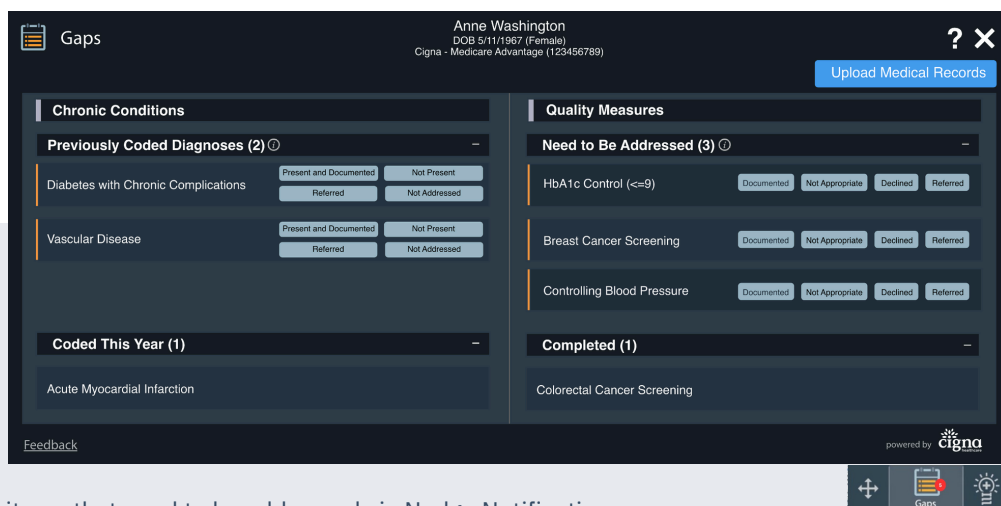




## Gaps

POWERED BY 

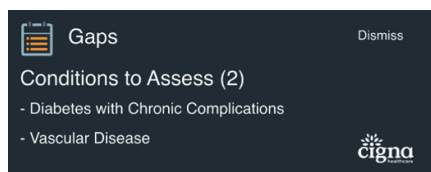
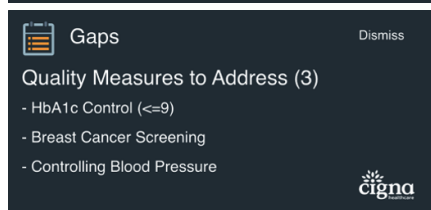
Patients in at-risk populations tend to get their care from more than one provider. The Gaps app from IllumiCare automatically checks the patient you're viewing in your EMR against the payer's documented quality and risk measures to ensure no gaps exist.



- Authorized users of the Gaps app will be shown items that need to be addressed via Nudge Notifications.
- Providers can attest to the actions taken when closing open Gaps from within the application.
- Cigna members that have an existing outstanding Chronic Conditions or Quality Measure that needs to be actioned will be presented to the provider when opening the patient's record within the EMR.
- Chronic Conditions can be reviewed and actioned from within the app. Clicking the Previously Coded Diagnosis reflects the outstanding diagnosis details, including the ICD-10 code. Actions buttons allow the provider to reflect steps taken to address the outstanding condition and include the following: Present and Documented, Not Present, Referred, and Not Addressed.
- Completed Quality Measures and Quality Measures that Need To Be Addressed will display to the provider with action buttons reflecting steps taken by the provider to close the gap. Action buttons include: Documented, Not Appropriate, Declined, and Referred.
- The Upload Medical Records button allows for the Medical Record to be uploaded directly to Cigna for attestation, review, and completion.



**QUICKLY ENSURE THAT YOUR PATIENTS MEET QUALITY & RISK MEASURES**  
Gaps is a free tool that automatically checks the status of a patient you're viewing in the EMR against the Cigna documented quality and risk measures.


Open Gaps



All Gaps Closed



No Gaps Data

### How it looks

- Nudge Notifications display to providers reflecting outstanding gaps that need to be addressed.
- If the patient is not a Cigna Member the Gaps icon is blank
- If the patient is a member and no gaps exist, a green check is shown
- If gaps exist, a red badge indicates the number of gaps
- Clicking the badge or app reveals the gaps