Accessing Your Payment Reports for Medical Home and Care Management PMPM

How-To Guide

Providers receiving medical home and/or care management per member per month (PMPM) payments can access payment summaries and member-level detail reports via the Carolina Complete Health Provider Portal. Providers receiving electronic funds transfer (EFT) through Payspan for PMPM payments can also access member-level detailed reports through the Payspan Portal.

Using the Secure Provider Portal

Step 1
Log into the Secure Provider Portal at https://provider.carolinacompletehealth.com/.

Step 2
On the Home Screen, under the 'Useful Links' dashboard, click 'Reports'.

Useful Links

Reports

This repository contains reports that are uploaded and maintained by the health plan.

Step 3
You will be able to view all available reports from the Reports module. Health departments may show two sets of reports for each month, one set for CMARC and CMHRP and one for Medical Home and Tier 3 Care Management, if applicable. Medical Home PMPM and Tier 3 CM (if applicable) are combined into one report.
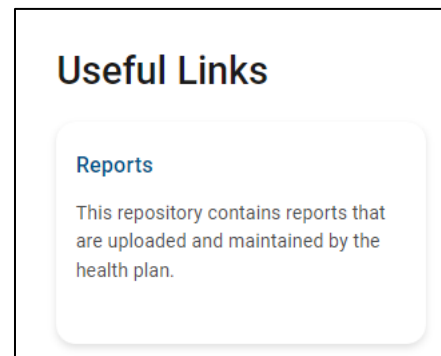
The types of Capitation Reports found in this module have two different document endings .xlsx and .txt. For details on converting the .TXT file into an excel file that can be sorted and analyzed, view our how-to guide!

Types of Reports	File Type
Payment Summary Reports	.xlsx
Member-Level Detail Reports	.txt

Using Payspan

Step 1

Log into your Payspan Portal at https://www.payspanhealth.com/

Step 2

View your payment details on, click View, then Download CSV. Open the excel document and save a copy for your records.

Need Assistance?

If you do not see a report that you feel should be in the portal, or need any assistance at all, please contact your Provider Engagement Administrator directly.