



**QUALITY PORTAL**

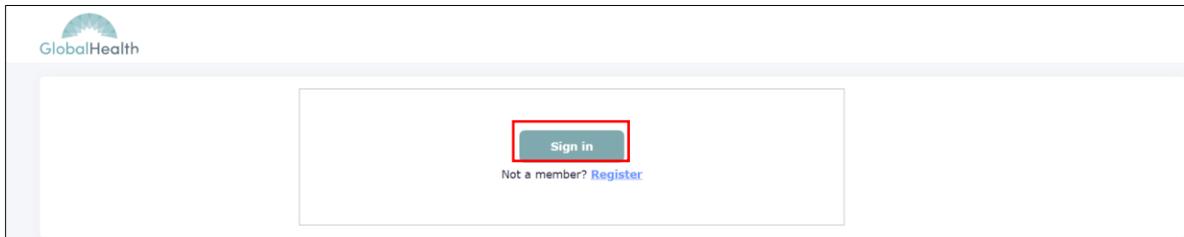
**User Guide**

## Quality Portal

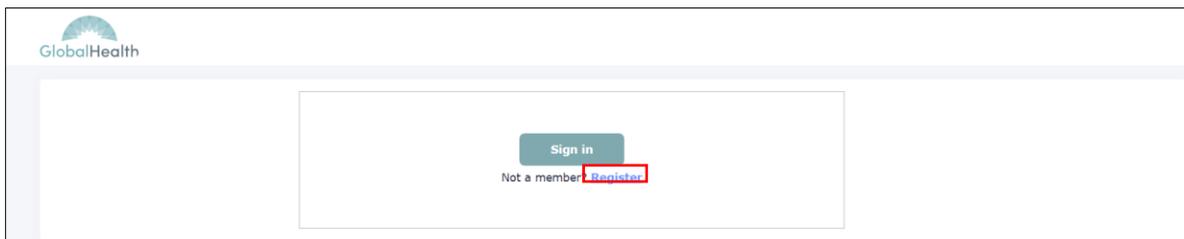
All references to the Quality Portal will be referred to as 'The Portal' for the entirety of this document.

### User Guide

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



- If you are **not** already registered, follow the on-screen instructions to register for an account by clicking 'Register'.
- **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.



- 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'.

GlobalHealth Company Dashboard

WELCOME [REDACTED]

DASHBOARD > MEMBER ROSTER

**Member Roster**

IPA: --Select--

Group: [REDACTED]

PCP: --Select--

Plan Type: --Select--

Plan ID: --Select--

Member ID: [REDACTED]

Member Name: [REDACTED]

Effective Date: MM/DD/YYYY

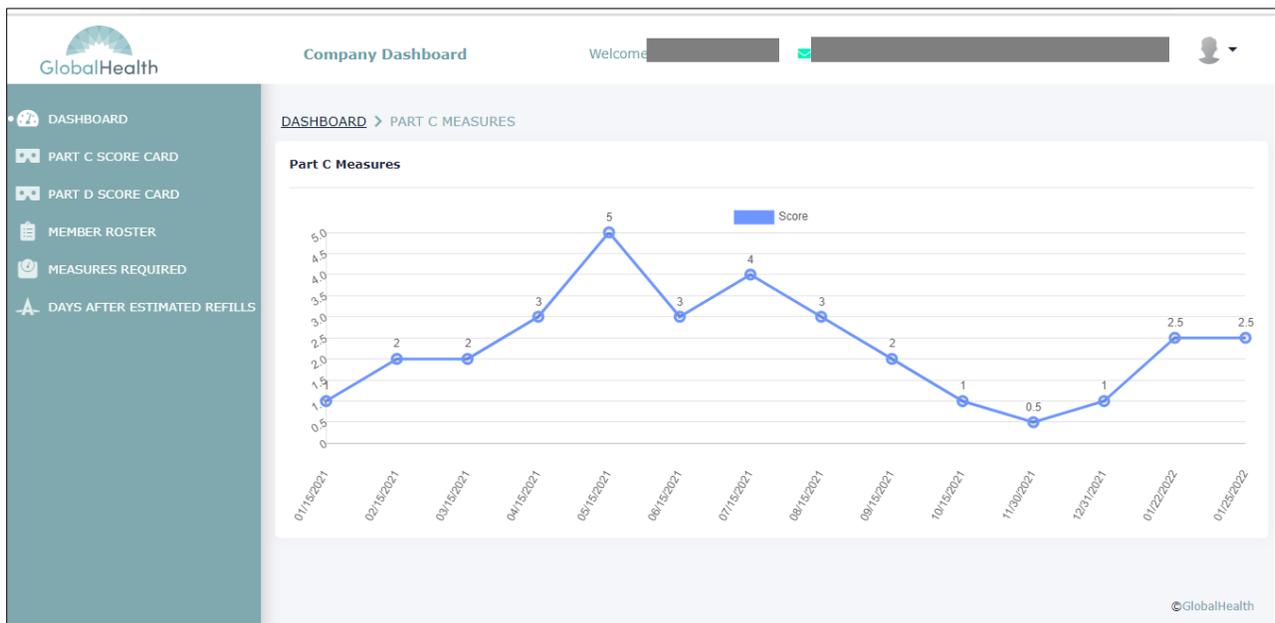
Search Clear

Export to CSV

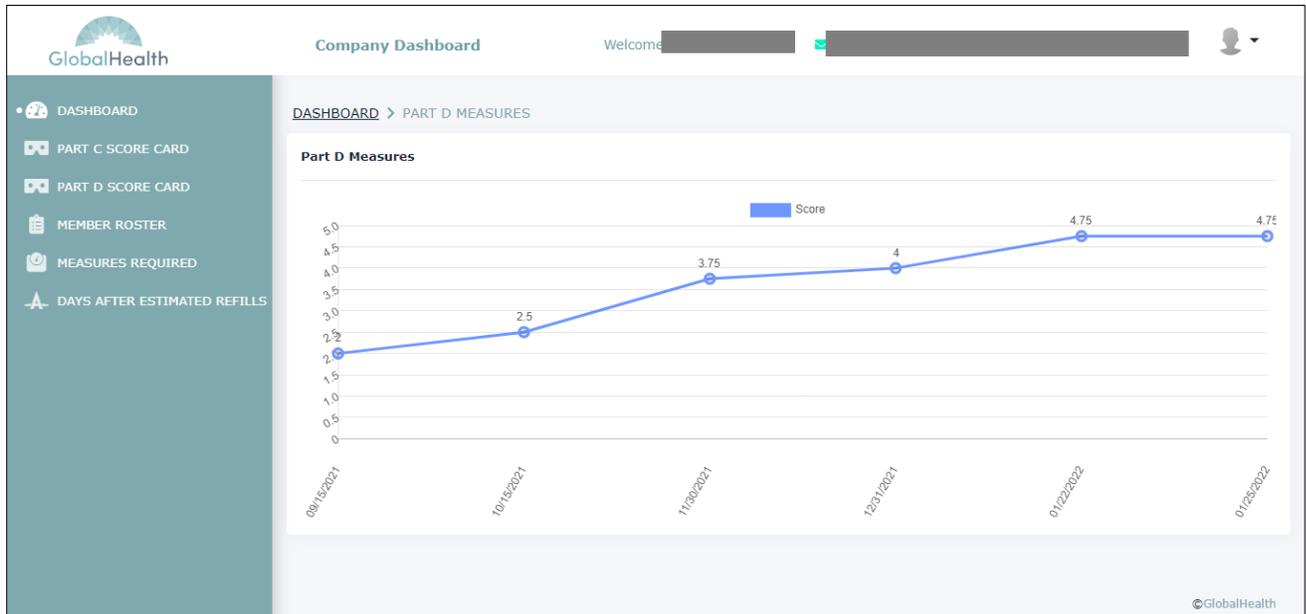
Showing 1 to 20 record(s) of 2240.

Member ID	Member Name	Birth Date	Plan Type	PCP	PCP Effective Date
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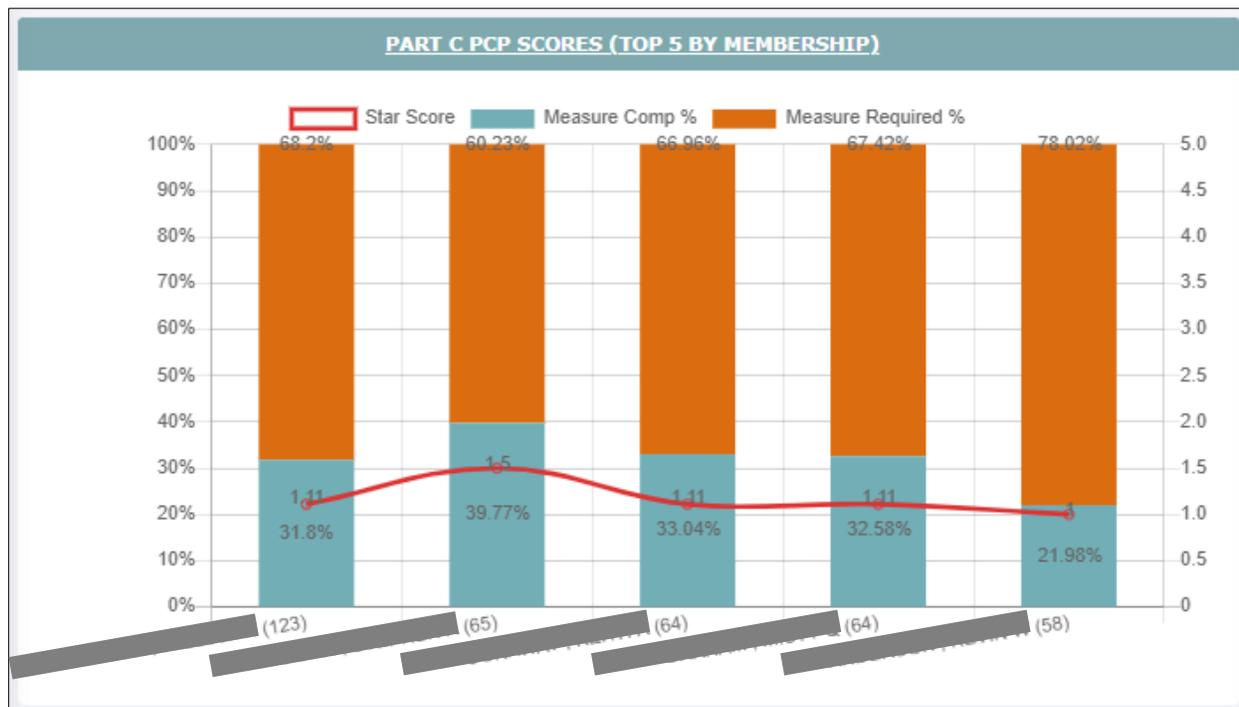
- The next ring contains the Part C STARS Score
  - This contains the STARS calculation for the following Part C measures:
    - Breast Cancer Screening (BCS)
    - Controlling High Blood Pressure (CBP)
    - Comprehensive Diabetes Care (CDC)
      - A1C Levels (CDC A1C)
      - Diabetic Eye Exam (CDC Eye)
      - Diabetic Nephropathy (CDC Kidney)
    - Colorectal Cancer Screening (COL)
    - Osteoporosis Management in Women (OMW)
    - Statin Use for Patients with Cardiovascular Disease (SPC)
  - 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.



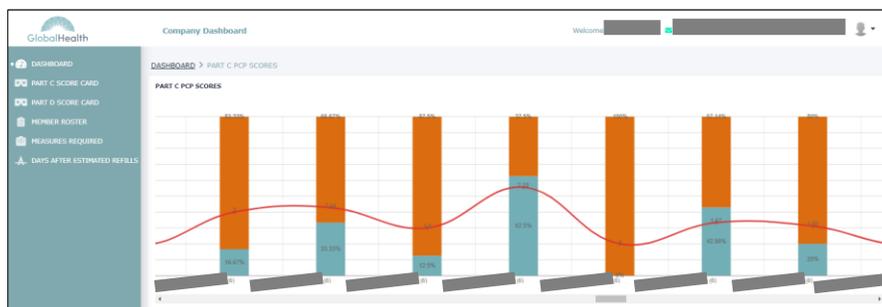
- The following ring contains the Part D STARS Score
  - This contains the STARS calculation for the following Part D measures:
    - Diabetes Medications (DIAB)
    - RAS Antagonists Medications (RAS)
    - Statin Medications (STATIN)
    - Statin Use for Patients with Diabetes (SUPDO)
  - Clicking 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.



- The first and second bar graphs contain the Part C PCP Scores (Top 5 by Membership) and Part D PCP Scores (Top 5 by Membership)
  - These graphs show the performance of each PCP associated with 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 PCP.
  - The orange section is the percentage of active non-compliant members for the PCP.
  - The red data point is the calculated Part C/Part D STARS score for the PCP 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 that are currently affiliated with the provider group.



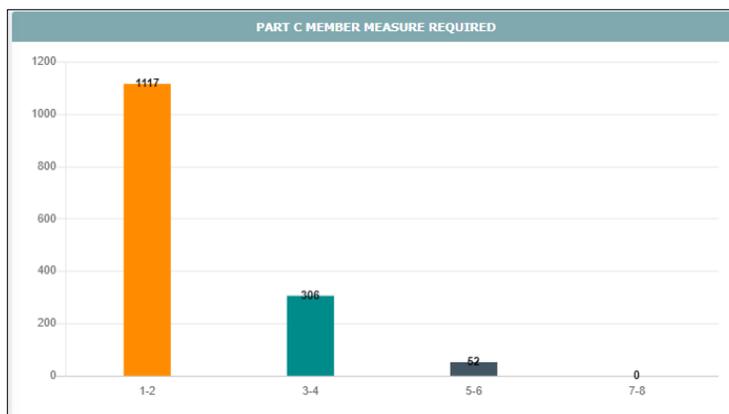
- The same definitions apply here at the PCP level. (See above.)
- The table below that shows Part C Measures for your selected filters
  - This module shows, by measure:
    - The number of compliant active members (green).
    - The number of non-compliant members (red).
      - Clicking on the blue hyperlink will take you to a detailed list of members who are non-compliant.
    - The percentage of compliant active members (orange):
      - $\text{Percent Compliant} = \frac{\text{Completed}}{\text{Completed} + \text{Remaining}} \times 100$
    - Calculated STARS score based on the percentage of compliant members (blue).
      - Cut points and weights are accurate as of 2022.

PART C MEASURES				
Measure Name	Star Score	Completed		Remaining
<a href="#">BCS</a>	2	278	53.67%	<a href="#">240</a>
<a href="#">CBP</a>	1	11		<a href="#">919</a>
<a href="#">CDC A1C</a>	1	17	4	<a href="#">373</a>
<a href="#">CDC EYE</a>	1	136	34.87%	<a href="#">254</a>
<a href="#">CDC Kidney</a>	1	279	71.54%	<a href="#">111</a>
<a href="#">COL</a>	1	432	34.07%	<a href="#">836</a>
<a href="#">OMW</a>	1	3	21.43%	<a href="#">11</a>
<a href="#">SPC</a>	1	80	72.07%	<a href="#">31</a>

- Part D Measures
  - 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 2022.

PART D MEASURES				
Measure Name	Star Score	Completed		Remaining
DIAB	5	165	95.38%	<a href="#">8</a>
RAS	5	158	95.18%	<a href="#">8</a>
STATIN	5	137	95.14%	<a href="#">7</a>
SUPD	1	137	75.69%	<a href="#">44</a>

- The bottom left bar graph shows Part C Member Measure Required
  - This module shows a count of members by number of non-compliant measures.



- Example:
  - Suppose Member A is non-compliant for COL and SPC.
    - They then would have (2) measures required.
    - They then would be in the '1-2' section.
  - Suppose Member B is non-compliant for BCS, CBP, and OMW.
    - They then would have three (3) measures required.
    - They then would be in the '3-4' section.
- 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 non-compliant measures.

- 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+
<a href="#">DIAB</a>	<a href="#">7</a>	<a href="#">6</a>	<a href="#">3</a>	<a href="#">0</a>	<a href="#">5</a>
<a href="#">RAS</a>	<a href="#">4</a>	<a href="#">1</a>	<a href="#">1</a>	<a href="#">1</a>	<a href="#">4</a>
<a href="#">STATIN</a>	<a href="#">3</a>	<a href="#">2</a>	<a href="#">1</a>	<a href="#">0</a>	<a href="#">1</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 '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.

Portal Last Refresh Date: 05/02/2022

**Member Missed Refills**

IPA  
--Select--

Measure Name  
DIAB (DIAB)

Member ID

Group  
IND (IND)

Operator  
between

Member Name

PCP  
--Select--

Days Missed  
1-7

Search Clear

Export to CSV

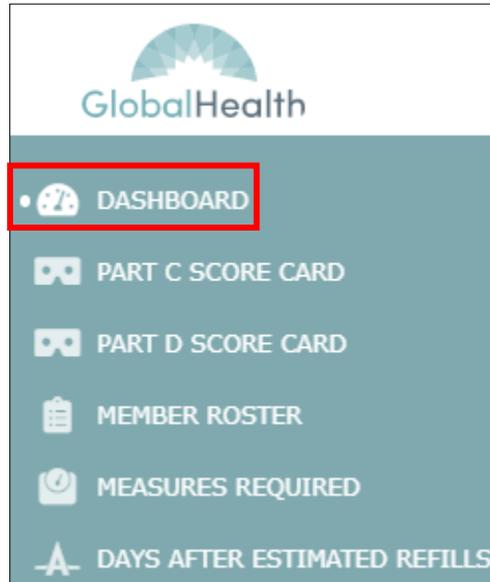
Showing 1 to 7 record(s) of 7.

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

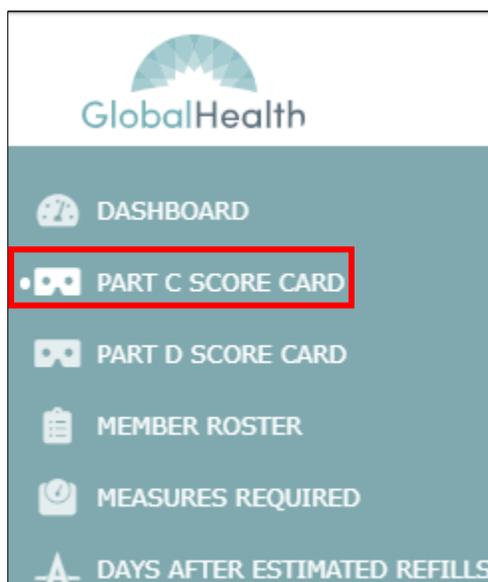
- Clicking on the member ID hyperlink will take you to a member level detail that will include contact information for the member, both compliant and non-compliant measures (for both Part C and Part D), as well as a listing of adherence medications that had a missed fill within the last 90 days.

- 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.



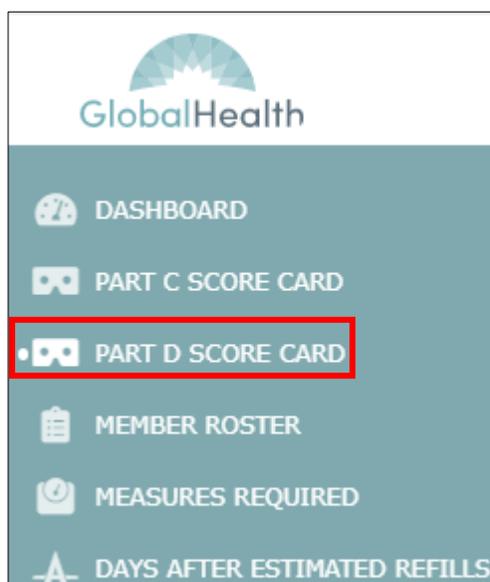
- You will be taken to a screen that displays the following Part C score card:

Part C	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	518	278	53.67%	2	-66	-60	38	79	116	240	41%	42%	61%	69%	76%
CBP	930	11	1.18%	1	473	482	538	612	714	919	52%	53%	59%	67%	78%
CDC A1C	390	17	4.36%	1	135	143	217	264	299	373	39%	41%	60%	72%	81%
CDC EYE	390	136	34.87%	1	63	67	106	141	172	254	51%	52%	62%	71%	79%
CDC Kidney	390	279	71.54%	1	33	41	64	88	99	111	80%	82%	88%	94%	97%
COL	1268	432	34.07%	1	177	189	354	468	582	836	48%	49%	62%	71%	80%
OMW	14	3	21.43%	1	1	1	3	4	7	11	26%	27%	40%	50%	68%
SPC	111	80	72.07%	1	3	4	10	13	19	31	75%	76%	81%	84%	89%

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 05/02/2022, 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 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)
- Clicking on the 'Part D Score Card' button will take you to the Part D Score Card.



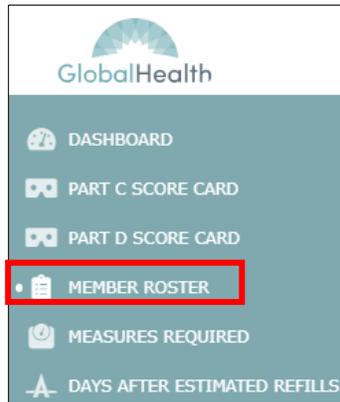
- You will be taken to a screen that displays the following Part D score card:

Part D				% Needed to Reach STAR				
Measure	Number Of Eligible Members	% Adherence	Current Star Score	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
DIAB	173	95.38%	5	79%	80%	85%	87%	91%
RAS	166	95.18%	5	73%	74%	82%	87%	90%
STATIN	144	95.14%	5	77%	78%	83%	87%	91%
SUPD	181	75.69%	1	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 05/02/2022, 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 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)

- 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.

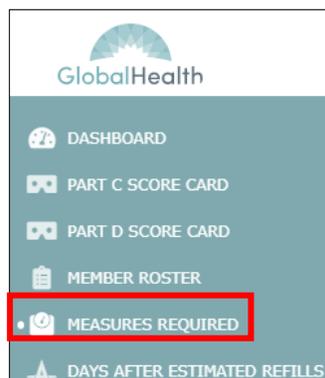
 The Member Roster page interface. It features several search filters: IPA, Plan Type, Member ID, Group, Plan ID, Member Name, PCP, and Effective Date. There are 'Search' and 'Clear' buttons. An 'Export to CSV' button is also present. Below the filters, it says 'Showing 1 to 10 record(s) of 2240.' At the bottom, there is a table header with columns: Member ID, Member Name, Birth Date, Plan Type, PCP, and 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.

 The Member Roster page with filters applied. The 'Plan Type' dropdown menu is set to 'CSNP' and is highlighted with a red box. The 'Search' button is also highlighted with a red box. The text below the filters now reads 'Showing 1 to 10 record(s) of 62.' The table header remains the same.

- 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 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.

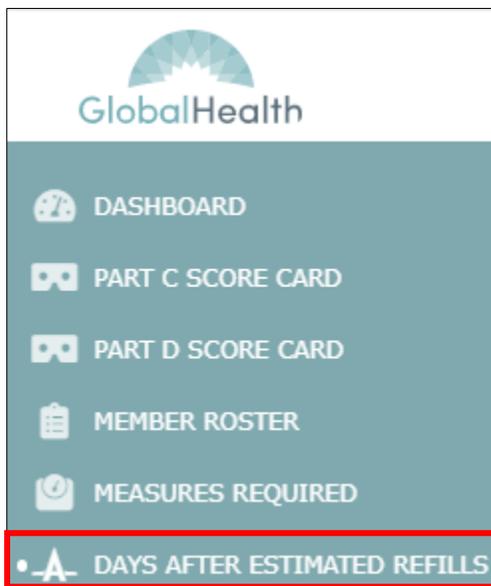
 A screenshot of the 'Member Measures' search interface. It features several filter fields: IPA (dropdown), Group (dropdown with a search icon), PCP (dropdown), Member ID (text input), Member Name (text input), Measure (dropdown), and Buckets (dropdown). There are 'Search' and 'Clear' buttons. An 'Export to CSV' button is on the right. At the bottom, a table header is visible with columns: Member ID, Member Name, Birth Date, Member Phone #, Measure Name, and Status. The text 'Showing 1 to 10 record(s) of 2775.' is displayed.

- 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.

 A screenshot of the 'Member Measures' search interface, similar to the previous one, but with the 'Measure' dropdown menu selected to 'Osteoporosis Management in Women who had a Fracture (OMW)'. The 'Search' button is highlighted with a red box. The text 'Showing 1 to 10 record(s) of 11.' is displayed at the bottom.

- 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 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 2022 to only adherence medications (Diabetes, RAS, or STATIN drugs) for our Medicare Advantage members.
  - Limit all fills in 2022 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 2022, 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) are included in the data table.

Member Missed Refills Portal Last Refresh Date: 12/31/2021

IPA:  Group:  PCP:

Measure Name:  Operator:  Days Missed:

Member ID:  Member Name:

Export to CSV

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

Member Missed Refills Portal Last Refresh Date: 12/31/2021

IPA: --Select--

Group: [Redacted] X

PCP: --Select--

**Measure Name**: RAS (RAS)

Operator: --Select--

Days Missed: 0-0

Member ID: [Empty]

Member Name: [Empty]

[Search](#) [Clear](#) [Export to CSV](#)

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