

### What is Provider Insights?

Provider Insights is a web-based platform available to Patrius Health providers about their Blue Advantage patients. It offers multiple reports that provide you with actionable data including attributed patient lists, status of Annual Wellness Visits (AWVs), incentive payment opportunities, gaps in care, historical data and more.

### How do I access Provider Insights?

Log in to *myBlue* Provider and click “Blue Advantage Resources” from the left-side menu to access the Patrius Health provider website. From the main menu, under Provider Tools click “Provider Insights – Provider Details” for your individual provider data or “Provider Insights – Practice Summary” for practice-level data. Click “Generate Report” to open your selected Provider Insights tool.

### Why should I use Provider Insights?

Provider Insights gives you access to important information that can help you manage your Blue Advantage patient population and address gaps in care, wellness visits and other vital services to effect positive health outcomes. It also shows providers how well they are performing in various measures.

- **Provider Details:** Providers can view their performance and receive data specifically tailored to their patient population.
- **Practice Summary:** Providers can see the performance of all providers within their same Tax ID to evaluate overall performance.

### What reports are available in Provider Insights – Provider Details?

Sections include:

- The **Overview Provider Details** page gives you a summary of your performance in our Blue Advantage Incentive Program and on key metrics that indicate your patients’ health and wellness.
- The **Overview Member Summary** page helps you to identify high-risk patients and patients with open AWV status or gaps in care.
- The **Opportunity List** shows valuable data that can help providers improve their star performance and potential incentive earnings.
- The **Member Engagement Annual Wellness Visit** section offers information to help with determining patients who should be scheduled for these important encounters.

### What reports are available in Provider Insights – Practice Summary?

Sections include:

- The **Overview** section includes available gaps in care that can be observed on the Member Summary tab to identify opportunities for member outreach and engagement.
- The **Opportunity List** allows administrators to view which providers have members with open gaps in care, along with each provider’s unique member population details.
- The **Member Engagement** section displays all Health Risk 360 (HR360) assessments submitted by providers in the Tax ID, regardless of member attribution status.
- The **Provider Cost Score** section displays the medical loss-ratio calculation. This is an important measurement that is calculated by taking provider claims cost divided by risk-adjusted revenue.

### Can I download any reports from Provider Insights?

Yes, Provider Insights offers users the ability to export reports in Excel format. This function can help users analyze their patient and provider performance data.

### What is the star score in Provider Insights?

Provider Insights shows users their star score for **display purposes only**. The star score indicates provider performance and engagement related to closing gaps in care in Provider Insights. In the future, star scores will be tied to the provider’s incentive payment.

### What is the Provider Cost Score?

The Provider Cost Score calculates provider claims cost divided by risk-adjusted revenue. Here’s the Provider Cost Score calculation:  $\text{Claims Cost (Expenses)} \div \text{Revenue} \times 100 = \text{Provider Cost Score \%}$ . Provider Cost Score is not included in any incentive program at this time. Providers should monitor their Provider Cost Score performance as it may be part of the incentive program in the future.

### Where can I find instructions on using Provider Insights?

User guides are available for Provider Insights on the Patrius Health provider website.

