



Arizona
Priority CareTM

One Goal. One Priority. Your Healthcare.

*Welcome
to
q.HMO*

Welcome to Arizona Priority Care's q.HMO System

q.HMO is an online tool that serves to assist providers in caring for their patients. There are two modules that serve you in different complimentary ways:

- q.Health helps maximize Medicare reimbursement by facilitating the accurate coding of diagnoses and greatly enhances HCC health care management through data consolidation and a number of customized reports.
- qMetrics helps maximize Medicare quality of healthcare by identifying patients' STAR measures to be reported every measurement year. This module enhances the provider's opportunity to obtain 5 STARS through data consolidation and a number of reports.

q.HMO collects and consolidates into summary pages all patients' healthcare encounter data, including hospital admission, ancillary provider, pharmacy, laboratory, MMR/MOR (Monthly Membership Report/Model Output Report), RAPS (Risk Adjustment Processing System) data and EDPS (Encounter Data Processing System). This level of data consolidation alone gives the utilization management department and the treating physician an edge in better diagnosing and setting treatment protocols.

This document is designed to provide new provider users with an overview of the capabilities of the q.HMO application and can assist you in the daily management of senior members.

You can access Arizona Priority Care's q.HMO site by simply clicking on the link:

https://icode.azprioritycare.com/iHMO_AZPCP_iModuleLogin/Login.aspx

WELCOME TO Q.HMO

1. Log In:

- Using Chrome Web Browser
- Enter username and password
- Select the module and press Enter on your keyboard

Note: A user may not have multiple sessions of the same module opened at the same time. Although different modules may be opened at the same time.

q.HMO

Username

Password

Company AZPCP

q.Analytics q.Auth q.Care q.Health


q.Metrics q.Call q.Doc q.Uni

q.User

Module

HIPAA Warning: For the Health Insurance Portability and Accountability Act, data you are accessing is confidential and any activity within the system will be logged. System should only be used for business purposes. If you disagree, please do not log in to the application.

2. Log Out:

- Select the “Log Out” button, 
- This is located in the top left corner menu
- Finish the log out process with one more prompt

Note: For security purposes, the module automatically logs out after 60 minutes if left open without use.


q.Metrics

Log Out

Back

Click here to Log Out

3. Switch Module: Providers may switch modules (q.Metrics/q.Health) while logged in

- Select the  icon on the top left
- Select the desired module on the prompted screen
 - AZPC's provider use is specific to q.Health and q.Metrics

q.Metrics

Click here to open another module

Quality Performance Measures Summary

Measure Type: Star

q.HMO

Username

Password

Company AZPCP

q.Analytics q.Auth q.Care q.Health

q.Metrics q.Call q.Doc q.Uni

q.User

WELCOME TO Q.HEALTH

1. Search Patient:

- In the Member Search page, type in the patient's name, date of birth and/or member ID
- Select Active to only view actively enrolled patients
- In the prompted Search Result page, select the Member ID of the member

The screenshot shows the QHealth Member Search interface. The top navigation bar includes icons for Health, Search, RPT, REF, and a settings gear. The 'Member Search' form has fields for Last Name, First Name, Member ID, LOB, PCP, and Date of Birth (MM/DD/YYYY). A radio button selection on the left shows 'Active' selected, with 'Termed' and 'All' as options. An 'Apply' button is at the bottom of the form. Below the form is the 'Search Result' section, which displays a table with columns: Member ID, Member Last Name, Member First Name, Date of Birth, PCP, LOB, Outstanding Quality Measures, Member Summary Report, and Mem Sum Print Choose. The first row of the table is highlighted with a red box.

2. Home Page: Health/HCC Summary

- Data summarized includes:

- Icons with data details
- Patient demographics
- Eligibility
- PCP assignment
- Current/prior years RAF
- Gaps in Care

- Icon details:

- Language Select the blue L to enter the member's preferred language
- Contact Select this icon to display the member's contact information including: Phone number and email address. This will also allow updated contact information to be loaded.
- Address This icon will be **RED** if member is homeless

The screenshot shows the 'Health/HCC Summary' page. It features a top navigation bar with icons for q, w, h, i, u, n, t, e, g, and a settings gear. The main content area is divided into three sections, each with a red box and label: 'Member Demographics' (containing Member Name, Sex | Age | DOB, Language, Contact, Address), 'Member Demographics' (containing Member ID, Health Plan, LOB, Eligibility Date, City), and 'PCP Details' (containing PCP, PCP Contact, Referral Network, Member Email, State | Zip). Below these sections are three input fields: 'MMR Status', '2017 RAF' (0.985), and '2018 RAF' (1.241). A red arrow points to the 'Address' icon in the 'Member Demographics' section.

- In the center of the Health/HCC Summary, there are also different colored tabs, as labeled in the box below:

TABS	INCLUDES
HCC/Quality (STARS)	HCC diagnoses billed in current year and two years prior STAR measures outstanding
Diagnosis/CPT	Diagnoses and CPT codes billed in current year and two years prior
Suspect	Suspected HCC diagnoses based on methodological data
Comments	Clinician comments recommending HCC appropriate coding and documentation
Pharmacy & Lab	Patient's pharmacy and lab data billed

The screenshot shows the 'Health / HCC Summary' page. Red boxes and callouts highlight the following elements:

- Patient's demographics:** Member Name, Sex, Age, DOB, Language, Contact, Address.
- Patient's eligibility data:** Member ID, Health Plan, LOB, Eligibility Date, City.
- Assigned PCP's data:** PCP, PCP Contact, Referral Network, Member Email, State, Zip.
- Prior year RAF:** Case Status (Tier) (3), Annual Asmt. Status, 2017 RAF (0.376).
- Current year RAF:** Personal Health, Alcohol/Drug, Dual Status, 2018 RAF (1.136).
- STAR Measures Outstanding:** HCC/Quality, Diagnosis/CPT, Suspect, Comments, Pharmacy & Lab tabs.
- Patient's Summary/ Diagnosis HCC Reports print button:** Print icon in the top right corner.

HCC/Quality Tab:

- Provides the HCC Categories with descriptions of the diagnoses billed in current year and past two years
- Provides gaps in care outstanding (if applicable)
- The icon, allows printing of the patients Diag/HCC Report
 - A PDF Document will open, AZPC-q.Health, and a summary of all healthcare, present and historical, information (i.e., member demographics, gaps in care, historical diagnoses/HCC codes, billed CPT Codes, potential diagnoses, clinician comments, pharmacy data & lab data). This document may be printed.

(Ensure to allow pop-up blockers)

The screenshot shows the 'HCC/Quality' tab. A red arrow points to the 'HCC/Quality' tab. A callout box points to the 'Print' icon in the top right corner, labeled 'Member Summary/Diagnosis HCC reports print button'.

The screenshot shows the 'AZPC-q.Health' report. It includes the following sections:

- Demographics:** Name, DOB, Age, Sex, Address, Phone No., Effective Date, LOB, Health Plan, 2017 RAF.
- HCC Categories:** HCC Code, HCC Description, 2017, 2016, 2015.
- Diagnoses:** Diagnosis Code, Description, 2017, 2016, 2015.
- Potential Health Conditions:** HCC Code, HCC Description, Review Status, Review Date.
- Pharmacy:** Drug Name, Dosage, Start Date, End Date, Review Status, Review Date.

○ Diagnosis/CPT Tab:

- Provides a complete list of ALL billed diagnoses for past three years
- Provides all CPT codes billed in past three years

HCC/Quality	Diagnosis/CPT	Suspect	Comments	Pharmacy & Lab						
Claims: paid during last 3 years										
Diagnosis	Diagnosis Code Description	HCC	2019	2018	2017	CPT	CPT Description	2019	2018	2017
B029	Zoster Without Complications	-	-	Y	-		Cardiac or Cardiovascular Tests: Car-ECHO			
B351	Tinea Unguium	-	-	Y	-		93306 Tte W/Doppler Complete	-	-	Y
D692 (New)	Other Nonthrombocytopenic Purpura	48	-	Y	-		Cardiac or Cardiovascular Tests: Car-EKG			
D692 (Old)	Other Nonthrombocytopenic Purpura	48	-	Y	Y		93005 Electrocardiogram Tracing	-	-	Y
E211 (Old)	Secondary Hyperparathyroidism Nec	23	-	-	Y		93010 Electrocardiogram Report	-	-	Y
E559	Vitamin D Deficiency Unspecified	-	-	Y	-		Hospital Records: Hos-Admission H+P			
E7800	Pure Hypercholesterolemia Unspecified	-	-	Y	-		99220 Initial Observation Care	-	-	Y

details of

Diagnosis Code: D2372 (Oth Ben Neo Skin Lt Low Limb W/Hip)
DOS 01/18/2018
Provider Name SONORA QUEST LAB,
Provider Specialty Laboratory

Note: A **Y** appears when code is billed and hovering over the Y will provide details of the rendering provider group and the date of service.

○ Comments Tab:

- Provides AZPC's Medical Directors' clinical comments regarding diagnoses a patient may have

HCC/Quality	Diagnosis/CPT	Suspect	Comments	Pharmacy & Lab
Clinician Comments:				
Comment Description				
Comments				
Edit 8/16/2018: Comments by: Ayubi-Moak, Ineke				
HCC Comment GFR 4/26/18 was 55. Please continue to screen for CKD III				
Primary Diagnosis N183 - Ckd Stage 3 Moderate				
Edit 8/16/2018: Comments by: Ayubi-Moak, Ineke				
HCC Comment On x-ray 5/3/2006 "there is modest atherosclerotic change of the aorta"				
Primary Diagnosis I700 - Atherosclerosis Of Aorta				
Add Clinician Comment				
Coder Comments:				

○ Pharmacy and Labs Tab:

- Provides the member's medication and laboratory data over the last 12 months

HCC/Quality	Diagnosis/CPT	Suspect	Comments	Pharmacy & Lab
Pharmacy: Filled during last 12 months				
Pharm History				
Lab: GFR, CR, Cholesterol, HbA1C, Microalbumin (last 12 months)				
Lab History				
Label Name	Last Date Filled	Test Description	Date of Service	Result
ALENDRONATE SODIUM 70 MG TAB	11/22/2017	BUN/CREATININE RATIO	12/01/2017	14.1
SIMVASTATIN 10 MG TABLET	10/26/2017	Cholesterol	12/01/2017	172
METFORMIN HCL 1,000 MG TABLET	10/23/2017	CREATININE	12/01/2017	0.64
LISINORIL-HCTZ 20-12.5 MG TAB	10/17/2017	GFR Estimated (Non-African American)	12/01/2017	91
AMLODIPINE BESYLATE 10 MG TAB	10/17/2017	GFR Estimated (African American)	12/01/2017	105
SIMVASTATIN TAB 10MG	08/23/2018	HDL Cholesterol	12/01/2017	68
METFORMIN TAB 1000MG	08/14/2018	HEMOGLOBIN A1C	12/01/2017	6.4
LISINORIL-HCTZ TAB 20-12.5	07/24/2018			
ALENDRONATE TAB 70MG	07/17/2018			
AMLODIPINE TAB 10MG	07/11/2018			

• The patient's Health/HCC Summary


Page also includes icon links to view additional member demographics & historical data

- Hovering over circle icons that provide hyperlink to data include the following:

Member Name	Member ID	PCP	PCP Details
Sex Age DOB	Health Plan	PCP Contact*	
Language	LOB	Referral Network*	
Contact	Eligibility Date	Member Email	
Address	City	State Zip	
MMR Status	2017 RAF*	2018 RAF*	

- **w** Will appear red if Annual Wellness Visit has been completed. Click icon for DOS, CPT and provider information.
- **h** Will appear red if member is receiving Hospice care. Click icon for Hospice information.
- **u** Click icon to access evidence based clinical decision support resources on UpToDate.com.
- **☆** Will appear red if member is due for STAR measures. Click icon to see outstanding measures.
- **in** Will appear red if member has inpatient admissions. Click icon for inpatient information.
- **📄** Will appear red if member has medical notes loaded into q.HMO. Click icon for retrieval of medical notes and/or uploading medical notes (**Refer to q.Health Documentation**)

3. q.Health has reporting capabilities to provide member level and/or provider level RAF and encounter detailed information

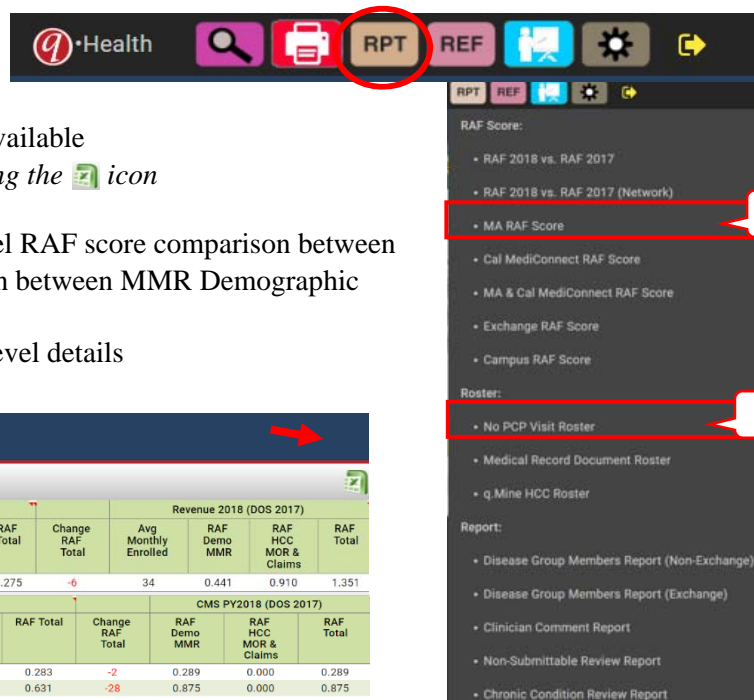
- Hover over **RPT** icon to view provider reports available
- All reports may be exported into excel by selecting the  icon

A. MA RAF Score: Includes provider and patient level RAF score comparison between current and previous year. The RAF is broken down between MMR Demographic RAF, HCC Claims RAF and Total RAF





- Select the provider's name to view the patient level details

MA RAF Score By PCP

Revenue 2019 (DOS 2018)												Revenue 2018 (DOS 2017)			
Vendor ID	PCP ID	PCP Name	Current Enrollment	RAF Demo MMR	RAF HCC Claims	RAF Total	Change RAF Total	Avg Monthly Enrolled	RAF Demo MMR	RAF HCC MOR & Claims	RAF Total				
Provider Name			33	0.441	0.834	1.275	-6	34	0.441	0.910	1.351				
			DOS 2018					CMS PY2018 (DOS 2017)							
Member ID	Member Name	DOB	Term	RAF Demo MMR	RAF HCC Claims	RAF Total	Change RAF Total	RAF Demo MMR	RAF HCC MOR & Claims	RAF Total					
				0.283	0.000	0.283	-2	0.289	0.000	0.289					
				0.283	0.348	0.631	-28	0.875	0.000	0.875					
				0.312	1.026	1.338	8	0.317	0.917	1.234					
				0.727	2.294	3.020	-3	0.614	2.512	3.126					
				0.464	2.639	3.103	-66	0.393	8.680	9.073					
			02/28/2018	0.602	0.958	1.559	-3	0.614	0.988	1.602					
				0.779	0.946	1.725	42	0.642	0.570	1.212					
				0.553	0.335	0.888	57	0.565	0.000	0.565					
				0.508	0.483	0.991	88	0.431	0.096	0.527					
				0.628	1.115	1.743	-17	0.640	1.463	2.103					
Average				0.441	0.834	1.275	-6	0.441	0.910	1.351					



B. No PCP Visit Roster: Defaults to display patients not seen by the PCP in current year for an acute visit or annual wellness visit (AWV) within the last rolling nine months. It also includes the patients' current and prior year RAF and the ability to include notes if outreach calls to the patients have been made.

Member ID	Member Name	PCP Name	Make Call	PCP Visit	Annual Visit	Member Eligible Months	No. of Non-PCP Encounters	Current Yr RAF	Previous Yr RAF	Appointment Call Result	Caller Login	Last Call Date
Patient Demographics				No	No	9	0	0.559	0.587			
				No	No	9	1	0.614	0.628			
				No	No	9	0	0.308	0.309			
				No	No	9	0	0.530	0.538			

Outreach log

If patient completed sick visit or AWV

Months eligible for this report

Reported visits by non-PCP

Current & Prior Year RAF

Logged historical outreach

- The default filters may be modified to view ALL eligible member on a rolling 12 months.

Filters: Reporting Members: All Eligible Members Reporting Period: Based on a Rolling 9 Months

Please use the following selections to filter

Reporting Members	All Eligible Members	Reporting Period	Based on a Rolling 9 Months
PCP	ALL	ICT	Coming Soon
Health Plan	Coming Soon	Line of Business	ALL
Zone	Coming Soon	Campus	Coming Soon
Tier	Coming Soon	Benefit Risk	Coming Soon
Network	Coming Soon		

View all or not seen patients

View 9 or 12 months eligible

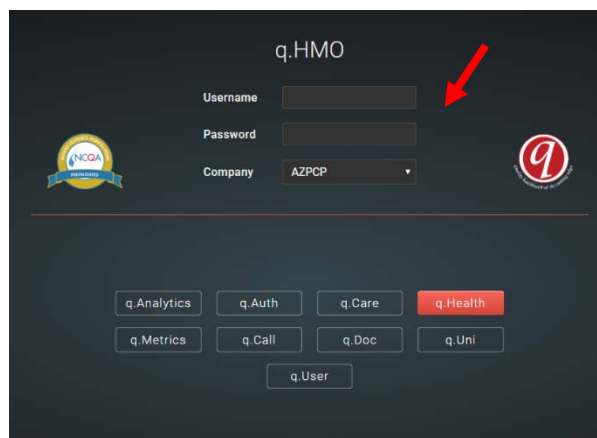
Apply

WELCOME TO Q.HEALTH (DOCUMENTATION)

Arizona Priority Care presents q.Health's Documentation function embedded within q.Health. Primary Care Providers may now view medical records uploaded by AZPC, including but not limited to: hospital summaries, SNF summaries and urgent care notes. It also allows the PCPs to upload patient medical records (Annual Wellness Visits).

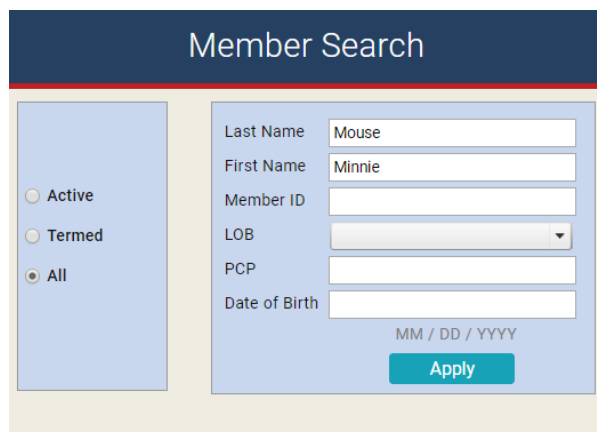
When AZPC uploads a medical record for the PCP to view and add to the patient's outpatient medical records, a fax will be sent out to the PCP indicating the medical record has been uploaded and instructing the PCP to access the medical note within q.HMO.

- Login into q.Health (q.Health module should be highlighted in red).



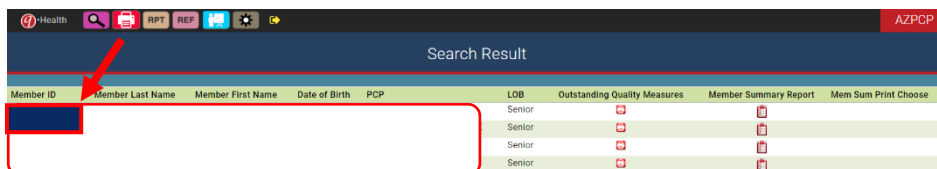
The q.HMO login screen features a dark blue background. At the top, the text 'q.HMO' is displayed. Below it are input fields for 'Username', 'Password', and a 'Company' dropdown menu set to 'AZPCP'. A red arrow points to the 'q.Health' button in the bottom right corner of the module selection area. The module selection area includes buttons for q.Analytics, q.Auth, q.Care, q.Health, q.Metrics, q.Call, q.Doc, q.Uni, and q.User. Logos for NCGA and q are also visible.

- Search your patient in the **Member Search** page by patient's name, date of birth and/or Member ID and select Apply to search.




The Member Search form has a blue header. On the left, there are radio buttons for 'Active', 'Termed', and 'All' (selected). On the right, there are input fields for 'Last Name' (containing 'Mouse'), 'First Name' (containing 'Minnie'), 'Member ID', 'LOB' (a dropdown menu), 'PCP', and 'Date of Birth' (with a 'MM / DD / YYYY' format hint). A blue 'Apply' button is at the bottom right.

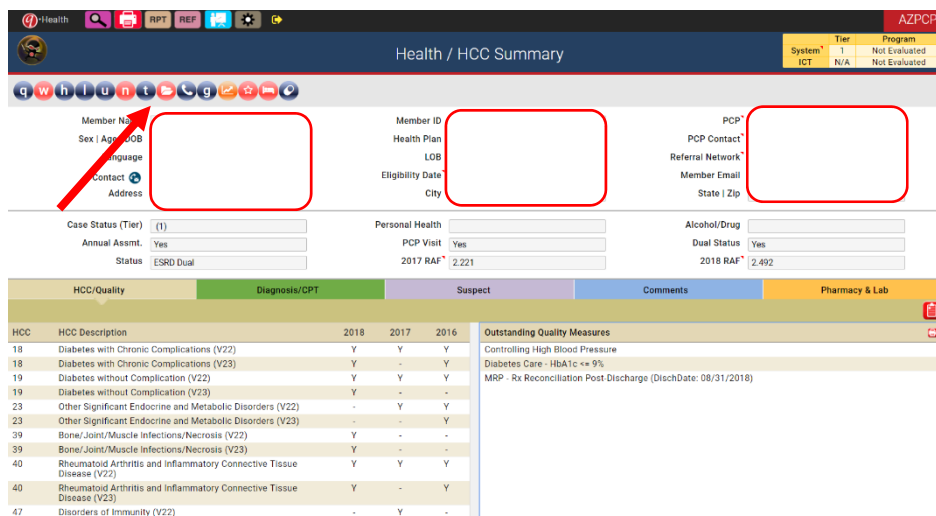
- Select your patient's **Member ID** Link.



The Search Result table displays a list of patient records. A red box highlights the 'Member ID' column, and a red arrow points to the first row's Member ID. The table has columns for Member ID, Member Last Name, Member First Name, Date of Birth, PCP, LOB, Outstanding Quality Measures, Member Summary Report, and Mem Sum Print Choose.

Member ID	Member Last Name	Member First Name	Date of Birth	PCP	LOB	Outstanding Quality Measures	Member Summary Report	Mem Sum Print Choose
					Senior			
					Senior			
					Senior			
					Senior			

- In the patient's **Health/HCC Summary**, select the *documentation icon* . If *red*, there are medical records available for this patient.



Health / HCC Summary

Member ID: [Red Box] Health Plan: [Red Box] PCP: [Red Box]

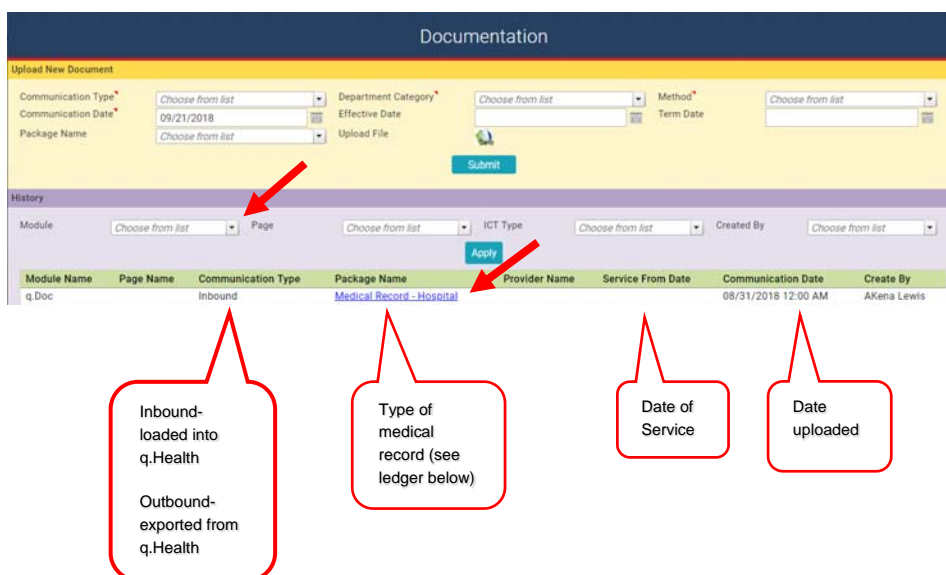
Case Status (Tier): (1) Personal Health: [Red Box] Alcohol/Drug: [Red Box]

Annual Asmt: Yes PCP Visit: Yes Dual Status: Yes

Status: ESRD Dual 2017 RAF: 2.221 2018 RAF: 2.492

HCC/Quality	Diagnosis/CPT	Suspect	Comments	Pharmacy & Lab	
HCC	HCC Description	2018	2017	2016	Outstanding Quality Measures Controlling High Blood Pressure Diabetes Care - HbA1c <= 9% MRP - Rx Reconciliation Post Discharge (DischDate: 08/31/2018)
18	Diabetes with Chronic Complications (V22)	Y	Y	Y	
18	Diabetes with Chronic Complications (V23)	Y	-	Y	
19	Diabetes without Complication (V22)	Y	Y	Y	
19	Diabetes without Complication (V23)	Y	-	-	
23	Other Significant Endocrine and Metabolic Disorders (V22)	-	Y	Y	
23	Other Significant Endocrine and Metabolic Disorders (V23)	-	-	-	
39	Bone/Joint/Muscle Infections/Necrosis (V22)	Y	-	-	
40	Rheumatoid Arthritis and Inflammatory Connective Tissue Disease (V22)	Y	Y	Y	
40	Rheumatoid Arthritis and Inflammatory Connective Tissue Disease (V23)	Y	-	Y	
47	Disorders of Immunity (V22)	-	Y	-	

- In the **Documentation** page, modify the (PURPLE section)
 - Module:** filter for q.Doc medical records (only viewing medical records pertaining to your patient's recent inpatient/outpatient encounter) and select Apply
 - Select the [Blue Hyperlink](#) to view the medical record
 - A PDF document will automatically open
(Ensure to allow pop-up blockers)
 - Print to save the note onto your files and import into the patient's medical chart



Documentation

Upload New Document

Communication Type: Choose from list Department Category: Choose from list Method: Choose from list

Communication Date: 09/21/2018 Effective Date: Term Date:

Package Name: Choose from list Upload File: [Icon]

Submit

History

Module: Choose from list Page: Choose from list ICT Type: Choose from list Created By: Choose from list

Apply

Module Name	Page Name	Communication Type	Package Name	Provider Name	Service From Date	Communication Date	Create By
q.Doc		Inbound	Medical Record - Hospital			08/31/2018 12:00 AM	AKena Lewis

Inbound-loaded into q.Health
Outbound-exported from q.Health

Type of medical record (see ledger below)

Date of Service

Date uploaded

- Type of Medical Record:
Package Names

Package Name	Type of Note
Medical Record-Hospital	Hospitalization Notes upon Discharge
Medical Record-SNF	SNF Medical Documents upon Discharge
Medical Record-Urgent Care	Urgent Care Medical Documents
Medical Records-AWV	Annual Wellness Visit

- To add a medical record (AWV), within the Documentation page, in the **Uploaded New Document** (YELLOW section) select the following:
 - a. Communication Type: Inbound
 - b. Department Category: Clinical Services
 - c. Method: Fax
 - d. Communication Date: Date uploaded
 - e. Package Name: Type of medical record (Medical Records-AWV)
 - f. Select the Icon, search the medical record
 - g. Select Submit

Documentation

Upload New Document

Communication Type: Inbound (A) Department Category: Clinical Services (B) Method: Fax (C)

Communication Date: 09/24/2018 Effective Date: Upload File: (F)

Package Name: Medical Record - AWV (D) (E) Submit (G)

History

Module: q.Doc Page: Choose from list ICT Type: Choose from list Created By: Choose from list

Apply

Module Name	Page Name	Communication Type	Package Name	Provider Name	Service From Date	Communication Date	Create By
No records to display.							

Page size: 10 0 items in 1 pages

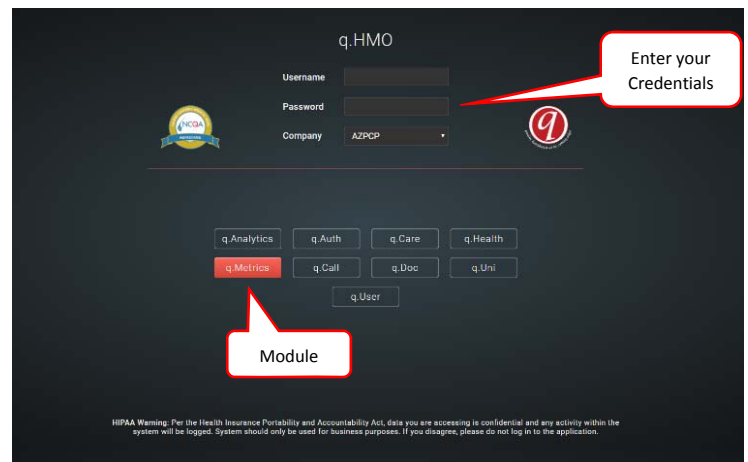
WELCOME TO Q.METRICS

q.Metrics is a population management module embedded within q.HMO to identify STAR measure details for patients. This module is designed to provide outstanding gaps in care lists for each patient, detailing gaps in care healthcare data, summarizing the provider and/or groups' STAR scores and measured against each quality measure benchmark. q.Metrics is a tool that will enhance the PCPs ability to track, monitor and succeed in STAR, overall, improving quality of care.


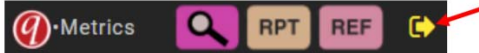
1. Log In:

- Using Chrome Web Browser
- Enter username and password
- Select q.Metrics and press Enter on your keyboard

Note: A user may not have multiple sessions of the same module opened at the same time. Although different modules may be opened at the same time. See section 2.3.



2. Log Out:

- Select the “Log Out” button, 
- This is located in the top left corner menu 
- Finish the log out process with one more prompted screen:



3. Home Screen:

- The home screen will include your Group's current year STAR Summary, the list of measures your patients need and the current STAR Scores for Part C and Part D.

ADPC

Quality Performance Measures Summary

Filters: Measure Year: 2018 Measure Type: Star

Please use the following selections to filter:

Measure Year: 2018

PCP: All

Health Plan: All

Zone: Coming Soon

Measure Type: Star

Line of Business: Coming Soon

Campus: Coming Soon

Tier: Coming Soon

Benefit Risk (Options): Coming Soon

Referral Network: Coming Soon

Apply

Reset

	Domain / Measure Title	Eligible Population	Compliant	Not Compliant	Members to Reach 4 Stars	Members to Reach 5 Stars	Rate	Benchmark	Star Rating
Productline: Senior									
	Domain: Medication Reconciliation Post-Discharge								
	Medication Reconciliation Post-Discharge *	1,077	652	425	60	200	61%	79%	☆☆☆
	Domain: Part C - Adult BMI Assessment								
	BMI Assessment *	3,817	3,728	89	0	14	98%	98%	☆☆☆☆
	Domain: Part C - Breast Cancer Screening								
	Breast Cancer Screening *	1,802	1,248	554	103	211	70%	82%	☆☆☆☆
	Domain: Part C - Care for Older Adults								
	COA - Function Status Assessment *	1,413	1,137	276	0	138	80%	90%	☆☆☆☆
	COA - Medication Review *	1,413	1,335	78	0	90%	92%	☆☆☆☆	
	COA - Pain Screening *	1,413	1,135	278	104	217	82%	97%	☆☆☆☆
	Domain: Part C - Colorectal Cancer Screening								
	Colorectal Cancer Screening *	4,137	2,749	1,388	281	820	66%	79%	☆☆☆☆
	Domain: Part C - Comprehensive Diabetes Care								
	Diabetes Care - Eye Exam *	1,783	1,200	583	103	227	67%	80%	☆☆☆☆
	Diabetes Care - HbA1c < 9% *	1,783	1,202	581	190	330	67%	87%	☆☆☆☆
	Diabetes Care - Hypertension *	1,783	1,689	94	6	42	95%	97%	☆☆☆☆
	Domain: Part C - Controlling High Blood Pressure								
	Controlling High Blood Pressure *	3,788	1,742	2,046	1,075	1,338	46%	82%	☆☆
	Domain: Part C - Disease Modifying Anti-Rheumatic Drug Therapy								
	Anti-Rheumatic Drug Therapy *	124	79	45	25	32	64%	85%	☆☆
	Domain: Part C - Osteoporosis Mgmt in Women Who Had a Fracture								
	Osteoporosis Mgmt in Women on Rx - BMD on Rx *	55	23	32	8	19	43%	78%	☆☆
	Domain: Part C - Statin Therapy for Patients With Cardiovascular Disease								
	Statin Therapy for Patients With Cardiovascular Disease *	556	410	146	43	65	73%	85%	☆☆
	Domain: Part D - Medication Adherence								
	Proportion of Days Covered by Rx Diabetes *	1,546	1,410	136	0	0	91%	95%	☆☆☆☆
	Proportion of Days Covered by Rx RAS *	3,391	3,135	256	0	0	92%	98%	☆☆☆☆
	Proportion of Days Covered by Rx Statins *	3,504	3,227	277	0	0	92%	95%	☆☆☆☆
	Domain: Part D - Statin Use in Persons With Diabetes								
	Statin Use in Persons With Diabetes *	1,216	964	252	10	46	79%	83%	☆☆☆☆

2.61

Part C

4.50

Part D

3.33

Part C&D

- To view the scores for a year other than current year, use the drop down arrows within **Measure Year**.

Quality Performance Measures Summary

Filters: Measure Year: 2018 Measure Type: Star

Please use the following selections to filter:

Measure Year: 2018 (dropdown menu open showing 2018, 2017, 2016, 2015, 2014)
 PCP: All
 Health Plan: 2017
 Zone: 2014

Measure Type: Star
 Line of Business: Coming Soon
 Campus: Coming Soon

Tier: Coming Soon
 Benefit Risk (Options): Coming Soon
 Referral Network: Coming Soon

Apply Reset

Domain / Measure Title	Eligible Population	Compliant	Not Compliant	Members to Reach 4 Stars	Members to Reach 5 Stars	Rate	Benchmark	Star Rating
Productline: Senior								

- To view results for specific provider(s), use the drop down arrow within **PCP**, select the provider(s)' names and press *Apply*. (Multiple providers may be selected)

Quality Performance Measures Summary

Filters: Measure Year: 2018 Measure Type: Star

Please use the following selections to filter:

Measure Year: 2018
 PCP: 2 items checked (dropdown menu open showing: All, Abbas, Jalal - 1205895034, Abdel-Rahman, Arwaad - 16894679771, Abrante, Monica - 9228, Acevedo, Mogharbel, Karen - 3597, Adams, Shellie - 7301)
 Health Plan: All
 Zone: All

Measure Type: Star
 Line of Business: Coming Soon
 Campus: Coming Soon

Tier: Coming Soon
 Benefit Risk (Options): Coming Soon
 Referral Network: Coming Soon

Apply Reset

Domain / Measure Title	Eligible Population	Compliant	Not Compliant	Members to Reach 4 Stars	Members to Reach 5 Stars	Rate	Benchmark	Star Rating
Productline: Senior								
Domain: Medication Reconciliation Post-Discharge	1,023	623	400	53	186	61%	79%	☆☆☆

- Once filters are applied, the summary page will display a summary of information including the following:

- STAR measures the PCP's assigned patients need in the selected year
- The list of the eligible patients for each STAR measure
- The list of the compliant patients for each STAR measure
- The list of the non-compliant patients for each STAR measure
- The number of patients that are still pending to reach a 4 or 5 STARS in each measure
- The provider(s) current compliance rate for each STAR measure
- The benchmark to achieve a 5 STAR score for each measure
- The provider(s) current Part C score, Part D score and cumulative C&D score

Domain / Measure Title	Eligible Population	Compliant	Not Compliant	Members to Reach 4 Stars	Members to Reach 5 Stars	Rate	Benchmark	Star Rating
Prostate: Senior								
Domain: Medication Reconciliation Post-Discharge *	1,023	623	400	53	106	61%	75%	☆☆☆☆
Domain: Part C - Adult BMI Assessment *	3,041	3,747	94	0	18	16%	96%	☆☆☆☆
Domain: Part C - Breast Cancer Screening *	1,810	1,272	548	111	220	70%	82%	☆☆☆☆
Domain: Part C - Care for Older Adults *	1,429	1,141	288	0	146	80%	90%	☆☆☆☆
Domain: Part C - Diabetes Care *	1,429	1,387	42	0	0	96%	92%	☆☆☆☆
Domain: Part C - Colorectal Cancer Screening *	1,429	1,158	271	115	229	81%	97%	☆☆☆☆
Domain: Part C - Controlling High Blood Pressure *	4,168	2,747	1,421	255	547	66%	79%	☆☆☆☆
Domain: Part C - Disease Modifying Anti-Rheumatic Drug Therapy *	3,796	1,715	2,074	1,128	1,393	45%	82%	☆☆☆☆
Domain: Part C - Osteoporosis Mgmt in Women Who Had a Fracture *	122	45	77	25	33	63%	89%	☆☆☆☆
Domain: Part C - Statin Therapy for Patients With Cardiovascular Disease *	54	30	24	8	16	44%	76%	☆☆☆☆
Domain: Part D - Medication Adherence *	540	294	246	61	83	70%	85%	☆☆☆☆
Domain: Part D - Proportion of Days Covered by Rx Diabetes *	1,422	1,214	208	0	0	85%	88%	☆☆☆☆
Domain: Part D - Proportion of Days Covered by Rx Rx *	3,041	2,714	327	0	0	90%	88%	☆☆☆☆
Domain: Part D - Statin Use in Persons With Diabetes *	1,109	853	256	35	68	77%	89%	☆☆☆☆

- To review the list of patients that are part of a specific measure and identify if the patient is numerator compliant, select the **Eligible Population** (B hyperlink number) and you will be prompted to a list of members as seen below which can be exported into Excel using the icon on the top right.

Filters: Measure Year: 2018 Measure Type: Star Health Plan: All PCP Name: All

Domain: Part C - Breast Cancer Screening
Measure Title: Breast Cancer Screening
Please use the following selections to filter

Measure Year: 2018
PCP: All
Health Plan: All
Zone: Coming Soon

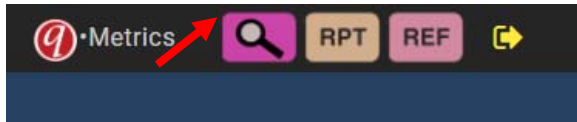
Measure Type: Star
ICT: Coming Soon
Line of Business: Coming Soon
Campus: Coming Soon

Tier: Coming Soon
Benefit Risk (Options): Coming Soon
Referral Network: Coming Soon

Apply Reset

Beneficiary ID	Beneficiary Name	Num Compliant	DOB	Sex	Street	City	State	Zip	Phone	Aligned Prov	Latest Annual Wellness Visit Date
		No				Glendale	AZ				08/03/2017
		Yes				Phoenix	AZ				08/20/2015
		Yes				Phoenix	AZ				05/10/2018
		Yes				Glendale	AZ				04/05/2018

5. To view a specific patient's profile with all STAR measures he/she is due for, select the magnifying glass located on the top left corner, you will be prompted to search your patient using member name and/or member ID.



Member Search

Last Name

First Name

Member ID

Date of Birth

MM DD YYYY

6. Once patient is searched, select the member ID to review the patient's profile.

Member Search Results							
Member ID	Last Name	First Name	Date of Birth	Aligned Provider	Line of Business	Outstanding Measures	Boarding Pass
					Medicare Advantage	0	

7. The patient's Quality Measures Summary provides member demographic and STAR measure information:
- Measures that appear within the Green (Non-Compliant Measures) section, are outstanding or non-compliant STAR measures for the measurement year
 - Measures that appear within the Yellow (Compliant Measures) section, are completed or compliant STAR measures for the measurement year
 - Measures that appear in the Blue (Exclusion) section, are measures excluded from measurement year as the patient meets excluding clinical criteria

q w h i u n t e g

Member Name

Sex | Age | DOB

Language

Contact

Address

Member ID

Health Plan

LOB

Eligibility Date

City

PCP

PCP Contact

Referral Network

Member Email

State | Zip

Non-Compliant Measures

Part D Summary

Diabetes Care - Eye Exam

Supplemental Data WorkFlow

Denominator

Diabetes Care - HbA1c <= 9%

Supplemental Data WorkFlow

Denominator

Diabetes Care - Nephropathy

Supplemental Data WorkFlow

Denominator

Compliant Measures

BMI Assessment

Supplemental Data WorkFlow

Numerator

Denominator

COA - Function Status Assessment

Supplemental Data WorkFlow

Numerator

Denominator

COA - Medication Review

Supplemental Data WorkFlow

Numerator

Denominator

COA - Pain Screening

Supplemental Data WorkFlow

Numerator

Denominator

Colorectal Cancer Screening

Supplemental Data WorkFlow

Numerator

Denominator

Exclusion

8. To view detailed encounter data that defines the patient's eligibility for meeting STAR measures' Denominator and/or Numerator criteria, select the blue "Numerator" or "Denominator" blue buttons

- A screen will prompt providing claim number, DOS, and coding information for claims meeting Numerator or Denominator criteria

Compliant Measures				
BMI Assessment	Supplemental Data WorkFlow	Numerator	Denominator	
COA - Function Status Assessment	Supplemental Data WorkFlow	Numerator	Denominator	
COA - Medication Review	Supplemental Data WorkFlow	Numerator	Denominator	
COA - Pain Screening	Supplemental Data WorkFlow	Numerator	Denominator	
Colorectal Cancer Screening	Supplemental Data WorkFlow	Numerator	Denominator	

Numerator Qualifiers	
Beneficiary ID	Beneficiary Name
Measure Year	Measure Title

Claims							
Claim Number	DOS	Dx Code	Proc Code	Modifier	Rev Code	ICD9CPT	DRG
	6/19/2017	Z6825					
	6/12/2017	Z6827					
	5/28/2017	Z6829					

9. Home Page (Health/HCC Summary) display

- Data summarized includes:
 - Icons with data details
 - Patient demographics
 - Eligibility
 - PCP assignment
 - Current/prior years RAF
 - Gaps in Care

- Icon details:

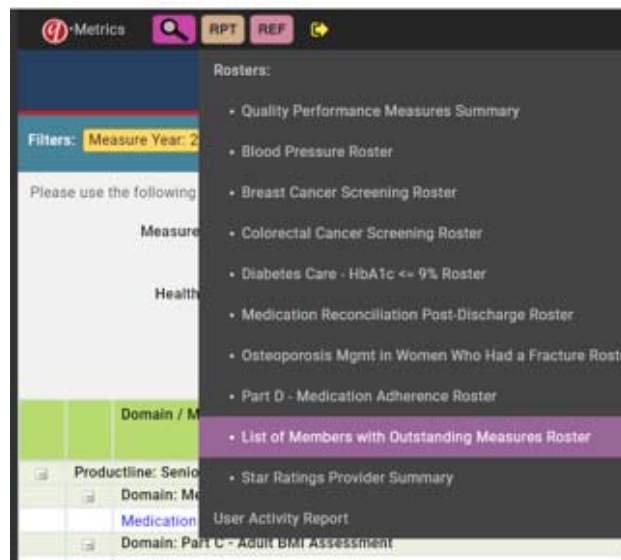
- Language Select the blue L to enter the member's preferred language
- Contact Select this icon to display the member's contact information including: Phone number and email address. This will also allow updated contact information to be loaded.
- Address This icon will be RED if member is homeless


10. The patient's Quality Measures Summary Page also includes icon links to view additional member demographics & historical data

- Hovering over circle icons that provide hyperlink to data include the following:
 - Will appear red if Annual Wellness Visit has been completed. Click icon for DOS, CPT and provider information.
 - Will appear red if member is receiving Hospice care. Click icon for Hospice information.
 - Click icon to access evidence based clinical decision support resources on UptoDate.com.
 - Will appear red if member is due for STAR measures. Click icon to see outstanding measures.
 - Will appear red if member has inpatient admissions. Click icon for inpatient information.
 - Will appear red if member has medical notes loaded into q.HMO. Click icon for retrieval of medical notes and/or uploading medical notes (**Refer to q.Health Documentation**)

11. q.Metrics also has member **detailed Roster Reports** available for measure/members/provider specific information.

- On the top left, hover over **RPT** icon and a list of reports will be displayed including:
 - Quality Performance Measures Summary
 - Blood Pressure Roster
 - Breast Cancer Roster
 - Colorectal Cancer Roster
 - Diabetes Care-HbA1c Roster
 - Medication Reconciliation Post Discharge Roster
 - Osteoporosis Management in Women who had a Fracture Roster
 - Part D-Med Adherence Roster
 - List of Members with outstanding Measures Roster
 - Star Ratings Provider Summary



These reports may be exported into Excel by clicking the  icon on the top right

- Below is the description of each report:
 - **Quality Performance Measures Summary:** Refreshes screen back the Home or [Quality Performance Measures Summary](#) page
 - **Blood Pressure Roster:** Generates a list of patients meeting the Blood Pressure measure criteria (denominator), tracking the compliance status, denominator and numerator claim encounters information and last AWW throughout the measurement year
 - **Breast Cancer Screening Roster:** Generates a list of patients within the breast cancer screening denominator and includes compliance status, information of the last mammography billed and last AWW throughout the measurement year
 - **Colorectal Cancer Screening Roster:** Generates a list of patients within the colorectal cancer screening denominator and includes compliance status, information of the last colorectal screening billed and last AWW throughout the measurement year
 - **Diabetes Care-HbA1c <=9% Roster:** Generates a list of patients within the comprehensive diabetes care hemoglobin A1c denominator and includes compliance status, information and last HbA1c billed and last AWW throughout the measurement year
 - **Medication Reconciliation Post-Discharge Roster:** Generates a list of patients within the MRP denominator with compliance status details, in-patient/SNF stay details, including: date of admission, date of discharge and due date for medication reconciliation with daily countdown
 - **Osteoporosis Management in Women Who Had a Fracture Roster:** Generates a list of patients within the OMW denominator and includes compliance status, information of the last bone density billed and last AWW throughout the measurement year
 - **Part D-Medication Adherence Roster:** Generates a list of patients who have filled medications that qualify the patient to become part of the Part D Proportions of Days Covered adherence measures' denominators. Patients on this report may not yet be in the denominator if they have not filled the medications class enough times to meet criteria. This report includes the following information: Measure, denominator status, last filled date, quantity supplied, next due date, medication name, compliance rate (as of most updated Pharmacy Data obtained and loaded into q.Metrics), and last AWW

- **List of Members with Outstanding Measures Roster:** Generates a list of members outstanding for STAR measure(s) as of the date ran.
- **Star Ratings Provider Summary Roster:** Lists the providers within the PCP's office and displays each provider's Part C, Part D & Overall STAR Score
- Below is an example of the Roster Report for Breast Cancer Screening:
 - Filtering report can be done to specify the following: Measurement year, compliance status(compliant or non-compliant), or PCP (if multiple PCPs are assigned to the same group)

Breast Cancer Screening Roster

Filters: **Measure Year: 2018** **Measure Type: Star**

Please use the following selections to filter

Measure Year: 2018
 Compliance Status: All
 PCP: All
 Health Plan: All
 Zone: Coming Soon

Measure Type: Star
 ICT: Coming Soon
 Line of Business: Coming Soon
 Campus: Coming Soon

Measure Name: All
 Tier: Coming Soon
 Benefit Risk (Options): Coming Soon
 Referral Network: Coming Soon

Apply **Reset**

Member ID*	Member Name	Compliance Status	PCP Name	Latest Test Date	Code	Code Type	Code Description	Health Plan	Latest Annual Wellness Visit Date
Member demographics		Compliant	PCP Information	06/15/2018	77067	CPT	Scr mammo bi incl cad	Health Net	03/07/2018
		Compliant						WellCare	
		Compliant		03/20/2018	77067	CPT	Scr mammo bi incl cad	WellCare	05/16/2018
		Compliant		07/18/2017	77067	CPT	Scr mammo bi incl cad	Health Net	02/27/2018
		Compliant		06/07/2018	77067	CPT	Scr mammo bi incl cad	Health Net	06/06/2018
		Compliant		01/01/2017	77057	CPT	Mammogram screening	Health Net	04/18/2018
		Compliant		10/12/2018	77067	CPT	Scr mammo bi incl cad	Health Net	03/09/2018
		Compliant						Health Net	07/10/2018
		Compliant		06/04/2018	77067	CPT	Scr mammo bi incl cad	Health Net	03/12/2018
		Compliant		02/14/2018	77067	CPT	Scr mammo bi incl cad	Health Net	08/03/2018
		Compliant		03/22/2017	77057	CPT	Mammogram screening	Health Net	10/08/2018
		Compliant		07/10/2018	77067	CPT	Scr mammo bi incl cad	Health Net	06/11/2018
		Compliant		06/29/2018	77067	CPT	Scr mammo bi incl cad	Health Net	09/04/2018
		Compliant		05/24/2018	77067	CPT	Scr mammo bi incl cad	Health Net	10/22/2018
		Compliant		05/03/2017	G0202	HCPCS	Scr mamm bilat incl cad when perf	Health Net	04/17/2018
		Compliant		06/04/2018	77066	CPT	Dx mammo incl cad bi	Health Net	03/08/2018
		Compliant		09/27/2017	77067	CPT	Scr mammo bi incl cad	Health Net	05/23/2018
		Compliant		11/30/2016	77057	CPT	Mammogram screening	WellCare	07/19/2018
		Compliant		10/18/2016	G0202	HCPCS	Scr mamm bilat incl cad when perf	Health Net	12/11/2018
		Compliant		05/15/2018	77063	CPT	Breast tomosynthesis bi	Health Net	

Status of compliance

Last mammogram billed info

Date of last annual wellness visit