

WELCOME

Provider Opportunity Reports – Physicians & Clinics



L.A. Care
HEALTH PLAN®

For All of L.A.

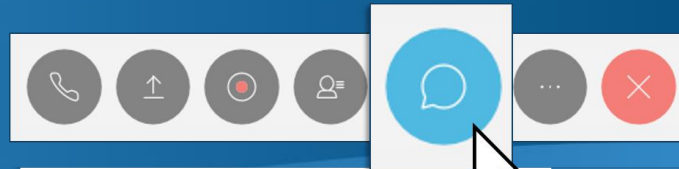
CALL: +1-415-655-0002

ACCESS CODE: 2494 909 6894

Attendee ID: Each attendee has their own unique ID.

*Select the I will “call in” option, a window will open with the call in number, access code, and your attendee ID

Everyone is *automatically* **MUTED**. . .
Please communicate via the **CHAT** feature



Please type your question/comment here and click “Send”.

Send

We will begin at
12:00 PM PST

Thank you



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SINCE 1997

Housekeeping

- Attendance and participation will be tracked via log-in.
- Webinar is being recorded.
- Questions will be managed through the Chat.
- Send a message to the Host if you experience any technical difficulties.
- PPT will be disseminated as PDF.



MY2023 Provider Opportunity Reports



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June 14, 2023

Agenda

1. Provider Opportunity Report (POR)
 - Medi-Cal
2. Utilization Management Provider Opportunity Report (UM POR)
3. Custom Reports for Children & Adolescents
4. Data Submission & Reconciliation
5. Accessing the POR



Provider Opportunity Report (POR)



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Medi-Cal Summary Report

1 The first tab is the summary tab for the practice, clinic, or IPA.

2 Look for the Column "Measure". You can also filter alphabetically.

3 The Column "Rate" shows your performance on a given measure. Ex: The current rate for WCC is 4.14%. You can also sort from smallest to largest.

4 The Column "Threshold # Hits to Meet" shows the # of services needed to meet the threshold. Ex: For WCC, it is 84.

5 The Column "Benchmark # Hits to Meet" shows the # of services needed to meet the benchmark. Ex: For WCC, it is 244.

Base Measure	Measure	Total Eligible	Met	Not Met	Rate	P4P Threshold (50th Percentile)	Threshold # Hits to Meet	P4P Benchmark (95th Percentile)	Bench Mark # Hits to Meet
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity	Weight Assessment & Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity	521	6	515	1.15%	33.13%	84	88.4%	244
(CDC)	(CDC) - HbA1c Control (<8.0%)	420	144	276	34.29%				

Ready

Medi-Cal Provider Level Report

1 The second tab is the provider level tab for the clinic or IPA (n/a for solos or small group practice)

2 Filter by "License No" or "Last Name" and/or "First Name" for provider-specific data

3 The Column "Rate" shows a provider's performance on a given measure. Ex: Dr. Grey has a 100% CCS Rate.

4 The Column "Threshold # Hits to Meet" shows the # of services needed to meet the threshold. Ex: Dr. Yang needs 6 hits to meet the CDC eye exam threshold.

5 The Column "Benchmark # Hits to Meet" shows the # of services needed to meet the benchmark. Ex: Dr. Yang needs 45 hits to meet the AWC benchmark.

Base_Measure	Measure	License No	Last Name	First Name	Total Eligible	Met	Not Met	Rate	P4P Threshold (50th Percentile)	Threshold # Hits to Meet	P4P Benchmark (95th Percentile)	Bench Mark # Hits to Meet
Cervical Cancer Screening (CCS)	Cervical Cancer Screening (CCS)***	A12345	Grey	Meredith	3	3	0	100	--	--	--	--
Adolescent Well-Care Visits (AWC)	Adolescent Well-Care Visits	A34567	Yang	Cristina	90	16	74	17.777778	38.78%	19	67.3%	45
Comprehensive Diabetes Care (CDC)	Comprehensive Diabetes Care (CDC) - Eye Exams	A34567	Yang	Cristina	68	29	39	42.647059	51.92%	6	76.09%	23
Cervical Cancer Screening (CCS)	Cervical Cancer Screening (CCS)	A34567	Yang	Cristina	175	86	89	49.142857	N/A	0	N/A	0



Medi-Cal Measure Level Report

5 To contact members for follow-up, "member" name, phone number and DOB are provided.

3 Filter by "License No" or Provider's "Last Name" and/or "First Name" for a provider-specific Gaps in Care List.

2 Filter for "Compliance Status" = "NOT MET" to identify members requiring follow-up

4 For providers that practice at multiple sites, filter by street address to identify the site where the member is a patient

1 Each measure has its own tab, with member details for follow-up. Ex: The current tab is for WCV

Measure	Plan Member	Member Last Name	Member First Name	Member Phone Number	Member DOB	Member Address	Member City	Member County	Member Zip Code	Plan Code	License No	Provider Last Name	Provider First Name	Provider Address	Provider City	Provider State	Provider Zip	Provider Phone No	Provider Fax No	Compliance Status	Event Date
Child and Adolescent Well-Care Visits (WCV) - Total***	12345	RODRIGO	OLIVIA	3231234567	2010-01-11	1234 SESAME ST	HUNTINGTON PK	LA	90255	BCSC	A98765	GREY	MEREDITH	123 E SLAUSON AVE	HUNTINGTON PARK	CA	90255	(323) 543-1298		MET	
Child and Adolescent Well-Care Visits (WCV) - Total***	23456	GRANDE	ARIANA	3232345678	2005-08-23	5678 PARK PL	SOUTH GATE	LA	90280	BCSC	A98765	GREY	MEREDITH	123 E SLAUSON AVE	HUNTINGTON PARK	CA	90255	(323) 543-1298		MET	
Child and Adolescent Well-Care Visits (WCV) - Total***	34567	ROGERS	MAGGIE	3234567890	2006-07-10	123 MAIN ST	LOS ANGELES	LA	90012	BCSC	A23456	MAC	DREAMY								
Child and Adolescent Well-Care Visits (WCV) - Total***	45678	MALONE	POST	5621234567	2008-06-22	456 BROADWAY	PICO RIVERA	LA	90660	BCSC	G62293	YANG	CRISTINA	456 MARTIN LUTHER KING JR BLVD STE 1	LYNNWOOD	CA	90255				
Child and Adolescent Well-Care Visits (WCV) - Total***	56789	BIEBER	JUSTIN	2139876543	2005-05-30	7890 BOARDWALK	BELL GARDENS	LA	90201	BCSC	A23456	MAC	DREAMY	123 E SLAUSON AVE	HUNTINGTON PARK	CA	90255	(323) 543-1298		NOT MET	



Medi-Cal Raw Data File

Allows for data to be easily ingested for the creation of your own custom reports.

```
V12345_Clinic_LACC_XYZ CLINIC_20210505 - Notepad
File Edit Format View Help
Submission_Name|Base_Measure_ID|Base_Measure|Measure_id|Plan_Member_ID|Member|ZipCode|DOB|Gender|Denominator|Numerator|Event_Date|LicenseNo|FirstName
LACC|CCS|Cervical Cancer Screening (CCS)|CCS|12345678|Member1|90043|01/01/2000|F|1|0|A5000|FN1|LN1|123456|HBEX
LACC|COL|Colorectal Cancer Screening (COL)|COL|1122334455|Member2|90043|01/02/2000|F|1|0|A5555|LN1|FN2|LN2|124567|HBEX
LACC|CCS|Cervical Cancer Screening (CCS)|CCS|987654|Member3|90043|01/01/2003|F|1|0|A60000|FN3|LN3|23456|HBEX
LACC|CCS|Cervical Cancer Screening (CCS)|CCS|876543|Member4|90043|01/01/2004|F|1|0|A7000|FN4|LN4|87654|HBEX
LACC|CCS|Cervical Cancer Screening (CCS)|CCS|100000|Member5|90043|01/01/2000|F|1|0|A8000|FN5|LN5|098767|HBEX
```



Changes to UM POR



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Adding Test Measures to UM Detail Report

For Measurement Year 2023, we are adding 4 HEDIS measures to the UM POR Detail

- Medi-Cal:
 - Follow-Up After Emergency Department Visit for Substance Use (FUA)
 - Follow-Up After Emergency Department Visit for Mental Illness (FUM)
 - Transitions of Care (TRC) – Patient Engagement After Inpatient Discharge & Medication Reconciliation Post Discharge
- L.A. Care Covered:
 - Follow-Up After Emergency Department Visit for People With Multiple High-Risk Chronic Conditions (FMC)
 - Transitions of Care (TRC) – Patient Engagement After Inpatient Discharge & Medication Reconciliation Post Discharge
- Medicare Plus:
 - Follow-Up After Emergency Department Visit for People With Multiple High-Risk Chronic Conditions (FMC)
 - Transitions of Care (TRC) – Patient Engagement After Inpatient Discharge & Medication Reconciliation Post Discharge



Test Measures UM Summary Report

- UM test measures will appear in the following 2 reports:
 - HEDIS POR
 - UM Member Details
- Below is a screen print of our current UM Summary report:

Plan All-Cause Readmissions (PCR)					
Measure Id	Count of Index Stays	Count of 30 Day Readmissions	Observed Readmissions Rate	Expected Readmissions Rate	Observed to Expected Ratio
PCR	0	0	0.00%	0.00%	0.00

Emergency Department Utilization (EDU)					
Measure Id	Observed ED Visits	Observed ED Visits/1000 Members	Expected ED Visits	Expected ED Visits/1000 Members	Observed to Expected Ratio
EDU	4	285.71	1.93	137.53	2.08

Acute Hospital Utilization (AHU)					
Measure Id	Observed Discharges	Observed Discharges/1000 Members	Expected Discharges	Expected Discharges/1000 Members	Observed to Expected Ratio
AHU	0	0.00	0.36	26.01	0.00

- The goal is to minimize hospital and ED visits for routine non-urgent care so the lower “Observed to Expected Ratio” the better.



Test Measures UM Details

- The UM Member Details displays the discharge date and other data points that may help providers better care for and follow-up with their patients.
- However, since these are traditionally HEDIS measures, they will remain on the HEDIS POR Summary report (not the UM POR Summary).

Plan Partner	Plan Member ID	Member First Name	Member Last Name	Member Middle Name	Gender	Date of Birth	Phone Number	Facility Name	Facility Address	Facility Phone	Facility Fax	Admission Date	Discharge Date	Service Date	Revenue Code	Procedure Code	Admission Diagnosis
Medi-Cal Only																	

- The Admission and ICD Diagnosis codes will help you to follow up with your patients to manage their condition(s).



Mock-up

- Sample ED Utilization Report:

Plan Partner	Plan Member ID	Member First Name	Member Last Name	Member Middle Name	Gender	Date of Birth	Phone Number	Facility Name	Facility Address	Facility Phone	Admission Date	Discharge Date	Service Date	Revenue Code	Procedure Code	Admission Diagnosis	ICD Diag 1
MCLA	Plan Member ID	Member First Name	Member Last Name	Member Middle Name	Gender	DOB	Phone	CITRUS VLY MC-QV	1115 S SUNSET AVE, WEST COVINA, CA, 91790	6268142588	02/12/2022	02/12/2022	02/12/2022	0250, 0320, 0450	00, 73630, 99283, Z7502, Z7610	M79.671	M79.671
MCLA	Plan Member ID	Member First Name	Member Last Name	Member Middle Name	Gender	DOB	Phone	CITRUS VLY MC-QV	1115 S SUNSET AVE, WEST COVINA, CA, 91790	6268142588	05/27/2022	05/28/2022	05/27/2022	0250, 0306, 0324, 0450, 0730	00, 71045, 93005, 99284, J1100, U0002, Z7502, Z7610	J06.9	J06.9

- This same patient visited the ER twice 2/12 and 5/27.
- For the 5/27, he/she was admitted and discharged the next day on 5/28.
- Look into the Admission Diagnosis for each visit and follow up with patient to help manage his/her condition.





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Custom Reports for Children and Adolescents

L.A. Care Quality Improvement Department



Rachel Martinez, RN
Supervisor
Clinical Initiatives



Laura C. Gunn, MPH, CHES
Project Manager
Clinical Initiatives



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Objective

- Learn how to access and use tailored reports generated by L.A. Care to help you close care gaps within the following HEDIS measures:
 - W30: Well-Child Visits in the First 30 Months of Life
 - CIS-10: Childhood Immunization Status Combination 10
 - IMA-2: Immunizations for Adolescents Combination 2
 - BLS: Blood Lead Screening in Children
- Review examples of each report



W30 Report

- L.A. Care's W30 Report is available for you to help increase the number of well-child visits completed. Several visits are required during the first 30 months of life and provide the space for other preventive services to take place (ex: vaccines, developmental screenings).
- Report consists of two tabs:
 - **Tab 1: W30 +6, Well-Child Visits during 0-15 months**
 - **Tab 2: W30 +2, Well-Child Visits during 15-30 months**
- Each tab displays eligible patients currently due for well-child visits within each measure.



W30 Report: Report Details

- Each report details:
 - number of unique visits completed
 - date and age of last visit
 - *days remaining before turning 15, 24, and 30 months*
 - *date turning 15, 24, and 30 months*
- Please prioritize children approaching their 15th month or 30th month and those behind schedule.
 - For children under 4 months, ensure that visits have started.
- Use the reports to increase both W30 measure rates.
 - Thus improving your HEDIS performance and increasing your incentive award.



W30 Report: How to Access

1. Log on to L.A. Care's [Provider Portal](#).
2. Click "Reports" on the sidebar.
3. Click on the "2023" folder.
4. Click on the "Provider Opportunity Reports" folder.
5. Select the most recent month.
6. Click on the "W30" folder.
7. Download the file labeled "xxx_W30_xxx_Reports."



Missing Vaccine Report

- L.A. Care's Missing Vaccine Report consists of two unique reports available for you to help increase your childhood and adolescent immunization rates:
- **Report 1: Childhood Immunization Status**
CIS Combo 10
 - Displays patients turning two in the next 18 months, along with specific vaccines due and missing doses.
- **Report 2: Immunizations for Adolescents**
IMA Combo 2
 - Displays patients turning 13 in the next 18 months, along with specific vaccines due and missing doses.



Missing Vaccine Report: Report Details

- Each report details how many doses of each antigen are missing for each eligible patient.
 - Please prioritize immunizations for children approaching their 2nd or 13th birthday and those behind schedule.
 - For CIS-10, look at those children who will be 6-8 months and ensure they are on track for rotavirus.
- Use the reports to increase your immunization rates.
 - Thus improving your HEDIS performance and increasing your incentive award.



Missing Vaccine Report: How to Access

1. Log on to L.A. Care's [Provider Portal](#).
2. Click “Reports” on the sidebar.
3. Click on the “2023” folder.
4. Click on the “Provider Opportunity Reports” folder.
5. Select the most recent month.
6. Click on the “Missing Vaccines Report” folder.
7. Download the file labeled “xxx_CIS_xxx_Report” or “xxx_IMA_xxx_Report”.

To ensure all immunizations are accounted for, we recommend you document all shots (including historical) on [CAIR](#). The immunization reports are updated monthly.



Blood Lead Screening Report

- L.A. Care's Blood Lead Screening Report consists of active members between the ages of 6 months- 6 years who are *missing* a blood lead screening test.
- Posted monthly
- Report fulfills two requirements:
 - **LSC HEDIS Measure:** at least one lead test by age 2
 - **All Plan Letter (APL) 20-016, Blood Lead Screening of Young Children:** lead test at 12 months and 24 months and for children between 24- 72 months with no record of a lead test



Blood Lead Screening: Report Details

- Each report details:
 - date when child will be 1 or 2 years old
 - whether the child is between 12-24 months or 24-72 months
 - lack of screening between 12-24 months and 24-72 months
- Use report to anticipate screenings and to catch up on screenings.
- Use the reports to increase your LSC HEDIS rates.
 - Thus improving your HEDIS performance and increasing your incentive award.



Blood Lead Screening Report: How to Access

1. Log on to L.A. Care's [Provider Portal](#).
2. Click "Reports" on the sidebar.
3. Click on the "2023" folder.
4. Click on the "Lead APL" folder.
5. Click on the "MCLA" folder.
6. Select the most recent month.
7. Download the file labeled
"xxx_LEAD_APL_MCLA_yyyymmdd."



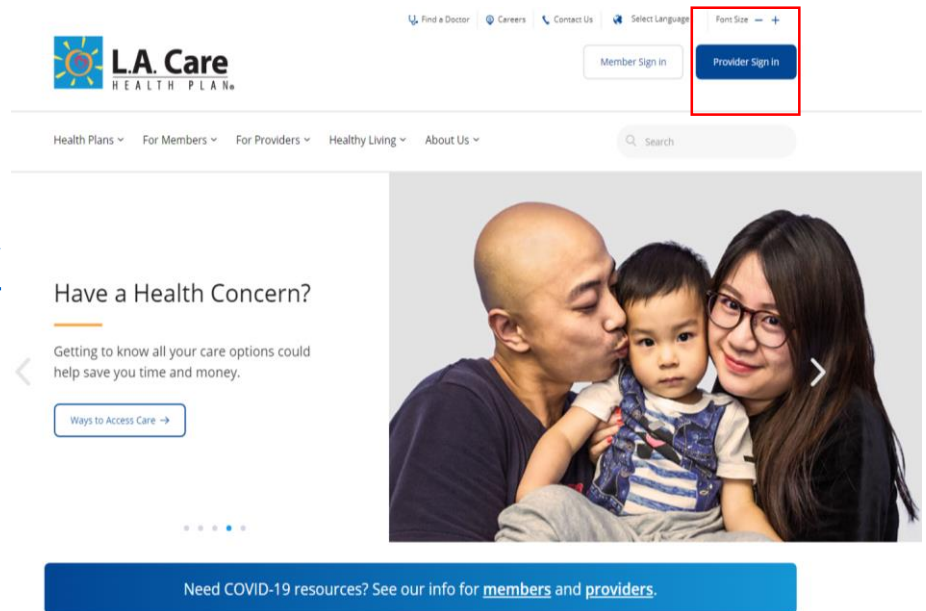
Path to Reports



All Reports

Step 1- go to:

<https://www.lacare.org/providers/provider-central/la-care-provider-central>



Inquiries

Are you a contracted L.A. Care Physician or Specialist and want access to the Contracted Provider Portal? [Register Here](#)

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](#)

Provider Resources

Explore the many resources available to L.A. Care providers.

- Looking for Utilization Management Forms? Find them in [Manuals and Forms](#)
- Search formularies and print forms in [Pharmacy Services](#)
- Find information about HEDIS®, CalMedconnect and health education in [Tools and Toolkits](#)
- Read articles from our monthly provider eNewsletter, [thePULSE](#)

Step 2



All Reports

Step 3



- Back to Internal
- Portal Home
- Browse Affiliation
- Search Physician**
- Search Location
- Member Summary
- Member Eligibility Verification
- Search All Claims
- Search a Claim
- Add Change Delete Workflow
- Incentive Programs
- Forms

Home | Potential Members | I Am A Member | [Providers](#) | About L.A. Care | Sign Out



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.

COVID-19 ALERT

Learn more about potential malware attacks, phishing attempts, and the exploitation of new teleworking infrastructures by cybercriminals during the COVID-19 global pandemic. [Click here for guidance from the HHS Office for Civil Rights](#)

L.A. Care Contractual Requirements

As a member of the L.A. Care Health Plan delegated network, it is your responsibility to protect the privacy and security of all L.A. Care members, including strict adherence to the breach notification reporting requirements. [Click here for reporting requirements and contractual-based privacy and security information](#)

New for Hospitals Regarding UM Contact Information

We have created a simple reference guide to look us up when you need to for your Admission

Step 4



- Back to Internal
- Portal Home
- Browse Affiliation
- Search Physician
- Search Location
- Member Summary
- Member Eligibility Verification

Home | Potential Members | I Am A Member | [Providers](#) | About L.A. Care | Sign Out



Find Physician or PPG

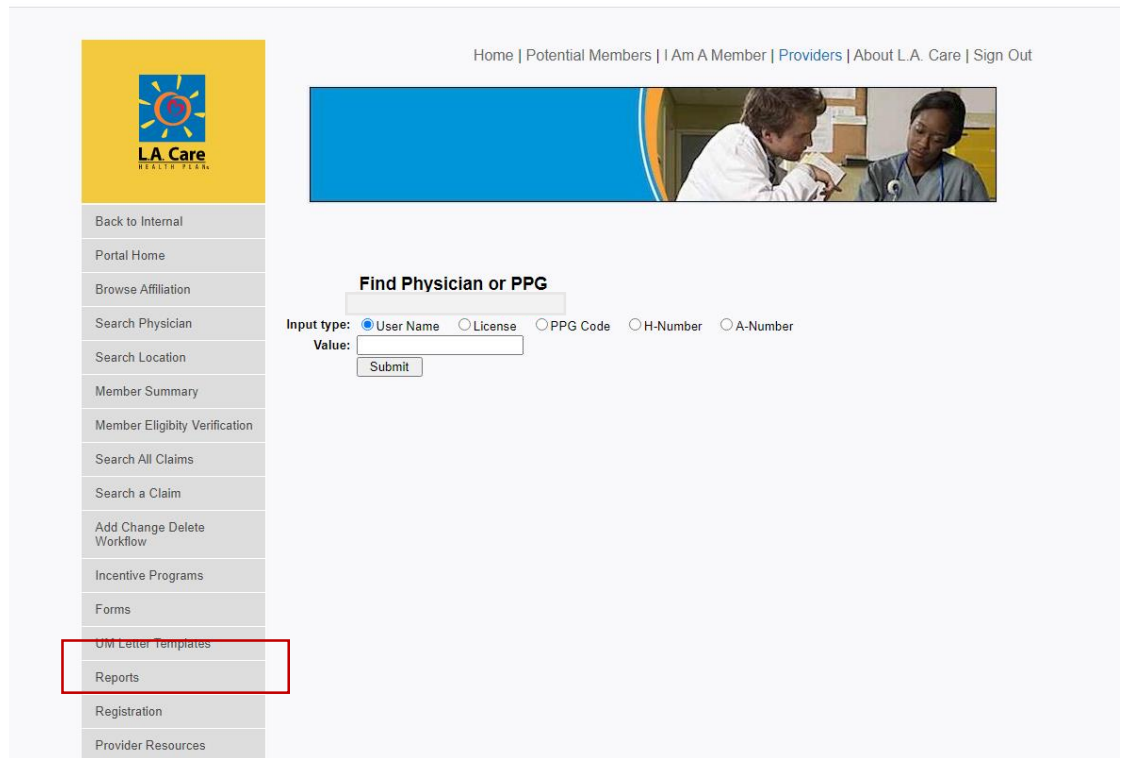
Input type: User Name License PPG Code H-Number A-Number

Value:



All Reports

Step 5



Home | Potential Members | I Am A Member | Providers | About L.A. Care | Sign Out

LA Care
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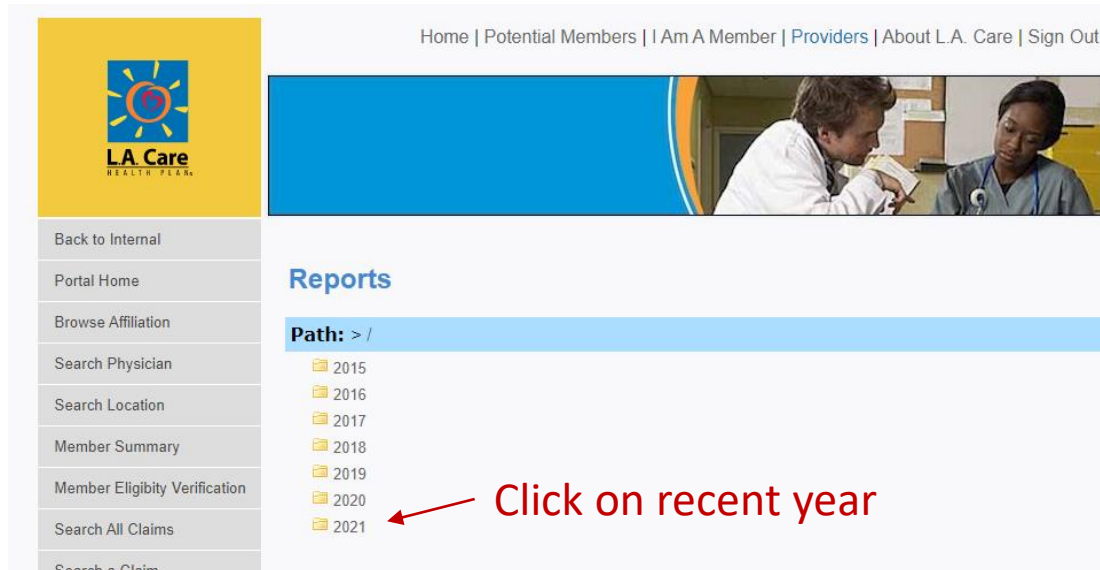
- Back to Internal
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- Member Eligibility Verification
- Search All Claims
- Search a Claim
- Add Change Delete Workflow
- Incentive Programs
- Forms
- UM Letter Templates
- Reports**
- Registration
- Provider Resources

Find Physician or PPG

Input type: User Name License PPG Code H-Number A-Number

Value:

Submit



Home | Potential Members | I Am A Member | Providers | About L.A. Care | Sign Out

LA Care
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- Back to Internal
- Portal Home
- Browse Affiliation
- Search Physician
- Search Location
- Member Summary
- Member Eligibility Verification
- Search All Claims
- Search a Claim

Reports

Path: > /

- 2015
- 2016
- 2017
- 2018
- 2019
- 2020
- 2021**

Click on recent year

Step 6



W30 and Missing Vaccine Reports Specific



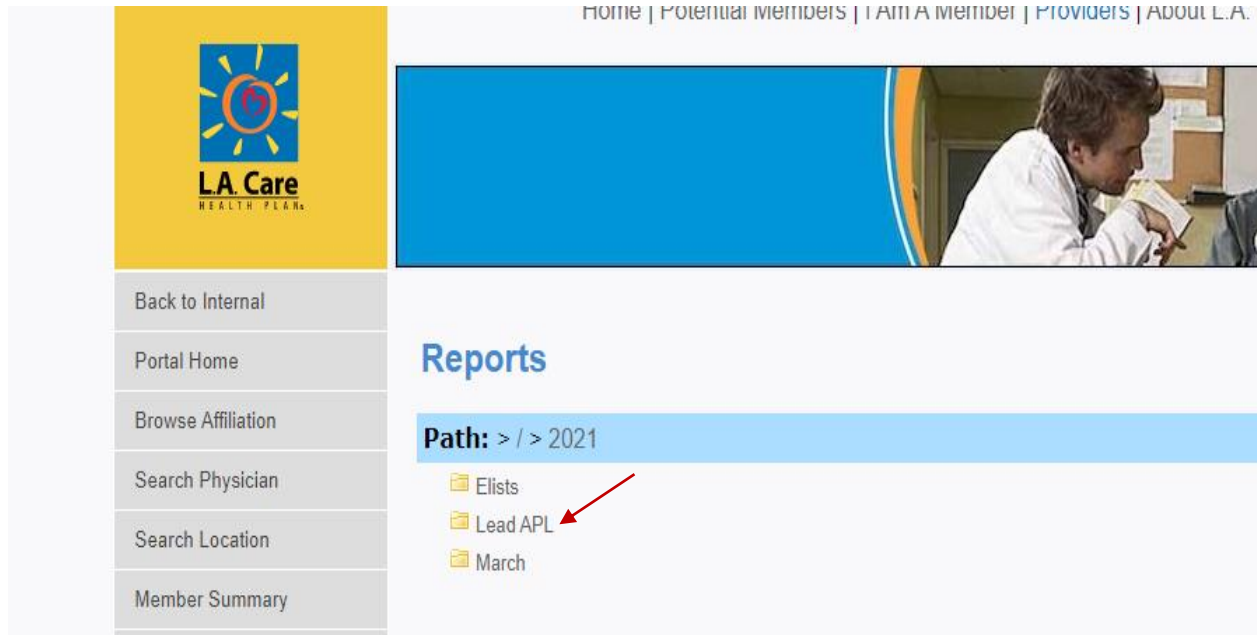
The screenshot shows the L.A. Care Health Plan website interface. At the top right, there is a navigation bar with links: Home | Potential Members | I Am A Member | **Providers** | About L.A. Care | Sign Out. The L.A. Care Health Plan logo is on the left. Below the logo is a vertical menu with the following items: Portal Home, Browse Affiliation, Search Physician, Search Location, Member Summary, Member Eligibility Verification, Search All Claims, Search a Claim, and Add Change Delete. The main content area features a banner image of a doctor and a patient. Below the banner is the heading "Reports" and a breadcrumb trail: **Path:** > / > 2022 > Provider Opportunity Reports > December. Underneath the breadcrumb trail is a list of report categories, each with a folder icon: CMC, LACC, Medi-Cal, Missing Vaccines Report, and W30.

Step 7- Click on “Provider Opportunity Reports”


- For CIS-10 and IMA-2 reports, click on “Missing Vaccine Report”
- For W30 report, click on “W30”



Lead Screening Report Specific



Home | Potential members | I Am A member | Providers | About L.A. Care



Back to Internal

Portal Home

Browse Affiliation

Search Physician

Search Location

Member Summary

Reports

Path: > / > 2021

- Elists
- Lead APL
- March

Step 7- Click on “Lead APL”
NOT on “Provider Opportunity Reports”



Reports Demo



Last Comments

- The State is taking very seriously the health of children and making it a high priority.
- Reports are not available at a clinic level. Reports are available to our IPAs and L.A. Care Direct Network Providers.
 - If you are a clinic, please speak to your IPA about obtaining this data.
 - If you fall under one of our Plan Partners, please speak to your Plan liaison to discuss what reports/data are available to you.





Questions?

quality@lacare.org



Data Submission & Reconciliation



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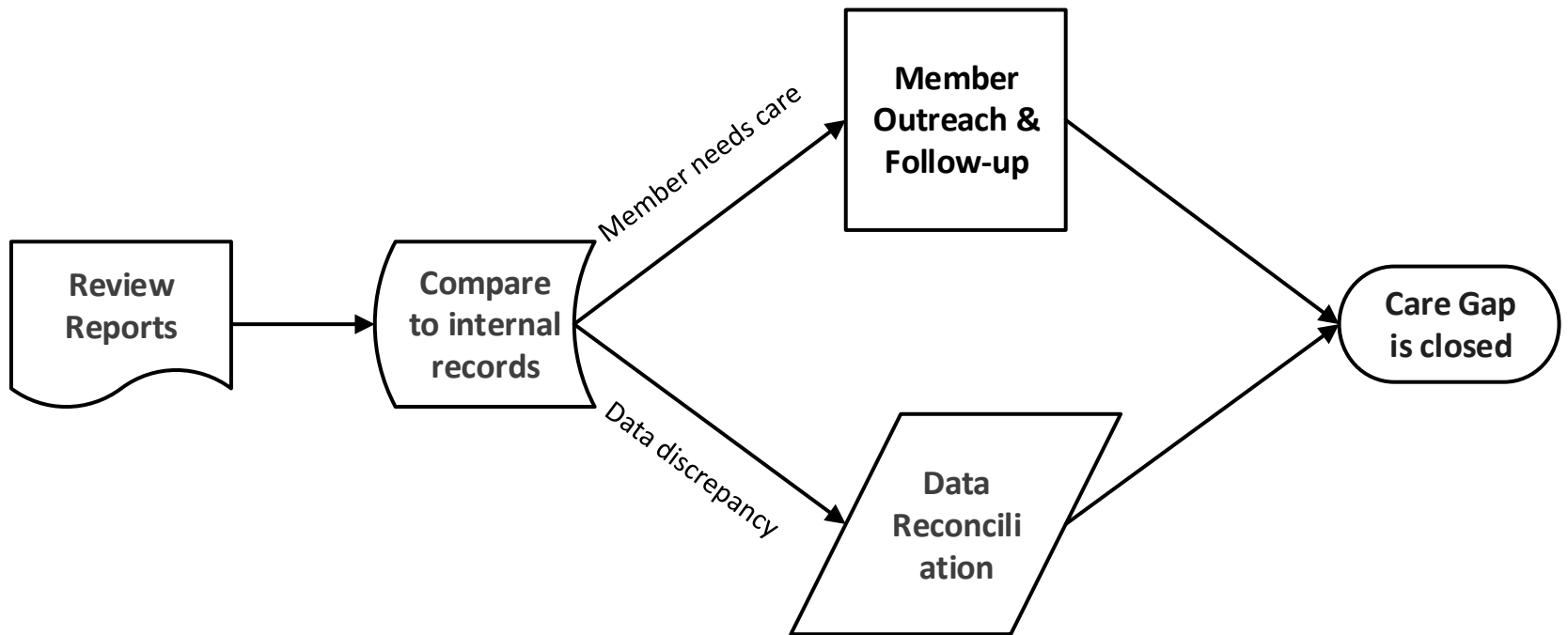
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Data Submission

- Provider Opportunity Reports (PORs) only contain administrative data.
 - Chart review is not included in this report.
- Providers should submit encounter data through their ***usual reporting channels*** for all services rendered to L.A. Care members.
- This data is the basis of performance scoring and is essential to success in the Physician P4P and VIIP Programs.
 - Scores and payments based on administrative data. No chart review!

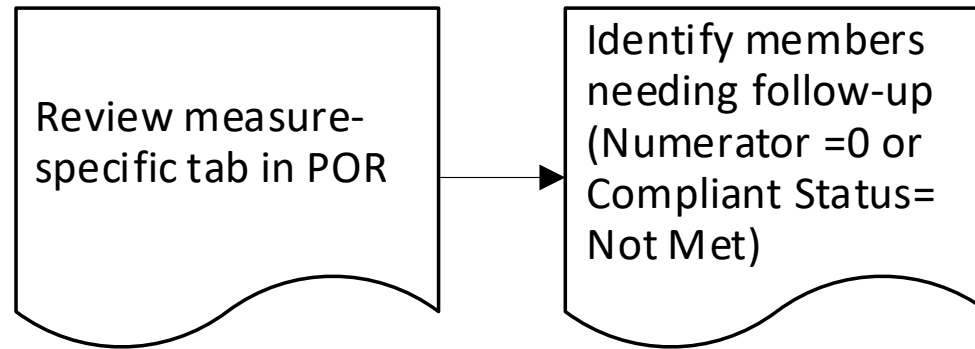


Data Reconciliation Process



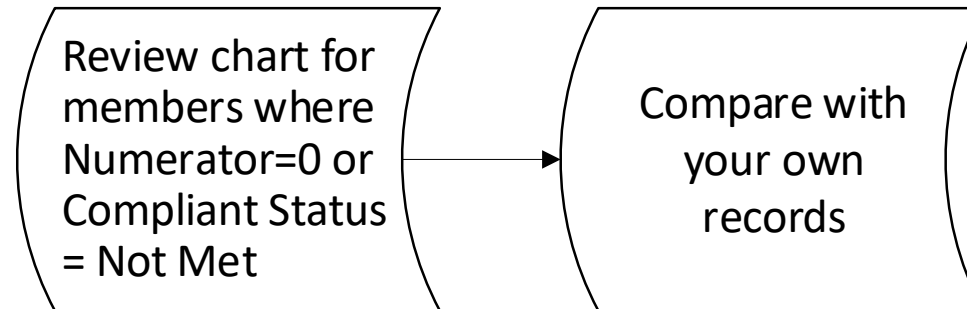
Data Reconciliation Process

Review Reports



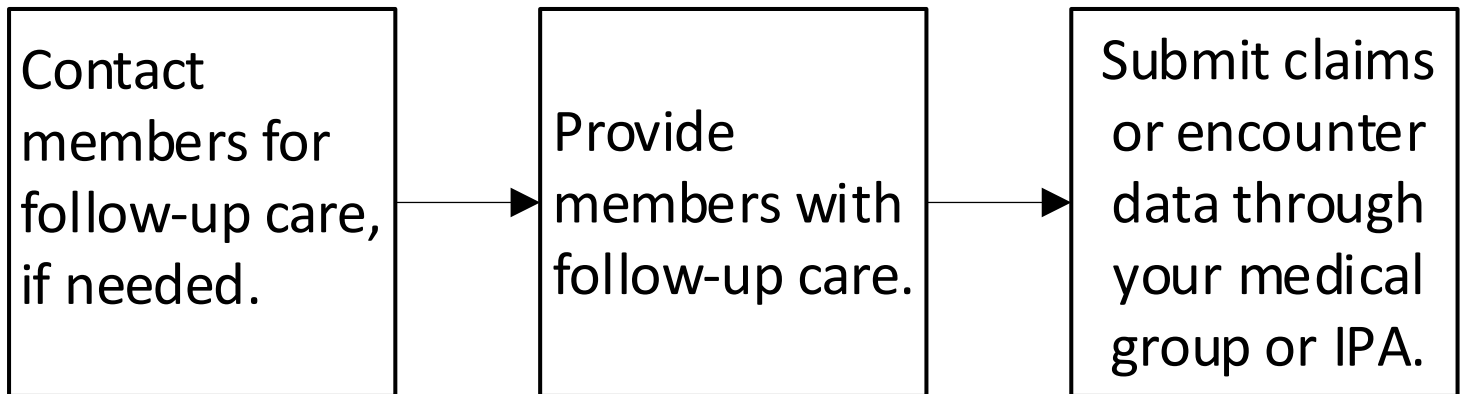
Data Reconciliation Process

Compare to internal records



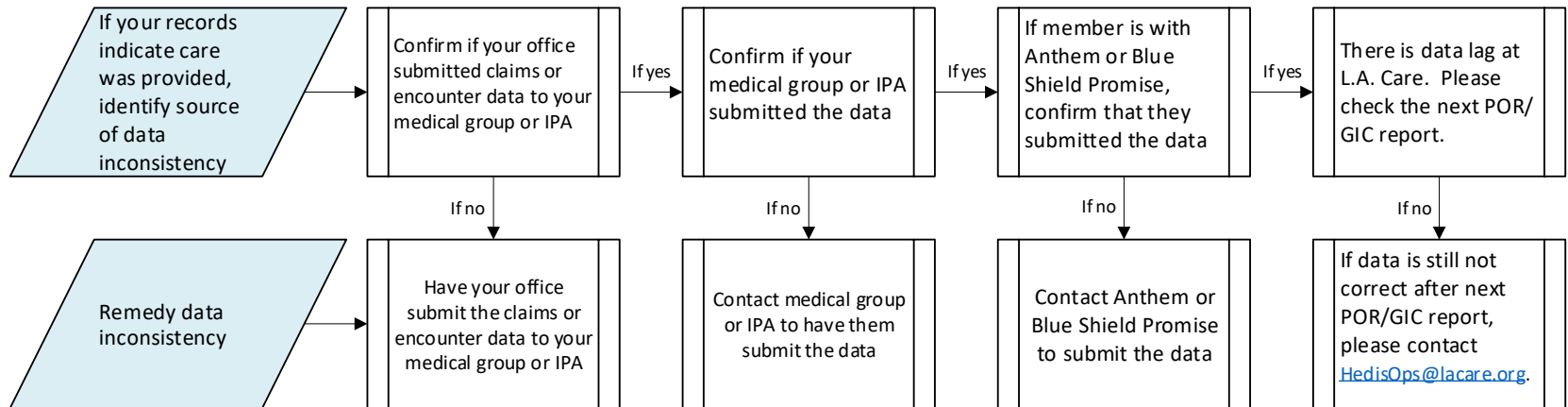
Data Reconciliation Process

Member Outreach & Follow-Up



Data Reconciliation Process

Data Reconciliation



Data Reconciliation Process

Check which plan the member is with in the measure-level tab.

For the member, whose data is in question, look at the column "Plan Code." Olivia Rodrigo's plan code is MCLA.

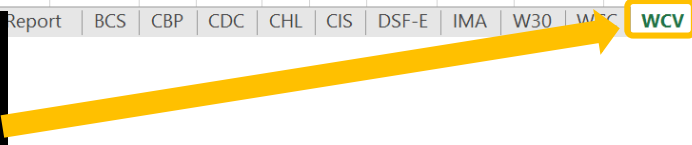
The 3 Plan Codes are:

- MCLA: L.A. Care
- BCSC: Anthem Blue Cross
- CFST: Blue Shield Promise

Measure	Plan Member	Member Last Name	Member First Name	Member Phone Number	Member DOB	Member Address	Member City	Member County	Member Zip Code	Plan Code	Plan No	Provider Last Name	Provider First Name	Provider Address	Provider City	Provider State	Provider Zip	Provider Phone No	Provider Fax No	Compliance Status	Event Date
Child and Adolescent Well-Care Visits (WCV) - Total***	12345	RODRIGO	OLIVIA	3231234567	2010-01-11	1234 SESAME ST	HUNTINGTON PK	LA	90255	MCLA							90255	(323) 543-1298		MET	
Child and Adolescent Well-Care Visits (WCV) - Total***	23456	GRANDE	ARIANA	3232345678	2005-08-23	5678 PARK PL	SOUTH GATE	LA	90280	BCSC							90255	(323) 543-1298		MET	
Child and Adolescent Well-Care Visits (WCV) - Total***	34567	ROGERS	MAGGIE	3234567890	2006-07-10	123 MAIN ST	LOS ANGELES	LA	90012	CFST							90255	(323) 543-1298		MET	
Child and Adolescent Well-Care Visits (WCV) - Total***	45678	MALONE	POST	5621234567	2008-06-22	456 BROADWAY	PICO RIVERA	LA	90660	MCLA	G62293	YANG	CRISTINA	456 MARTIN LUTHER KING JR BLVD STE 1	LYNWOOD	CA	90262	(310) 987-1234		NOT MET	
Child and Adolescent Well-Care Visits (WCV) - Total***	56789	BIEBER	JUSTIN	2139876543	2005-05-30	7890 BOARDWALK	BELL GARDENS	LA	90201	BCSC	A23456	MAC	DREAMY	123 E SLAUSON AVE	HUNTINGTON PARK	CA	90255	(323) 543-1298		NOT MET	

1

Look in the measure-level tab. Current tab is on "WCV".



2

For the member, whose data is in question, look at the column "Plan Code." Olivia Rodrigo's plan code is MCLA.

The 3 Plan Codes are:
- MCLA: L.A. Care
- BCSC: Anthem Blue Cross
- CFST: Blue Shield Promise



Accessing the POR



L.A. Care
HEALTH PLAN®

For All of L.A.

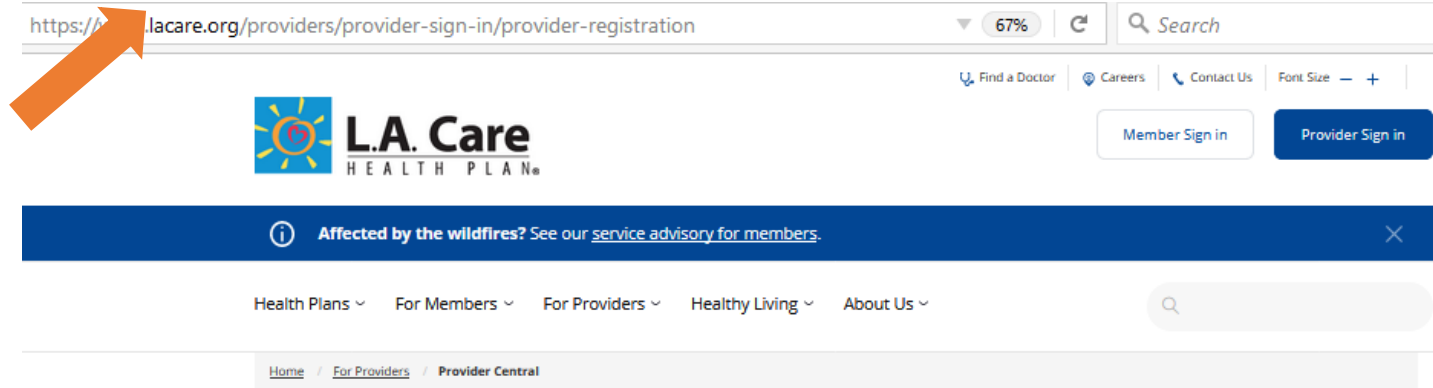


**ELEVATING
HEALTHCARE**
IN LOS ANGELES COUNTY
— SINCE 1997 —

Accessing the POR from the Provider Portal

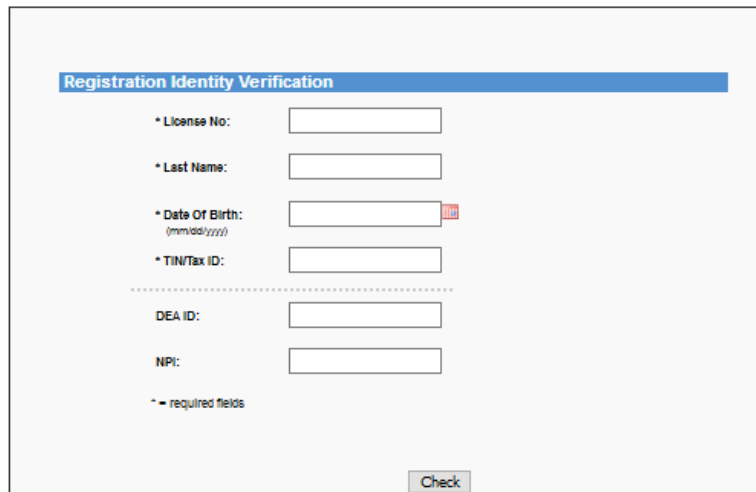
For Solo Providers, PPGs, & MSOs with L.A. Care members:

New users, register at: www.lacare.org/providers/provider-sign-in/provider-registration



The screenshot shows a web browser with the URL <https://www.lacare.org/providers/provider-sign-in/provider-registration> in the address bar. An orange arrow points to the URL. The page header includes the L.A. Care Health Plan logo, navigation links for "Find a Doctor", "Careers", and "Contact Us", and buttons for "Member Sign in" and "Provider Sign in". A blue banner at the top reads "Affected by the wildfires? See our [service advisory for members](#)". Below the banner are navigation menus for "Health Plans", "For Members", "For Providers", "Healthy Living", and "About Us". A breadcrumb trail at the bottom of the header shows "Home / For Providers / Provider Central".

Provider Registration



The screenshot shows a registration form titled "Registration Identity Verification". The form contains the following fields:

- * License No:
- * Last Name:
- * Date Of Birth: (mm/dd/yyyy)
- * TIN/Tax ID:
- DEA ID:
- NPI:

* - required fields

Check



Accessing the POR from the Provider Portal

For Solo Providers, PPGs, & MSOs with L.A. Care members:

The screenshot shows a web browser window with the title "L.A. Care Sign-In" and the URL <https://login.lacare.org/oam/server/obrareq.cgi?encquery%3DDDbai46Xt44oynZn2pa7K%2BRAcVS%2B0>. The main content area is titled "Sign-In" and contains the following elements:

- 1. Visit** <https://external.lacare.org/provportal>
- 2. Enter your log in info**: A blue arrow points to the "User Name" and "Password" input fields.
- 3. Forgot your log in info? Click here to re-set it**: A blue arrow points to the link "[Forgot your username or password](#)".
- 4. Still have issues logging in? Contact ProviderRelations@lacare.org for help.**

Below the sign-in fields is a block of text: "This system and program are the property of L. A. Care Health Plan and can be accessed only by authorized users for authorized business purposes only. Unauthorized use of this system and/or program is strictly prohibited; and the user may be subject to fines and/or criminal prosecution. L. A. Care Health Plan regularly monitors and logs all activity conducted on this system and/or program, including any information or data submitted or retrieved. By accessing, using, or submitting information or data by or through this system and/or program, you are consenting to abide by all applicable California State and Federal rules and regulations including those regarding patient privacy and data, as well as the [Privacy Policy](#) and [Terms & Conditions](#). If you do not agree to the above, please immediately leave this website and stop use of this program and/or system."

At the bottom of the page is a button labeled "Agree and Login".



Accessing the POR from the Provider Portal

For Solo Providers, PPGs, & MSOs with L.A. Care members:

Home | Potential Members | I Am A Member | [Providers](#) | About L.A. Care | Sign Out

L.A. Care
HEALTH PLAN

- Back to Internal
- Portal Home
- Browse Affiliation
- Search Physician
- Search Location
- Member Summary
- Member Eligibility Verification
- Search All Claims
- Search a Claim
- Incentive Programs
- Forms
- UM Letter Templates
- Reports**
- Provider Resources
- Formulary Search

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.](#)

COVID-19 ALERT
Learn more about potential malware attacks, phishing attempts, and the exploitation of new teleworking infrastructures by cybercriminals during the COVID-19 global pandemic.
[Click here for guidance from the HHS Office for Civil Rights](#)

L.A. Care Contractual Requirements
As a member of the L.A. Care Health Plan delegated network, it is your responsibility to protect the privacy and security of all L.A. Care members, including strict adherence to the breach notification reporting requirements.
[Click here for reporting requirements and contractual-based privacy and security information](#)

New for Hospitals Regarding UM Contact Information
We have created a simple reference guide to look up where you need to fax your Admission Notifications and other hospital related Utilization Management documentation. We want to streamline processes and help make things easier for you. If you have any further questions about the new guide, please reach out to your LA Care Provider Account Management Team.
[Click here for Hospital UM Contact Information \(Authorization Contact Cheat Sheet\)](#)

Scroll down
and select
"Reports"



Accessing the POR from the Provider Portal

For Solo Providers, PPGs, & MSOs with L.A. Care members:

Home | Potential Members | I Am A Member | [Providers](#) | About L.A. Care | Sign Out

L.A. Care
HEALTH PLAN

Back to Internal
Portal Home
Browse Affiliation
Search Physician
Search Location
Member Summary
Member Eligibility Verification
Search All Claims
Search a Claim
Add Change Delete Workflow
Incentive Programs
Forms
UM Letter Templates
Reports

Reports

Path: > /

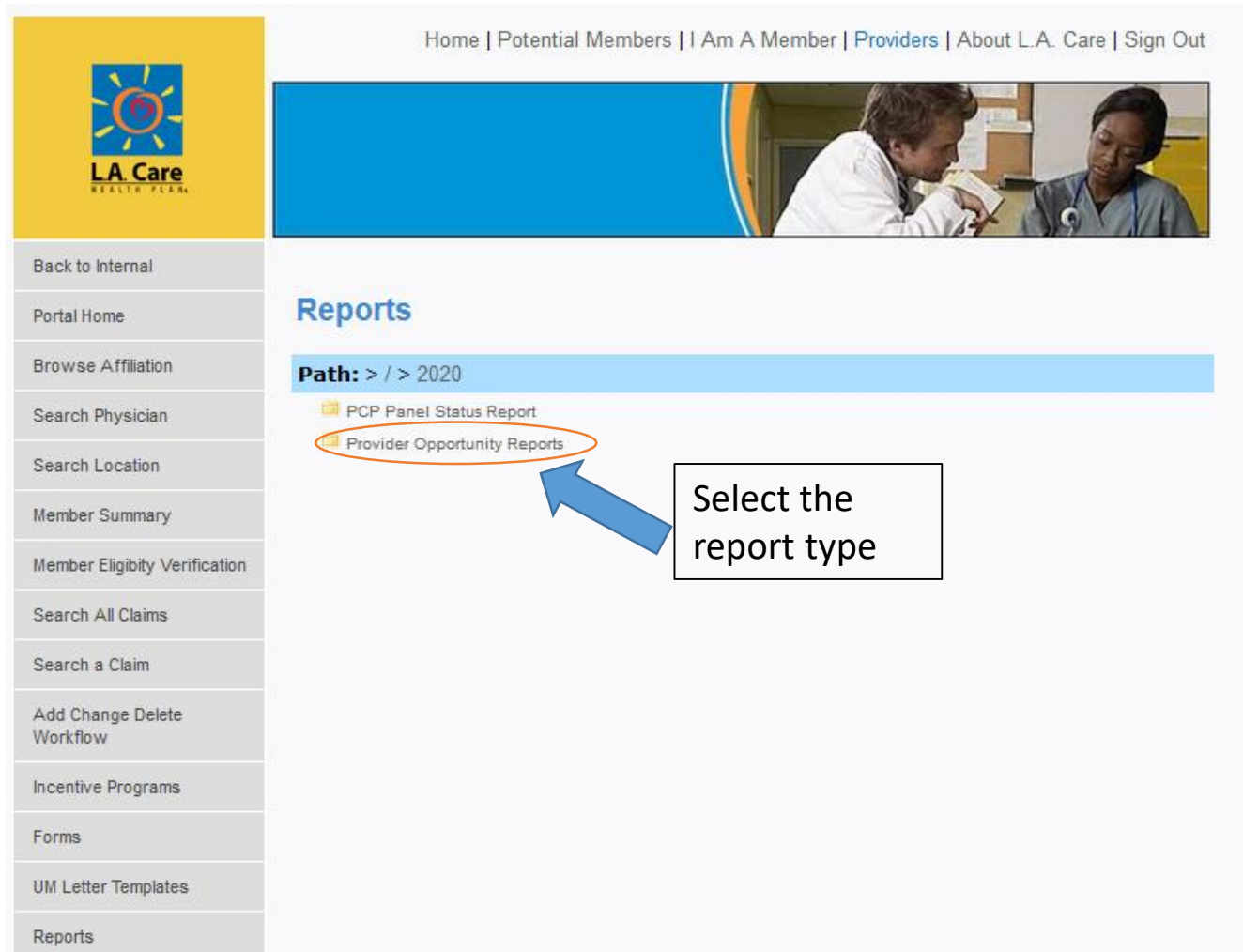
- 2015
- 2016
- 2017
- 2018
- 2019
- 2020

Select the year



Accessing the POR from the Provider Portal

For Solo Providers, PPGs, & MSOs with L.A. Care members:



The screenshot displays the L.A. Care Provider Portal interface. At the top, there is a navigation bar with links: Home | Potential Members | Am A Member | **Providers** | About L.A. Care | Sign Out. Below the navigation bar is a banner image showing two healthcare professionals, a male doctor and a female nurse, reviewing a document. The main content area is titled "Reports" and shows a breadcrumb path: "Path: > / > 2020". Underneath the path, there are two report options: "PCP Panel Status Report" and "Provider Opportunity Reports". The "Provider Opportunity Reports" option is circled in red, and a blue arrow points from a text box to it. The text box contains the instruction "Select the report type". On the left side of the page, there is a vertical sidebar menu with various navigation options: Back to Internal, Portal Home, Browse Affiliation, Search Physician, Search Location, Member Summary, Member Eligibility Verification, Search All Claims, Search a Claim, Add Change Delete Workflow, Incentive Programs, Forms, UM Letter Templates, and Reports.

Home | Potential Members | Am A Member | **Providers** | About L.A. Care | Sign Out

Reports

Path: > / > 2020

- PCP Panel Status Report
- Provider Opportunity Reports**

Select the report type



Accessing the POR from the Provider Portal

For Solo Providers, PPGs, & MSOs with L.A. Care members:

The screenshot displays the L.A. Care Provider Portal interface. At the top, there is a navigation bar with links: Home | Potential Members | I Am A Member | **Providers** | About L.A. Care | Sign Out. Below the navigation bar is a banner image showing two healthcare professionals reviewing documents. On the left side, there is a vertical menu with the following items: Back to Internal, Portal Home, Browse Affiliation, Search Physician, Search Location, Member Summary, Member Eligibility Verification, Search All Claims, Search a Claim, Add Change Delete Workflow, Incentive Programs, Forms, UM Letter Templates, and Reports. The main content area is titled "Reports" and shows a breadcrumb path: **Path:** > / > 2020 > Provider Opportunity Reports. Below the path, there is a list of months: July, March, May, and September. The "September" option is circled in orange, and a blue arrow points from a text box to it. The text box contains the instruction: "Select the latest month for the latest report".



Accessing the POR from the Provider Portal

For Solo Providers, PPGs, & MSOs with L.A. Care members:

Home | Potential Members | I Am A Member | [Providers](#) | About L.A. Care | Sign Out

LA Care
HEALTH PLAN

Back to Internal

Portal Home

Browse Affiliation

Search Physician

Search Location

Member Summary

Member Eligibility Verification

Search All Claims

Search a Claim

Add Change Delete Workflow

Incentive Programs

Forms

UM Letter Templates

Reports

Reports

Path: > / > 2020 > Provider Opportunity Reports > September

- Medi-Cal
- Missing Vaccines Report

1. Select appropriate folder and download the reports you need

2. Don't see your report(s) or have questions?
Contact Incentive_Ops@lacare.org for help



Accessing the POR via Newport.lacare.org

For Clinics, PPGs, & MSOs solely contracted with Anthem or Blue Shield Promise

From: Naomi Lim <NLim1@lacare.org>
Sent: Friday, May 7, 2021 9:27:58 PM
To: [REDACTED]
Subject: Symantec Encryption Secured Message



Email will come from L.A. Care sender

You have received a Symantec Encryption Secured Message from:

Naomi Lim <NLim1@lacare.org>

To read this message securely, please click this link:

<https://newport.lacare.org/b/b.e?r=labdishoo%40lachc.com&n=FbN6OVFBm%2FMMLQqNC55%2BEA%3D%3D>



Email will have a link to Newport.lacare.org, L.A. Care's secure server

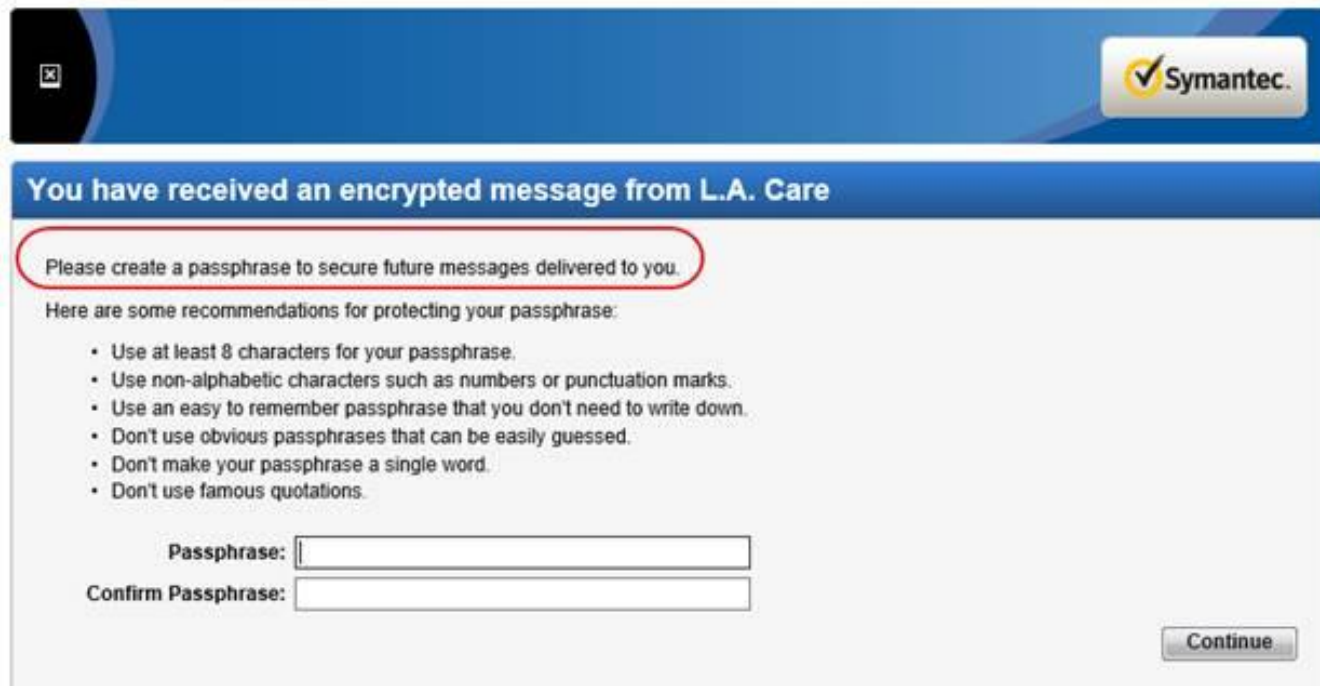


Accessing the POR via Newport.lacare.org

For Clinics, PPGs, & MSOs solely contracted with Anthem or Blue Shield Promise

REGISTRATION – NEW USERS

If this is your first time accessing L.A. Care's secure message system, Newport.lacare.org, you will be asked to create a password for the system.



The screenshot shows a web browser window with a blue header bar. On the right side of the header is the Symantec logo. Below the header is a blue banner with the text "You have received an encrypted message from L.A. Care". The main content area is white and contains a red-bordered box with the text "Please create a passphrase to secure future messages delivered to you." Below this, there is a heading "Here are some recommendations for protecting your passphrase:" followed by a bulleted list of five guidelines. At the bottom of the form, there are two input fields labeled "Passphrase:" and "Confirm Passphrase:", and a "Continue" button in the bottom right corner.

You have received an encrypted message from L.A. Care

Please create a passphrase to secure future messages delivered to you.

Here are some recommendations for protecting your passphrase:

- Use at least 8 characters for your passphrase.
- Use non-alphabetic characters such as numbers or punctuation marks.
- Use an easy to remember passphrase that you don't need to write down.
- Don't use obvious passphrases that can be easily guessed.
- Don't make your passphrase a single word.
- Don't use famous quotations.

Passphrase:

Confirm Passphrase:

Continue

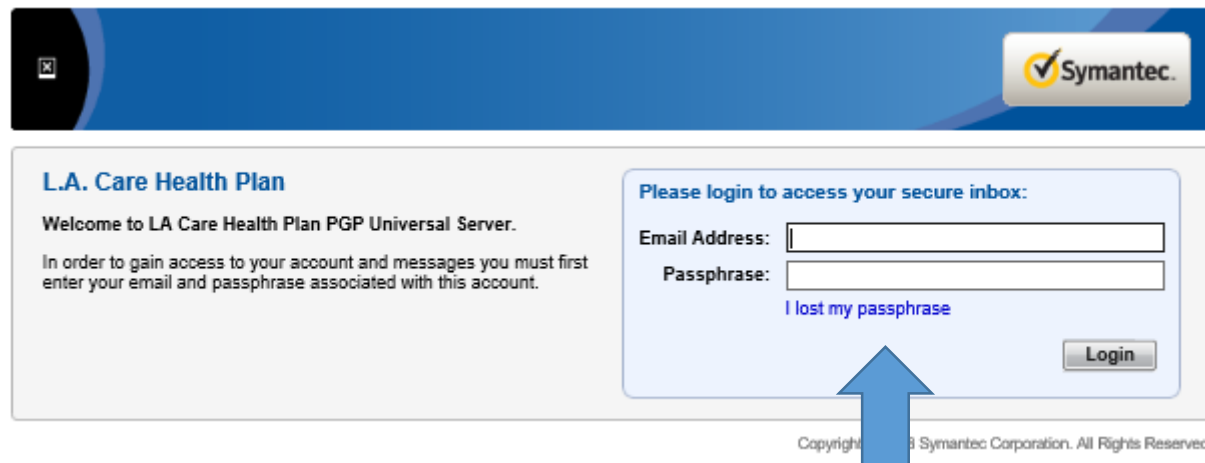


Accessing the POR via Newport.lacare.org

For Clinics, PPGs, & MSOs solely contracted with Anthem or Blue Shield Promise

LOG IN – EXISTING USERS

If you have already created a password in the past, you will be directed to log in:



L.A. Care Health Plan

Welcome to LA Care Health Plan PGP Universal Server.

In order to gain access to your account and messages you must first enter your email and passphrase associated with this account.

Please login to access your secure inbox:

Email Address:

Passphrase:

[I lost my passphrase](#)

Login

Copyright © 2013 Symantec Corporation. All Rights Reserved.

If you forgot your password, there's a link to re-set it.



Accessing the POR via Newport.lacare.org

For Clinics, PPGs, & MSOs solely contracted with Anthem or Blue Shield Promise

TIPS

- Delete messages after reading and/or downloading files
 - Newport has a storage limit of 25 MB for all messages in your account (inbox, sent, deleted, etc.)
 - If your account exceeds 25 MB, you will be unable to receive messages here until you delete older message(s)
- Use Newport to send L.A. Care documents containing PHI
 - E.g. questions about claims/encounters containing patient data
- **Questions?**
 - **For questions about the secure message system or assistance accessing secure messages, please contact L.A. Care's Service Desk at (213) 694-1250 ext. 4444 so an I.T. technician can assist you.**



Secure File Transfer Protocol (SFTP)

Option available to Clinic, IPA and MSO providers

Benefits

- Allows for secure delivery of ALL reports for retrieval from one folder
 - Drag and drop!
 - Download all files at once!
- No file size limits!!!

Interested?

- Contact Incentive_Ops@lacare.org for more information.



2023 Provider Opportunity Report Schedule

- Reports will *generally* be available **the first full week of the month.**



Key Contacts

Type of Inquiry	Email Address
Provider Portal Access (contracted providers only)	ProviderRelations@lacare.org
Data-Related Inquiries	HedisOps@lacare.org
Questions re Missing Vaccines Reports	Quality@lacare.org
All other questions	Incentive_Ops@lacare.org



Online QI Contact Form

www.lacare.org/providers/provider-resources/tools-toolkits/hedis-resources/contact-us

Contact HEDIS Team

Do you have questions about HEDIS? Please choose one of the HEDIS teams below and then complete the form to send us a message.

■ HEDIS Operations

For HEDIS, AMP, CAHPS, and PSS related inquiries and direct/supplemental data submissions (Direct Network Providers and IPA/MSO only). For more information, visit our [HEDIS resources page](#).

■ Incentive Operations

Can assist with Provider Opportunity Reports and Gaps in Care / Member Detail Reports, as well as incentive payment calculations for solo providers, small group practices and clinics for the Physician Pay-for-Performance (P4P) program.

■ Clinical Initiatives

Can assist with HEDIS and patient experience improvement efforts and campaigns.

■ VIIP

Can assist with Provider Opportunity Reports and Gaps in Care / Member Detail Reports, as well as incentive payment calculations for Medi-Cal, LACC and CMC IPAs for the VIIP+P4P Program.

■ Provider Relations

Can assist with access to the Provider Portal for solo and small group providers, as well as IPAs with LA Care members.



Online QI Contact Form

www.lacare.org/providers/provider-resources/tools-toolkits/hedis-resources/contact-us

First Name: *

Last Name: *

Email Address: *

Telephone: *

I have a message for L.A. Care's: *

Message: *

I'm not a robot



Submit



Thank you



Questions?

