

Accessing Your Payment Reports for Medical Home and Care Management PMPM

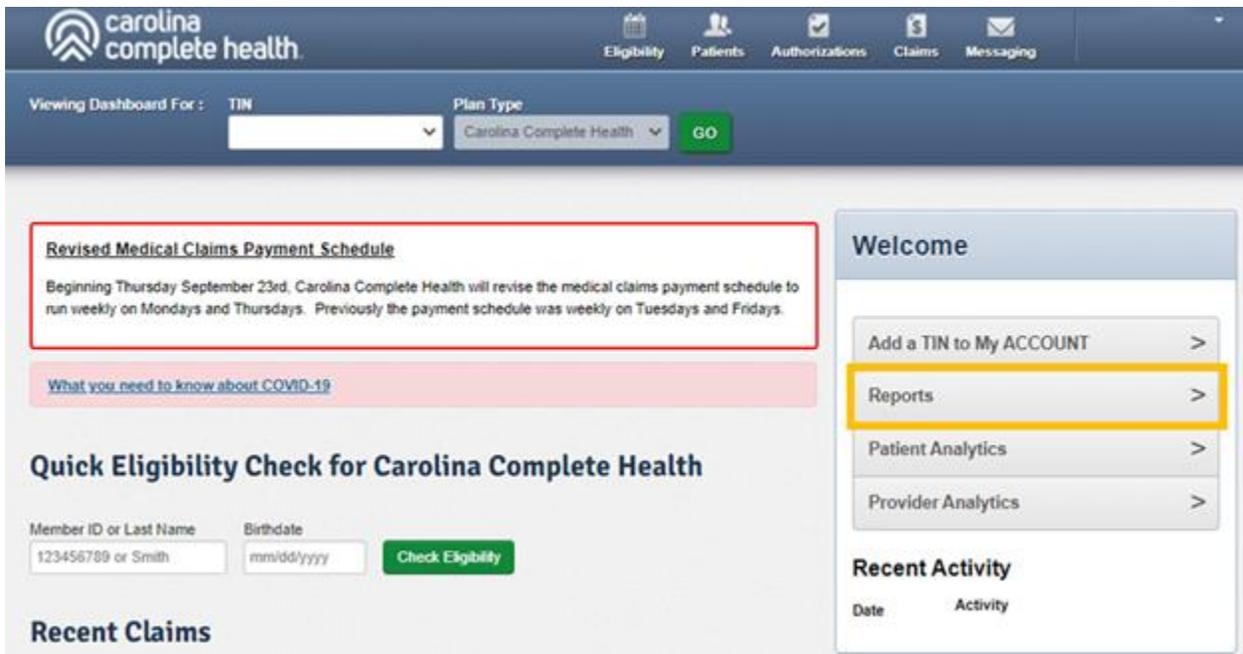
How-To Guide

Step 1

Log into the Secure Provider Portal at <https://provider.carolinacompletehealth.com/>.

Step 2

Click on Reports module link on the Welcome Menu. This is located on the right side of the portal's homepage. Highlighted in the example below by a yellow box.



The screenshot shows the Carolina Complete Health provider portal homepage. At the top, there is a navigation bar with icons for Eligibility, Patients, Authorizations, Claims, and Messaging. Below this is a header section with a dropdown for TIN and a dropdown for Plan Type (Carolina Complete Health), with a GO button. The main content area is divided into several sections. On the left, there is a red-bordered box containing a notice about the Revised Medical Claims Payment Schedule, followed by a link for COVID-19 information. Below that is a Quick Eligibility Check section with input fields for Member ID or Last Name and Birthdate, and a Check Eligibility button. At the bottom left is a Recent Claims section. On the right, there is a Welcome sidebar with a list of links: Add a TIN to My ACCOUNT, Reports (highlighted with a yellow box), Patient Analytics, and Provider Analytics. Below the sidebar is a Recent Activity section with columns for Date and Activity.

Step 3

You will be able to view all available reports from the Reports module.

| Reports | | | |
|--------------------|----------------|---|-------------|
| GROUP NAME | DOCUMENT TITLE | DOCUMENT NAME | REPORT DATE |
| Capitation Reports | CAPE_NC | _MEDICAID_DETAIL_202109.txt | 2021-09-22 |
| Capitation Reports | CAPE_NC | _MEDICAID_SUMMARY_202109.xlsx | 2021-09-22 |
| Capitation Reports | CAPE_NC | _MEDICAID_DETAIL_202108.txt | 2021-08-23 |
| Capitation Reports | CAPE_NC | _MEDICAID_SUMMARY_202108.xlsx | 2021-08-23 |
| Capitation Reports | CAPE_NC | _MEDICAID_DETAIL_202107.txt | 2021-07-30 |
| Capitation Reports | CAPE_NC | _MEDICAID_SUMMARY_202107.xlsx | 2021-07-29 |
| Capitation Reports | CAPE_NC | _MEDICAID_SUMMARY_202107.xlsx | 2021-07-29 |
| Capitation Reports | CAPE_NC | _MEDICAID_DETAIL_202107.txt | 2021-07-29 |
| Capitation Reports | CAPE_NC | _MEDICAID_DETAIL_202107.txt | 2021-07-29 |

The types of Capitation Reports found in this module have two different document endings .xlsx and .txt.

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

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.

Need Assistance?

For details on converting the .TXT file into an excel fil that can be sorted and analyzed, view our [how-to guide!](#)

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 Coordinator](#) directly.