



# Provider Portal Training Manual

Accessing and Navigating the Provider Portal

# Table of Contents

General Information.....	2
What is the Partners For Kids Provider Portal?.....	2
Login to the Provider Portal.....	2
Navigating the Provider Portal.....	4
Accessing Data in Patient Lists.....	4
Filtering Data in Patient Lists.....	5
Exporting Data from Patient Lists.....	6
Patient List Dashboard.....	7
Asthma QI.....	8
Behavioral Health Quality Summary.....	10
Proof Forms.....	13
CPC Program.....	14

*Note: The Provider Portal is available for providers in the Central and West Regions. This guide includes screenshots with the Central Region logo, however portal content will be the same regardless of the logo. Upon logging in, the portal will display the appropriate logo based on the region where your practice is located.*

## Central Region



## West Region



# General Information

## What is the Partners For Kids Provider Portal?

The Provider Portal is an online, interactive tool that helps us share the most up-to-date data available with providers. The Provider Portal has updated information as soon as it becomes available to Partners For Kids. The most recent month of data available is listed on the summary page when you log in. Data can be easily exported to an Excel spreadsheet for practice use.

Accessible data within the portal includes:

1. **Primary Care Providers:** Attributed patient information; summary compliance percentages for Healthcare Effectiveness Data and Information Set (HEDIS) measures by provider and measure; and interactive graphs, filtering and additional analyses.
2. **Behavioral Health Providers:** Summary compliance percentages for HEDIS measures by provider and interactive graphs, filtering and additional analyses.

## Login to the Provider Portal

1. To access the Provider Portal, follow the link below:

### [Provider Portal](#)

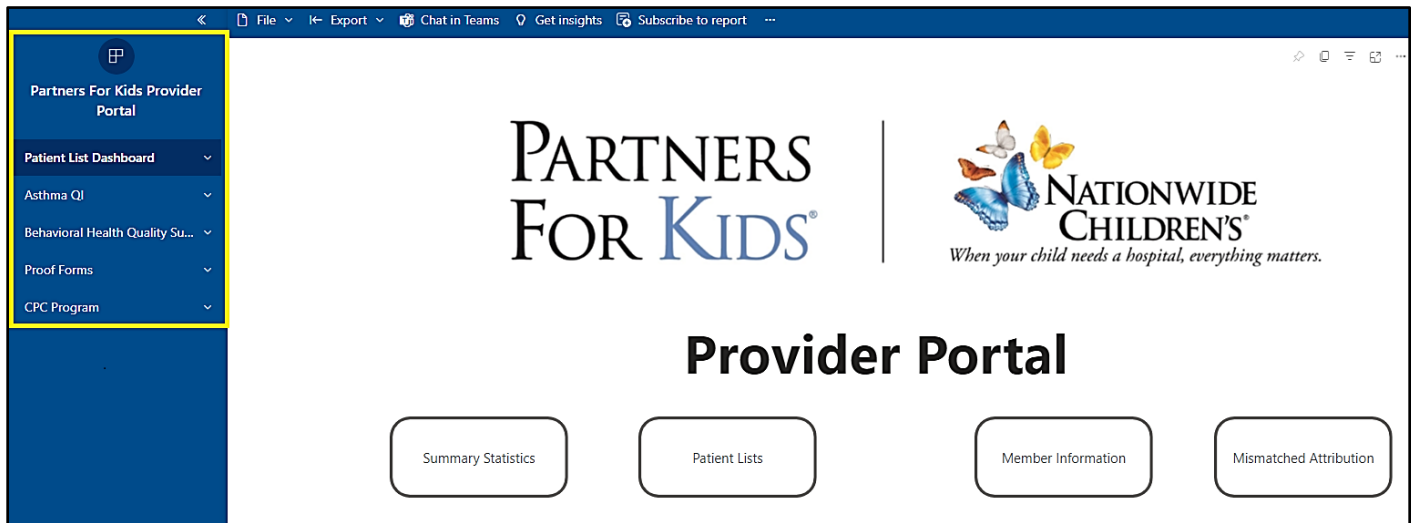
**\*WE RECOMMEND BOOKMARKING THIS LINK\***

If you have already accepted your Microsoft invitation, you should be prompted to use your email and password you created to log in. If not, please reference “Creating a PFK Power BI Account”.

2. After logging in, you will be brought to the **Home** page of the Provider Portal:

The screenshot shows the Partners For Kids Provider Portal home page. On the left is a blue navigation sidebar with the following items: Partners For Kids Provider Portal, Patient List Dashboard, Asthma QI, Behavioral Health Quality Su..., Proof Forms, and CPC Program. The main content area features the PFK logo and the Nationwide Children's logo with the tagline "When your child needs a hospital, everything matters." Below the logos is the heading "Provider Portal" and four buttons: Summary Statistics, Patient Lists, Member Information, and Mismatched Attribution. A notice states "CONTAINS CLAIMS DATA LOADED THROUGH JULY 2023" and "Data Refreshed on 8/16/2023". A red notice reads: "For a limited time only, please use the proof forms tab to the left to review non-compliant patients for the 2022 incentive year. Please download the file and note any patients that were seen within the target timeframe and return to PFK with a valid explanation of payment OR HCFA form via email (PFKProRelations@NationwideChildrens.org) or fax (614-355-3185)." At the bottom, it says "Logged in as:" followed by a blurred name. A footer note states: "We are currently only receiving pharmacy claims from Buckeye. All other members will not have pharmacy data past September 2022 until other payors are able to transfer to Gainwell. For support please email: PFKPowerBI@nationwidechildrens.org".

3. On the left side, you can access various reports.



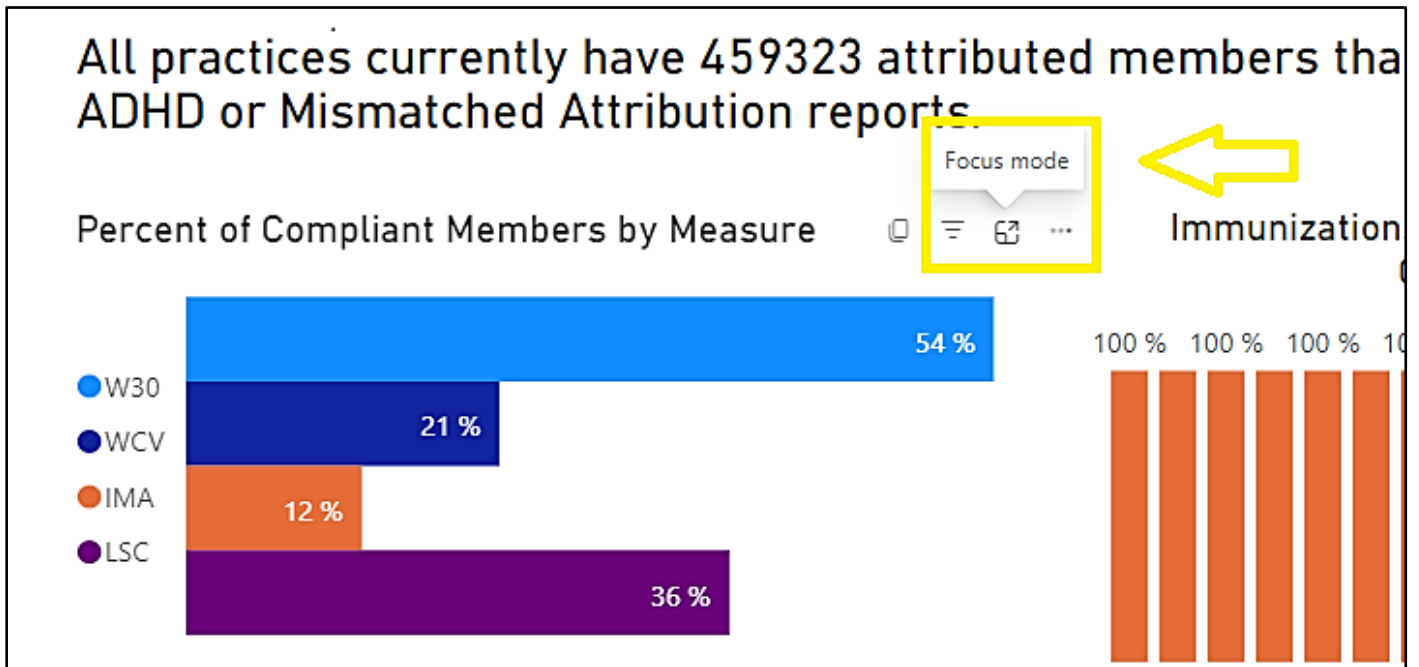
*NOTE: Only behavioral health organizations will be able to access the Behavioral Health Quality Summary.*

# Navigating the Provider Portal

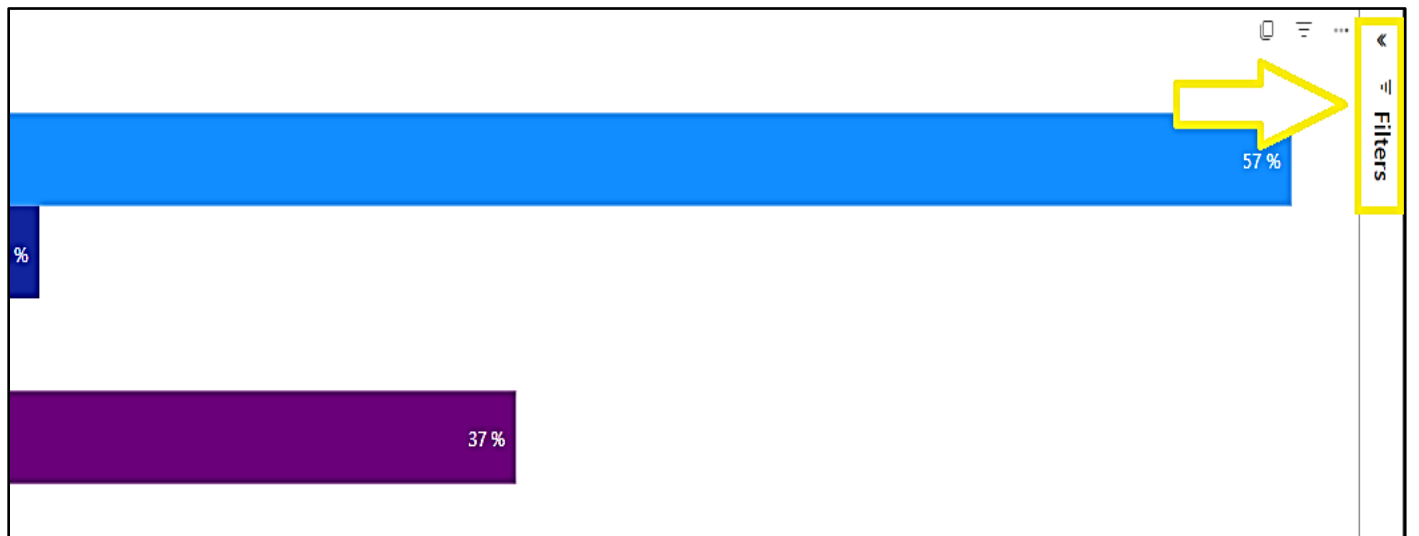
Please see the Provider Portal home page for any exceptions to data that is included in the portal.

## Accessing Data in Patient Lists

When viewing any figure, hover over the chart and select **Focus mode** to open the figure.



The summarized data can also be filtered to show specific information as needed.



## Filtering Data in Patient Lists

On the right side of all reports, there are filters available. More filters will appear whenever you click on a visual or table.

The screenshot shows a report titled "Well-Child Visits (WCV)". The table has the following columns: "Visit at Practice", "Missed Opportunity", "Last BMI Visit", "Last Well-Child Visit", "Last Fluoride Varnish Before 6", "Last Lead Screening from 3-6", "BMI Compliance", "WCV Compliance", and "Targeted Member". On the right side, there is a "Filters" sidebar with a search bar and several filter options, all currently set to "is (All)": Medicaid ID, Member Name, County, Today's Age, Claim's Age, Network, Provider, Practice, and Organization.

In the top right corner, there is a **Reset to Default** option. Use this if you are not sure what filters are applied or to clear the filters.

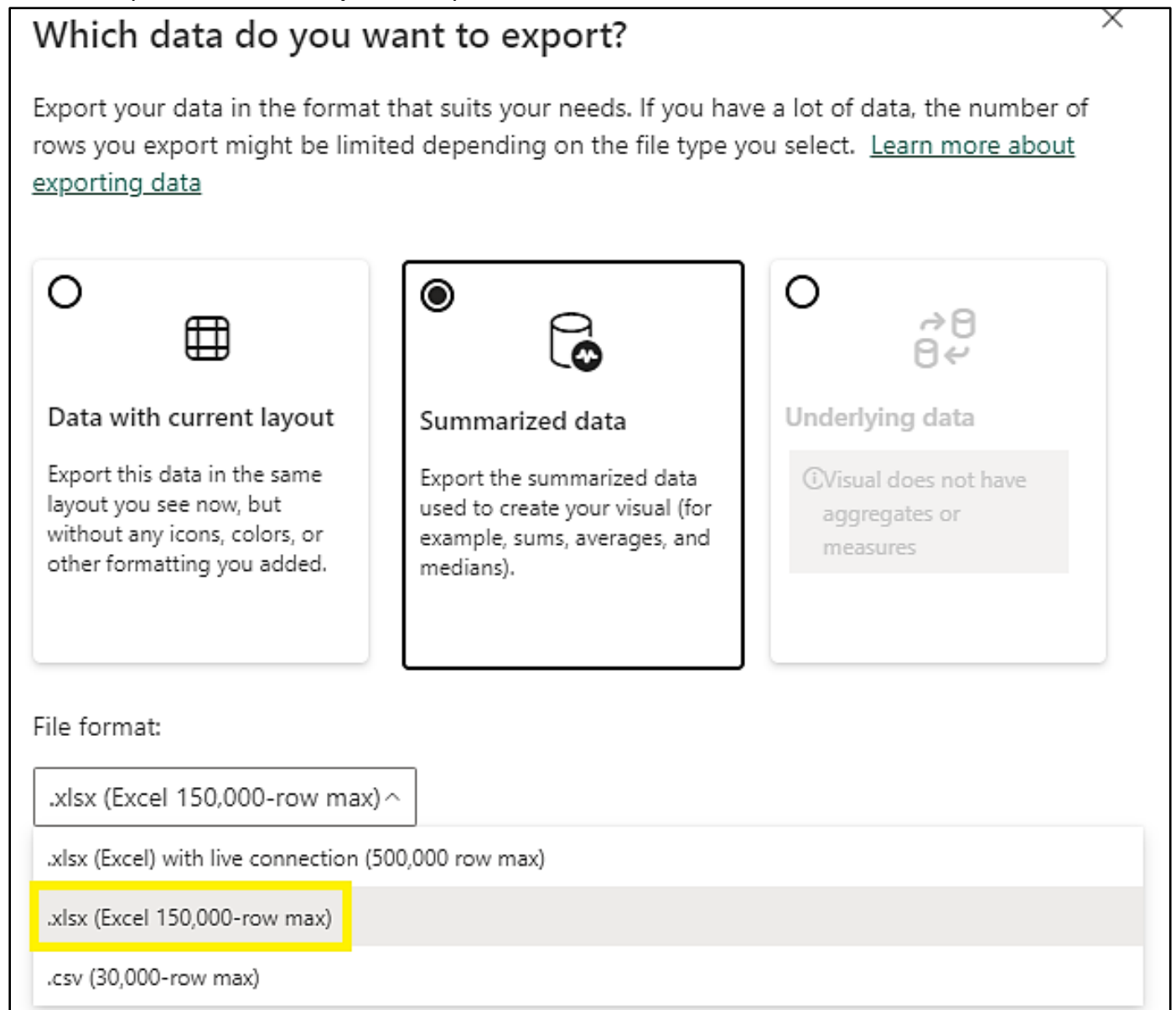
This screenshot is identical to the one above, but with a yellow arrow pointing to a "Reset filters, slicers, and other data view changes you've made." button located in the top right corner of the report area. The "Filters" sidebar is still visible on the right.

## Exporting Data from Patient Lists

1. In order to export data to an Excel spreadsheet, do NOT use the “<- Export” option in the top left hand corner. Instead, hover over the table you want to export, click the **ellipsis** (three horizontal dots) in the top right corner, and select the **Export data** option.



2. Once you have clicked **Export data** you will be led to this screen:



3. Select **Summarized Data**. Under **File Format**, choose **.xlsx (Excel 150,000-row max)**. Select **Export**.

## Patient List Dashboard

The **Home** page serves as the landing page for the Provider Portal. Links to the individual dashboards (**Summary Statistics**, **Patient Lists**, **Member Information**, and **Mismatched Attribution**) are shown here. The **Home** page also displays updates about the Provider Portal, such as when the data was most recently updated.

# Provider Portal

Summary Statistics

Patient Lists

Member Information

Mismatched Attribution

**CONTAINS CLAIMS DATA LOADED THROUGH JULY 2023**  
Data Refreshed on 8/16/2023

For a limited time only, please use the proof forms tab to the left to review non-compliant patients for the 2022 incentive year. Please download the file and note any patients that were seen within the target timeframe and return to PFK with a valid explanation of payment OR HCFA form via email (PFKProRelations@NationwideChildrens.org) or fax (614-355-3185).

We are currently only receiving pharmacy claims from Buckeye. All other members will not have pharmacy data past September 2022 until other payors are able to transfer to Gainwell.  
For support please email: [PFKPowerBI@nationwidechildrens.org](mailto:PFKPowerBI@nationwidechildrens.org)

The **Summary Statistics** page contains aggregate compliance information by Primary Care Provider (PCP) and compliance overall for your practice.

For the **Patient Lists**, each list will only contain member information if a member qualifies for a patient list. For example, only members between the recommended ages of 11-13 will appear on the Immunizations for Adolescents (IMA) list. If you want to see all members and their information, you can view the **Member Information** tab.

The **Mismatched Attribution** page is a great way to check if the patients you are seeing are attributed to you. All members in the Mismatched Attribution report will have a red flag (🚩). Only members that have a different attributed PCP than their last well child visit PCP will show up in the mismatched attribution report. A black flag (🚩) means that while the attributed and rendering providers were different, the practice in which the child received their last well-child visit is the same as their attributed practice.

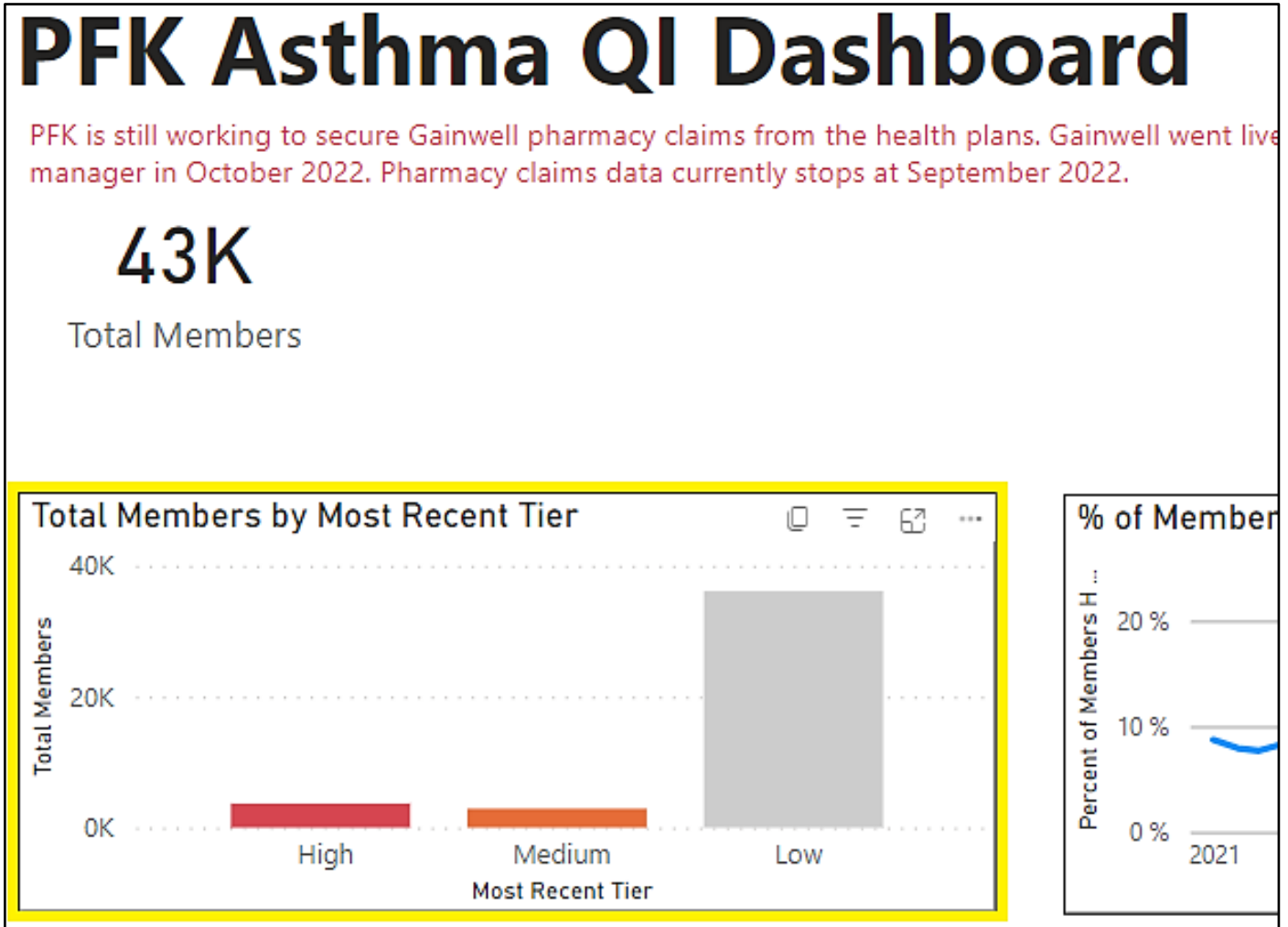
The **Member Information** list can be used to find contact information for all members. It also includes the member's redetermination date, if they are eligible for Supplemental Security Income (SSI), or if they already receive SSI.



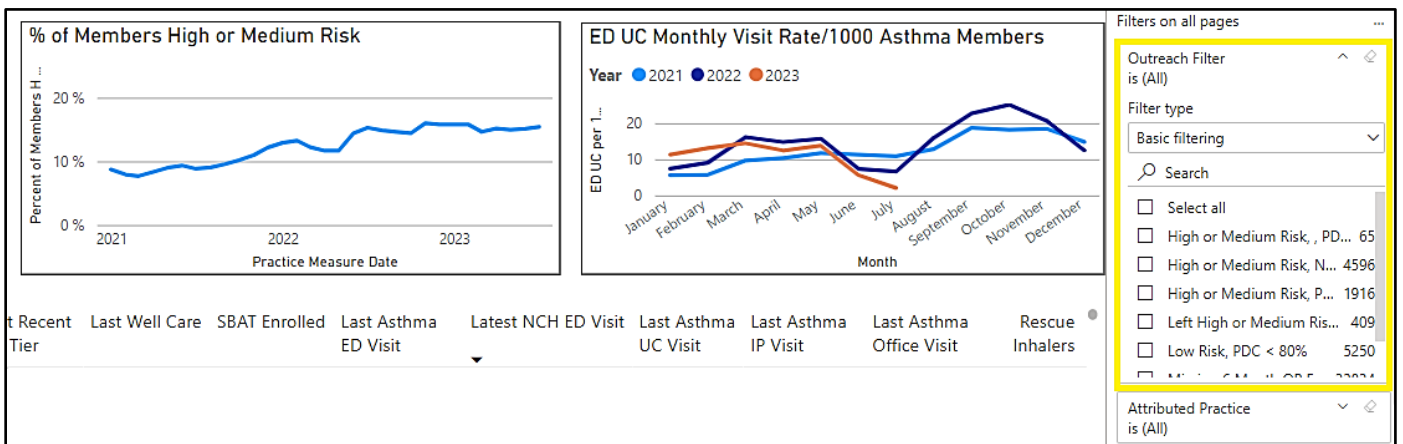
# Asthma QI

## Reviewing specific populations

1. Select the **Total Members by Most Recent Tier** figure and filter as needed

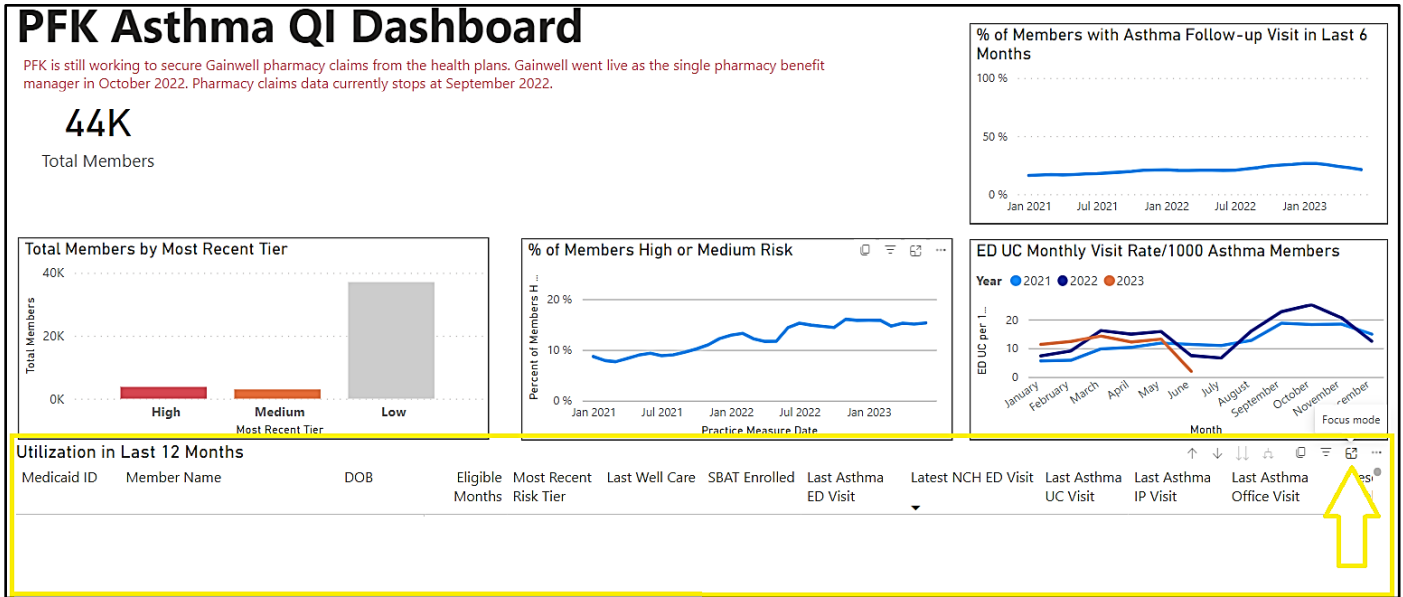


2. Outreach filters: There are several ways to identify specific asthma populations via filters on the right side of the dashboard. Once a filter is applied the spreadsheet will adapt to only show the patients that meet that parameter within the filter. Outreach filters were developed to identify specific patients that could receive targeted interventions. For example, filter by 'Most Recent Risk Tier' for 'high' and 'medium'



# Spreadsheet with previous 12-months of healthcare visits and medication fills

Expand the **Utilization in Last 12 Months** spreadsheet for easier navigation



## Individual Member Template

1. Searching for a patient attributed to your practice:



- Start typing first and last name into member search bar in top right of member template  
**OR**
- Right click and copy a patient name from the dashboard spreadsheet and paste it into the member search bar

2. Printing the member template

- Click on **File** in the top left of the page and select **Print this page** in the dropdown.



# Behavioral Health Quality Summary

The **Behavioral Health Quality Summary** landing page provides direct links to the individual behavioral health dashboards (**Patient Engagement Data**, **Hospitalization Follow-Up**, **Residential Discharge Follow-Up**, and **ED Follow-Up**).

## Behavioral Health Quality Summary

Patient Engagement Data

Hospitalization Follow-Up

Residential Discharge Follow-Up

ED Follow-Up

PFK is still in the process of trying to receive OhioRISE patient data. Until that is complete, all behavioral health reports will be incomplete.

## Patient Engagement

The **Patient Engagement Data** summary page shows new patients that are still in the 3-month compliance period where they would be eligible for the Patient Engagement incentive.

### Figure 2. New Patients

Month Identified	New Patients
January 2020	782
February 2020	846
March 2020	735
April 2020	553
May 2020	535
June 2020	585
July 2020	659
August 2020	767
September 2020	1101
October 2020	854
<b>Total</b>	<b>23180</b>

### Figure 2A. Total Visits for New Patients at All Practices

Month Identified	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	July 2020
January 2020	1773	1815	1682	804			
February 2020		1920	2057	2003	686		
March 2020			1845	2409	1881	844	
April 2020				1519	1678	1570	585
May 2020					2356	2375	2006
June 2020						1408	1460
July 2020							1714
August 2020							
<b>Total</b>	<b>1773</b>	<b>3735</b>	<b>5584</b>	<b>6735</b>	<b>6601</b>	<b>6187</b>	<b>5765</b>

Figure 2 and 2A indicates the total number of new patients receiving care from your practice saw 782 new patients. Over the next 3 months these new patients were seen

### Figure 3. New Patients by Engaged Month at All Practices

Month Identified	February 2020	March 2020	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020
January 2020	269	165	22					
February 2020		300	141	31				
March 2020			308	90	29			
April 2020				210	86	6		
May 2020					253	58	10	
June 2020						183	109	
July 2020							227	
<b>Total</b>	<b>269</b>	<b>465</b>	<b>471</b>	<b>331</b>	<b>368</b>	<b>247</b>	<b>345</b>	

### Figure 3A. New and Engaged Patients

Month Identified	New Patients
June 2023	226
May 2023	631
April 2023	635
March 2023	829
February 2023	793
January 2023	694
December 2022	547

10

1. Select **Focus mode** to expand the figure
2. Scroll down to the most recent Month Identified
3. Scroll across the engaged months. Rows with 3 engaged months of data are complete

The patient engagement patient level data page shows the dates of visits

at All Practices

April 2020	May 2020	June 2020	July 2020	August 2020	September 2020
22					
141	31				
308	90	29			
	210	86	6		
		253	58	10	
			183	109	
				227	
<b>471</b>	<b>331</b>	<b>368</b>	<b>247</b>	<b>345</b>	

ew patients meeting the incentive goal  
y patients in January 2020, 456 patients

63.41%. The PFK Network average is 63.41%.

Figure 3A. New and Engaged Patients

Month Identified	New Patients	Engaged Patients	Percent of Engaged Patients
June 2023	226		
May 2023	631	53	8.40%
April 2023	635	210	33.07%
March 2023	829	389	46.92%
February 2023	793	405	51.07%
January 2023	694	333	47.98%
December 2022	547	281	51.37%
November 2022	672	328	48.81%
October 2022	770	433	56.17%
<b>Total</b>	<b>23180</b>	<b>14699</b>	<b>63.41%</b>

Definition

Qualifying Codes

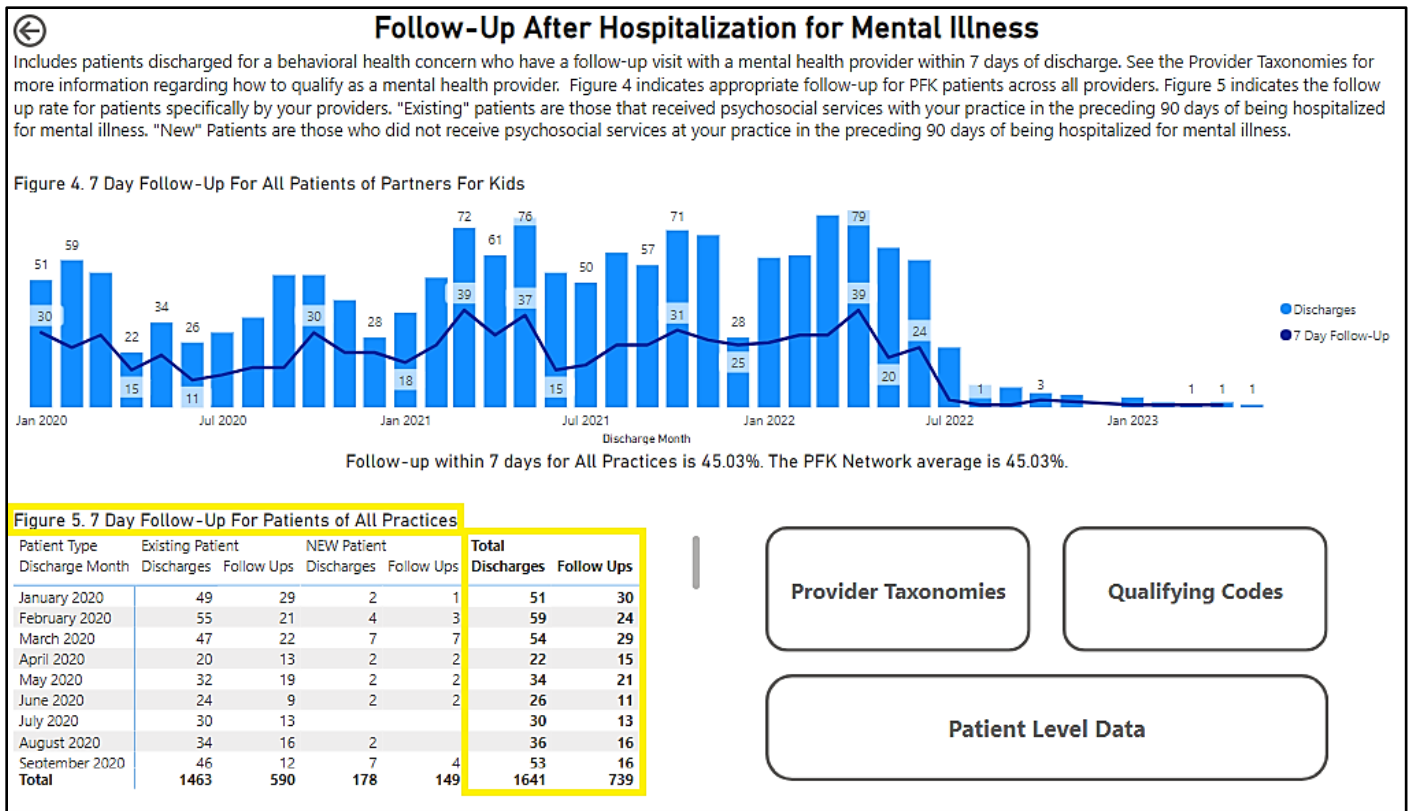
Patient Level Data

1. Select **Patient Level Data**
2. The top table, Patient Level Engagement, has one row per patient
3. The bottom table, Visit Level Engagement, has one row per visit so patients are shown on multiple rows

## Hospitalization Follow-up

The **Hospitalization Follow-Up** summary page shows new and existing patients that were recently discharged from the hospital for mental illness.

- In **Figure 5**, focus on the bold numbers on the right. This will combine new and existing patients



The **Provider taxonomies** page includes two sets of information. The clinician providing the follow-up visit must have one or the other:

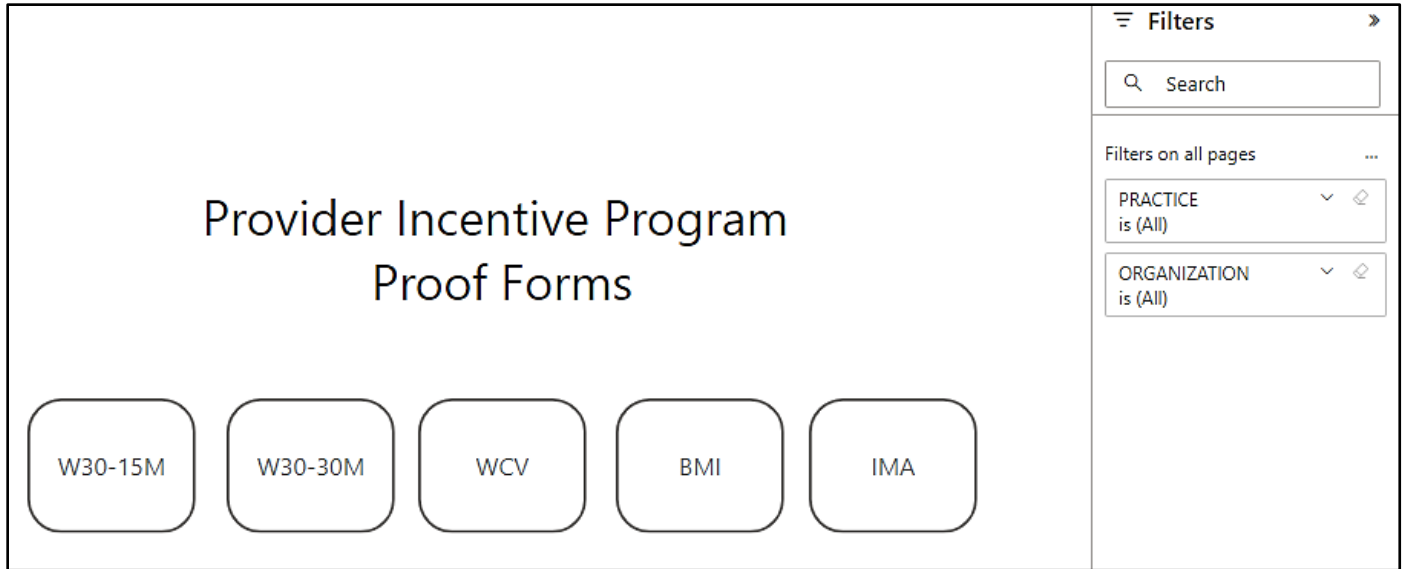
- Mental Health Rendering Provider Taxonomies
- OR**
- Mental Health Procedure Modifier

e.g. The Mental Health Provider Taxonomy "Social Worker" is not approved but there is an approved Mental Health procedure modifier. This shows the patient did meet the follow-up requirement.

Primary Taxonomy Code	Primary Taxonomy	Mental Health Procedure Modifier?	7 Day Status
104100000X	Social Worker	YES	MEETS

## Proof Forms

The **Provider Incentive Program (PIP) Proof Forms** dashboard displays missed opportunity in relation to the Partners For Kids PIP. Partners For Kids understands that some of the patients on the lists may have received incentivized services the previous year but were not identified in the claims data. Practices can verify the claims data by referencing the individual dashboards (**W30-15M**, **W30-30M**, **WCV**, **BMI**, and **IMA**), and submitting a proof form to PFK.

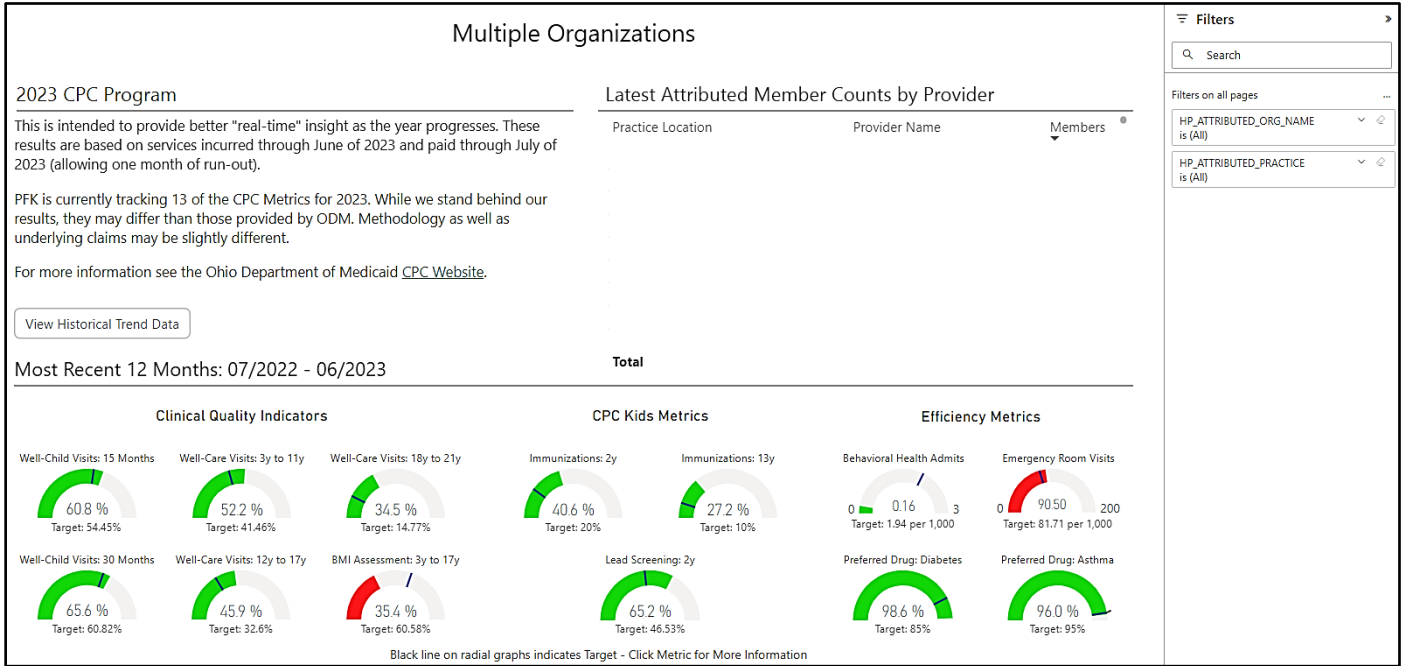


### How to Complete a Proof Form

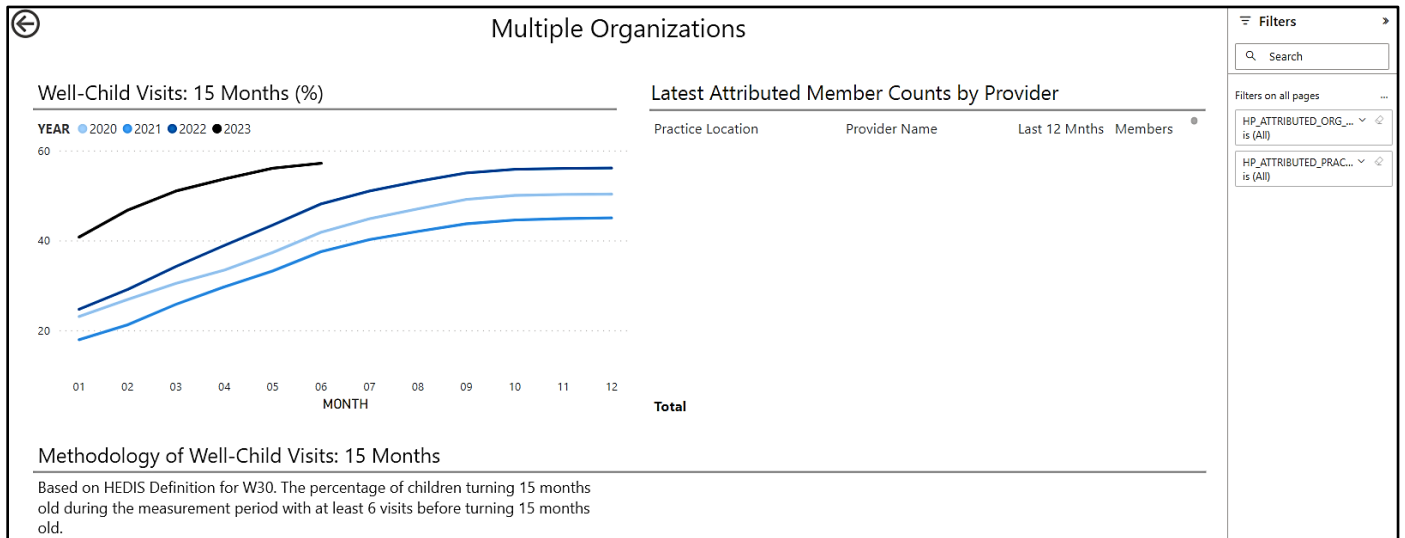
To complete a proof form submission, select the appropriate form, filter for your practice and export the data to review. Please reference [Navigating the Patient Portal](#) for instructions on filtering ([page 5](#)) and exporting ([page 6](#)). Once the data has been exported, add the appropriate dates of service in the blanks provided within the patient list and return it to your Partners For Kids Provider Relations Specialist with either a Health Care Financing Administration (HCFA) form or Explanation of Payment (EOP) showing that the well check and/or immunization was performed in the appropriate timeframe.

# CPC Program

The **Comprehensive Primary Care (CPC) Program** dashboard shows metrics for the Ohio Department of Medicaid (ODM) for participating CPC organizations only. Currently, 13 of the CPC Kids metrics are shown, and are divided into the categories of **Clinical Quality Indicators**, **CPC Kids Metrics**, and **Efficiency Metrics**. Clicking on an individual radial graph will expand the metric and provide more information on the measure.



Once the metric is expanded, the HEDIS Definition for the measure is explained. The data can be filtered by attributed organization and attributed practice.



**Partners For Kids is happy to provide one-on-one training if needed!**

Please contact [PFKPowerBI@nationwidechildrens.org](mailto:PFKPowerBI@nationwidechildrens.org) if you have any questions.