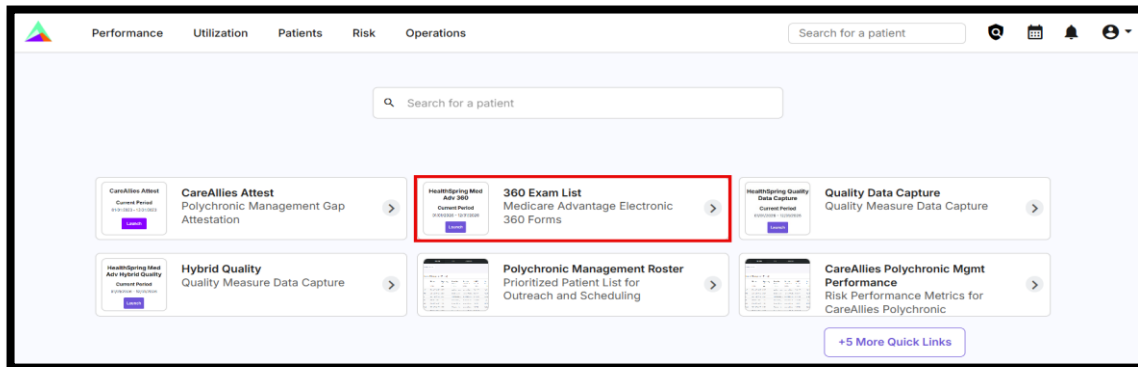


# CareAllies Population Health

## Arcadia 360 User Guide

The Arcadia 360 exam provides a full-circle picture of a patient's current health and risk factors. The goal is to improve the health of your Medicare Advantage patients by identifying and managing health conditions.

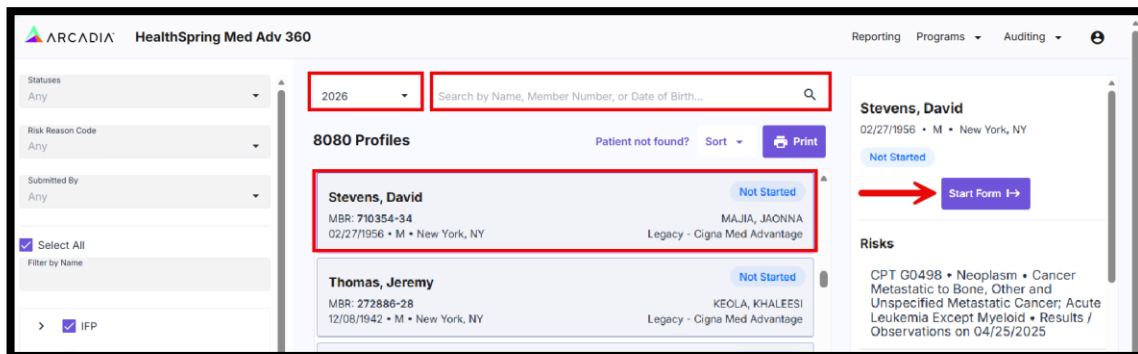
1. Access the [Arcadia Analytics](#) platform. Select the [360 Exam List](#) chip at the top of the Arcadia home page. A new tab will launch with the Arcadia 360.



### Helpful Hint

Alternatively, the 360 may also be launched from the **Patient Chart** in the **Forms** card, this card will provide the most recent status of the 360.

2. Utilize the [search bar](#) on the Arcadia 360 home page using name, member number, and/or date of birth.
  - Additional details will populate to the right with a status of the current attestation, historical attestations, along with Risks and Measures data.
  - Select [Start Form](#) on the right side of the screen to open the patient's Arcadia 360. Ensure the correct plan year is selected from the plan [year drop down box](#) based on the date of service.



# CareAllies Population Health

## Arcadia 360 User Guide

- Document the **visit details** in the **Annual Assessment** section: Date of Service, Rendering Provider, Location, and Visit Type. **Red text** will appear for items that **must be addressed** to sign and submit the 360. Select the **Next** button to advance.

The screenshot shows the 'Annual Assessment' section of the HealthSpring Med Adv 360 form. The patient is Kim, Bryan (DOB: 03/14/1953). The form is in progress. A red box highlights the 'Annual Assessment' section, which contains several error messages: 'Rendering Provider is required', 'Rendering Provider 10-digit NPI is required', 'Location is required', and 'Exam Reason is required'. A red arrow points to the 'Rendering Provider 10-digit NPI is required' message. The 'Next' button is highlighted with another red arrow.

- Complete the **Patient History** section. The **past medical history** is reserved for those **conditions that have resolved** and no longer have a treatment plan. Select the **Medications Reconciled checkbox** and **attach the medication list** from the medical record, or **free text** into the available space.
  - The past medical history, medication(s), and/or family history will be pre-populated if this information was documented on an Arcadia 360 from the previous year

The screenshot shows the 'Patient History' section of the HealthSpring Med Adv 360 form. The patient is Kim, Bryan (DOB: 03/14/1953). The form is in progress. A red box highlights the 'Patient History' section, which contains several checkboxes: 'Reviewed and no history', 'CVA with no residual effect', 'Reviewed and no surgeries', 'No known allergies', 'No known medications', 'Medications reconciled', 'Attached Med Lists', and 'No relevant family history'. The 'Medications Reconciled' checkbox is checked. The 'Attached Med Lists' section is visible, showing a 'Browse' button and a 'Save Attachments' button. A red arrow points to the 'Next' button.

### Helpful Hint!

An attached medication list must include provider's name and signature, credentials and date (same as DOS on the Arcadia 360).

# CareAllies Population Health

## Arcadia 360 User Guide

5. In the **Physical Exam** section, enter height in inches and weight in pounds. The BMI will automatically calculate. If the auto-calculated BMI does not match your records, you may manually enter the BMI. **The quality check requires a height, weight, and BMI.**
- Blood pressure should be entered as follows: **systolic / diastolic.**
  - At least **9 systems must be documented** in the physical exam (7 required as noted by an asterisk plus 2 additional). The defer option does not satisfy as documentation of a system. Once a system is addressed with either **'Normal'** or **'Abnormal'**, that **particular system must be addressed** to reflect the most accurate information.
  - Diabetic Foot Exam: **Clinical guidelines support completing a foot exam for all patients diagnosed with diabetes.**

**Physical Exam**

Height (in) [ ] Weight (lbs) [ ] BMI [ ]

Unable to provide

PHYSICAL EXAM	NORMAL / ABNORMAL	DEFER
General	Normal * Abnormal	
HEENT *	Normal * Abnormal	
Neck	Normal * Abnormal	
Heart *	Normal * Abnormal	
Lungs *	Normal * Abnormal	
Breast	Normal * Abnormal	

**Diabetic Foot Exam**

Normal  Abnormal  Did not assess

Please indicate the locations tested that allowed you to make your clinical interpretation.

Right Left

Which locations were assessed?	RIGHT FOOT PULSE	LEFT FOOT PULSE
Dorsalis pedis	Normal Weak Absent	Normal Weak Absent
Posterior Tibial	Normal Weak Absent	Normal Weak Absent
Test for Neuropathy	Normal Abnormal	Normal Abnormal
Complications due to diabetes		

# CareAllies Population Health

## Arcadia 360 User Guide

6. The **Preventive Care** section includes the following items note below:
- Complete the **Social Needs Screening** section by documenting any **social concerns** that the patient may have.
  - The use of the **PHQ-2** will identify if a **PHQ-9** is necessary to evaluate the patient's level of depression. If the **PHQ-9** is necessary, it will display elsewhere in the Arcadia 360 for completion. The **PHQ-9** will populate the final score from the tool. Please review the scoring and address as appropriate for your patient.
  - Pain Screening is leveraged to document the appropriate **treatment plan** if pain is greater than zero.
  - Review of Systems** requires at least **8 systems to be documented** (6 required as noted by an asterisk, plus 2 additional).
  - Bladder Control Screening is used to assess the ability of the patient's bladder control with **1 being complete control and 5 being severely unable to control**.

**Preventive Care**  
Activities of Daily Living and Independent Activities of Daily Living Assessed:  
 Patient is Independent  Patient Needs Assistance

Needs Assistance with (ADLs):  
 Bathing  
 Dressing  
 Eating  
 Transferring  
 Toileting  
 Mobility/Walking

Needs Assistance with (IADLs):  
 Shopping for groceries  
 Driving / using transportation  
 Using the telephone  
 Preparing Meals  
 Housework  
 Home Repair  
 Laundry  
 Taking Medications  
 Handling Finances

**Social Needs Screening**  
What is your living situation today?  
 I have a steady place to live  
 I have a place to live today, but I am worried about losing it in the future  
 I do not have a steady place to live (I am temporarily staying with others, in a hotel, in a shelter, living outside on the street, on a beach, in a car, abandoned building, bus or train station, or in a park)

7. In the **Coordination of Care** section, document any **barriers** that prevent patients from **accessing care**. The provider can indicate if a referral to case management or behavioral health is needed.

**Coordination of Care**  
**Barriers to care** ←

If patient has not accessed appropriate care, please indicate the patient's reasons below (mark all that apply)

Was satisfied with current health status  
 Was unaware that follow-up was needed  
 Could not get transportation  
 Could not afford copayment  
 Sees too many doctors

Feels anxious about doctor's visits  
 Has to stay home to take care of somebody else  
 Could not take time off  
 Other

Specialists or other providers involved in patient's care  
 None

Medical equipment suppliers involved in patient's care  
 None

Refer to case management  
 Yes

Refer to behavioral health  
 Yes

**Helpful Hint!**  
A referral is not auto-generated by selecting the referral box.

# CareAllies Population Health

## Arcadia 360 User Guide

8. In the **Conditions** section, address each condition by **documenting the condition status, corresponding treatment plan**, and **reason accurately and appropriately**.
- Conditions are presented in three categories:
    - Persistent**: condition was documented in the **prior two years but not in the current year**
    - Suspected**: conditions may exist based on **EMR, clinical, lab, or pharmaceutical data**
    - Closed**: chronic conditions **documented in the current calendar year** via claims or CMS data
  - To view evidence for each condition, including all documented ICD-10 codes, select **View Evidence** to the right of each condition card.
  - To address a condition, **select the HCC category to reveal a drop-down card**. The primary ICD-10 is presented in this drop down. If this is still the most appropriate and accurate code, **document** one of the following statuses along with a corresponding **Reason Code**:
    - Active Condition**: with treatment plan
    - Dismiss Condition**: noting as not currently present or never present
    - Additional Options**: noting either the condition was Not Addressed or patient was referred to another provider
  - If an alternate code is more appropriate, select **Active Condition** and use the Alternate Code field to search for and choose the **most accurate code**. You will still need to choose Active Condition and a Reason Code.
  - Move throughout the HCC categories for **Persistent** and **Suspected** by selecting the condition and addressing each one. Upon completion, if there are still additional conditions that need to be documented use the **Add New Code** button in the upper right corner.

The image shows two screenshots of the Arcadia 360 interface. The top screenshot is for 'Type 2 diabetes mellitus with diabetic chronic kidney disease (E11.22)'. It shows a card with tabs for 'Active Condition', 'Dismiss Condition', and 'Additional Options'. The 'Active Condition' tab is selected, showing a 'Reason Code' of 'Treatment plan - Medication' and 'Notes' of 'Treat with Metformin'. An 'Alternate Code' search field is also visible. The bottom screenshot is for 'Chronic kidney disease, stage 3b (N18.32)'. It shows a similar card with the 'Active Condition' tab selected, showing a 'Reason Code' of 'Treatment plan - Diet' and 'Notes' of '1200 calorie diet'. A blue callout box on the right side of the screenshots contains the text: 'New Requirement: A note is required for all treatment plans. When Rx is the treatment plan, the name of the medication should be entered in the notes field. If other treatment plans, include specificity in notes field. Examples: Treatment plan RX – enter medication name in note field. Other treatment plans–note specifics such as: 1200 calorie diet'.

### New Requirement

A note is required for all treatment plans. When Rx is the treatment plan, the name of the medication should be entered in the notes field. If other treatment plans, include specificity in notes field.

Examples:

Treatment plan RX – enter medication name in note field

Other treatment plans–note specifics such as: 1200 calorie diet

# CareAllies Population Health

## Arcadia 360 User Guide

9. Complete the **Quality** section by **documenting any care gaps** based on data in the EMR and received since the last visit.
- Open quality gaps will display as **Non-Compliant**. You may see Compliant and Non-Qualifying measure gaps. **Compliant** means we have evidence of the measure gaps and **Non-Qualifying** means the patient does not qualify for that measure. Any gaps in care in these statuses can be entered.
  - To document evidence, select the **desired measure** to expand, select **Add New**, document in the fields provided, and then select **Save**.
  - Quality measures are not required to be completed. They are provided as an opportunity to document the most recent evidence available.



10. Complete the **Chart Attachment** section by uploading to Arcadia following the steps below:
- Select **Browse** to identify and choose the file you wish to upload. Select **Open** once the desired file has been chosen. The file name will appear on the Arcadia screen.
  - Select the **check box** indicating the attachment substantiates the documented visit.
  - Select **Upload Attachments**, the attachment will appear under the Attached Charts text in blue when successfully uploaded.
  - Select **Next** to move to the **Review** page.

**Attestation**

Please attach a chart of the patient's encounter for this date of service. The file must be smaller than 20 Mb. See below for chart requirements. If attached file does not contain below information, it is subject to being sent back or rejected.  
Acceptable file types: PDF, JPG, PNG, PPT

I attest the attached files contain comprehensive and accurate documentation for the patient's visit.

[Browse](#) or drag and drop files here

**Upload Attachments**

**Attached Charts**

**Acceptable Types of Documentation include:**

- History and physical
- Progress Note
- Test Results
- Screening Results

**Recommended Additional Documentation:**

- Test Results
- Screening Results

**Documents should include:**

- A clear date of service (DOS)
- Patient identifiers on each page of the document or clear page to page progression
- Compliant signature including electronic signature statement, providers full name, credentials, and date of signature
- Assessment and plan for each documented diagnosis
- If paper charts are attached: Follow the same guidelines as above with handwritten signatures including credentials (no initials)

[Previous](#) Last saved 02/04/2026 03:23 PM [Next](#)

### Helpful Hint

The page will auto save as the user changes fields and when the user goes to the next section.

# CareAllies Population Health

## Arcadia 360 User Guide

- Review the [Submission Checklist handout](#) to ensure all items have been satisfied.
  - Note: ensure the form is within 180 days from date of service before submitting**
- All **quality checks** will be displayed on the **Review** page. This allows the user to review every required field along with **clinical documentation** one final time before submission. If a required area is incomplete, use the **Edit** selection to navigate directly to that section of the form. Select **Next** to advance.

Review Additional Sections

Annual Assessment	<input type="radio"/> Ready to Submit <a href="#">Edit</a>
Patient History	<input type="radio"/> Ready to Submit <a href="#">Edit</a>
Physical Exam	<input type="radio"/> Ready to Submit <a href="#">Edit</a>
Preventive Care	<input type="radio"/> Ready to Submit <a href="#">Edit</a>
Psychiatric	<input type="radio"/> Ready to Submit <a href="#">Edit</a>
Coordination of Care	<input type="radio"/> Ready to Submit <a href="#">Edit</a>
Chart Attachment	<input type="radio"/> Ready to Submit <a href="#">Edit</a>

[Next](#)

### Pay Attention!

The Arcadia 360 requires the following quality checks: **Date of Service, Rendering Provider Name & NPI, Location, Exam Reason, Physical Exam, Depression Screening, Pain Screening, Review of Systems, Medications, Conditions, and Signature.**

- Sign the form** in the final section of the 360. Authorized users should **select the acknowledgement checkbox** on the form. It will save the electronic signature with a date, time stamp, and user credentials. A form can only be signed and submitted once the 360 satisfies all **quality checks**.

ARCADIA HealthSpring Med Adv 360

Patient Search

Johnson, John

04/08/1972

M

New York, NY

464077-39

Optimum Health (Govt Contracts)

PCP

SHABRA AHARONI

Form ID: 743clbce

Review

Sign

I, Leakhena Holder, electronically sign this record on 02/09/2026 at 02:37 PM (02/09/2026 20:37 UTC)

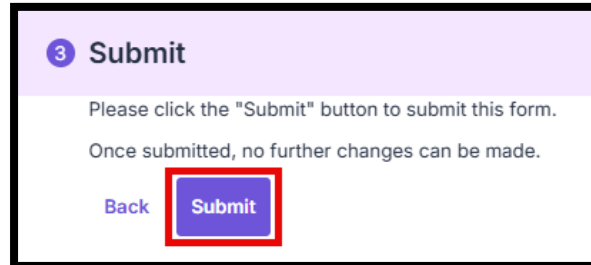
Back Sign Next

Submit

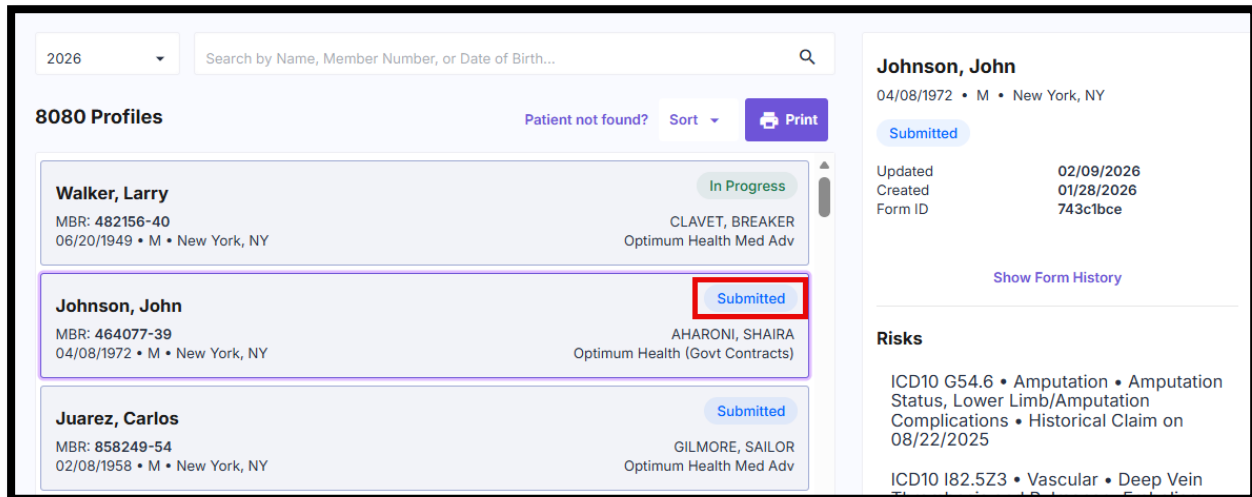
# CareAllies Population Health

## Arcadia 360 User Guide

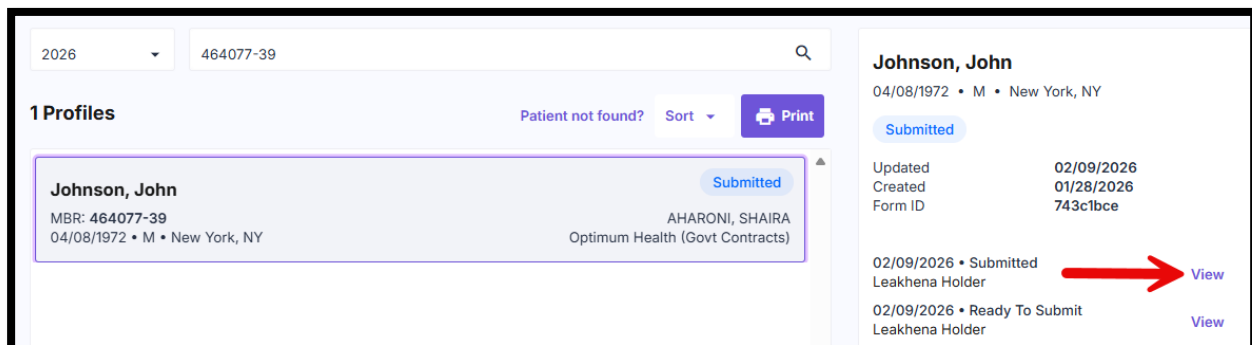
14. Select **Submit** after signing the form. Once submitted, no further changes can be made.



15. The form status will change to '**Submitted**' and it will route to the queue for auditor review.



16. Once the form is **Approved** or **Rejected**, use the **Patient Card: Form History tab** on the 360 homepage to generate the PDF.

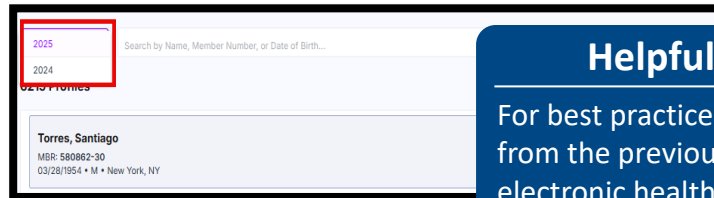


# CareAllies Population Health

## Arcadia 360 User Guide

### The 360 Home Page

Users will find a **list of patients**, **their 360 status**, and a **period filter** based on individual user permissions, on the Arcadia 360 home page. The period filter will default to the most recent year. If access to the previous year's forms are desired, users can select the previous year from the dropdown.



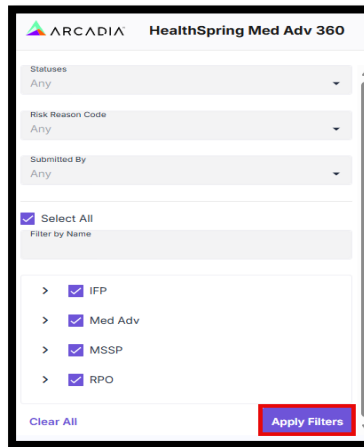
### Helpful Hint!

For best practices, save a PDF from the previous year in your electronic health record.

### 360 Home Page: Filtering

Filtering the current year's 360 patient list can be found on the left-hand side. From here, users may filter by Form Status, Risk Reason Code, or by provider. After you've chosen the appropriate criteria, **Select Apply Filters** to update the patient list.

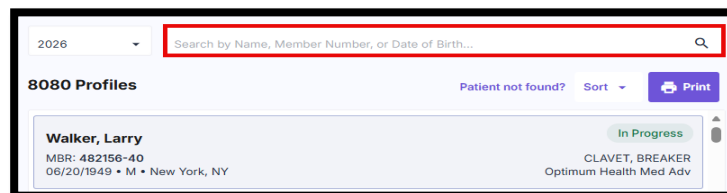
- **The next page of this user guide gives a detailed description of all statuses**



### 360 Home Page: Patient Search and Selection

Users may search for a specific patient in the Search Bar at the top of the page using the following:

- **Name (Last Name, First Name)**
- **Member Number**
- **Date of Birth (MM/DD/YYYY)**



# CareAllies Population Health

## Arcadia 360 User Guide

### 360 Home Page: PPO Patient Search

Users can select **'Patient Not Found'** above the patient profiles to utilize the Patient Break Glass option. This option is available to access **PPO members**. Users must enter the following:

- **First and Last Name**
- **Member Number** or **Date of Birth**

The screenshot shows the search interface with a dropdown menu set to '2026' and a search bar containing the text 'Search by Name, Member Number, or Date of Birth...'. Below the search bar, the text '8080 Profiles' is displayed. To the right of this text, the button 'Patient not found?' is highlighted with a red rectangular box. Other buttons visible include 'Sort' and 'Print'. Below the search bar, a patient profile for 'Walker, Larry' is shown with details: MBR: 482156-40, 06/20/1949 • M • New York, NY. A status indicator 'In Progress' and the text 'CLAVET, BREAKER Optimum Health Med Adv' are also visible.

The screenshot shows a 'Break Glass Patient Search' form. The title is 'Break Glass Patient Search'. Below the title, there is a disclaimer: 'For emergent use to query patients that you do not currently have access to in the Arcadia system. By clicking Search you agree to the terms here. You must enter First and Last Name, as well as one of: Member Number, MRN, or Date of Birth.' The form contains several input fields: 'Patient First Name', 'Member Number', 'Patient Last Name', 'MRN', and 'Patient Date of Birth' (with a date picker icon). There are 'AND' and 'OR' operators between the fields. A 'Clear Form' button is located below the input fields. At the bottom, there is a checkbox with the text 'I understand that I am accessing information for a patient whom I have not been granted access to, and am doing so for medical reasons. I agree to the terms here.' and 'Cancel' and 'Search' buttons.

### 360 Home Page: Sorting

Users may use the **Sort** button in the top right to sort patients by:

- **Open Gaps (Ascending or Descending)**
- **Patient Name (A-Z or Z-A)**

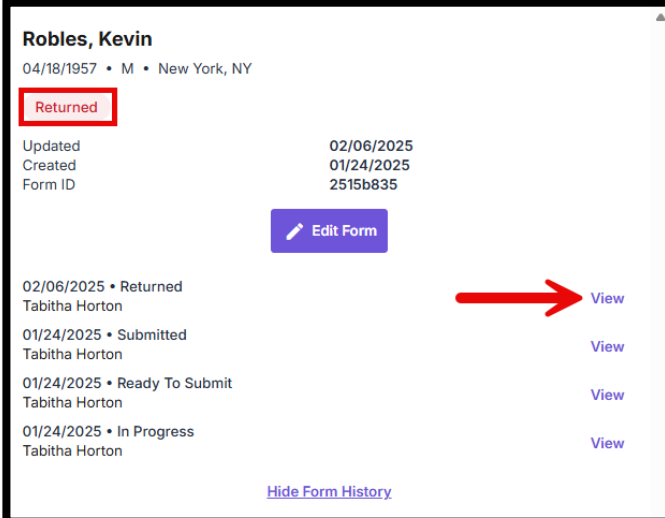
The screenshot shows the search interface with the 'Sort' dropdown menu open. A red arrow points to the 'Sort' button. The dropdown menu is highlighted with a red box and contains the following options: 'Open Gaps Desc', 'Open Gaps Asc', 'Patient Name A-Z', and 'Patient Name Z-A'. The patient profile for 'Walker, Larry' is visible above the dropdown, and the profile for 'Johnson, John' is visible below it. The text 'Optimum Health (Govt Contracts)' is also visible.

# CareAllies Population Health

## Arcadia 360 User Guide

Health Plan coders will review all Arcadia 360s in a Submitted status. Providers may update forms in a Submitted status until the status is changed to In Review. Following review, forms will be noted with one of three statuses: Approved, Rejected, or Returned.

- **Approved** forms are **complete forms** that are ready to be saved into the official medical record for the patient.
- **Rejected** forms are **unable to be amended**. These forms are in a final state.
- **Returned** forms **require additional information and re-submission**. Users will see Returned forms in the patient list on the Arcadia 360 home page. An email will also be sent to the user once the coder has finished the review and marked the form as returned. **A hyperlink is included in the email and will direct providers to the appropriate patient upon selecting.**



The screenshot shows a patient profile for Kevin Robles (DOB: 04/18/1957, M, New York, NY). The status is 'Returned', highlighted with a red box. Below this, there are fields for 'Updated' (02/06/2025), 'Created' (01/24/2025), and 'Form ID' (2515b835). A purple 'Edit Form' button is visible. A list of form history entries follows, each with a date, status, and name (Tabitha Horton), and a 'View' link. A red arrow points to the first 'View' link. At the bottom, there is a 'Hide Form History' link.

Date	Status	Name	Action
02/06/2025	Returned	Tabitha Horton	<a href="#">View</a>
01/24/2025	Submitted	Tabitha Horton	<a href="#">View</a>
01/24/2025	Ready To Submit	Tabitha Horton	<a href="#">View</a>
01/24/2025	In Progress	Tabitha Horton	<a href="#">View</a>

**Returned forms** will include notes indicating why it was returned, and which section needs attention. This is found on the **Form History tab** of the **Patient Card to the right of the patient profile**.

**Follow the steps below to ensure returned 360s are updated and submitted for re-review:**

1. On the homepage of the Arcadia 360, **filter to see 360s with Returned status**.
2. Select the **Patient Card** and see **Return History comments** which will indicate which section needs updating.
3. Navigate to the **360 section** that required amendment reflected in the comments.
4. **Update the 360** section as needed. Add as much detail as necessary to address the Return History comments.
5. **Re-sign and submit the 360**. This will update the status back to **'Submitted'**.
6. The coder will review for approval, and the 360 status will update throughout the process.

# CareAllies Population Health

## Arcadia 360 User Guide

Once the Arcadia 360 is complete, it must be signed and submitted by a clinician with valid credentials. Comprehensiveness and accuracy of the form is critical in ensuring the form will not require amendment in the future. Before submitting the form, please ensure all items in the checklist below are complete.

- Submission date is within 180 days of the date of service
- All sections of the form are addressed
- Consistent and detailed information throughout the 360
- Appropriate documentation is attached
  - **Attach medication list under patient history**
  - **Chart of patient's encounter in the chart attachment section of the 360**
- All chronic conditions are addressed with associated treatment plans
  - The name of the medication is included in the notes with Rx is selected as a treatment plan
- The form has been appropriately signed with electronic signature and valid credentials

The screenshot shows the 'Sign' step of the review process for a patient named John Johnson. The patient's information is listed on the left: 04/08/1972, M, New York, NY, 464077-39, Optimum Health (Govt Contracts), PCP SHAIRA AHARONI, Form ID 743c1bce. The main area shows a 'Sign' button highlighted with a red box and a red arrow pointing to it. Below the 'Sign' button are 'Back' and 'Next' buttons. The 'Submit' button is visible at the bottom of the form.

The screenshot shows the 'Approved' status page for the form. The patient's information is listed at the top: Johnson, John, 04/08/1972, M, New York, NY. The 'Approved' status is highlighted with a red box. Below this, the form's metadata is shown: Updated 02/09/2026, Created 01/28/2026, Form ID 743c1bce. A 'Show Form History' link is visible. The 'Risks' section lists several conditions with historical claim dates: ICD10 G54.6 (Amputation) on 08/22/2025, ICD10 I82.5Z3 (Vascular) on 12/24/2024, ICD10 B18.2 (Liver) on 01/04/2025, ICD10 E11.59 (Diabetes) on 12/19/2025, and ICD10 E11.9 (Diabetes) on 01/04/2025. A 'View All' link is provided. The 'Measures' section lists Breast Cancer Screening and COVID-19 Vaccination.

### Helpful Hint!

Once the form is in a final status of 'Approved' please save the PDF in your electronic health record.

# CareAllies Population Health

## Arcadia 360 User Guide

360 STATUS	STATUS DESCRIPTION
Not Started	Patient is eligible for a 360 exam in the current year, but a 360 has not yet been started.
In Progress	Patient's 360 has been started and is in progress.
Ready to Submit	Patient's 360 is completed and ready to submit. This status may be used if another member of the care team is completing the form. The form must ultimately be signed by the provider or a designee with signing permissions.
Submitted	Patient's 360 has been signed and submitted for review. In this status, the form is still editable if any updates are required.
In Review	Patient's 360 is not editable and is being reviewed by an auditor for accuracy and completeness.
Returned	Patient's 360 has been returned to the provider for editing and/or additional information.
Ready to Resubmit	Patient's 360 has been updated after the returned status and must be signed by the provider or a designee with signing permissions.
Approved	Patient's 360 has been reviewed and approved by the auditor. Please save the PDF into the medical record for the patient.
Rejected	Patient's 360 has been reviewed and rejected by the auditor. Forms are not editable when in this status. Reasons for rejection usually mean a new face-to-face encounter would be required.

### Helpful Hint!

There are various rejection reasons that an auditor may use, and this information will be included in the rejection status.