

## HEDIS® Profile

*\*Please note that all screenshots in this document are mock-ups used for training purposes and do not display any real member information. These screenshots are subject to change.*

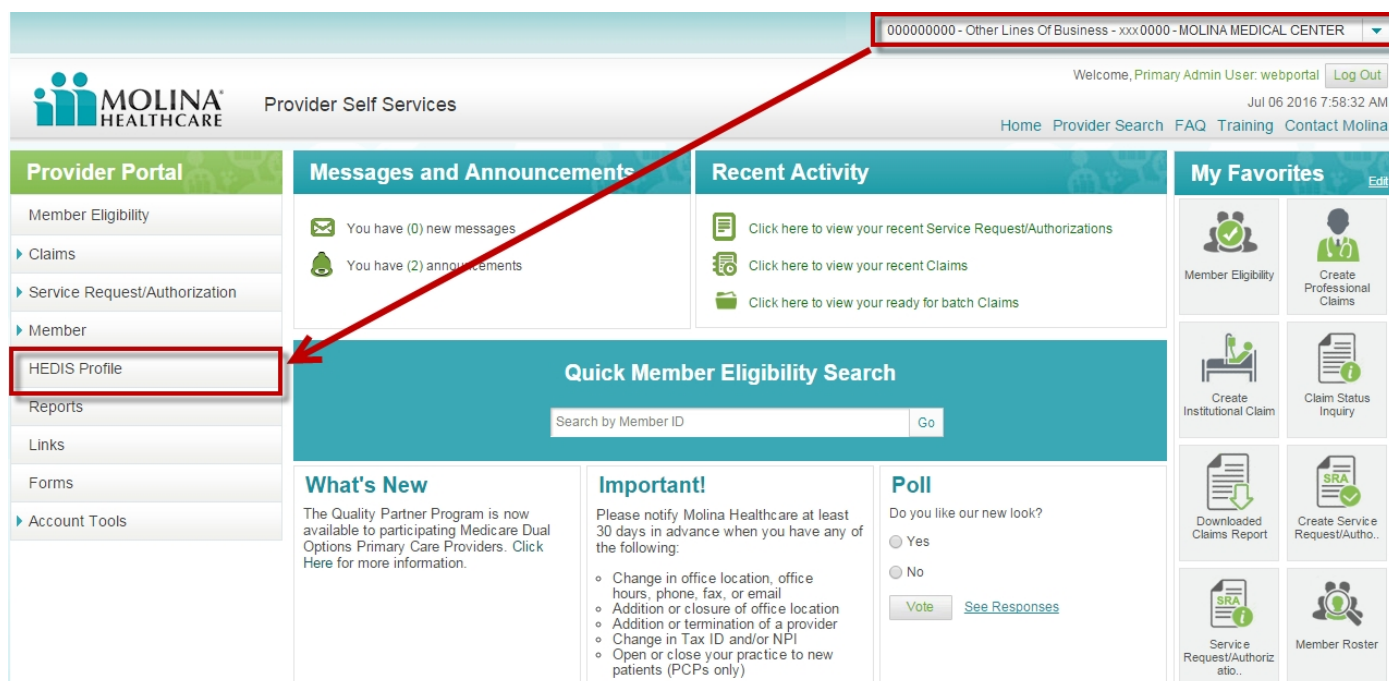
### The HEDIS® Profile allows providers and groups to:

- View their HEDIS® scores and compare performance against peers and national benchmarks
- Retrieve/print list of members who need HEDIS® services completed
- Search/filter for members with HEDIS® needed services
- Submit HEDIS® chart documentation online for services completed to update our system

### Logging into the HEDIS® Profile

- To access, please log in to your provider portal account, and click on “HEDIS Profile” in the menu bar on the left. The HEDIS® Profile is accessible to the “Admin”, “All Access” (which includes clinical and non-clinical), and “Clinical” web portal user roles. Billers and non-clinical portal user roles will not be able to access the HEDIS profile from their web portal account.
- Individual Physicians and medical groups/clinics can view and use the tool.
- If you are signed in under a non-clinical role or non-admin role, then the HEDIS® Profile will not be accessible to you. If you are part of a group and need to request clinical or admin access, please notify the Admin in your group. Your Admin can grant you that access.

Providers who registered multiple lines of business under one username can view information specific to that account. Click on the drop-down arrow to toggle between your Medicare or Other Lines of Business accounts.



## “My Rates” Tab

Once you land on the HEDIS® Profile tool, the “My Rates” tab will display.

HEDIS Profile
FAQ Help

My Rates

Members

The performance rates are based on claims/encounters data received as of 05/31/2016

Group Name: MOLINA MEDICAL CENTER  
Select a Provider: All  
Select a Service location: All  
Show Data For: All Members  
Coverage: Medicaid

Medicaid measures	Your Current 2016 Measurement Year Performance				2015 Measurement Year Performance		2015 NCQA Nat'l Percentiles <sup>3</sup>			
	Total # Patients in Measure	# Patients Completed Services	# Patients Still Needing Services	% of Patients who Received Services	Your Performance	Health Plan Performance <sup>1,2</sup>	25th Percentile	50th Percentile	75th Percentile	90th Percentile
Adolescent Well Care Visit - All (AWC) ?	413	84	329	20.34%	0.00%	52.98%	41.76%	49.15%	59.98%	66.58%
Adult Access to Preventive/Ambulatory Health Services-All years (AAP) ?	564	202	362	35.82%	0.00%	76.87%	79.59%	83.84%	86.91%	88.75%
Adult BMI Assessment - All (ABA) ?	1	0	1	0.00%	0.00%	80.57%	75.47%	83.45%	89.62%	92.94%
Annual Dentist Visit 2-21 Years -Total (ADV) ?	1468	256	1212	17.44%	0.00%	0.00%	40.24%	54.69%	60.31%	66.64%
Antidepressant Medication Management - Effective Acute Phase (AMM) ?	3	3	0	100.00%	0.00%	53.73%	46.70%	50.50%	56.20%	62.60%
Appropriate Testing for Children with Pharyngitis 2 to 18 years (CWP) ?	17	17	0	100.00%	0.00%	75.14%	62.98%	71.48%	79.83%	85.25%
Appropriate Treatment for Children with Upper Respiratory Infection Age 2-18 (URI) ?	36	1	35	2.78%	100.00%	88.14%	84.24%	88.09%	92.51%	95.17%
Cervical Cancer Screening -All (CCS) ?	302	117	185	38.74%	0.00%	54.12%	54.33%	61.05%	67.88%	73.08%
Childhood Immunizations * (CIS) Chicken Pox Immunization ?	5	5	0	100.00%	0.00%	86.98%	87.59%	91.17%	92.76%	94.81%
Childhood Immunizations * (CIS) CO10 ?	5	1	4	20.00%	0.00%	17.22%	28.70%	35.88%	42.13%	49.63%

14 1 2 3 4 Page 1 of 4 10 per page Showing 1-10 of 39

■ Your rate is at or above 90% NCQA benchmark

■ Your rate is at or above 75% NCQA benchmark

■ Your rate is below the 75% NCQA benchmark

Print Export

1) Health Plan Performance: Includes data from claims/encounters as well as medical records for sampled members in particular measures.  
2) A 0% that is present in the Health Plan Performance column indicates that the denominator was too low to report or the Plan did not report the measure.  
3) The most current (2015) NCQA National Percentiles are displayed. The data are updated annually with the NCQA audited benchmarks in July/August.

## Facility/Medical Groups

- Users who are registered as a Facility/Group type will be able to view the HEDIS® data for that group/IPA.
- You can select a provider that belongs to the group/IPA by using the “Select a Provider” drop-down. Click on the name of the provider and results for the selected provider will display.

My Rates

Members

Group Name: MOLINA MEDICAL CENTER  
Select a Provider: All  
Select a Service location: All  
Show Data For: All  
Coverage: Medicaid

Medicaid measures	Your Current 2016 Measurement Year Performance			
	Total # Patients in Measure	# Patients Completed Services	# Patients Still Needing Services	% of Patients who Received Services
Adolescent Well Care Visit - All (AWC) ?	413	84	329	

- Please note that for the selected provider you will only see members assigned within the group/IPA account. If the provider has members assigned from other groups/IPAs, those members or group information will not be available to the logged in group/IPA account.
- Individual Physician providers must log in as an individual to view all their membership. Individual Physicians who log in their business account where membership is not assigned will not have visibility to the information.
- Providers whose names are in red do not have members assigned to them to display.

## Individual Physicians

- Users who are registered as an Individual Physician are also able to view their HEDIS® Data for all members assigned to them.
- If the Provider belongs to a medical group or IPA, they will see the Group Name on their HEDIS® Profile.
- Individual Physicians belonging to multiple groups or IPA's will see their name and a drop down with all the groups they are affiliated. Providers can select to display their HEDIS® information for a particular group by using the **"Select a Group"** drop-down. Click on the name of the group and results for the selected group will display.
  - Please note that the selected group will only display the Individual Physician's information within the group and not the group as a whole.
  - Please be sure that you have registered on the portal as an Individual Physician. If you already have a group/IPA account, this will require registering again with a separate e-mail address.
- Groups whose names are in red do not have members assigned to them to display.

My RatesMembers

Provider Name: POTTER, HARRY

Select a Group: All

All

CENTER FOR ADVANCED MEDICINE

MOLINA MEDICAL CENTER

HOGWARTS LLP - No members found

MUNGOS MALADIES - No members found

Select a Service

Show Data For:

Coverage:

Medicaid

Your Current 2016 Measurement Year Performance				
Medicaid measures	Total # Patients in Measure	# Patients Completed Services	# Patients Still Needing Services	% of Patients

## Select a Service Location

- Groups and Individual Physicians can filter the data by Service Location. Click on the **"Select a Service Location"** drop-down and the HEDIS® Profile will display data for that Service Location.

## "Show Data For" Drop-down

- The **"Show Data For"** drop-down allows you to select an option to display data for All Members, Active Members or Inactive Members. The drop-down is defaulted to show data for All Members.

- There are cases where a member is still eligible for the measure even though the member is no longer currently enrolled in Molina Healthcare. This can be because the measurement period has ended for that measure or the member might re-enroll with Molina Healthcare in 1-2 months. The HEDIS® guidelines allow for members to be eligible for a measure with specified gaps in enrollment depending on measure.

## Coverage

- The HEDIS® measures that display were selected by the Health Plan to be displayed on the HEDIS® Profile application. The measures were chosen based on state requirements/reporting, NCQA accreditation requirements, and/or because significant improvement is needed across the Health Plan. The Medicare measures displayed are measures for CMS' Medicare Star Ratings.
- Measures are arranged in alphabetical order. All columns can be arranged in ascending or descending order by clicking on the title of each column.
- Scroll over the tool tip to view a description of the HEDIS® measure.
- You can select to view more of the measures by clicking on the drop down to show 10, 25, 50 or 100 per page or scroll through the pages by clicking on the arrows at the lower right corner of the Profile.

## Your Current Measurement Year Performance

Here are definitions for each column:

- **Total # of Patients in Measure** – Total number of patients eligible for HEDIS® measure.
- **# Patients Completed Services** – Total number of patients who have completed the HEDIS® service (i.e., compliant patients).
- **# Patients Still Needing Services** – This is the total number of patients who have not yet completed the HEDIS® service (i.e., noncompliant patients).
- **% of Patients who Received Services** – This is the percentage of patients who received the HEDIS® service (i.e., your current score for the HEDIS® measure).

## Previous Measurement Year Performance

Here are definitions for each column:

- **Your Performance** – Percentage of patients who received services for the previous year for the selected provider or group.
- **Health Plan Performance** - Percentage of patients who received services for the previous year for the entire health plan.
  - These are the final performance rates that the Health Plan reported to NCQA and CMS.
  - Final rates are reported every June for the previous measurement year.

### **NCQA Nat'l Percentiles** *(Shown on the Medicaid/Marketplace/Duals HEDIS Profile Only)*

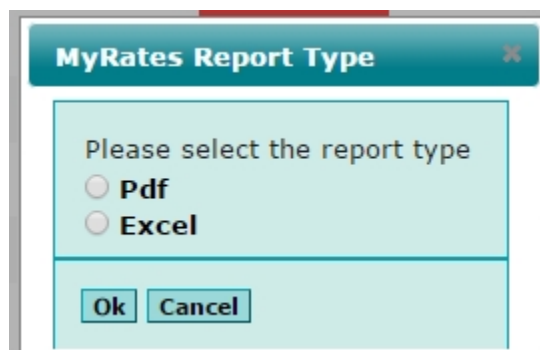
- The 25<sup>th</sup>, 50<sup>th</sup>, 75<sup>th</sup> and 90<sup>th</sup> National Percentiles are included for comparison purposes.
- Molina Healthcare strives to be better than 90 percent of all Medicaid plans.
- The “% of Patients who Received Service” column will change color based on the NCQA benchmarks.
  - If your rate is below the 75% NCQA benchmark, it will be highlighted in red.
  - If your rate is at or above 75%, it will be highlighted in yellow.
  - If your rate is at or above 90%, it will be highlighted in green.

### **Medicare Star Ratings** *(Shown on the Medicare HEDIS Profile Only)*

- The Medicare 2, 3, 4, and 5 star thresholds are included for comparison purposes.
- Molina Healthcare is striving to achieve a 5 star rating.
- The “% of Patients who Received Service” column will change color based on the Medicare Star Ratings.
  - If your rate is below the 4 star ratings, it will be highlighted in red.
  - If your rate is at or above the 4 star ratings it will be highlighted in yellow.
  - If your rate is at or above the 5 star rating it will be highlighted in green.

### **Print and Export HEDIS® Profile My Rates tab**

- To print a report, click on “Print” and a print-ready version of the report will display in a new window.
- To export a report, click on “Export” and a pop-up will display to choose between two formats - PDF or Excel. Click on the radio button, to select the report type.
  - By clicking ok, the PDF or Excel file will be generated that you can either “Open” or “Save” reports. Exporting by PDF does not support sorting results. Sorted printouts can be retrieved through exporting the data into Excel.



## “Members” Tab

The “**Members**” tab displays a detailed list of members still in need of a HEDIS® service.

HEDIS Profile

[FAQ](#)
[Help](#)

My Rates

Members

The performance rates are based on claims/encounters data received as of 05/31/2016

### HEDIS Needed Services List

Group Name: MOLINA MEDICAL CENTER

Select a Provider: All

Select a Service Location: All

Show Data For: All Members

Service Status: All

Coverage: Medicaid

Select a letter to find a Member by Last Name

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

At Molina, we care about your patient information. Please send us the relevant medical record documentation (e.g., progress note, immunization record, lab reports) if a HEDIS service was completed but not reflected on the profile by clicking on the Upload Documents button below. We will review the information and update our records if it meets the HEDIS criteria.

Select	Last Name	First Name	Date of Birth	Member ID	Measure	Address	Phone	Status	PCP Name	Service Location
<input type="checkbox"/>	BLACK	SIRIUS	02/01/2000	00000000A	Weight Assessment and Counseling- BMI Percentile (WCC) Total	200 OceanGate #100, Long Beach, CA 90802	0000000000	Needed	POMFREY, POPPY	604 PINE AVE LONG BEACH 90802
<input type="checkbox"/>	DIGGORY	CEDRIC	01/17/1963	00000000B	Cervical Cancer Screening -All (CCS)	200 OceanGate #100, Long Beach, CA 90802	0000000000	Needed	POMFREY, POPPY	604 PINE AVE LONG BEACH 90802
<input type="checkbox"/>	GRYFFINDOR	GODRIC	01/20/2003	00000000C	Immunizations for Adolescents (IMA) *(Meningococcal and Tdap)	200 OceanGate #100, Long Beach, CA 90802		Completed	POMFREY, POPPY	604 PINE AVE LONG BEACH 90802
<input type="checkbox"/>	PETTIGREW	PETER	01/20/2003	00000000D	Weight Assessment and Counseling- BMI Percentile (WCC) Total	200 OceanGate #100, Long Beach, CA 90802		Needed	POMFREY, POPPY	604 PINE AVE LONG BEACH 90802
<input type="checkbox"/>	SLYTHERIN	SALAZAR	05/01/1990	00000000E	Cervical Cancer Screening -All (CCS)	200 OceanGate #100, Long Beach, CA 90802		Completed	POMFREY, POPPY	604 PINE AVE LONG BEACH 90802

1

Page 1 of 1

10 per page

Showing 1-5 of 5

Reports are based on assigned PCP.

View Documents

Upload Documents

Print

Export

If the member is not assigned to you, contact Provider services at 888-665-4621

## Facility/Medical Groups

- Users who are registered as a Facility/Group type will be able to view the HEDIS® data for that group or IPA.
- You can select a provider that belongs to the group/IPA by using the “**Select a Provider**” drop- down. Click on the name of the provider and results for the selected provider will display.



- Please note that for the selected provider you will only see members assigned within the group/IPA account. If the provider has members assigned from other groups/IPAs, those members or group information will not be available to the logged in group/IPA account.
- Individual Physician providers must log in as an individual to view all their membership. Individual Physicians who log in their business account where membership is not assigned will not have visibility to the information.
- Providers whose names are in red do not have members assigned to them to display.

### ***Individual Physicians***

- Users who are registered as an Individual Physician are also able to view their HEDIS® Data for all members assigned to them.
- If the Provider belongs to a medical group or IPA, they will see the Group Name on their HEDIS® Profile.
- Individual Physicians belonging to multiple groups or IPAs will see their name and a drop down with all the groups they are affiliated. Providers can select to display their HEDIS® information for a particular group by using the “**Select a Group**” drop-down. Click on the name of the group and results for the selected group will display.
  - Please note that the selected group will only display the Individual Physician’s information within the group and not the group as a whole.
  - Please be sure that you have registered on the portal as an Individual Physician. If you already have a group/IPA account, this will require a registering again with a separate e- mail address.
- Groups whose names are in red do not have members assigned to them to display.

### **Select a Service Location**

- Groups and Individual Physicians can filter the data by Service Location. Click on the “**Select a Service Location**” drop-down and the HEDIS® Profile will display data for that Service Location.

### **Show Data For**

- The “**Show Data For**” drop-down allows you to select an option to display data for All Members, Active Members or Inactive Members. The drop-down is defaulted to show data for All Members.
- There are cases where a member is still eligible for the measure even though the member is no longer currently enrolled in Molina Healthcare. This can be because the measurement period has ended for that measure or the member might re-enroll with Molina Healthcare in 1-2 months. The HEDIS® guidelines allow for members to be eligible for a measure with specified gaps in enrollment depending on measure.

## Service Status

- The “**Service Status**” drop-down allows you to filter the members by Completed or Needed Services. The drop-down is defaulted to All Statuses.

## Coverage

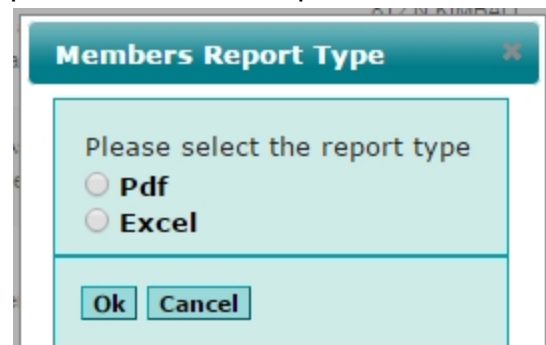
- The “**Coverage**” drop-down allows you to filter the members by their coverage type.

## List of Members

- The “Measure” column indicates the HEDIS® measure that the member needs to complete.
- All fields, except for address and phone number, are searchable by entering your search term in the blank text boxes below the respective column headers.
- Filter by Measure, PCP Name and Service Location by clicking on the drop-down menu of each column.
- Click on the titles of each column to sort by ascending/descending order.
- You can also click on the member’s last name to take you to that member’s Eligibility Details page.
- For providers that have registered multiple lines of business under one account:
  - If you are viewing your Medicare account, you will only see your Medicare members in the HEDIS® Profile tool associated with that login ID. If you are viewing your Other Lines of Business account, you will only see Medicaid/Marketplace/Duals members in the HEDIS® Profile tool associated with that login ID.

## Print and Export HEDIS® Profile Members Tab

- To print the member list, click on “Print” and a print-ready version of the report will display in a new window. Please note that sorting is not supported in the PDF report.
  - To export the member list, click on “Export” and a pop-up will display for you to select between two report types: PDF or Excel. Click on the radio button to select the report type. By clicking ok, the PDF or Excel file will be generated that you can either “Open” or “Save.”
- The Print/Export function will be filtered if any of the drop-down options are selected





## View Documents

- To view documents for a specific member, first select a member by clicking on the check box on the first column. Then click on “View Documents”.
- A pop-up will display with a list of documents submitted for this member (see below).

View Documents		
Member Number	Measure Description	FileName
000000xxxx	Children and Adolescent's Access to Primary Care Practitioners	<a href="#">Missed_Service1_PR02691_20131023.docx</a>
000000xxxx	Children and Adolescent's Access to Primary Care Practitioners	<a href="#">Submit Disabled_PR02691_20131023.png</a>

## Upload Documents

- To submit chart documentation for a specific member, first select a member by clicking on the check box in the first column. Then click on “Upload Documents” and a pop-up will display (see below).
- The Upload Attachment tool will display and you will be able to upload any number of files with all types of file formats and a total maximum size of 2 GB of data per member.
- Click “Browse”, select file and click “Upload.” Once you have uploaded all files, click “Submit” and the files will be loaded onto the member’s records.
- Uploading documents for multiple measures for the same member
  - A member’s name will display more than once if multiple measures are needed.
  - If the document you want to upload is applicable to multiple measures for the same member, you can click on each checkbox next to the member name corresponding to the applicable measure, and click on Upload Documents.
- Click “Browse”, select file and click “Upload”. Once you have uploaded all files, click “Submit” and the files will be loaded.
- Once the chart documentation has been uploaded, the HEDIS® team will review the chart and if it meets HEDIS® criteria we will update our records.

Upload Attachments

Attachments

File :

Total File Size: 12.43 KB

Upload any number of files with all types of file formats and total max size of 2GB of data per member.

<input type="checkbox"/>	<input type="button" value="Remove"/> Name	Size
<input checked="" type="checkbox"/>	Missed_Service1_PR02691_20131023.docx	12.43 KB

## Who can I contact?

If you have any other questions regarding HEDIS® or your information on the Profile, please contact your Provider Services representative.