



**GlobalHealth**

**QUALITY PORTAL**

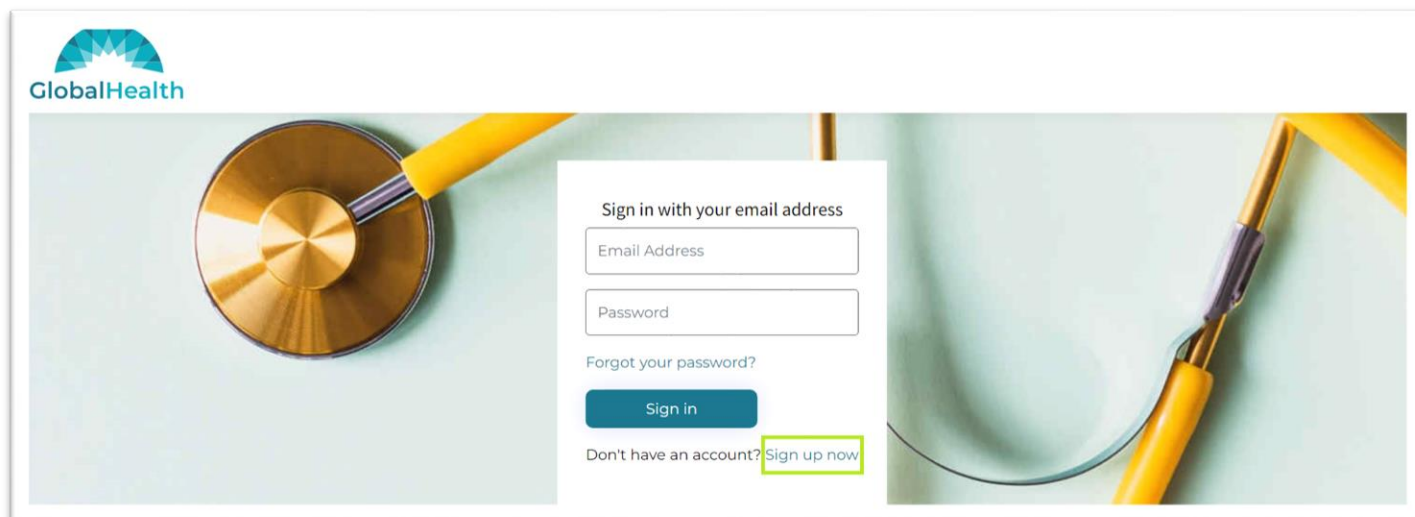
**User Guide**

## 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
  - If you have already registered, access quality portal application with URL "https://QualityPortal.GlobalHealthPortals.com/"



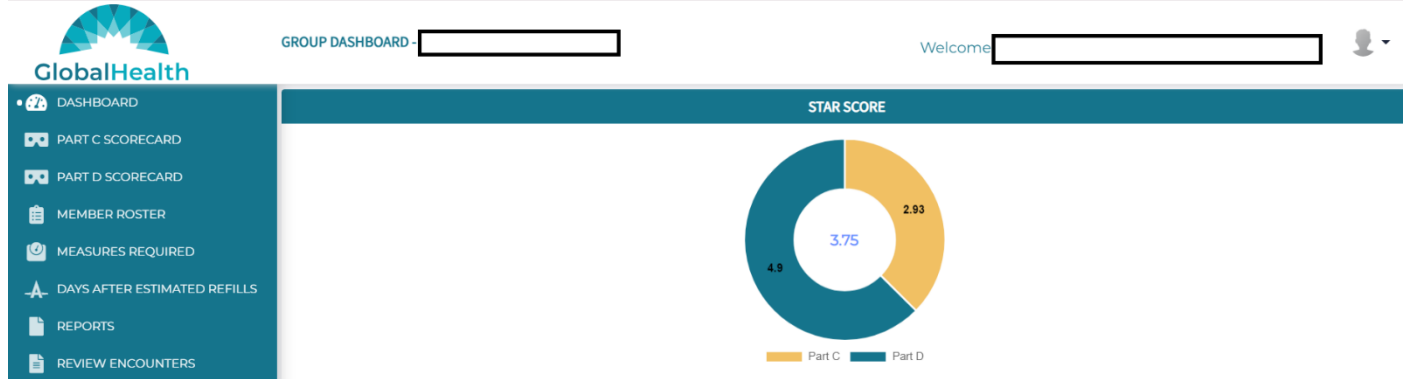
- If you are **not** already registered, follow the on-screen instructions to register for an account by clicking 'Sign up now' link.
- For additional help, please use the 'Quality Portal – External User Registration' document.

### **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.**

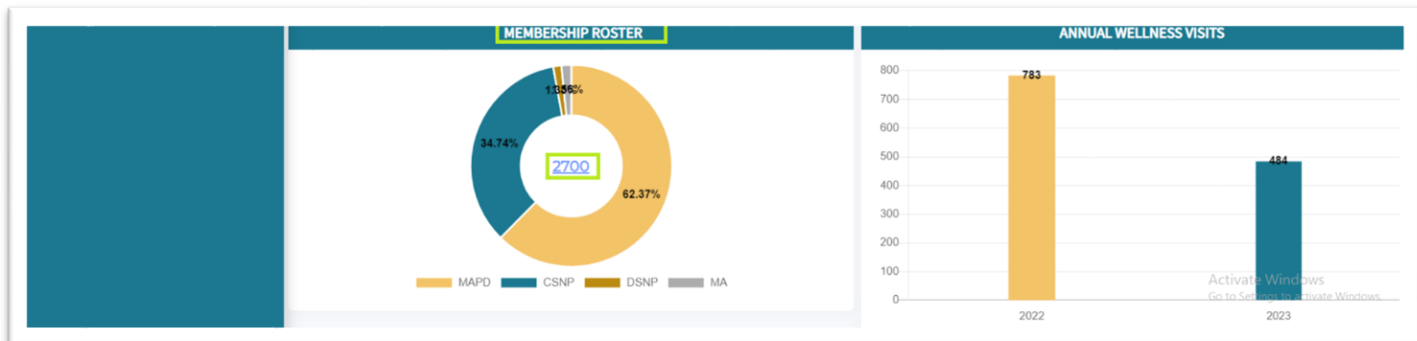
- Once logged in, you will see nine (11) tiles to display Measure STARS and Measures information.

**Tile #1:** The first tile is combined star score labelled as “STAR SCORE”. This tile contains calculated combined star score considering Part C Measures Star Scores and Part D Measures Star Score.



**Tile #2:** Second tile (Second Row, First Tile) is 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.

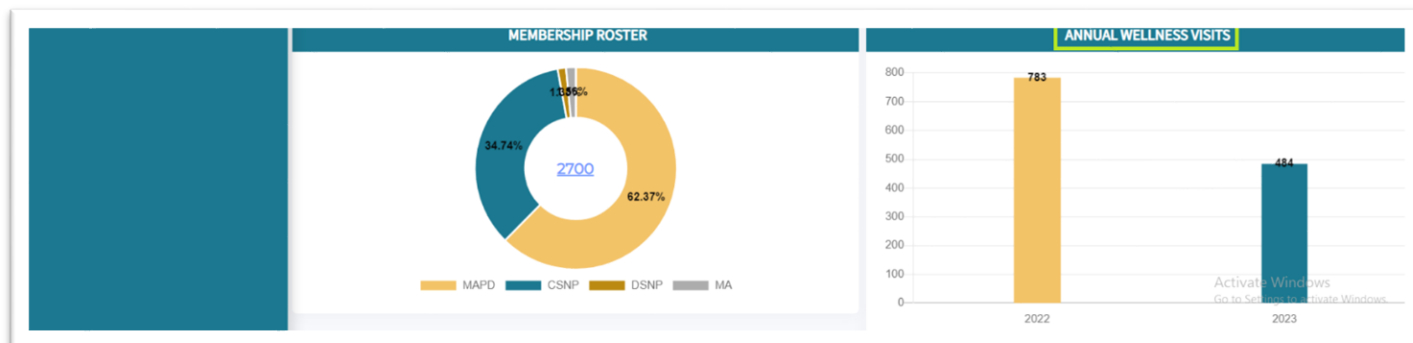


Clicking on the member count hyperlink present in the middle of the ring will take you to a detailed Membership Roster.

- This screen can also be accessed using the lefthand navigation by clicking on 'Member Roster' side navigation menu link.

**Tile #3:** Third tile (Second Row, Second Tile) is Annual Wellness Visit.

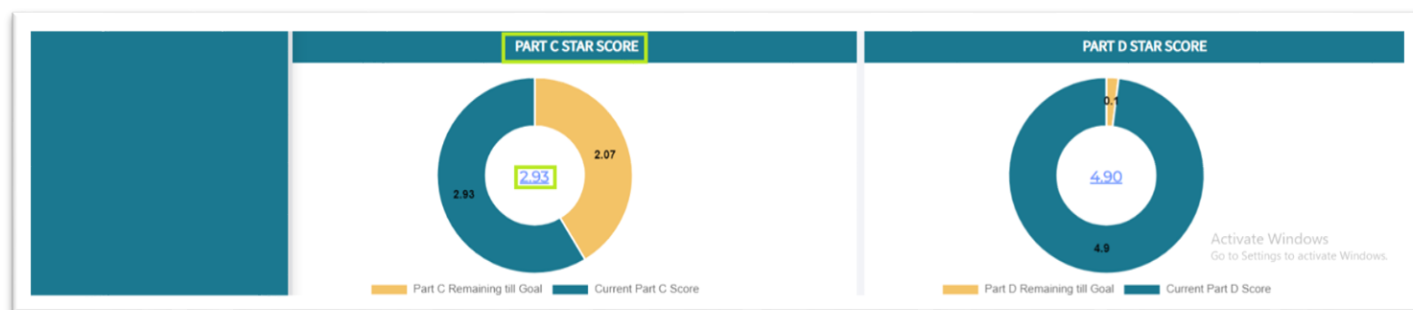
- This tile contains two bars in a chart.
- One bar indicates (orange color bar) total number of currently active members who had Annual Wellness Visit in the previous year.
- The other bar indicates (blue color bar) total number of currently active members who had Annual Wellness Visit in the current year.



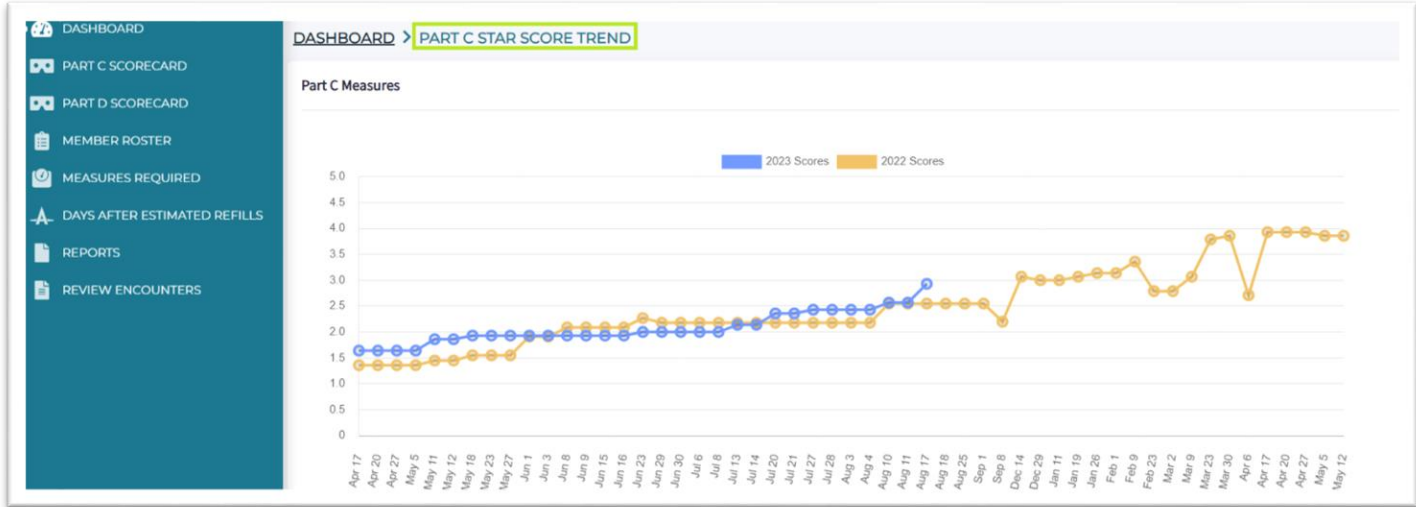
**Tile #4:** Fourth tile (Third row, first tile) contains the Part C STARS Score.

- 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 screen for your STARS score over time.
  - The x-axis is Part C data run dates during current year and previous year; the y-axis is your STARS score.

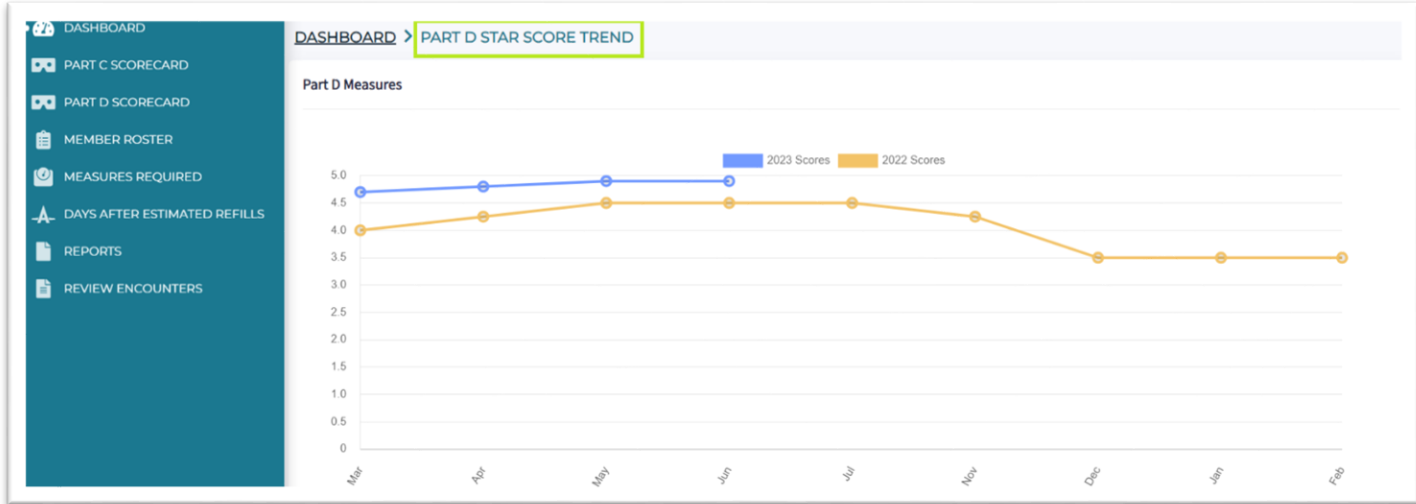


**Title #5:** Fourth tile (Third row, second tile) contains the Part D STARS Score.

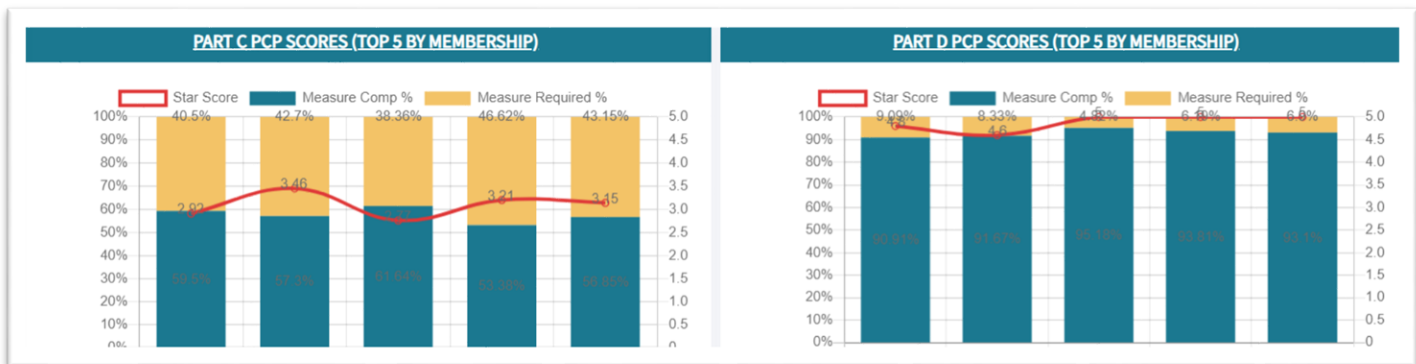
- This contains the STARS calculation for the following Part D measures:
  - Diabetes Medications (DIAB)
  - RAS Antagonists Medications (RAS)
  - Statin Medications (STATIN)
  - Statin Use for Patients with Diabetes (SUPD)



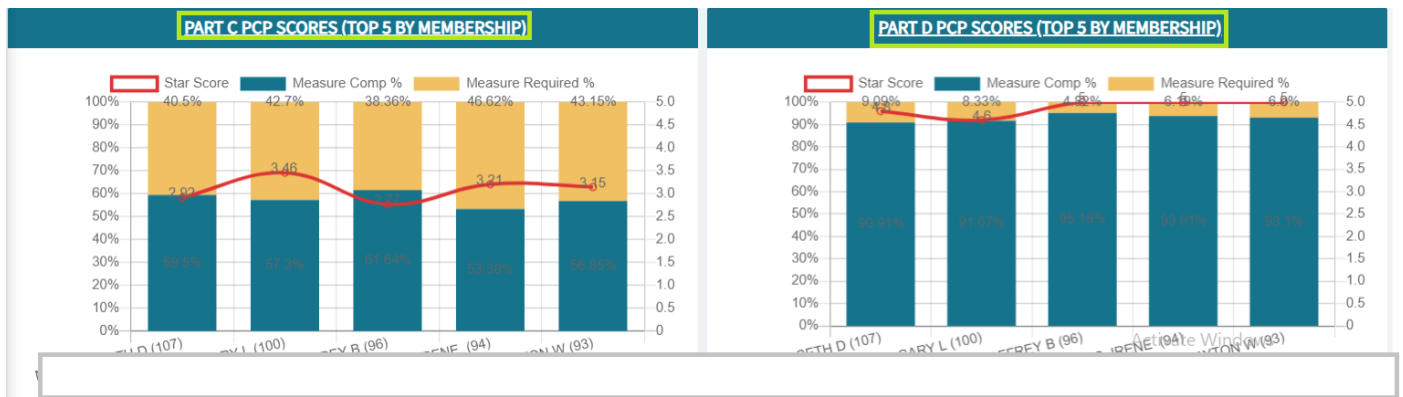
- Clicking on the hyperlink in the middle of the ring will take you to a trend graph for your STARS score over time.
  - The x-axis is Part D Data run dates for both current and previous years; the y-axis is your STARS score.



**Tile #6 & Tile #7:** Sixth and seventh tiles (Tiles from fourth row) contain graphs having 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 PCP from your group by membership.
  - The five PCPs with the most members in their panel are displayed here.



- For those PCPs, this graph displays the individual STARS score per PCP.
  - 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 providers/provider group based on logged in user entity.



**NOTE:** The same definitions apply here at the entity level (Organization and/or Group User Entity). (Seeabove.)















**Tile #8:** The eighth tile contains Part C Measures list showing measure mnemonics, measure star score, completed members count, compliance percentage and remaining members count.

- The below screen shows Part C Measures for your selected filters (selected entity GHH/IPA/Group/PCP)
  - 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):

$$\text{Percent Compliant} = \frac{\text{Completed}}{\text{Completed} + \text{Remaining}} \times 100$$

- 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
<b>BCS</b>	5	1901	 78.30%	<a href="#">527</a>
<b>CBP</b>	1	105	 23.18%	<a href="#">348</a>
<b>COL</b>	4	345	 76.16%	<a href="#">108</a>
<b>EED</b>	4	340	 75.06%	<a href="#">113</a>
<b>HBD</b>	1	153	 33.85%	<a href="#">299</a>
<b>OMW</b>	3	28	 49.12%	<a href="#">29</a>
<b>PCR</b>	1	21	 14.61%	<a href="#">1473</a>
<b>SPC</b>	3	577	 84.60%	<a href="#">105</a>
<b>FMC</b>	1	314	 47.70%	<a href="#">475</a>
<b>TRC</b>	2		 46.63%	
<b>TRC NIA</b>		131	 28.92%	<a href="#">321</a>
<b>TRC RD</b>		52	 11.48%	<a href="#">400</a>
<b>TRC PE</b>		382	 84.33%	<a href="#">70</a>
<b>TRC MRP</b>		280	 61.81%	<a href="#">172</a>

**Tile #9:** The ninth tile contains Part D Measures list showing measure mnemonics, measure star score, completed members count, compliance percentage and remaining members count.

- 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):

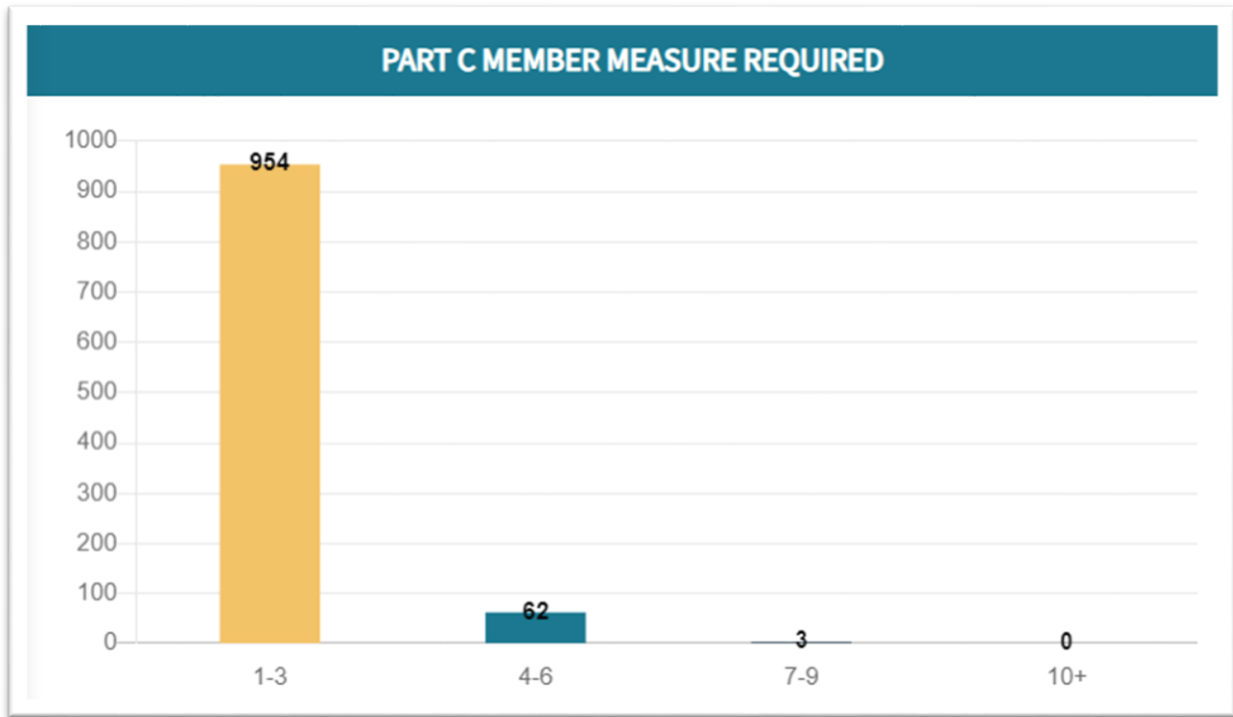
- o **Adherence Percentage** = (Sum (Numerator of all members)/ Sum(Denominator of all members))\*100

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	5	391	92%	<u>33</u>
RAS	5	876	94%	<u>54</u>
STATIN	5	886	94%	<u>59</u>
SUPD	4	292	84%	<u>54</u>

**Title #10:** The tenth tile contains Part C Member Measure Required chart.



**Example:**

- Suppose 10 members have open measures between 1 to three, the count on 1-3 bar will be displayed as 10.
- If 30 members have open measures between 4 to 6, then count on 4-6 bar will be displayed as 30.
- Clicking any of the colored bars will take you to the respective member detail for all open gaps.
  - Example:
    - Clicking on the orange bar will display a list of members that have 1 or 2 or 3 non-compliant measures.

- DASHBOARD
- PART C SCORECARD
- PART D SCORECARD
- MEMBER ROSTER
- MEASURES REQUIRED
- DAYS AFTER ESTIMATED REFILLS
- REPORTS
- REVIEW ENCOUNTERS

DASHBOARD > PART C MEMBER MEASURE REQUIRED

Member Measures

IPA:

Member ID:

Measure Type:

Group:

Member Name:

Measure:

PCP:

Status:

Buckets:

[Export to CSV](#)

Showing 1 to 20 record(s) of 1368.

Member ID	Member Name	Birth Date	Member Phone #	Measure Name	Event Date	Status	Encounter Submission
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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.

**Member Quality Profile (Confidential Patient Information)** [Print Profile](#)

PCP Name: FLANARY, CLAYTON | Plan Type: CSNP

Plan ID: OK23025 | Plan Name: Generations Chronic Care Savings (HMO C-SNP)

Portal Last Refresh Date: 08/18/2023 | Member Name: PHARAOH, LINDA

Member ID: OK00003700 | Gender: Female

PCP ID: P9724 | Member DOB: 10/22/1943

Member Phone: (918) 652-9202

Part-C information | **Part-D information**

**Medication Adherence Details**

Current ADH Measure Rate(s) - 06/30/2023: 100%

Missed Refills Within Last 90 Days (ADH Measures) - 08/21/2023: 0

ADH Measure	Drug Name	Last Fill Date	Days Supply	Next Fill Due Date	Days Missed

**Tile #11:** The eleventh tile contains a chart that provides count of members who have upcoming refills and missed refills at different days ranges.

This tile shows a count of members by the number of days that the member has missed refills or number of members who had upcoming refills within next 14 days.

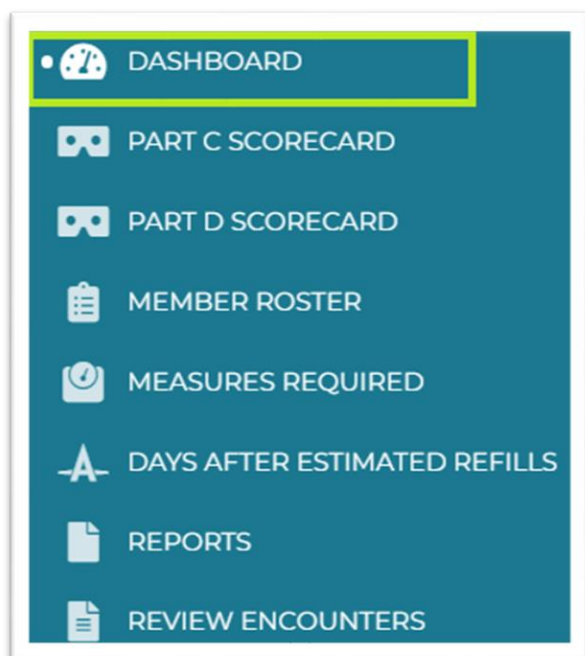
UPCOMING & MISSED REFILLS					
Measure	UC	1-15	16-30	31-60	61-90
<a href="#">DIAB</a>	<a href="#">10</a>	<a href="#">16</a>	<a href="#">25</a>	<a href="#">38</a>	<a href="#">45</a>
<a href="#">RAS</a>	<a href="#">9</a>	<a href="#">27</a>	<a href="#">38</a>	<a href="#">57</a>	<a href="#">65</a>
<a href="#">STATIN</a>	<a href="#">13</a>	<a href="#">34</a>	<a href="#">43</a>	<a href="#">58</a>	<a href="#">61</a>

Example:

- Suppose Member A is past due to pick up an adherence medication for their Diabetes by 10 days.
  - They then would be in the '1-15 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 Member Missed Refills screen
- Example:
  - Clicking on the first blue hyperlink will display a list of members that have upcoming refills within next 14 days for Diabetes medications.

- 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





**Part C Star Score:** Clicking on the 'Part C Score Card' side navigation menu link will take you to the Part C Score Card screen.

The screenshot displays the 'PART C SCORECARD' interface. On the left is a navigation menu with options like 'DASHBOARD', 'PART C SCORECARD', 'PART D SCORECARD', 'MEMBER ROSTER', 'MEASURES REQUIRED', 'DAYS AFTER ESTIMATED REFILLS', 'REPORTS', 'REVIEW ENCOUNTERS', and 'ENCOUNTER PROCESSING REPORT'. The main area shows filters for IPA, Group, and PCP, and tabs for 'Part C' and 'Part D'. Below the filters, it displays 'GlobalHealth Scorecard: GlobalHealth (GHH) - 08/21/2023', 'Plan: Generations Medicare', 'Admin Measures Date: 08/11/2023', and 'Hybrid Measures Date: 08/17/2023'. A 'Print' button is in the top right.

Part C Measure	Number Of Eligible Members	Number of Compliant Members	Percent of Compliant Members	# Members Needed to Reach STAR					% Needed to Reach Star						
				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	2194	1560	71%	4	-660	-617	-200	-24	129	634	41%	43%	62%	70%	77%
CBP	4823	1299	27%	1	920	1016	1739	2222	2559	3524	46%	48%	63%	73%	80%
COL	4796	2802	58%	2	-836	-740	76	603	987	1934	41%	43%	60%	71%	79%
EED	2145	1171	55%	2	-206	-163	137	352	524	974	45%	47%	61%	71%	79%
HBD	2145	943	44%	2	-149	-106	387	666	837	1202	37%	39%	62%	75%	83%
OMW	48	18	38%	2	-4	-3	4	8	17	30	30%	32%	45%	55%	73%
PCR	1004	106	10%	3	36	15	-5	-35	-105	899	14%	12%	10%	7%	0%
SPC	595	501	84%	3	-67	-55	-19	5	29	94	73%	75%	81%	85%	89%
FMC	722	337	47%	1	2	17	38	67	89	385	47%	49%	52%	56%	59%
TBC			45%	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 08/17/2023, 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.

- Clicking on member count specific to any measure from Number of Compliant Members column, you will be redirected to "Part C Member Measure Required" screen showing compliant members list for the selected measure.
- Clicking on member count specific to any measure from Open Members column, you will be redirected to "Part C Member Measure Required" screen showing non-compliant members list for the selected measure.
  - 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](mailto:StarsLeadership@GlobalHealth.com)

**Part D Star Score:** Clicking on the 'Part D Score Card' side navigation menu link will take you to the Part C Score Card screen.

Part D Measure	Number Of Eligible Members	% Adherence	Current Star Score	% Needed to Reach STAR				
				1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
DIAB	1939	94%	5	79%	80%	85%	87%	91%
RAS	4251	95%	5	73%	74%	82%	87%	90%
STATIN	4663	95%	5	77%	78%	83%	87%	91%
SUPD	1715	82%	3	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 06/30/2023, 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

- 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 1<sup>st</sup> 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](mailto:StarsLeadership@GlobalHealth.com)

**Member Roster:** Clicking on the ‘Member Roster’ side navigation menu link will take you to the Member Roster page.

The screenshot shows the 'MEMBER ROSTER' page. On the left is a navigation menu with 'MEMBER ROSTER' highlighted. The main area contains filters for IPA, Group, PCP, Plan Type, Plan ID, Member ID, Member Name, and Effective Date. There are 'Search' and 'Clear' buttons. Below the filters is a table header with columns: Member ID, Member Name, Birth Date, Plan Type, PCP, and PCP Effective Date. A small text at the bottom right says 'Showing 1 to 20 record(s) of 12104' and 'Export to CSV'.

- 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.
  - 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.

This is a close-up of the filter section. The 'Plan Type' dropdown menu is highlighted with a green box and has 'CSNP' selected. Other filters include IPA, Group, PCP, Plan ID, Member ID, Member Name, and Effective Date. 'Search' and 'Clear' buttons are visible at the bottom. An 'Export to CSV' link is also present.

- 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.

## Measures Required

- Clicking on the 'Measures Required' side navigation menu link will take you to the page showing members who are non-compliant for Part C measures.

**Note:** 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.
- You can change Measure Type and search for Part D Measures.
- You can change Status and search for Measures who have closed for the measures as well.
- 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.

- 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.
- Clicking on Submit link present under Encounter Submission column associated with any Part C open measure record of a member, you (external user) can submit encounter for compliance or an encounter for exclusion from a measure.

**NOTE:** Please review "Encounter Submissions - External Users - User Guide" for encounter submission functionality.

**Upcoming & Missed Refills:** Clicking on the ‘Upcoming & Missed Refills’ side navigation menu link will take you to the page showing members who upcoming refills within next 14 days and missed refills for adherence medications within the last 90 days.

**Note:** 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.
  - Only refills that are past due within the last 3 months (from the day you log in) and upcoming refills within next 14 days are included in the data table.
- 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.
- 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.

Review Encounters: Clicking on the ‘Review Encounters’ side navigation menu link will take you to the page showing encounter records that are created by logged in user-specific entity.

Example: If logged in user belong to group “ABC”, then system will show all encounters that are created by all “ABC” group users.

**Encounter Review**

IPA: --Select--    Group: Ardent Health System (AHS)    PCP: --Select--

Member Number/Name: --Select--    Part C Measure: --Select--    Encounter Status: --Select--

Encounter Submitted From: MM/DD/YYYY    Encounter Submitted To: MM/DD/YYYY    Date of Service: MM/DD/YYYY

Encounter Type: --Select--    Encounter ID:

[Search](#)    [Clear](#)

Showing 1 to 20 record(s) of 36.

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
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NOTE: Please review “Encounter Submissions - External Users - User Guide” for encounter submission functionality.