

CLIENT WEBINAR

WED, AUG 28 | 2 PM CT

SimpleCORE™ Training

# Unlock your SNF referral data

Utilizing your data to gain insights for referral success

simple.

**Hospital A**

Hospital Discharges to SNF | SNF Referrals to Hospitals | Hospital Pain Points

Hospital A Discharges to Skilled Nursing Facilities  
This table quantifies the number of acute referrals to SNF (by SNF) and associated financial/clinical outcomes. These figures are estimated based on CORE's review of the Medicare claims file.

View: 2023 - Through Q3 | [Download] [Location]

Showing Top 30 Referring SNFs

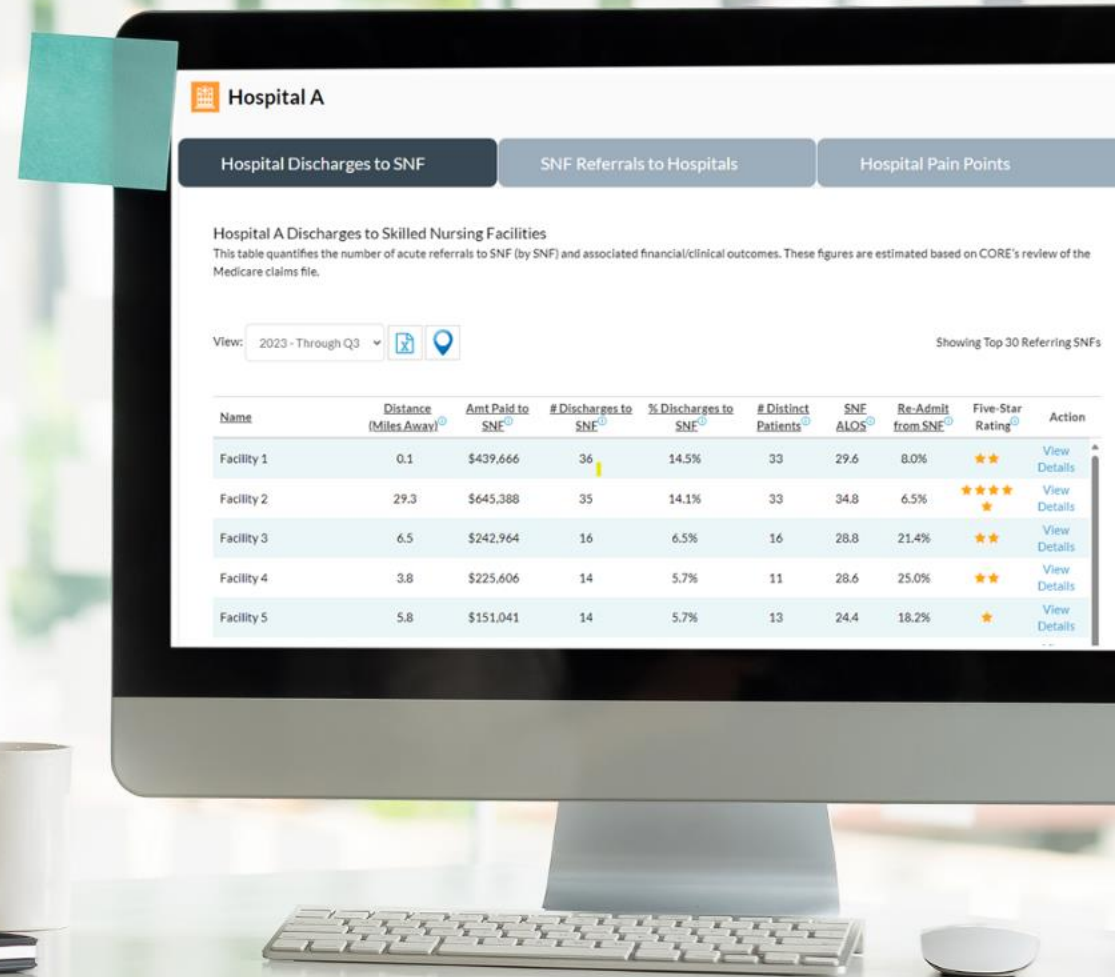
Name	Distance (Miles Away)	Amt Paid to SNF	# Discharges to SNF	% Discharges to SNF	# Distinct Patients	SNF ALOS	Re-Admit from SNF	Five-Star Rating	Action
Facility 1	0.1	\$439,666	36	14.5%	33	29.6	8.0%	★★	View Details
Facility 2	29.3	\$645,388	35	14.1%	33	34.8	6.5%	★★★★★	View Details
Facility 3	6.5	\$242,964	16	6.5%	16	28.8	21.4%	★★	View Details
Facility 4	3.8	\$225,606	14	5.7%	11	28.6	25.0%	★★	View Details
Facility 5	5.8	\$151,041	14	5.7%	13	24.4	18.2%	★	View Details

# YOUR SPEAKER



**Sarah Scott**

*Senior Client Success Coordinator*



## Hospital A

Hospital Discharges to SNF

SNF Referrals to Hospitals

Hospital Pain Points

### Hospital A Discharges to Skilled Nursing Facilities

This table quantifies the number of acute referrals to SNF (by SNF) and associated financial/clinical outcomes. These figures are estimated based on CORE's review of the Medicare claims file.

View: 2023 - Through Q3

Showing Top 30 Referring SNFs

Name	Distance (Miles Away)	Amt Paid to SNE	# Discharges to SNE	% Discharges to SNE	# Distinct Patients	SNE ALOS	Re-Admit from SNE	Five-Star Rating	Action
Facility 1	0.1	\$439,666	36	14.5%	33	29.6	8.0%	★★	<a href="#">View Details</a>
Facility 2	29.3	\$645,388	35	14.1%	33	34.8	6.5%	★★★★★	<a href="#">View Details</a>
Facility 3	6.5	\$242,964	16	6.5%	16	28.8	21.4%	★★	<a href="#">View Details</a>
Facility 4	3.8	\$225,606	14	5.7%	11	28.6	25.0%	★★	<a href="#">View Details</a>
Facility 5	5.8	\$151,041	14	5.7%	13	24.4	18.2%	★	<a href="#">View Details</a>

# POLL #1

Did you know SimpleCORE has Market Data?

- Yes
- No

How confident do you feel utilizing the Market Data in SimpleCORE?

- Very
- Somewhat
- Not at all

# TODAY'S AGENDA



- Explore the referrals tab for Hospitals, Physicians, Home Health and Hospice
- Locate and learn about the VPAX tab for current Part A information
- Locate and learn about the MAPAX tab for current Managed Care information

The screenshot shows the "Hospital A" dashboard in the simple. application. It features three tabs: "Hospital Discharges to SNF" (selected), "SNF Referrals to Hospitals", and "Hospital Pain Points". Below the tabs, there is a title "Hospital A Discharges to Skilled Nursing Facilities" and a descriptive paragraph. A "View:" dropdown is set to "2023 - Through Q3", and a "Showing Top 30 Referring SNFs" indicator is present. A table displays the following data:

Name	Distance (Miles Away)	Amt Paid to SNE	# Discharges to SNE	% Discharges to SNE	# Distinct Patients	SNF ALOS	Re-Admit from SNE	Five-Star Rating	Action
Facility 1	0.1	\$439,666	36	14.5%	33	29.6	8.0%	★★	View Details
Facility 2	29.3	\$645,388	35	14.1%	33	34.8	6.5%	★★★★★	View Details
Facility 3	6.5	\$242,964	16	6.5%	16	28.8	21.4%	★★	View Details
Facility 4	3.8	\$225,606	14	5.7%	11	28.6	25.0%	★★	View Details
Facility 5	5.8	\$151,041	14	5.7%	13	24.4	18.2%	★	View Details

# Why Referral Data is Important

## Build Referral Partnerships

- Hospitals
- MDs at Hospital
- MDs at SNF

## Shift Your Marketing Strategy

- Hope for the best → Data Driven

# SimpleCORE's Market Data

**CORE Healthcare**  
Corporation

General | Users | Associated Facilities

**General Information** ● Enabled

ID	Name	Address
10454	CORE Healthcare	123 Main St Atlanta, Georgia 30301

**Corporate Users**

13 Users

- Referrals
- VPAX
  - Value Based Post-Acute eXchange
- MAPAX
  - Medicare Advantage Post-Acute eXchange
- Claims Admin



Referrals

# Referrals

- Quantifies Medicare Part A discharges by provider
- Displays competitor outcomes
- **Data is 6-9 months old from the CMS LDS file**
- Provider types available:
  - SNF
  - Hospital
  - Physician
  - Home Health
  - Hospice

# Referrals



Hospitals

- Hospital to SNF activity
- SNF to Hospital activity
- Hospital "Pain Points" by DRG
- Quantify market share
- Compare outcomes



Physicians

- Physician to SNF activity
- Filter by:
  - Physician
  - Referral Hospital
  - Distance
- Attending MD at SNF activity



Home Health

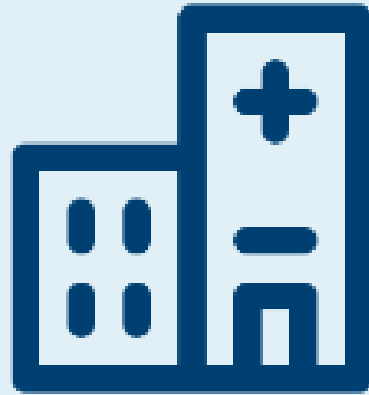
- SNF to Home Health activity
- Hospital to Home Health activity
- Home Health to Hospital activity
- Quantify market share



Hospice Health

- SNF to Hospice activity
- Hospital to Hospice activity
- Home Health to Hospice activity
- Quantify market share





Hospitals



Claims Admin



Referrals



PDPM Benchmarking



PDPM Logic Tests



PDPM Rate Simulator

# Referrals

[Referrals Home](#)

Referral data for your selected facility is displayed below.



## SimpleSNF



Hospital Referrals to SNF

SNF Discharges to Hospitals

### Hospital Referrals to SimpleSNF

This table quantifies the number of acute referrals to SNF (by hospital) and associated financial/clinical outcomes. These figures are estimated based on CORE's review of the Medicare claims file.

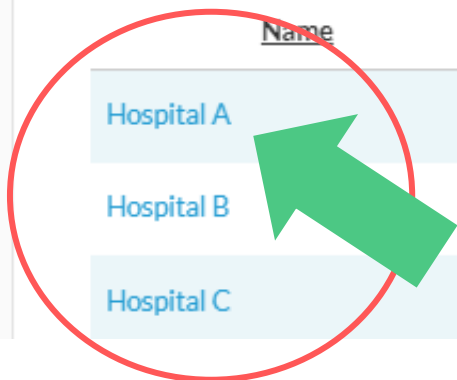
View:

Year



Showing 7 of 7 Top Referring Hospitals

Name	Distance (Miles Away)	Amt Paid to SNF	# Discharges to SNF	% Discharges to SNF	SNF ALOS	Hosp Re-Admit	Overall Rating	Action
Hospital A	4.1	\$4,709,746	175	66.3%	33.4	18.9%	★	<a href="#">View Details</a>
Hospital B	6.1	\$781,401	33	12.5%	36.9	13.0%	★★★★	<a href="#">View Details</a>
Hospital C	3.4	\$458,007	22	8.3%	27.7	27.8%	★	<a href="#">View Details</a>





Claims Admin



Referrals



PDPM Benchmarking



PDPM Logic Tests



PDPM Rate Simulator

# Referrals

Referrals Home

[Back to Hospitals](#)

Referral data for your selected hospital is displayed below.

## Hospital A



Hospital Discharges to SNF

SNF Referrals to Hospitals

Hospital Pain Points

### Hospital A Discharges to Skilled Nursing Facilities

This table quantifies the number of acute referrals to SNF (by SNF) and associated financial/clinical outcomes. These figures are estimated based on CORE's review of the Medicare claims file.

View:

Showing 30 of 30 Top Referring SNFs

Name	Distance (Miles Away)	Amt Paid to SNF	# Discharges to SNF	% Discharges to SNF	# Distinct Patients	SNF ALOS	Re-Admit from SNF	Five-Star Rating	Action
Facility 1	0.2	\$1,963,611	87	17.9%	66	33.9	27.3%	★★★★★	<a href="#">View Details</a>
Facility 2	5.5	\$2,783,474	84	17.3%	74	40.5	34.2%	★★★★★	<a href="#">View Details</a>
Facility 3	6.8	\$1,773,494	59	12.1%	49	41.4	26.7%	★★★★★	<a href="#">View Details</a>
Facility 4	0.2	\$937,514	54	11.1%	42	28.7	21.6%	★★★★★	<a href="#">View Details</a>
Facility 5	3.0	\$280,107	23	4.7%	20	21.0	38.0%	★★★	<a href="#">View Details</a>
SimpleSNF	2.4	\$458,007	22	4.5%	20	27.7	17.7%	★★★★★	<a href="#">View Details</a>
Facility 7	5.9	\$282,473	14	2.9%	12	30.3	20.0%	★★★★★	<a href="#">View Details</a>



Claims Admin



Referrals



PDPM Benchmarking



PDPM Logic Tests



PDPM Rate Simulator

# Referrals

[Referrals Home](#)

Referral data for your selected hospital is displayed below.

[Back to Hosp](#)



## Hospital A



Hospital Discharges to SNF

SNF Referrals to Hospitals

Hospital Pain Points

### Hospital A Pain Points

This table displays hospital Medicare claims submitted by Diagnosis-Related Group (DRG) Category, along with associated financial and clinical outcomes. Expand the rows to display individual DRGs within each category. These figures are estimated based on CORE's review of the Medicare claims file.



View:

Year



Expand Rows

DRG Category Description	Amt Received by Hosp	Total Medicare Claims	Re-Admit	ALOS	GLOS	SNF Total Medicare Claims	SNF Re-Admit	SNF ALOS	
Sepsis	\$5,672,387	325	19.1%	6.7	7.2	91	16.5%	28.9	
<b>DRG</b>	<b>Description</b>	<b>Amt Received by Hosp</b>	<b>Total Medicare Claims</b>	<b>Re-Admit</b>	<b>ALOS</b>	<b>GLOS</b>	<b>SNF Total Medicare Claims</b>	<b>SNF Re-Admit</b>	<b>SNF ALOS</b>
871	Septicemia Or Severe Sepsis W/O Mv 96+ Hours W MCC	\$4,482,354	263	18.6%	6.8	5.0	76	17.1%	28.1
870	Septicemia Or Severe Sepsis W Mv 96+ Hours	\$794,372	16	31.3%	12.2	13.2	<11	N/A	N/A
872	Septicemia Or Severe Sepsis W/O Mv 96+ Hours W/O MCC	\$395,661	46	17.4%	3.9	3.5	15	13.3%	32.8
	Mental, Behavioral & Neurodevelopmental	\$3,154,512	273	17.9%	9.7	4.7	<11	N/A	N/A
	Pneumonia	\$1,691,924	139	21.6%	5.3	3.4	31	19.4%	22.1
	Heart Failure (HF)	\$1,406,641	131	25.2%	4.8	3.5	24	39.2%	29.9



Physicians



VPAX



MAPAX



Claims Admin



Referrals



PDPM Benchmarking



PDPM Logic Tests



PDPM Rate Simulator

# Referrals

Referrals Home

Referral data for your selected facility is displayed below.



## SimpleSNF



MD Referrals to SNF

MD Referrals by Location

Attending MD at SNF

### Physician Referrals to SimpleSNF

This table quantifies the number of Medicare Part A referrals to SNF (by Attending Physician on the hospital claim) and associated financial/clinical outcomes at the SNF. These figures are estimated based on CORE's review of the Medicare claims file.

View: Year

Collapse Rows

MD Name	MD NPI	Amt Paid to SNF ↓	SNF ALOS	Hosp Re-Admit	
Dr. A	000000001	\$1,047,930	34.0	11.8%	
<b>Hosp Name</b>	<b>Hosp Provider #</b>	<b>Amt Paid to SNF ↓</b>	<b># Referrals to SNF</b>	<b>SNF ALOS</b>	<b>Hosp Re-Admit</b>
Hospital A	000001	\$1,047,930	38	34.0	11.8%
Dr. B	000000002	\$497,241	31.6	23.5%	
<b>Hosp Name</b>	<b>Hosp Provider #</b>	<b>Amt Paid to SNF ↓</b>	<b># Referrals to SNF</b>	<b>SNF ALOS</b>	<b>Hosp Re-Admit</b>
Hospital B	000002	\$497,241	19	31.6	23.5%



Claims Admin



Referrals



PDPM Benchmarking



PDPM Logic Tests



PDPM Rate Simulator

# Referrals

[Referrals Home](#)

Referral data for your selected physician is displayed below.

[Back to Referrals](#)



Dr. A

NPI

000000001

Primary Taxonomy

Pulmonary Disease Physician

Primary Practice Address

1 HOSPITAL DR SUITE 1A  
SIMPLE, NY 00001

Phone Number

(555) 555-5555

## Physician Discharges to Skilled Nursing Facilities

This table quantifies the number of acute referrals to SNF (by Attending Physician on the hospital claim) and associated financial/clinical outcomes. These figures are estimated based on CORE's review of the Medicare claims file.

View:

Year



[+ Expand All Rows](#)

Name ↑	Amt Paid to SNF	SNF ALOS	Hosp Re-Admit
<a href="#">+ Facility 1</a>	N/A	N/A	N/A
<a href="#">+ Facility 2</a>	\$72,221	24.3	N/A
<a href="#">+ Facility 3</a>	\$133,947	37.5	N/A
<a href="#">+ Facility 4</a>	N/A	N/A	N/A
<a href="#">+ Facility 5</a>	\$137,178	7.1	37.5%
<a href="#">+ Facility 6</a>	N/A	N/A	N/A
<a href="#">+ Facility 7</a>	N/A	N/A	N/A
<a href="#">+ SimpleSNF</a>	\$1,047,930	34.0	11.8%



VPAX



MAPAX



Claims Admin



Referrals



PDPM Benchmarking



PDPM Logic Tests



PDPM Rate Simulator

# Referrals

Referrals Home

Referral data for your selected facility is displayed below.



## SimpleSNF



MD Referrals to SNF

MD Referrals by Location

Attending MD at SNF

### Simple SNF Attending Physicians

This table displays the attending physicians at Complete Care At Green Acres and their patient counts. These figures are estimated based on CORE's review of the Medicare claims file.

View:

Year



MD Name	MD NPI	Total # Patient	% Patients to SNF	SNF ALOS	Hosp Re-Admit
Dr. A	0000000010	180	72.3%	32.8	15.0%
Dr. B	0000000020	12	4.8%	30.1	8.3%





VPAX



MAPAX



Claims Admin



Referrals

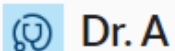
PDPM  
BenchmarkingPDPM Logic  
TestsPDPM Rate  
Simulator

# Referrals

## Referrals Home

Referral data for your selected physician is displayed below.

[Back to Physicians](#)



### Dr. A

NPI  
0000000010

Primary Taxonomy  
Internal Medicine Physician

Primary Practice Address  
111 DOCTOR DR  
SIMPLE, NY 00001

Phone Number  
(555) 555-5555

### Skilled Nursing Facilities

This table lists the SNFs that Dr. A is listed as the attending physician on the SNF claim, and the associated SNF financial/clinical outcomes. These figures are estimated based on CORE's review of the Medicare claims file.

View:

Year



<u>Name</u>	<u>Total Patients Treated</u>	<u>Amt Paid to SNF</u>	<u>SNF ALOS</u>	<u>Hosp Re-Admit</u>
SimpleSNF	180	\$5,350,883	32.8	15.0%
Facility 2	92	\$2,145,802	17.8	29.1%
Facility 3	<11	N/A	N/A	N/A



Home Health



Referral data for your selected facility is displayed below.



### SimpleSNF



SNF Referrals to Home Health

Hospital Referrals to Home Health

Home Health Referrals to Hospitals

#### SimpleSNF Referrals to Home Health

This table quantifies the number of discharges from SimpleSNF to home health providers without an intervening acute inpatient admission. These figures are estimated based on CORE's review of the Medicare claims file.

View:

Year



Showing 6 of 6 Top Referring HHAs

Name	# Discharges to Home Health	% Discharges to Home Health	Re-Admit from Home Health
Home Health Care 1	51	51.5%	9.8%
Home Care and Hospice	39	39.4%	15.4%
At Home Care	N/A	N/A	N/A

- Claims Admin
- Referrals
- PDPM Benchmarking
- PDPM Logic Tests
- PDPM Rate Simulator



Hospice  
Health



VPAX



MAPAX



Claims Admin



Referrals



PDPM Benchmarking



PDPM Logic Tests



PDPM Rate Simulator

# Referrals

[Referrals Home](#)

Referral data for your selected facility is displayed below.

**SimpleSNF**

SNF Referrals to Hospice

Hospital Referrals to Hospice

Home Health Referrals to Hospice

## SimpleSNF Referrals to Hospice

This table quantifies the number of discharges from SimpleSNF to hospice providers without an intervening acute inpatient admission. These figures are estimated based on CORE's review of the Medicare claims file.

View:

Year



Showing 16 of 16 Top Referring Hospices

Name	# Discharges to Hospice	% Discharges to Hospice	Hospice ALOS <sup>①</sup>	1-60 Day Discharges <sup>①</sup>	61+ Day Discharges <sup>①</sup>
<a href="#">Hospice Care 1</a>	20	43.5%	18.4	13	3
<a href="#">Home Care and Hospice</a>	20	43.5%	18.4	13	3
<a href="#">Healthcare and Hospice</a>	<11	N/A	2.0	<11	<11



# VPAX

- Medicare dashboard
- Financial & clinical outcomes
- **Current data to the month billed**
- Leverage data with:
  - Hospitals
  - Bundled Payment
  - ACOs
  - "At Risk" payers

# Baby Boomer Nursing & Rehab

[View Facility Details](#)

56 Admissions 07/01/2023 - 07/01/2024



REVENUE PER ADMISSION

\$15,575

30-DAY RE-HOSP RATE

29.4%

AVG LENGTH OF STAY

23.0 days

COMMUNITY DISCHARGE RATE

53.6%

Z-RAF SCORE

1.66

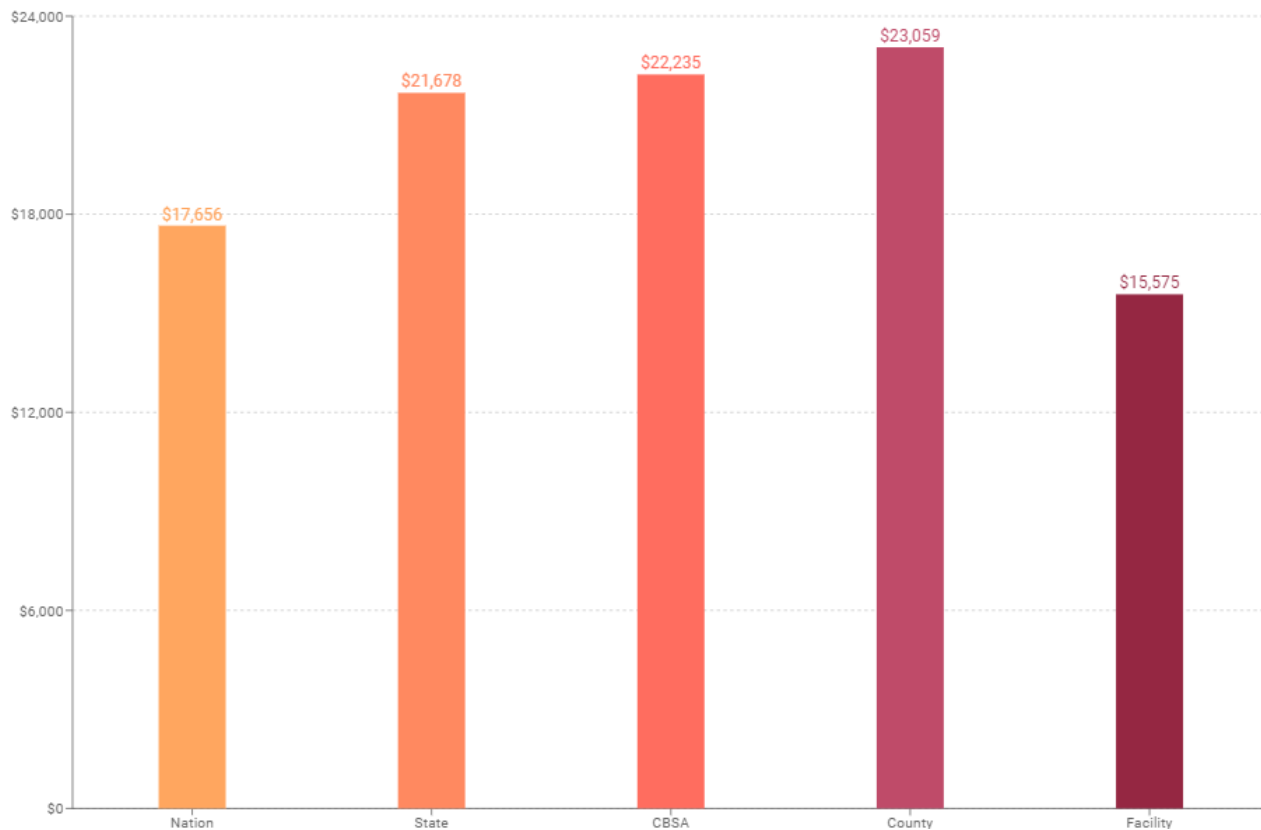
NON-THERAPY ANCILLARY COSTS

\$167

TOTAL THERAPY COSTS

\$742

## REVENUE PER ADMISSION



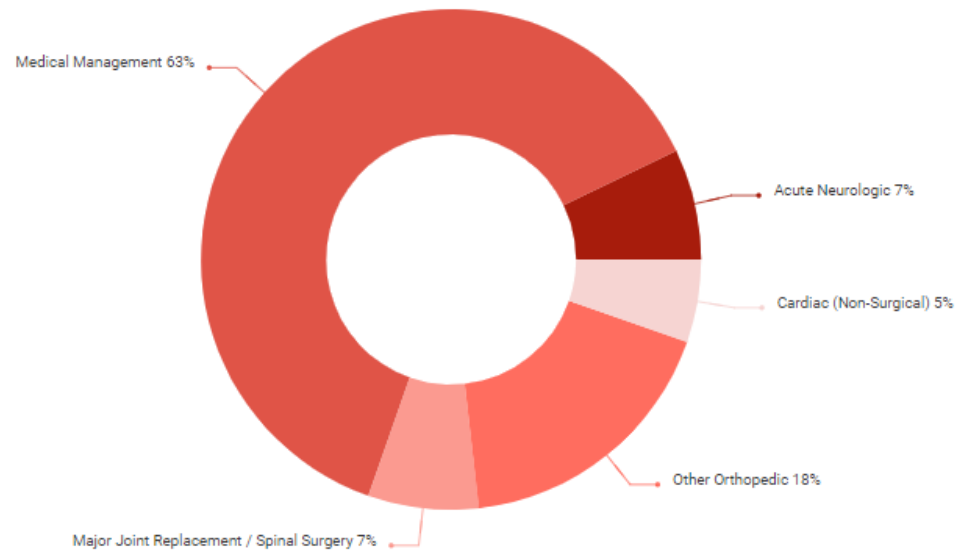
### FACILITY SCORECARD

- 11.8% lower than the national average
- 28.2% lower than the state average
- 30.0% lower than the CBSA average
- 32.5% lower than the county average

- VPAX
- MAPAX
- Claims Admin
- Referrals
- PDPM Benchmarking
- PDPM Logic Tests
- PDPM Rate Simulator



Category	Admissions	Revenue Per Admission	30-Day Re-Hosp Rate	Avg Length of Stay	Community Discharge Rate	Non-Therapy Ancillary Costs	Total Therapy Costs	Details
Acute Neurologic	4	\$18,241	66.7%	27.3	25%	\$0	\$0	<a href="#">View</a>
Medical Management	35	\$14,395	31.6%	21	60%	\$245	\$1,067	<a href="#">View</a>
Major Joint Replacement / Spinal Surgery	4	\$19,966	0.0%	26.8	25%	\$168	\$707	<a href="#">View</a>
Other Orthopedic	10	\$16,905	28.6%	26.3	40%	\$12	\$136	<a href="#">View</a>
Cardiac (Non-Surgical)	3	\$15,494	0.0%	25.7	100%	\$0	\$0	<a href="#">View</a>







# MAPAX

- Medicare Advantage dashboard
- Financial & clinical outcomes
- **Current data to the month billed**
- Calculates MA revenue on a SNF/insurer basis
- Leverage data with:
  - Existing MA plans
  - New MA plans
  - Case Management team

# Baby Boomer Nursing & Rehab

[View Facility Details](#)

56 Admissions

07/01/2023 - 07/01/2024



REVENUE PER ADMISSION

\$15,575

PPD RATE

\$676

30-DAY RE-HOSP RATE

29.4%

AVG LENGTH OF STAY

23.0 days

COMMUNITY DISCHARGE RATE

53.6%

Z-RAF SCORE

1.66

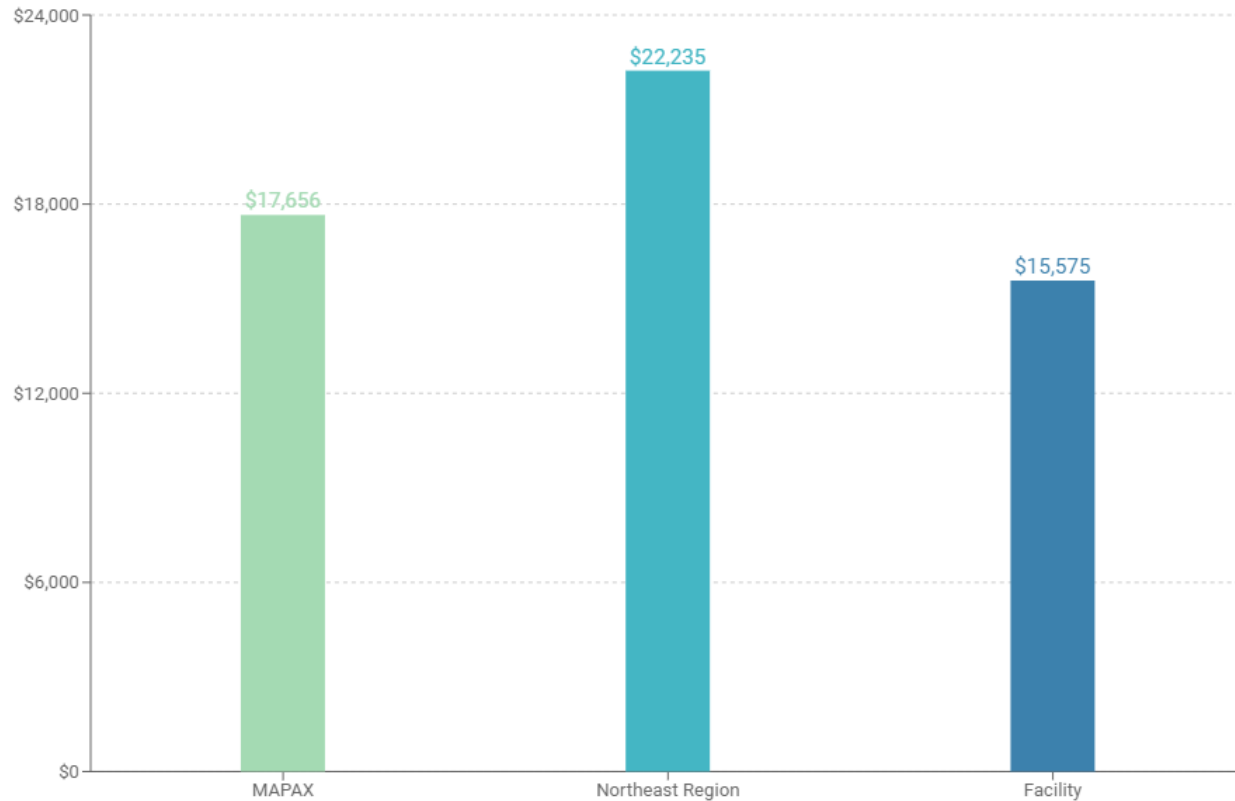
NON-THERAPY ANCILLARY COSTS

\$167

TOTAL THERAPY COSTS

\$742

## REVENUE PER ADMISSION



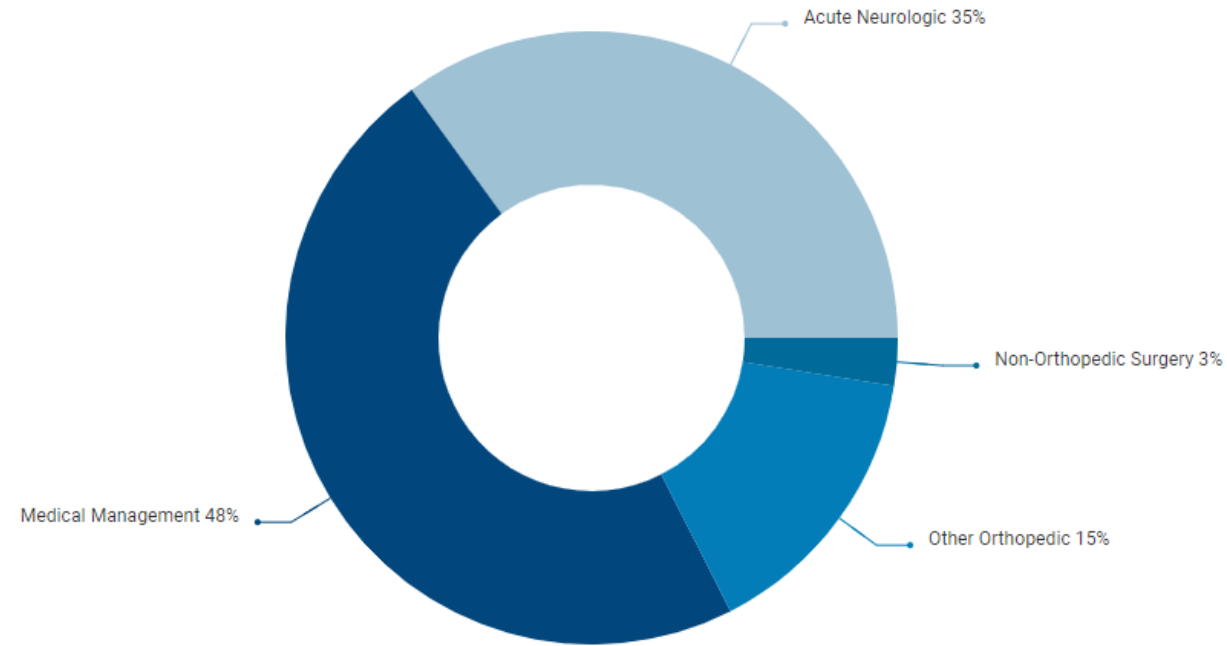
### FACILITY SCORECARD

- 11.8% lower than the MAPAX average
- 30.0% lower than the regional average

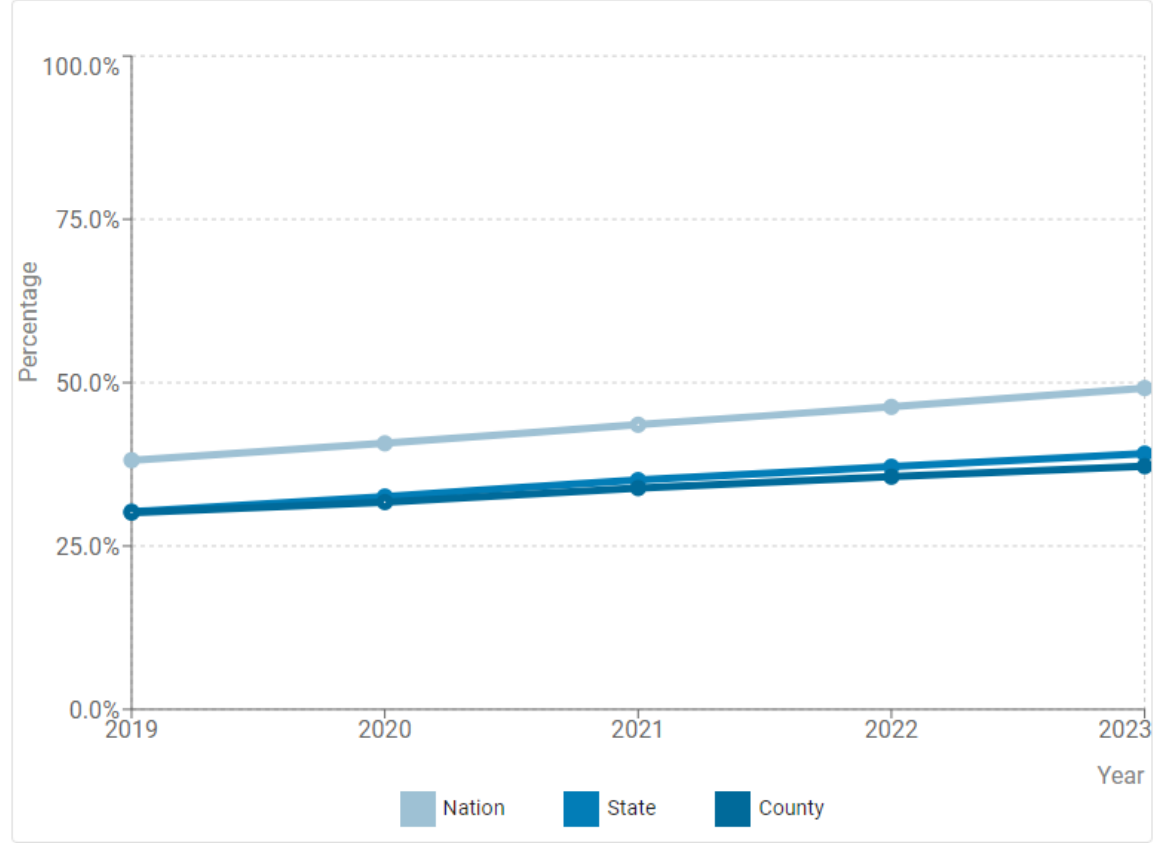


- VPAX
- MAPAX
- Claims Admin
- Referrals
- PDPM Benchmarking
- PDPM Logic Tests
- PDPM Rate Simulator

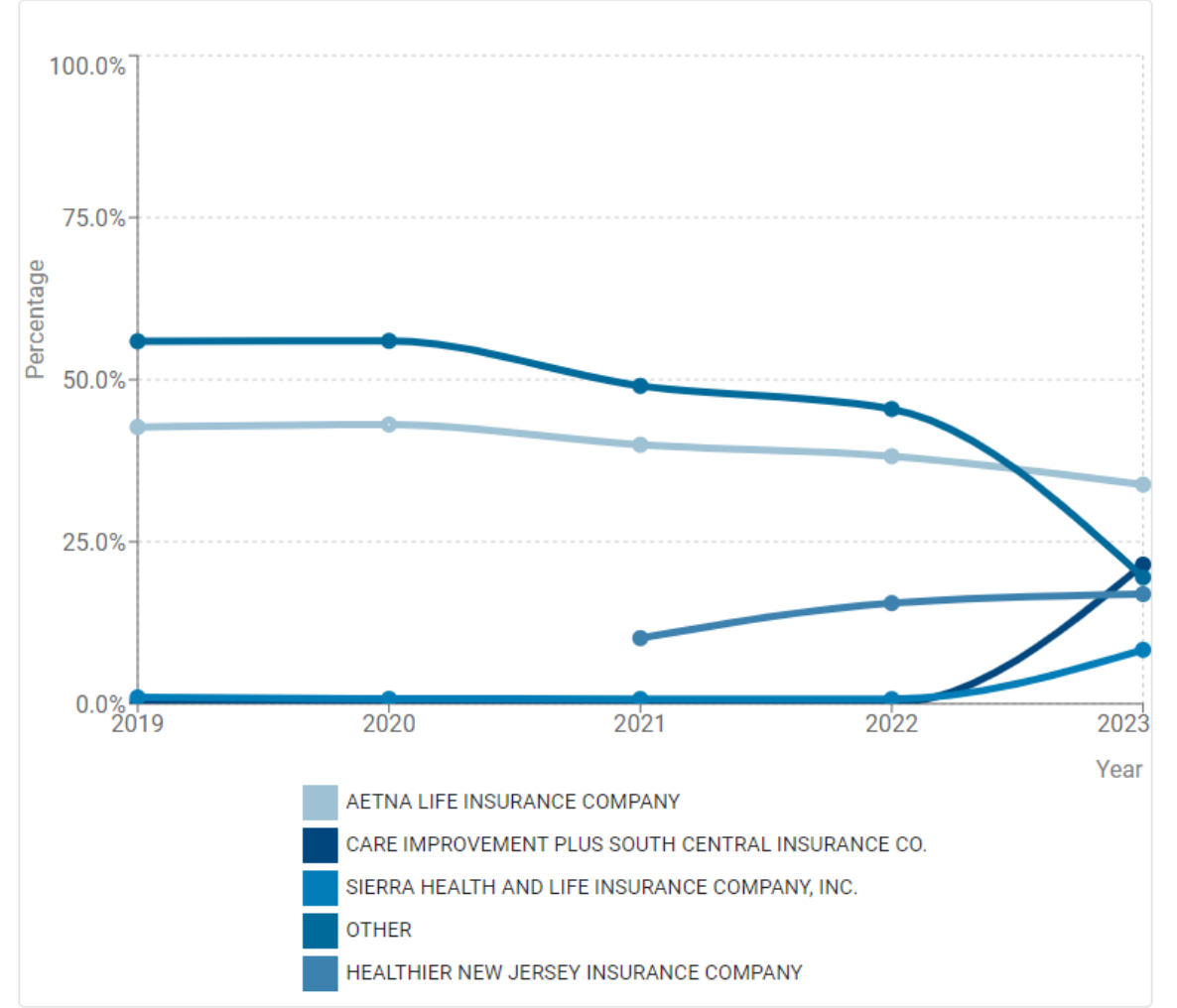
Category	Admissions	Revenue Per Admission	PPD Rate	30-Day Re-Hosp Rate	Avg Length of Stay	Community Discharge Rate	Non-Therapy Ancillary Costs	Total Therapy Costs	Details
Acute Neurologic	14	\$5,411	\$387	0.0%	14	71.4%	\$280	\$671	<a href="#">View</a>
Medical Management	19	\$5,369	\$523	15.8%	10.3	68.4%	\$586	\$256	<a href="#">View</a>
Other Orthopedic	6	\$4,676	\$364	33.3%	12.8	50%	\$202	\$183	<a href="#">View</a>
Non-Orthopedic Surgery	1	\$6,699	\$209	0.0%	32	0.0%	\$644	\$619	<a href="#">View</a>



Medicare Advantage Penetration



Medicare Advantage Enrollment By Plan (Last Year)





Claims Admin

# Claims Admin

- Utilize to leverage current metric filters
- Input **current data** for:
  - Hospitals
  - ACOs
  - BPCI
- Manual process to enable these filters in the VPAX and MAPAX tab
  - This information is not available on the claim files to be auto-generated



VPAX



MAPAX



Claims Admin



Referrals



PDPM Benchmarking



PDPM Logic Tests



PDPM Rate Simulator

# Claims Administration

Manage Hospital / ACO / BPCI

Name	Admit Date	Payer Name	Average Length of Stay	Revenue Per Admission	NTA Costs	Therapy Costs	Discharge Destination	Clinical Condition	Comorbidity	Hospital / ACO / BPCI
ABBOTT, SHEILA	06/01/2024	AETNA	13	\$3,992	\$0	\$0	Home	Acute Neurologic	...	Hospital TEST <input type="button" value="v"/>
ACEVEDO, KIMBERLY	03/11/2023	HIGHMARK HEALTH OPTIONS	13	\$-1	\$49	\$1,112	Home	Major Joint Replacement / Spinal Surgery	...	Select <input type="button" value="v"/>
ACEVEDO, KIMBERLY	05/11/2023	HIGHMARK HEALTH OPTIONS	13	\$-1	\$49	\$1,112	Home	Major Joint Replacement / Spinal Surgery	...	Select <input type="button" value="v"/>
ACEVEDO, KIMBERLY	04/11/2023	HIGHMARK HEALTH OPTIONS	13	\$-1	\$49	\$1,112	Home	Major Joint Replacement / Spinal Surgery	...	Select <input type="button" value="v"/>
ADAMS, TYRONE	03/12/2024	WELLCARE MCR	10	\$7,846	\$585	\$1,485	Other	Acute Neurologic	...	Select <input type="button" value="v"/>
ALKSUNITIS, GEORGE	10/04/2023	MEDICARE	4	\$3,885	\$118	\$1,358	Hospital	Other Orthopedic	...	Select <input type="button" value="v"/>
ALVARADO, ORVILLE	05/01/2024	UHC DSNP	9	\$5,757	\$749	\$17	Home	Medical Management	...	Select <input type="button" value="v"/>
ARTHUR, SU	02/04/2024	MEDICARE	21	\$12,443	\$0	\$0	Home	Other Orthopedic	Orthopedic	Select <input type="button" value="v"/>
AYANLEYE, EBUN	03/09/2023	HUMANA MEDICARE ADVANTAGE	17	\$-1	\$65	\$1,648	Home	Major Joint Replacement / Spinal Surgery	...	Select <input type="button" value="v"/>

# Filters

✕

## Filter Results

Hospital / ACO / BPCI

Physician

Comorbidities

Gender

Hospital LOS

Age Range

Date Range

View Results

✕

## Filter Results

Medicare Advantage Plan

Hospital / ACO / BPCI

Physician

Comorbidities

Gender

Hospital LOS

Age Range

Date Range

View Results

# Referrals Impact Reimbursement

- It's no surprise: **Referrals affect reimbursement**
  - More Part A = more \$
  - Marketing towards specific DRGs and Clinical Categories
- **Small PDPM improvement = large reimbursement impact** when combined with referral management
  - Benchmark performance at each PDPM level
  - Track IPA completion percentages & Depression capture
- Payor Mix
  - Med A
  - Managed Care



# UPCOMING CLIENT WEBINAR

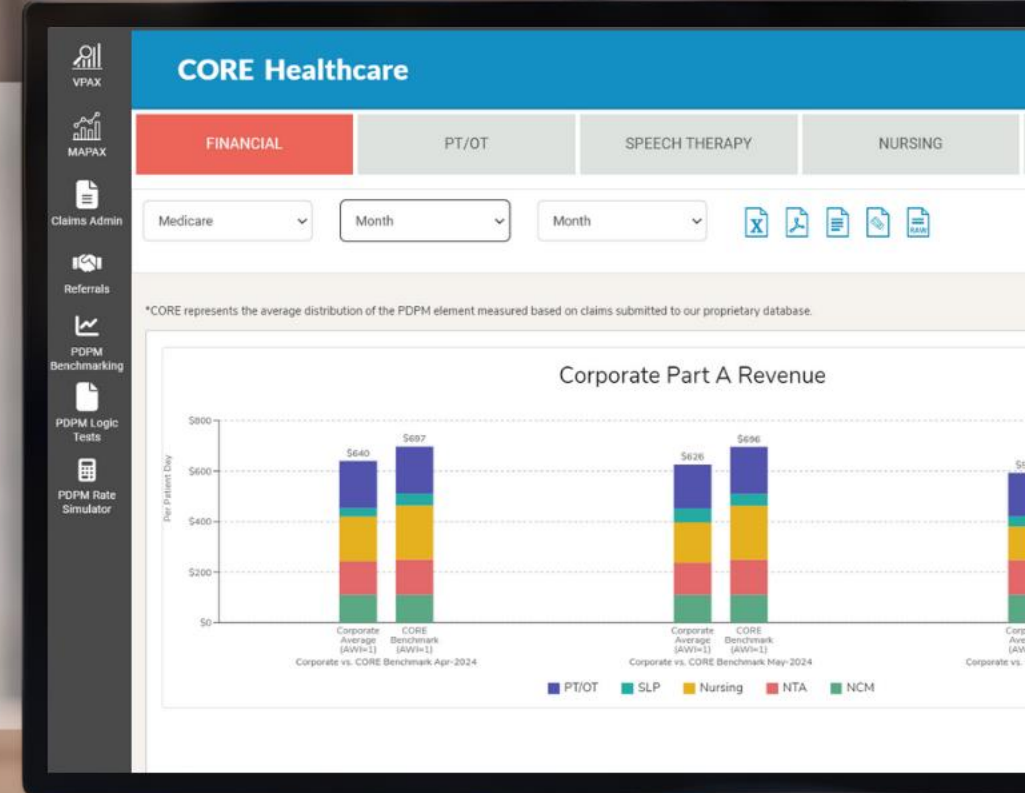
SimpleCORE™ Training

## PDPM Level Up

How to maximize your PDPM potential & triple check accuracy

THU, SEP 19 | 1 PM CT

SCAN HERE  
TO REGISTER:



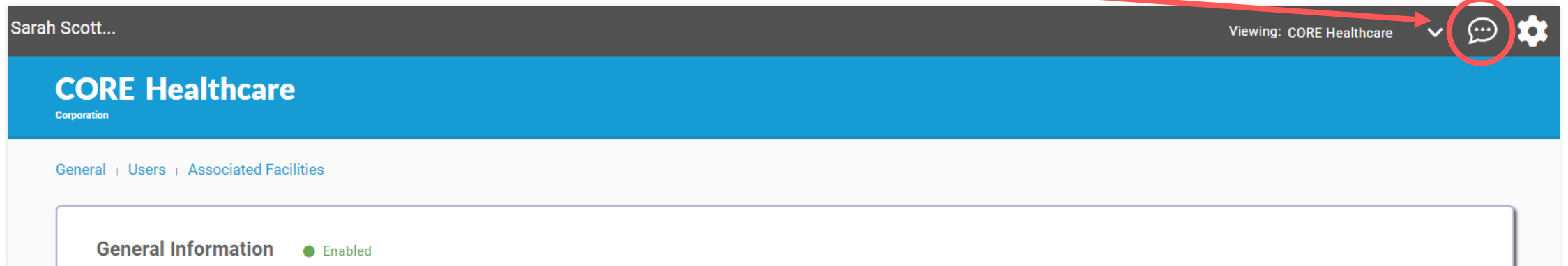
simple.

# Q & A SESSION

**Thanks for attending!**

*Recording will be available in the Notifications section of SimpleCORE*

**Click here!**



The screenshot shows the user interface for Sarah Scott... viewing the 'CORE Healthcare Corporation' page. The top navigation bar includes the user name, the current view 'CORE Healthcare', a dropdown arrow, a chat icon, and a settings gear icon. The chat icon is circled in red, with a red arrow pointing from the text 'Click here!' to it. Below the navigation bar, there are tabs for 'General', 'Users', and 'Associated Facilities'. The 'General Information' section is currently active and shows a green dot next to the word 'Enabled'.