



Provider Portal Reports

Frequently Asked Questions

1. How does the Alliance receive data for the Linked Member Reports?

The Alliance uses eCensus to capture Emergency Department (ED) and hospital inpatient data. Hospitals must participate and use eCensus in order for the Alliance to capture the data which will then be posted on the Provider Portal.

The Linked Member High ED Utilizer report pulls data from claims. This allows the Provider Portal to post avoidable ED visit data as well.

2. How does the Alliance obtain vaccination information?

The Alliance receives immunization data through claims data, the immunization registries (CAIR/RIDE), and/or the Data Submission Tool.

3. What can the provider do if a screening or immunization was completed, but the member is still showing as non-compliant?

Providers can submit screening data using the Data Submission Tool for the following screenings:

- * Alcohol Misuse Screening and Counseling (AMSC)
- * Annual Monitoring for Patients on Persistent Medications (MPM)
- * Cervical Cancer Screening (CCS)
- * Depression Screening and Follow-Up Care (DSF)
- * Diabetic HbA1c Good Control <8%
- * Diabetic Retinal Eye Exam
- * Immunizations for Adolescents (IMA) and Children (CIS) Combo 3
- * Initial Health Assessments (IHA)

Providers can enter immunization data into the California Immunization Registry (CAIR) for Santa Cruz and Monterey members or the Regional Immunization Data Exchange (RIDE) for Merced members.

Best practice includes submitting data on a quarterly basis for monitoring ongoing improvement in Care-Based Incentive (CBI) performance.

For more information, please see the Immunizations: Childhood (Combo 3) Tip Sheet: http://www.ccah-alliance.org/providerspdfs/CIS_Tip_Sheet_Final.pdf and the Immunizations: Adolescents Tip Sheet: http://www.ccah-alliance.org/providerspdfs/IMA_Tip_Sheet_Final.pdf.

4. Does the Alliance offer in-person portal trainings for providers and staff?

Yes, the Alliance offers in-person Provider Portal trainings. Please contact Provider Services to schedule a Provider Portal in-person training.

5. Please explain why the Diabetes Monthly Report will show HbA1c screening dates for members but not the HbA1c lab value. What can providers do to ensure the Alliance has these values?

The Alliance receives HbA1c screening dates via claims data, but the lab values are only transmitted to the Alliance if a member uses a contracted laboratory. In order to ensure credit is given to the providers' office, providers can upload Comma Separated Value (CSV) data using the Data Submission Tool on the Provider Portal.

There are three options for providers to upload data:

- Option 1. Run a report from the provider's Electronic Health Record (EHR) system
- Option 2. Run a report from the provider's Point of Service (POS) HbA1c analyzers
- Option 3. Manually compile patient data

6. What is a best practice for submitting CBI reporting data?

If providers would like to monitor data improvement throughout the year, best practice includes submitting claims in a timely manner and submitting data on a quarterly basis via the Data Submission Tool. The data will be reflected in the CBI practice profiles and on the provider portal.

7. Where can providers find more resources about the Provider Portal reports?

The provider webpage on the Alliance website allows providers and their office staff to access past webinars related to the provider portal and a Provider Portal quick reference guide.

Provider Portal webpage: <http://www.ccah-alliance.org/webaccount.html>.

Linked Member Reports Quick Reference Guide: http://www.ccah-alliance.org/providerspdfs/Portal_Quick_Reference_Linked_Members.pdf.

Provider Portal Frequently Asked Questions (FAQ): http://www.ccah-alliance.org/providerspdfs/Provider_Portal_FAQs.pdf