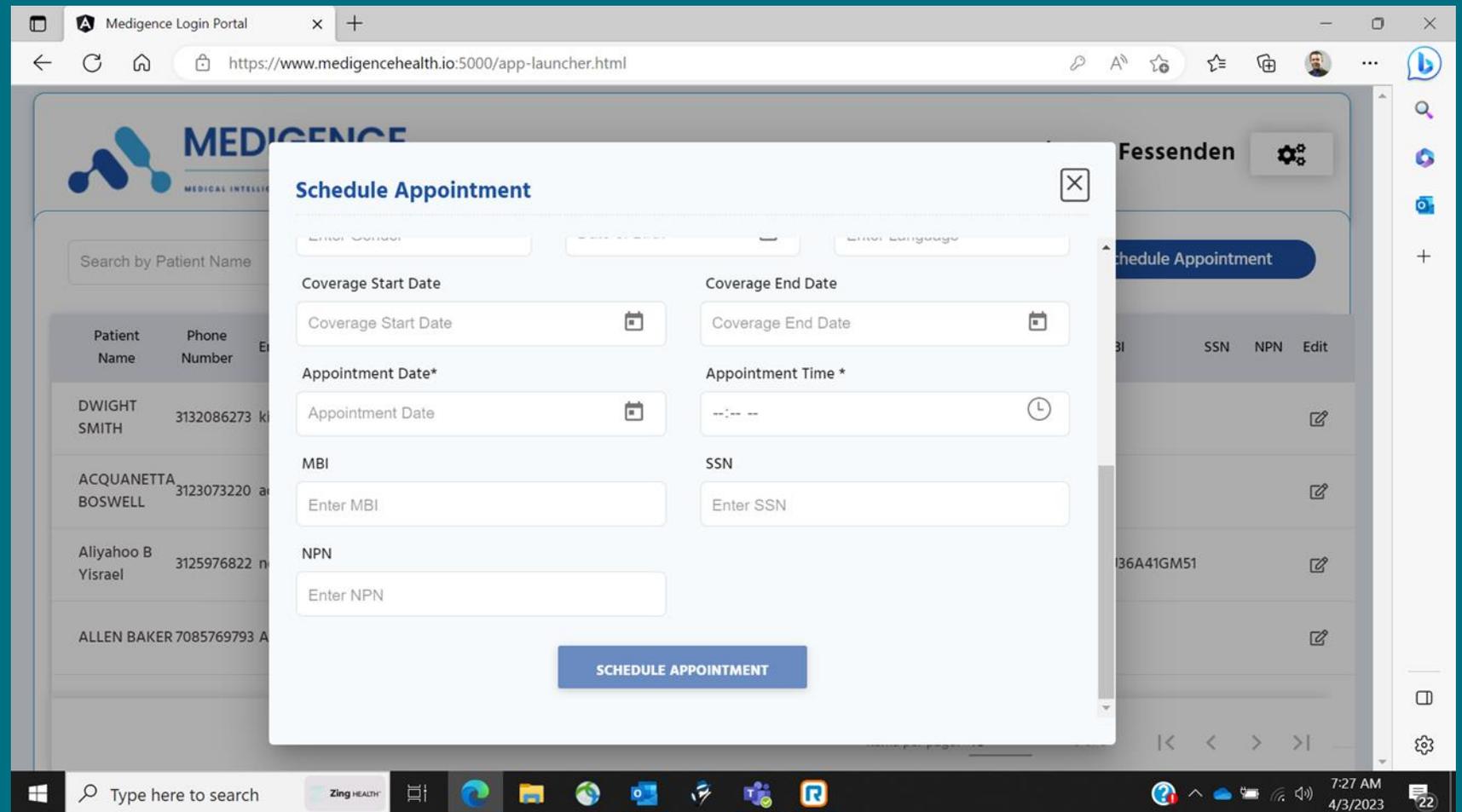
If the member declines to share their social security number, use a fake number such as 123456789 or 111111111.

Complete as many fields as possible.



NPN:

Broker or broker representatives need to complete the “NPN” field to receive credit for scheduling the exam. The field is shown on this screen and is the final field on the page.



“Schedule Appointment”:

Once complete, the “schedule appointment” button at the bottom will be bright blue. Hit the button and the appointment is complete. If information is missing, the button will not be bright blue. The screen will look like this:

The screenshot shows a web browser window with the URL <https://www.medigencehealth.io:5000/app-launcher.html>. The page displays the Medigence logo and a search bar for patient names. A modal window titled "Schedule Appointment" is open, containing the following fields:

- First Name: [Empty]
- Last Name: [Empty]
- Street: [Empty]
- Gender: MALE
- Date of Birth*: 10/25/2022
- Language: English
- Coverage Start Date: 1/1/2023
- Coverage End Date: Coverage End Date
- Appointment Date*: 1/16/2023
- Appointment Time*: 02:23 PM
- MBI: Enter MBI
- SSN*: 123456789

A blue button labeled "SCHEDULE APPOINTMENT" is located at the bottom of the modal.


Note: Remind member to write the visit down on their calendar

Points to Remember

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Notes:

1. Only non-Oak Street (or other to-be full risk VBC provider Zing partners) members should be scheduled. If PCP, at the time of discussing is unknown, go ahead and schedule an appointment if the member is willing.
2. Portal is to only be used for Medigence MAPD products which are H7730, H4624, and H6876.
3. All appointments should be made during “normal business hours” of 8 am to 4 pm Central Standard Time.
4. Medigence will be calling the member post scheduled appointment to remind them of the appointment and to see if they would prefer a face-to-face visit (which is ideal). Having a face-to-face appointment may cause a change from the date/time put into the web scheduling tool but Medigence will take care of that when they speak to the member.
5. A member can receive Medigence’s scheduling line number: 844-210-7298/
6. If you have any other questions, please reach out to Brokers@myzinghealth.com or your local sales representative.



Thank you

myzinghealth.com

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