Provider Resource Central

Accessing PCP Star Reports in Member Viewer

PCPs can use Member Viewer to improve and maintain patient care with regards to specific CMS star measures.

On the main Member Viewer screen, navigate to star measure information from the Criteria drop-down box. Select **Provider Portal Star Measure**.

Figure 1 - Member Viewer, star measure report search criteria page

On the next screen, determine what information you want to view.

Figure 2 - Member Viewer, star measure report selection page

Select the name of the physician whose panel you would like to review from the PCP drop-down box, then choose a navigation button:

Star Main

Choose the **Star Main** button for a summary of star measure performance across the PCP's panel of patients. This feature allows you to pull up-to-date reports showing patients' compliance or deficiencies in certain star measures.

STAR MEASURES

As of 12/27/16

Star Measure	Patients in Measure	Compliant	Non-Compliant	Percent Compliant	Number Needed to Achieve Goal	At Goal	Current Month Goal
Adherence to Oral Diabetic Med	7	6	1	85.71%	0	☑	84%
Adherence to RAS Antagonist Med	35	26	9	72.22%	5		87%
Adherence to Statin Med	27	16	11	58.62%	7		84%
Diabetes Care - A1c Controlled (<9%)	12	7	5	58.33%	4		86%
Blood Pressure Controlled	29	24	5	82.76%	1		83%
Plan All Cause Readmissions	7	6	1	13.00%	-1		6%
Breast Cancer Screening	10	8	2	80.00%	0	☑	80%
Colon Cancer Screening	27	24	3	88.89%	0	☑	86%
Med Reconciliation Post-Discharge	9	7	2	77.78%	1		85%

Figure 3 - Member Viewer, sample Star Main star measure report

The resulting table will display:

- The star measures used to determine quality performance (triple-weighted measures will be in bold font)
- The number of patients qualified for a given measure (note: the Med Reconciliation Post-Discharge and Plan All Cause Readmissions measures do not list the number of patients in the measures, but rather the number of events for the PCP's patients)
- The number of compliant patients and events
- The number of non-compliant patients and events
- Percent compliant (compliant patients and events divided by the total number of patients in the measure)
- The number of patients or events that are needed to be compliant in order to achieve the goal for the given month (if the goal is achieved, the number is zero; note: the Plan All Cause Readmissions measure will always be expressed as a negative number since this measure is closer to being compliant when the percentage is lower)
- A checkbox in the At Goal column if the goal is met
- The compliance percentage goal for the month

PCP Panel

Choose the **PCP Panel** button for a list of patients on the PCP's panel. The resulting grid will display basic patient information (member ID number, name, date of birth and phone number, and the date of the patient's last PCP visit). Also displayed are columns for the various star measures. An **X** will show in the columns for non-compliant measures. The "Total" column is a full count of the patient's non-compliant measures. The grid is sorted by patients having the most needs at the top.

Note: *You can access a patient's Member Viewer record by clicking **Select** in the first column.*

Figure 4 - Member Viewer, sample PCP Panel star measure report

Star Measures

Choose the **Star Measures** button for a list of the PCP's patients who fall within certain star measures. Select a measure and a compliance status from the drop-down menus, then click **Refresh**.

Figure 5 - Member Viewer, sample PCP Star Measures report

The resulting grid displays basic patient information (member ID number and patient name), the star measures, compliance status for the measures, and note fields with pertinent information about the patient regarding the star measures.

From the page, you can print or export the list as an Excel file to create a priority list for scheduling or to flag the records of patients in need of certain tests, screenings or prescription refills.

*Note: You can access a patient's Member Viewer record by clicking **Select** in the first column.*

Highlights

Choose the **Highlights** button for a summary of time-sensitive information. The results display up to four bullet points related to medication compliance and patients in need of a post-discharge medication reconciliation, for example:

- **Patients who are 5+ days or more late on a prescription refill** – this will display the most current information about patients who are late refilling medications that are measured for adherence in the star measures.
- **Patients who are currently on a 30-day prescription (consider for 90-day)** – this will display the most current information about patients who are currently not on 90-day prescriptions (known to increase adherence rates) for medications that are measured for adherence in the star measures (oral diabetes, hypertension and statin medications).
- **Patients who are on a new medication adherence prescription in the past 30 days (possible follow up**) – this will display the most current information about patients who are newly prescribed medications measured for adherence in the star measures and who the PCP may want to schedule a follow-up appointment with to ensure compliance.
- **Patients who need a post-discharge medication reconciliation** – this will display the most current information about patients who need to have a post-discharge medication reconciliation within 30 days of their discharge.

Figure 6 - Member Viewer, sample Highlights report

Note: *If a patient has been prescribed insulin during the measurement year, information for oral diabetes medications will not be available.*

Click the hyperlinked numbers for additional information pertaining to the measure.