

WELCOME

Provider Opportunity Reports



L.A. Care
HEALTH PLAN®

For All of L.A.

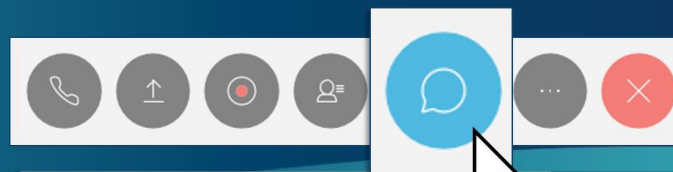
CALL: +1-415-655-0002

ACCESS CODE: 2493 479 3801

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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IN LOS ANGELES COUNTY
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.



MY2024 Provider Opportunity Reports



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July 10 2024

Agenda

1. Provider Opportunity Report (POR)
 - Medi-Cal
 - LACC
 - DSNP
2. Review of Raw Data File
3. Custom Reports for Children and Adolescents
4. Data Submission & Reconciliation
5. Accessing the POR



Provider Opportunity Report (POR)



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Medi-Cal Report Info Tab

File Home Insert Page Layout Formulas Data Review View Kofax PDF Tell me what you want to do...

Clipboard Font Alignment Number Styles

AC_ASSOCIATED DIGNITY MEDICAL GROUP

AC_ASSOCIATED DIGNITY MEDICAL GROUP

L.A. Care Provider Opportunity Report (Medi-Cal)
Provider Group Summary for Measurement Year 2024
January - June 2024

*This report utilizes threshold and benchmark values from the MY 2022 National Committee for Quality Assurance (NCQA) Quality Compass© Medicaid HMO 50th and 95th percentiles and L.A. Care's peer group network data. Please see the VIIP+P4P Program Description for additional information.
*** Indicates measure is double-weighted in VIIP+P4P.
*** Glycemic Status Assessment for Patients with Diabetes (GSD), lower rates are better for this measure.
**** Plan All-Cause Readmissions (PCR), lower rates are better for this measure.

We need your help! Please work with your organization, your providers, and/or your labs to ensure timely, complete and accurate submission of all encounter and lab data. This data is the basis of performance scoring and is essential to success in VIIP+P4P.

Note: Due to encounters/claims lag time, data in this report may be incomplete:
• Services provided to members may be recent, and reported data may not yet have reached L.A. Care.
• Some providers, and/or your labs may not have reported results. Please ensure data sharing agreement(s) are up-to-date - especially if you have

processed by L.A. Care as of April 30, 2024.

Proudly collaborating with our Medi-Cal Partners:
L.A. Care Health Plan, Anthem Blue Cross, Blue Shield of California Promise Health Plan.

Report Info Summary Report License Level Report

1

2

This tab includes basic information about the reports included in this worksheet.

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. e.g.: 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.

PPG NAME	Measure	Total Eligible	Met	Not Met	Rate	P4P Threshold	Threshold # Hits to Meet	P4P Benchmark	Benchmark # Hits to Meet
Childhood Immunization Status (CIS)	Childhood Immunization Status (CIS) - Combo 10	12	5	7	41.67	--	--	--	--
Well-Child Visits in the First 30 Months of Life (W30)	Well-Child Visits in the First 30 Months of Life (W30) - First 15 Months: 6 more well-child visits***	13	6	7	46.15	--	--	--	--
Developmental Screening in the First Three Years of Life (DEV) - Total	Developmental Screening in the First Three Years of Life (DEV) - Total	23	8	15	34.78	--	--	--	--



Medi-Cal Provider License 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.

PPG NAME	Base Measure	Measure	License No	Last Name	First Name	Total Eligible	Met	Not Met	Rate	P4P Threshold	Threshold # Hits to Meet	P4P Benchmark	Benchmark # Hits to Meet
Childhood Immunization Status (CIS)	Childhood Immunization Status (CIS) - Combo 10	A46072	VO	DAV		1	0	1	0.00	--	--	--	--
Childhood Immunization Status (CIS)	Childhood Immunization Status (CIS) - Combo 10	A73991	DANG	THU-THUY		1	1	0	100.00	--	--	--	--
Childhood Immunization Status (CIS)	Childhood Immunization Status (CIS) - Combo 10	A37514	KWON	YOUNG-JAE		2	2	0	100.00	--	--	--	--
Childhood Immunization Status (CIS)	Childhood Immunization Status (CIS) - Combo 10	A39961	MAI	HONG		7	2	5	28.57	--	--	--	--
Childhood Immunization Status (CIS)	Childhood Immunization Status (CIS) - Combo 10	A55383	FUSSELL	SUZANNE		1	0	1	0.00	--	--	--	--
Well-Child Visits in the First 30 Months of Life (W30)	Well-Child Visits in the First 30 Months of Life (W30)					1	0	1	0.00	--	--	--	--



Medi-Cal Combined Member Detail and Measure Level Report

2

Filter by "PCP_License_No" or "PCP_Name" for a provider-specific Gaps in Care List.

3

To contact members for follow-up, "Member" Name, DOB, Phone Number, Address, City, and State are provided.

1

There is only one crosstab with the Member Detail and Measures combined.

4

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

LOB	PCP_License_No	PCP_Name	Provider_Phone	Provider_Address	Provider_City	Provider_State	Provider_Zip	Plan_Code	Plan_Member	Mbr_Name	DOB	Gender	Race	Ethnicity	Spoken_Language	Mbr_Phone	Mbr_Address	Mbr_City	Mbr_State
Medi_Cal	20A10947	NGA, VISAL	(562) 599-5300	1269 E ANAHEIM ST	LONG BEACH	CA	90806	CFST	#####A	Doe, John	01-01-1900	M	Asian	Unknown ethn	Unknown	000-000-0000	123 Anywhere Ln	My Beach	CA
Medi_Cal	A48672	VU, DAN	(562) 621-9231	2315 E ANAHEIM ST	LONG BEACH	CA	90806	CFST	#####B	Doe, John	01-01-1901	F	Asian	Unknown ethn	English	000-000-0001	456 Anywhere Ln	Your Beach	CA
	A55383	RSSELL, SUZANI	(562) 989-0145	2403 ATLANTIC AVE	LONG BEACH	CA	90806	CFST	#####C	Doe, John	01-01-1902	M	Hispanic or Lat	English	000-000-0002	789 Anywhere Ln	His Beach	CA	
	A52194	AWAD, YOUSSE	(562) 989-1200	LONG BEACH BLVD S	LONG BEACH	CA	90806	CFST	#####D	Doe, John	01-01-1903	F	African Am	English	000-000-0003	123 Nowhere Ln	Her Beach	CA	
					LONG BEACH	CA	90804	CFST	#####E	Doe, John	01-01-1904	M	Hispanic or Lat	English	000-000-0004	456 Nowhere Ln	Their Beach	CA	
					LONG BEACH	CA	90806	CFST	#####F	Doe, John	01-01-1905	F	Unknown ethn	English	000-000-0005	789 Nowhere Ln	Our Beach	CA	
					STON PAR	CA	90255	CFST	#####G	Doe, John	01-01-1906	M	Unknown ethn	English	000-000-0006	123 Im Lost St.	Us Beach	CA	
Medi_Cal	22993	LEE, CHRISTINA	(562) 591-6890	817 ATLANTIC AVE	LONG BEACH	CA	90813	CFST	#####H	Doe, John	01-01-1907	F	Asian	Unknown ethn	English	000-000-0007	456 Im Lost St.	No Beach	CA
Medi_Cal	443174	ATAYUD, GRAC	(323) 589-9384	1400 E FLORENCE AV	UNTINGTON PAR	CA	90255	CFST	#####I	Doe, John	01-01-1908	M	Unknown ethn	English	000-000-0008	789 Im Lost St.	Beach	CA	



Medi-Cal Combined Member Detail and Measure Level Report (continued)

2

Each measure has its own "Column" with member details across the line item, (e.g. CCS, WCV, and COL-E).

1

Filter for "#_Not_Met" and/or the "#_Met" columns to identify members requiring follow-up

	A	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL
	LOB	Member Zip_Code	Care List	#_Not_Met	#_Met	Asthma Medication Ratio (AMR)	Breast Cancer Screening - ECDS (BCS-E)	Cervical Cancer Screening (CCS)	Child and Adolescent Well-Care Visits (WCV)	Childhood Immunization Status (CIS) - Combo 10	Colorectal Cancer Screening (COL-E)	Controlling High Blood Pressure (CBP)	Depression Screening and Follow-up (DSF-E) - Depression Screening	Developmental Screening in the First Three Years of Life (DEV)	Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD)	Diabetes Screening for Ppl w/ Schizophrenia or Bipolar Disorder Using Antipsychoti	Follow-Up After Emergency Department Visit for Mental Illness (FUN)	Immunizations for Adolescents (IMA) - Combo 2	Lead Screening in Children (LSC)
1																			
2	Medi_Cal	90804	CCS, COL-E, DSF-E, SNS-	5		-	Not met	Not met	-	-	Not met	Not met: >140/>90	Not met	-	-	-	-	-	-
3	Medi_Cal	90804	CCS, COL-E, DSF-E, SNS-	5		-	Not met	Not met	-	-	Not met	Not met	Not met	-	-	-	-	-	-
4	Medi_Cal		LSC, SNS-E,							Not met					Not met				Not met
5	Medi_Cal						met	Not met	-	-	Not met	Not met	Not met	-	-	-	-	-	-
6	Medi_Cal									Not met					Not met				Not met
7	Medi_Cal						met	Not met	-	-	Not met	Not met	Not met	-	-	-	-	-	-
8	Medi_Cal	90001	CCS, COL-E, DSF-E, SNS-	5	1	-	Not met	Met	-	-	Not met	Not met	Not met	-	-	-	-	-	-
9	Medi_Cal	90805	COL-E, DSF-E, SNS-E,	5	0	-	Not met	Not met	-	-	Not met	-	Not met	-	-	-	-	-	-
10	Medi_Cal	90270	TFL_CH,	5	0	-	-	-	Not met	-	-	-	Not met	-	-	-	-	Not met	-



Custom Reports for Children and Adolescents

- Access and use tailored reports to 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
 - LSC: Lead Screening in Children

- Why use these custom reports?
 - Anticipate or catch up on screenings/visits
 - Improve your HEDIS performance
 - Increase your incentive award



Custom Reports for Children and Adolescents: Summary

W30 Report

- Consists of two tabs displaying eligible patients currently due for a W30 visit:
 - Tab 1: W30 +6, Well-Child Visits during 0-15 months
 - Tab 2: W30 +2, Well-Child Visits during 15-30 months
- **Unique features:** Displays the number of unique visits completed and when child will turn 15, 24, and 30 months.

Missing Vaccine Reports

- Consists of two different reports: CIS-10 and IMA-2
- **Unique features:** Each report details how many doses of each antigen are missing for each eligible patient.

Blood Lead Screening Reports

- Consists of active members between the ages of 6 months- 6 years who are missing a blood lead screening test.
- **Unique features:** Shows date when child will be 1 or 2 years old and if lack of screening is between 12-24 months or 24-72 months.



How to Access

W30 and Missing Vaccines Reports	Blood Lead Screening Reports
<ol style="list-style-type: none">1. Log on to L.A. Care's Provider Portal.2. Click "Reports" on the sidebar.3. Click on the "2024" folder.4. Click on the "Provider Opportunity Reports" folder.5. Select the most recent month.6. Click on the "Missing Vaccines Report" folder and/or "W30" folder.	<ol style="list-style-type: none">1. Log on to L.A. Care's Provider Portal.2. Click "Reports" on the sidebar.3. Click on the "2024" 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_yyyymm dd."



Data Submission & Reconciliation



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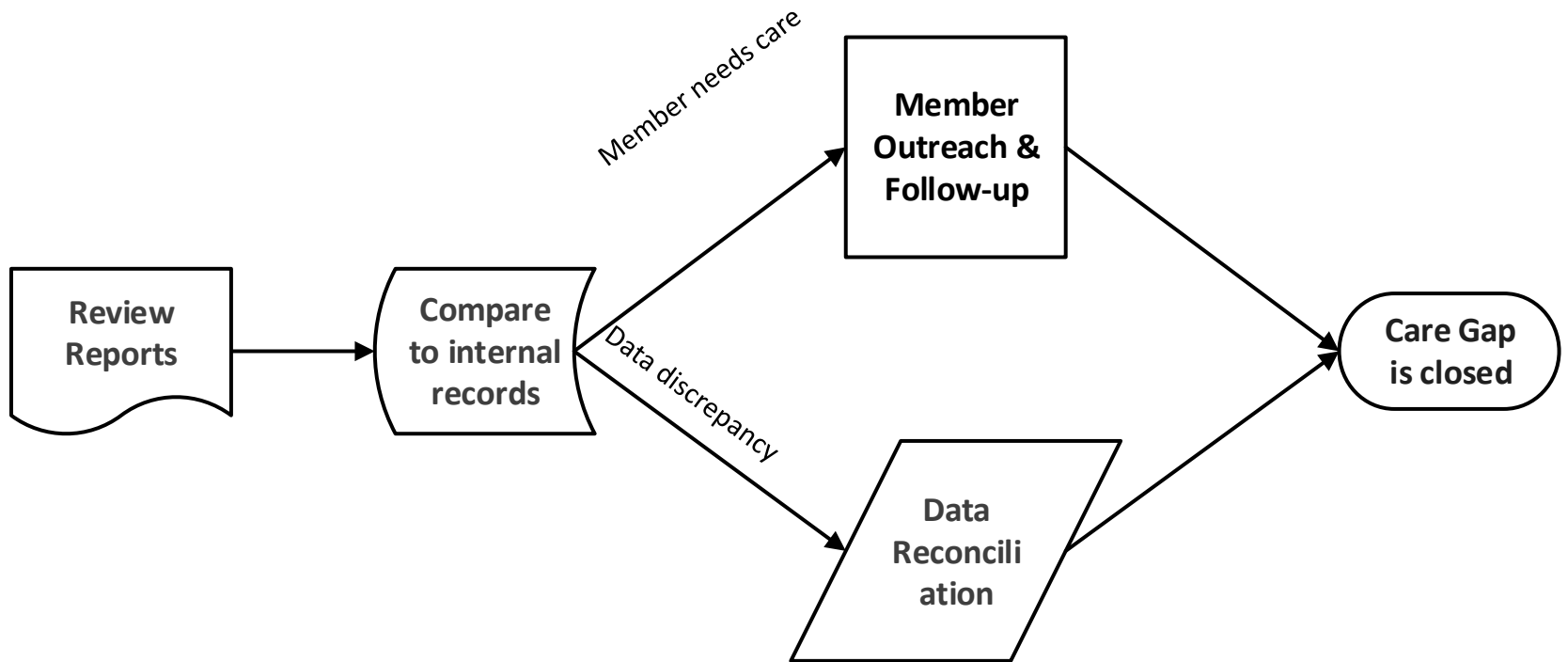
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Data Submission

- 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!

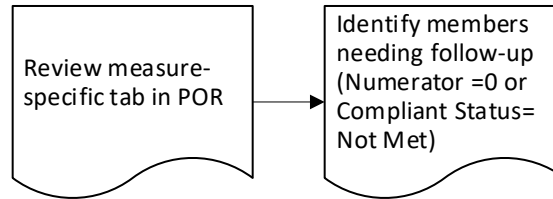


Data Reconciliation Process



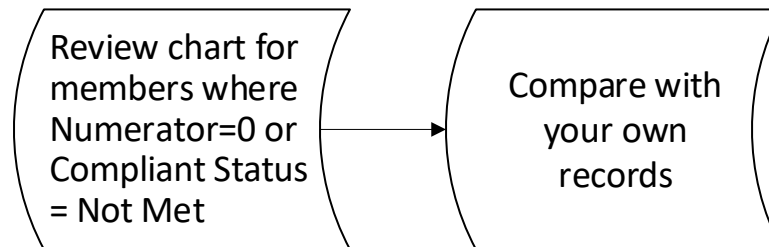
Data Reconciliation Process

Review Reports



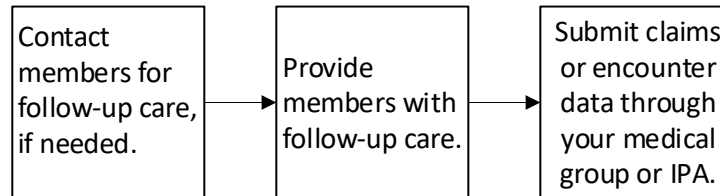
Data Reconciliation Process

Compare to internal records



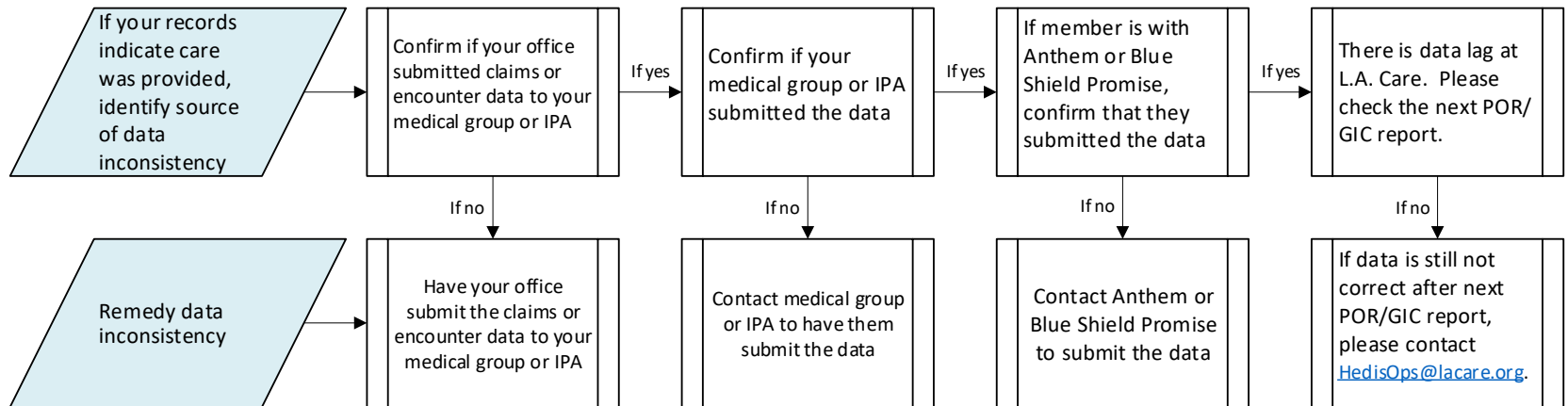
Data Reconciliation Process

Member Outreach & Follow-Up



Data Reconciliation Process

Data Reconciliation



Data Reconciliation Process

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

LOB	Member Zip Code	Care_List	# Not Met	# Met	Asthma Medication Ratio (AMR)	Breast Cancer Screening - ECDS (BCS-E)	Cervical Cancer Screening (CCS)	Child and Adolescent Well-Care Visits (WCV)	Childhood Immunization Status (CIS) - Combo 10	Colorectal Cancer Screening (COL-E)	Controlling High Blood Pressure (CBP)	Depression Screening and Follow-up (DSF-E) - Depression Screening	Developmental Screening in the First Three Years of Life (DEV)	Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD)	Diabetes Screening for Ppl w/ Schizophrenia or Bipolar Disorder Using Antipsychoti	Follow-Up After Emergency Department Visit for Mental Illness (FUN)	Immunizations for Adolescents (IMA) - Combo 2	Lead Screening in Children (LSC)
1																		
2		CCS, COL-E, DSF-E, SNS-	6	0	-	Not met	Not met	-	-	Not met	Not met: >140/>90	Not met	-	-	-	-	-	-
3		CCS, COL-E, DSF-E, SNS-	6	0	-	Not met	Not met	-	-	Not met	Not met	Not met	-	-	-	-	-	-
4	Medi_Cal								Not met	-	-	-	Not met	-	-	-	-	Not met
5	Medi_Cal								Not met	Not met	Not met	Not met	-	-	-	-	-	-
6	Medi_Cal								Not met	-	-	-	Not met	-	-	-	-	Not met
7	Medi_Cal	90804	CCS, COL-E, DSF-E, SNS-	6	0	-	Not met	Not met	-	Not met	Not met	Not met	-	-	-	-	-	-
8	Medi_Cal	90001	CCS, COL-E, DSF-E, SNS-	5	1	-	Not met	Met	-	Not met	Not met	Not met	-	-	-	-	-	-
9	Medi_Cal	90805	COL-E, DSF-E, SNS-E	5	0	-	Not met	Not met	-	Not met	-	Not met	-	-	-	-	-	-
10	Medi_Cal	90270	SNS-E, TFL_CH,	5	0	-	-	Not met	-	-	-	Not met	-	-	-	-	Not met	-

1

Determine which measure from the crosstab.



Data Reconciliation Process (continued)

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

2

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

LOB	PCP_License	PCP_Name	Provider_Phone	Provider_Address	Provider_City	Provider_State	Provider_Zip	Plan_Code	Plan_Member	Mbr_Name	DOB	Gender	Race	Ethnicity	Spoken_Langu	Mbr_Phone	Mbr_Address	Mbr_City	Mbr_St
Medi_Cal	20A10947	NGA, VISAL	(562) 599-5300	1269 E ANAHEIM ST	LONG BEACH	CA	90813	CFST							Unknown	000-000-0000	123 Anywhere L	My Beach	CA
Medi_Cal	A48672	VU, DAN	(562) 621-9231	2315 E ANAHEIM ST	LONG BEACH	CA	90804	CFST							English	000-000-0001	456 Anywhere L	Your Beach	CA
Medi_Cal	A55383	JSSELL, SUZANI	(562) 989-0145	2403 ATLANTIC AVE	LONG BEACH	CA	90806	CFST							English	000-000-0002	789 Anywhere L	His Beach	CA
Medi_Cal	A52194	WAD, YOUSSE	(562) 989-1200	LONG BEACH BLVD S	LONG BEACH	CA	90807	CFST							English	000-000-0003	123 Nowhere Ln	Her Beach	CA
Medi_Cal	A48672	VU, DAN	(562) 621-9231	2315 E ANAHEIM ST	LONG BEACH	CA	90804	CFST	#####E	Doe, John	01-01-1904	M	White	Hispanic or La	English	000-000-0004	456 Nowhere Ln	Their Beach	CA
Medi_Cal	A55383	JSSELL, SUZANI	(562) 989-0145	2403 ATLANTIC AVE	LONG BEACH	CA	90806	CFST	#####F	Doe, John	01-01-1905	F	Two or more	Unknown eth	English	000-000-0005	789 Nowhere Ln	Our Beach	CA
Medi_Cal	A43174	ATAYUD, GRAC	(323) 589-9384	1400 E FLORENCE AV	UNTINGTON PAR	CA	90255	CFST	#####G	Doe, John	01-01-1906	M	Unknown ra	Hispanic or La	English	000-000-0006	123 Im Lost St.	Us Beach	CA
Medi_Cal	A62993	LEE, CHRISTINA	(562) 591-6890	817 ATLANTIC AVE	LONG BEACH	CA	90813	CFST	#####H	Doe, John	01-01-1907	F	Asian	Unknown eth	English	000-000-0007	456 Im Lost St.	No Beach	CA
Medi_Cal	A43174	ATAYUD, GRAC	(323) 589-9384	1400 E FLORENCE AV	UNTINGTON PAR	CA	90255	CFST	#####I	Doe, John	01-01-1908	M	Unknown ra	Hispanic or La	English	000-000-0008	789 Im Lost St.	Beach	CA

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

Accessing the POR



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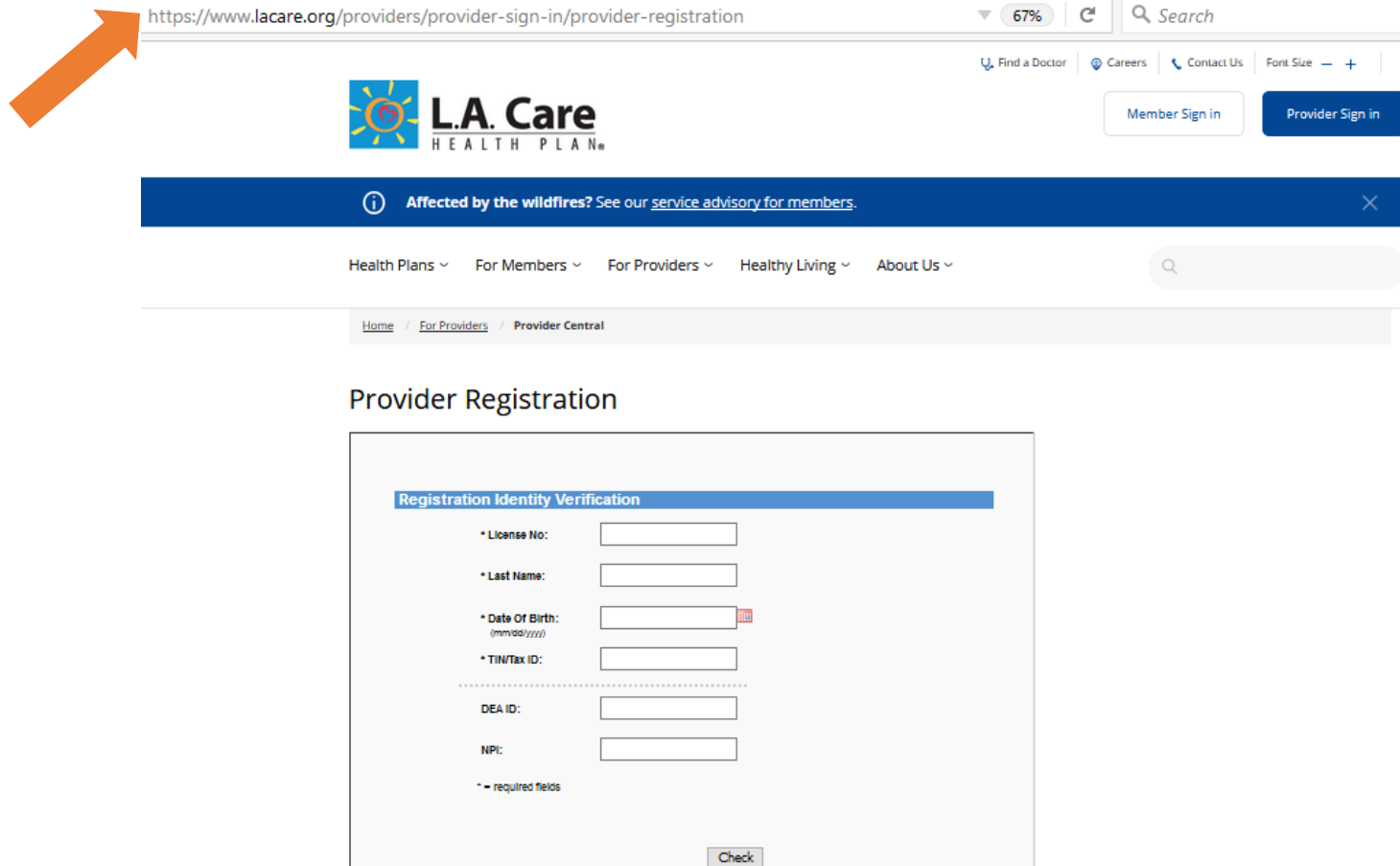


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Accessing the POR from the Provider Portal

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 displaying the L.A. Care Health Plan website. The address bar shows the URL <https://www.lacare.org/providers/provider-sign-in/provider-registration>. The page features the L.A. Care 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'. The breadcrumb trail indicates the current location: 'Home / For Providers / Provider Central'. The main content area is titled 'Provider Registration' and contains a 'Registration Identity Verification' form with the following fields:

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

Legend: * - required fields

Check



Accessing the POR from the Provider Portal

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

The image shows a browser window with the URL <https://login.lacare.org/oam/server/obrareq.cgi?encquery%3DDDbai46Xt44oynZn2pa7K%2BRAcVS%2BC>. The page title is "L.A. Care Sign-In".

1. Visit
<https://external.lacare.org/provportal>

2. Enter your log in info

Sign-In

Enter your username and password to login.

User Name:

Password:

3. Forgot your log in info? Click here to re-set it

[Forgot your username or password](#)

Agree and Login

4. Still have issues logging in? Contact ProviderRelations@lacare.org for help.

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.



Accessing the POR from the Provider Portal

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



The screenshot shows the L.A. Care Provider Portal interface. On the left is a vertical navigation menu with the L.A. Care logo at the top. The menu items are: 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 (highlighted with an orange oval), Provider Resources, and Formulary Search. A blue arrow points from a text box on the left to the 'Reports' menu item. The main content area on the right has 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 of two healthcare professionals. The main content area contains a welcome message, a technical support contact number, a COVID-19 alert, and information about contractual requirements and hospital UM contact information.

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
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 PLANS

- 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

Reports

Path: > /

- 2003
- 2015
- 2016
- 2017
- 2018
- 2019
- 2020
- 2021
- 2022
- 2023
- 2024**

Select the year



Accessing the POR from the Provider Portal

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

The screenshot shows the L.A. Care Provider Portal 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. Below this is a banner image of two healthcare professionals. On the left is a yellow sidebar with the L.A. Care Health Plans logo and a list of menu 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, and Forms. The main content area is titled 'Reports' and shows a breadcrumb path: Path: > / > 2024. Underneath the path are three folder icons: IHA, PCP Panel Status Report, and Provider Opportunity Reports. The 'Provider Opportunity Reports' folder is circled in orange, and a blue arrow points to it from a text box that says 'Select the report type'.



Accessing the POR from the Provider Portal

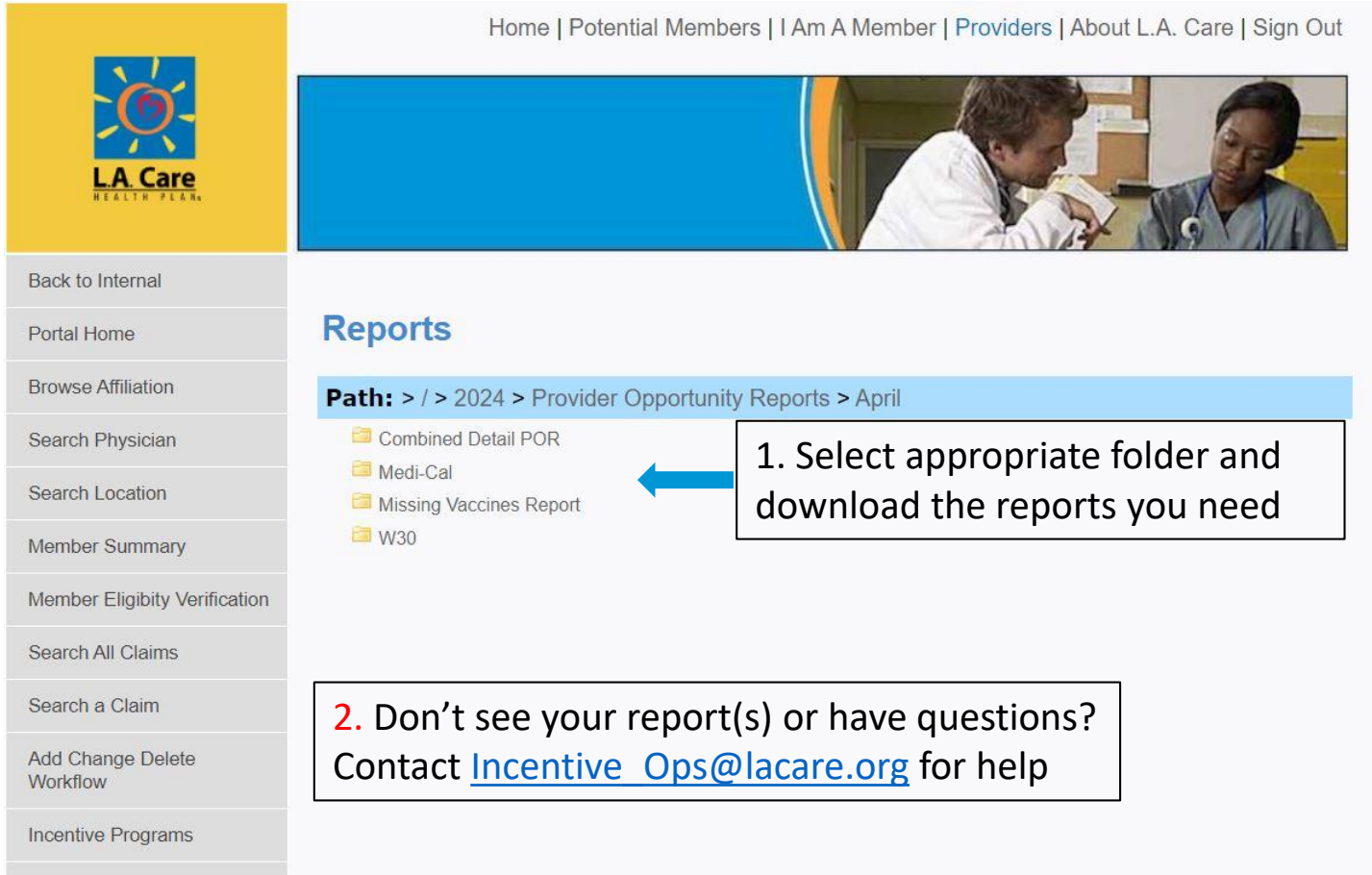
For Solo Providers, PPGs, & MSOs with L.A. Care members:

The screenshot shows the L.A. Care Health Plan Provider Portal. At the top left is the L.A. Care logo. The top navigation bar includes links for Home, Potential Members, I Am A Member, Providers, About L.A. Care, and Sign Out. Below the navigation is a banner image of two healthcare professionals. The main content area is titled "Reports" and shows a breadcrumb path: "Path: > / > 2024 > Provider Opportunity Reports". Underneath the path, there are two folder icons representing months: "April" and "February". The "April" folder 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 reports". On the left side of the page, there is a vertical menu with various options: Back to Internal, Portal Home, Browse Affiliation, Search Physician, Search Location, Member Summary, Member Eligibility Verification, Search All Claims, Search a Claim, and Add Change Delete Workflow.



Accessing the POR from the Provider Portal

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



The screenshot shows the L.A. Care Provider Portal interface. On the left is a navigation 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, and Incentive Programs. The main content area has a header with navigation links: Home | Potential Members | I Am A Member | **Providers** | About L.A. Care | Sign Out. Below the header is a banner image of two healthcare professionals. The main section is titled "Reports" and shows a breadcrumb path: > / > 2024 > Provider Opportunity Reports > April. Underneath the path are four folder icons: Combined Detail POR, Medi-Cal, Missing Vaccines Report, and W30. A blue arrow points from a text box to the "Combined Detail POR" folder. Below the folders is another text box with instructions.

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

Reports

Path: > / > 2024 > Provider Opportunity Reports > April

- Combined Detail POR
- Medi-Cal
- Missing Vaccines Report
- W30

1. Select appropriate folder and download the reports you need

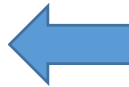
2. Don't see your report(s) or have questions? Contact Incentive_Ops@lacare.org for help



Accessing the POR via Newport.lacare.org

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

Tywan Towers <Ttowers@lacare.org>



Email will come from L.A. Care sender



From: Naomi Lim <NLim1@lacare.org>
Sent: Friday, May 7, 2021 9:27:58 PM
To: Lisa Abdishoo <labdishoo@lachc.com>
Subject: Symantec Encryption Secured Message

Tywan Towers <Ttowers@lacare.org> : 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

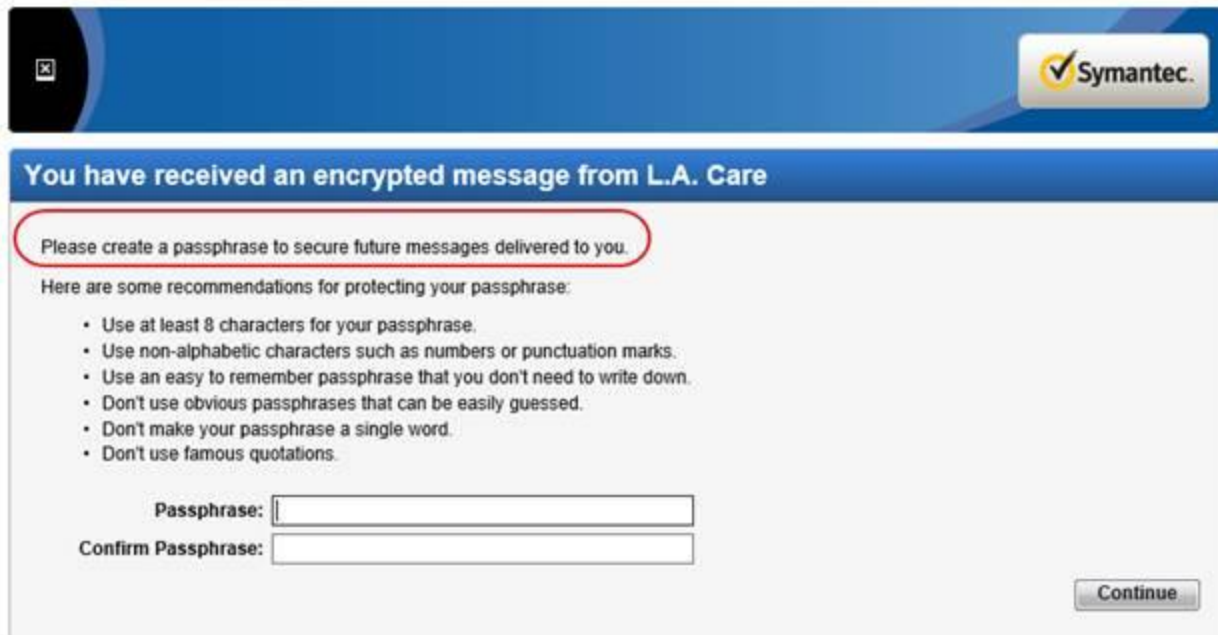


Accessing the POR via Newport.lacare.org

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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 the following text:

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.

Below the list are two input fields: "Passphrase:" followed by a text box, and "Confirm Passphrase:" followed by another text box. A "Continue" button is located in the bottom right corner of the form area.

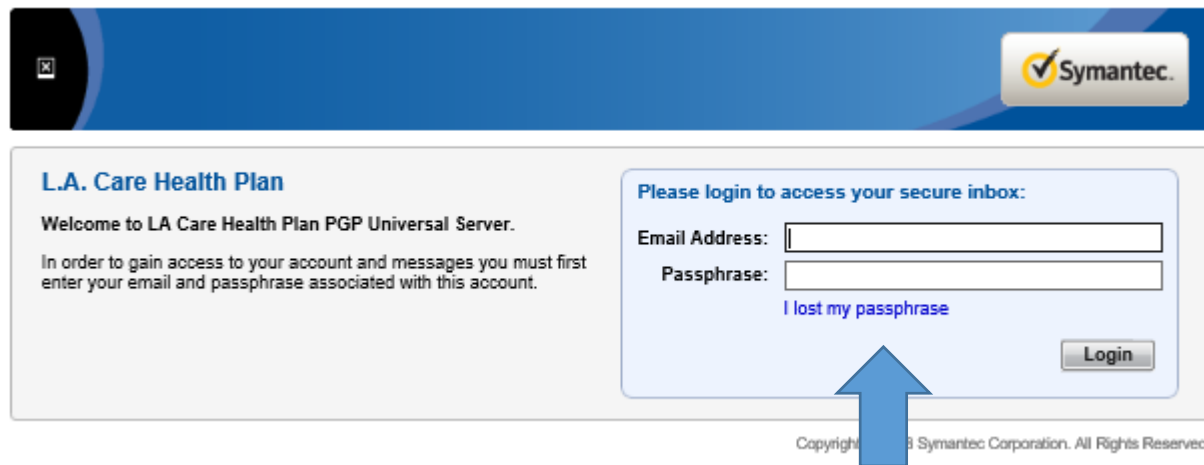


Accessing the POR via Newport.lacare.org

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.



2024 Provider Opportunity Report Schedule

- Reports will *generally* be available **the second 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  reCAPTCHA
[Privacy](#) - [Terms](#)



Open Forum

