![L.A. Care Health Plan — For All of L.A.]

ACCESSING PROVIDER OPPORTUNITY REPORTS/GAPS IN CARE REPORTS

L.A. Care's Physician Pay-for-Performance (P4P) Program provides financial rewards for practices that provide high quality care for L.A. Care members, and is an opportunity to receive significant revenue above capitation. Eligible providers can receive annual incentive payments for outstanding performance and improvement on multiple HEDIS measures.

To Highlight Physician P4P and opportunities for optimizing incentive payment and capitation, here is the step by step guide to navigate the L.A. Care provider portal to obtain the Gaps In Care reports (GIC) and Provider Opportunity Reports (POR) which you can use for member outreach.

For more information, please refer to the Physician Pay-for- Performance Program-Program Manual, or contact Incentive_Ops@lacare.org.

In web browser type http://www.lacare.org/.

Click on the **Provider Sign In.**
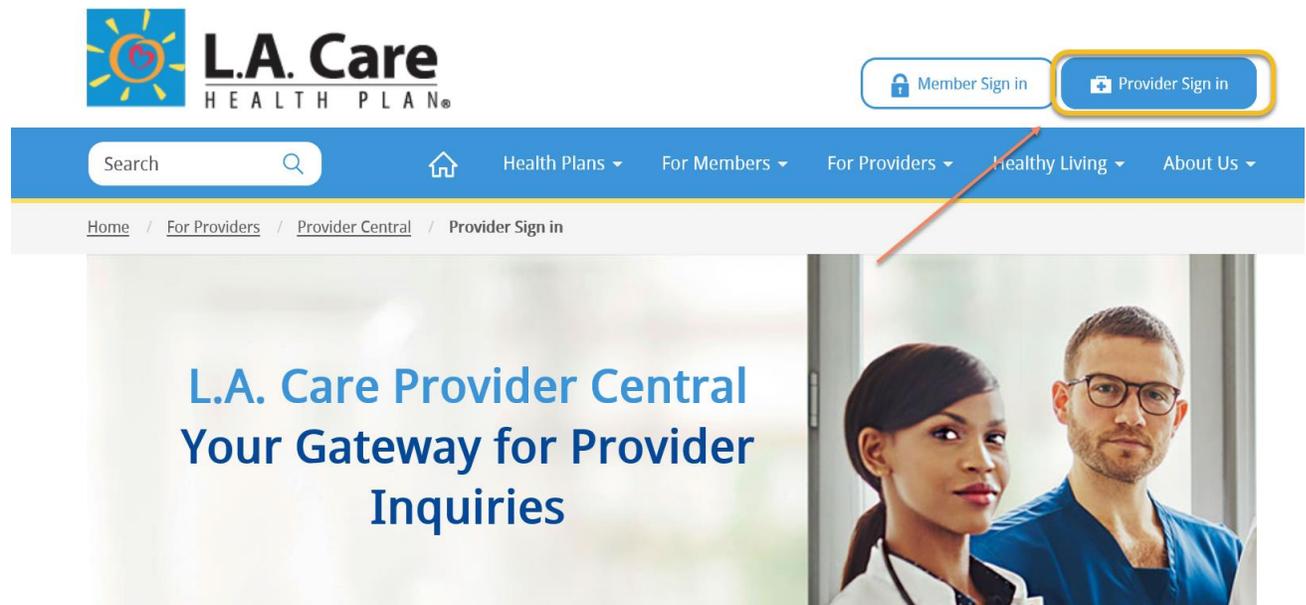
For Non-Contracted Providers

If you are a non-contracted L.A. Care Provider, signing into the Non-Contracted Provider Portal allows you to:

- View a patient's current eligibility status and benefit information
- Verify patient claims
- Download forms

Sign in or Create Account

For Contracted Providers

If you are a contracted L.A. Care Provider, signing into the Contracted Provider Portal allows you to:

- View a patient's eligibility status and benefit information
- View patient and provider claims
- Download forms
- View reports, eligibility coverage history and other tools

Sign in to Provider Portal

For All of L.A.

Sign in using your **User Name** and **Password**.

Sign-In

Enter your username and password to login.

User Name: [_____]
Password: [_____]

WARNING! This system is the property of **L. A. Care Health Plan** and may be accessed only by authorized users for Business purpose only. Unauthorized use of this system is strictly prohibited and may be subject to criminal prosecution. **L. A. Care Health Plan** may monitor any activity or communication on the system and retrieve any information stored within the system. By accessing and using this computer, you are consenting to such monitoring and information retrieval for law enforcement and other purposes. USE OF THIS SYSTEM BY ANY USER, AUTHORIZED CONSTITUTES CONSENT TO THE Privacy Policy and Terms & Conditions of **L. A. Care Health Plan**. Users who do not agree to the Privacy Policy and Terms & Conditions should immediately log-off from the system.

Forgot your username or password?

[Agree and Login]

ELEVATING HEALTHCARE
IN LOS ANGELES COUNTY
SINCE 1997

Once logged in, visit the "**Reports**" section.
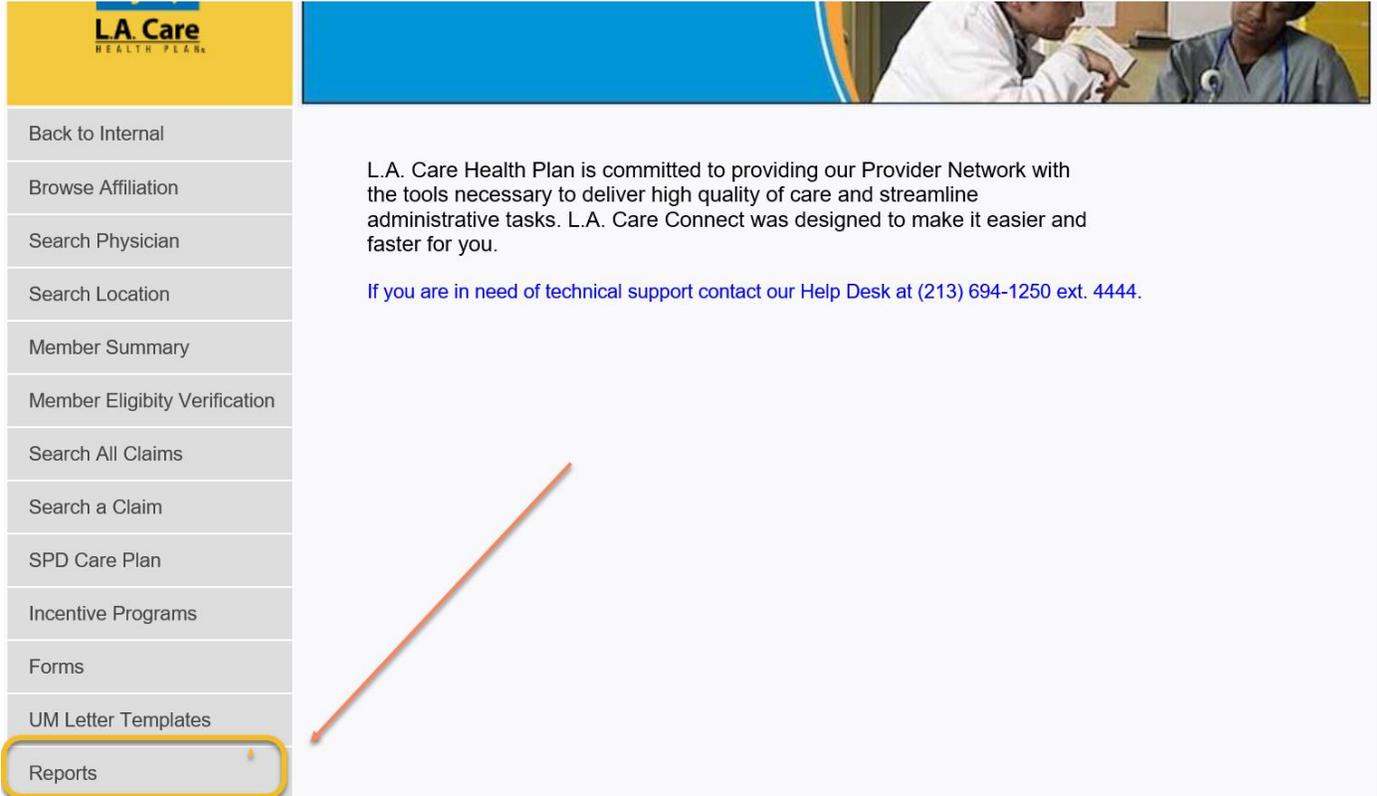
L.A. Care
HEALTH PLAN®

- Back to Internal
- Browse Affiliation
- Search Physician
- Search Location
- Member Summary
- Member Eligibity Verification
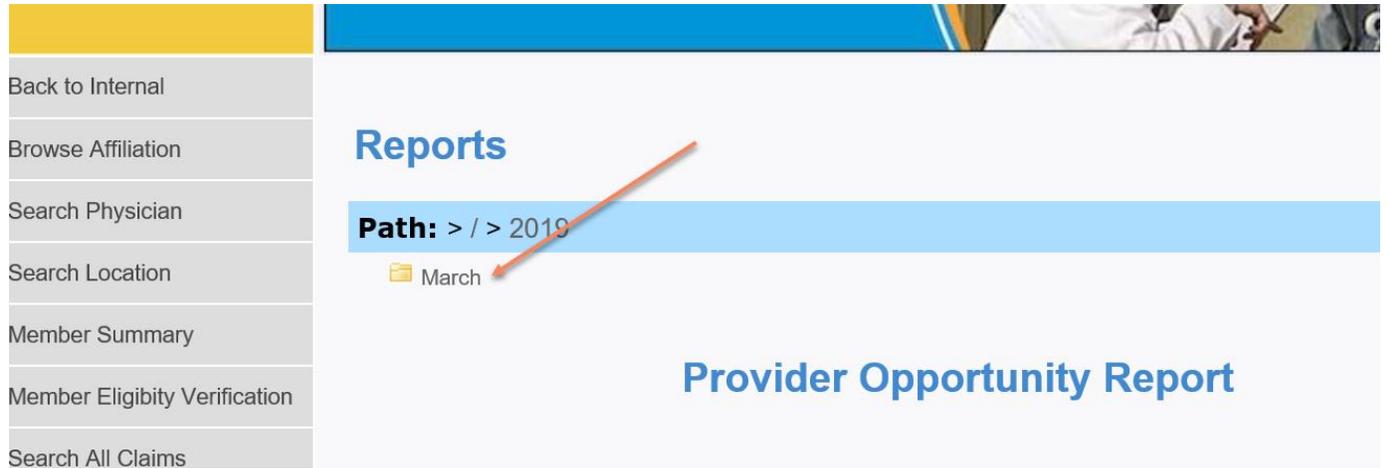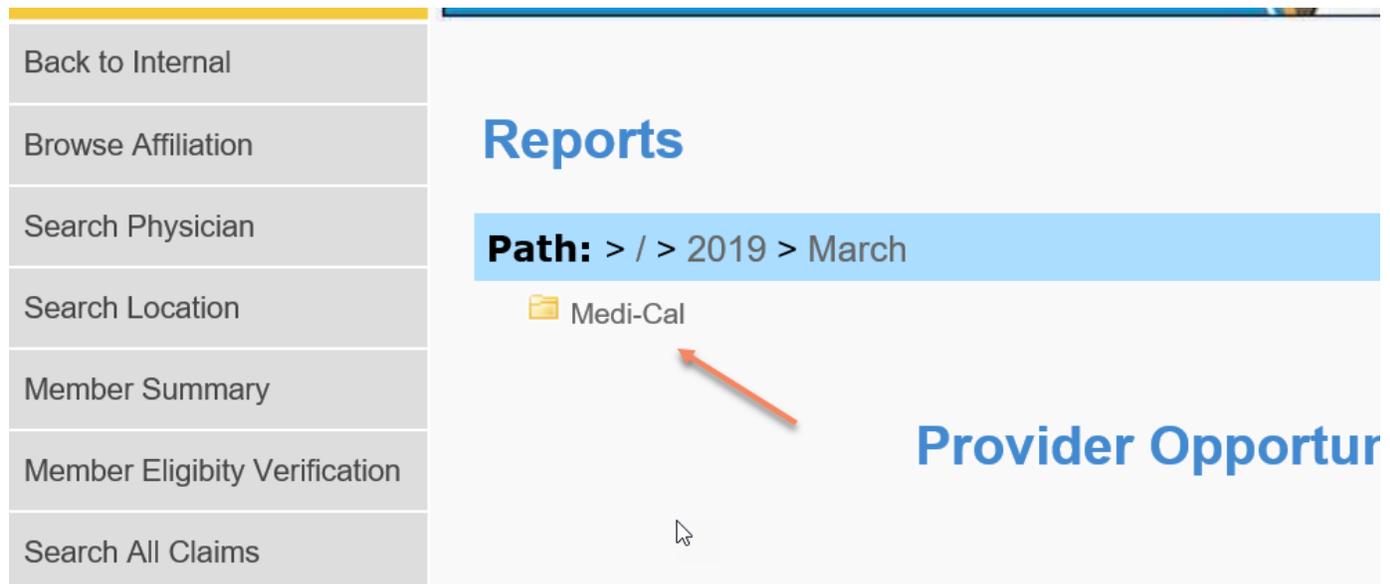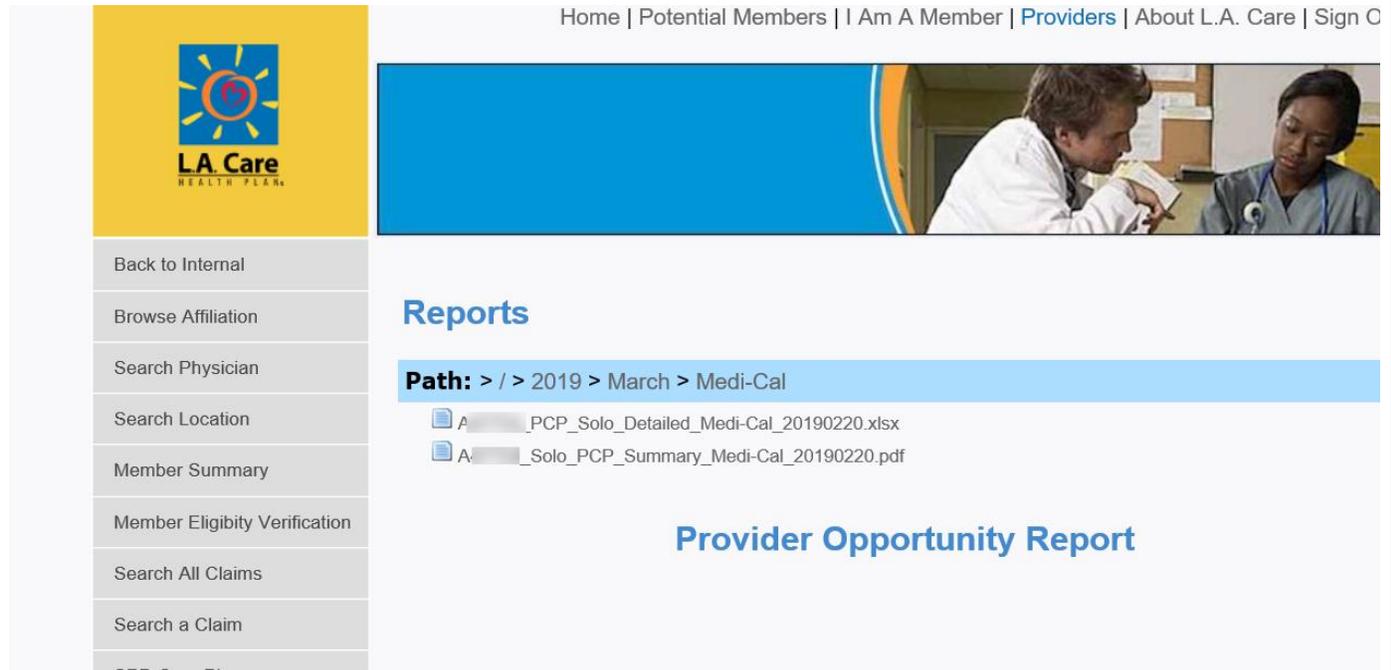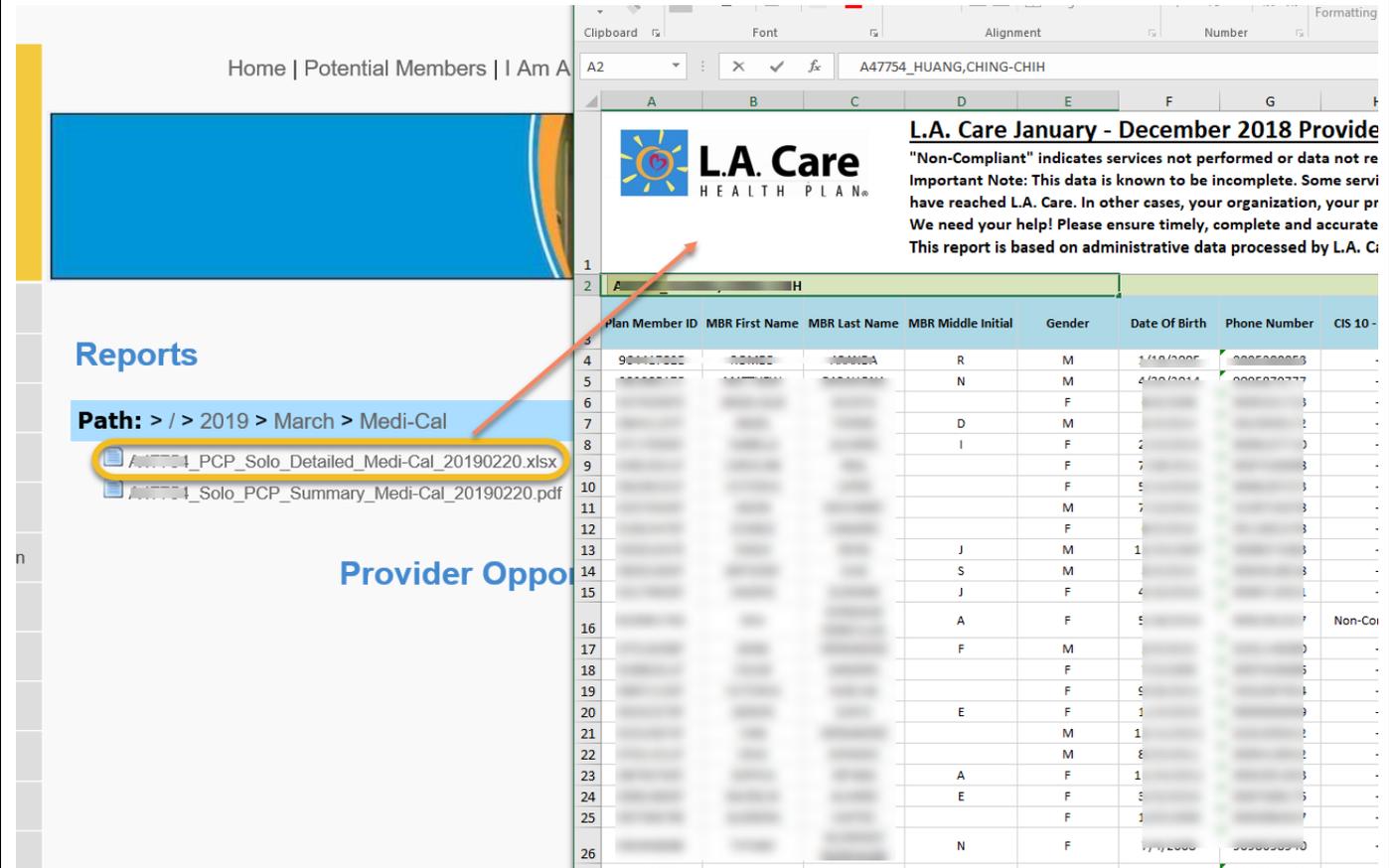- Search All Claims
- Search a Claim
- SPD Care Plan
- Incentive Programs
- Forms
- UM Letter Templates
- Reports

L.A. Care Health Plan is committed to providing our Provider Network with the tools necessary to deliver high quality of care and streamline administrative tasks. L.A. Care Connect was designed to make it easier and faster for you.

If you are in need of technical support contact our Help Desk at (213) 694-1250 ext. 4444.

Click on the current year.

Back to Internal

Browse Affiliation

Search Physician

Search Location

Member Summary

Member Eligibity Verification

Search All Claims

Search a Claim

SPD Care Plan

Reports

Path: > /

📁 2015
📁 2016
📁 2017
📁 2018
📁 2019

Provider Opportunity Report

Click on the current month.

Reports

Path: > / > 2019

📁 March

Provider Opportunity Report

Back to Internal

Browse Affiliation

Search Physician

Search Location

Member Summary

Member Eligibity Verification

Search All Claims

Click on correct line of business (LOB).

Back to Internal

Browse Affiliation

Search Physician

Search Location

Member Summary

Member Eligibity Verification

Search All Claims

Reports

Path: > / > 2019 > March

📁 Medi-Cal

Provider Opportur

Both reports will show (Detailed Report and Summary Report).

Detailed summary of the POR:

Summary of POR:

Highlight the Header and select Filter. Filtering options can be accessed from the **Sort & Filter** command on the **Home** tab.
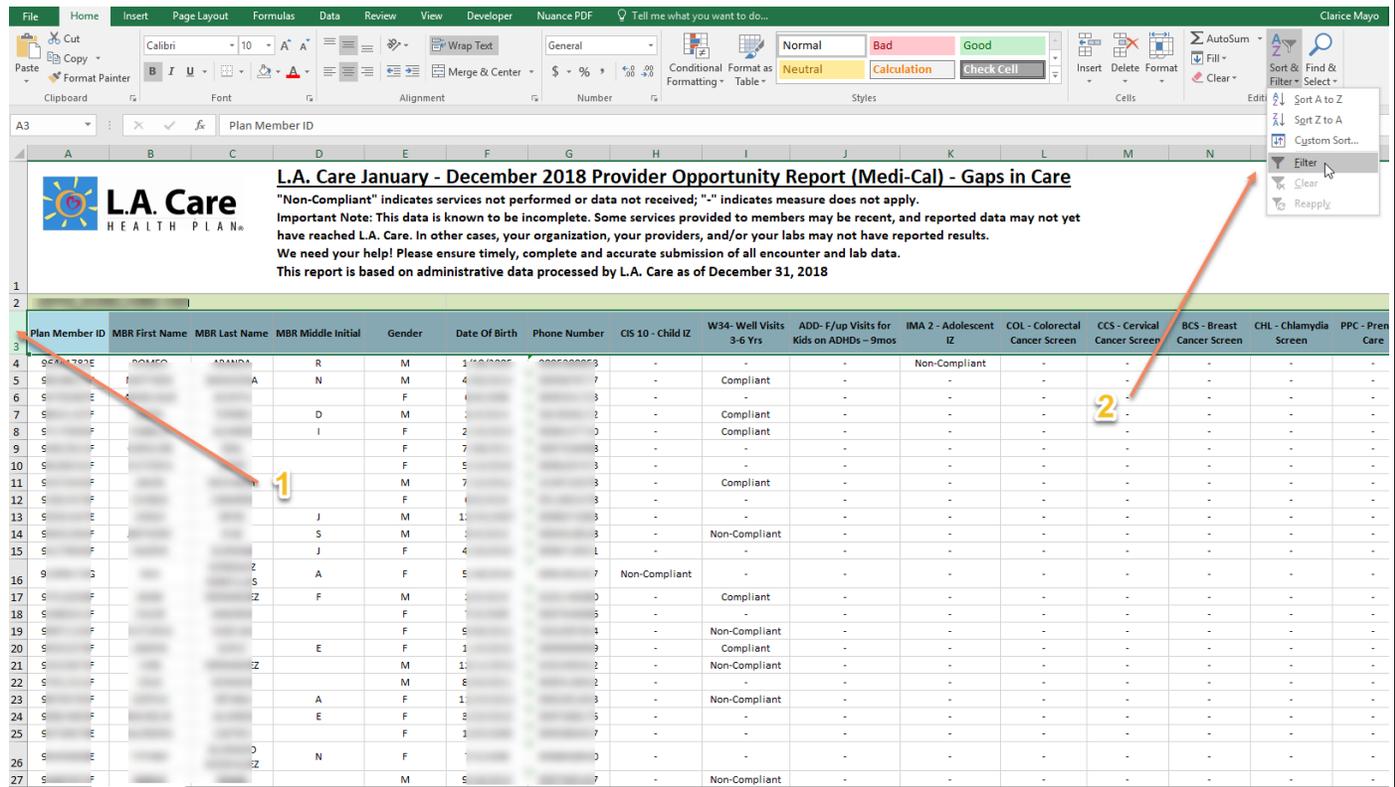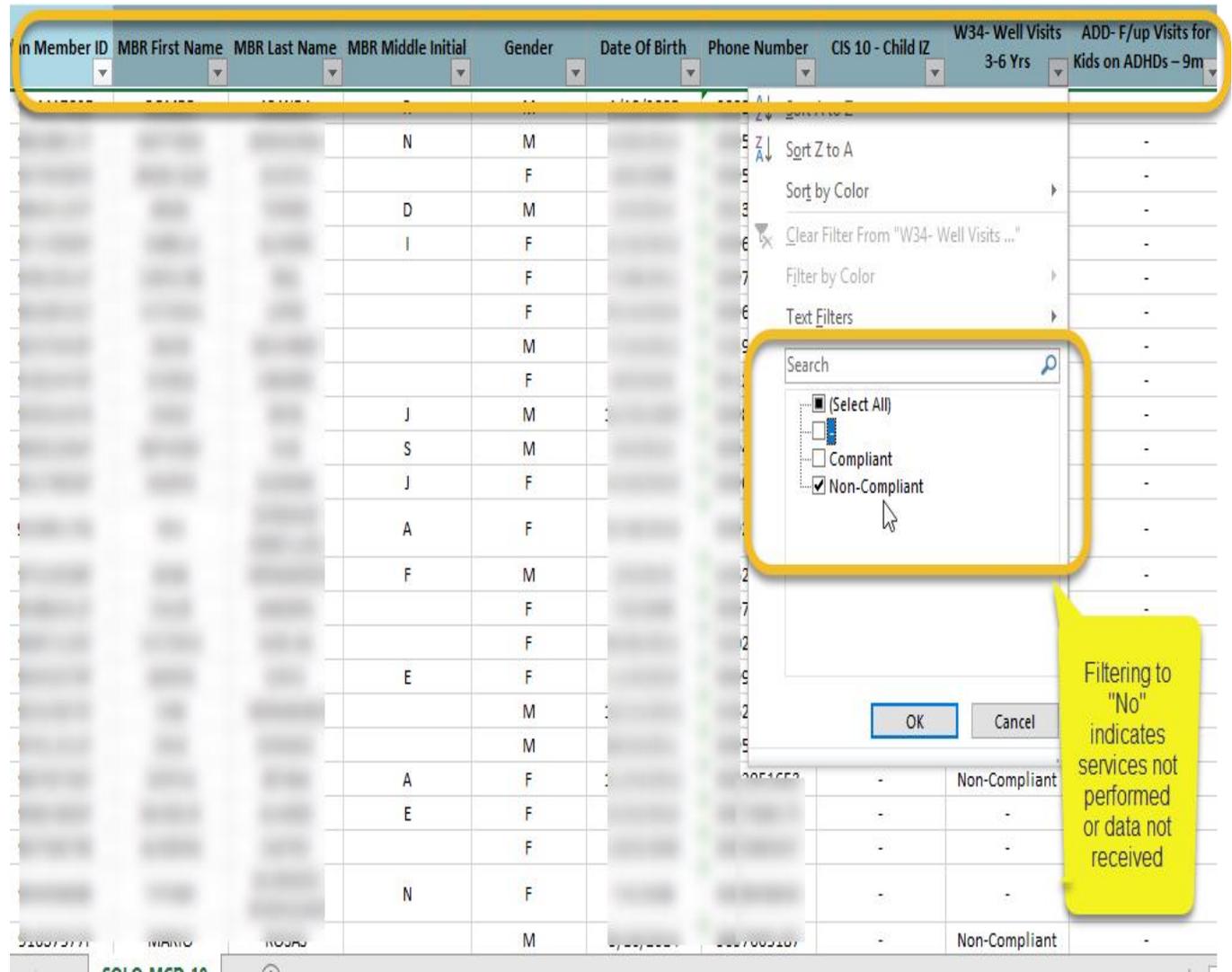
A **drop-down arrow** will appear in the header cell for each column.

Filtering to "No" indicates services not performed or data not received

1. Click the **drop-down arrow** for the column you want to filter.

2. The **Filter menu** will appear.

3. **Uncheck** the box next to **Select All** to quickly deselect all data.

4. **Check** the boxes next to the data you want to filter, then click **OK**.

*The data will be **filtered**, temporarily hiding any content that doesn't match the criteria.*
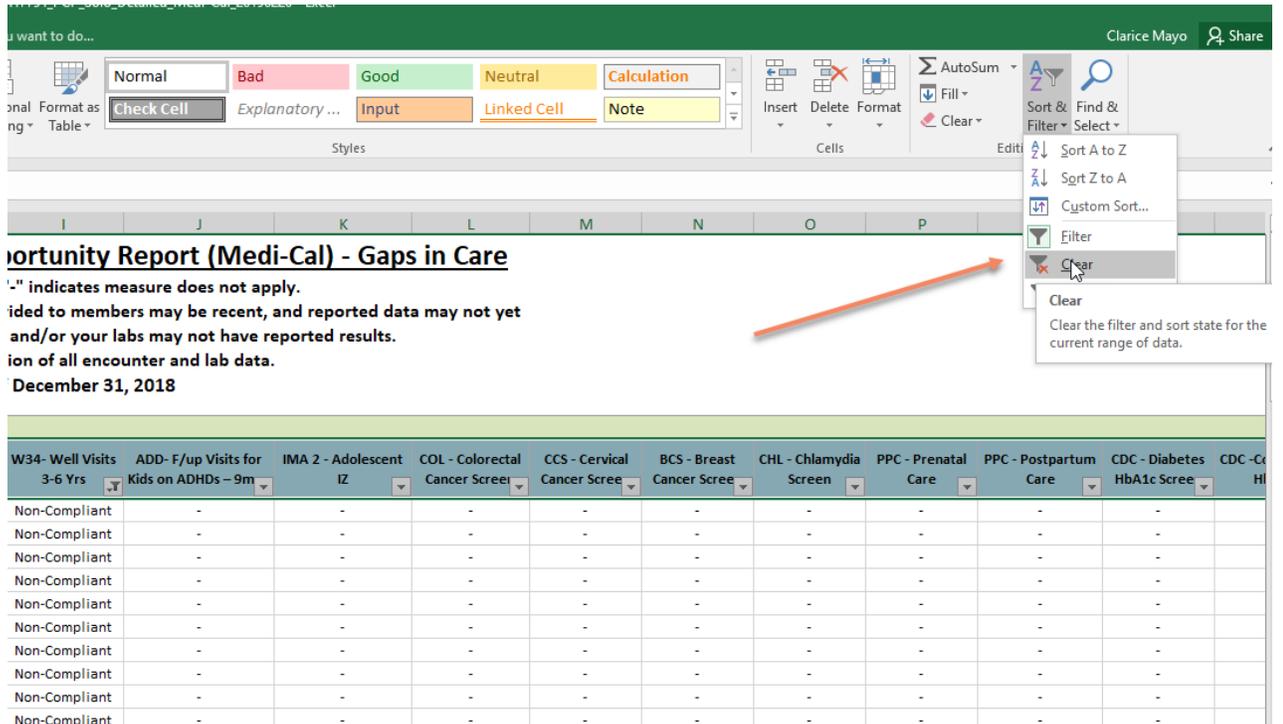
"Non-Compliant" indicates services not performed or data not received;

 "-" indicates measure does not apply.

Plan Member ID	MBR First Name	MBR Last Name	MBR Middle Initial	Gender	Date Of Birth	Phone Number	CIS 10 - Child IZ	W34- Well Visits 3-6 Yrs	ADL F/up Visits for Kids on ADHDs – 9m	IMA 2 - Adolescent IZ	CO Ca
065010045	ANTHONY	DIAZ	S	M			-	Non-Compliant	-	-	
				F			-	Non-Compliant	-	-	
		Z		M			-	Non-Compliant	-	-	
			A	F			-	Non-Compliant	-	-	
				M			-	Non-Compliant	-	-	
			M	F			-	Non-Compliant	-	-	
				M			-	Non-Compliant	-	-	
			I	M			-	Non-Compliant	-	-	
			A	M			-	Non-Compliant	-	-	
				F			-	Non-Compliant	-	-	
				M			-	Non-Compliant	-	-	
				F			-	Non-Compliant	-	-	
			A	M			-	Non-Compliant	-	-	
				M			-	Non-Compliant	-	-	
			A	F			-	Non-Compliant	-	-	
458768875	XIULALY	HERNANDEZ	A	F			-	Non-Compliant	-	-	

After applying a filter, you may want to remove—or **clear**—it from your worksheet so you'll be able to filter content in different ways.

Clearing can also be accessed from the **Sort & Filter** command on the **Home** tab. The filter will be cleared from the column. The previously hidden data will be displayed.