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
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]
Once logged in, visit the “Reports” section.

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.

Reports

Path: > /

- 2015
- 2016
- 2017
- 2018
- 2019

Provider Opportunity Report
Click on the current month.

Click on correct line of business (LOB).
Both reports will show (Detailed Report and Summary Report).

Reports

Path: & / & 2019 & March & Medi-Cal

- Accessing Provider Opportunity Reports/Gaps in Care Reports

Provider Opportunity Report
Detailed summary of the POR:

Reports

Path: > / > 2019 > March > Medi-Cal

Provider Opportunity Reports/ Gaps in Care Reports

L.A. Care January – December 2018 Provider

"Non-Compliant" indicates services not performed or data not recorded. Important note: This data is known to be incomplete. Some services may have reached L.A. Care. In other cases, your organization, your peers, and we need your help! Please ensure timely, complete and accurate data. This report is based on administrative data processed by L.A. Ci...
Summary of POR:

L.A. Care Provider Opportunity Report (Solo) for Measurement Year 2018
January - December 2018

Physician ID: [Redacted]
Physician Name: [Redacted]

PCP

CARE or DATA GAPs

<table>
<thead>
<tr>
<th>Total Measure</th>
<th>Total Compliance</th>
<th>Total Non-Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,102</td>
<td>1,648</td>
<td>454</td>
</tr>
</tbody>
</table>

Compliance Rate:
- Total Number of Patients: 4,047
- Number of Patients Compliant: 2,160
- Percentage Compliant: 21.60%

NEDS Measure | Total Eligible Population | Compliant | Non-Compliant | Compliance % | P4P Threshold** | ESRI Percentile | NA Percentile | NA Percentile |
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Childhood Immunization Status (CIS) - Comto 10**</td>
<td>49</td>
<td>2</td>
<td>47</td>
<td>4.98%</td>
<td>11.20%</td>
<td>4</td>
<td>44.47%</td>
<td>20</td>
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<tr>
<td>Meas. Child Vax in the 3rd, 4th, 5th, and 6th Years of Life (MVP)**</td>
<td>277</td>
<td>114</td>
<td>163</td>
<td>51.51%</td>
<td>67.01%</td>
<td>33</td>
<td>80.00%</td>
<td>50</td>
</tr>
<tr>
<td>Immunizations for Adolescents (IMC) - Comto 2</td>
<td>45</td>
<td>9</td>
<td>36</td>
<td>20.00%</td>
<td>20.35%</td>
<td>3</td>
<td>63.39%</td>
<td>20</td>
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<tr>
<td>Cholesterol Screening in Women (CST)</td>
<td>10</td>
<td>3</td>
<td>7</td>
<td>30.00%</td>
<td>30.00%</td>
<td>1</td>
<td>62.85%</td>
<td>0</td>
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<tr>
<td>Appropriate Testing for Children with Pharyngitis (PIF)</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>75.00%</td>
<td>75.00%</td>
<td>1</td>
<td>84.21%</td>
<td>0</td>
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<tr>
<td>Asthma Medication Ratio (ARM) - Total</td>
<td>10</td>
<td>6</td>
<td>4</td>
<td>60.00%</td>
<td>60.00%</td>
<td>4</td>
<td>80.44%</td>
<td>3</td>
</tr>
<tr>
<td>Weight Assessment &amp; Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - BMI Percentile - Total</td>
<td>588</td>
<td>102</td>
<td>476</td>
<td>18.20%</td>
<td>18.20%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>Weight Assessment &amp; Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - Counseling for Nutrition - Total</td>
<td>588</td>
<td>102</td>
<td>476</td>
<td>18.20%</td>
<td>18.20%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<td>Weight Assessment &amp; Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - Counseling for Physical Activity - Total</td>
<td>588</td>
<td>102</td>
<td>476</td>
<td>18.20%</td>
<td>18.20%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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</tbody>
</table>

Total: 2,102 | 454 | 1,648 | 21.60%
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.

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.

<table>
<thead>
<tr>
<th>Plan Member ID</th>
<th>MBR First Name</th>
<th>MBR Last Name</th>
<th>MBR Middle Initial</th>
<th>Gender</th>
<th>Date Of Birth</th>
<th>Phone Number</th>
<th>CIS 10 - Child 12</th>
<th>W54 - Well Visits 3-6 Yrs</th>
<th>ADX - Kids w/ ADHD &amp; - Sm</th>
<th>F/up Visits for IMA 2 - Adolescent CDD</th>
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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.