4500 E. Cotton Center Blvd.
Phoenix, AZ 85040

Welcome to the Provider Report Management Tool

This secure online tool gives you direct access to provider reports. To determine if you or providers inyour group have reports available, please log on to the secure provider web portal at **www.MercyCareAZ.org**. The **Mercy Care Web Portal** link is located at the top right of the home page.

See the enclosed quick reference guide to help you use the Provider Report Management Tool. Oncein the tool, select options in the drop-down menus as follows:

- Report Selection OPTIONS:
    - o Provider – name of the provider
    - o Report Type – type of report you would like to view or download
    - o Report Period – reporting period you would like to view or download

The search results will populate and filter automatically depending on the options selected.

Note: In some cases, individual provider reports roll up to the practice level. You can select the practice from the provider drop-down to see if respective reports are available.

- Report Selection RESULTS
    - o Available reports are displayed as hyperlinks directly beneath the results section
    - o Clicking on a report name hyperlink will give you the option to open or save the report

Note: In some cases, report search results may include additional documentation such as reportinstructions or guides. When reviewing results, please be sure to review any supplemental materials.
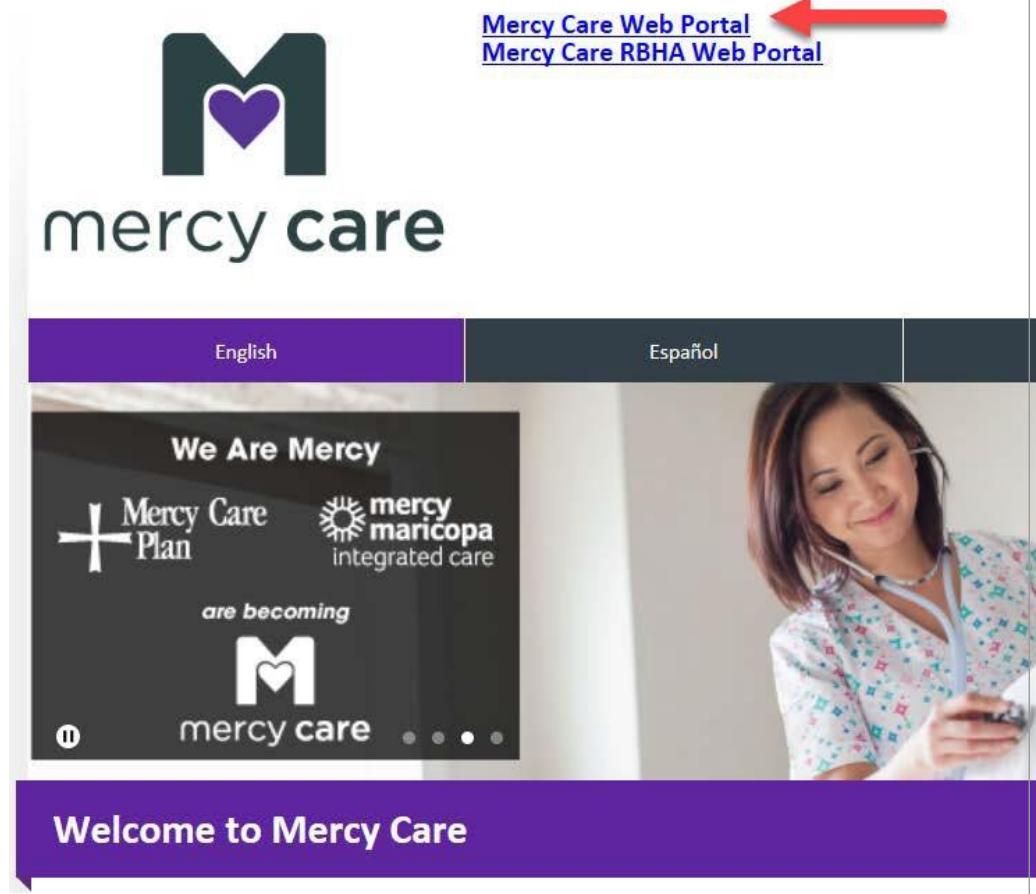
For additional information such as preventive health resources and health plan contacts, see the linkson the left of the Provider Reports Tool webpage.
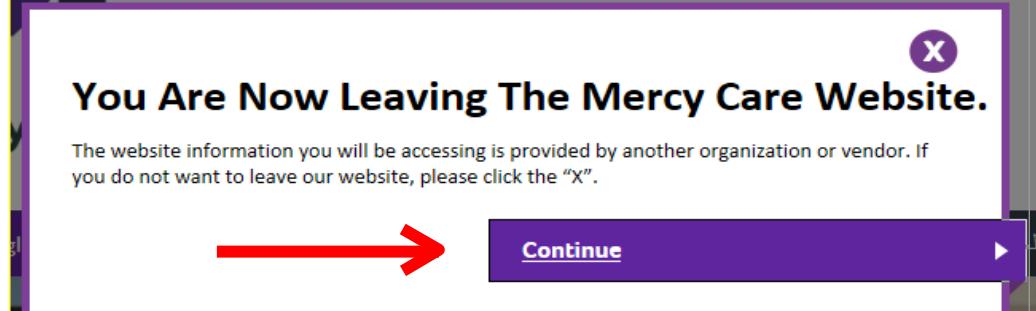
Questions
If you have questions about the Provider Report Management Tool or your reports, please contact your Network Management Department Liaison. If you do not know who your Liaison is, please go to **www.MercyCareAZ.org ,** click on the "For Providers" hyperlink underneath their appropriate line of business, and the "Network Management Department" section is located on the right hand side of the webpage. All the Network Management Assignments hyperlinks are available at this location.

Accessing Gaps in Care Reports within Provider Deliverable Manager

NOTE: You must have access to the *Mercy Care Web Portal,* the secure provider web portal located on the Mercy Care website (https://www.mercycareaz.org/), in order to access the Provider Deliverable Manager.21 A registration form to obtain access is located under forms for all Mercy Care Plans.

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Mercy Care Website To access the Mercy Care Plan website, click the link listed here: https://www.mercycareaz.org Once you are on the Mercy Care web page, you can access the Mercy Care Web Portal by selecting the Mercy Care Web Portal link.	
You will receive a notification that you are leaving the Mercy Care Website. Choose "**Continue**" to reach sign in page.	

Sign In Page

Enter your **User Name** and **Password** in the appropriate fields.

Click on the "**Sign In**" button to open the Portal Welcome Page.

Why register for this secure web portal?

Whether you are a member or provider, you'll find helpful information and resources within this section of our Web site. In a secured environment, you can review your claims or authorizations, validate member eligibility or submit requests. We invite you to register and learn more about what the secure web portal can offer you. If you are already registered, please Sign In.

Please register if you are a current provider or member and wish to access your account.

Register now as PROVIDER   Register now as MEMBER

At the bottom of the screen choose **"Provider Deliverable Manager (with Provider Report Management Tool**)" link to access your reports.

My Account
User Details
Provider Details
Change Password
Change Secret Question
Inbox
Attachments

Tasks
Authorization Search
Claims Search
Search Remittances
Search Members
Panel Roster
Search Providers

Health Tools
PA Requirement Search Tool
Case Management
ALTCS
Clear Claim
Provider Deliverable Manager (with Provider Report Management Tool)
Register for EFT
Register for ERA
Business Intelligence Reports

Important Links
Authorization Submission User Guide
FAQ
Disclaimer
Sitemap
Referrals and Authorizations

Contact Us
Mercy Care Plan/Mercy Care Advantage at (602) 263-3000 or (800) 624-3879
TTY/TDD = 711
You can contact us click here.

Choose **"HEDIS Gaps in Care"** from the drop down list	Provider Report > External Provider Report Welcome: Provider: Welcome to the Mercy Care & Mercy Care Advantage Provider Reports Tool. For help and other instructions, please click here. The following reports are available for the health plan. All of these may not be available to you. **Provider Tool Links** • Provider Outreach Manual: Medicare Advantage Part C STAR Measures • Gaps in Care Technical Specifications and PCP Billing Guide 2018 **Contact Us:** If you have questions about the Provider Reports Tool or your individual reports, please contact Mercy Care Provider Relations at: 1-800-624-3879 Express Service Code 681

Report Name	Report Description
Census Activity Admits	Patient Admission list includes attributed members who show an authorization within the previous rolling 30 days for an inpatient admission.
Census Activity ED Visits	Emergency Department visit list includes attributed members who show a claim within the previous rolling 30 days for emergency department services.
Gaps in Care Billing Guide	The Gaps in Care Technical Specifications and CPT Billing Guide from HEDIS is a comprehensive guide that contains important information about each measure, care and services needed, and corresponding billing codes.
HEDIS Gaps in Care	Report containing a summary of your group performance by product line in each HEDIS measure applicable to your practice, a detailed list of the members assigned to your panel that are still in need of care-services by a primary care provider-specialist.
PCMH Care Management Capitation	PCMH care management capitation.

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Report Selection Options

Provider		⌄
Report Type	HEDIS Gaps in Care	⌄
Report Period	--Select Period--	⌄

Choose HEDIS Gaps in Care from drop down list

|	
Choose the report you want to view and double click on the report to access the report.	**Reports** 2017-07 (Monthly) HEDIS Gaps in Care for 2017-08 (Monthly) HEDIS Gaps in Care for 2017-09 (Monthly) HEDIS Gaps in Care for 2017-10 (Monthly) HEDIS Gaps in Care for 2017-11 (Monthly) HEDIS Gaps in Care for 2017-12 (Monthly) HEDIS Gaps in Care for 2018-01 (Monthly) HEDIS Gaps in Care for 2018-02 (Monthly) HEDIS Gaps in Care for 2018-03 (Monthly) HEDIS Gaps in Care for

Next, you will see this notification:

Do you want to open or save MCRP_2018-03_MGIC_PROV000018497.xlsb (2.68 MB) from **medicaidportal.aetna.com**?   [Open] [Save] ▼ [Cancel]   X

Choose **"Open"** and your report will download.

After your report has downloaded you will see at the top of the report a yellow bar, you must choose **"Enable Editing"**
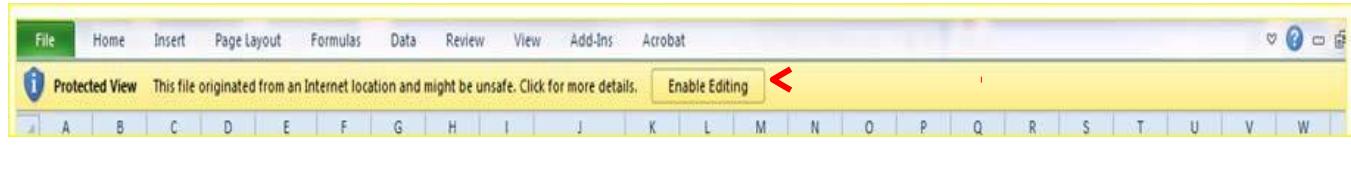
Next, you will see another yellow bar at the top of the report. You must choose **"Enable Content"**, soyour report populates with content
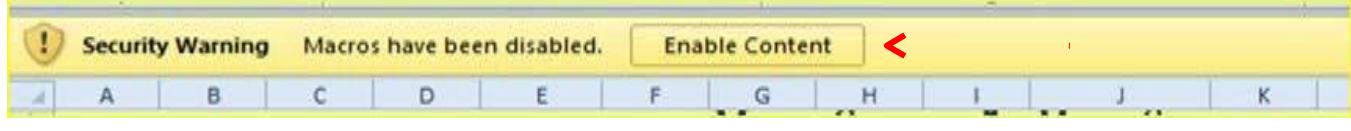
Next, your report will open to Tab 1 the Cover letter

Dear Valued Provider;

It is with great pleasure that we are introducing our new **Member Gaps in Care Report.**
Mercy Care Plan & Mercy Care Plan Advantage (HMO SNP) are committed to working with
our providers in achieving the triple aim as defined by the Institute of Healthcare
Improvement:

- Improving the patient experience of care (including quality and satisfaction)
- Improving the health of populations; and

Cover Page / Medicaid Performance Summary / Medicare Performance Summary / Members Needing Care-Services / HEDIS Measures

You can save the report and manipulate it however you would like.
If you want to print the report, you may want to configure parameters before printing.