carolina complete health™

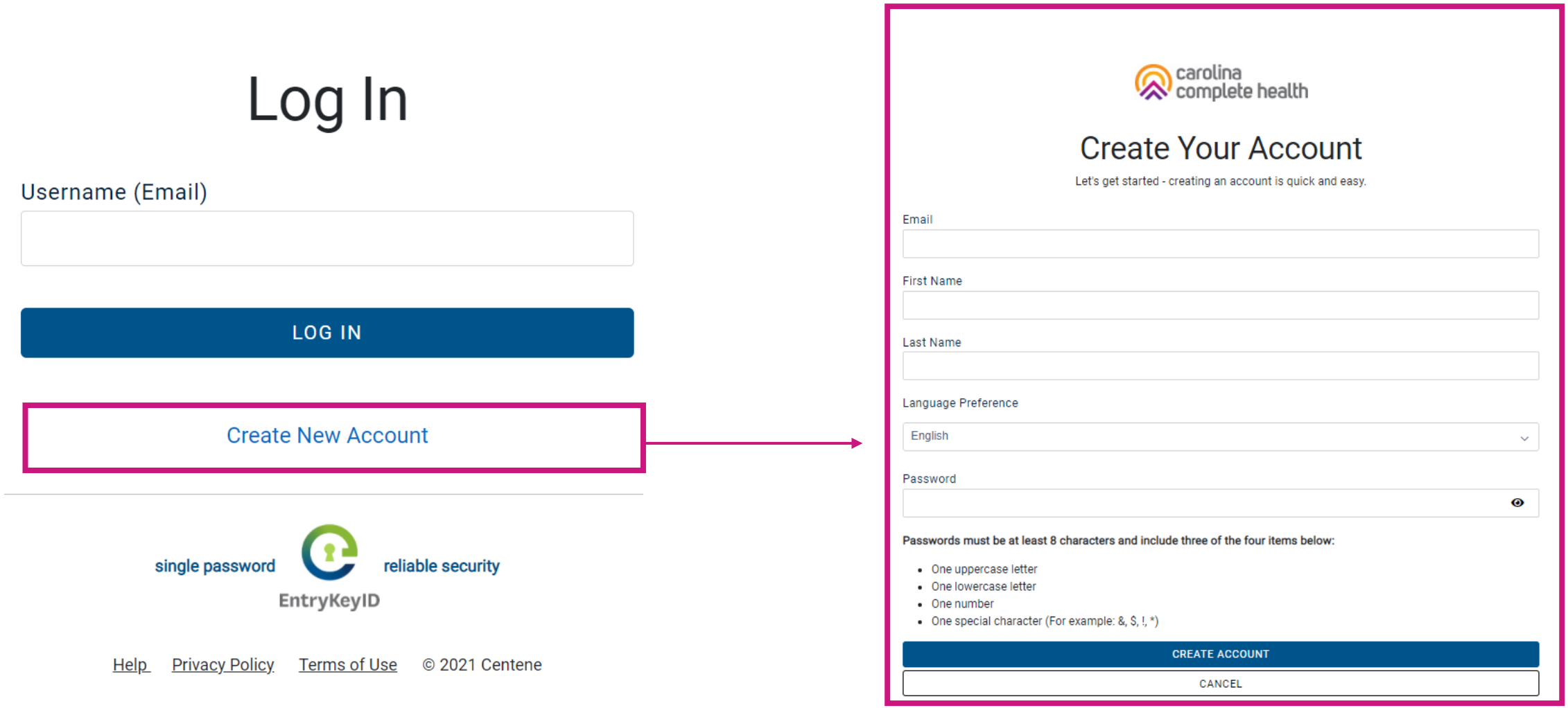
Accessing Quality Data via the Secure Provider Portal

Confidential and Proprietary Information

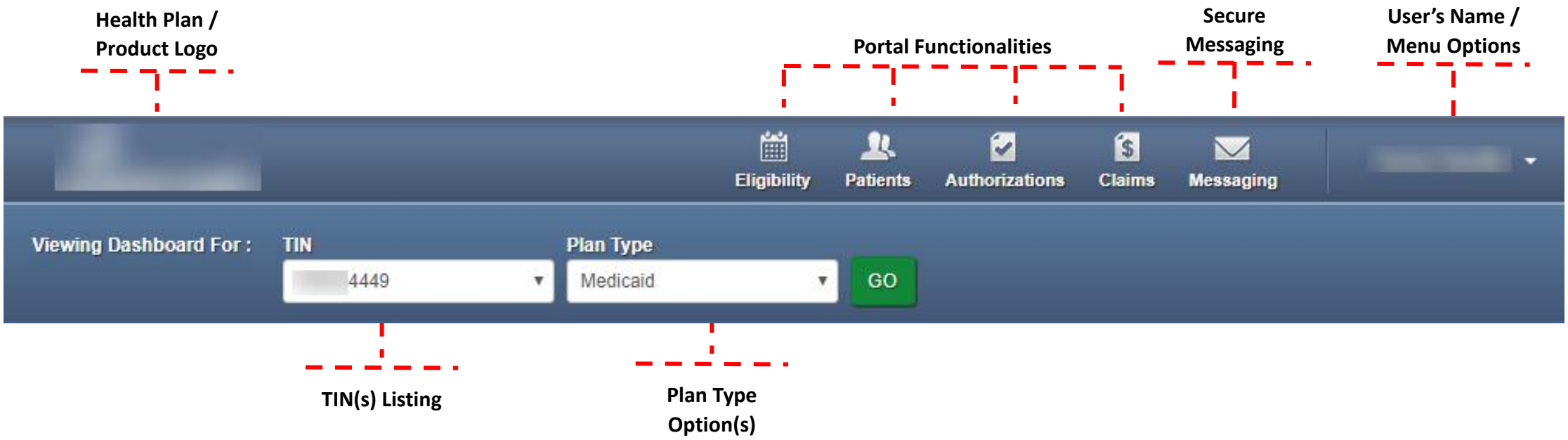
Provider Portal Registration & Login

Portal Registration: provider.carolinacompletehealth.com

Tip: add no-reply@mail.entrykeyid.com to your email contacts



Portal Banner



Tips

- Portal functionality / access is based on the user's permissions
- **Plan Type** drop-down options are automatically assigned based on how the TIN is set-up in our systems, and the products offered by the Health Plan

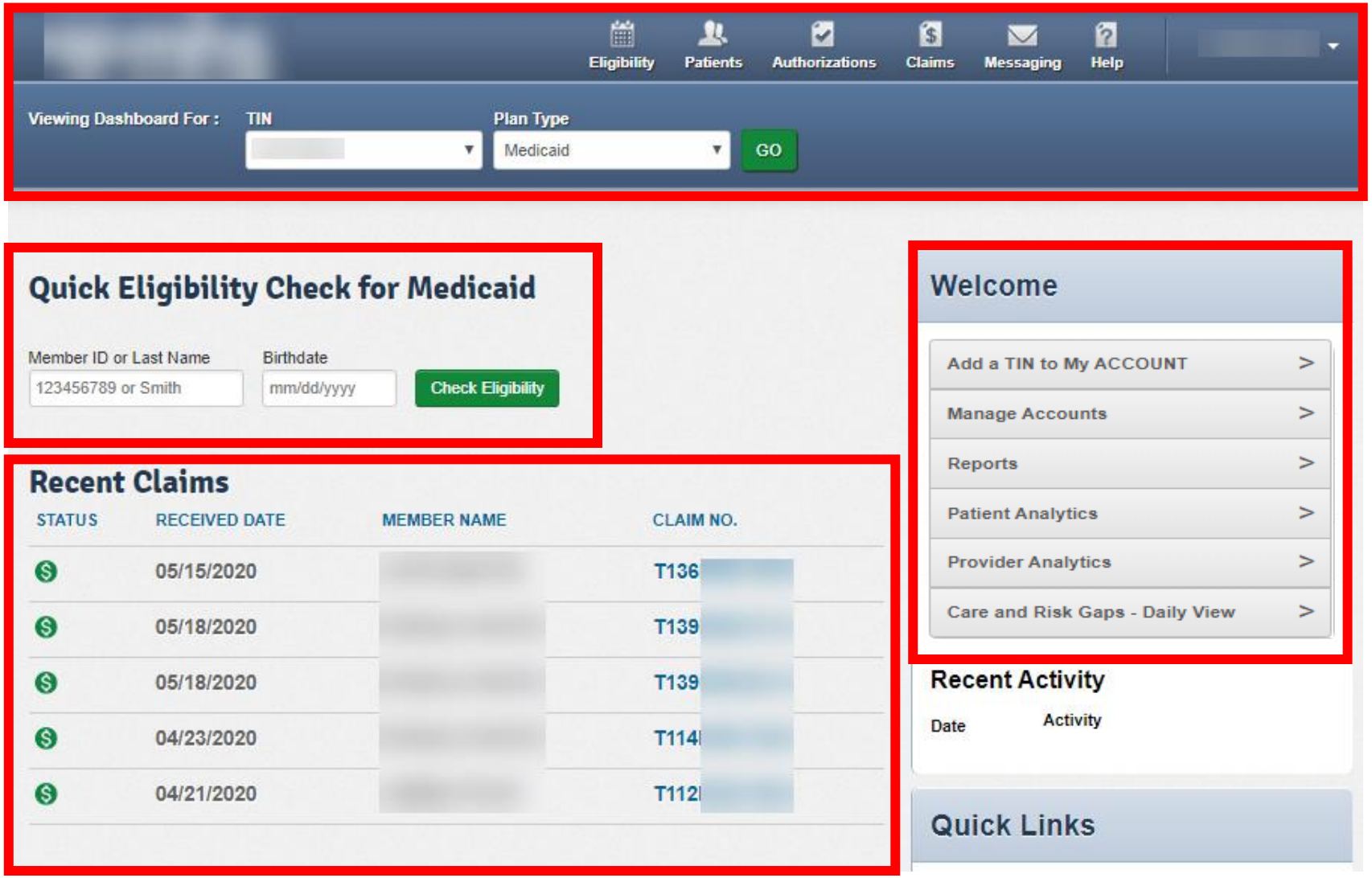
Portal Home Page – Verified Portal Account

Portal Banner

Quick Eligibility Check

Last Five Received Claims

Welcome Center



Portal Registration & Login Tips

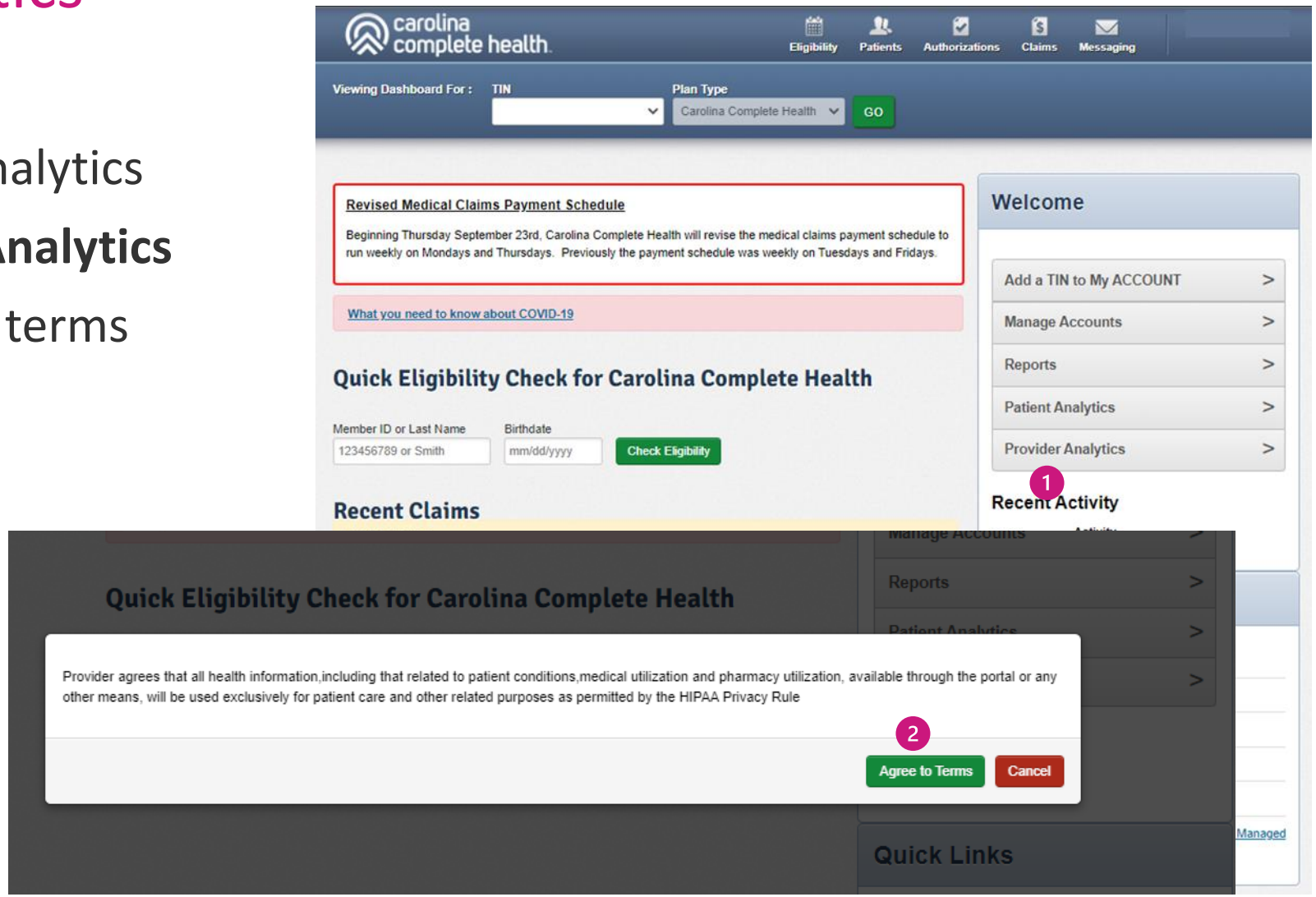
- Registration is required for access to the portal
- Portal accounts cannot be shared
  - Each person within a provider organization who needs access to the portal, must compete the portal registration
- For a portal user to register, their TIN must be loaded in our systems
  - Allow at least two business days for portal to reflect updates in back-end systems
- There is no limit on the number of TINs a portal user can add to their portal account
- Portal users must log into the portal every 90 days to prevent their account from being locked due to inactivity
- The Forgot Password / Unlock Account link on the Secure Provider Portal login page, cannot be used to unlock a portal account, that is locked due to inactivity

Portal Functionality: Provider Analytics

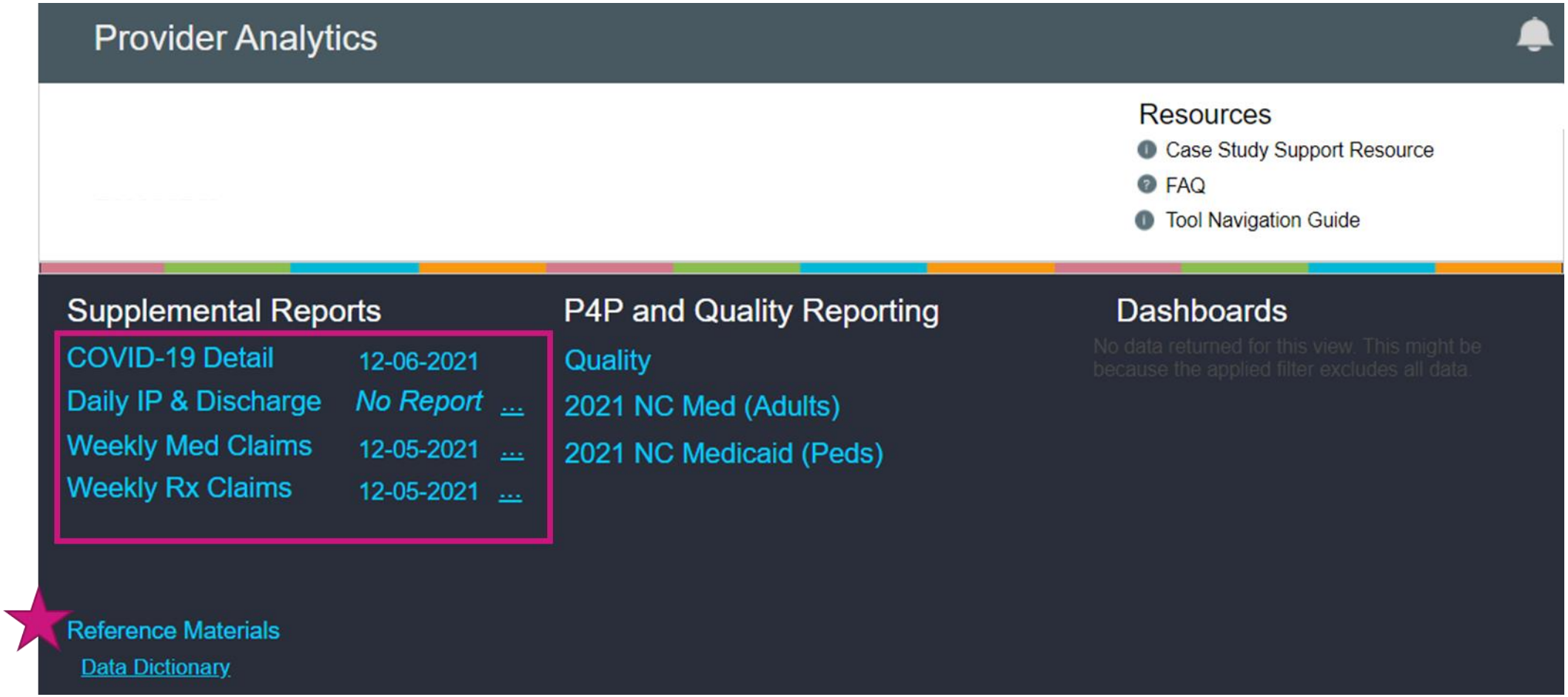
Provider Analytics

To view Provider Analytics

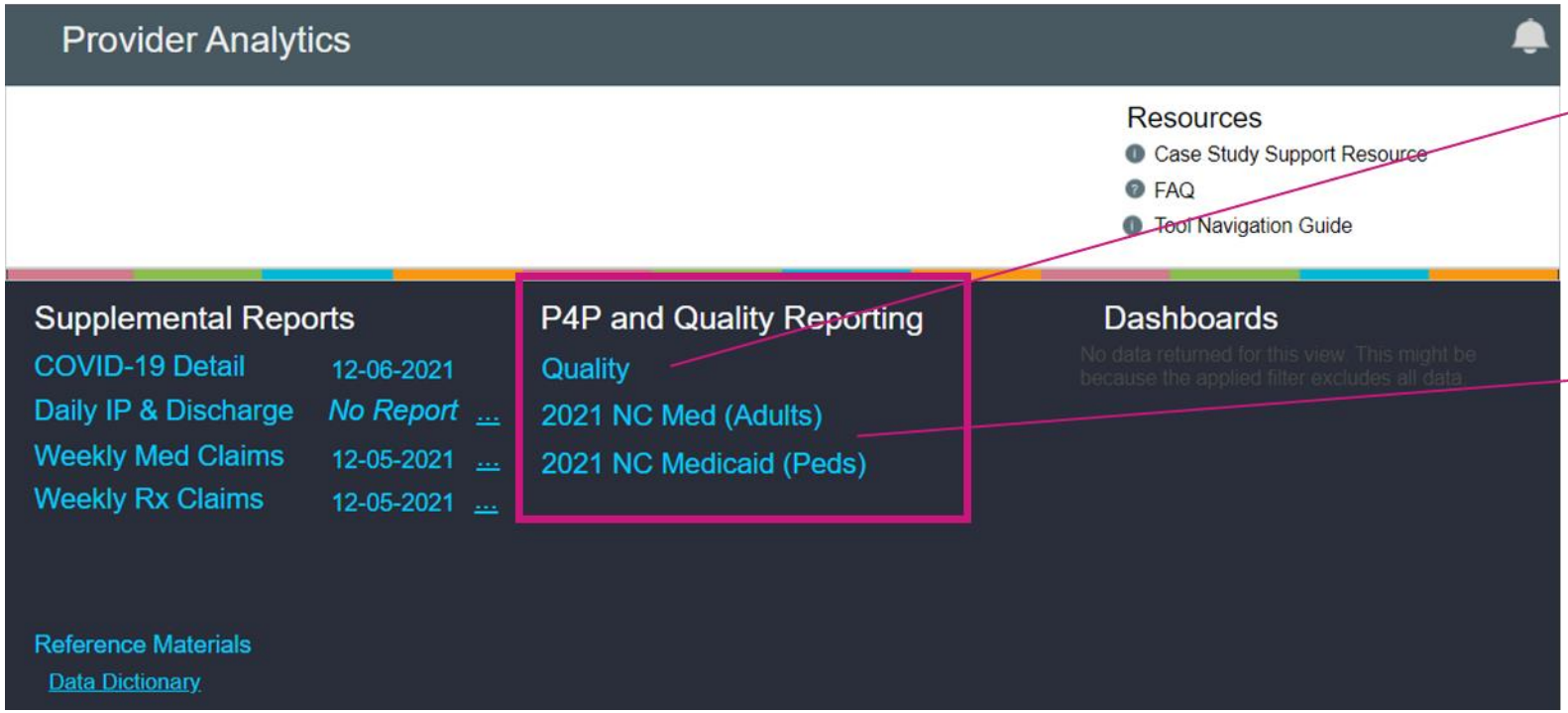
1. Click **Provider Analytics**
2. **Agree** to HIPAA terms



Supplemental Reports



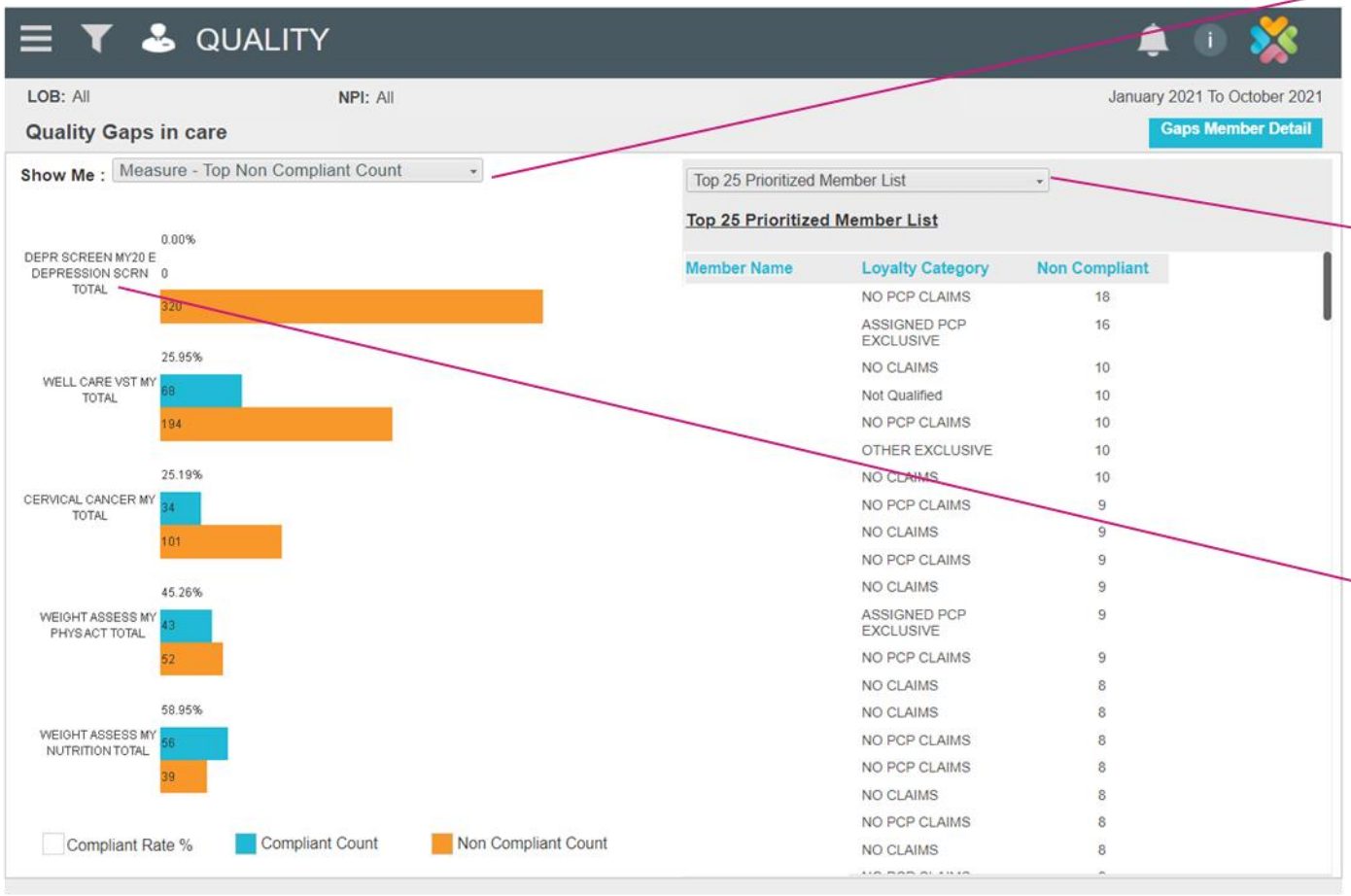
P4P and Quality Reporting

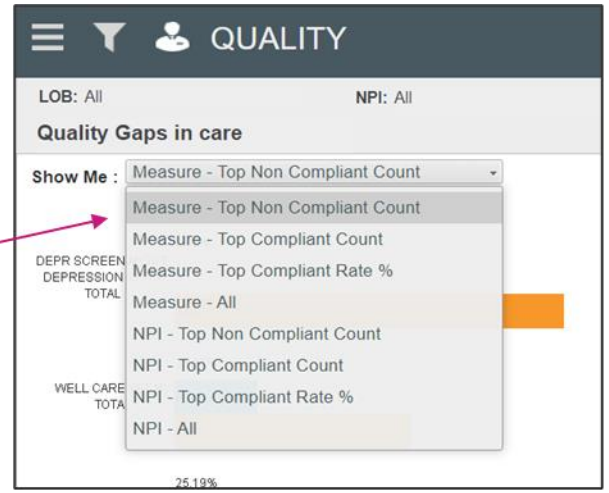


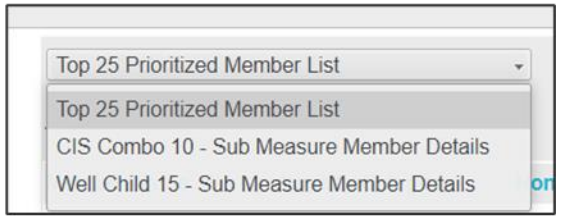
Quality: All AMHs have Quality care gap and measure report available that includes all priority measures.

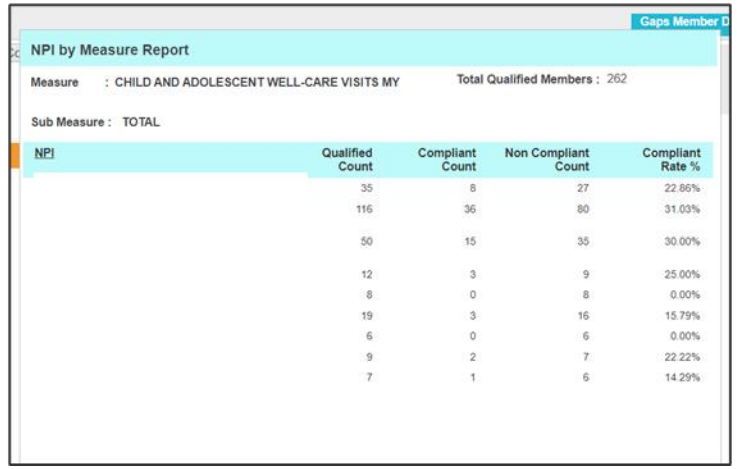
P4P: All AMHs have a standard P4P available except those within practice entities that are involved in a broad value-based payment arrangement.

Quality Measures

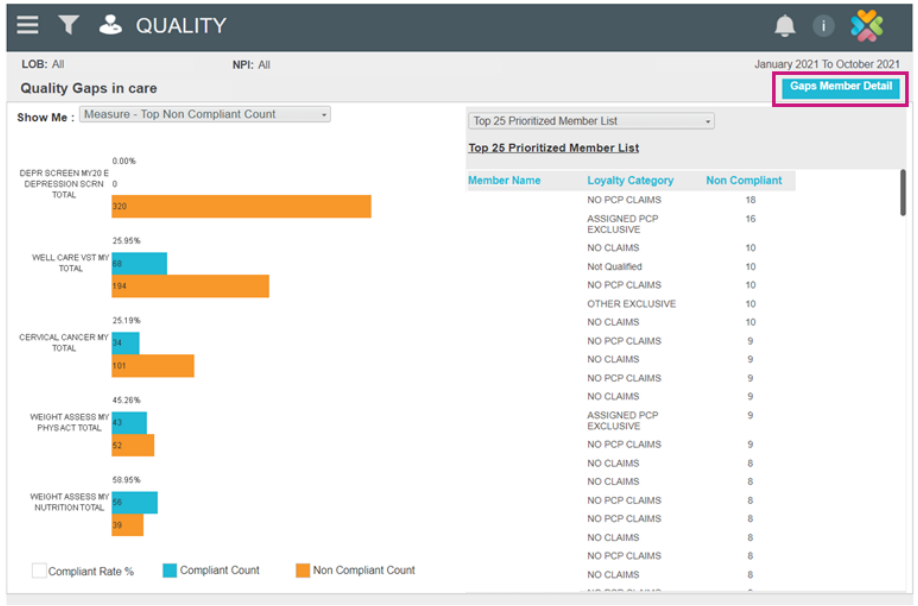


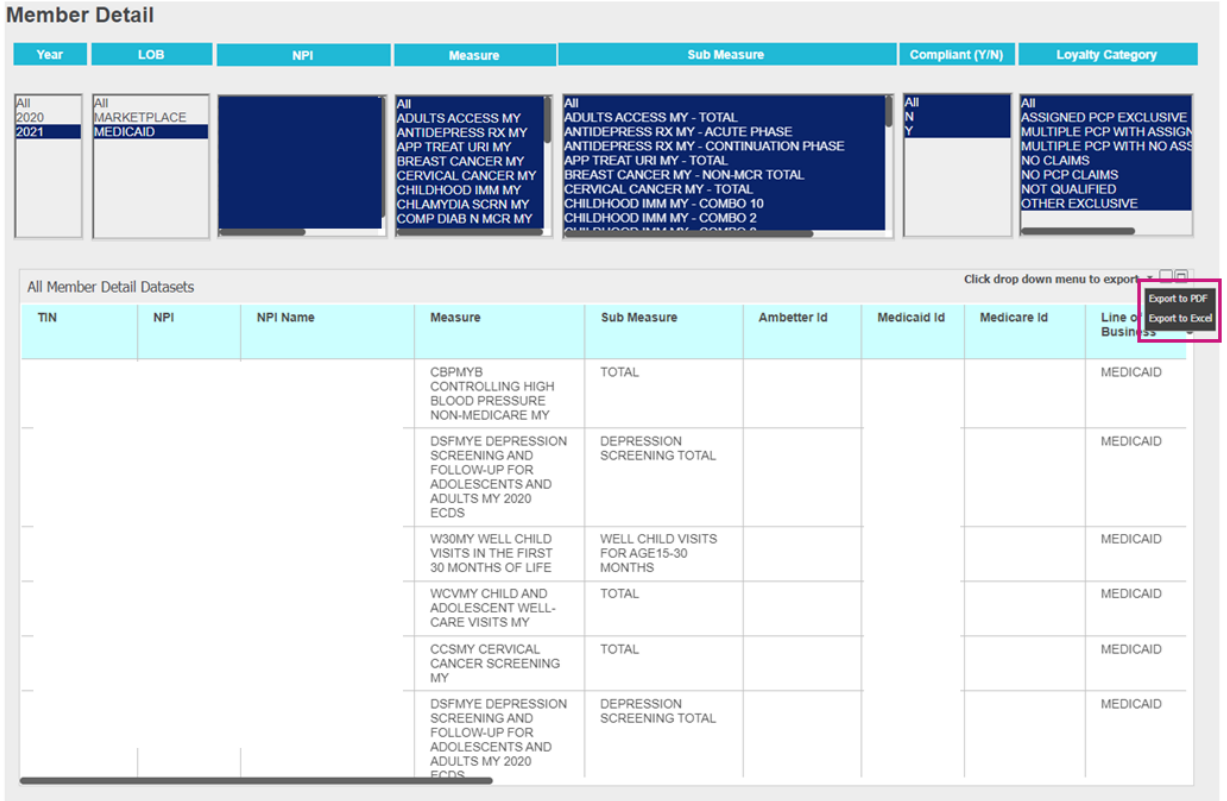






Quality Gaps- Member Detail





Portal Functionality: Pay-for-Performance Scorecards

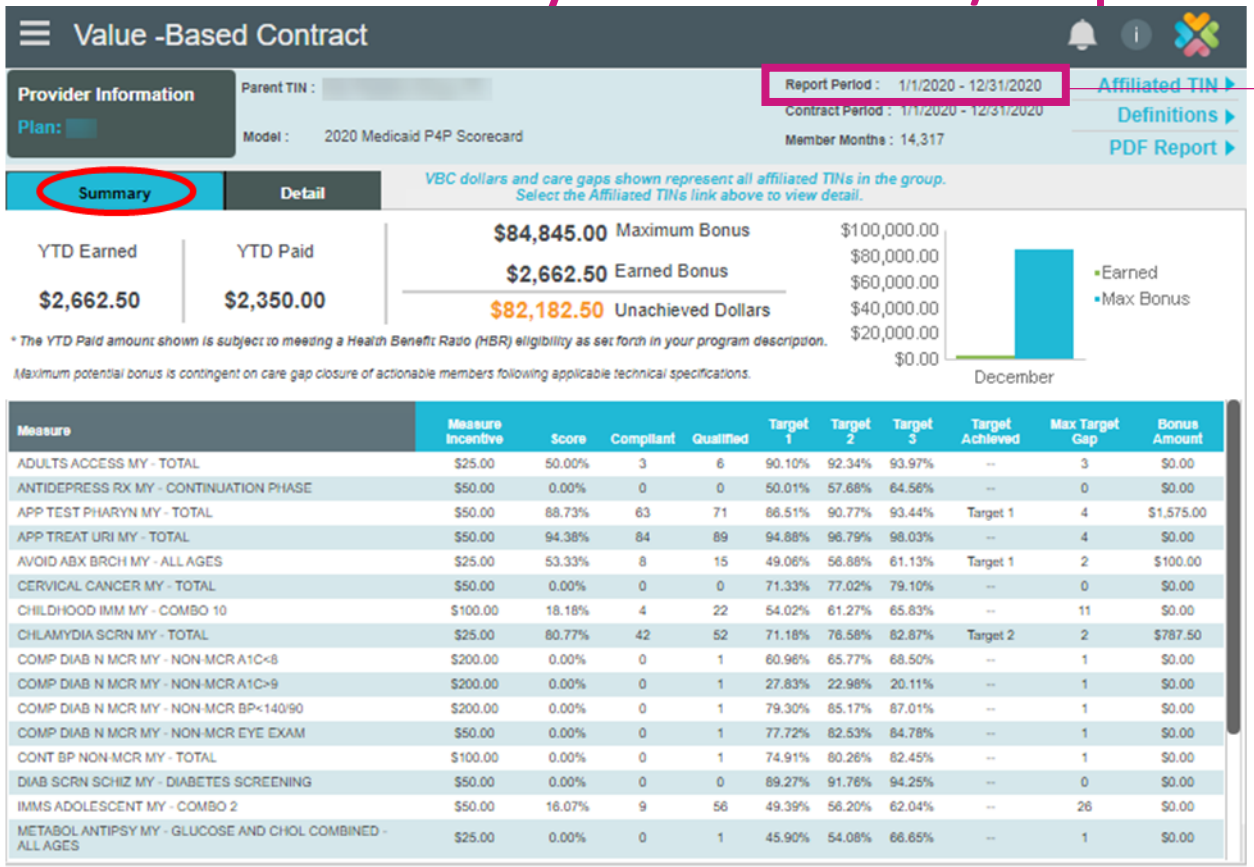
Value-Based Contract – Summary Scorecards/Reports

P4P and Quality Reporting

Quality

2021 NC Med (Adults)

2021 NC Medicaid (Peds)



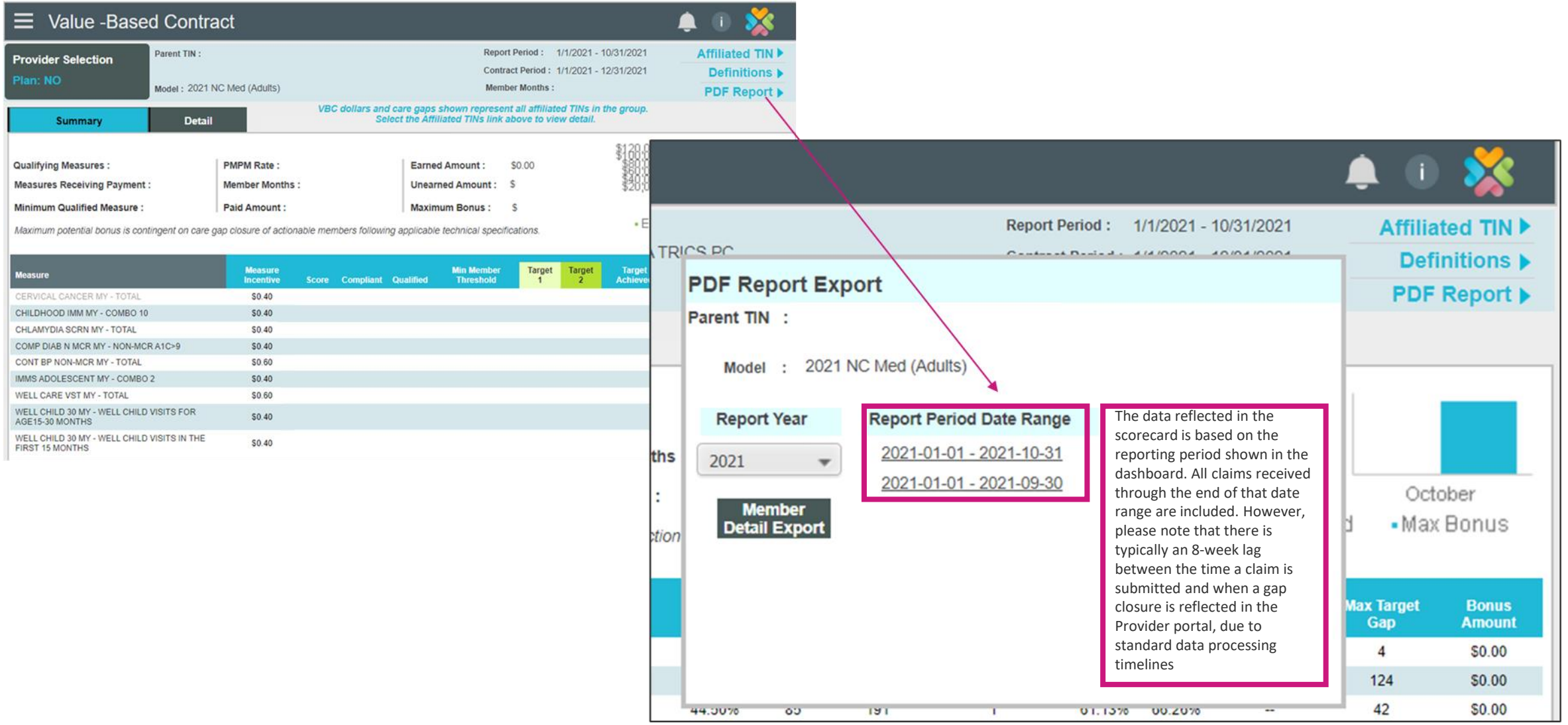
Measure	Measure Incentive	Score	Compliant	Qualified	Target 1	Target 2	Target 3	Target Achieved	Max Target Gap	Bonus Amount
ADULTS ACCESS MY - TOTAL	$25.00	50.00%	3	6	90.10%	92.34%	93.97%	--	3	$0.00
ANTIDEPRESS RX MY - CONTINUATION PHASE	$50.00	0.00%	0	0	50.01%	57.68%	64.56%	--	0	$0.00
APP TEST PHARYN MY - TOTAL	$50.00	88.73%	63	71	86.51%	90.77%	93.44%	Target 1	4	$1,575.00
APP TREAT URI MY - TOTAL	$50.00	94.38%	84	89	94.88%	96.79%	98.03%	--	4	$0.00
AVOID ABX BRCH MY - ALL AGES	$25.00	53.33%	8	15	49.06%	56.88%	61.13%	Target 1	2	$100.00
CERVICAL CANCER MY - TOTAL	$50.00	0.00%	0	0	71.33%	77.02%	79.10%	--	0	$0.00
CHILDHOOD IMM MY - COMBO 10	$100.00	18.18%	4	22	54.02%	61.27%	65.83%	--	11	$0.00
CHLAMYDIA SCRN MY - TOTAL	$25.00	80.77%	42	52	71.18%	76.58%	82.87%	Target 2	2	$787.50
COMP DIAB N MCR MY - NON-MCR A1C<8	$200.00	0.00%	0	1	60.96%	65.77%	68.50%	--	1	$0.00
COMP DIAB N MCR MY - NON-MCR A1C>9	$200.00	0.00%	0	1	27.83%	22.98%	20.11%	--	1	$0.00
COMP DIAB N MCR MY - NON-MCR BP<140/90	$200.00	0.00%	0	1	79.30%	85.17%	87.01%	--	1	$0.00
COMP DIAB N MCR MY - NON-MCR EYE EXAM	$50.00	0.00%	0	1	77.72%	82.53%	84.78%	--	1	$0.00
CONT BP NON-MCR MY - TOTAL	$100.00	0.00%	0	1	74.91%	80.26%	82.45%	--	1	$0.00
DIAB SCRN SCHIZ MY - DIABETES SCREENING	$50.00	0.00%	0	0	89.27%	91.76%	94.25%	--	0	$0.00
IMMS ADOLESCENT MY - COMBO 2	$50.00	16.07%	9	56	49.39%	56.20%	62.04%	--	26	$0.00
METABOL ANTIPSY MY - GLUCOSE AND CHOL COMBINED - ALL AGES	$25.00	0.00%	0	1	45.90%	54.08%	66.65%	--	1	$0.00

The data reflected in the scorecard is based on the reporting period shown in the dashboard. All claims received through the end of that date range are included. However, please note that there is typically an 8-week lag between the time a claim is submitted and when a gap closure is reflected in the Provider portal, due to standard data processing timelines

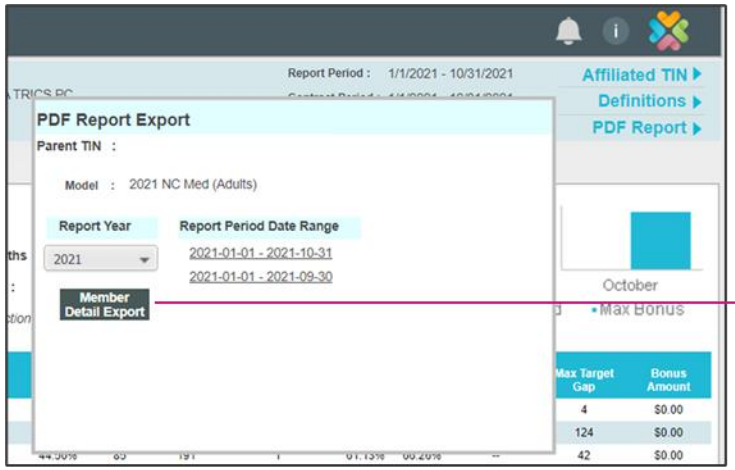
- Sub Measure = HEDIS measures in P4P
- Maximum Incentive = Payout for each compliant event
- Score = Compliant/Qualified (also known as rate)
- Targets = set by plan to earn payout
- Target Achieved = current performance
- Max Target Gap = # of additional compliant events needed to get to the highest target (max payout)
- Bonus Amount = earned through report date

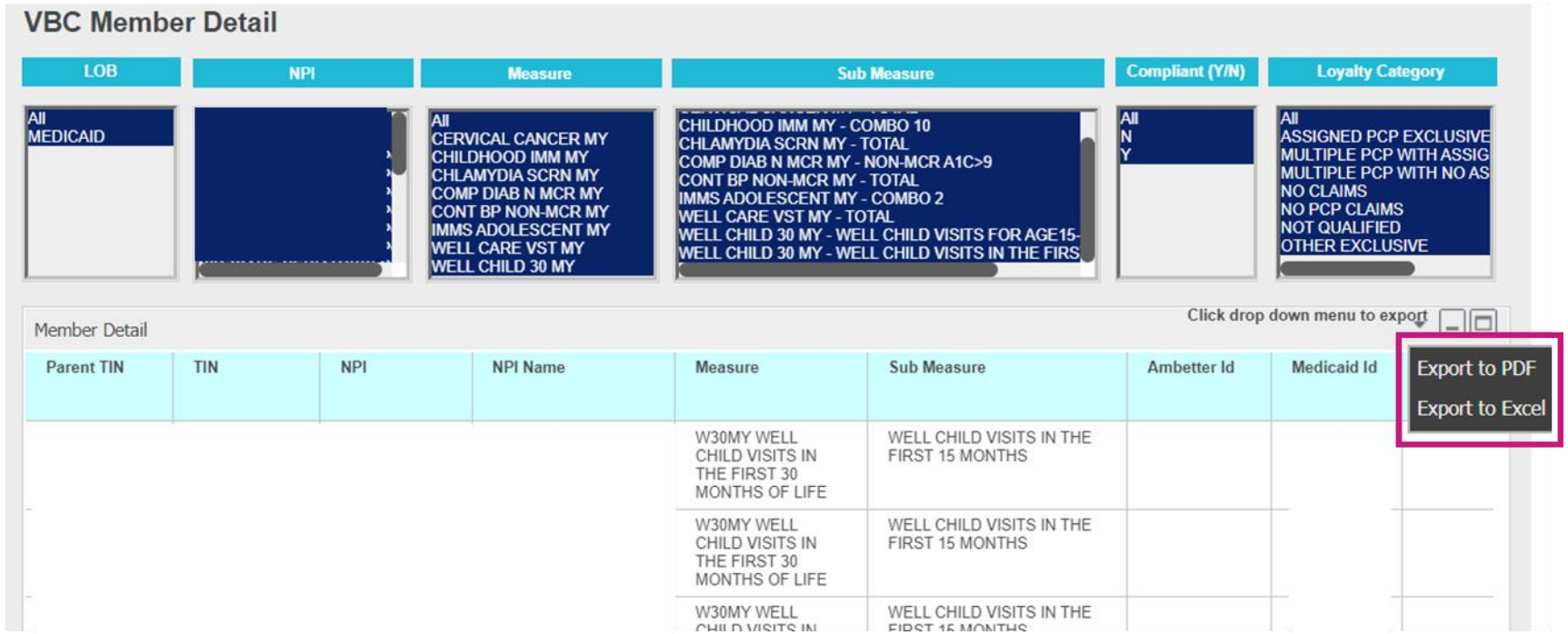
NOTE: *This is a summary report you can scroll through the measures and sort the columns but there is no drill down capabilities. For a hard copy to go the "PDF Report". For drill down capabilities go to the "Detail" tab*

P4P Scorecard



P4P Gaps- Member Detail





Thank you!