

# GURU Policy and Procedure

In this course you will learn the basics of utilizing GURU, a Source of Truth repository used for researching benefit coverage. For the most up-to-date information, access the GURU Policy and Procedure document through this [link](#), or in the BCoE Library.



**Introduction to GURU**



**Navigating GURU**



**Coverage Search**



**Using the Documents Feature**



**Viewing Search Logs**



**Quick Links and Accesses**



**Feedback and Help**



**Repository Search Video Demonstration**



**Coverage Search Video Demonstration**

# Introduction to GURU

---

## What is GURU?

The Governing Unified Repository Utility (GURU) is a single Source of Truth (SOT) repository (i.e. document retrieval tool) used for consolidating multiple SOT documents and storage of sources in one location. It is also a Medicaid benefit code coverage tool which provides product level code coverage indicators from the source document and the system (Facets benefit configuration).

- GURU is a new one stop repository to all market real time source documents and allows for easy search/find for code and/or key word along with source download capability.
- GURU answers for real time benefit coverage indicator from state source document perspective and real time benefit configuration coverage indicator from System Benefit (Facets). Includes VAB, Limits and Reporting capabilities.
- GURU eliminates waste time researching against multitude of source documents to prove benefit coverage.
- GURU eliminates need for departmental hand off to research benefit coverage from source and system.

## What are the Benefits of GURU?

- Cognitive search engine; uses process automation.
- Introduces natural language processing (NLP).
- Provides analytical insights.

- Common source document repository for Medicaid business needs
  - a. Ensures all business areas are using the same sources across Elevance Health.
  - b. Allows for real time CPT/HCPCS procedure code and/or keyword search against most current state and Elevance Health source documents.
  - c. Real time search/find to easily back into source document where code/key word is found.
  - d. Eliminates manual one by one fee schedule lookup.
  - e. Ability to upload ad hoc documents real time in GURU (daily 12:00 a.m. ET refresh)
  
- Coverage Search: Improves the process of manual look-up/ research against supporting source documents to determine benefit/code level coverage indicator:
  - a. Allows users to search by code and/or medical term across SOT documents defined in market's SOT catalog.
  - b. Returns high-level detail of finding.
  - c. Allows for immediate download of the source and prioritizes source return, based on market preference.
  
- System Benefit Data Connectivity: Returns code/product level benefit configuration covered/not covered and returns configured limit details when applicable
  
- Accelerates Request for Proposal (RFP) process
  
- Increases digital search capabilities resulting in:
  - a. Reduced research and resolution times.
  - b. Improved claims accuracy.
  - c. Reduction of rework.
  - d. Handoffs resulting in lower administrative costs and improved turnaround times.

## **How to Use GURU**

The following lessons, #2-7, give instructions on how to utilize GURU. The final two lessons, #8 and 9, are video demonstrations of the steps outlined throughout the rest of this learning module.

GURU is a single \_\_\_\_\_ repository.

---

- Pricing
- Authorization
- Source of Truth

**SUBMIT**

When is GURU updated?

---

- Daily at 12 a.m. EST
- Saturdays at midnight EST



First of the months at 2 a.m. EST

**SUBMIT**

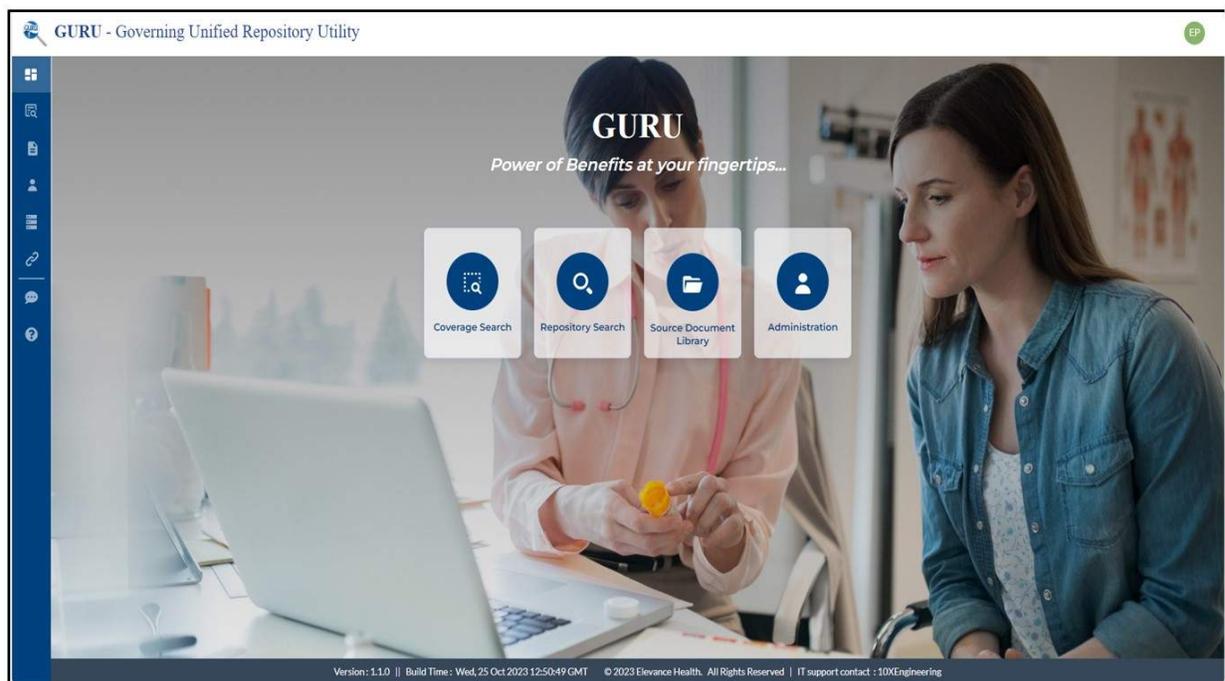
**CONTINUE**

# Navigating GURU

---

## Dashboard

When accessing GURU, the dashboard for Administrators and Superusers displays:



## Primary Icons

The four main icons in the center of the screen are covered below. The Person icon (Administration), is NOT available to those with Visitor access and will not appear for those users.

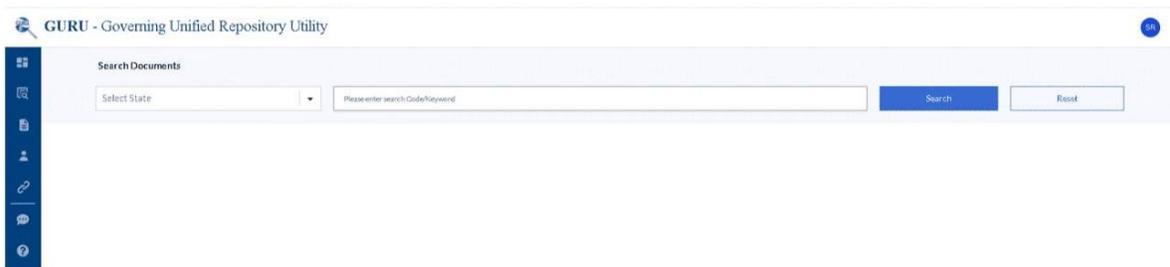
The four icons are:

## Coverage Search

- Click this icon to perform a **Coverage Search** for codes.

## Magnifying glass icon

-Click the magnifying glass icon to search documents in the GURU source of truth repository



## Folder icon

Click the folder icon to:

- Access specific links/sources feeding into GURU
- Determine which sources are active/inactive and which sources contribute to answering code coverage response
- Determine if a specific document is feeding into GURU from particular websites that are Listed
- When a document needs to be uploaded immediately and the user can't wait for the IT Digital Team to map to the true source location on the backend
- Appears as a paper icon in the sidebar 

Person icon :

- Click the person icon to access User Management and Search Logs.
- Only individuals with Admin or Superuser roles can use these functions.

## Sidebar Icons

In addition to the three icons that also appear on the Dashboard, these icons in the sidebar help the user to perform other tasks:

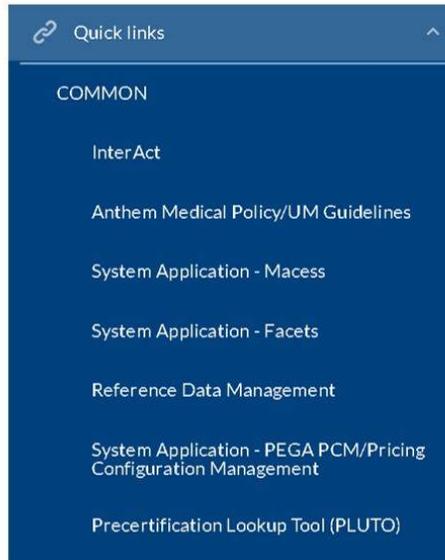
- **Dashboard icon** :
  - Click **Dashboard** icon to display GURU dashboard
  - From dashboard, user can access functions that are also available in left-side menu:
    - **Search** (magnifying glass icon)
    - **Administration** (person icon)
    - **Documents** (folder icon)

## Reference Data Maintenance

- Only individuals with Admin role can use these functions.
- Select this Reference Data Maintenance icon to access options such as:
  - **Code Governance**
  - **Out Of Scope Codes**
  - **Code Benefit Mapping**
  - **Health Plan Exceptions**
  - **Reference lookup**

**Linked chain icon** :

Click the linked chain icon to access the Quick Links to other applications, saving the user from exiting GURU to access “favorites” linked elsewhere.



○ **Chat bubble icon** :

- Click **chat bubble** icon to provide feedback to the GURU IT Digital team and/or Benefits Center of Excellence (BCoE) team about improving GURU

○ **Question mark icon** :

- Click **question mark** icon to ask questions about using GURU

## User Profile



- User Profile icon displays the username initials.
- Click the icon on top right corner to view the user's name and role, as well as the logout option.

Which of these is NOT an icon that appears in the middle of the Dashboard for Administrators and Superusers when first accessing GURU?

---

Person

Search

Chat Bubble

Folder

**SUBMIT**

What icon would you choose from the Sidebar to find Quick Links to commonly used applications?

---

- Chat bubble
- Question mark
- Linked chain

**SUBMIT**

**CONTINUE**

# Coverage Search

---

**Individuals with Admin, Superuser or Visitor role can access the Search feature in GURU.**

Step	Action
1	Access GURU
2	Select the magnifying glass in box icon from the dashboard or on left navigation panel.
3	Select the State from state field drop-down. (Currently available for  ) Medicaid markets.
4	Type medical code(s) or code range or keyword(s) in Type code(s), code range with - between codes or keyword(s) field <ul style="list-style-type: none"> <li>• Examples:                             <ol style="list-style-type: none"> <li>a. 99213 (singular code)</li> <li>b. 99213, 98943 (Up to five codes can be entered)</li> <li>c. 99213 – 99219 (range of codes)</li> <li>d. Acupuncture</li> <li>e. Chiropractor</li> </ol> </li> </ul>
5	Select Search to display code associated details or Reset button to clear the entered code. Sections displayed are: <ul style="list-style-type: none"> <li>• Value Added Benefits (VAB will display only when code is confirmed VAB for market)</li> </ul>

- Code Description
- Coverage Indicator
- Limits/ Notes
- Code Details
- Benefit System Data

Note: Codes supported in GURU derive from the Reference Data Management (RDM) tool, RDM is approved by Elevance Health and is fed by Centers for Medicare & Medicaid Services (CMS).

Coverage Search

VA

99213 -Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using total time on the date of the encounter for code selection, 20 minutes must be met or exceeded.

[Value Added Benefits](#) [Click Here](#)

**Coverage Indicator** Filters Reset Expand for More Info

Product Summary	Source Document	System Benefit	PCA Denial
[REDACTED]	Covered VAB and Medical	Covered	N
[REDACTED]	Covered VAB and Medical	Covered	N

**Limits/ Notes** Source System Benefit Expand for More Info

Product Summary	Category	Details
[REDACTED]	Provider Manuals (Elevance Health)	<a href="#">ⓘ</a>
[REDACTED]	Bulletins/Communications	<a href="#">ⓘ</a>
[REDACTED]	Bulletins/Communications	<a href="#">ⓘ</a>
[REDACTED]	Billing Guides/Provider Manuals (State)	<a href="#">ⓘ</a>

Showing 1 to 10 of 11 << >> 10

[Code Details](#)

## Code Description

Procedure code description (typically explains purpose, functionality or usage of specific sections of code).

## Coverage Indicator

- Coverage Indicator tile displays unique products summaries offered by the market along with the benefit Code level coverage indicator from Source Document and

System Benefit configuration along with Processing Control Agreement (PCA) information.

- PCA:
  - GURU only returns PCA denials
  - GURU does not return PCA warnings
  - GURU does not return PCA pends

Note: For a Value-Added Benefits code, a banner with a view option (Click Here) is presented to list all the key elements associated with the code.

Coverage Indicator			
Product Summary	Source Document	System Benefit	PCA Denial
[REDACTED]	Covered VAB and Medical	Covered	N
[REDACTED]	Covered VAB and Medical	Covered	N

Note: Hover on “Y” in PCA Denial column to display PCA description.

Coverage Indicator Filters Reset Expand for More info Lim

Product Summary	Source Document	System Benefit	PCA Denial
[REDACTED]	Not Covered/State is Silent	Covered with Exception	Y
[REDACTED]	Not Covered/State is Silent	230206R000242-010 -OH Medicaid Non Covered Code List	
[REDACTED]	Not Covered/State is Silent	Covered with Exception	Y
[REDACTED]	Not Covered/State is Silent	Covered with Exception	Y

- Users have these options:
  - a. Filters: Allows to filter by product and status.
  - b. Reset: Allows to reset the all the filters
  - c. Expand for More info: Selecting this option allows to view more information related to Source Documents, System Benefit.
- Source Documents: The Source Document column b displays all information related to Categories, Status, and Comments, as well as a folder icon that provides direct access to the source document. For in-depth analysis, you can filter by Status, download, and export individual documents. Here are result options that may return in the Source Document column.

◦ Covered: Priority source document proves code is covered

Not Covered: Priority source document proves code is not covered

Not Covered/State is Silent: Code is not found on any priority source document, state does not speak to code

Not Covered/Non Reimbursable:	Code is reporting/quality measure code and code is not tied to HP exception or incentive
Carve Out:	All product IDs under Product Summary, Code is configured in FACETS to deny as carve out (i.e. carve out to state, deny to pharmacy, deny to vendor etc.)
Carve Out with Exception:	Some product IDs under Product Summary, Code is configured in FACETS to deny as carve out (i.e. carve out to state, deny to pharmacy, deny to vendor etc.) and some product IDs are covered
Covered (VAB & Medical):	Code is covered VAB and Priority medical source document proves code is covered

Not Covered/ Non-Reimbursable: Code is reporting / quality measure code and code is not tied to HP exception or incentive.

Coverage Indicator

Returning results for code- 99213 [redacted] Lob - Medicaid

Source Documents System Benefit

Status  
Select Status

Cardinal Care [redacted]

Product Coverage : Covered VAB and Medical

Categories	Status
Health Plan Exception	Not Found
VAB	Covered
Behavioral Health Grid	Covered
Reporting/Quality Measure Codes	Not Found
State Contract	Not Found
Compliance C:360	Not Found
Bulletins/Communications	Covered
Fee Schedules	Covered
SERI	Not Found
Provider Manuals (Elevance Health)	Covered
Billing Guides/Provider Manuals (State)	Covered
Experimental & Investigational Code	Not Found
Unlisted Codes	Not Found
BCoE Benefit Documents	Covered

Doc Date: 03/29/2023  
Doc Date: 12/31/2023  
Doc Date: 04/24/2023  
Doc Date: 10/03/2022

Green highlight signifies source coverage driver

Coverage Search

VA H2036 Search Reset

H2036 -Alcohol and/or other drug treatment program, per diem

Coverage Indicator

Product Summary	Source Document	System Benefit	PCA Denial
[redacted]	Carve Out with Exception/Submit claim to Magellan - AMFRIGROUP not	Carve Out with Exception/Submit claim to Magellan - AMFRIGROUP not	N

Limits/Notes

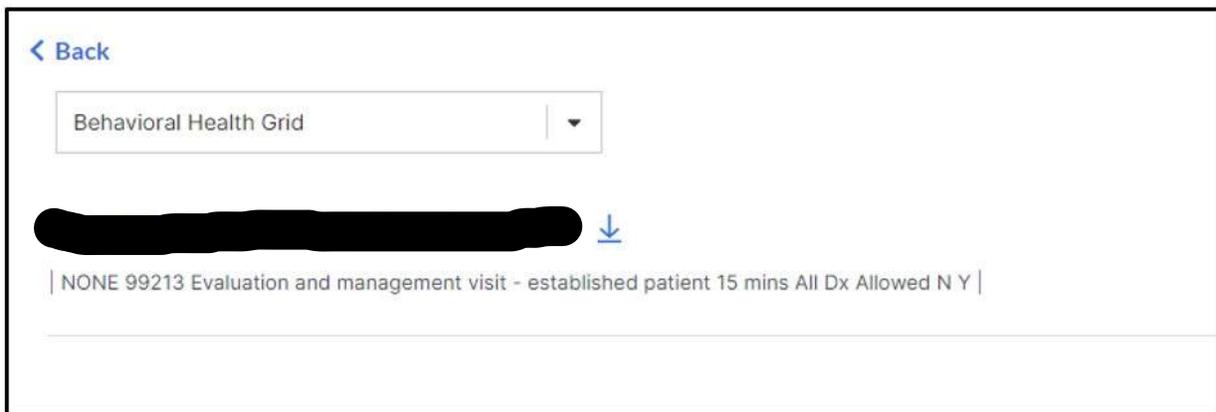
Product Summary	Category	Details
[redacted]	Provider Manuals (Elevance Health)	

Carve Out example

- Source Documents column provides details such as:
  - a. Product Coverage information: The top green banner indicates the overall coverage at product level.
  - b. Primary coverage indicator: Green bars signifies primary source document driving source coverage indicator.

- c. Folder icon allows user to narrow down to supporting source document along with download option.
- d. Doc Date: Represents the last published date of source document.
- e. Export: Allows users to export.
- f. List of all products along with Status search option.

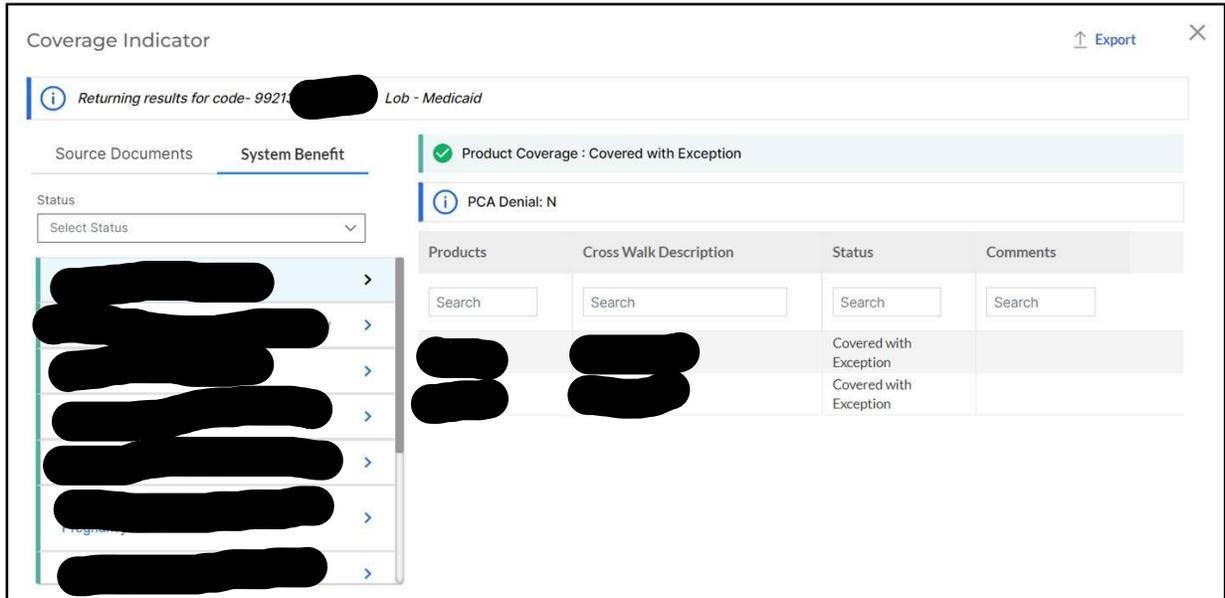
System Benefits: This column displays all information related to Products, Cross Walk Description, Status, Comments along with code information which includes the code level benefit configured coverage indicator. All the data is with perspective to system information.



The System Benefit screen displays information such as:

- Displays all product information as well as a filter option.
- The top banner displays information about overall product coverage.
- Information on PCA Denial.
- All Product Ids related to the benefit summary.
- Cross Walk Descriptions, the product IDs that are mapped to service descriptions (the source is EDM cross walk mapping by HOA Health Outcomes Analytics).

- Information columns for Status and Comment



## Limits/Notes

This section contains any code-related limits and notes found through a search of Sources documents and configured System Benefit. Users can toggle between the Source and System benefit columns and Explore Expand for More info option to View, Filter, Download and Export the search results.

- Sources Documents:
  - a. Behavioral Health Grid
  - b. Fee Schedule
  - c. Provider Manuals
  - d. Billing Guides
  - e. C360 alerts
  - f. BCoE Documents, i.e. BRD feed from GBP3
- System Benefits:

a. FACETS

Notes:

- For a Value-Added Benefits code, a banner with a view option (Click Here) is presented to list all the key elements associated with the code.
- Limits found in a BRD will be returned in GURU only when the code is a 1-1 find. GURU does not default limits in the BRD to all codes mapped to the benefit type categories.

Coverage Search

VA [X] 99213 [Search] [Reset]

99213 -Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using total time on the date of the encounter for code selection, 20 minutes must be met or exceeded.

Value Added Benefits [Click Here](#)

Coverage Indicator Filters Reset Expand for More info

Product Summary	Source Document	System Benefit	PCA Denial
[Redacted]	Covered VAB and Medical	Covered	N
[Redacted]	Covered VAB and Medical	Covered	N

Limits/ Notes Source System Benefit Expand for More info

Product Summary	Category	Details
[Redacted]	Provider Manuals (Elevance Health)	<a href="#">O</a>
[Redacted]	Bulletins/Communications	<a href="#">O</a>
[Redacted]	Bulletins/Communications	<a href="#">O</a>
[Redacted]	Billing Guides/Provider Manuals (State)	<a href="#">O</a>

Showing 1 to 10 of 11 << < 1 > >> 10

Click on image to enlarge

## Source View

Coverage Search

VA

99213 - Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using total time on the date of the encounter for code selection, 20 minutes must be met or exceeded.

Coverage Indicator Filters Reset Expand for More info

Product Summary	Source Document	System Benefit	PCA Denial
[REDACTED]	Covered	Covered with Exception	N
[REDACTED]	Covered	Covered with Exception	N
[REDACTED]	Covered	Covered with Exception	N
[REDACTED]	Covered	Covered with Exception	N

Limits/ Notes Source System Benefit Expand for More info

Product Summary	Product Id	Cross Walk Description	Limits
[REDACTED]	INBASICO	TANF Non ACA	9999.0000 Encounter Units for per Calendar Year - Physical/Occupation Therapy Combined- Encounter Unit
[REDACTED]	INHPEBAS	Family Care ACA	9999.0000 Encounter Units for per Calendar Year - Physical/Occupation Therapy Combined- Encounter Unit

Showing 1 to 2 of 19 1 2 >> 10

Click on image to enlarge

## System Benefit View

### Code Details

Shows information about the code received by GURU from Reference Data Management (RDM):

- The Centers for Medicare & Medicaid Services (CMS) supplies this data to RDM.

This includes information about:

- Code Type
- Effective Date
- Termination Date
- Description
- Short Description
- Medium, Description
- Long Description
- CMS Category

- Elevance Health Foundational Category
- Elevance Health Sub Category (1-2)
- Elevance Health Benefit Type (1-3)

Code Details	
Code	99213
Code Type	HCPCS
Effective Date	01-01-2023
Termination Date	12-31-9999
Description	Office or other outpatient visit for the evaluation and management of an established patient, which requires When using time for code selection, 20-29 minutes of total time is spent on the date of the encounter.
Short Description	OFFICE O/P EST LOW 20-29 MIN
Medium Description	OFFICE/OUTPATIENT ESTABLISHED LOW MDM 20-29 MIN
Long Description	Office or other outpatient visit for the evaluation and management of an established patient, which requires When using time for code selection, 20-29 minutes of total time is spent on the date of the encounter.
CMS Category 1	Evaluation and Management
CMS Category 2	Outpatient and Other Visits

## System Benefit Data

This section returns system benefit FACETS data elements associated with the code.

Expand for More info expands for more data element options to be returned with report.

The Filter Columns option allows the user to define the table columns based on business need.

Select checkbox next to "Search" to return all applicable system benefit data elements

Each column includes a search option for narrowing down search results. Export the data to Excel using the Export to CSV option.

System Benefit Data

Filter Columns  Clear Filters Export to CSV

Product Id T1	Service Id T1	Service Rule T1	Service Rule Description T1
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
[REDACTED]	VOE	G00	No Copay; 100% Covered; Unrelated
[REDACTED]	VOE	G00	No Copay; 100% Covered; Unrelated
[REDACTED]	VSP	G00	No Copay; 100% Covered; Unrelated
[REDACTED]	VSP	G00	No Copay; 100% Covered; Unrelated
[REDACTED]	VSP	G00	No Copay; 100% Covered; Unrelated
[REDACTED]	VSP	G00	No Copay; 100% Covered; Unrelated
[REDACTED]	VSP	G00	No Copay; 100% Covered; Unrelated

Showing 1 to 10 of 640

## Disclaimer

IMPORTANT GURU DISCLAIMERS (INCLUDES GURU scope). Users can examine and access these disclaimer points by clicking icon in the upper right corner of the Coverage Search screen.

- All results are for Medicaid, professional outpatient only.
- Procedure codes are at the base level only (not modifier specific).
- Final determination of covered/non-covered is based on a preset hierarchy. If variances exist at the source level, investigation is warranted.
- Code is deemed Not Covered / State is Silent (source coverage indicator) when code is not found on any priority source document.
- Procedure codes may require authorization, please reference PLUTO for authorization requirements.
- Fee schedules do not include proprietary fee schedules (State only).
- Results are informational and do not reflect the process required to process and pay claims.
- Value Added Benefits (VABS) include only those services that are covered under the medical benefit.
- Limits returned to not include grouping or modifier specific limits.
- When reviewing product code coverage, also review limits for additional configuration in place.
- Source and System Benefit coverage is not at the provider level.

- Source document DOC DATE does not represent coverage effective date. DOC DATE represents source published date or source effective date.
- Washington Only: BHSO Only: Any code allowable if billed by taxonomy 251S00000X, 261QM0801X, 261QR0405X, 261QM2800X, 324500000X, 3245S0500X, 261QM3000X, and 2083P0901X, claims must meet requirements including allowed DX, etc.
- Virginia Only: TEMPORARY known issue: SUPPLY Codes; For Supply codes NOT on Appendix B fee schedule, Source coverage response may return as 'Covered' in error. Business is working internally to modify Appendix B business rule as needed.
- SYSTEM BENEFIT: Results are a point in time. Point in time to be defined.
- SYSTEM BENEFIT: For PCA denial inquiries, contact Claims Ops directly. PCA denial is at product and group level only.
- SYSTEM BENEFIT: Results are as they are configured in benefits only. Additional configuration may be handled in other areas such as pricing, code editing, FICR, provider contracting, etc.
- SYSTEM BENEFIT: Limits returned do not include grouping or modifier specific limits.
- SYSTEM BENEFIT: Service limits are reported as they are configured in benefits only and do not reflect limits that may be captured in code editing, FICR, etc.
- SYSTEM BENEFIT: When reviewing product code coverage, also review limits for additional configuration in place.

The screenshot shows a 'Coverage Search' interface. At the top left, it says 'Coverage Search'. On the right, there is a 'Disclaimer' button. Below this, there are two input fields: one containing 'OH' and another containing '99213'. A search button is located between these fields. Below the input fields, there is a search result snippet for '99213 - Office or other outpatient visit for the evaluation and management of... and/or examination and low level of medical decision making. When using total... be met or exceeded.' On the right side of the interface, a 'Disclaimer' modal is open, listing several points:
 

- All results are for Medicaid, professional outpatient only.
- Procedure codes are at the base level only (not modifier specific).
- Final determination of covered/non-covered is based on a preset hierarchy. If variances exist at the source level, investigation is warranted.
- Code is deemed Not Covered / State is Silent (source coverage indicator) when code is not found on any priority source document.
- Procedure codes may require authorization, please reference PLUTO for

## A Video Demonstration of the Coverage Search is given in Lesson #9

True or False: GURU only returns PCA denials, not warnings or pends.

---

True

False

**SUBMIT**

True or False: All search returns include grouping or modifier specific limits.

---

True

False

**SUBMIT**

**CONTINUE**

# Using the Documents Feature

---

## The Documents Feature

- The Documents Feature is broken into four sections:
  - Documents Repository Search: All users can access the basic Search Feature.
  - Manage Sourcing (Parent SOT): Lists all sources GURU is pointing to for specified market (parent level URL)
  - Browse Documents (Child SOT): Lists all sources GURU is pointing to for specified market (child level URL)
  - Upload Documents: Only Admin and Superuser roles can perform this function. It allows Admin or Superuser to upload real-time source document to GURU. The ad hoc document uploaded is available in GURU the next morning after the 3 a.m. ET refresh

## Documents Repository Search

1	Access GURU
2	Click: <ul style="list-style-type: none"><li>• Magnifying glass icon Repository Search on dashboard.</li></ul> OR <ul style="list-style-type: none"><li>• Document icon on left panel and select Document Repository Search to display document search screen.</li></ul>

3	Select appropriate state from Select State drop-down
4	<p>Type medical code(s) or keyword(s) in Please Enter Search Keyword/Code field</p> <ul style="list-style-type: none"> <li>• Examples: <ul style="list-style-type: none"> <li>a. 99213</li> <li>b. 99213, 98943</li> <li>c. Acupuncture</li> <li>d. Chiropractor</li> </ul> </li> </ul> <p>Note: GURU Coverage Search searches for exact code/keyword entered.</p> <p>Example: If searching with keyword chiro, GURU displays only documents with that word, but doesn't search for chiropractor</p> <p>If there are no results: Ensure keyword isn't misspelled.</p>



5	Click Search; GURU scans all active sources documents mapped to tool for given market
---	---

- Results display:
  - a. Document title: Features document preview/snippet from source
  - b. Category type: Each source document is mapped to specific source category type (e.g., Behavioral Health Service Grid, C360 alert, state contract)
  - c. Like/Dislike: Allows user to flag sources for easy filter
    - Applicable pagination, depending on number of search results
    - Yellow banner advising, sources returned don't include search against Quick Link references, except for state Medicaid documents
  - d. If searching by a code:
    - Code Details drop-down displays
      - Shows details about the code that GURU receives from Reference Data Management (RDM)
        - a. Centers for Medicare & Medicaid Services (CMS) feeds this data to RDM

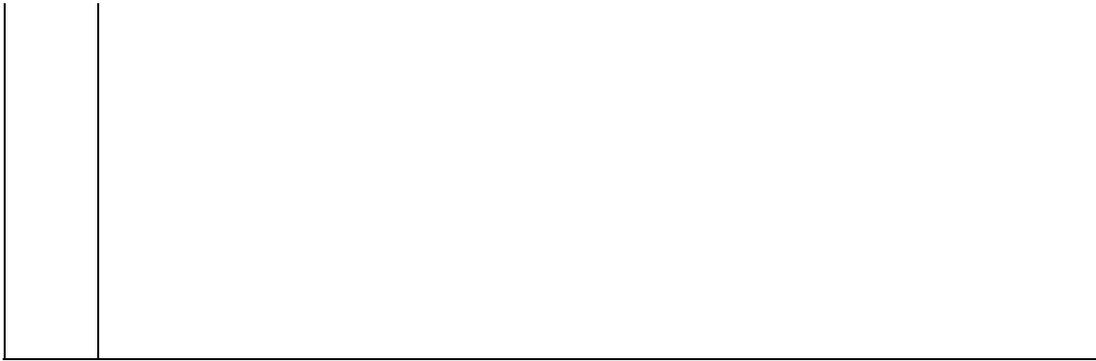
Reminder: Every source within GURU is mapped to a source category (fee schedule, provider manual, regulatory C360 alert, state contract, etc.)

Source category mapping is on the right of each document listing

6

Navigate to desired document title

- Code/keyword from your search displays in yellow highlight
- Document's category name and location display to the right of document title
  - a. Examples of external categories:
    - Fee schedule
    - State contract
  - b. Examples of internal categories:
    - Behavioral Health Grid
    - Benefit Requirements Document (BRD)
    - SharePoint



Search Documents

99213 OH X Search Clear All

Code Details

Document Name Category Type Like / Dislike

Enter a keyword Show All Select Clear All Showing 1 to 10 of 73

Sources returned do not include search against Quick Link references with exception of State Medicaid docs. Source documents for Regulatory Alerts in C360 will be added upon business readiness.

Telehealth-Billing-Guidelines FEE SCHEDULE/RATES- EXTERNAL

99213

AppendixD\_Appendix D ~ 04.30.15 FEE SCHEDULE/RATES- EXTERNAL

...99212 90.15 59.34 99213 73.04 50.21 w/ TH modifier 99213...

- 7
- Click down arrow (download) icon under document title to download then open document:
- Document opens, showing code/keyword highlighted in yellow throughout it
- Reminder: If user clicks title of document instead of downloading it, GURU only opens a portion of document (i.e., snippet)

Click down arrow to view document in its entirety

### Telehealth-Billing-Guidelines

...outpatient visit for the evaluation and management of an established patient; Straightforward medical decision making. Typically, 10 minutes.

**99213** Office or other outpatient visit for the evaluation and management of an established patient; Medical decision making of low complexity...

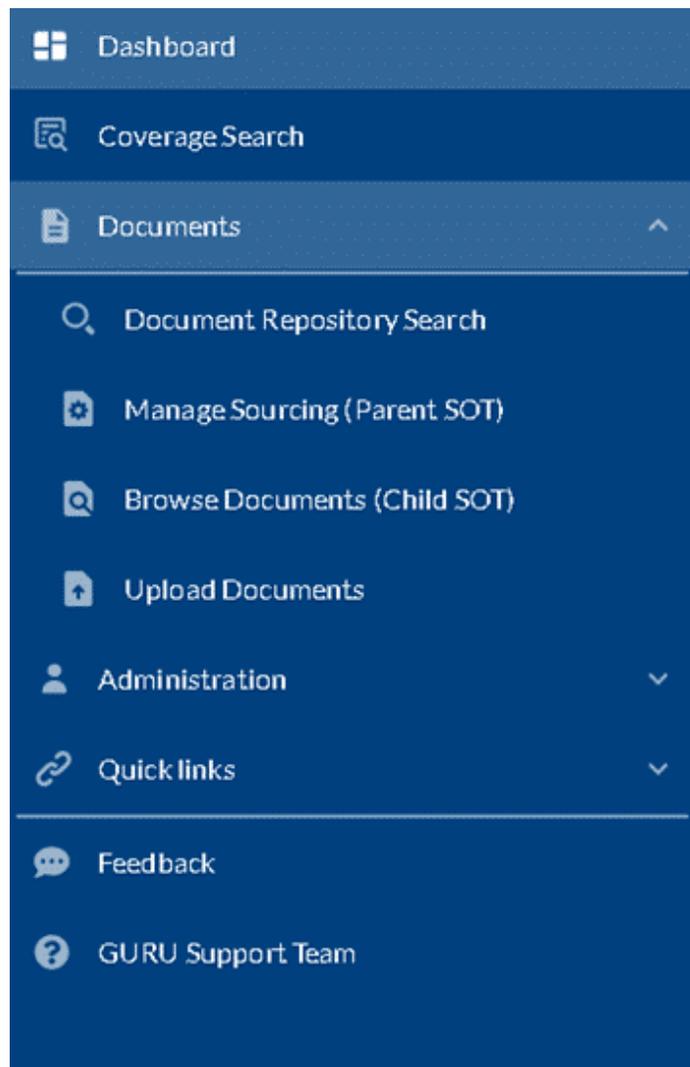


8	<p>Filter search results, as desired:</p> <ul style="list-style-type: none"><li>• To remove a displayed document from returning in filtered search:<ol style="list-style-type: none"><li>a. Click thumb down icon below document title</li></ol></li><li>• To return document in filtered search:<ol style="list-style-type: none"><li>a. Click thumb up icon below document title</li></ol></li></ul>
9	<p>Filter search, as desired:</p> <ul style="list-style-type: none"><li>• Complete desired fields above displayed source document blurbs:<ol style="list-style-type: none"><li>a. Document Name: Returns only documents with keyword match entered here</li><li>b. Category Type: Narrows down categories to identify sources where code/keyword is located<ul style="list-style-type: none"><li>◦ User can select more than one category to filter</li></ul></li><li>c. Like/Dislike: Returns only titles for which user pre-selected thumbed up (like) or thumbed down (don't like)</li></ol></li></ul> <p>Reminder:</p> <ul style="list-style-type: none"><li>• Filters:<ol style="list-style-type: none"><li>a. Only apply to current user search</li><li>b. Clear once user exits Search Documents screen; they can't be permanently saved</li></ol></li></ul>

## **Manage Sourcing (Parent SOT)**

Follow these steps to access specific links/sources feeding into GURU. Lesson 8 includes a video demonstration of this process.

1. Access GURU.
2. Click the Paper icon in the left sidebar. The Documents menu will display.



3. Click Manage Sourcing (Parent SOT) to display this screen

- Column fields:
  - Source: URLs specific for selected state
    - There may be multiple places within URLs to pull certain documents
  - Source Type: Indicates type of source (e.g. SharePoint, website)
  - Category: Indicates source category that source is mapped to
  - Category Type: Indicates source is internal or external
  - Active:

- Y: Active URL feeding current data to GURU search
- N: Source no longer sending current data to GURU search
- LOB: LOB type (e.g. Medicaid)
- Frequency: Indicates how often data refreshes
  - Data updates at 3 a.m. ET
- Actions: Click eye icon to open window; displays detail for that line entry

GURU - Governing Unified Repository Utility

Manage Sourcing (Parent SOT)

VA

Source ID	Source Type ID	Category ID	Category Type ID	Active ID	LOB ID	Frequency ID	Actions
<input type="text" value="Search"/>	Any	Any	Any	Select	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="button" value="Clear All"/>
[REDACTED]	Sharepoint	State Contract	External	Y	Medicaid	Daily	
[REDACTED]	Sharepoint	Behavioral Health Grid	Internal	Y	Medicaid	Daily	
[REDACTED]	Website	Provider Communications	Internal/External	Y	Medicaid	Daily	
[REDACTED]	Website	Provider Communications	Internal/External	Y	Medicaid	Daily	
[REDACTED]	Sharepoint	HPS Benefit Documents	Internal	Y	Medicaid	Daily	
[REDACTED]	Sharepoint	Reimbursement Policy	Internal	Y	Medicaid	Daily	
[REDACTED]	Website	Fee Schedule/Rates	External	Y	Medicaid	Daily	
[REDACTED]	Website	Member Handbook - Medicaid	External	Y	Medicaid	Daily	
[REDACTED]	Website	Member Handbook - CCC Plus	External	Y	Medicaid	Daily	
[REDACTED]	Sharepoint	Cotiviti Decision Point Grids (INTERNAL ONL	Internal	Y	Medicaid	Daily	

Showing 1 to 10 of 28

**TIP:** Only Admins or Superusers can update these fields.

4. Select the appropriate state from the drop-down. All parent websites that have been loaded in GURU 1.0 will display.

5. Filter the fields to narrow the search as needed; GURU 1.0 will narrow its returns to show only the documents with criteria selected by the user.

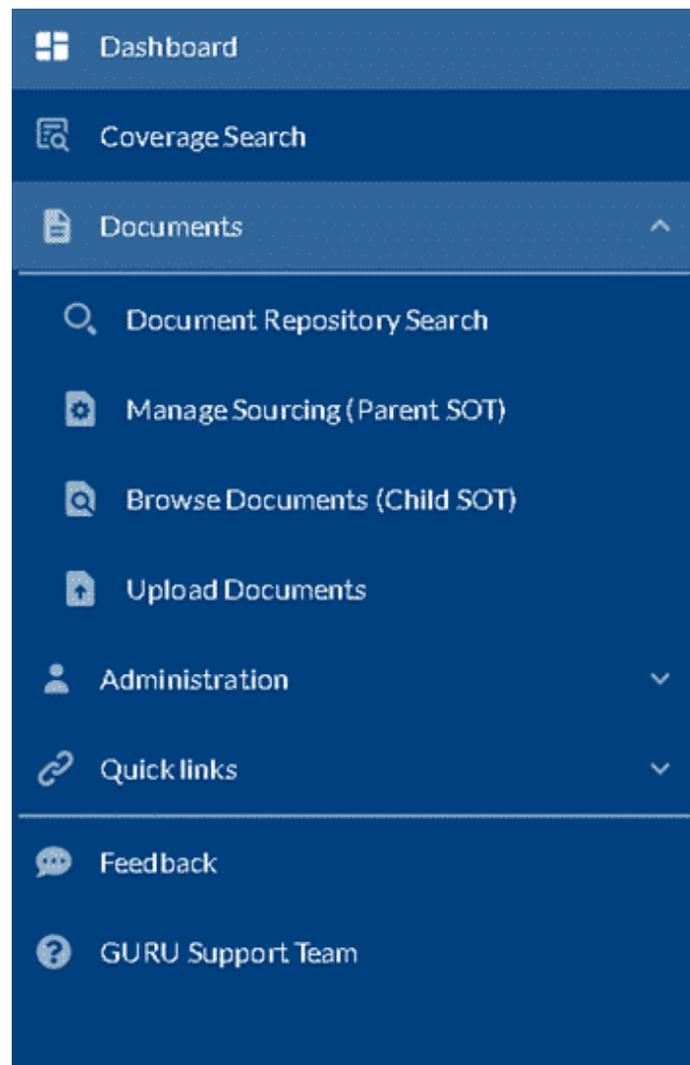
## Browse Documents (Child SOT)

Follow these steps to determine if a specific document is feeding into GURU from particular websites that are listed. Lesson 8 includes a video demonstration of this

process.

1. Access GURU.

2. Click the Folder icon on the GURU dashboard. If not on the dashboard, click the Paper (Documents) icon in the left sidebar, then click "Browse Documents (Child SOT)."



4. Select the appropriate state from the drop-down.

5. View data in following fields:

- Document Name: Title of specific document within Source field's website
  - To filter: Type keyword of document you want to search for in GURU
    - Example: By typing appendix d, GURU returns only documents with appendix d keyword in its title
  
- Category: Indicates source category that source is mapped to
  - To filter: Click Category drop-down and select desired options
  
- Active:
  - Y: Active website is feeding current data to GURU search
  - N: Source is no longer sending current data to GURU search; items with N are outdated; these items are used for historical or lookback purposes (e.g. archived source, reviewing previous claims)
  - Admin or Superuser updates this field to enable/disable source documents
    - To filter: Enter Y or N
  
- Document Coverage
  - Y: Active website is feeding current data to GURU "Coverage" search
  - N: Source is not sending current data to GURU "Coverage" search
  - Admin or Superuser update this field to enable/disable source documents
    - To filter: Enter Y or N

#### 6. View data in following fields:

- LOB: Line of business (LOB) type (e.g. Medicaid)
  - To filter: Type LOB you want to search
  
- Year: Indicates year source document was added to GURU (GURU returns date when date is available)
  - To filter: Type desired year to search

- Actions:
  - To view details about source listing: Click pencil icon
  - Click View tab and History tab on open window
  - Download document for viewing: Click down arrow icon

GURU - Governing Unified Repository Utility

Browse Documents (Child SOT)

VA

Document Name <sup>1</sup>	Category <sup>1</sup>	Source <sup>1</sup>	Active <sup>1</sup>	LOB <sup>1</sup>	Year <sup>1</sup>	Actions
<input type="text" value="Search"/>	<input type="text" value="Any"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="button" value="Clear All"/>
[Redacted]	Billing Guide	[Redacted]	Y	Medicaid		
[Redacted]	Billing Guide	[Redacted]	Y	Medicaid		
[Redacted]	Provider Manual	[Redacted]	Y	Medicaid		
[Redacted]	Billing Guide	[Redacted]	Y	Medicaid		
[Redacted]	Provider Manual	[Redacted]	Y	Medicaid		
[Redacted]	Provider Manual	[Redacted]	Y	Medicaid		
[Redacted]	Billing Guide	[Redacted]	Y	Medicaid		
[Redacted]	Billing Guide	[Redacted]	Y	Medicaid		
[Redacted]	Billing Guide	[Redacted]	Y	Medicaid		
[Redacted]	Provider Manual	[Redacted]	Y	Medicaid		

Showing 1 to 10 of 2049

## Upload Documents

Only individuals with Admin or Superuser access in GURU can perform an ad hoc upload to GURU. Follow these steps if a document needs to be uploaded immediately and the user can't wait for the IT Digital team to map to true source location on the backend or HP has a supporting email with HP Director approval, e.g. The HP Director advises they know the state doesn't cover a code, but they want to cover it from a Managed Care Organization (MCO) perspective to avoid abrasion. Lesson 8 includes a video demonstration of this process.

1. Access GURU.
2. Click the paper (Documents) icon in the left sidebar.
3. Click "Upload Documents" and the following screen will open:

State	Category	Category Type	Comments	File
VA	Select	Select	Please enter comments here...	Select Document No file chosen

Supported file formats - HTML files, Microsoft powerpoint presentation, Microsoft word documents, Plain text documents and PDFs with size upto 20 MB

Upload File Clear All

#### 4. Complete fields:

- State: Select state document applies to
- Category: Select category you're mapping document to
- Comments: Enter reason for uploading document

#### 5. Click Select Document

- Locate document on your computer drive

#### 6. Click Upload File

- If error box pop-up displays: A mistake was made while uploading
  - Click X on pop-up box to close it
  - Click Clear All
  - Return to Step 4 to reattempt upload
- Once system has processed upload request, document status is displayed:

- If green checkmark: File successfully uploaded and is now part of active documents for that state in GURU searches; hover mouse cursor over checkmark for upload details
- If red checkmark: File upload failed; hover mouse cursor over checkmark for upload details
  - Click Clear All
  - Return to Step 4 to reattempt upload

True or False: Only Admins or Superusers can update column fields and upload documents.

---

True

False

**SUBMIT**

This process is used if an ad hoc document is needed more quickly than the IT team can map to the true source location.

---

Upload Documents

Manage Sourcing

Browse Documents

**SUBMIT**

**CONTINUE**

# Viewing Search Logs

---

## Why Search Logs?

Viewing Search Logs can help identify trends within the GURU tool. For example, common keywords, names of individuals who have used GURU, states searched, and when GURU is being used.

To access Search Logs, Administrators and Superusers may follow these steps. Lesson 8 includes a video demonstration of this process.

1. Access GURU.
2. Click the person icon/"Administration" in the left sidebar, then click "Search Logs."



### 3. View fields:

- Search Type: user is required to select between Coverage Search or Document Search
- Keyword: Keyword/code that was entered in search criteria
  - To filter: Type keyword/code
- LOB: LOB included/searched for in search
  - To filter: Type LOB
- State: State that was selected for search
  - State that was most recently selected displays
    - To change state: Select desired state from drop-down located above Keywords field
- Search By: Name of individual who performed search
  - To filter: Type name of individual
- TimeStamp: Date and time keyword was searched

- To filter: Click in box where date is displayed; select desired criterion, e.g. "Yesterday," or "This Month."

GURU - Governing Unified Repository Utility

Search Logs

VA

Download

Keyword 1:	LOB	State	Search By 1:	TimeStamp 1:
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Aug 1, 2023 - Aug 30, 2023"/>
62323	Medicaid	VA		08/30/2023 11:04:13 AM
81436	Medicaid	VA		08/30/2023 10:38:44 AM
Q5003	Medicaid	VA		08/30/2023 09:56:13 AM
99213	Medicaid	VA		08/29/2023 11:36:11 AM
doula	Medicaid	VA		08/28/2023 04:57:50 PM
doula	Medicaid	VA		08/28/2023 04:53:57 PM
59405	Medicaid	VA		08/28/2023 04:38:50 PM
99490	Medicaid	VA		08/28/2023 12:06:30 PM
99490	Medicaid	VA		08/28/2023 12:06:15 PM
59131	Medicaid	VA		08/25/2023 04:02:26 PM

Showing 1 to 10 of 82

4. Click pagination at the bottom of the screen to advance and view more results, if applicable.

5. Click "Download" if you want to download the Search Log report of criteria you have selected.

Search logs are useful for:

- Closely monitoring users for QA purposes
- Seeing the ad hoc documents recently uploaded

- Identifying trends in keywords, states searched, etc.
- Finding local lumbermills

**SUBMIT**

**CONTINUE**

# Quick Links and Accesses

---

## Accessing Quick Links

Click the linked chain icon in the left sidebar. A list of common websites will display. Click the link you need and it will open in a new tab, as seen in the video below.



## Grant/Edit/Remove Access

- Only individuals with Admin or Superuser access are able to:
  - See Administration icon
  - Add/remove users to/from GURU

- Directions for Granting, Editing and Removing access to GURU can be found in the policy document [here](#).

## Request Access

To request access to GURU, send an email to [REDACTED] and [REDACTED].

- Include in email:
  - a. Name
  - b. User ID
  - c. Email address
  - d. Reason for requesting GURU access

To request access to GURU 1.0, you should email what TWO people?

---

[REDACTED]

[REDACTED]

[REDACTED]

Keanu Reeves

**SUBMIT**

**CONTINUE**

# Feedback and Help

---

## Provide Feedback

Follow these steps to provide feedback to the GURU IT Digital team and/or BCoE team about improving GURU:

1. Access GURU
2. Click the chat bubble icon; "Your Feedback Helps Us To Serve You Better" window opens
3. Complete the desired fields and click "Submit."
4. "Thank you for your feedback!!" confirmation message displays.

## Your Feedback Helps Us To Serve You Better



1. Did use of this tool improve your current research process?

Yes  No

Comment (i.e. Reduced research time, use of tool allows me to feel more confident I am searching against most up to date source documents)

2. What features and/or data elements would you like added to the tool?

Comment (i.e. ability to filter by another/specific data element, ability for the tool to return a specific data element)

3. Did you have to go to another source outside of this tool to help find what you were looking for?

Yes  No

Submit

## Request Help

If you have questions about using GURU, follow these steps:

1. Access GURU
2. Click the question mark (Help) icon in the left sidebar (GURU Support Team)
3. An Outlook email draft opens, addressed to IT and Kristi Pujol
4. Explain your question or concern and click "Send."
5. You will receive a timely response by email.

**CONTINUE**

# Repository Search Video Demonstration

---

## Video Demonstration

This video demonstration was given by GURU expert and point of contact [REDACTED]. It has been edited for time and clarity. You may find it helpful to open [GURU](#) and follow along with the demonstration.



**CONTINUE**

# Coverage Search Video Demonstration

---

## Video Demonstration

This video demonstration was given by GURU expert and point of contact [REDACTED]. It has been edited for time and clarity. You may find it helpful to open [GURU](#) and follow along with the demonstration.

