



User Reference Guide

MemberMatch

Community Partners

Version 1.2





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MemberMatch/Community Partners

MemberMatch is a solution for Payers and ACOs for episode management of attributed patients / members. Any time a patient / member from the Client's roster is matched to Experian's network of ADT and Eligibility data indicating an encounter is taking place or being updated, Experian notifies the Client of their patient / member activity.

MemberMatch Clients often have a community of care teams that partner in the coordination of care for their patients / members. These care teams are referred to as Community Partners. Community Partners receive similar alerts / notifications upon patient / member activity but are filtered to encounters of patients / members assigned to them based on rules.

This user guide outlines the Community Partner views within MemberMatch.



View encounters

Upon receiving an email notification pertaining to encounters for your patients / members, you will see a link within the email alert that routes you to the Community Partner Encounters portal.

For those directly logging in to view encounters assigned/routed to you:

URL: <https://www.ecarenext.com/NOA>

This landing page provides announcements, a link to the Customer Community Portal for any inquiries or support needs and settings (admin functionality).

Click **Community Partner Encounters**.

The screenshot shows a web interface with a dark blue header. On the left, under the 'NAVIGATE' section, there is a large blue button labeled 'COMMUNITY PARTNER ENCOUNTERS'. On the right, under the 'ANNOUNCEMENTS' section, there are three items: 'Password resets' with a sub-link to customer service, 'COVID Diagnosis tag' with a '*NEW*' sub-link, and 'Subscriber ID Prefix/Suffix' with a '*NEW*' sub-link. At the bottom left, there are links for 'logout' and 'settings'. At the bottom center, a light blue bar contains the text: 'To access the customer community portal, click [here](#).'



Encounter List

The Encounter List displays the encounters that have been routed to you based on the Payer or ACO with which you are partnering to coordinate care.

COMMUNITY PARTNER ENCOUNTERS										
13 Encounters										
Name	Start Or From	Admit Date & Time	Discharge Date	Discharge Diagnosis	PCP/Referring Provider	Referring Source	Referral Class	Person Type	System Type	Flags
Abate, Grace	02/01/1999	01/01/2020	01/02/2020	HOME	KENNEDY, MICHAEL	Expemco Hospital	I	I	667	RA
Alexander, Matthew	01/19/1948	08/26/2020	09/21/2020	TRANSFERRED TO RENAL	KENNEDY, MICHAEL	Mercy Hospital	I	I	667	
Creeford, Carol	05/16/1940	05/26/2020	05/26/2020	LEFT WITHOUT BEING SEEN	KENNEDY, MIKE	Stevens of Mercy Hospital	E	E	117	
Creeford, Carol	05/16/1940	06/26/2020	06/26/2020	SOME	KENNEDY, MIKE	Broadview Clinic	O	O		
Jarvis, Felix J	10/25/1983	08/26/2020	08/21/2020	HOME	KENNEDY, MICHAEL	Stevens of Mercy Hospital	I	I	667	
Johnson, James A	05/25/1928	05/10/2020	05/10/2020	HOME	Deterth, Gregory	Expemco Hospital	E	E	117	ED+
Jones, Cheryl A	10/05/1959	05/29/2020	05/30/2020	HOME	KENNEDY, MICHAEL	Stevens of Mercy Hospital	I	I	667	
Jordan, Kathleen J	05/25/1948	09/01/2020	09/02/2020	HOME	KENNEDY, MICHAEL	Stevens of Mercy Hospital	E	E	117	ED+, ED RP
Devers, Ota	06/22/1991	05/27/2020	05/25/2020	HOME	MOORE, FRED	Expemco Hospital	I	I	216	
Smith, Kellen J	01/20/1988	09/21/2020	09/21/2020	HOME	KENNEDY, MIKE	Mercy Hospital	I	I	667	
Tau, Ross	03/03/1941	05/21/2020	05/22/2020	HOME	MOORE, FRED	Mercy Hospital	I	I	667	
Wagner, James S	10/20/1956	09/21/2020	09/21/2020	POSTICE-HOME	KENNEDY, MICHAEL	Stevens of Mercy Hospital	I	I	667	
Winn, Mark H	03/03/1947	05/21/2020	05/21/2020	HOME	MOORE, FRED	Mercy Hospital	E	E	117	

Flags:

RA – Readmission Flag

ED+ - High ED Utilization

Search Encounters

To search for a specific encounter, click on **Search Encounters**.

SEARCH ENCOUNTERS

FIRST NAME:

LAST NAME:

ADMIT DATE FROM:

ADMIT DATE TO:

Search by First or Last Name and/or use the calendar to select a range for Admit Date.

Click **Search**.

TIP: If you think you have missed an encounter, adjust the encounter date.



Viewing Encounter Details

To view the encounter details, highlight anywhere on the encounter line and click.

NAME	DATE OF BIRTH	ADMIT DATE & TIME	DISCHARGE DATE
Abels, Grace	12/03/1955	07/01/2020	07/18/2020
Ainsworth, Matthew	03/18/1940	08/20/2020	08/21/2020

There are four tabs of information:

Contact Info – Provides demographic information.

ABELS, GRACE SEX: F DOB: 12/3/1955			
CONTACT INFO	IDENTIFIERS	CARE TEAM	ENCOUNTER HISTORY
HOME PHONE	6152408429		
WORK PHONE			
CELL PHONE	Not Available		
EMAIL	Not Available		
ADDRESS	123 PEBBLE LANE Franklin, TN 37067		
EMERGENCY CONTACT			



Identifiers – Provides the MRN, Member ID and MBI.

ABELS, GRACE		SEX: F	DOB: 12/3/1955
CONTACT INFO	IDENTIFIERS	CARE TEAM	ENCOUNTER HISTORY
MRN	MR-123456796		
SSN			
HIC NUMBER			
MEMBER ID	A0123456796		MA PHYS GROUP
MBI	1A00AA0AA05		

Care Team – Provides details about the patient’s care team.

ABELS, GRACE		SEX: F	DOB: 12/3/1955
CONTACT INFO	IDENTIFIERS	CARE TEAM	ENCOUNTER HISTORY
PRIMARY CARE PHYSICIAN			
PRIMARY CARE PHYSICIAN	KENNEDY, MICHAEL@MA PHYS GROUP		



Encounter History – Provides of list of the patient’s encounter history.

ABELS, GRACE Sex: F DOB: 12/3/1955						
CONTACT INFO		IDENTIFIERS	CARE TEAM	ENCOUNTER HISTORY		
FACILITY	CLASS	START DATE	END DATE	REASON	DISPOSITION	
 EXPERIAN HOSPITAL	I	7/1/2020	7/18/2020	SHORTNESS OF BREATH	3	
 EXPERIAN HOSPITAL	I	6/11/2020	6/12/2020	SYNCOPE	1	

View the details of each encounter by clicking on the **green arrow** next to the Facility Name.

ABELS, GRACE Sex: F DOB: 12/3/1955						
CONTACT INFO		IDENTIFIERS	CARE TEAM	ENCOUNTER HISTORY		
FACILITY	CLASS	START DATE	END DATE	REASON	DISPOSITION	
 EXPERIAN HOSPITAL	I	7/1/2020	7/18/2020	SHORTNESS OF BREATH	3	
FACILITY	EXPERIAN HOSPITAL					
PATIENT TYPE	I					
PATIENT CLASS	I					
ADMISSION TYPE						
REASON	SHORTNESS OF BREATH					
SOURCE	ED					
START/ADMIT DATE	7/1/2020					
END/DISCHARGE DATE	7/18/2020					
DISCHARGE DISPOSITION	3					
DISCHARGED TO LOCATION	Stf: St Mary's					