MassHealth Primary Care Clinician (PCC) Plan

New Member-Level Reports (MLRs)

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Janice Harrington, PhD, Director, Research and Data Management, MBHP

July 24, 2013
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II. Review of New PCC Plan Programs and Services

III. Enhancements to PCC Plan Reporting
   - Results of PCC Global Survey
   - Member-Level Reports (MLRs) Overview

IV. Accessing New Reports
   - User ID/Password Assignment
   - ProviderConnect Log In

V. Working with Member-Level Reports (MLRs)
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   - How to Navigate Your Reports
   - How to Export Data

VI. What’s Next

VII. Important Contact Information

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Objective

By the end of this presentation, participants will know how to access and use the new MassHealth PCC Plan web-based Member-Level Reports (MLRs).
New 10/1/12 contract between MassHealth PCC Plan and MBHP

Goals

• Behavioral health and medical providers will manage Members’ total health in a more collaborative and integrated way (for example: Integrated Care Management Program, Nurse Advice Line, co-location of behavioral health and PCC staff).

• PCC Plan Members and families will engage more meaningfully in their health and care management.

• Increased use of technology and timely access to data
Review of New PCC Plan Programs and Services

- Integrated and Coordinated Care for Members
- Nurse Advice Line
- Coordinated BH & Medical Network Management
- More Current Data
- Web-Based Dynamic Reports
- Integrated Care Management Program (ICMP)
Review of New PCC Plan Programs and Services

PCC Plan Management Support Services (PCC MSS) Program Enhancements

New Name
Reflects the new program

Internal Staff Integration
PCC staff more aligned with behavioral health staff by region

Provider Integration
Increased focus on coordination between PCCs and behavioral health providers

Reporting
Web-based reporting for Profile Reports and Member-Level Reports
Results of PCC Global Survey

Overview

Fall 2012: the MassHealth PCC Plan surveyed 1,531 PCC Plan providers to help inform updates to the quality-related performance improvement metrics and reports produced by MBHP and sent to PCCs.
Enhancements to PCC Plan Reporting

Results of PCC Global Survey

Response Rate

329 Surveys Returned/1,531 Surveys Sent = 21.49%
Enhancements to PCC Plan Reporting

Results of PCC Global Survey

PCC Global Survey Findings

- More current data
- EHR-compatible data
- Integrated care management for Members
- Information on co-occurring conditions
Enhancements to PCC Plan Reporting

Member-Level Reports Overview

• **New web-based reports**
  - A registry of PCC Plan Members by PCC service location due for routine and disease-specific medical appointments and tests
  - Former Reminder Report (RR) and Care Monitoring Registry (CMR)

• **Added New Integrated Care Management Program (ICMP) Members**
  - A registry of PCC Plan Members by PCC service location eligible and engaged in the new Integrated Care Management Program (ICMP)

• **Developed using a collaborative and informed process**
  - Global Survey
  - PCC Plan Clinical Advisory Committee (CAC)
  - Other internal and external stakeholders
Member-Level Reports (MLRs) Overview

- Former Reminder Report (RR)
- Former Care Monitoring Registry (CMR)
- New Web-Based Member-Level Reports (MLRs)

Includes New Integrated Care Management Program (ICMP) Members
### Member-Level Reports (MLRs) Overview

#### Current Reports in the MLR

<table>
<thead>
<tr>
<th>Category</th>
<th>Reports/Screenings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Asthma</strong></td>
<td>• Asthma controller medications</td>
</tr>
<tr>
<td><strong>Breast Cancer Screening</strong></td>
<td>• Mammograms</td>
</tr>
<tr>
<td><strong>Cervical Cancer Screening</strong></td>
<td>• Pap tests</td>
</tr>
<tr>
<td><strong>Diabetes</strong></td>
<td>• Semi-Annual A1C</td>
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<tr>
<td></td>
<td>• Annual LDL</td>
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<td></td>
<td>• Annual Eye Exam</td>
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<tr>
<td></td>
<td>• Annual - Microalbuminuria test or medical attention for nephropathy</td>
</tr>
<tr>
<td></td>
<td>• Antidepressant prescriptions</td>
</tr>
<tr>
<td><strong>Emergency Department Utilization</strong></td>
<td>• ED utilization over the previous quarter</td>
</tr>
<tr>
<td><strong>Pediatric Behavioral Health</strong></td>
<td>• Behavioral health screening and follow-up</td>
</tr>
<tr>
<td></td>
<td>• Behavioral health diagnosis and services</td>
</tr>
<tr>
<td><strong>Well-Child Care</strong></td>
<td>• Annual visits</td>
</tr>
</tbody>
</table>
## Member-Level Reports (MLRs) Overview

### New Reports in the MLR

| Member Summary | • Roster of Members in your panel  
<table>
<thead>
<tr>
<th></th>
<th>• Date of Member’s last visit with PCC</th>
</tr>
</thead>
</table>
| Integrated Care Management Program (ICMP) | • A list of Members in the PCC Plan who are eligible for the Integrated Care Management Program (ICMP)  
|                 | • A list of Members in the PCC Plan who are engaged in the Integrated Care Management Program (ICMP) |
| Online User’s Guide | • Detailed data specifications for all reports and Regional Network Manager contact information |
Benefits of New Member-Level Reports

- Reports are web-based (paperless)
- Can download reports into EHRs and other applications to manipulate data (e.g., Excel, CSV, PDF, etc.)
- More current data - reports refreshed with new data monthly
- E-mail notification sent when reports are available
- Log in and review reports as often as you wish
- Security in place so data is only available for PCC Plan Members in your panel
- Prospective reporting
- Summary page that lists co-occurring conditions
Accessing New Reports

User ID/Password Assignment

A letter with a PCC Contact Verification Form and instructions for obtaining a User ID and password was mailed via USPS to all MassHealth PCC Plan providers on June 7, 2013.
Accessing New Reports

User ID/Password Assignment

1. Verify information on form

2. Fax verification form back to MBHP at (617) 790 - 4138

3. Receive e-mail with User ID and password in one to three business days from ZixCorp, ValueOptions’ secure e-mail system
Accessing New Reports

User ID/Password Assignment
As an added security measure you must log in to ZixCorp to retrieve your User ID and password

New ZixCorp secure email message from ValueOptions Secure Email

Open Message

To view the secure message, click Open Message.

The secure message expires on Oct 30, 2013 @ 03:15 AM (GMT).

Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, click Open Message.

If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar.
https://securemail-valueoptions.com/s/e?

Want to send and receive your secure messages transparently? Click here to learn more.
Reports are accessed securely through a ValueOptions application called ProviderConnect.

To log in to ProviderConnect:
1. Access the following URL: https://www.valueoptions.com.pc/eProvider/providerLogin.do
2. Click the link to ProviderConnect.
3. Enter your User ID and password.
4. Click Log In.
Accessing New Reports

ProviderConnect Log In Page

Please Log In

Required fields are denoted by an asterisk (*) adjacent to the label.

- Please log in by entering your User ID and password below.

  - User ID

  - Password

If you do not remember your User ID, please contact our e-Support Help Line.

Log In

The information and resources provided through the ValueOptions site are provided for informational purposes only. Behavioral health providers utilizing the ValueOptions site ("Providers") are solely responsible for determining the appropriateness and manner of utilizing ValueOptions information and resources in providing services to their patients. No information or resource provided through the ValueOptions site is intended to substitute for the professional judgment of a behavioral health professional. Providers are solely responsible for determining whether use of a resource provided through ValueOptions is consistent with their scope of license under applicable law and ethical standards.

It is recommended that you use Internet Explorer when using ProviderConnect. Other internet browsers may not be compatible and may result in formatting or other visible differences.

New User?

Please register for access.

Required

For assistance with any technical problems (such as connecting to or accessing the site) please call our e-Support Help Line at 888-247-9311 during business hours Monday through Friday 8AM - 6PM ET or you can email an Applications Support Specialist at e-SupportServices@valueoptions.com.
Accessing New Reports

ProviderConnect Log In Page

Please Log In

Required fields are denoted by an asterisk (*) adjacent to the label.

Please log in by entering your User ID and password below.

*User ID

If you do not remember your User ID, please contact our e-Support Help Line.

*Password

Forgot Your Password?

Log In
Accessing New Reports
Working with Member-Level Reports

<table>
<thead>
<tr>
<th>Title</th>
<th>Last Run</th>
<th>Type</th>
<th>Owner</th>
<th>Instances</th>
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</thead>
<tbody>
<tr>
<td>Member-Level Reports (MLR) Users Guide</td>
<td></td>
<td>Adobe Acrobat</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Users Guide to MLR Reports</td>
<td></td>
<td>Adobe Acrobat</td>
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</tr>
<tr>
<td>ProviderConnect MLR Access Help Guide</td>
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<td>How to Access your PCC Plan Member-Level Reports</td>
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<td>0. PCC Plan Member – Summary Page</td>
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<td>Crystal Report</td>
<td></td>
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<td>1. PCC Plan Member – ICMP</td>
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<td>4. PCC Plan Member – Asthma</td>
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<td>5. PCC Plan Member – WCC</td>
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<td>6. PCC Plan Member – FBH Services</td>
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<td>8. PCC Plan Member – Women’s Cancer</td>
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<td>Crystal Report</td>
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Total: 11 objects
Working with Member-Level Reports

Selecting a Report

Right click!
Working with Member-Level Reports

Member-Level Report Example

### PCC Plan Member-Level Report (MLR) Summary

**MassHealth**

**PCC Plan**

**Effective as of**

<table>
<thead>
<tr>
<th>Member Name</th>
<th>MassHealth Member ID</th>
<th>DOB</th>
<th>ICMR</th>
<th>DMH</th>
<th>DYS</th>
<th>DCF</th>
<th>Date Last Seen by PCC</th>
<th># of ED Visits</th>
<th>Diabetes</th>
<th>Asthma</th>
<th>Well-Child Care</th>
<th>Pediatric Behavioral Health Services</th>
<th>Pediatric Behavioral Health Screening and Follow-Up</th>
<th>Breast Cancer Screening</th>
<th>Cervical Cancer Screening</th>
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Working with Member-Level Reports

Member-Level Report Example

PCC Plan Member-Level Report (MLR) Summary

MassHealth
PCC Plan

Effective as of

<table>
<thead>
<tr>
<th>Member Name</th>
<th>Mass-Health Member ID</th>
<th>DOB</th>
<th>ICWP</th>
<th>DMH</th>
<th>DYS</th>
<th>DCF</th>
<th>Date Last Seen by PCC</th>
<th># of ED Visits</th>
<th>Diabetes</th>
<th>Asthma</th>
<th>Well-Child Care</th>
<th>Pediatric Behavioral Health</th>
<th>Services</th>
<th>Pediatric Behavioral Health and Screening Follow-up</th>
<th>Breast Cancer Screening</th>
<th>Cervical Cancer Screening</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
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<td>N</td>
<td>4/23/13</td>
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</tbody>
</table>
Working with Member-Level Reports

Member-Level Report: Diabetes

PCC Plan Member-Level Report (MLR): Diabetes Management

MassHealth

PCC Plan

PCC Number:
PCC Name:
Service Location Number:
Service Location Name:
Region: Western Region

PCC Plan Members aged 18-64 with Diabetes as of

<table>
<thead>
<tr>
<th>Member Name</th>
<th>MassHealth Member ID</th>
<th>Member Address</th>
<th>DOB</th>
<th>Date Last Seen by PCC</th>
<th>Date of Next Annual A1c</th>
<th>Date of Next Annual Eye Exam</th>
<th>Date of Next Annual LDL</th>
<th>Date of Next Annual Micro alb</th>
<th>Date of Most Recent A1c</th>
<th>Date of Most Recent A1c ARB Rx</th>
<th>Evidence of Nephropathy</th>
<th>Date of Most Recent Antihypertensive Rx</th>
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<td>4/2/13</td>
<td>no</td>
<td>no</td>
<td>no</td>
<td>no</td>
</tr>
</tbody>
</table>
Working with Member-Level Reports

How to Close a Report

Click on Close Document icon
Working with Member-Level Reports

How to Export Data

Click on Export icon
How to Export Data
What’s Next

• MLR training resources
  o Recordings of these Webinars will be available on MBHP’s website at www.masspartnership.com/pcc
  o PCC Regional Network Manager site visits for larger providers July through September

• Phase II: Implementation of web-based Dashboard Reports in Fall 2013
  o Dashboard Reports will replace current Profile Reports
  o Incremental addition of new quality indicators
Important Contact Information

Primary Care Clinician (PCC) Plan Hotline:
1-800-495-0086

E-mail:
MassHealthPCCPMSS@valueoptions.com

MBHP website:
www.masspartnership.com/pcc
Questions?