



## Optum Care Provider Center (as of 2/17/2021)

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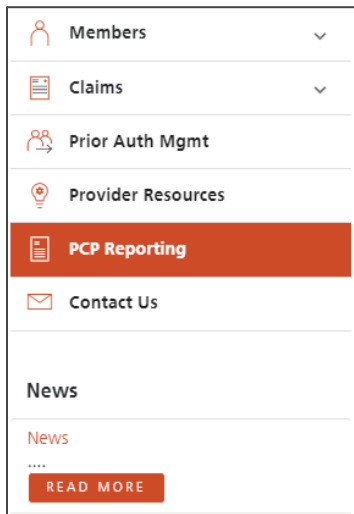
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## PCP Reporting

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**Step 1:** Click **PCP Reporting**.

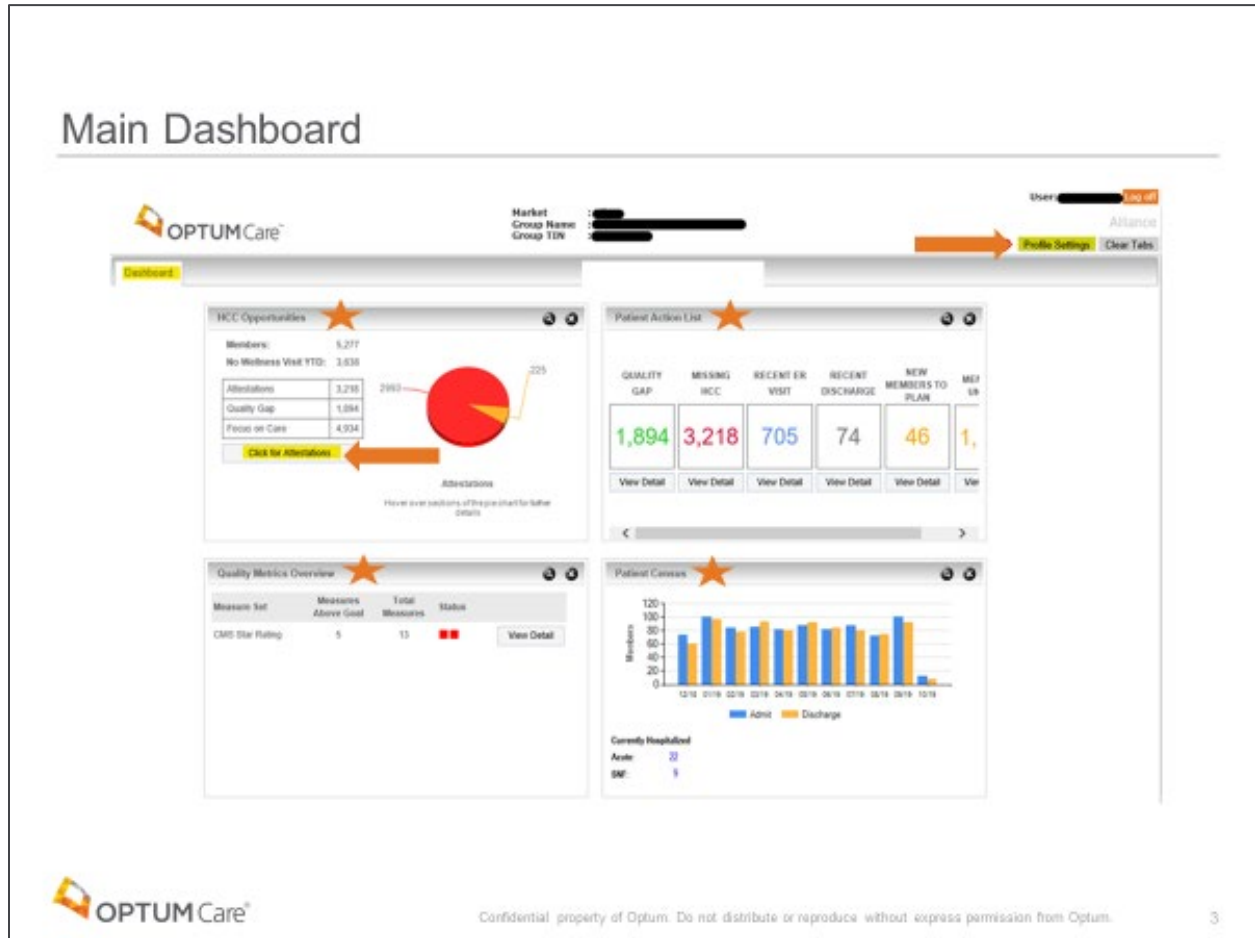


This will launch PCP Reporting (Alliance).

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### MAIN DASHBOARD

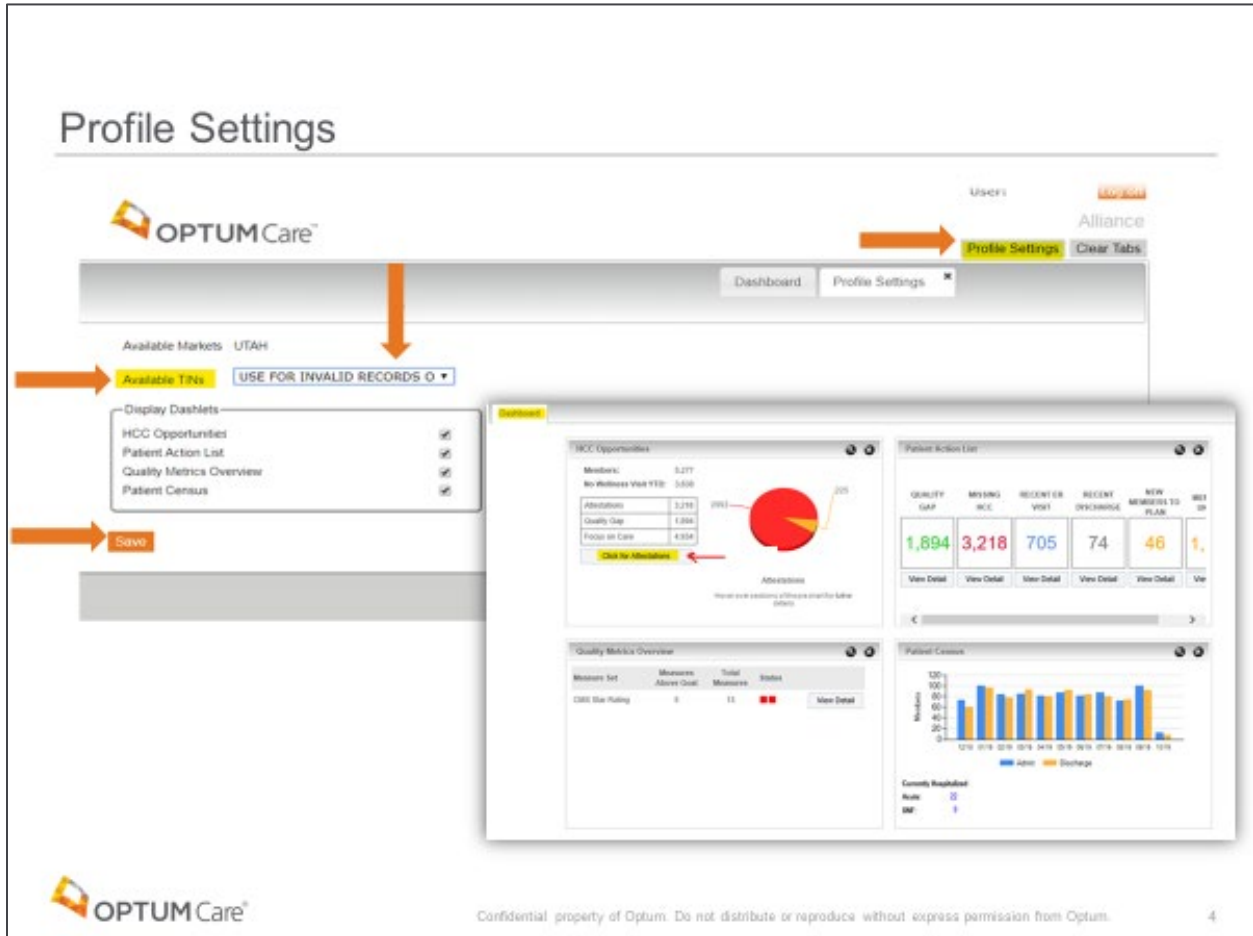


- After you’ve logged in, you will see the Main Dashboard. The Dashboard is comprised of 4 boxes which are called dashlets. The 4 dashlets summarize your practice information at a glance. To search for a specific patient, select the “Click for Attestations” found in the HCC Opportunities Dashlet.
- The 4 main dashlets are: HCC Opportunities, Patient Action List, Quality Metrics Overview (will not be available until later in 2021) and the Patient Census. We will discuss each dashlet in detail later in this presentation.
- If your practice has multiple tax IDs; select the “Profile Settings tab” in the upper right-hand corner of the page. We will discuss how to view additional TINs for your practice in the next slide.

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### PROFILE SETTINGS

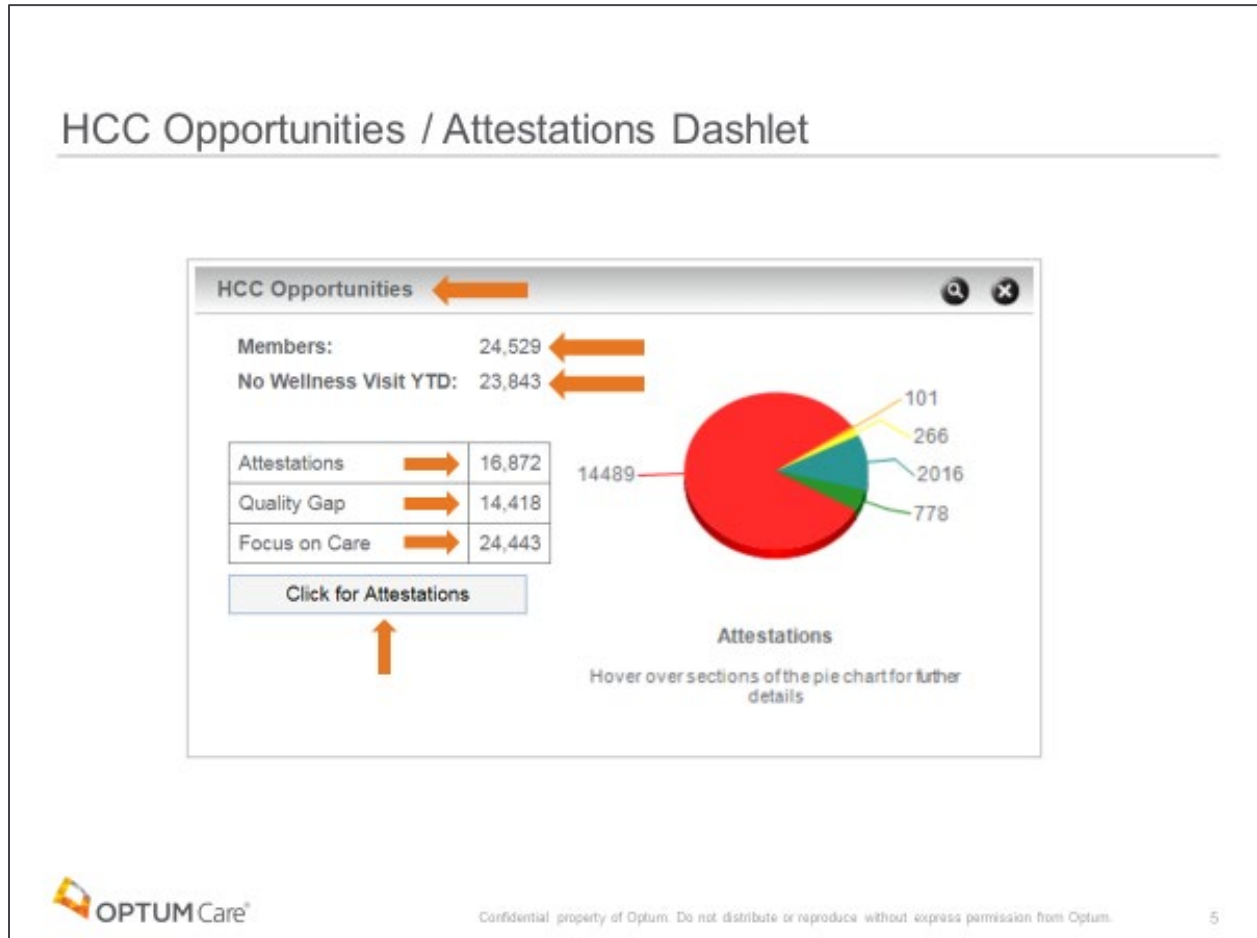


- If your practice has more than 1 Tax ID, click the Profile setting Tab, this will bring you to the Profile Setting page. This will allow you to individually select each TIN associated with the practice.
- After selecting the TIN you want to view, press the SAVE button which will automatically display the Dashboard for this TIN.

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### HCC OPPORTUNITIES / ATTESTATION DASHLET



- The HCC opportunities dashlet is the most commonly used dashlet.
- This dashlet provides you an overview of the number of patients assigned to this TIN, how many patients that have not had a wellness visit for current year.
- It displays your current diagnosis attestations, quality attestations and Focus on Care forms (will not be available until later in 2021) available for the selected TIN.
- The pie chart specifies the current status of the diagnosis attestations for the TIN. We will discuss the pie chart colors shortly.
- Selecting the “click for attestation” button, will display the HCC Opportunities detail.

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### HCC OPPORTUNITIES DETAIL

#### HCC Opportunities Detail

PCP Name	Member Name \*	ATT	Quality Gaps	FOC	Member Date of Birth	Member Phone #	RFP Uncovered	Last Wellness Visit
Smith, John		▲	★	●	0700			
Smith, John		▲		●	0300			
Smith, John		▲		●	0300			
Smith, John		▲		●	0300			
Smith, John		▲		●	1825			
Smith, John		▲		●	0209			
Smith, John		▲		●	0800			
Smith, John		▲		●	0252			
Smith, John		▲		●	0674			
Smith, John		▲	★	●	1200			
Smith, John		▲		●	8719			
Smith, John		▲		●	1300			
Smith, John		▲		●	0800			
Smith, John		▲	★	●	0800			
Smith, John		▲		●	0300			


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- The HCC Opportunities Detail will list alphabetically your empaneled patients and their status for each attestation and form.
- The colors in the attestation column correspond to the Pie chart we saw in the previous section. The triangle color indicates the current status for each patient’s attestation. Let’s move on to discuss the symbols.
- The symbols will provide you a quick view as to the status of the patients’ attestations and forms. The triangle corresponds to the diagnosis attestation status, the star is the for the quality attestation and the circle is for the Focus on Care form (will not be available until later in 2021).
- The ATT triangle will change color as the attestation status changes for the patient. The Quality Gaps star and Focus On Care circle (will not be available until later in 2021) indicates

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## Optum Care Provider Center PCP Reporting User Guide

there are forms available to update. If the section is blank in the column, it has either been completed or is not needed at this time.

- To view individual patient printable forms; select the check box to the left of the patient's name, then select the Export to PDF tab located at the top dashlet to print.
- You also have the option to export the entire patient list to excel.
- To view a patient's full profile, click on the patient name. This profile will display all the information about the patient to include demographic, PCP info, visits information, HCC history. This is printable for your chart.


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### PATIENT PROFILE

## Patient Profile

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**Patient Profile**  
as of 8/1/2020

Member Name: [Redacted] Based on Service Dates 8/1/2019 - 8/31/2020

DEMOGRAPHIC, RISK, & PROGRAM INFORMATION			
Member ID	105	Health Plan	AMP-Medicare/Complete
Age	71	Effective Date	
Birth Date	07/	Quality Measures	2020
Gender	Male	Completed	6
Member Address	State	Qualified For	0
Member Phone		% Completed	47.00%
Currently Eligible	Yes		

PCP INFORMATION		PROFESSIONAL SUMMARY	
PCP Name		Category	Count
PCP Effective Date		PCP Visits	0
PCP ID		Other Physician Visits	0
PCP Address		DME Orders	1
PCP Phone		Home Health	0
PCP Fax		Libri	0

INSTITUTIONAL SUMMARY				
Category	Count	Last Date of Admit	Category	Count
Hospitalizations	2	8/1/	ER Visits	0
SNF Stays	0		Potentially Avoidable	0
1-Day Hospital Stays	1	8/1/		




**Patient Profile**  
as of 8/1/2020

Member Name: [Redacted] Based on Service Dates 8/1/2019 - 8/31/2020

QUALITY MEASURES			
Year	Measure Set	Measure	Completed
2020	CHS Star Rating	Colorectal Cancer Screening	No
2020	CHS Star Rating	Controlling Blood Pressure	No
2020	CHS Star Rating	Diabetes Care - Blood Sugar Control	No
2020	CHS Star Rating	Diabetes Care - Eye Exam	Yes
2020	CHS Star Rating	Diabetes Care - Kidney Disease Monitoring	Yes
2020	CHS Star Rating	Medication Adherence for Hypertension (Statins)	Yes
2020	CHS Star Rating	Medication Adherence for Hypertension (RAS antagonists)	Yes
2020	CHS Star Rating	Statin Therapy for Patients With Cardiovascular Disease - Statin Therapy	Yes
2020	CHS Star Rating	Statin Use in Persons with Diabetes	Yes

PRESCRIPTION HISTORY**						
Product Name	Last Strength	Last Drug Type	Fills	Last Filled	Last Prescribing Provider	Suggested Generic Alternative
Est Pen Needle/Inj/Inf		Brand	4	8/2020		
Spironolactone	25 MG	Generic	5	8/2020		
Carvedilol	12.5 MG	Generic	4	8/2020		
Amlodipine Besylate	5 MG	Generic	3	8/2020		

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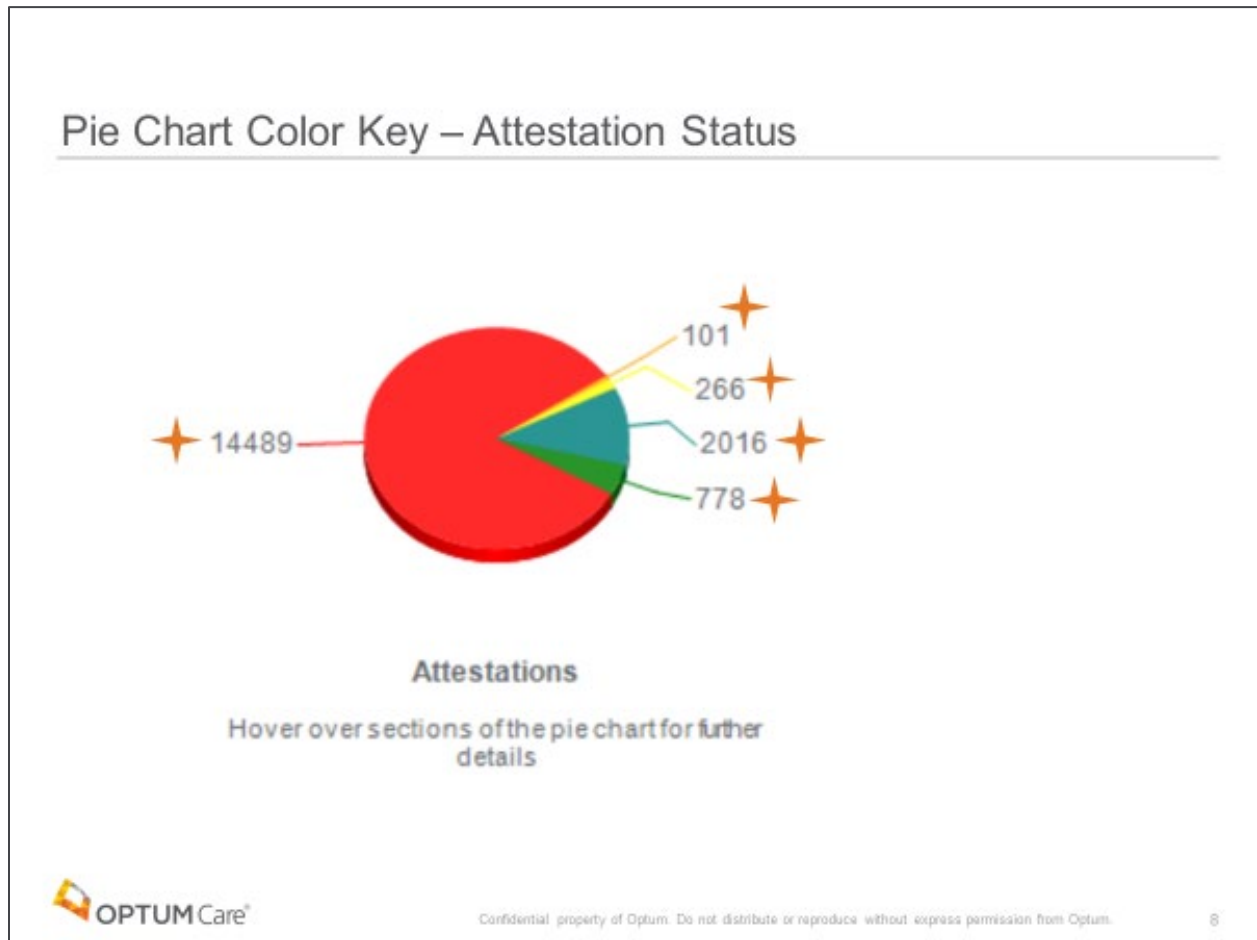
- The patient profile provides a detailed view of information related to your patient’s care. We are displaying the first page to give you an idea of the detail.
- This form will display patient information, Quality measures that are outstanding or have been updated, the prescription history, physician visits, DME, Home Health, SNF Stay, ER Visits and the patient’s HCC history.

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### PIE CHART COLOR KEY – ATTESTATION STATUS




- The pie chart reflects the status for the available diagnosis attestations.
  - Red indicates attestations needing attention
  - Orange indicates attestation received, In Queue to be processed
  - Yellow indicates attestations received and processed, but needing additional information to be completed
  - Green indicates attestations complete
  - Teal indicates previously complete attestation that now has new pending codes for future visits
- Hovering over each color will provide the status definition.
- If you click the number related to the pie chart color all patients within that color will be displayed. If needed, you are able to export the detail to excel using the Export to Excel tab.

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### HCC OPPORTUNITIES ELECTRONIC OPTION

### HCC Opportunities Electronic Option



PCP Name	Member Name	AB	Quality Gaps	FOC	Member Date of Birth	Member Phone #	RAF Uncovered	Last Wellness Visit	Last PCP Visit
[Redacted]	[Redacted]		★	●	[Redacted]	[Redacted]	0.000		
[Redacted]	[Redacted]	▲	★	●	[Redacted]	[Redacted]	0.054		[Redacted] 3
[Redacted]	[Redacted]	▲	★	●	[Redacted]	[Redacted]	0.577	[Redacted]	[Redacted] 2
[Redacted]	[Redacted]			●	[Redacted]	[Redacted]	0.000	[Redacted]	[Redacted]
[Redacted]	[Redacted]			●	[Redacted]	[Redacted]	0.000	[Redacted]	[Redacted]
[Redacted]	[Redacted]			●	[Redacted]	[Redacted]	0.000	[Redacted]	[Redacted]
[Redacted]	[Redacted]	▲	★	●	[Redacted]	[Redacted]	0.353	[Redacted]	[Redacted] 2
[Redacted]	[Redacted]	▲	★	●	[Redacted]	[Redacted]	0.936	[Redacted]	[Redacted] 3

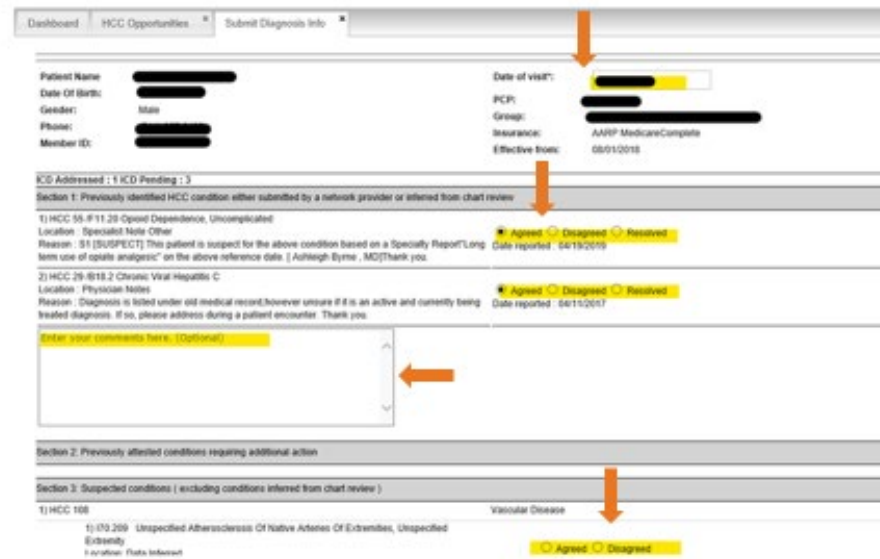

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- To access the electronic version of the attestations click on the Triangle for the Diagnosis Attestation (ATT), star for the Quality Attestation (Quality Gaps will not be available until later in 2021) and a circle for the Focus On Care (FOC will not be available until later in 2021), in the HCC Opportunities section.

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### HCC Opportunities Electronic Option (Cont.)



Dashboard | HCC Opportunities | Submit Diagnosis Info

Patient Name: [Redacted]  
 Date Of Birth: [Redacted]  
 Gender: Male  
 Phone: [Redacted]  
 Member ID: [Redacted]

Date of visit: [Redacted]  
 PCP: [Redacted]  
 Group: [Redacted]  
 Insurance: AARP Medicare Complete  
 Effective Date: 08/01/2018

ICD Addressed: 1 ICD Pending: 3

Section 1: Previously identified HCC condition either submitted by a network provider or inferred from chart review

1) HCC 58-F11.28 Opioid Dependence, Uncomplicated  
 Location: Specialized/Nurse/Other  
 Reason: S1 [SUSPECT] This patient is suspect for the above condition based on a Specialty Report/Long term use of opioids analgesic on the above reference date. [Ashleigh Byrne, MD] Thank you.  
 Agreed  Disagreed  Resolved  
 Date reported: 04/19/2019

2) HCC 29-B18.2 Chronic Viral Hepatitis C  
 Location: Physician/Nurse  
 Reason: Diagnosis is listed under old medical record, however unsure if it is an active and currently being treated diagnosis. If so, please address during a patient encounter. Thank you.  
 Agreed  Disagreed  Resolved  
 Date reported: 04/15/2017

Enter your comments here. (Optional)

Section 2: Previously attested conditions requiring additional action

Section 3: Suspected conditions (excluding conditions inferred from chart review)

1) HCC 108  
 1) I03.209 Unspecified Atherosclerosis Of Native Arteries Of Extremities, Unspecified  
 Extremity:  
 Extremity: Right/Left Inferior  
 Vascular Disease  
 Agreed  Disagreed

- The electronic forms look very similar to the printable version but can be completed and submitted electronically to save you time.
- The Diagnosis attestation has four sections: Previously identified conditions, previous attested conditions requiring additional actions, suspected conditions and current year confirmed conditions.
- When you access the attestation, first enter in the date of visit. Next move to the ICD addressed section. You will notice that the HCCs to be addressed are displayed. Each ICD code should be addressed by selecting the appropriate status. We will discuss the status definitions next.
- Make your selections. We have added an optional comment box for you to communicate with the Coder processing the attestation. For example, you can add any additional codes that pertain to the patient but are not listed on the Diagnosis attestation form.
- Note: only complete the sections that display ICD codes. There may be sections blank based on the patient's conditions.

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### HCC Opportunities Electronic Option (Cont.)

**Code Status Legend**

Code Status	Definition
Agree	The specified condition applies to the patient at the time of assessment.
Disagree	The specified condition does not apply to the patient at the time of assessment.
Resolved	The patient previously had the condition, but it is no longer applicable.

Provider FULL Name\*:   MD  DO  NP  PA (Must check one that applies)

Date: 5/12/2020 2:00:19 PM

Upload:



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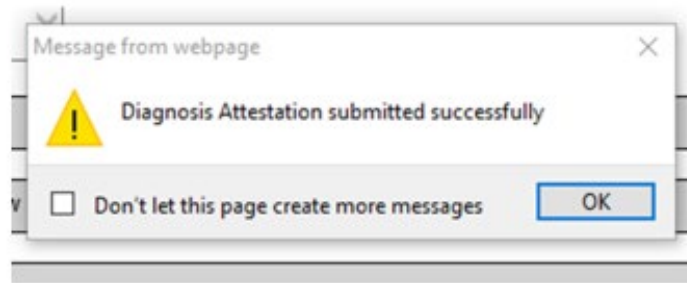
- Type the name of the provider and choose their credentials.
- Browse and Upload the file containing the progress note. It can be in virtually any common image format jpeg, PDF, PNG, etc.
- Once uploaded, review the attestation again and if correct click the submit button. If not correct, click the reset button and begin again.
- If you are completing all three forms, the progress note only needs to be uploaded once to the Diagnosis Attestation (ATT). If there is no Diagnosis Attestation, you may upload the progress note to the Quality or Focus On Care forms (will not be available until later in 2021). You can upload up to 5 separate documents.

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### HCC Opportunities Electronic Option (Cont.)

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- After you click the submit button you will get the message below
- Success! You have submitted the Diagnosis Attestation electronically!

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### ELECTRONIC QUALITY ATTESTATION

### Electronic Quality Attestation

Dashboard | HCC Opportunities | Submit Quality Info

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Patient Name

Member ID

Date of Birth


Provider Name

---

Check  the box next to the measure(s) for which you are submitting documents.

id	Measures	Acceptable Dates	Age
<input checked="" type="checkbox"/>	Colorectal Screening <small>Only one is required</small>	FOBT	2019
		Flex sig - Q5 yrs	2015-2019
		Colonoscopy - Q10 yrs	2010-2019
		ColoGuard	2017-2019
		Exclusions: Colorectal Cancer Total Colectomy	Any
<input checked="" type="checkbox"/>	Breast Cancer Screening	Mammogram	October 2017 - 2019
		Exclusions: Bilateral mastectomy Two unilateral mastectomies (right & left)	Any

Upload:



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- The quality attestation (will not be available until later in 2021) has similar features as the diagnosis attestation. Check the boxes if addressed and submit any supporting documents in the upload section.

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### ELECTRONIC FOCUS ON CARE FORM

### Electronic Focus On Care Form

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Dashboard | HCC Opportunities | Submit FOC Info

Patient Name

Member ID


Date of Birth

Provider Name

Exams	Acceptable Dates	Frequency	Date mm/dd/yyyy	Check if Normal	Check if Abnormal	Results	Units	
VASCULAR <small>(circle one test)</small>	Flochee, QuantaFlo or ABI	L	1-1-2018 through 12-31- 2019	Current & Prior Year	<input type="text"/>	<input type="text"/>	<input type="text"/>	#
		R	1-1-2018 through 12-31- 2019	Current & Prior Year	<input type="text"/>	<input type="text"/>	<input type="text"/>	#

Upload:  Browse... Upload

Submit Reset


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- The Focus on Care form (will not be available until later in 2021) will ask for additional information on a patient. This will vary from patient to patient.
- When updating the form, please enter the date of service, if applicable normal or abnormal and the results.
- If preferred, you may submit any supporting documents in the upload section.

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### PATIENT ACTION LIST DASHLET

#### Patient Action List Dashlet

Patient Action List
🔍 ✕

QUALITY GAP	MISSING HCC	RECENT ER VISIT	RECENT DISCHARGE	NEW MEMBERS TO PLAN	MEMBERS UNSEEN
65	69	15	2	4	89
<a href="#">View Detail</a>	<a href="#">View Detail</a>	<a href="#">View Detail</a>	<a href="#">View Detail</a>	<a href="#">View Detail</a>	<a href="#">View Detail</a>




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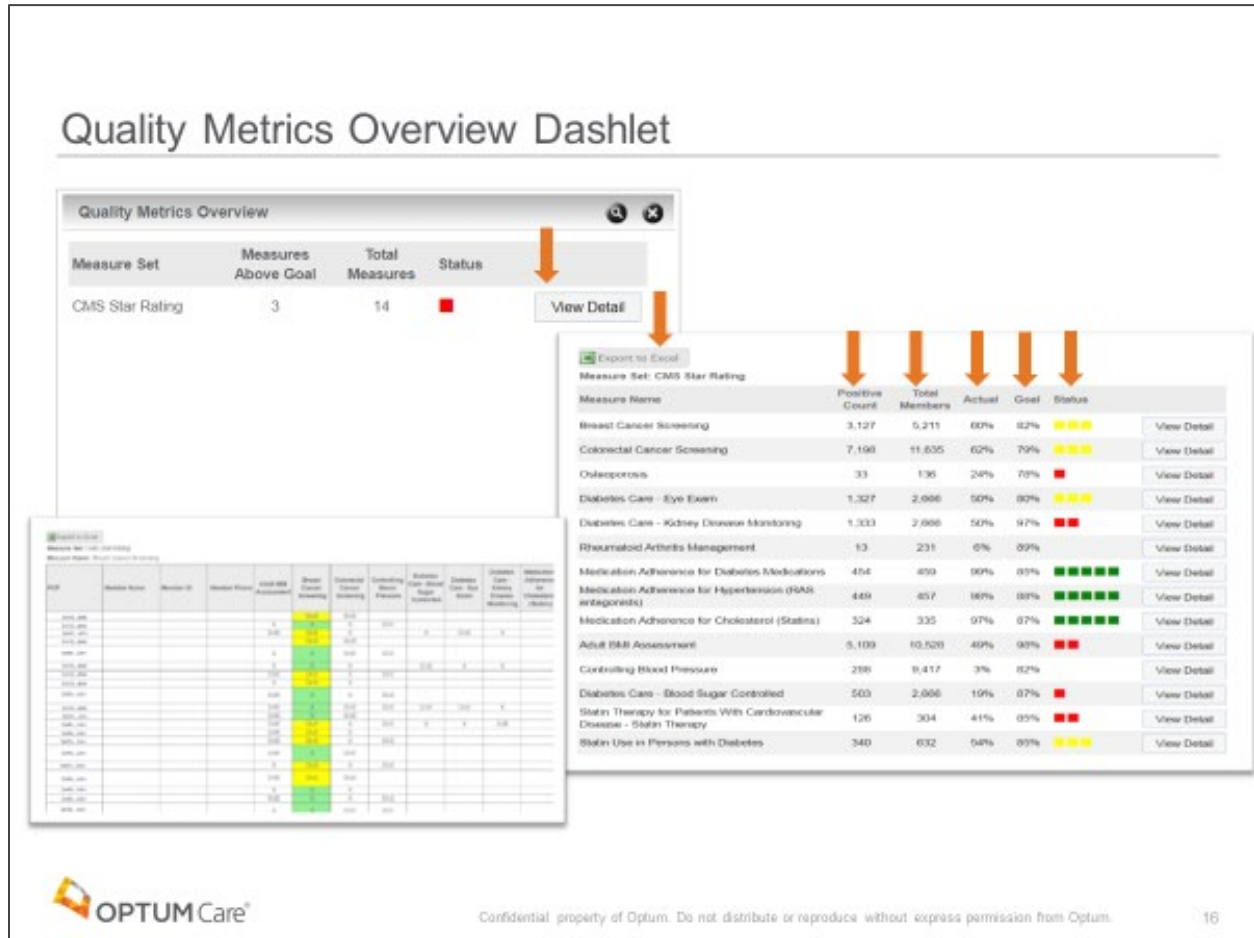
- The Patient Action List section provides a summary of information about your patient panel
- To view a list of patients within each category, click the “View Detail” button below each section.
- Note:
  - Recent ER Visits are within the last 180 days
  - Recent Discharges are within the last 180 days
  - Members Unseen are patients that have not been seen by their PCP or group within the current year

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### QUALITY METRICS OVERVIEW DASHLET



**Quality Metrics Overview**

Measure Set	Measures Above Goal	Total Measures	Status
CMS Star Rating	3	14	🔴

**View Detail**

**Quality Metrics Summary**

Measure Name	Positive Count	Total Members	Actual	Goal	Status
Breast Cancer Screening	3,127	5,211	60%	62%	🟡🟡
Colorectal Cancer Screening	7,198	11,635	62%	75%	🟡🟡
Osteoporosis	33	136	24%	70%	🔴
Diabetes Care - Eye Exam	1,327	2,866	50%	80%	🟡🟡
Diabetes Care - Kidney Disease Monitoring	1,333	2,866	50%	97%	🔴🔴
Rheumatoid Arthritis Management	13	231	0%	99%	🔴🔴
Medication Adherence for Diabetes Medications	454	459	90%	93%	🟢🟢🟢🟢
Medication Adherence for Hypertension (RAAS antagonists)	449	457	98%	100%	🟢🟢🟢🟢
Medication Adherence for Cholesterol (Statins)	324	335	97%	97%	🟢🟢🟢🟢
Adult BMI Assessment	5,109	10,520	49%	93%	🔴🔴
Controlling Blood Pressure	288	9,417	3%	62%	🔴🔴
Diabetes Care - Blood Sugar Controlled	503	2,866	19%	87%	🔴
Statin Therapy for Patients With Cardiovascular Disease - Statin Therapy	126	304	41%	95%	🔴🔴
Statin Use in Persons with Diabetes	340	632	54%	89%	🟡🟡

- The Quality Metrics Overview section reflects the CMS Star Rating and status for the TIN you have selected. Click on “View Detail” for an in-depth look at how the TIN is performing in each measure. Quality data will not be available until later in 2021.
- The Quality Metrics Summary provides a list of CMS Star measures and performance in each:
  - Positive Count indicates the number of patients in which the measure has been satisfied (numerator)
  - Total Members indicates the total number of patients that qualify for the measure (denominator)
  - Actual indicates the percentage complete (Positive Count ÷ Total Members)
  - Goal indicates the last known CMS 5-star cut points

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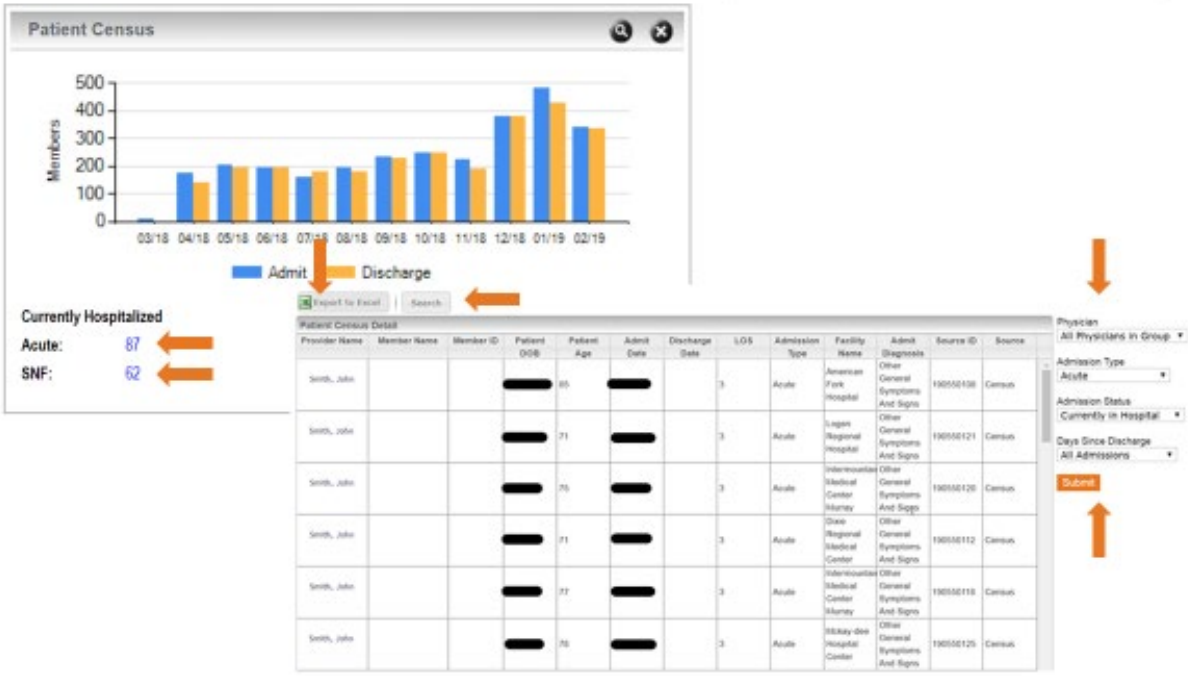
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- Status indicates performance in relation to the measure goal Note: if status is blank, it's an indicator of low % status.
- To view a list of patients that fall into each measure and their status, click on 'View Detail'
- When viewing the detail, each patient will be listed for the measure set selected.
  - X indicates the measure has been completed
  - Due indicates the patient is due for that screening
  - A blank box indicates the measure is not needed for the patient
- Note: To export this list, click on "Export to Excel"

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### PATIENT CENSUS DASHLET



**Patient Census Dashlet**

**Currently Hospitalized**  
 Acute: 87  
 SNF: 62

Provider Name	Member Name	Member ID	Patient DOB	Patient Age	Admit Date	Discharge Date	LOS	Admission Type	Facility Name	Admit Diagnosis	Source ID	Source
Smith, John			[REDACTED]	65	[REDACTED]	[REDACTED]	3	Acute	American Fork Hospital	Other General Symptoms And Signs	190550138	Census
Smith, John			[REDACTED]	71	[REDACTED]	[REDACTED]	3	Acute	Laguna Regional Hospital	Other General Symptoms And Signs	190550121	Census
Smith, John			[REDACTED]	75	[REDACTED]	[REDACTED]	3	Acute	Intermountain Medical Center Murray	Other General Symptoms And Signs	190550120	Census
Smith, John			[REDACTED]	71	[REDACTED]	[REDACTED]	3	Acute	Daiv Regional Medical Center	Other General Symptoms And Signs	190550112	Census
Smith, John			[REDACTED]	77	[REDACTED]	[REDACTED]	3	Acute	Medical Center Murray	Other General Symptoms And Signs	190550119	Census
Smith, John			[REDACTED]	76	[REDACTED]	[REDACTED]	3	Acute	Staley-Dee Hospital Center	Other General Symptoms And Signs	190550125	Census

- The Patient Census dashlet provides information on patients who have recently been admitted to or discharged from an acute facility (hospital, LTACH, or AIR) or Skilled Nursing Facility (SNF)
- To view details, click on the blue number under “Currently Hospitalized” In this example we chose Acute
- The Patient Census Detail provides information on patient facility stays. This information comes from both census and authorization data and is updated daily.
- To filter this report, update one or more on the menu selection to the right and click submit. Sort selections are, Physician, admission type and status, and days since discharge

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## Optum Care Provider Center PCP Reporting User Guide

- To search for a specific patient or provider click on the “Search” button and enter the patient’s or provider name
- To export the census, click on Export to Excel



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