

ACCESSING PROVIDER OPPORTUNITY REPORTS/GAPS IN CARE REPORTS

L.A. Care’s Physician Pay-for-Performance (P4P) Program provides financial rewards for practices that provide high quality care for L.A. Care members, and is an opportunity to receive significant revenue above capitation. Eligible providers can receive annual incentive payments for outstanding performance and improvement on multiple HEDIS measures.

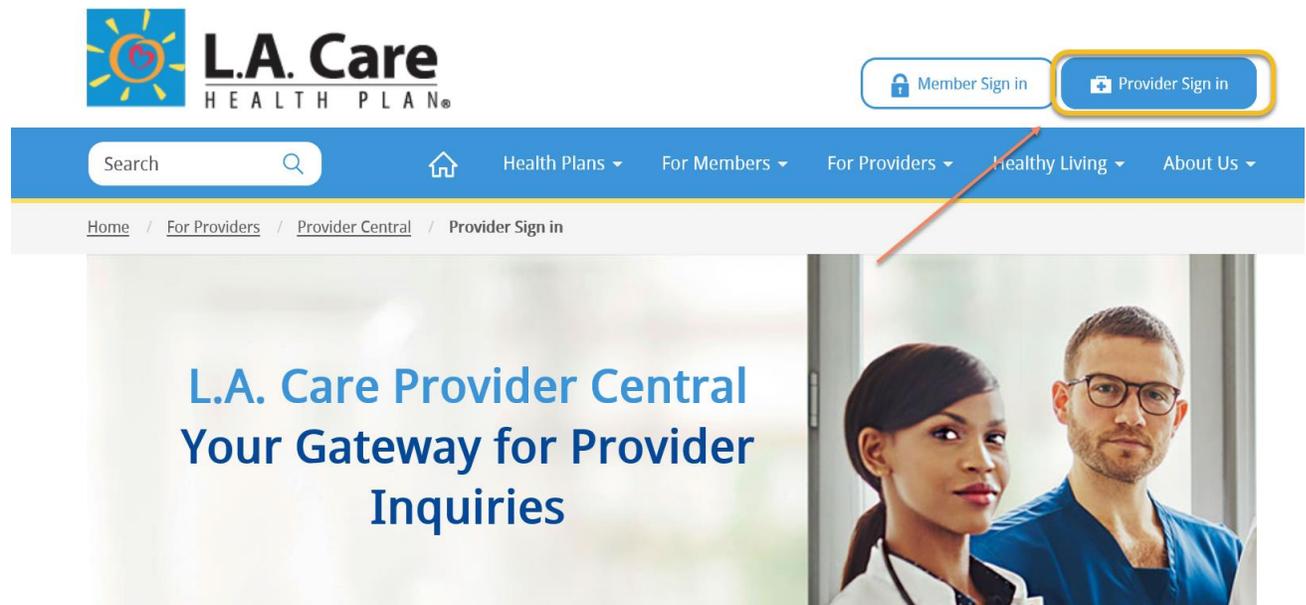
To Highlight Physician P4P and opportunities for optimizing incentive payment and capitation, here is the step by step guide to navigate the L.A. Care provider portal to obtain the Gaps In Care reports (GIC) and Provider Opportunity Reports (POR) which you can use for member outreach.

For more information, please refer to the Physician Pay-for- Performance Program-Program Manual, or contact Incentive_Ops@lacare.org.

In web browser type <http://www.lacare.org/>.



Click on the **Provider Sign In**.



For Non-Contracted Providers

If you are a non-contracted L.A. Care Provider, signing into the Non-Contracted Provider Portal allows you to:

- View a patient's current eligibility status and benefit information
- Verify patient claims
- Download forms

[Sign in or Create Account](#)

For Contracted Providers

If you are a contracted L.A. Care Provider, signing into the Contracted Provider Portal allows you to:

- View a patient's eligibility status and benefit information
- View patient and provider claims
- Download forms
- View reports, eligibility coverage history and other tools



[Sign in to Provider Portal](#)

Sign in using your **User Name** and **Password**.

Sign-In

Enter your username and password to login.

User Name:

Password:

1

WARNING! This system is the property of **L. A. Care Health Plan** and may be accessed only by authorized users for Business purpose only. Unauthorized use of this system is strictly prohibited and may be subject to criminal prosecution. **L. A. Care Health Plan** may monitor any activity or communication on the system and retrieve any information stored within the system. By accessing and using this computer, you are consenting to such monitoring and information retrieval for law enforcement and other purposes. USE OF THIS SYSTEM BY ANY USER, AUTHORIZED CONSTITUTES CONSENT TO THE [Privacy Policy](#) and [Terms & Conditions](#) of **L. A. Care Health Plan**. Users who do not agree to the Privacy Policy and Terms & Conditions should immediately log-off from the system.

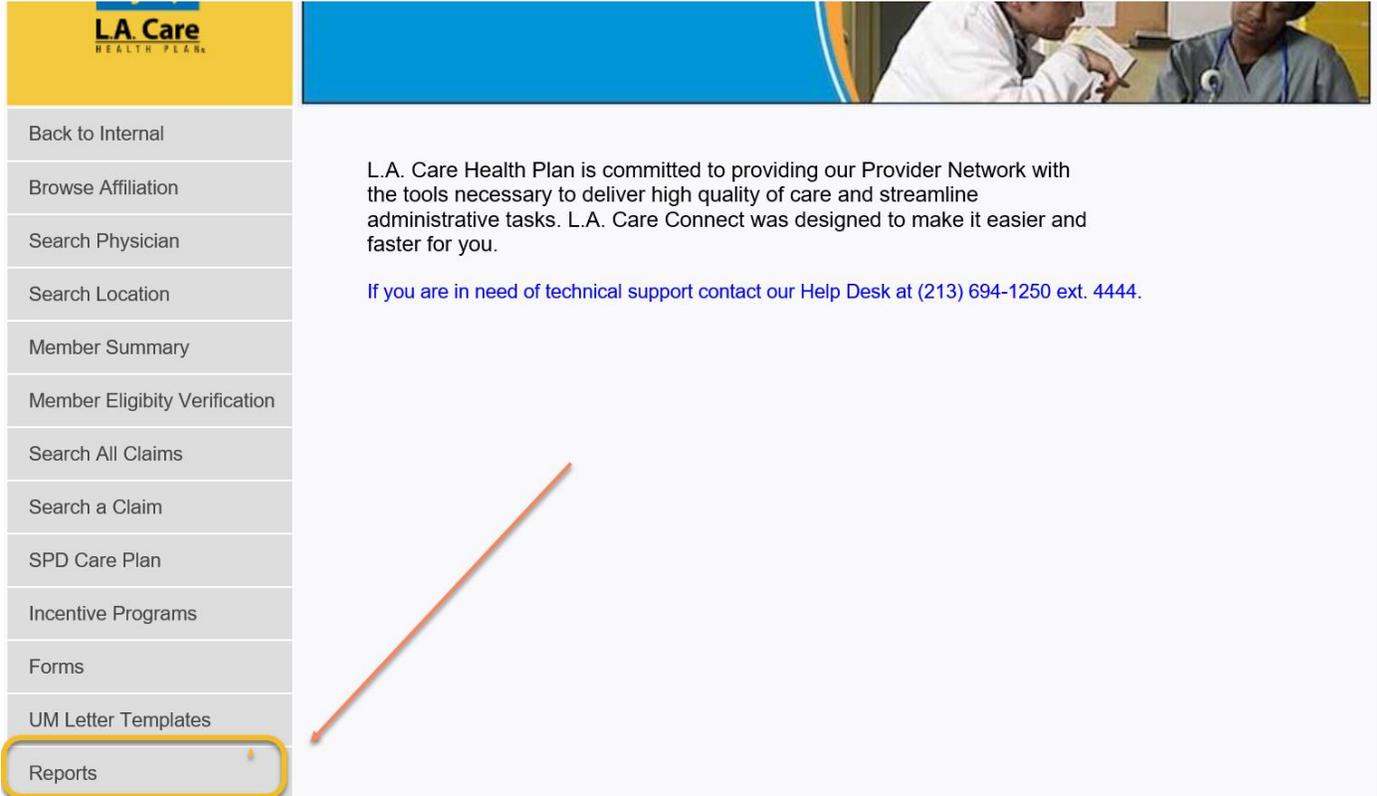
[Forgot your username or password?](#)

2

Agree and Login



Once logged in, visit the “Reports” section.



L.A. Care
HEALTH PLAN®

Back to Internal

Browse Affiliation

Search Physician

Search Location

Member Summary

Member Eligibility Verification

Search All Claims

Search a Claim

SPD Care Plan

Incentive Programs

Forms

UM Letter Templates

Reports

L.A. Care Health Plan is committed to providing our Provider Network with the tools necessary to deliver high quality of care and streamline administrative tasks. L.A. Care Connect was designed to make it easier and faster for you.

[If you are in need of technical support contact our Help Desk at \(213\) 694-1250 ext. 4444.](#)

Click on the current year.



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



- Back to Internal
- Browse Affiliation
- Search Physician
- Search Location
- Member Summary
- Member Eligibility Verification
- Search All Claims
- Search a Claim
- SPD Care Plan

Reports

Path: > /

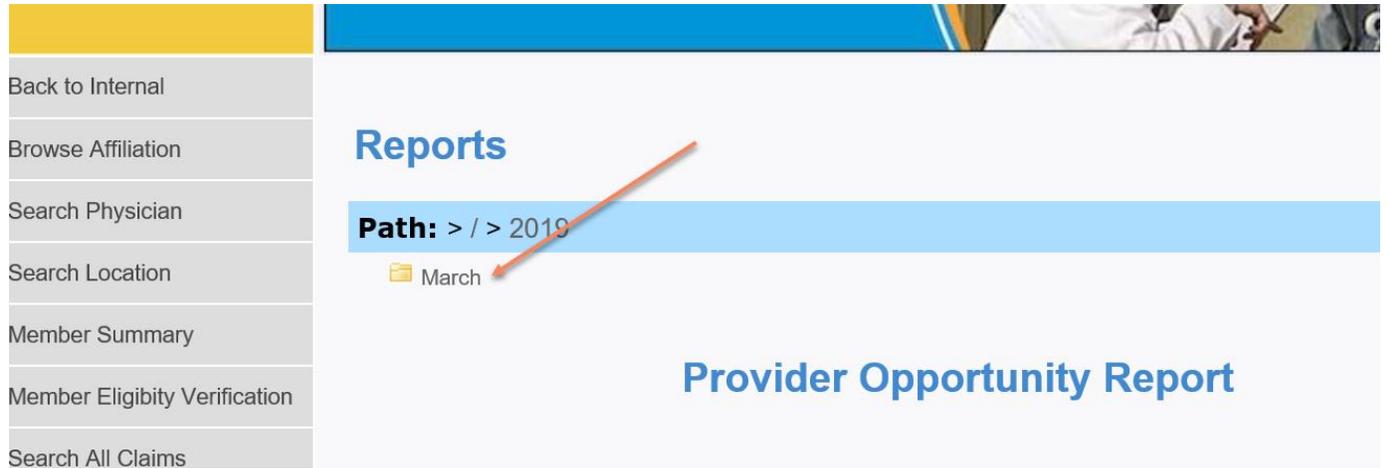
- 2015
- 2016
- 2017
- 2018
- 2019



Provider Opportunity Report



Click on the current month.



Back to Internal

Browse Affiliation

Search Physician

Search Location

Member Summary

Member Eligibility Verification

Search All Claims

Reports

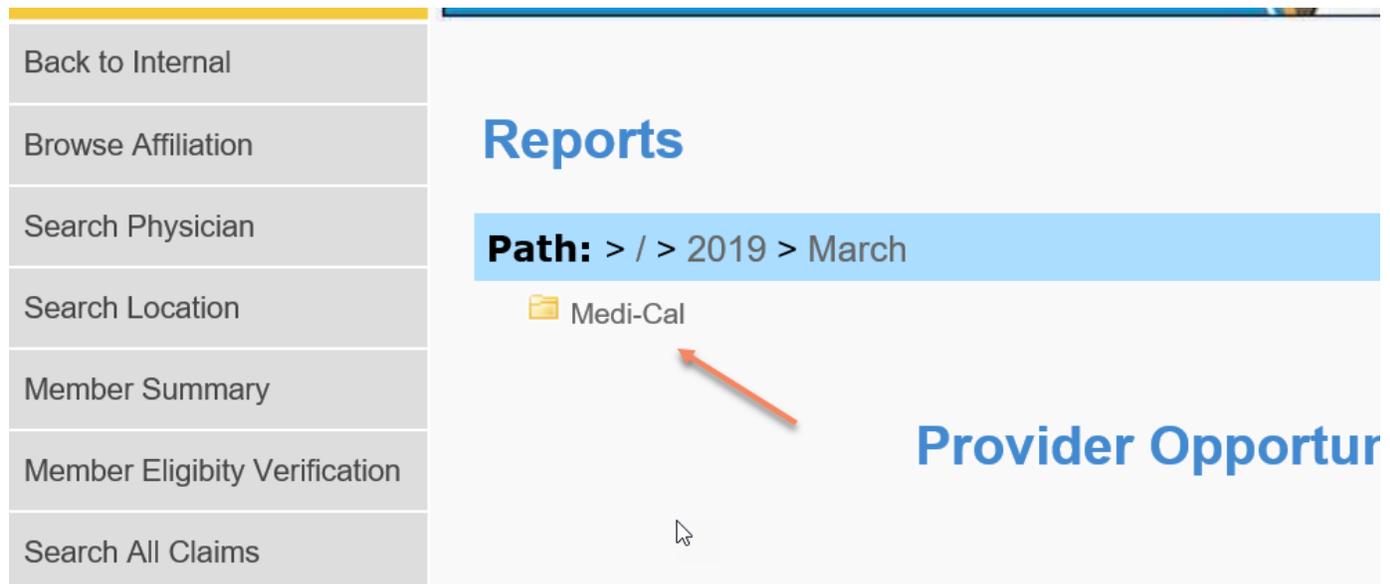
Path: > / > 2019

📁 March

Provider Opportunity Report



Click on correct line of business (LOB).



Back to Internal

Browse Affiliation

Search Physician

Search Location

Member Summary

Member Eligibility Verification

Search All Claims

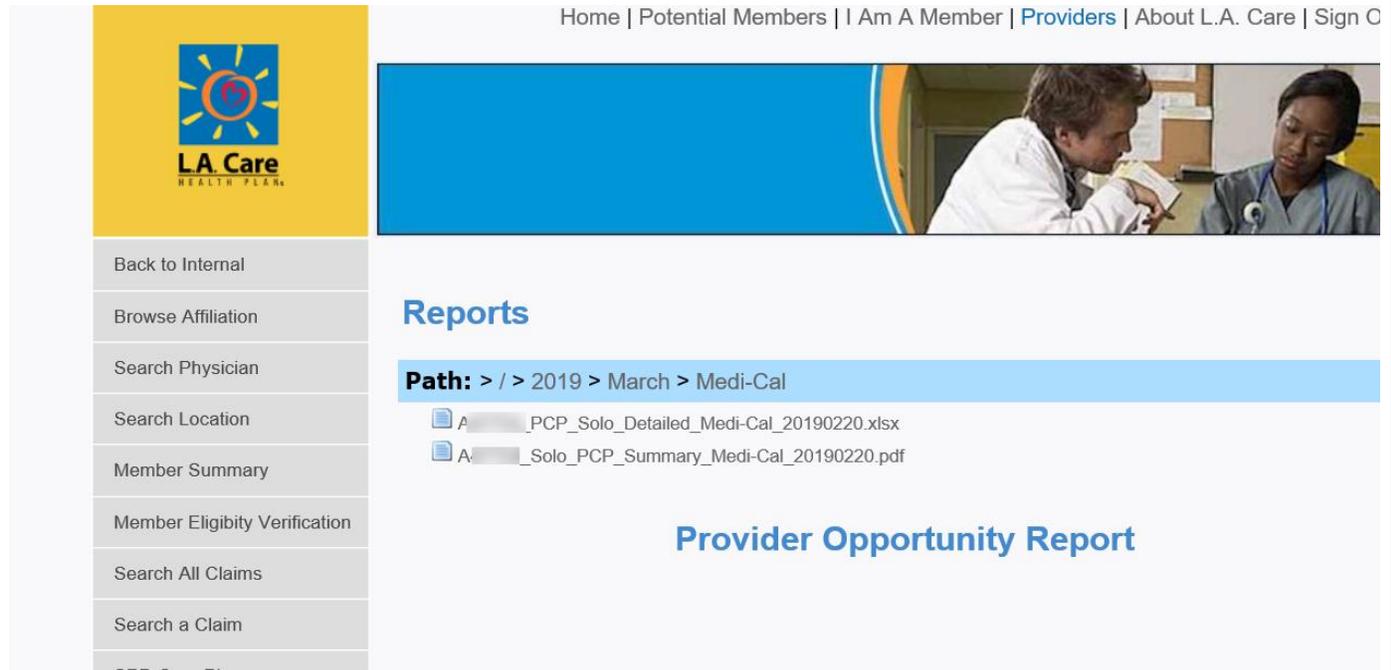
Reports

Path: > / > 2019 > March

📁 Medi-Cal

Provider Opportur

Both reports will show (Detailed Report and Summary Report).



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



Back to Internal

Browse Affiliation

Search Physician

Search Location

Member Summary

Member Eligibility Verification

Search All Claims

Search a Claim

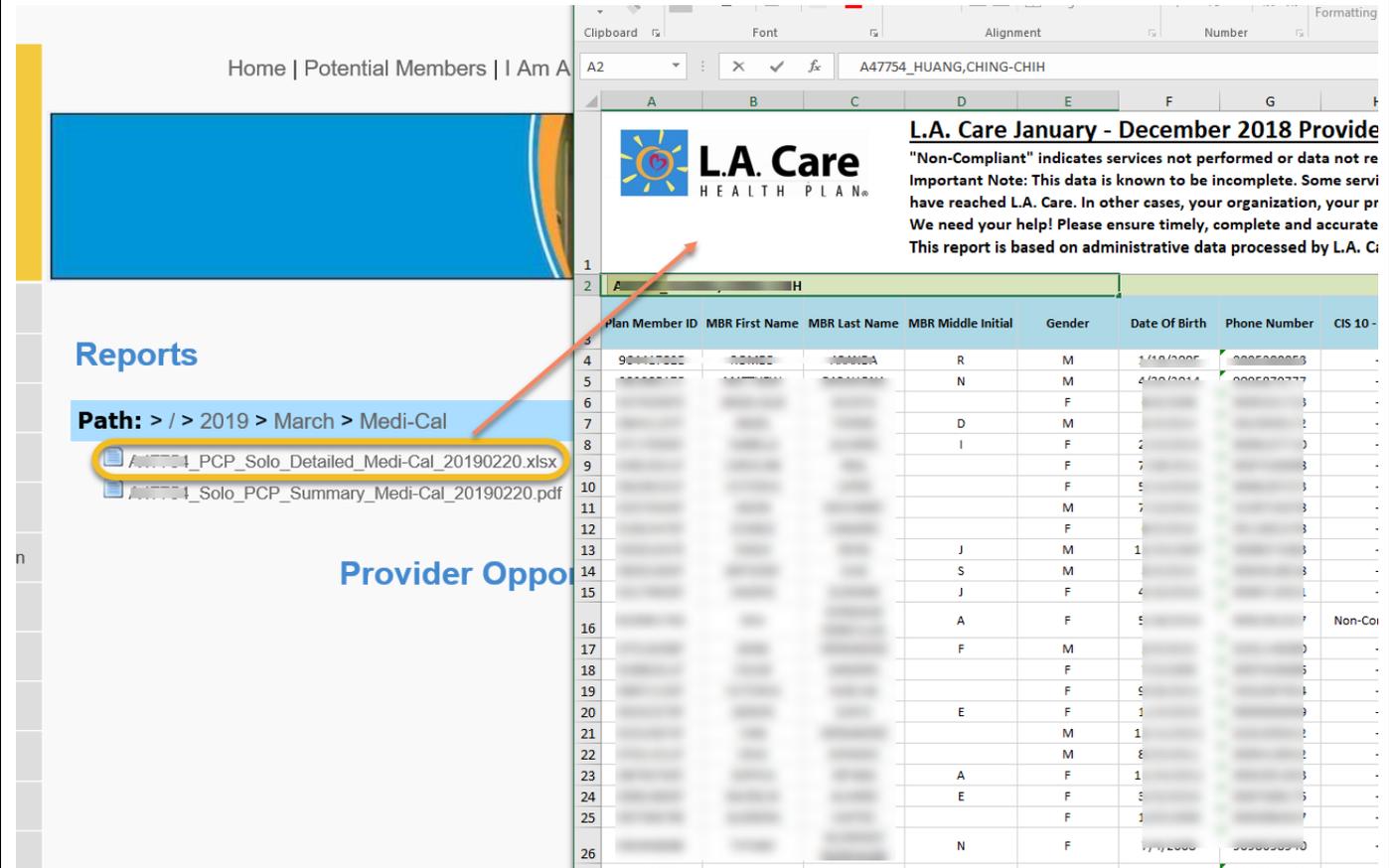
Reports

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

- A. [redacted]_PCP_Solo_Detailed_Medi-Cal_20190220.xlsx
- A. [redacted]_Solo_PCP_Summary_Medi-Cal_20190220.pdf

Provider Opportunity Report

Detailed summary of the POR:



Home | Potential Members | I Am A

Reports

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

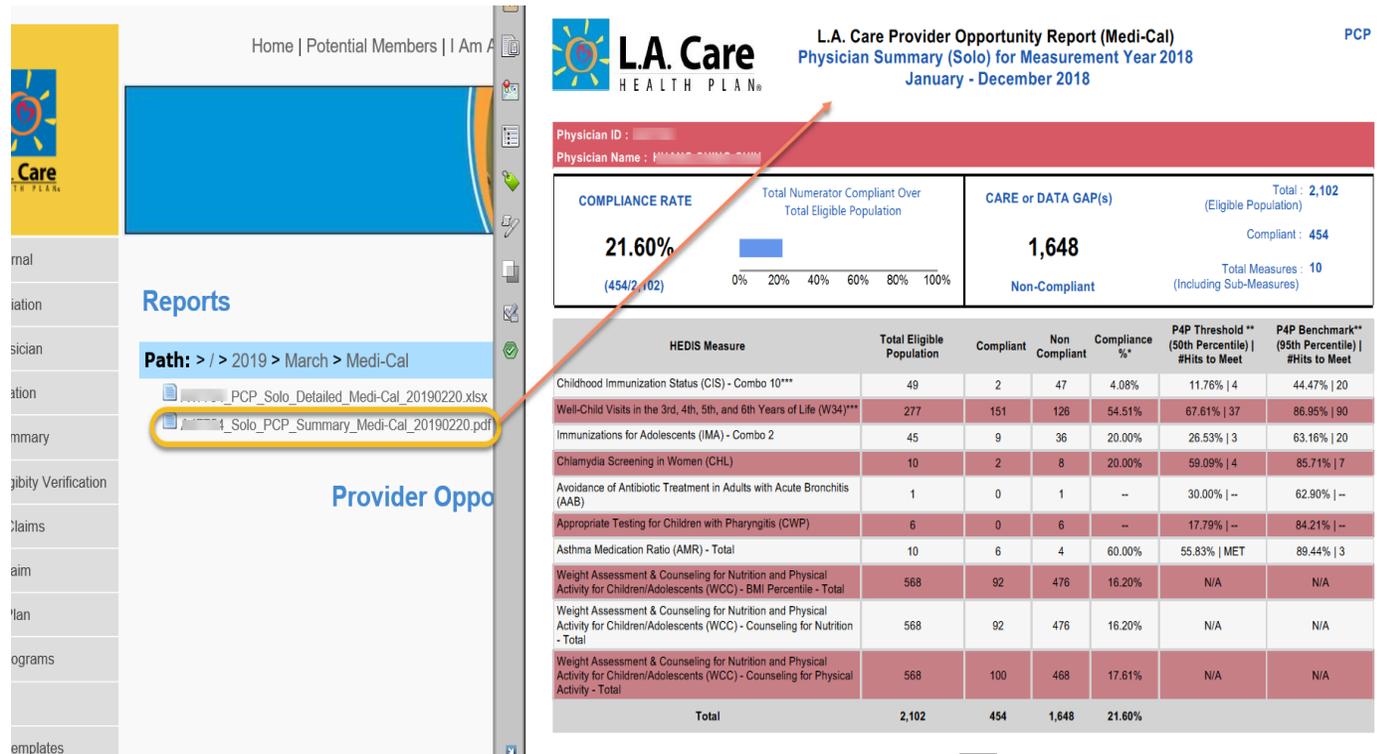
- A47754_PCP_Solo_Detailed_Medi-Cal_20190220.xlsx
- A47754_Solo_PCP_Summary_Medi-Cal_20190220.pdf

Provider Oppor

Plan Member ID	MBR First Name	MBR Last Name	MBR Middle Initial	Gender	Date Of Birth	Phone Number	CIS 10-11
90000000	DOMINGUEZ	ARMANDA	R	M	1/10/2005	0005000000	-
			N	M	4/20/2014	0005000000	-
				F			-
			D	M			-
			I	F	2/1/2000		-
				F	7/1/2000		-
				F	5/1/2000		-
				M	7/1/2000		-
				F			-
			J	M	1/1/2000		-
			S	M			-
			J	F	4/1/2000		-
			A	F	5/1/2000		Non-Compliant
				F			-
				F			-
				F	5/1/2000		-
			E	F	1/1/2000		-
				M	1/1/2000		-
				M	8/1/2000		-
			A	F	1/1/2000		-
			E	F	8/1/2000		-
				F	1/1/2000		-
			N	F	1/1/2000	0005000000	-



Summary of POR:



Home | Potential Members | I Am A

L.A. Care HEALTH PLAN®

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

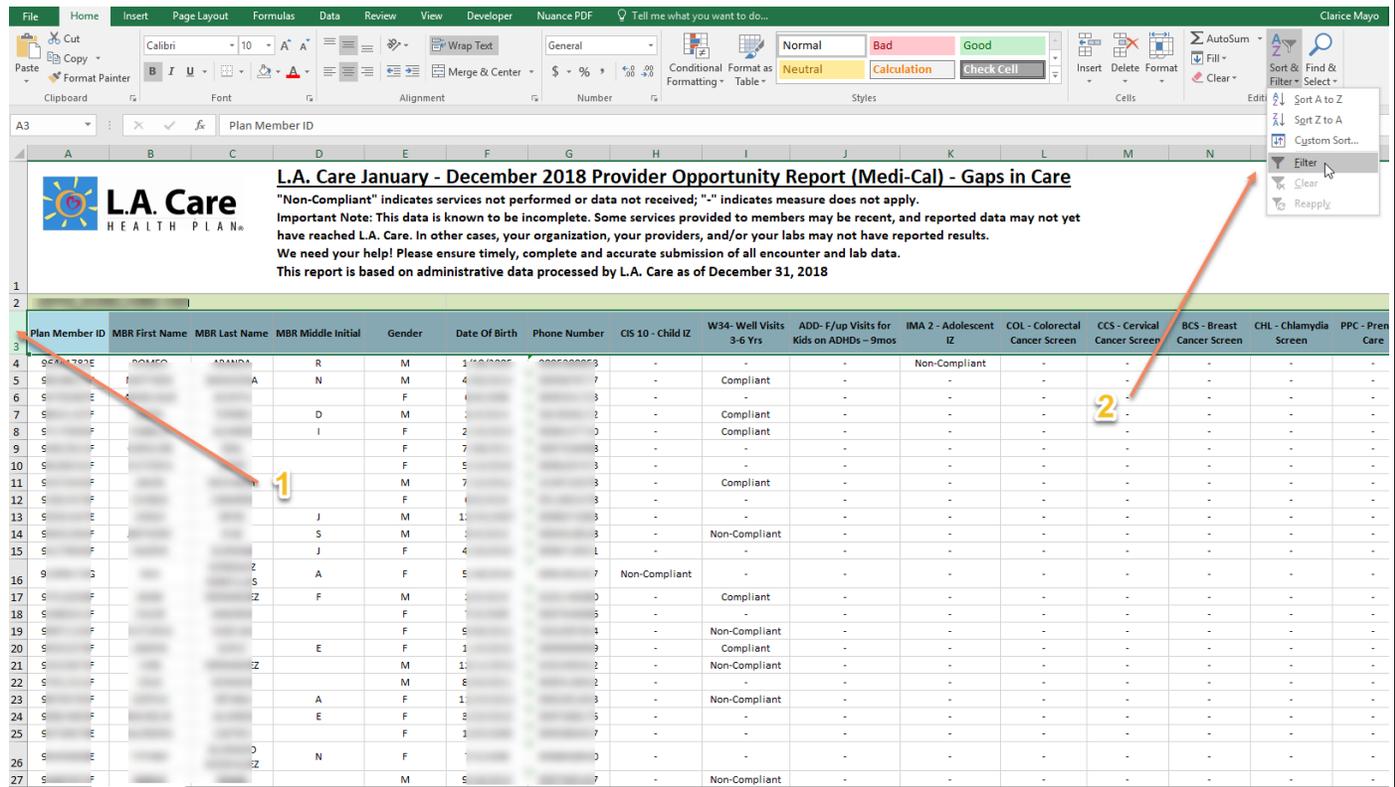
Physician ID :
Physician Name :
PCP

COMPLIANCE RATE Total Numerator Compliant Over Total Eligible Population
21.60%
(454/2,102)

CARE or DATA GAP(s) Total: 2,102 (Eligible Population)
Compliant: 454
Total Measures: 10 (Including Sub-Measures)
Non-Compliant: 1,648

HEDIS Measure	Total Eligible Population	Compliant	Non Compliant	Compliance %*	P4P Threshold** (50th Percentile) #Hits to Meet	P4P Benchmark** (95th Percentile) #Hits to Meet
Childhood Immunization Status (CIS) - Combo 10***	49	2	47	4.08%	11.76% 4	44.47% 20
Well-Child Visits in the 3rd, 4th, 5th, and 6th Years of Life (W34)***	277	151	126	54.51%	67.61% 37	86.95% 90
Immunizations for Adolescents (IMA) - Combo 2	45	9	36	20.00%	26.53% 3	63.16% 20
Chlamydia Screening in Women (CHL)	10	2	8	20.00%	59.09% 4	85.71% 7
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)	1	0	1	--	30.00% --	62.90% --
Appropriate Testing for Children with Pharyngitis (CWP)	6	0	6	--	17.79% --	84.21% --
Asthma Medication Ratio (AMR) - Total	10	6	4	60.00%	55.83% MET	89.44% 3
Weight Assessment & Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - BMI Percentile - Total	568	92	476	16.20%	N/A	N/A
Weight Assessment & Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - Counseling for Nutrition - Total	568	92	476	16.20%	N/A	N/A
Weight Assessment & Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - Counseling for Physical Activity - Total	568	100	468	17.61%	N/A	N/A
Total	2,102	454	1,648	21.60%		

Highlight the Header and select Filter. Filtering options can be accessed from the **Sort & Filter** command on the **Home** tab.

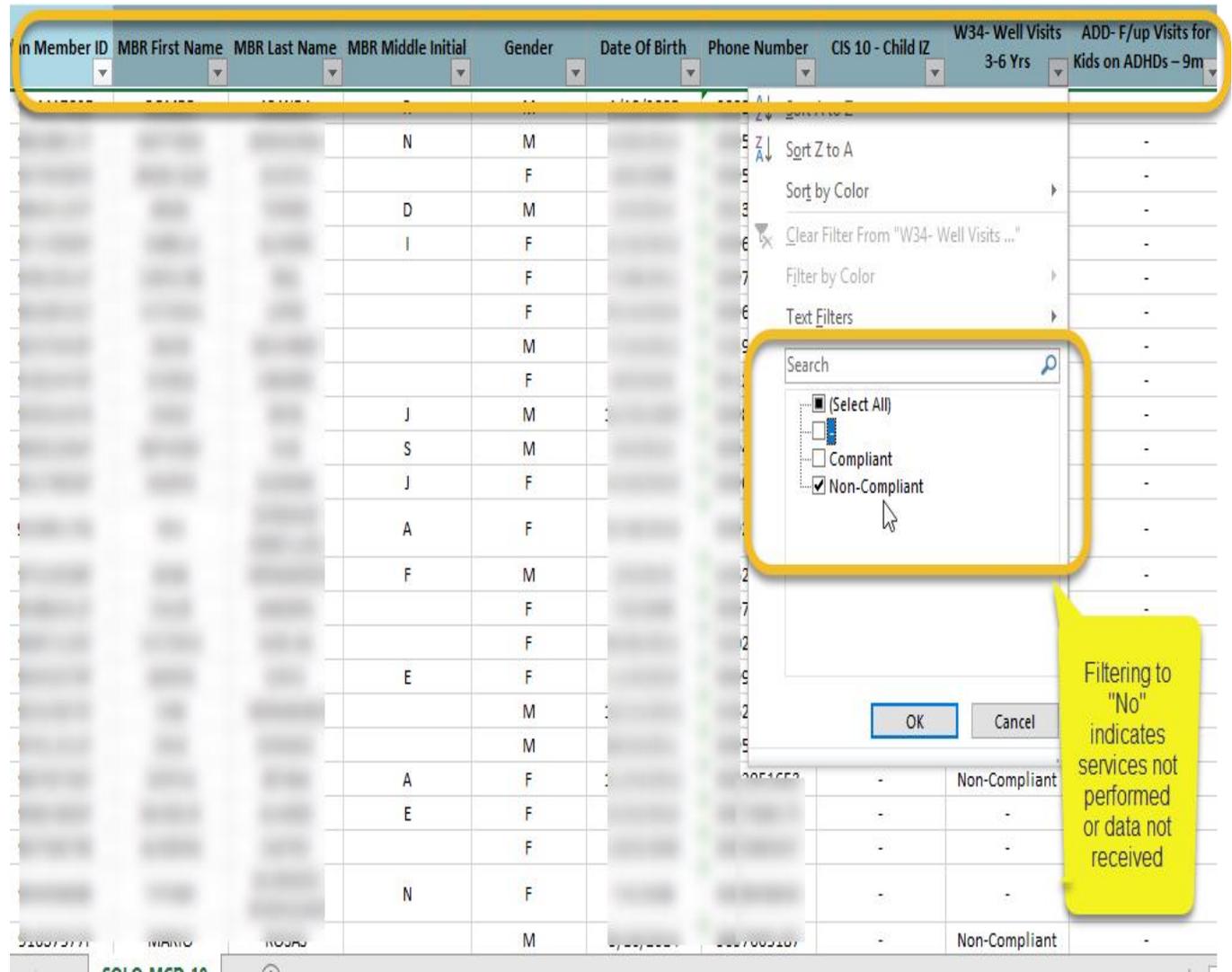


L.A. Care January - December 2018 Provider Opportunity Report (Medi-Cal) - Gaps in Care
 "Non-Compliant" indicates services not performed or data not received; "-" indicates measure does not apply.
 Important Note: This data is known to be incomplete. Some services provided to members may be recent, and reported data may not yet have reached L.A. Care. In other cases, your organization, your providers, and/or your labs may not have reported results.
 We need your help! Please ensure timely, complete and accurate submission of all encounter and lab data.
 This report is based on administrative data processed by L.A. Care as of December 31, 2018

Plan Member ID	MBR First Name	MBR Last Name	MBR Middle Initial	Gender	Date Of Birth	Phone Number	CIS 10 - Child IZ	W34 - Well Visits 3-6 Yrs	ADD- F/up Visits for Kids on ADHDs - 9mos	IMA 2 - Adolescent IZ	COL - Colorectal Cancer Screen	CCS - Cervical Cancer Screen	BCS - Breast Cancer Screen	CHL - Chlamydia Screen	PPC - Pren Care
4	S	E	R	M	1	0000	-	-	-	Non-Compliant	-	-	-	-	-
5	S	E	N	M	4	0000	-	Compliant	-	-	-	-	-	-	-
6	S	E	A	F	6	0000	-	-	-	-	-	-	-	-	-
7	S	E	D	M	2	0000	-	Compliant	-	-	-	-	-	-	-
8	S	E	I	F	2	0000	-	Compliant	-	-	-	-	-	-	-
9	S	E	F	F	7	0000	-	-	-	-	-	-	-	-	-
10	S	E	F	F	5	0000	-	-	-	-	-	-	-	-	-
11	S	E	M	M	7	0000	-	Compliant	-	-	-	-	-	-	-
12	S	E	F	F	6	0000	-	-	-	-	-	-	-	-	-
13	S	E	J	M	11	0000	-	-	-	-	-	-	-	-	-
14	S	E	S	M	3	0000	-	Non-Compliant	-	-	-	-	-	-	-
15	S	E	J	F	4	0000	-	-	-	-	-	-	-	-	-
16	S	E	Z	A	F	5	0000	Non-Compliant	-	-	-	-	-	-	-
17	S	E	Z	F	M	2	0000	Compliant	-	-	-	-	-	-	-
18	S	E	F	F	1	0000	-	-	-	-	-	-	-	-	-
19	S	E	F	F	9	0000	-	Non-Compliant	-	-	-	-	-	-	-
20	S	E	E	M	1	0000	-	Compliant	-	-	-	-	-	-	-
21	S	E	Z	M	11	0000	-	Non-Compliant	-	-	-	-	-	-	-
22	S	E	F	M	6	0000	-	-	-	-	-	-	-	-	-
23	S	E	A	F	11	0000	-	Non-Compliant	-	-	-	-	-	-	-
24	S	E	E	F	8	0000	-	-	-	-	-	-	-	-	-
25	S	E	F	F	1	0000	-	-	-	-	-	-	-	-	-
26	S	E	O	N	F	1	0000	-	-	-	-	-	-	-	-
27	S	E	Z	M	5	0000	-	Non-Compliant	-	-	-	-	-	-	-



A drop-down arrow  will appear in the header cell for each column.



Member ID	MBR First Name	MBR Last Name	MBR Middle Initial	Gender	Date Of Birth	Phone Number	CIS 10 - Child IZ	W34- Well Visits 3-6 Yrs	ADD- F/up Visits for Kids on ADHDs - 9m
			N	M				-	-
				F				-	-
		D		M				-	-
		I		F				-	-
				F				-	-
				F				-	-
				M				-	-
				F				-	-
		J		M				-	-
		S		M				-	-
		J		F				-	-
		A		F				-	-
		F		M				-	-
				F				-	-
				F				-	-
		E		F				-	-
				M				-	-
				M				-	-
		A		F				-	Non-Compliant
		E		F				-	-
				F				-	-
		N		F				-	-
				M				-	Non-Compliant

1. Click the **drop-down arrow** for the column you want to filter.
2. The **Filter menu** will appear.
3. **Uncheck** the box next to **Select All** to quickly deselect all data.
4. **Check** the boxes next to the data you want to filter, then click **OK**.

*The data will be **filtered**, temporarily hiding any content that doesn't match the criteria.*



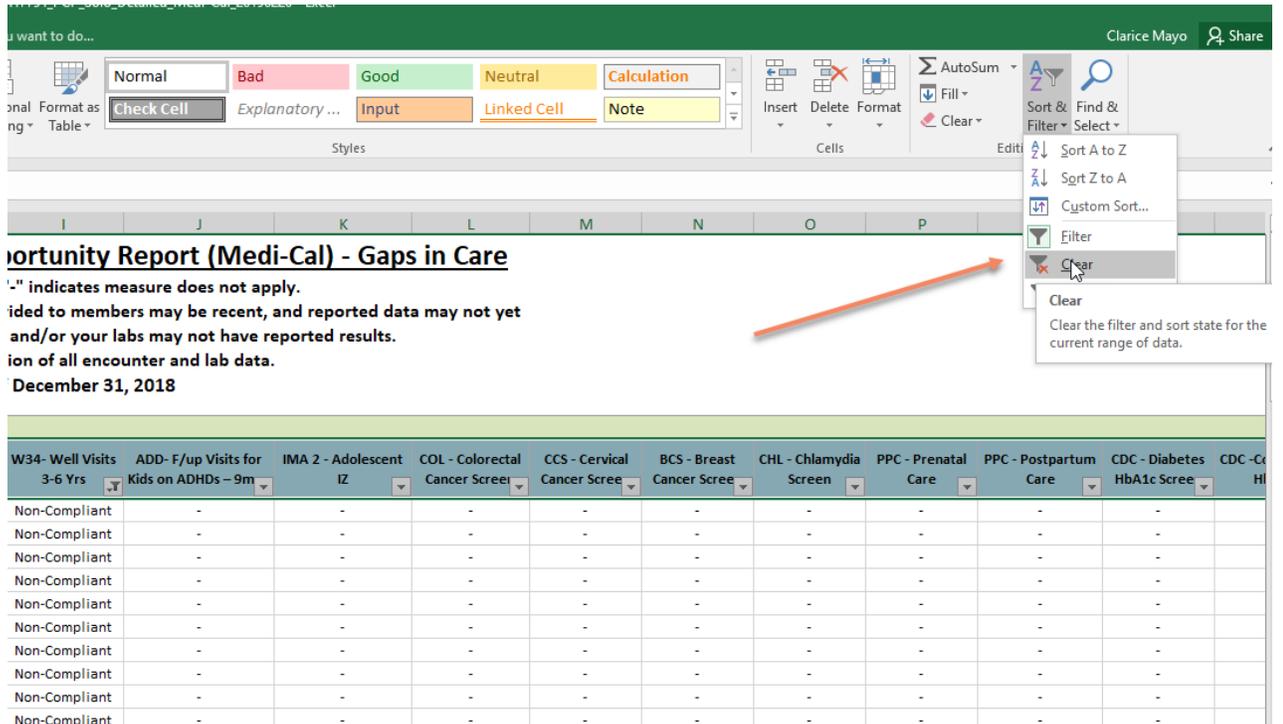
“Non-Compliant” indicates services not performed or data not received;
“-” indicates measure does not apply.

Plan Member ID	MBR First Name	MBR Last Name	MBR Middle Initial	Gender	Date Of Birth	Phone Number	CIS 10 - Child IZ	W34- Well Visits 3-6 Yrs	ADL F/up Visits for Kids on ADHDs - 9m	IMA 2 - Adolescent IZ	CO
			S	M			-	Non-Compliant	-	-	
				F			-	Non-Compliant	-	-	
		Z		M			-	Non-Compliant	-	-	
			A	F			-	Non-Compliant	-	-	
				M			-	Non-Compliant	-	-	
			M	F			-	Non-Compliant	-	-	
				M			-	Non-Compliant	-	-	
			I	M			-	Non-Compliant	-	-	
		S	A	M			-	Non-Compliant	-	-	
				F			-	Non-Compliant	-	-	
				M			-	Non-Compliant	-	-	
		Z		F			-	Non-Compliant	-	-	
			A	M			-	Non-Compliant	-	-	
				M			-	Non-Compliant	-	-	
			A	F			-	Non-Compliant	-	-	
458/6887	XITUBLY	HERNANDEZ	A	F			-	Non-Compliant	-	-	



After applying a filter, you may want to remove—or **clear**—it from your worksheet so you'll be able to filter content in different ways.

Clearing can also be accessed from the **Sort & Filter** command on the **Home** tab. The filter will be cleared from the column. The previously hidden data will be displayed.



ortunity Report (Medi-Cal) - Gaps in Care

"-" indicates measure does not apply.
 ided to members may be recent, and reported data may not yet
 and/or your labs may not have reported results.
 ion of all encounter and lab data.
 December 31, 2018

W34 - Well Visits 3-6 Yrs	ADD- F/up Visits for Kids on ADHDs – 9m	IMA 2 - Adolescent IZ	COL - Colorectal Cancer Screenshot	CCS - Cervical Cancer Screenshot	BCS - Breast Cancer Screenshot	CHL - Chlamydia Screen	PPC - Prenatal Care	PPC - Postpartum Care	CDC - Diabetes HbA1c Screenshot	CDC - Co
Non-Compliant	-	-	-	-	-	-	-	-	-	-
Non-Compliant	-	-	-	-	-	-	-	-	-	-
Non-Compliant	-	-	-	-	-	-	-	-	-	-
Non-Compliant	-	-	-	-	-	-	-	-	-	-
Non-Compliant	-	-	-	-	-	-	-	-	-	-
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Non-Compliant	-	-	-	-	-	-	-	-	-	-
Non-Compliant	-	-	-	-	-	-	-	-	-	-
Non-Compliant	-	-	-	-	-	-	-	-	-	-
Non-Compliant	-	-	-	-	-	-	-	-	-	-