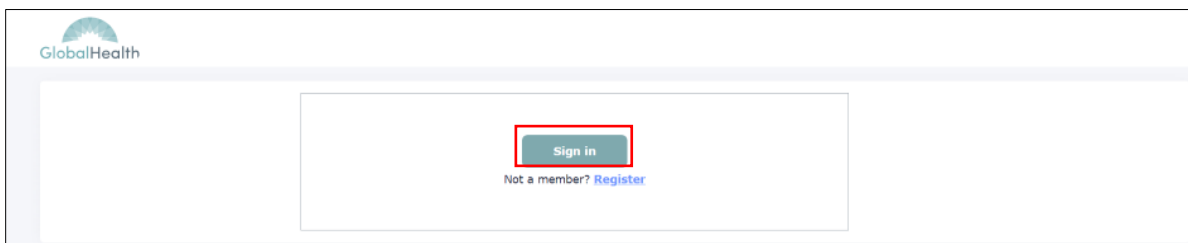GlobalHealth

QUALITY PORTAL

User Guide

Quality Portal

All references to the Quality Portal will be referred to as 'The Portal' for the entirety of this document.

User Guide

- The Portal works best in the Google Chrome browser.
- Navigate to QualityPortal.GlobalHealthPortals.com
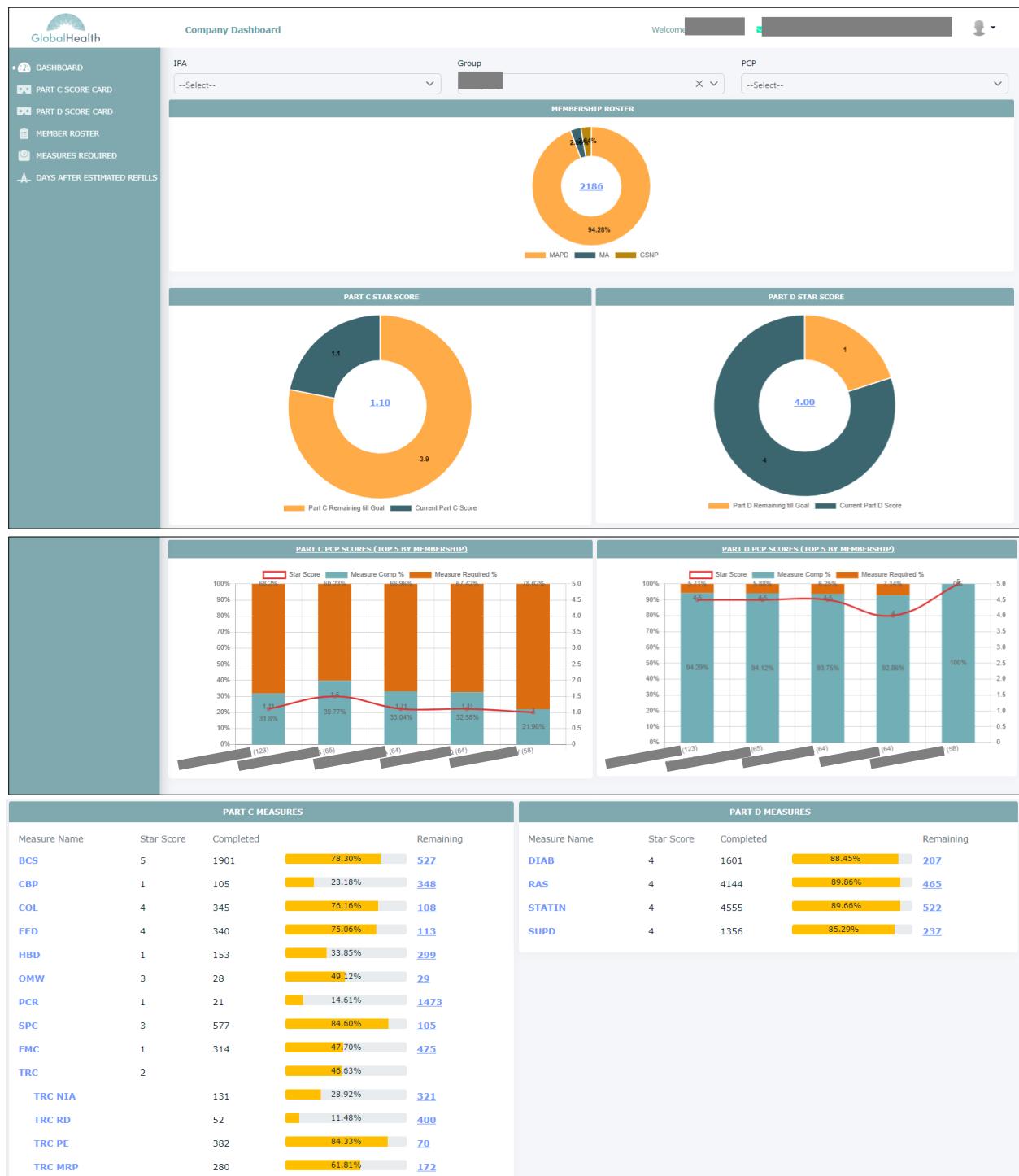 - o If you have already registered, click on 'Sign in'.

  - o If you are **not** already registered, follow the on-screen instructions to register for an account by clicking 'Register'.
  - o **For additional help, please use the 'Quality Portal – External User Registration' document.**
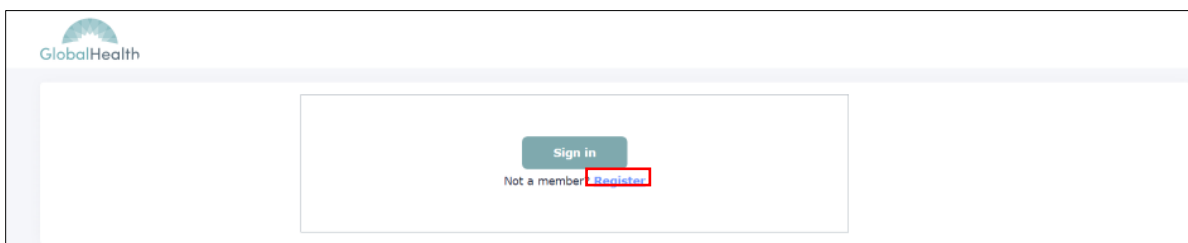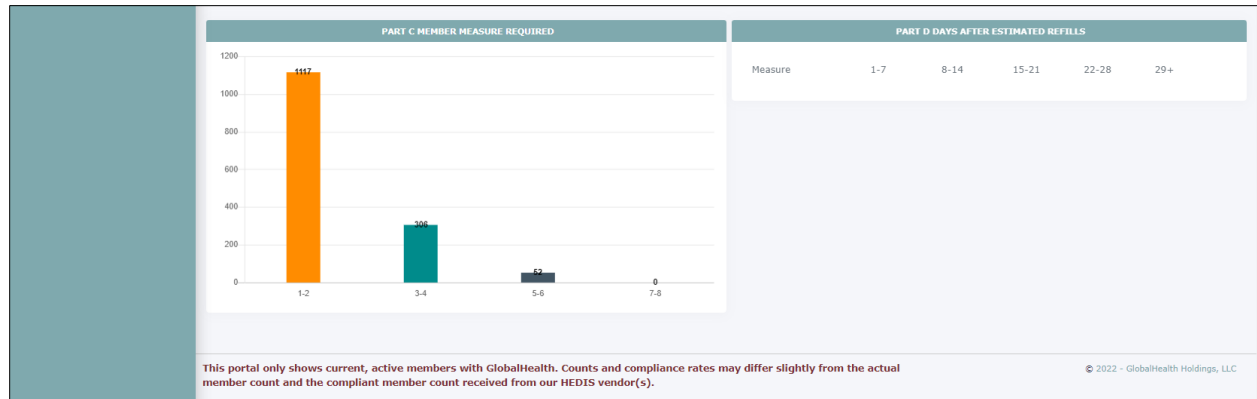

PLEASE NOTE:

When not using the Portal, please make sure to sign-out to protect all member information. Failure to do so will result in account revocation and may be subject to HIPAA violation policy/laws.

- Once logged in, you will see nine (9) tiles to display STARS information.

PART C MEMBER MEASURE REQUIRED

	1-2	3-4	5-6	7-8
	1117	306	52	0

PART D DAYS AFTER ESTIMATED REFILLS

Measure	1-7	8-14	15-21	22-28	29+

This portal only shows current, active members with GlobalHealth. Counts and compliance rates may differ slightly from the actual member count and the compliant member count received from our HEDIS vendor(s).

- The first ring is the Membership Roster
  - This contains a count of the current, active population associated with your group.
  - This contains a breakdown of your current, active population by plan type.
  - Clicking on the hyperlink in the middle of the ring will take you to a detailed Membership Roster.
    - This screen can also be accessed using the lefthand navigation by clicking on 'Member Roster'.

- The next ring contains the Part C STARS Score
  - This contains the STARS calculation for the following Part C measures:
    - Breast Cancer Screening (BCS)
    - Controlling High Blood Pressure (CBP)
    - Eye Exam for Patients with Diabetes (EED)
    - HBA1C Control for Patients with Diabetes (HBD)
    - Plan All Cause Readmissions (PCR)
    - Colorectal Cancer Screening (COL)
    - Osteoporosis Management in Women (OMW)
    - Statin Use for Patients with Cardiovascular Disease (SPC)
    - Transition of Care (TRC)
      - Transitions of Care - Notification of Inpatient Admission (TRC NIA)
      - Transitions of Care - Receipt of Discharge (TRC RD)
      - Transitions of Care - Patient Engagement After Inpatient Discharge (TRC PE)
      - Transitions of Care - Medication Reconciliation Post Discharge (TRC MRP)
    - Follow Up After ED Visit for People with High-Risk Multiple Chronic Conditions (FMC)
  - Clicking on the hyperlink in the middle of the ring will take you to a trend graph for your STARS score over time.
    - The x-axis is time; the y-axis is your STARS score.
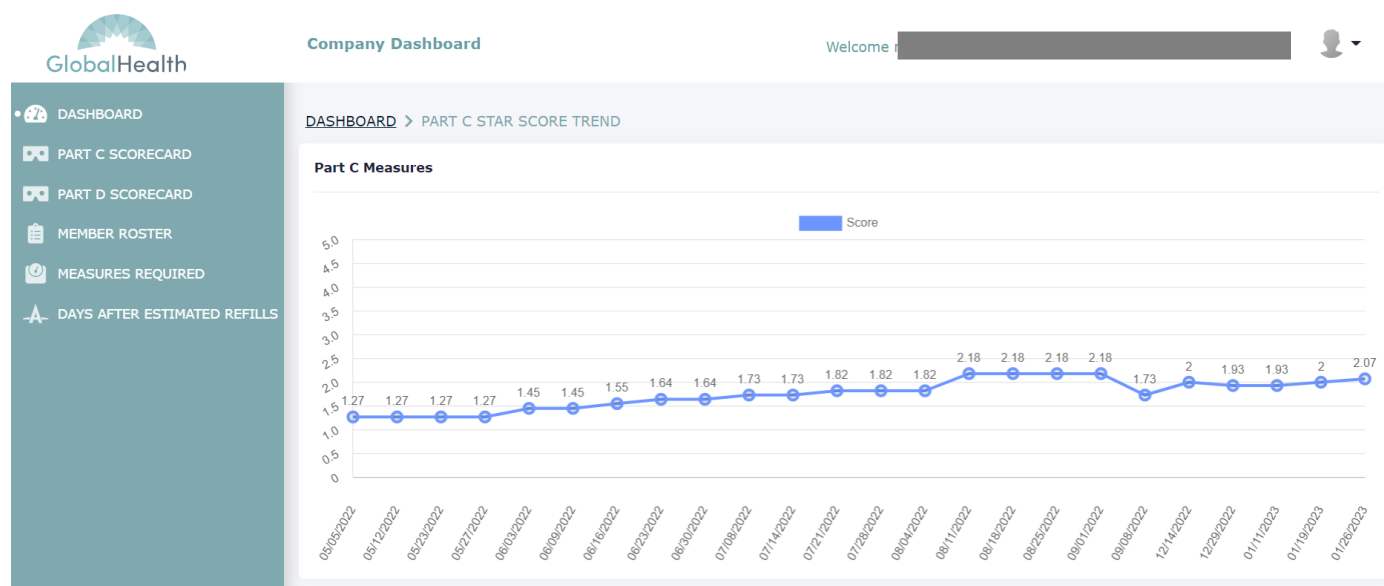
- o The following ring contains the Part D STARS Score
  - ▪ This contains the STARS calculation for the following Part D measures:
    - • Diabetes Medications (DIAB)
    - • RAS Antagonists Medications (RAS)
    - • Statin Medications (STATIN)
    - • Statin Use for Patients with Diabetes (SUPD)
  - ▪ Clicking on the hyperlink in the middle of the ring will take you to a trend graph for your STARS score over time.
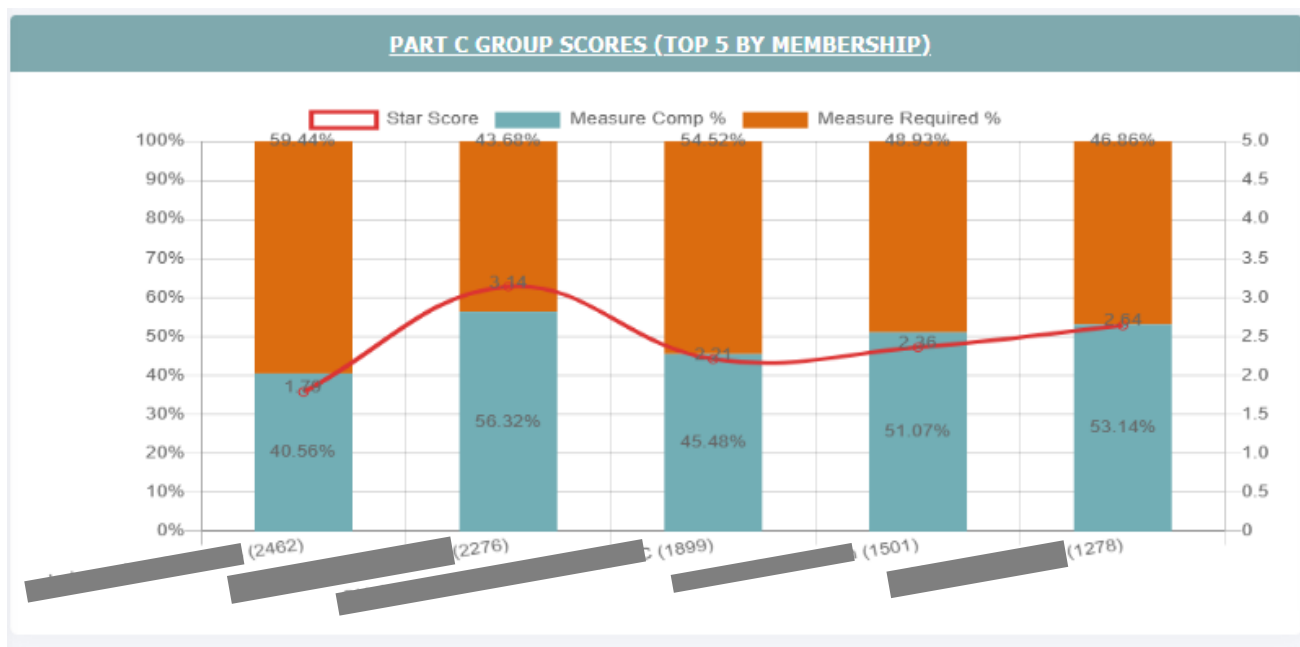   - • The x-axis is time; the y-axis is your STARS score.
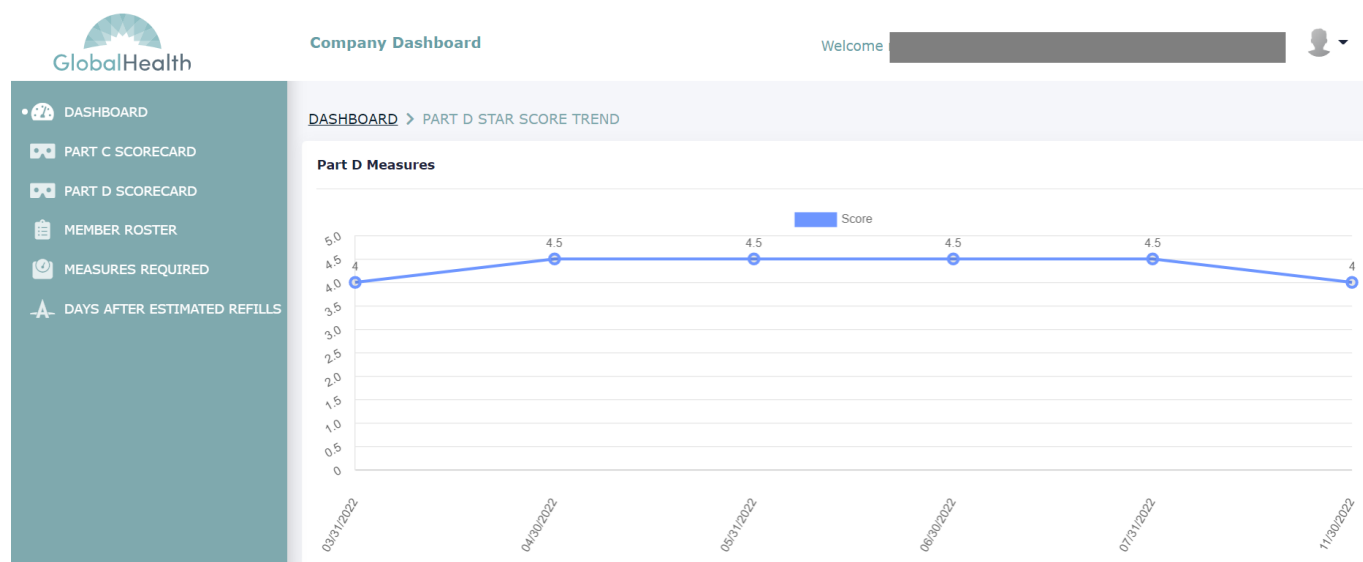
- o The first and second bar graphs contain the Part C Group Scores (Top 5 by Membership) and Part D Group Scores (Top 5 by Membership)

- These graphs show the performance of each your group by membership.
  - The five Groups with the most members in their panel are displayed here.

PART C GROUP SCORES (TOP 5 BY MEMBERSHIP)

- For those Groups, this graph displays the individual STARS score per Group.
  - The blue section is the percentage of active compliant members for the Group.
  - The orange section is the percentage of active non-compliant members for the Group.
  - The red data point is the calculated Part C/Part D STARS score for the Group for the active members in the panel.
- Clicking on the Hyperlink in the top banner of this section will display the same information for all provider group.

- The same definitions apply here at the Group level. (See above.)
  - The table below that shows Part C Measures for your selected filters
    - This module shows, by measure:
      - The number of compliant active members (green).
      - The number of non-compliant members (red).
        - Clicking on the blue hyperlink will take you to a detailed list of members who are non-compliant.
      - The percentage of compliant active members (orange):
        - $\text{Percent Compliant} = \frac{Completed}{Completed + Remaining} \times 100$
      - Calculated STARS score based on the percentage of compliant members (blue).
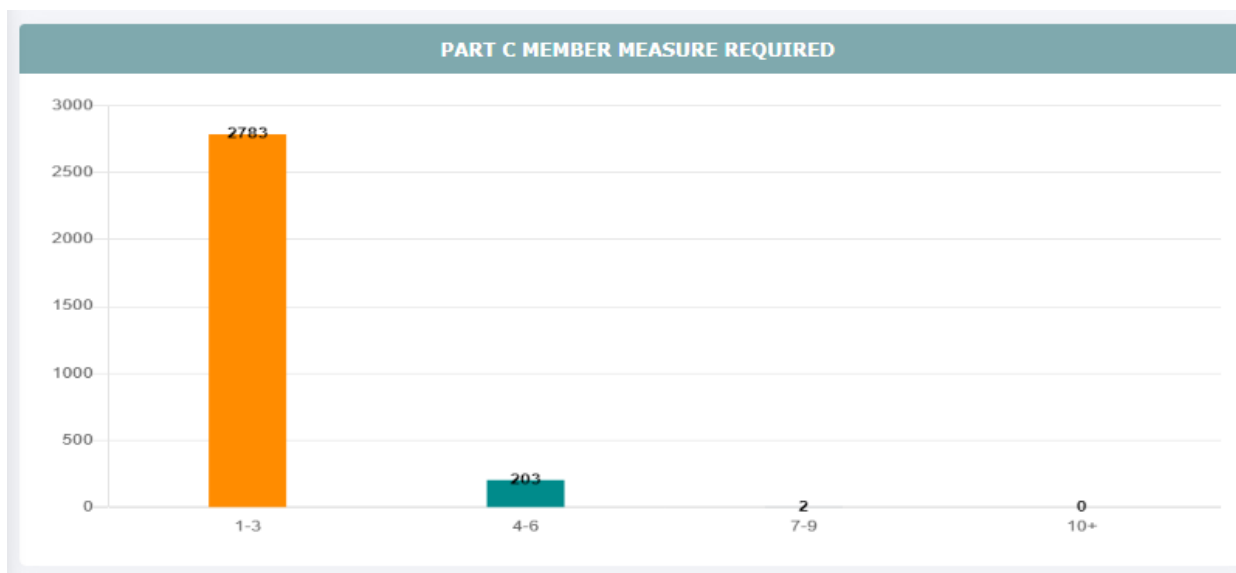   - Cut points and weights are accurate as of 2023.

PART C MEASURES				
Measure Name	Star Score	Completed		Remaining
BCS	5	1901	78.30%	527
CBP	1	105	23.18%	348
COL	4	345	76.16%	108
EED	4	340	75.06%	113
HBD	1	153	33.85%	299
OMW	3	28	49.12%	29
PCR	1	21	14.61%	1473
SPC	3	577	84.60%	105
FMC	1	314	47.70%	475
TRC	2		46.63%	
TRC NIA		131	28.92%	321
TRC RD		52	11.48%	400
TRC PE		382	84.33%	70
TRC MRP		280	61.81%	172

- o Part D Measures
    - ▪ This module shows, by measure:
        - • The number of compliant active members (green).
        - • The number of non-compliant members (red).
            - o Clicking on the blue hyperlink will take you to a detailed list of members who are non-compliant.
        - • The percentage of compliant active members (orange):
            - o $\text{Percent Compliant} = \frac{Completed}{Completed + Remaining} \times 100$
        - • Calculated STARS score based on the percentage of compliant members (blue).
            - o Cut points and weights are accurate as of 2023.

PART D MEASURES

Measure Name	Star Score	Completed		Remaining
DIAB	4	1601	88.45%	207
RAS	4	4144	89.86%	465
STATIN	4	4555	89.66%	522
SUPD	4	1356	85.29%	237

The bottom left bar graph shows Part C Member Measure Required

- ▪ This module shows a count of members by number of non-compliant measures.

PART C MEMBER MEASURE REQUIRED

- • Example:
    - o Suppose Member A is non-compliant for COL and SPC.
        - ▪ They then would have (2) measures required.

- They then would be in the '1-3' section.
  - o Suppose Member B is non-compliant for BCS, CBP, TRC and OMW.
    - They then would have four (4) measures required.
    - They then would be in the '4-6' section.
- Clicking any of the colored bars will take you to the respective member detail for all open gaps.
  - Example:
    - o Clicking on the orange bar will display a list of members that have 1 or 2 or 3 non-compliant measures.

  - o Clicking on the member ID hyperlink in the table will take you to a member level detail that will include contact information for the member, both compliant and non-compliant measures (for both Part C and Part D), as well as a listing of adherence medications that had a missed fill within the last 90 days.

The bottom right graph shows Part D Days After Estimated Refills
- This tile shows a count of members by the number of days that the member has missed a refill on an adherence medication.

PART D DAYS AFTER ESTIMATED REFILLS					
Measure	1-7	8-14	15-21	22-28	29+
DIAB	7	6	3	0	5
RAS	4	1	1	1	4
STATIN	3	2	1	0	1

- Example:
  - Suppose Member A is past due to pick up an adherence medication for their Diabetes by 10 days.
    - o They then would be in the '8-14 Days' section for DIAB.

- Suppose Member B is past due to pick up adherence medications for Statins by 22 days and RAS by 16 days.
  - They then would be in the '22-28 Days' section for STATIN.
  - They then would be in the '15-21 Days' section for RAS.
- Clicking any of blue hyperlinks will take you to the respective member detail.
  - Example:
    - Clicking on the first blue hyperlink will display a list of members that have past due refills between 1 and 7 days.

- Clicking on the member ID hyperlink will take you to a member level detail that will include contact information for the member, both compliant and non-compliant measures (for both Part C and Part D), as well as a listing of adherence medications that had a missed fill within the last 90 days.

- Navigating the Portal
  - Clicking the GlobalHealth logo in the top left corner will always return you to the Dashboard Screen
 - For External Users or Providers:
    - The IPA and Group has been defaulted to your current affiliation on record with GlobalHealth.
      - As a note, you are only permitted to view data from one group at a time.
      - If your group affiliation changes, you **must** notify GlobalHealth's Provider Relations department **immediately** per your GlobalHealth Provider Manual.
  - For Internal GlobalHealth Users:
    - The IPA, Group, and PCP filters are available to you to be changed at any time.
      - Example:
        - You can select any PCP from the Dashboard and all subsequent pages will reflect that PCP's data.
        - The same applies for PCP groups.

- Navigating the Menu
  - Clicking the GlobalHealth logo in the top left corner will always return you to the Dashboard Screen
  - Clicking the 'Dashboard' button will also take you to the Dashboard Screen
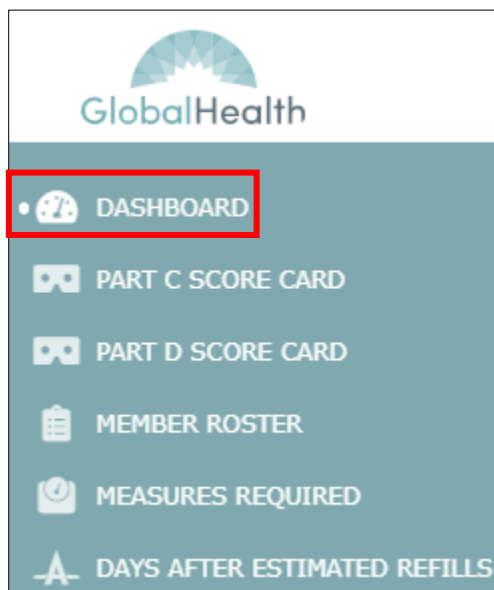
Clicking on the 'Part C Score Card' button will take you to the Part C Score Card.
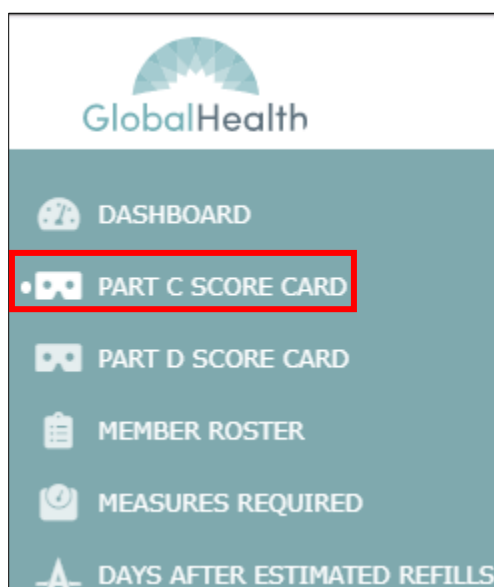
- You will be taken to a screen that displays the following Part C score card:

| IPA	Group	PCP
--Select-- ⌄	--Select-- ⌄	--Select-- ⌄

Part C	Part D

GlobalHealth Scorecard: GlobalHealth (GHH) - 01/26/2023
Plan: Generations Medicare
Admin Measures Date: 01/09/2023
Hybrid Measures Date: 01/26/2023

Part C										# Members Needed to Reach STAR						% Needed to Reach Star		
Measure	Number Of Eligible Members	Number of Compliant Members	Percent of Compliant Members	Current STAR Score	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR	OPEN MEMBERS	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR			
BCS	2428	1901	78.3%	5	-906	-857	-396	-201	-31	527	41%	43%	62%	70%	77%			
CBP	453	105	23.18%	1	103	112	180	226	257	348	46%	48%	63%	73%	80%			
COL	453	345	76.16%	4	-159	-150	-73	-23	13	108	41%	43%	60%	71%	79%			
EED	453	340	75.06%	4	-136	-127	-64	-18	18	113	45%	47%	61%	71%	79%			
HBD	452	153	33.85%	1	14	23	127	186	222	299	37%	39%	62%	75%	83%			
OMW	57	28	49.12%	3	-11	-10	-2	3	14	29	30%	32%	45%	55%	73%			
PCR	2150	314	14.61%	1	-13	-56	-99	-164	-314	1836	14%	12%	10%	7%	0%			
SPC	682	577	84.6%	3	-79	-66	-25	3	30	105	73%	75%	81%	85%	89%			
FMC	1260	601	47.7%	1	-9	16	54	105	142	659	47%	49%	52%	56%	59%			
TRC			46.63%	2							41%	43%	57%	69%	82%			

All proactive reporting provided during quality meetings are projections and are not final results applicable to contractual quality payments. Care gap reporting is accurate as of 01/26/2023, final rates and members included in each measure may change due to various factors, including, but not limited to, enrollment gaps, diagnosis events, prescription drug events, unaddressed care gaps, and exclusions. Cut rates are based on the CMS Star rating methodology as defined in the annual Medicare Parts C and D Star Ratings Technical Notes, which may change at any time, as determined by CMS. Please refer to your contract for specific cut rates applicable to your practice.

- Please note that GlobalHealth will attempt to update data approximately once a week to give you the most accurate and timely results.
- The day that the data is refreshed will display in the following sections:
  - GlobalHealth STAR Scorecard
  - Admin Measures Date
  - Hybrid Measures Date
- If you have questions regarding your cut points (1 STAR through 5 STAR), please refer to your GlobalHealth contract; you can also email your questions to GlobalHealth Quality/STARS Team at StarsLeadership@GlobalHealth.com

o Clicking on the 'Part D Score Card' button will take you to the Part D Score Card.
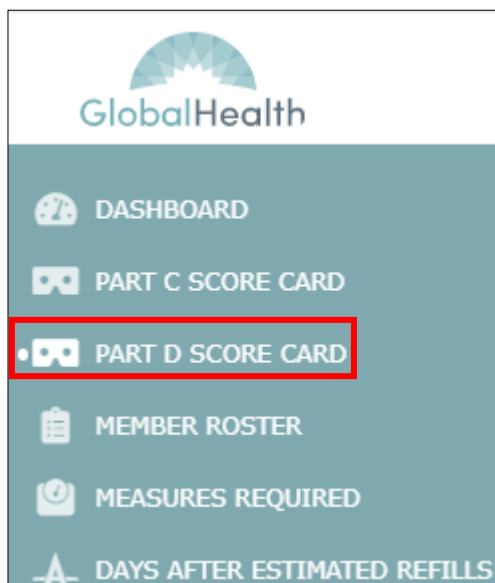
- You will be taken to a screen that displays the following Part D score card:

PART D SCORECARD

Print

IPA	Group	PCP
--Select--	--Select--	--Select--

Part C Part D

GlobalHealth (GHH) - 01/26/2023

Part D				% Needed to Reach STAR				
Measure	Number Of Eligible Members	% Adherence	Current Star Score	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
DIAB	1808	88.45%	4	79%	80%	85%	87%	91%
RAS	4609	89.86%	4	73%	74%	82%	87%	90%
STATIN	5077	89.66%	4	77%	78%	83%	87%	91%
SUPD	1593	85.29%	4	75%	76%	80%	84%	88%

All proactive reporting provided during quality meetings are projections and are not final results applicable to contractual quality payments. Care gap reporting is accurate as of 11/30/2022, final rates and members included in each measure may change due to various factors, including, but not limited to, enrollment gaps, diagnosis events, prescription drug events, unaddressed care gaps, and exclusions. Cut rates are based on the CMS Star rating methodology as defined in the annual Medicare Parts C and D Star Ratings Technical Notes, which may change at any time, as determined by CMS. Please refer to your contract for specific cut rates applicable to your practice.

- Please note that GlobalHealth will attempt to update data approximately once a month to give you the most accurate and timely results.
- Data is received from our Part D partners at the end of each month to reflect all changes from January 1st 2022 to current.
- The day that the data is refreshed will display in the footnote.
- If you have questions regarding your cut points (1 STAR through 5 STAR), please refer to your GlobalHealth contract; you can also email your questions to GlobalHealth Quality/STARS Team at StarsLeadership@GlobalHealth.com

o Clicking on the 'Member Roster' button will take you to the Member Roster page.
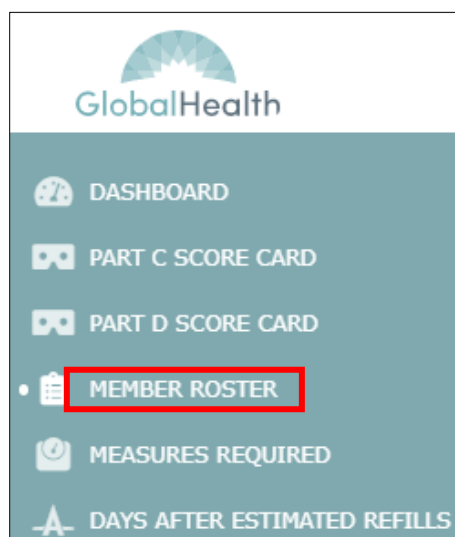
- Please note that this screen only contains members who are active within your panel as of the day that you log-in.

IPA
--Select-- ▼

Group
--Select-- ▼

PCP
--Select-- ▼

Plan Type
--Select-- ▼

Plan ID
--Select-- ▼

Member ID
[   ]

Member Name
[   ]

Effective Date
MM/DD/YYYY 📅

[Search]   [Clear]   Export to CSV 📄

Showing 1 to 20 record(s) of 10474.

Member ID	Member Name	Birth Date	Plan Type	PCP	PCP Effective Date

- ▪ We have provided filters for you to be able to limit your membership.
  - ● Example: You would like to focus on the membership for your C-SNP population. Use the 'Plan Type' drop down menu to select all C-SNP membership. Then click 'Search' to populate your results.
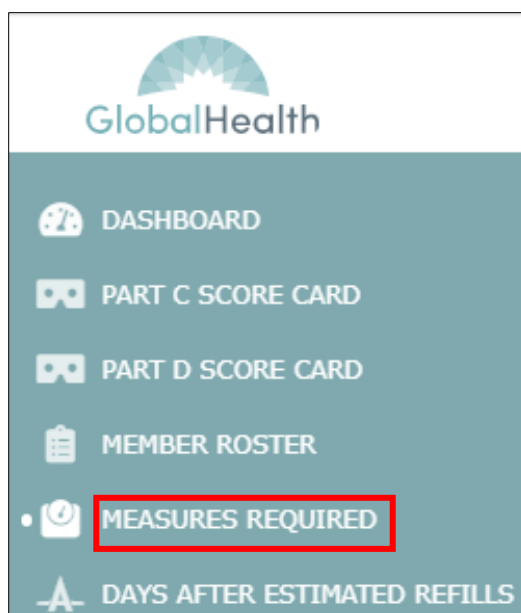
IPA
--Select-- ▼

Group
--Select-- ▼

PCP
--Select-- ▼

Plan Type
CSNP ▼

Plan ID
--Select-- ▼

Member ID
[   ]

Member Name
[   ]

Effective Date
MM/DD/YYYY 📅

[Search]   [Clear]   Export to CSV 📄

- ▪ Clicking on the member ID hyperlink will take you to a member level detail that will include contact information for the member, both compliant and non-compliant measures (for both Part C and Part D), as well as a listing of adherence medications that had a missed fill within the last 90 days.
- o Clicking on the 'Measures Required' button will take you to the page showing members who are non-compliant for Part C measures.

- Please note that this screen only contains members who are active within your panel as of the day that you log-in.

- We have provided filters for you to be able to limit your membership.
  - Please note that members may be listed more than once in the results screen. This is due members being in the eligible population for more than one measure at a time during the measurement year.
  - Example: You would like to focus on the membership for only members in the OMW measure. Use the 'Measure' drop down menu to select all OMW membership. Then click 'Search' to populate your results.

Member Measures   Portal Last Refresh Date: 01/26/20:

IPA   Group   PCP

--Select--   ⌄   --Select--   ⌄   --Select--   ⌄

Member ID   Member Name

[   ]   [   ]

Measure   Buckets

[Osteoporosis Management in Wome ⌄]   [--Select--   ⌄]

[**Search**]   [Clear]   Export to CSV 📊

Showing 1 to 20 record(s) of 29.

Member ID	Member Name	Birth Date	Member Phone #	Measure Name	Status

- ▪ Clicking on the member ID hyperlink will take you to a member level detail that will include contact information for the member, both compliant and non-compliant measures (for both Part C and Part D), as well as a listing of adherence medications that had a missed fill within the last 90 days.
- o Clicking on the 'Days After Estimated Refills' button will take you to the page showing members who have missed a refill for an adherence medication in the last 90 days.
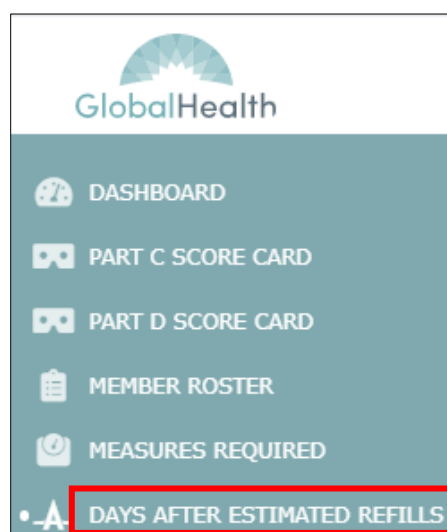
- ▪ Please note that this screen only contains members who are active within your panel as of the day that you log-in.
- ▪ GlobalHealth populates this screen using the following criteria:
  - • Limit all fills in 2023 to only adherence medications (Diabetes, RAS, or STATIN drugs) for our Medicare Advantage members.
  - • Limit all fills in 2023 to only members that are sent to us from our Part D partners for adherence (both DIAB/RAS/STATIN *and* SUPD members).

- Limit to the maximum fill date by drug class (DIAB/RAS/STATIN) and the type of drug (ex: Glipizide or Metformin).
  - Example: This means that if a Glipizide drug was prescribed for two separate dosages in 2023, the fill with the most recent fill date will be populated in the table.
- <u>Only refills that are past due within the last 3 months (from the day you log in) are included in the data table.</u>

DAYS AFTER ESTIMATED REFILLS

Member Missed Refills   Portal Last Refresh Date: 09/15/2022

IPA	Group	PCP
--Select--	--Select--	--Select--

Measure Name	Operator	Days Missed
All	--Select--	0-0

Member ID	Member Name

Search   Clear   Export to CSV

Showing 1 to 10 record(s) of 1053.

Member ID	Member Name	Member Phone #	Measure Name	Drug Name	Last Fill Date	Missed Refill On	# of Days Missed	Prescribers Name	Pharmacy Name

- We have provided filters for you to be able to limit your membership.
  - Please note that members may be listed more than once in the results screen. This is due members being in the eligible population for more than one measure at a time during the measurement year.
  - Example: You would like to focus on the membership for only members who have missed a fill for a RAS drug. Use the 'Measure Name' drop down menu to select the RAS fills. Then click 'Search' to populate your results.

DAYS AFTER ESTIMATED REFILLS

Member Missed Refills   Portal Last Refresh Date: 09/15/2022

IPA	Group	PCP
--Select--	--Select--	--Select--

Measure Name	Operator	Days Missed
RAS (RAS)	--Select--	0-0

Member ID	Member Name

[Search]   [Clear]   Export to CSV

Showing 1 to 10 record(s) of 384.

Member ID	Member Name	Member Phone #	Measure Name	Drug Name	Last Fill Date	Missed Refill On	# of Days Missed	Prescribers Name	Pharmacy Name

- o Clicking on the member ID hyperlink will take you to a member level detail that will include contact information for the member, both compliant and non-compliant measures (for both Part C and Part D), as well as a listing of adherence medications that had a missed fill within the last 90 days.