PROVIDER Insights

Blue Advantage® Provider Insights Guide
Accessing Provider Insights

Provider Insights is a web-based platform with multiple reports that provide you with actionable data including missed value-based payment opportunities, gaps in care, historical data, and more.

To access Provider Insights, log in to *my*Blue Provider. From the main menu, under Provider Tools click "Provider Insights – Provider Details" for your inidividual provider data or "Provider Insights - Practice Summary" for practice-level data.

A glossary is available at the end of this guide.

Click **Generate Report**.

Note: Provider Insights will open in a new window.

Patrius Health

PROVIDER Insights

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.

Patrius Health — **Blue Advantage Provider Insights**

Overview | Opportunity List | Member Engagement | Provider Cost Score | Export

John Blue, MD (1234567890)

Specialty:	Adult Primary Care
Current Program Level:	Blue Advantage
Total Incentives Earned:	$0

Blue Advantage
A Medicare Approved PPO

Provider Details | Member Summary

① Prospective Star Score Performance

Star Scoring Including Med Adherence Measures

Star Ratio		Possible Stars		Composite Score	Projected Star Score
0.92	✖	5	=	4.60	4.5 STARS
92 Points / 100 Possible					

② Prospective Star Score Performance

Star Scoring Excluding Med Adherence Measures

Star Ratio		Possible Stars		Composite Score	Projected Star Score
0.84	✖	5	=	4.20	4.0 STARS
42 Points / 50 Possible					

1 This Prospective Star Score Performance section includes medication adherence measures, which are only scored annually. This score is based on the open and closed gaps available on the opportunity list. You can hover over the projected star value in green to see the rounding and star cut points.

2 This performance section rating offers a general indication of each provider's engagement with closing quality and medication adherence gaps in care.

Overview: Provider Details

PROVIDER Insights

3   Provider Cost Score - Reflects Claims Incurred Through 10/31/2023 and Paid Through 12/31/2023

Oct

4   Annual Wellness Rate

17%

2 / 12 Complete
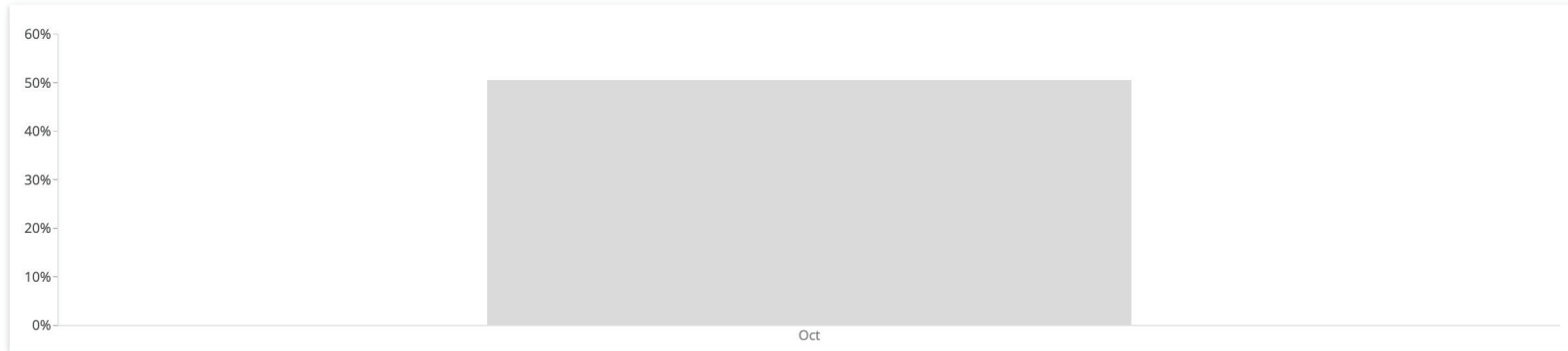
■ AWV Rendered
☐ AWV Pending
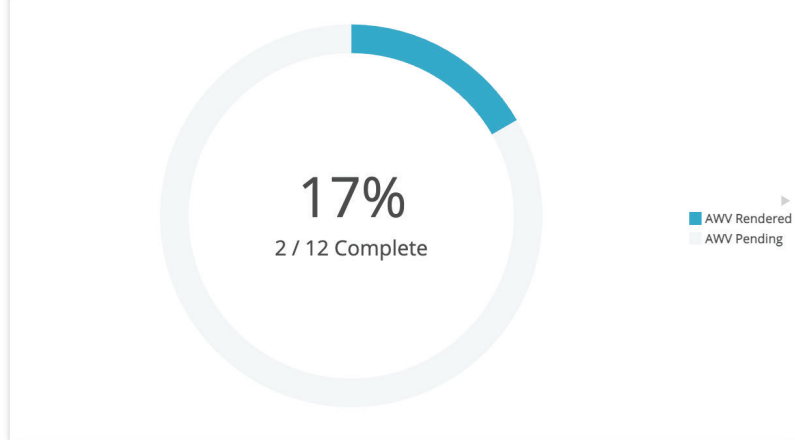
5   Annual Wellness Visits Rendered by Month

Jan   Feb

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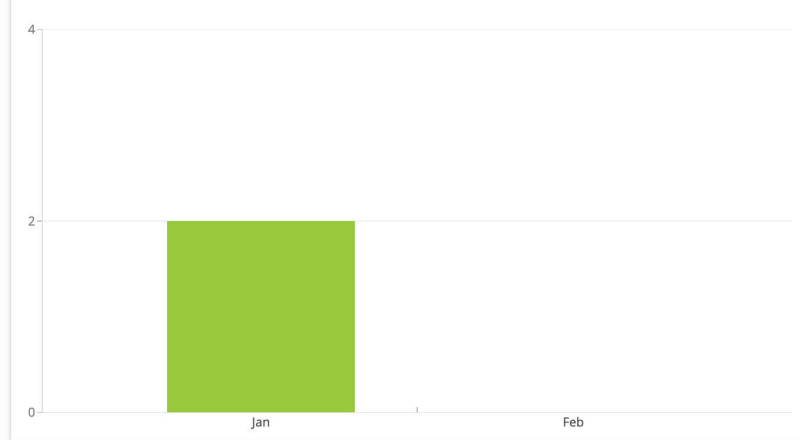
3 The Provider Cost Score (PCS) is a display measure that calculates provider claims cost divided by risk-adjusted revenue. The graph represents your PCS month over month and compared to the prior year.

4 The Annual Wellness Rate displays the percent and number of Annual Wellness Visits (AWVs) completed for the provider's attributed patients.

5 The Annual Wellness Visits Rendered by Month displays a monthly breakdown of the number of AWVs completed for the provider's attributed patients.

Overview: Member Summary

Use the Overview Member Summary page to identify high-risk patients and patients with open AWV status or gaps in care.

| Overview | Opportunity List | Member Engagement | Provider Cost Score | Export |

John Blue, MD (1234567890)

Specialty:	Adult Primary Care
Current Program Level:	Blue Advantage
Total Incentives Earned:	$0

Blue Advantage
A Medicare Approved PPO

Provider Details   **Member Summary**   **1**

Member Summary Report

Member Name
All

AWV Status
All

2 [Excel icon]

3

Member Last Name ▼	Member First Name ▼	Contract ID ▼	Date of Birth ▼	AWV Status ▼	Total Open Gaps ▼	Member PCS ▼
DOE	JANE	PLX123456789	1945/10/21	Incomplete	0	.99
DOE	JOHN	PLX123456789	1960/07/31	Incomplete	1	.96
DOE	JANE	PLX123456789	1942/09/28	Incomplete	0	.10
DOE	JANE	PLX123456789	1954/07/26	Incomplete	2	3.12
DOE	JANE	PLX123456789	1955/03/19	Incomplete	1	.56
DOE	JANE	PLX123456789	1948/03/06	Incomplete	0	2.25
DOE	JANE	PLX123456789	1950/05/12	Complete	1	2.72
DOE	JOHN	PLX123456789	1939/11/08	Incomplete	0	1.53

1 The Member Summary Report includes member-level Annual Wellness Visit (AWV) Status, Total Open Gaps, and Member Provider Cost Score (PCS).

2 Download the Member Summary Report as an Excel spreadsheet.

3 Sort the columns in the list by clicking on the arrow next to the column name. For example, to sore the member list by AWV Status, click the arrow by the AWV Status column and click Sort Ascending. This will sort the list from Complete to Incomplete. Click Sort Ascending to view Incomplete first.

Tips

- Use your Member Summary to identify patients with open AWV status to schedule them for preventive visits and review the AWVs Through (Date) section.
- Sort by total open gaps (high to low) to find patients who may need additional health coaching or follow-up for gaps in care. To view which gaps are open for a patient, go to the Opportunity List page, click on the Patient Action List tab and find any open gaps listed.

The Opportunity List shows valuable data that can help providers improve their star performance and potential incentive earnings.

1 The Opportunity List contains two tabs: Current Star Performance and Patient Action List. The Current Star Performance tab is the default display and provides an overview of the current projected performance based on the open and closed gaps on the Patient Action List. **This performance rating offers a general indication of each provider's engagement with closing quality and medication adherence gaps in care.** The Patient Action List tab contains the member-level detail.

2 The Prospective Star Score Performance displays the estimated star score based on the open and closed gaps on the Patient Action List. The default display is the score without medication adherence measures. To view the estimated star score with medication adherence measures, toggle the slide using the radio button or clicking the arrow on the edge of the slide.

3 The Medication Adherence Overview displays each medication adherence measure and the key performance indicators for each. This includes the Adherent Patients vs. Total Patients bar chart, the Percentage of Adherent Patients per measure, and the number of Non-Adherent Patients per measure.

4 The Display Only Measures are available to review and could be included in future scoring. These are not included in the Prospective (Projected) Star Score.

PRV20706PAT-2403

Opportunity List: Current Star Performance

PROVIDER Insights

1 Measure Star Performance

Cadence	Quality Measure	Measure Description	Weight	Points	Possible	Gaps To 4	Gaps To 5	
---------	-----------------	---------------------	--------	--------	----------	-----------	-----------	
Quarterly	HEDIS KED Kidney Health Evaluation for Pats w Diabetes	Kidney Health Evaluation for Patients with Diabetes	1	5	5	-	-	
Quarterly	HEDIS CBP Control High Blood Pressure	HEDIS CBP Control High Blood Pressure	3	15	15	-	-	
Quarterly	Diabetes HbA1c LT 9 Percent	Diabetes HbA1c < 9%	3	15	15	-	-	
Quarterly	Diabetes Eye Exam	Diabetes Eye Exam	1	1	5	1	1	
Quarterly	HEDIS COL Colorectal Cancer Screen	Colon Cancer Screen Age 45-75	1	1	5	2	3	
Quarterly	**3** Breast Cancer Screening	Breast Cancer Screening	1	5	5	-	-	**2**
Annually	Statin Use in Persons with Diabetes	Statin Use in Persons with Diabetes	1	5	5	-	-	
Annually	Medication Adherence Hypertension	High Blood Pressure Medication Filled	3	15	15	-	-	
Annually	Medication Adherence for Diabetes Meds	Diabetes Medication Filled	3	15	15	-	-	
Annually	Medication Adherence for Cholesterol	Cholesterol Medication Filled	3	15	15	-	-	

1 The Measure Star Performance chart is a view of how the provider is performing on each measure, which contributes to the overall score. In this chart, measures are assigned a star weight. Points are determined by the provider's performance. You may hover on the value in the Points column to see the provider's performance rate and cut point for the measure. The chart also displays the number of gaps needed to close for that particular measure to reach a 4- or 5-star performance on the measure.

2 You may also hover on the star icon to see the provider's rate and assigned star for the measure.

3 Measures are labeled as "Quarterly" or "Annually" in the Cadence column. Quarterly measures are included in each Quarterly scoring period. Annual measures are only included in one scoring period.

Opportunity List: Patient Action List

PROVIDER Insights

Overview	Opportunity List	Member Engagement	Provider Cost Score	Export

John Blue, MD 1234567890   Specialty: **Adult Primary Care**   Current Program Level: **Blue Advantage**

Attribution Calculated 01/02/2024 - Gaps Reflective of Claims Processed as Recent as 7 Days Ago

Current Star Performance   **Patient Action List** ①

② **Current Attribution Overview**

Attributed Members	Average Age	Average Open Gaps Per Member	Gender Distribution Male	Gender Distribution Female	AWV % complete
14	75.14	1.07	42.86%	57.14%	14.29%

③ **Med Adherence Patient Details**

Select Patient(s) [All]   Category [All]   Compliance Status [Non-Compliant]   Non-Adherence Forecast [All]   [Excel] ⑥

⑤

Provider NPI	Provider Last Name ▼	Provider First Name ▼	Member Last Name ▼	Member First Name ▼	Date of Birth ▼	Contract Number ▼	Quality Measure ▼	④	Alternate Measure ▼	Measurement Status ▼	Compliance Status ▼	R12 Rate ▼	YTD Adherence % ▼	Recoverable Status ▼	Non-Adherence Forecast
1234567890	Blue	John	DOE	JANE	1954/07/26	PLX123456789	Medication Adherence Hypertension		High Blood Pressure Medication Filled	No Fills in Measurement Year	Non-Compliant	31%	.31 N		Very High
1234567890	Blue	John	DOE	JANE	1950/05/12	PLX123456789	Medication Adherence for Cholesterol		Cholesterol Medication Filled	No Fills in Measurement Year	Non-Compliant	66%	.66 N		Very High
1234567890	Blue	John	DOE	JANE	1953/09/11	PLX123456789	Medication Adherence for Cholesterol		Cholesterol Medication Filled	No Fills in Measurement Year	Non-Compliant	76%	.76 Y		High
1234567890	Blue	John	DOE	JANE	1953/09/11	PLX123456789	Medication Adherence Hypertension		High Blood Pressure Medication Filled	No Fills in Measurement Year	Non-Compliant	76%	.76 Y		High

1 To view the member level detail and gaps in care, click on the Patient Action List tab within the Opportunity List page.

2 The Current Attribution Overview will display a high-level summary of the attributed population.

3 The Med Adherence Patient Details section provides a detailed list of the members who are included in the denominator of medication measures. You may filter this list by Patient(s), Category, Compliance Status and Non-Adherence Forecast.

4 You may use the arrows by the column names to apply additional sorting to the list. For example, if you wanted to see the members sorted from lowest compliance rate to highest, you would click on the arrow next to the column "Rate" and then click "Sort Ascending" from the menu.

5 The filters are defaulted to limit the display to non-compliant members. To see all members, change all filters to "All."

6 You can export an Excel spreadsheet of the member list based on the current filter selections.

Tip

The Statin Use in Persons with Diabetes measure will only show a non-adherence forecast of Very High (if no fills have been made) or Low (once one fill has been completed). This is because this measure only requires one fill to be compliant.

Opportunity List: Patient Action List

PROVIDER Insights

① AWVs Through 12/01/2023 - Attribution Calculated 01/02/2024 - Gaps Reflective of Claims Processed as Recent as 7 Days Ago

Member Name
All

Measures
All

Compliance
Open

AWV Status
All

④

| | | | | | | | | Scored | | | | | | | | An |
Last Name	First Name	Contract	Date of Birth	AWV Date	Open Gaps	Total Measures	Compliance Rate	Breast Cancer Screening	Diabetes Eye Exam	Diabetes HbA1c LT 9 Percent	HEDIS CBP Control High Blood Pressure	HEDIS COL Colorectal Cancer Screen	HEDIS KED Kidney Health Evaluation for Pats w Diabetes	Medication Reconciliation	Medication Adherence Hypertension
DOE	JANE	PLX123456789	1954/04/17	INCOMPLETE	5	9	44.44%	❌	❌	❌		❌	❌		
DOE	JOHN	PLX123456789	1953/09/11	INCOMPLETE	3	3	.00%					❌			❌
DOE	JANE	PLX123456789	1954/07/26	INCOMPLETE	2	4	50.00%				❌				❌
DOE	JOHN	PLX123456789	1960/07/31	INCOMPLETE	1	3	66.67%					❌			
DOE	JANE	PLX123456789	1955/03/19	INCOMPLETE	1	3	66.67%					❌			
DOE	JOHN	PLX123456789	1950/05/12	2024/01/02	1	3	66.67%								
DOE	JANE	PLX123456789	1942/07/20	INCOMPLETE	1	3	66.67%							❌	
DOE	JOHN	PLX123456789	1931/02/20	INCOMPLETE	1	2	50.00%							❌	

1 The Patient Action List contains member level detail of the current attributed members and their gaps in care. The Patient Action List contains the scored measures (quarterly and annually) as well as display only measures. This list also defaults to show only the members with open gaps in care. To see all members, ensure all filters are set to "All." You may filter this list by Member Name, Measures, Compliance and AWV Status.

2 Sort the list by clicking the arrow beside the column name. For example, if you wanted to see members listed in order of compliance rate, you would click the arrow next to the column "Compliance Rate" and the list would sort from highest to lowest. To see the lowest compliant members on top, simply click the arrow again and the list will order from lowest compliance to highest.

3 Open gaps are indicated by a red "x" in the measure column. Closed gaps are indicated by a green "check" in the measure column. A blank column indicates the member is not included in the measure.
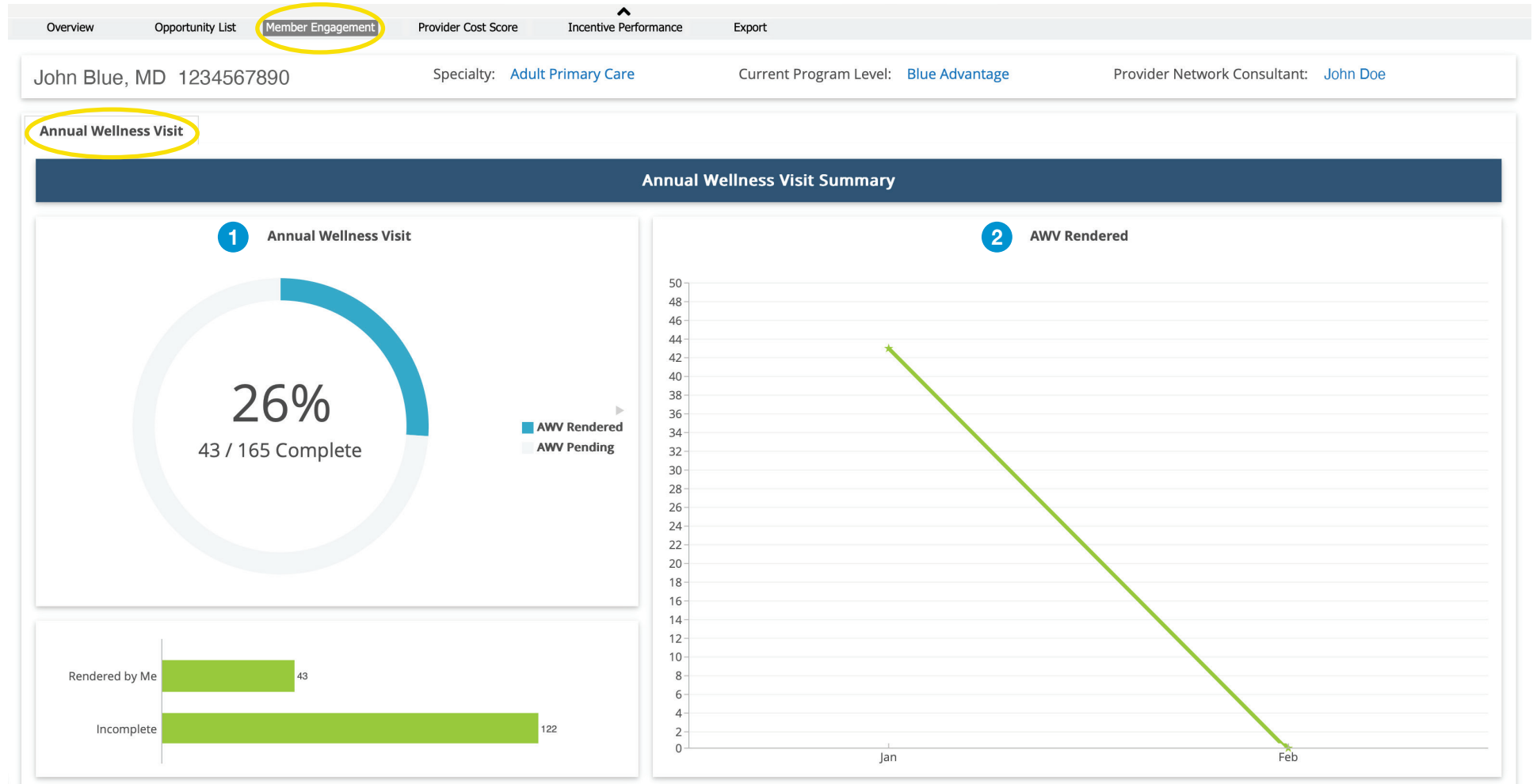
4 You can export an Excel spreadsheet of the member list based on the current filter selections.

Patrius Health

Use the Member Engagement Annual Wellness Visit section for help in scheduling these important encounters with your patients.

Overview	Opportunity List	Member Engagement	Provider Cost Score	Incentive Performance	Export

John Blue, MD 1234567890   Specialty: **Adult Primary Care**   Current Program Level: **Blue Advantage**   Provider Network Consultant: **John Doe**

Annual Wellness Visit

Annual Wellness Visit Summary

① Annual Wellness Visit

26%
43 / 165 Complete

■ AWV Rendered
□ AWV Pending

Rendered by Me — 43
Incomplete — 122

② AWV Rendered

1 The Annual Wellness Visit section shows the percentage of completed Annual Wellness Visits (AWVs) for the attributed population.

2 The AWV Rendered chart displays the AWVs rendered by the selected provider for each month.

PROVIDER Insights | Member Engagement: Annual Wellness Visit

③ AWV Member List ④ ⤢

Click here to download Export 📊

Attribution Status ▼	⑤ AWV Status ▼	Contract ID ▼	Last Name ▼	First Name ▼	Date of Birth ▼	AWV Date ▼	AWV Provided By ▼	AWVs Rendered
Currently Attributed	Complete	PLX123456789	DOE	JANE	04/14/1958	2024/01/23	JOHN BLUE, MD	1
Currently Attributed	Complete	PLX123456789	DOE	JANE	03/21/1953	2024/01/08	JOHN BLUE, MD	1
Currently Attributed	Complete	PLX123456789	DOE	JANE	11/06/1945	2024/01/12	JOHN BLUE, MD	1
Currently Attributed	Complete	PLX123456789	DOE	JANE	05/16/1944	2024/01/08	JOHN BLUE, MD	1
Currently Attributed	Complete	PLX123456789	DOE	JANE	11/18/1950	2024/01/25	JOHN BLUE, MD	1
Currently Attributed	Complete	PLX123456789	DOE	JANE	11/28/1961	2024/01/31	JOHN BLUE, MD	1
Currently Attributed	Complete	PLX123456789	DOE	JANE	08/02/1956	2024/01/18	JOHN BLUE, MD	1
Currently Attributed	Complete	PLX123456789	DOE	JOHN	10/07/1930	2024/01/09	JOHN BLUE, MD	1
Currently Attributed	Complete	PLX123456789	DOE	JOHN	02/14/1956	2024/01/02	JOHN BLUE, MD	1
Currently Attributed	Complete	PLX123456789	DOE	JOHN	07/26/1944	2024/01/09	JOHN BLUE, MD	1

3 The AWV Member List contains member-level AWV details, including the rendering provider of the AWV and the date of service.

4 Expand the AWV Member List by clicking on the double-facing arrows. To minimize and restore the original size, click the double-facing arrows again.

5 Sort the columns in the list by clicking on the arrow next to the column name. For example, to sort the member list by AWV Date, click the arrow by the AWV Date column. This will sort the list in ascending order (January – December followed by incomplete). To sort descending (incomplete first), click the arrow by AWV Date column again.

Patrius Health

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

1. Click the **Export** button on the toolbar.

| Overview | Opportunity List | Member Engagement | Provider Cost Score | Export |

John Blue, MD (1234567890)

Specialty:	Adult Primary Care
Current Program Level:	Blue Advantage
Total Incentives Earned:	$0

Provider Details   Member Summary

Prospective Star Score Performance

Star Scoring Including Med Adherence Measures

Star Ratio		Possible Stars		Composite Score	Projected Star Score
0.92	✖	5	=	4.60	4.5 STARS
92 Points / 100 Possible					

Prospective Star Score Performance

Star Scoring Excluding Med Adherence Measures

Star Ratio		Possible Stars		Composite Score	Projected Star Score
0.84	✖	5	=	4.20	4.0 STARS
42 Points / 50 Possible					

Provider Cost Score - Reflects Claims Incurred Through 10/31/2023 and Paid Through 12/31/2023
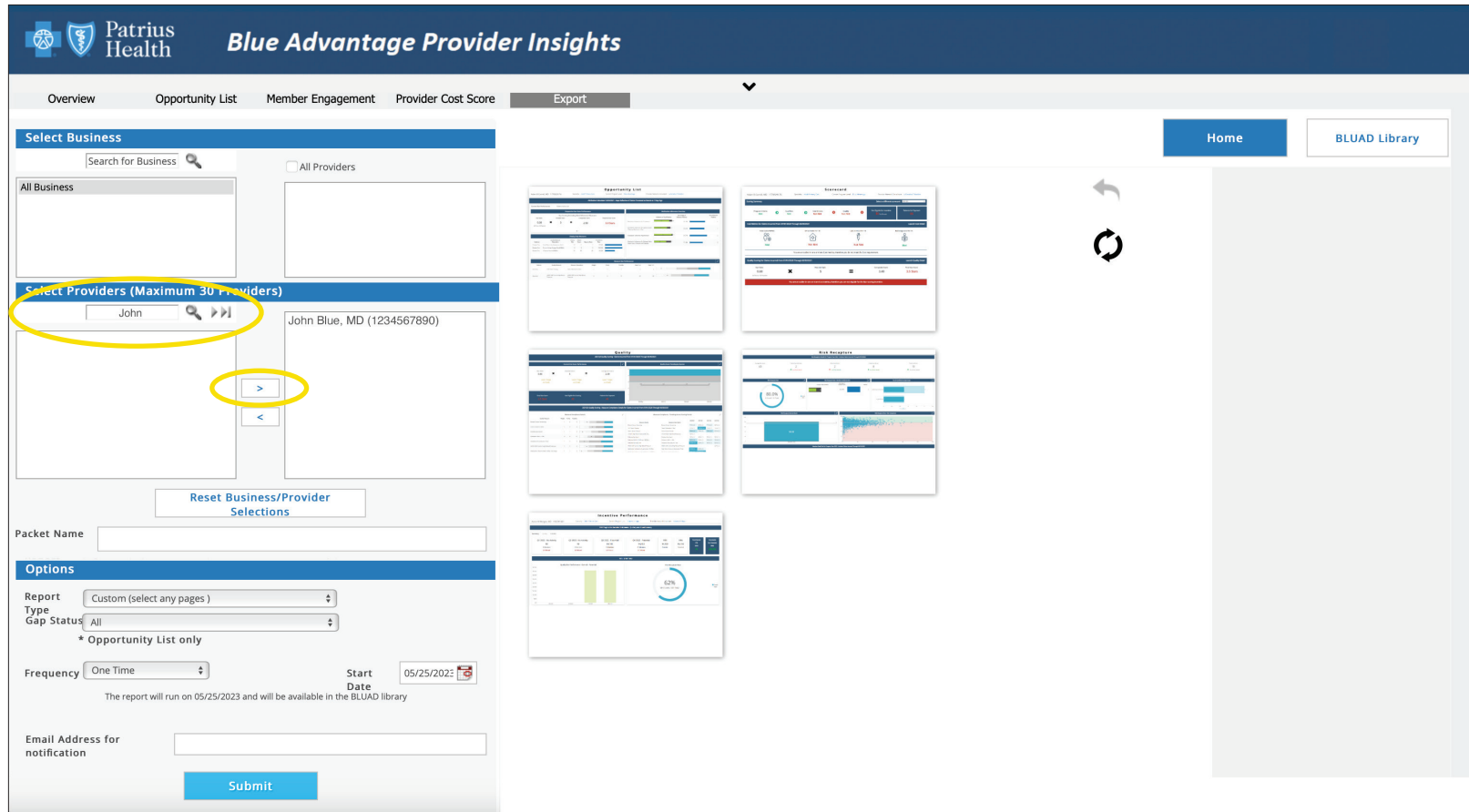
Annual Wellness Rate

17%
2 / 12 Complete

AWV Rendered
AWV Pending

Annual Wellness Visits Rendered by Month

PROVIDER Insights **Export**

3. Next, select the following report criteria:

Packet Name: Name the report (e.g., Dr. Blue mm/dd/yy). It will be the name in the BLUAD Library.

Options:

- **Report Type:** Select Action List or Custom. Custom allows you to select which pages you want to export. If you want to select all pages, choose Custom and all pages will populate as the default.
- **Gap Status:** Select All, Open or Closed.
  Tip: Choosing the status before exporting will pre-filter your report so that when downloaded you only see the gap status you selected.
- **Frequency:** Select One Time, Weekly, Monthly or Next Scoring Period.
- **Start Date**
- **Email Address:** Enter for notification (optional).

Packet Name	

Options

Report Type	Custom (select any pages) ▲▼
Gap Status	All ▲▼

* Opportunity List only

Frequency	One Time ▲▼	Start Date	05/25/2023 📅

The report will run on 05/25/2023 and will be available in the BLUAD library

| Email Address for notification	

Submit

4. Click the **Submit** button.

This message indicates that the submission was successful:

Your report has been successfully submitted to Report Library.

Tip: You must have pop-up blockers disabled for the reports to generate successfully. If you do not see this message in a new tab, check your browser pop-up settings.
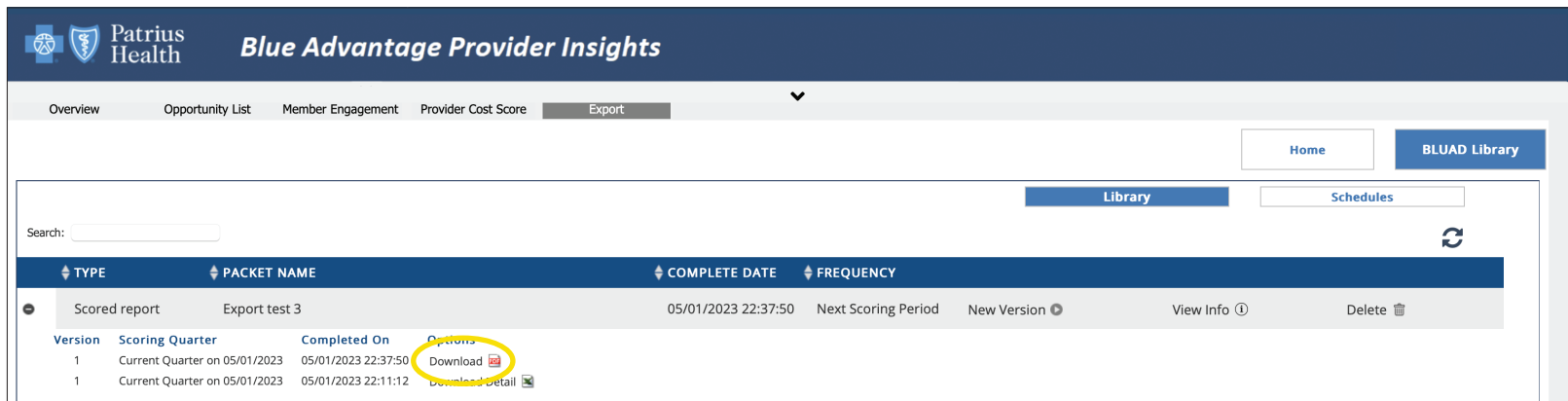
PROVIDER Insights   Export

5. Go back to the **Export** page, and click on **BLUAD Library** button.
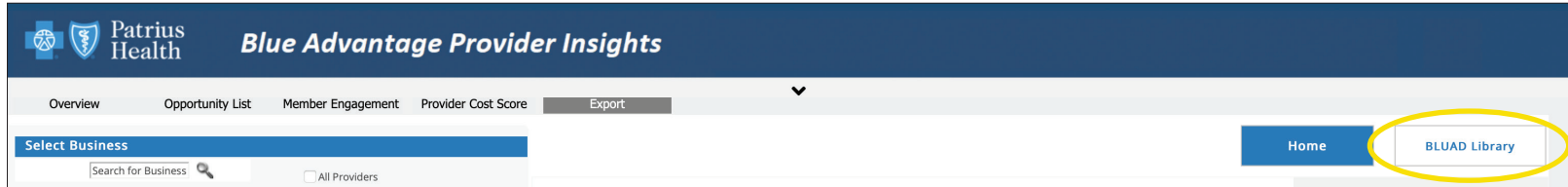
6. Click the **+** to expand and show the available files that can be downloaded.
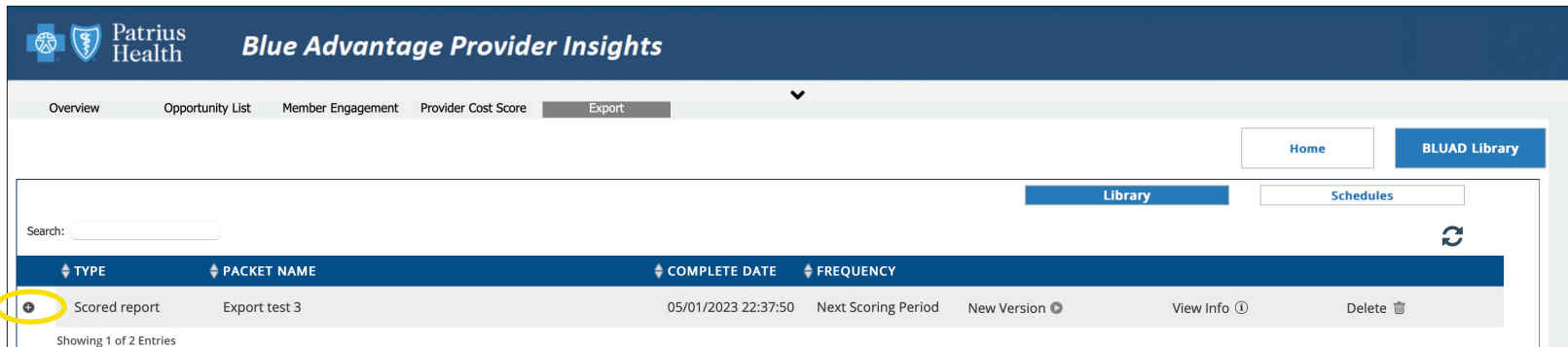
7. Click the **Download PDF** option.

PROVIDER Insights

Export

Below is an example of a PDF:

Patrius Health

Blue Advantage Provider Insights

Provider Name: John Blue, MD 1234567890

Provider Network Consultant: Jane Doe

Attribution Calculated 03/02/2023 - Gaps Reflective of Claims Processed as Recent as 7 Days Ago

Prospective Star Score Performance - Excluding Med Adherence

Star Ratio	Possible Stars	Composite Score	Projected Star Score
1.00	✖ 5	= 5.00	5.0 Stars

Prospective Star Score Performance - Including Med Adherence

| Star Ratio	Possible Stars	Composite Score	Projected Star Score
0.91	✖ 5	= 4.57	4.5 Stars

Display Only Measures

Cadence	Quality Measure Description	Criteria Met	Patient Count	Gaps to Close	Compliance Rate	
Display Only	Body Mass Index Assessment Adult	91	92	1	98.91%	
Display Only	HEDIS COL Colorectal Cancer Screen	82	88	6	93.18%	
Display Only	HEDIS FMC FU After ED for Pats w Multi High-Risk Cond 1st	5	12	7	41.67%	
Display Only	HEDIS KED Kidney Health Evaluation for Pats w Diabetes	22	29	7	75.86%	
Display Only	Influenza Vaccine BCBSAL	124	168	44	73.81%	
Display Only	Plan All Cause Readmissions	25	26	1	96.15%	

Medication Adherence Overview

	Total Patients	Adherent	Percentage of Adherent Patients		Non-Adherent Patients
Medication Adherence for Cholesterol	37	35	94.59%		2
Medication Adherence for Diabetes Meds /Diabetes Medication Filled	10	9	90.00%		1
Medication Adherence Hypertension	28	24	85.71%		4
Statin Use in Persons with Diabetes /Statin Use in Persons with Diabetes	16	15	93.75%		1

Current Attribution Overview

Attributed Members	Average Age	Average Open Gaps Per Member	Gender Distribution Male	Gender Distribution Female	AWV % complete
168	74.35	.19	45.83%	54.17%	61.90%

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8. Click Download Detail with the Excel icon   . An Excel spreadsheet with multiple sheets is downloaded.

◄ ►	**Ovw_Mem 1275892705**	Opp_Pat 1275892705	Opp_Med 1275892705	+	
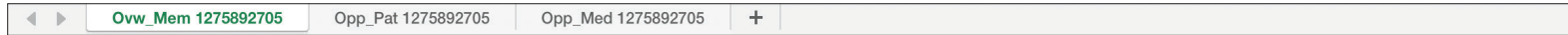
9. Select each sheet and review. The PDF and Excel files can be saved offline to your computer.
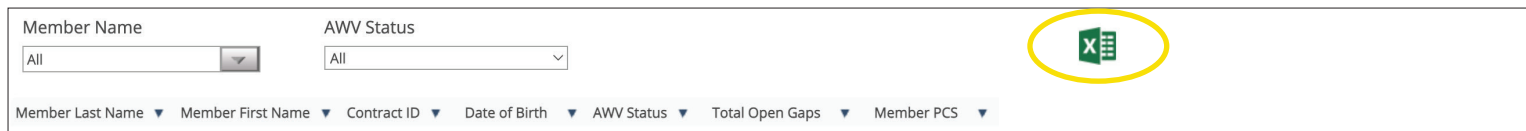
Potential Export Issues

Use the following tips to check the browser if any issues are encountered:

- Ensure pop-ups are allowed.
- Clear the browser history and cache to be sure that old screens are not being displayed.
- If PDFs are not downloaded, there may not be any report data available. Check the corresponding tabs of the Excel download to see if the data exists for the specific report(s).
- Large reports, such as reports with multiple providers, may take longer to generate. Be sure to allow at least 30 minutes for large reports to appear in the report library.

10. On Demand Exports

When you see this Excel icon   near a detail table on a page, you can create an instant download directly from that page. Click the Excel icon and a spreadsheet of the current section will download.

Below is an example of the export function:

Member Name	AWV Status					
All	All					
Member Last Name ▼	Member First Name ▼	Contract ID ▼	Date of Birth ▼	AWV Status ▼	Total Open Gaps ▼	Member PCS ▼

Overview

Projected Star Score – Including Med Adherence Measures: Shows projected star score WITH medication adherence measures.

Projected Star Score – Excluding Med Adherence Measures: Shows projected star score WITHOUT medication adherence measures.

Provider Cost Score: Claims Cost (Expenses) ÷ Revenue x 100 = Provider Cost Score %.

Annual Wellness Visit: Volume and % of AWVs completed for all members attributed to the selected provider.

Annual Wellness Visits (AWVs) Rendered by Month: Shows a bar chart indicating all AWVs completed each month.

Overview: Member Summary

Annual Wellness Visit (AWV) Status: Indicates whether an AWV has been completed for an attributed patient.

Total Open Gaps: Shows number of gaps for each attributed patient.

Provider Cost Score: Claims Cost (Expenses) ÷ Revenue x 100 = Provider Cost Score %.

Opportunity List: Current Star Performance

Projected Star Score – Including Med Adherence Measures: Shows projected star score WITH medication adherence measures.

Projected Star Score – Excluding Med Adherence Measures: Shows projected star score WITHOUT medication adherence measures.

Medication Adherence Overview: Demonstrates the number of attributed members that fall into each medication adherence measure (note: members may fall into multiple medication adherence measures). Also displays the adherence rate for the provider's attributed population by measure.

Display-Only Measures: Display-only measures are not included in a provider's projected star score but are included in the assessment of a provider's overall performance. This section includes members who fall into the display-only measures, and the compliance rate with gap closures.

Measure Star Performance: Displays all quality measures applicable to the provider's attributed population. The "weights," "points" and "possible" columns are used to calculate the "points/possible" number located under the Prospective Star Score Performance section.

Opportunity List: Patient Action List

Current Attribution Overview: Displays high-level attributed population demographic range.

Med Adherence Patient Details: Displays all members who fall into a medication adherence measure and their compliance status.

AWVs Through XX/XX/XXXX: Displays one line item for each attributed member, the total open gaps in care, and their AWV completion status. Section also displays the types of gaps in care that each member may have; download report to Excel for accessible reporting view.

Member Engagement: Annual Wellness Visit

Annual Wellness Visit Summary: Displays the volume of AWVs completed and outstanding for the provider's attributed population. The visual shows AWVs submitted by month.

AWV Member List: Displays the provider's attributed population and their AWV status, along with the provider who performed the AWV.