NAVVIS

Coreo Home

Quick Guide

Introduction

The Coreo Home solution will facilitate the delivery of a wide array of services for patients and members in need of care for their physical, mental and social needs. Below are examples of the types of services which may be supported by the solution to be provided by Service Providers and Community Resources. Whether during an acute episodic health event or associated with the routine stability of daily events, a person's well-being is impacted by a multitude of environmental and social influences that are as important as any clinical care plan or intervention. Through the use of the Coreo Home platform, a person's community, family and social assets can be integrated with a holistic care model.

High Level Features

- **Customer Maintenance -** Platform unlocking the power of community services and caregivers delivered in the home.

- **Onboarding Management** - Enables User (Patient and Service Provider) to onboard into the application.

- **Service Request Management** - enables user to manage Service Request – post, view, edit, review and submit by the Patient and Service Provider can apply for the Service Requests.

- **Care Plan Management** - enables Patient and Service Provider to manage tasks for the services. Action can be performed against each task for the associated Service Request.

- **Search Service Requests** – enables users to search nearby, free text search and based on distance Service Request, community and Service Provider Document: NAV-005 Revision: A Effective Date:

- **Invoice and Payment Management** – enables Patient to make payment against the invoice provided by the Service Provider through credit cards and other modes of payments.

- **Messaging and Notifications** – enables user to receive emails / SMS/async messages / notifications for the different activities performed in the application.

- **Reporting** – enables user to view performance report and satisfaction report.

- **Patient Application Web View** – allows for full functionality of solution from web-based view for Service Providers, Guardians, and Patients.

- **Care Team Mobile / Web View** – allows a Care manager to add tasks for Patients, assign Service Providers to Patients, monitor compliance and performance, and to perform other actions to ensure Patients receive adequate levels of care from a web-based view.

- **User Profile Management** – enables user to manage their own profile in the application.

- **Multi-Device Support** – enables user to access this application from multiple devices: laptop, tablets, and mobile phones.

- **Product Branding** – enables Navvis to white label the product for their customers.

- **Security & Compliance** – secures the application to support PCI, PHI and HIPAA compliance of the application.

- **User Management & Concurrency** – manages the Navvis client's user access and concurrent update on records in the application.

- **Navvis Product Ecosystem Integration** – allows for the use of the Coreo Home Solution for Care Managers from within Coreoflow utilizing SMART on FHIR technology and the by launching of the solution from Coreo Coordinate; allows pre-population of Patients from Coreo based on cohorts and contracts; enables the addition of Service Providers to the Care team in Coreo Coordinate from Coreo Home solution.

- **Integration with Insurance Companies** – Patient Eligibility, Benefits coverage confirmation, Patient Out of Pocket cost identification and Claim Submission.

- **GPS Tracking** – allows Patients and Guardians to have up-to-date awareness of the availability of Service Providers and other resources and allows Care Managers to monitor both Patients and Service Providers.

- **Offline Mobile App Mode** – insures that Patient visit information and assessments can be captured by Service Providers even in the absence of a network connection