



Provider Analytics Getting Started

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Health Plans We Support



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Objectives

- Overview
- Accessing Provider Analytics
- Navigating Provider Analytics
- Information Windows

Overview

Provider Analytics provides reporting and dashboards for Medi-Cal contracted PPG Providers at the PPG/Satellite level and the member level. It is designed for self-service use and to support Joint Operations Meetings.

Purpose

The purpose of this document is to assist users with onboarding and navigation of Provider Analytics for insightful and actionable reporting.

Accessing Provider Analytics

Provider Analytics can be accessed from the Secure Provider Portal. To log into the portal, click [here](#).

Accessing Provider Analytics

Click Log in/Register and follow the steps to complete the log in process.

Newly registered users will need to work with their department's Provider Portal Delegated Administrator to be assigned appropriate permissions to access Provider Analytics.

For assistance with Provider Portal registration and log in, please contact Website Tech Support at provider_services@healthnet.com or call 866-458-1047. Monday – Friday 8:00 a.m. to 5:30 p.m.

The screenshot shows the Health Net website interface. At the top left is the Health Net logo. To the right are search and utility links: "Find a Provider / ProviderSearch", "Contact Us", a search input field with "Enter Keyword" and "Search" buttons, and "Contrast On Off" and "language" options. Below the logo is a navigation bar with four tabs: "MEMBERS", "EMPLOYERS", "PROVIDERS", and "BROKERS". The main content area starts with "Welcome Health Net Providers" and a large image of a doctor talking to a young girl. Below the image is a prominent "Log In / Register" button with a red border. To the right of this button are sections for "Want to Work with Us?" (with a link for "NON-PARTICIPATING PROVIDERS"), "National Imaging Associates, Inc. (NIA)", and "Renewed Agreement With Community Medical Centers".

Accessing Provider Analytics

After logging into the Secure Web Portal, click 'Provider Reports'.

health net

Eligibility Patients Authorizations Claims Messaging Help User Account

Viewing Dashboard For: TIN [dropdown] Plan Type: Medicare/DSNP Integrated [dropdown] GO

ATTENTION: As of November 18, 2021 we are currently experiencing technical difficulties with the authorization submission function for the following lines of business:
Commercial Group, Medicare Group, Cal Medi-Connect, and Medi-Cal
Please Fax your authorization requests by following the instructions below:
[Authorization Request](#)
All Authorization Forms can be accessed in Health Net's Provider Library in the "Forms and References" section for each specific Line of Business:
<https://providerlibrary.healthnetcalifornia.com/>
**The great news is that although you are faxing your authorization request you will still have the ability to view the status of your authorization requests via the New Centene Health Net Provider Portal.*

Note: Users may have issues with accessing EOP (Explanation of Payments) PDFs and information on consolidated checks may be missing from the Payment History section. We'll be updating our network to fix this issue. Thank you for your patience as we improve our web sites to serve you better.

Assessing our Members, Timely, Post Hospital Discharge
The most important thing you can do for your patients after being discharged from the ED or a hospital visit is to complete a [follow up visit within 7 days](#). It is critical to review & reconcile their medication list as soon as possible to decrease adverse reactions or potential medication errors. Centene's care management team can assist with care needs, managing chronic conditions, and reviewing benefits! Partnering with you and keeping your patients safe and healthy is our goal.

Due to the COVID-19 Pandemic, HealthNet and California Health & Wellness are extending prior authorization requests from a three (3) month time span to a six (6) month time span. This is in order to allow our member the ability to schedule services with their providers during this unprecedented time when many facilities and providers may have limited capacities. On a temporary basis during the Pandemic, authorization requests for DME units or services, i.e. Oxygen, Nutritional Supplements, Supplies requested for a three (3) month time span will be reviewed and units/services doubled to accommodate the six (6) month time span. If you experience issues with submitting authorization requests via the Provider Portal due to this limitation...

Welcome

- Add a TIN to My ACCOUNT >
- Reports >
- Provider Reports >**
- Provider Search >

Recent Activity

Date	Activity
------	----------

Quick Links

- [Cozeva](#)
- [CMC Care Coordination Documents](#)
- [Benefit Plan Factors \(PDF\)](#)
- [Benefit Plan Factors \(XLSX\)](#)
- [CA HN Fee Schedule - 2018 to Current \(PDF\)](#)
- [CA HN Fee Schedule - 2018 to Current \(XLSX\)](#)
- [Continuing Education Calendar](#)
- [Provider Library](#)

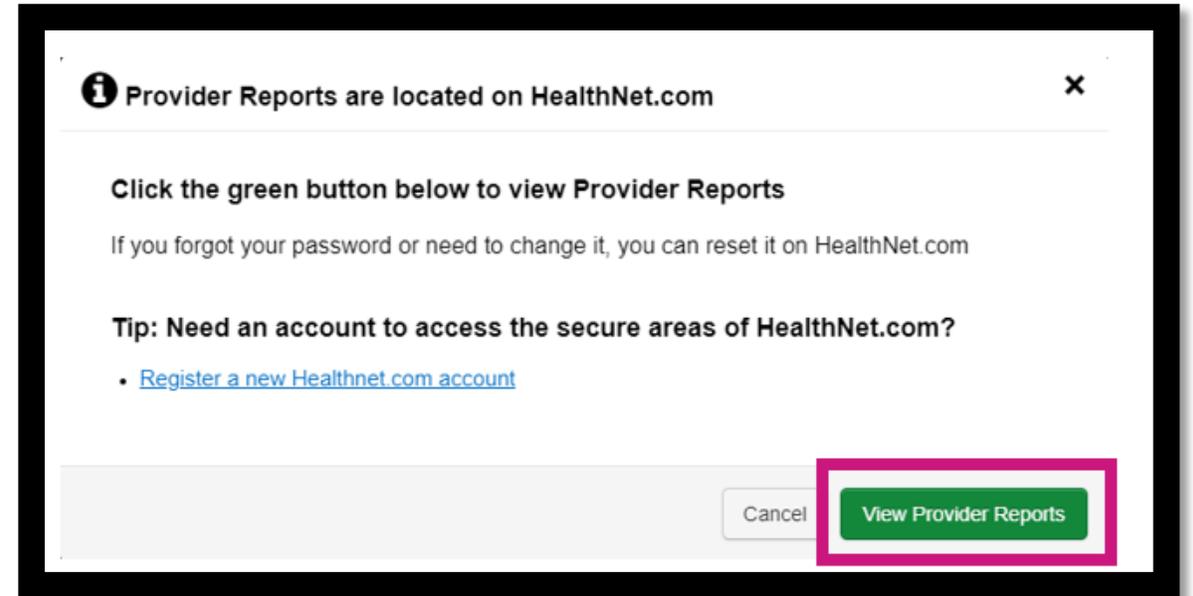


Accessing Provider Analytics

A popup window will display to direct users to HealthNet.com.

Click the View Provider Reports to navigate to HealthNet.com and follow the steps to log in and /or register.

For assistance with Provider Portal registration and log in, please contact Website Tech Support at provider_services@healthnet.com or call 866-458-1047. Monday – Friday 8:00 a.m. to 5:30 p.m..



Accessing Provider Analytics

After logging into HealthNet.com select Provider Reports.

The screenshot shows the 'Provider Home' dashboard. At the top, there is a navigation bar with the following links: Patient Information, Transactions, **Provider Reports** (highlighted with a red box), Working with Health Net, Pharmacy Information, and Provider Support. Below the navigation bar is a search bar with the text '+ How can we help you today?'. The main content area features several sections: a 'Health Net' banner for an 'Improve Access and Availability Webinar' with a 'Read more' button; a 'Patient Eligibility Search' section with a search box and a 'SEARCH' button; an 'Update Your Provider Information' section with a 'Please confirm and review your information.' prompt; a section for 'IFP and Individual Medicare Advantage' with a link to 'provider.healthnetcalifornia.com'; a 'Training to Screen for Adverse Childhood Experiences (ACEs)' section with a 'REGISTER HERE' link; and a bottom row of four tiles: 'Latest News' (Qualified Medicare Beneficiaries Balance Billing FAQs), 'ProviderSearch' (Find a doctor, specialist, or medical facility), 'Provider Library' (Browse or search materials), and 'Contact Provider Support' (Our representatives are ready to help you).

Accessing Provider Analytics

Select Centelligence to access Provider Analytics.

The screenshot shows a web interface for 'Available Reports'. At the top, there is a breadcrumb trail: Home > Provider > Reports > Available Reports. Below this is a navigation bar with tabs for Patient Information, Transactions, Provider Reports (which is active), Working with Health Net, Pharmacy Information, and Provider Support. A search bar below the navigation bar contains the text '+ How can we help you today?'. A secondary navigation bar contains links for AVAILABLE REPORTS, DATA FILE RECORD LAYOUTS, HELP WITH REPORTS, and CENTELLIGENCE (highlighted with a red box). The main content area is titled 'Available Report Categories' and displays a message: 'There are currently no reports available for this provider.' with a 'BACK' button. Below this are four columns of links: 'Latest News' with a list of articles; 'ProviderSearch' with a description and a link; 'Provider Library' with a description and a link; and 'Contact Provider Support' with a description and a list of services.



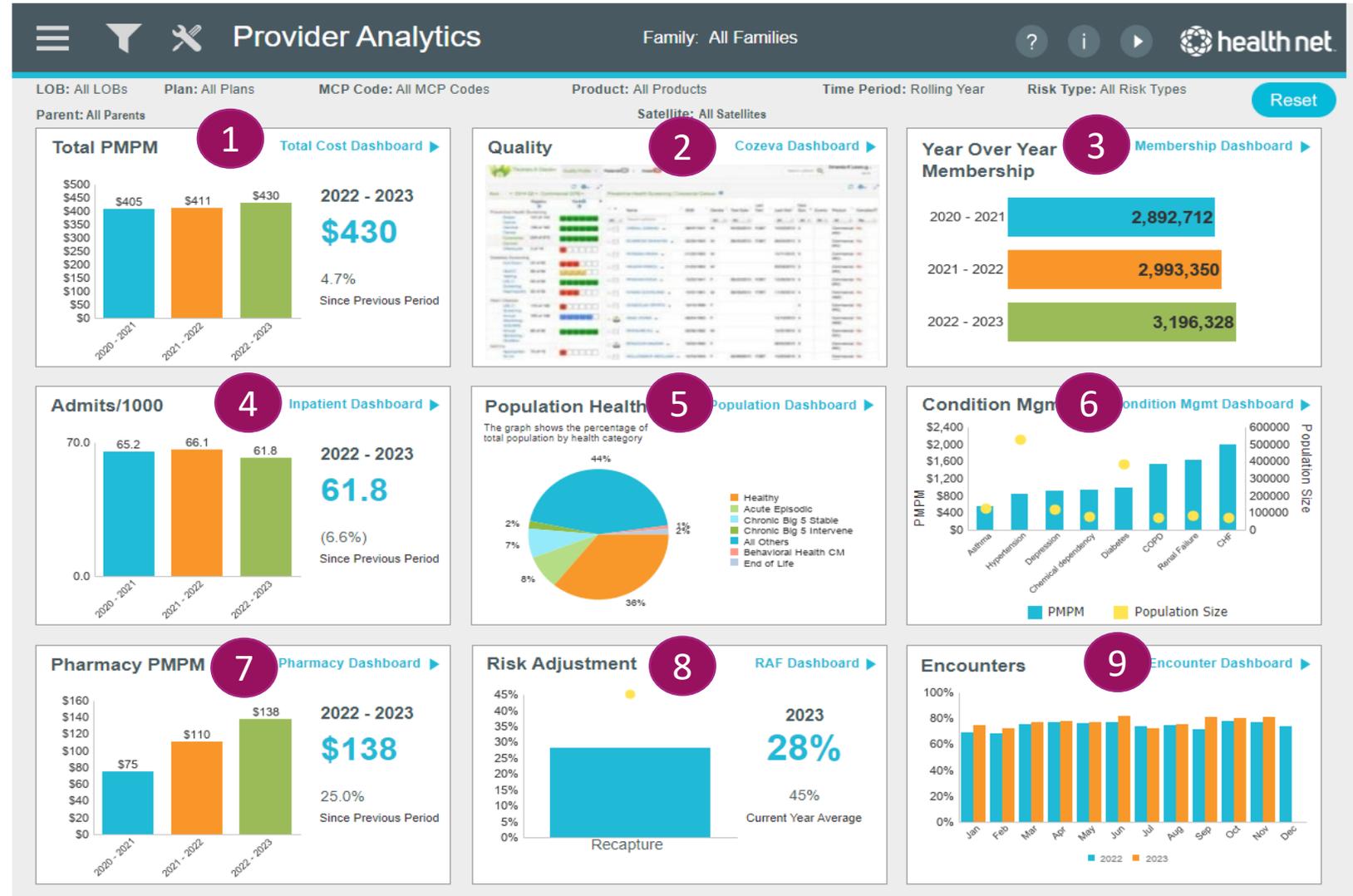
Navigating Provider Analytics

Navigating Provider Analytics

The Provider Analytics Home page contains direct links to the following dashboards:

1. Total PMPM (Total Cost Dashboard)
2. Quality (link to COZEVA)
3. Membership
4. Inpatient
5. Population Health
6. Condition Management
7. Pharmacy
8. Risk Adjustment
9. Encounters

* The blue text followed by an arrow in each chart represent a direct link to its respective dashboard



Navigating Provider Analytics

Dashboards can also be accessed via the menu:

1. Click the hamburger icon to open menu to modules
2. Select the appropriate module options listed on menu pane



Navigating Provider Analytics – Global Filters

The filter icon allows the user to filter down to the Satellite PPG level.

The filters contain:

- Line of Business
- Plan
- MCP Codes
- Product Type
- Time Period
- Risk Type
- PPG Family
- PPG Parent
- PPG Satellite ID

The screenshot displays the 'Provider Analytics' interface. At the top, it shows 'Family: All Families' and a 'health net' logo. Below this, there are several filter sections on the left, each with a dropdown arrow icon circled in pink. These filters include: Line of Business (All Lines of Business), Plan (All Plans), MCP Code (All MCP Codes), Product Type (All Products), Time Period (Rolling Year), Risk Type (All Risk Types), PPG Family (All Families), PPG Parent (All Parents), and PPG Satellite ID (All Satellites). The PPG Family, PPG Parent, and PPG Satellite ID filters have search boxes with the text 'Search PPG Family type Family name/ID here', 'Search PPG Parent type Parent name/ID here', and 'Search PPG Satellite ID type Satellite name/ID here' respectively. The main dashboard area contains several data visualizations: a 'Quality' dashboard with a table, a 'Year Over Year Membership' bar chart showing membership counts for 2020-2021 (2,892,712), 2021-2022 (2,993,350), and 2022-2023 (3,196,328), a 'Population Health' pie chart showing the percentage of the population by health category (Healthy: 44%, Acute Episodic: 8%, Chronic Big 5 Stable: 2%, Chronic Big 5 Intervene: 2%, All Others: 2%, Behavioral Health CM: 2%, End of Life: 2%), a 'Risk Adjustment' bar chart showing a 28% recapture rate for 2023 compared to a 45% current year average, a 'Condition Mgmt' bar chart showing PPM and Population Size for various conditions, and an 'Encounters' bar chart showing encounter rates by month for 2022 and 2023.



Information Windows

Information Windows

Dashboard Functionality, Features and Dashboard Information can be found by clicking the “i” icon.

It also includes the HCG List and User Navigation Map



Information Windows – Dashboard Functionality

Dashboard Functionality assists users with identifying the different icons within Provider Analytics and their uses.

● Dashboard Functionality		● Dashboard Information	HCG Codes	User Navigation Map
Dashboard	<i>Components / Use / Tools / Functionality</i>			
Hamburger Icon		The hamburger icon is located at the top left corner. This can be used to select and navigate to key dashboards. To exit the menu - click anywhere outside of the hamburger window, within the dashboard container.		
Global Filter Icon		The global filter icon is located at the top left corner. The user can filter specific criteria. Available selections include: - Line of Business - Product - Risk Type - PPG Family - PPG Parent - PPG Satellite ID To exit filter options - click anywhere outside of the global filter, within the dashboard container.		
Bar Hovering	Hover over any of the bars to view details specific to the bar selection.			
Dashboard Detail Hyperlink / MORE button	Navigate to additional details by clicking on the blue hyperlink or the MORE button. 			
Arrow Variances	Variance from the prior period is indicated by arrows:  = better,  = worse,  = no change With the exception of Membership, where:  = better,  = worse,  = no change			
Export Icon	Export capability enabled by clicking "Export" button.			
Reset Button	Resets the dashboard by removing all filters and selections.			



Information Windows – Dashboard Information

Dashboard Information provides explanations to the different fields located within each dashboard and calculation methodologies for data.

● Dashboard Functionality	● Dashboard Information	HCG Codes	User Navigation Map
Total PMPM	$\frac{\text{Claim Cost} + \text{Capitated Payments} + \text{Pharmacy}}{\text{Member Months}}$ <p>Total PMPM includes all plan incurred costs expressed in terms of eligible membership.</p>		
Membership	$\frac{\text{Sum(Partial Member Months)}}{\text{\# months in time period}}$ <p>Average of members' eligibility by month for the time period.</p>		
Admits/1000	$\frac{\text{Count(Inpatient Admissions)}}{\text{Member Months}} * 12000$ <p>Annualized admissions volume expressed in terms of eligible membership.</p>		
Population Health	<p>Count of Members by latest population health category</p> <p>Members are categorized by their latest weekly population health category from IPRO.</p>		
Condition Management	<p>Total PMPM by Condition Management categorization</p> <p>Condition Management populations of Asthma, Hypertension, Depression, Chemical Dependency, Diabetes, Renal Failure, COPD and CHF are created by looking back 3 years and identifying members with Episode Type Group (ETG) designations that fall into the 6 major conditions tracked.</p>		
Pharmacy PMPM	$\frac{\text{Sum(Pharmacy Benefit Cost)}}{\text{Member Months}}$ <p>Pharmacy costs as incurred through members' pharmacy benefit expressed in terms of eligible membership.</p>		
Encounters	<p>By Received Date - $\frac{\text{Count(Professional Encounters Received within 60 days from Date of Service)}}{\text{Count(Professional Encounters Received)}}$</p> <p>For "Professional" encounters received to date, this is the proportion of encounters received within 60 days of the service date.</p>		



Information Windows – HCG List

The HCG Codes link will take users to Levels 2 and Levels 3 of Health Cost Guidelines used throughout Provider Analytics to calculate Cost

**The list will open in a separate window.*

● Dashboard Functionality	● Dashboard Information	HCG Codes	User Navigation Map
Total PMPM	(Claim Cost + Capitated Payments + Pharmacy)/Member Months Total PMPM includes all plan incurred costs expressed in terms of eligible membership.		
Membership	Sum(Partial Member Months)/# months in time period Average of members' eligibility by month for the time period.		
Admits/1000	Count(Inpatient Admissions)/Member Months * 12000 Annualized admissions volume expressed in terms of eligible membership.		
Population Health	Count of Members by latest population health category Members are categorized by their latest weekly population health category from IPRO.		
Condition Management	Total PMPM by Condition Management categorization Condition Management populations of Asthma, Hypertension, Depression, Chemical Dependency, Diabetes, Renal Failure, COPD and CHF are created by looking back 3 years and identifying members with Episode Type Group (ETG) designations that fall into the 6 major conditions tracked.		
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Information Windows – HCG List

Example of HCG Code listing.

This page will open in a new window.

To return to Provider Analytics, click the Centelligence tab on your browser

HCG Cost Category - Level 2	Hcg Cost Category - Level 3
ADDL - Benefits Glasses/Contacts	ADDL - Benefits Glasses/Contacts
ADDL - Benefits Other	ADDL - Benefits Other - Acupuncture
	ADDL - Benefits Other - Dental
	ADDL - Benefits Other - Documentation
	ADDL - Benefits Other - General
	ADDL - Benefits Other - Hearing Aids
	ADDL - Benefits Other - Non-Emergency Transportation
	ADDL - Benefits Other - Reproductive Medicine
	ADDL - Benefits Other - Temporary Codes
	ADDL - Benefits Other - Unclassified
FIP - Mat Csect Delivery	FIP - Mat Csect Delivery
	FIP - Mat Csect Delivery - Mom\Baby Cmbnd
FIP - Mat Norm Delivery	FIP - Mat Norm Delivery
	FIP - Mat Norm Delivery - Mom\Baby Cmbnd
FIP - Maternity Non-Delivery	FIP - Maternity Non-Delivery
FIP - Medical	FIP - Medical
FIP - Other Newborn	FIP - Other Newborn
FIP - Psychiatric	FIP - Psychiatric - Hospital
	FIP - Psychiatric - Residential
FIP - Rehabilitation	FIP - Rehabilitation
FIP - SNF	FIP - SNF
FIP - Substance Use Disorders	FIP - Substance Use Disorders - Hospital
	FIP - Substance Use Disorders - Residential
FIP - Surgical	FIP - Surgical
FIP - Well Newborn	FIP - Well Newborn - Csect Delivery
	FIP - Well Newborn - Normal Delivery
	FIP - Well Newborn - Unknown Delivery
FOP - Cardiovascular	FOP - Cardiovascular
FOP - Emergency Department	FOP - Emergency Department



Information Windows – User Navigation Map

The User Navigation Map will open in a separate window.

* *The list will open in a separate window.*

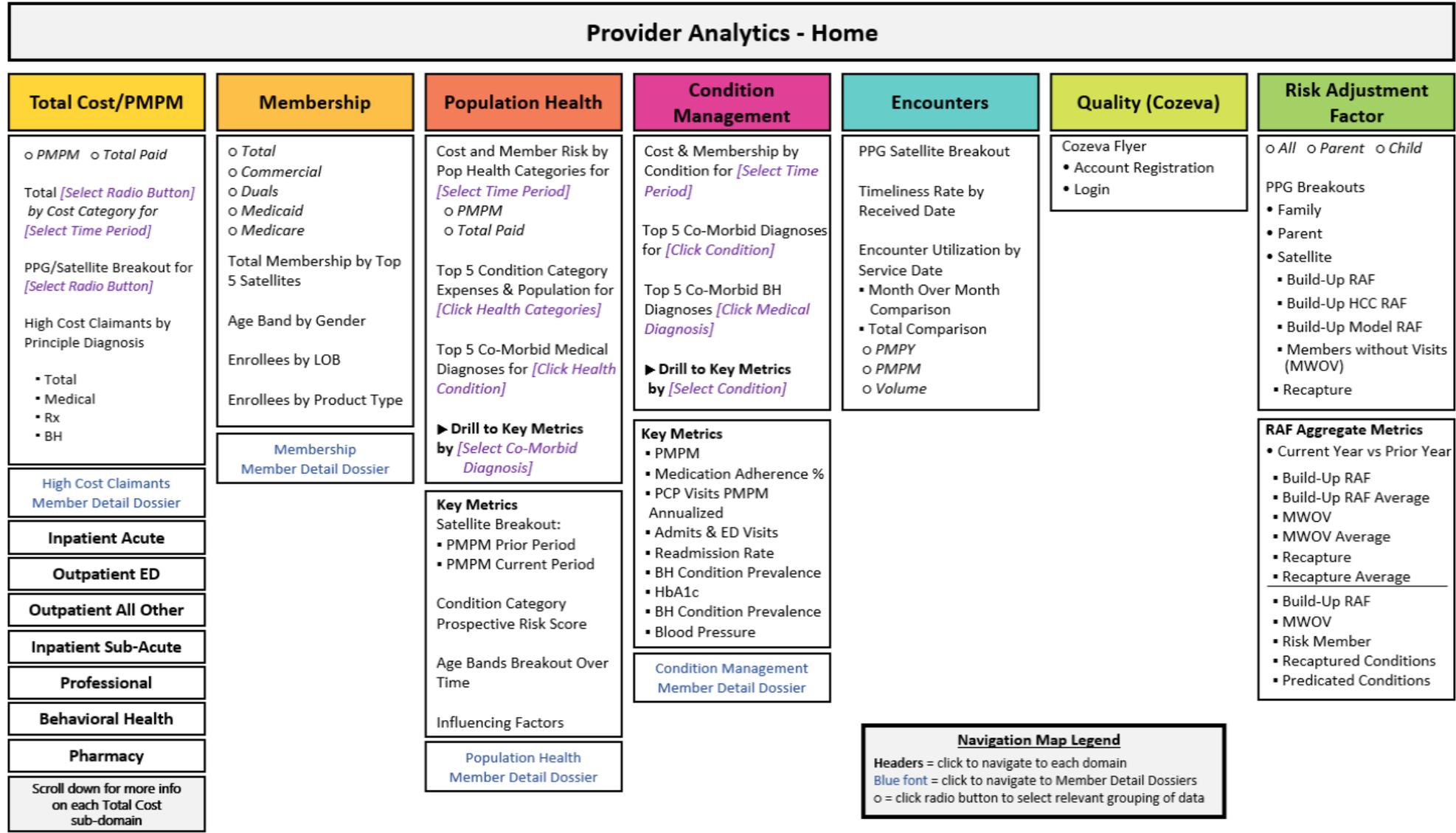
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Population Health	Count of Members by latest population health category Members are categorized by their latest weekly population health category from IPRO.		
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Encounters	By Received Date - Count(Professional Encounters Received within 60 days from Date of Service)/Count(Professional Encounters Received) For "Professional" encounters received to date, this is the proportion of encounters received within 60 days of the service date.		

Information Windows – User Navigation Map

The Navigation Map will be displayed on the next two slides. Users may view and interact with the map to identify and navigate to the appropriate dashboards, dossiers and benchmarks.

The legend shows active links which users can click to directly navigate to the corresponding data.

Information Windows – User Navigation Map: Domains



Navigation Map Legend

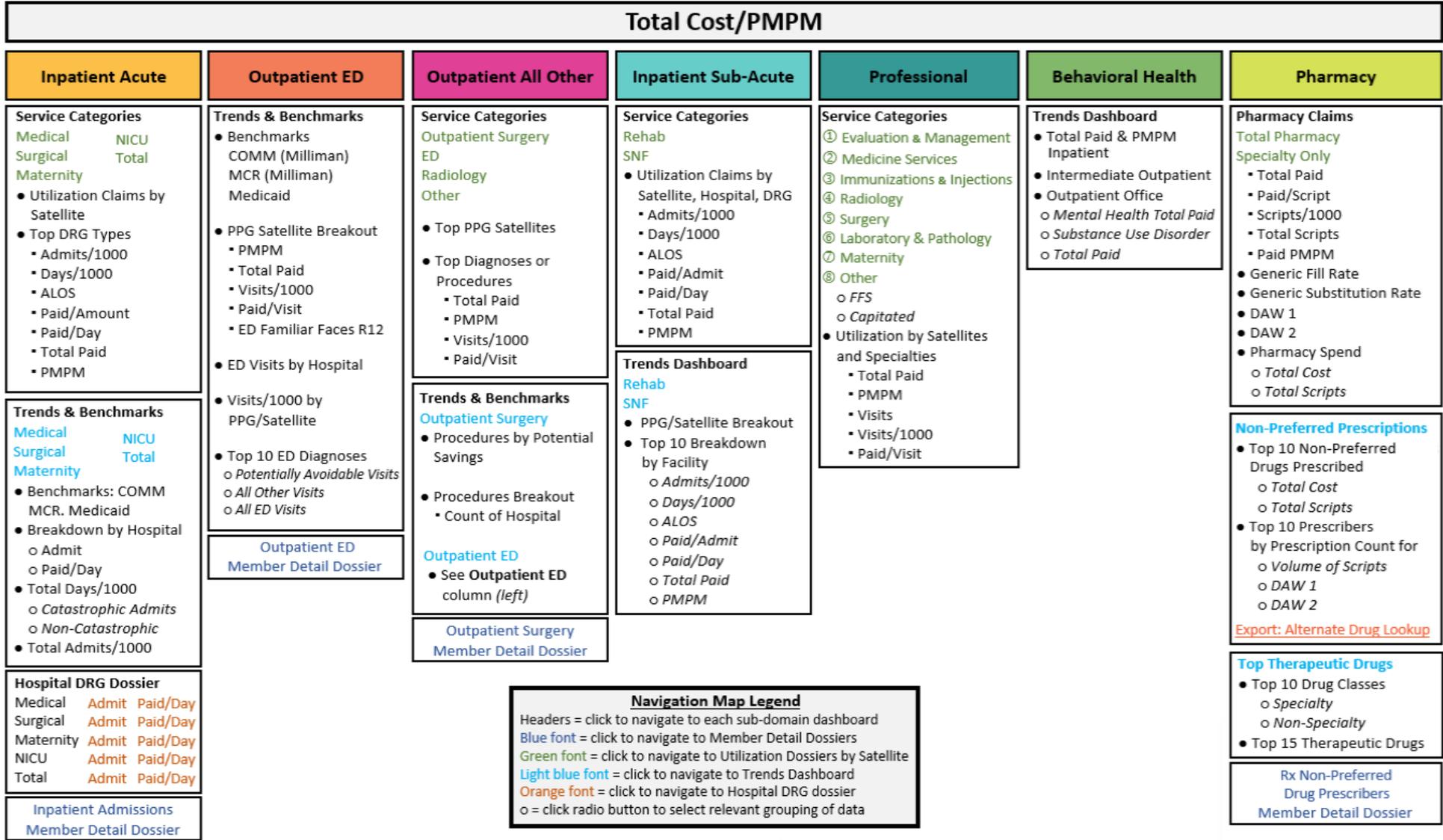
Headers = click to navigate to each domain

Blue font = click to navigate to Member Detail Dossiers

o = click radio button to select relevant grouping of data



Information Windows – User Navigation Map: Total Cost Sub-domains



Navigation Map Legend

Headers = click to navigate to each sub-domain dashboard
 Blue font = click to navigate to Member Detail Dossiers
 Green font = click to navigate to Utilization Dossiers by Satellite
 Light blue font = click to navigate to Trends Dashboard
 Orange font = click to navigate to Hospital DRG dossier
 o = click radio button to select relevant grouping of data



Thank You!



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