Provider Portal User Guide

Updated: January 1, 2019

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Introduction

Overview

The provider portal allows providers access to AllWays Health Partners member information under the context of the provider site the user is associated with. The provider portal supports access to multiple provider sites with a single account if required.

AllWays Health Partners strives to protect the privacy of each member’s Protected Health Information (PHI) and other personally identifiable information. User actions are audited regularly. Your access to the Provider Portal is subject to the approval of the designated site administrator of the provider site you are associated with as well as AllWays Health Partners.

User access to their provider site information must be renewed every 365 days. Accounts inactive for 90 days or more are subject to automatic terminations.

Accessing the Provider Portal

You can access the Provider Portal at allwaysprovider.org. A link to the provider portal is also available from the provider section of AllWays Health Partners’ website at allwayshealthpartners.org. Registration is required in-order-to access the Provider Portal.

Supported Browsers

The provider portal currently supports the following browsers:
- Microsoft Internet Explorer Versions 6, 7, 8, and 9
- Mozilla Firefox (PC, MAC, LINUX)
- Google Chrome (PC, MAC, LINUX)

User Interface

The Provider Portal’s user interface consists of 3 sections: Top Navigation Bar, Accessible Functions Bar and the page content.

Top Navigation Bar

The Top Navigation Bar appears on every page within the Provider Portal. It allows users to switch the currently selected provider site in addition to offering quick links to common functions.

To switch the provider site you are currently accessing, click on the drop-down box. When applicable, this will bring up a list of other provider sites the user has access to. Click on the provider site name to switch to that provider site. The user can switch currently selected sites at any time during the login session.
Accessible Functions Bar

The Accessible Functions Bar appears on every page within the Provider Portal. It lists the full Provider Portal functionality for the currently selected provider site. Hovering over a category will bring up a drop-down list of available functions. Clicking on a function button will bring you that option specific to that function.

Each function is relative to the currently selected site as displayed in the Top Navigation Bar. For example, clicking on the Authorizations & Referrals function you will provide Authorizations and Referral information specific to the site shown in the Top Navigation Bar.

Forgotten Password

The I Forgot My Password link within the Provider Portal login page allows users to reset their password upon logging in and providing a contact phone number and answering the selected security question. Users unable to provide this information must contact their User Administrator for assistance with password recovery. If a site does not have a User Administrator, the user can contact Provider Portal Research Team at prweb@allwayshealth.org for assistance.

Support

The Provider Portal Research Team is available for assistance and can be reached via email at prweb@allwayshealth.org or via telephone at 855-444-4647.
How to Register for the Provider Portal

1. Access the Provider Portal at allwaysprovider.org
2. Click on the **Account Registration** button

   ![Account Registration Button]

3. Read the Provider Portal User Agreement
4. Click **I Accept This Agreement** to proceed

   ![I Accept This Agreement Button]

5. Read the helpful hints and then click **OK** to proceed

   ![OK Button]

6. On the following page:
   - Type your practice site’s name in the **Site Name** field. A drop-down list will appear, and you can select your site. You can enter the full name or part of the name to yield results.
   - Enter your Tax Identification Number in the **TIN** field
   - Click Verify to proceed

   ![Site Name and TIN Fields]

7. Enter a Login ID. We recommend using your email address if possible. Please review the login criteria below carefully.

   ![Login ID Criteria]

8. Enter a password. Please review the criteria below carefully. **TIP: Please write down your password and security question answer because this information is not stored in our systems and cannot be retrieved**

   ![Password Criteria]

---

3
9. Select a security question from the drop-down arrow and answer it. Please review the security question criteria below carefully. **Tip: Please write down your password and security question answer because this information is not stored in our systems and cannot be retrieved**

<table>
<thead>
<tr>
<th>Choose a Security Question:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is my mother's maiden name?</td>
</tr>
</tbody>
</table>

Answer to Security Question:

It must be at least 4 characters in length and no longer than 256 characters. A character must not repeat more than two times in a row.

10. Select Yes or No in the drop-down box if you will be a User Administrator for this practice site. Please click the Provider Portal User Administrator Application link if you are going to be a User Administrator.

11. Type in the reasons for site access (example: Eligibility Verification, Claims Status, Submit Authorizations)

12. Enter your demographic information. The demographic information should be the user who is filling out the online application. Please do not fill this out in someone else’s name. Click **Submit**.

13. If you successfully registered for the Provider Portal, you will see a confirmation box and receive a confirmation email. If you do not receive a confirmation, then you did not successfully register and will have to register again.

**Tips & Hints**

- After successfully completing the online registration application, please allow 24-48 hours for processing. If you have not been approved after 48 hours, please contact prweb@allwayshealth.org.
- If you are requesting User Administrator site access, please make sure you complete and submit the Provider Portal User Administrator Application. Failure to submit the form to AllWays Health Partners will delay your approval.

**How to Fill Out a User Administrator Application**

1. Please print a [Provider Portal User Administrator Application](#).
2. The user administrator application needs to be filled out accurately in order for your Provider Portal account to be approved. Please make sure you:
   - Have a valid signature and title of the approving executive. Unless you are the owner of the practice you cannot sign for yourself.
   - Use the group NPI of the practice or physician, not their individual NPI.
3. A user administrator application is required for every group Tax ID number (TIN) you need site access to, so you might have to fill out multiple forms. For practice sites that have different NPIs but share the same TIN, one user administrator form can be used. Please list all NPIs on the form.

**Tips & Hints**

- If you are registering as a user administrator, then please fill out the online registration application prior to faxing in the User Administrator Application.
- Failure to complete the online application prior to faxing the User Administrator Application will delay your approval for the Provider Portal.
• If you registered as a regular user, please contact your site administrator to be approved for the Provider Portal.

Manage Your Profile

• Select Manage Your Profile within the My Account drop-down list.

The next page brings up Profile Options, divided into four pages:

Account Settings

Account Settings allows users to view their login ID, reset their password or their security question, and also update preferences.
User Information

User Information allows users to update their demographic information.

Site Access

Site Access allows the user to:
- Request new site access
- Submit a request to the User Administrator to renew a user’s site access
- View their currently available sites
- Monitor site access expiration
- View site permissions
- Verify the User Administrator for the selected site
- Request to be removed as a user if access to the Provider Portal is no longer required

Permissions

Click Permissions to view your currently available features.
• If you need access to a feature not currently available, click **Administrators** to contact your User Administrator for permission access.

**Request Site Access**

Click **Request Site Access** to request access to a new site. The Request Site Access window will appear.

• Enter the name (or partial name) of the site for which you need access
• Click Select
• Enter the site’s Tax ID
• Enter the reason(s) for your request
• Select yes or no in the drop-down box if you will be a User Administrator for this site. Please click the Provider Portal User Administrator Application link if you are going to be the User Administrator. The form must be faxed to AllWays Health Partners to facilitate your account approval. If you are not requesting User Administrator access, your account will need to be approve by the User Administrator.
• Click Submit

![Request Site Access Form](form.png)

**Provider Portal User Agreement**

The Provider Portal User Agreement Tab allows you to view the terms that a user administrator or other user accessing the provider portal have.
User Administration

User Administrators have access to three main functions under User Administration. From the home page, hover over User Administration to display the links.

- Site Access Requests
- Manage Site Users
- Provider Group Details

Site Access Requests

The Access Requests tab will display all pending user registrations, excluding requests for User Administrators (these users are only approved by AllWays Health Partners).

1. Click Approve/Deny to review the request
2. To approve the request, click Approve. A new window will open.
3. Click OK on the popup to confirm approval
4. Select the appropriate level of access on the 4 permissions tabs:
   - E-Business
   - Dashboards
   - Reports
   - Other
Manage Site Users

The Manage Site Users tab will display all active users that currently have access to your site. From this feature you can renew accounts and manage permissions.

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>User Admin</th>
<th>Days Until Expires</th>
<th>Renew</th>
<th>Manage Permissions</th>
<th>View Details</th>
<th>Audit User</th>
<th>Remove User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith</td>
<td>John</td>
<td>Yes</td>
<td>355</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smith</td>
<td>Jane</td>
<td>Yes</td>
<td>355</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Renew

- A User Administrator can only renew a regular user.
- Renewing a regular user gives that user 365 days of access.
- After clicking Renew, a pop-up window will appear confirming a successful transaction.

Manage Permissions

Select the appropriate level of access on the 4 permissions tabs:
- E-Business
- Dashboards
- Reports
- Other

View Details

Shows demographics for a selected user.

Audit User

Allows a User Administrator to view usage history for a selected user. Select a Start Date and an End Date and click Submit.
Remove User

Clicking Remove User will remove the user’s access to the selected site.

Provider Group Details

The Provider Group Details tab will give you information about your currently selected site.

Provider Group Details

If any information is incorrect please contact AllWays Health Partners Provider Enrollment Department at ptweb@allwayshealth.org

<table>
<thead>
<tr>
<th>Site Name:</th>
<th>Site NPI:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site TIN:</td>
<td>Site Address:</td>
</tr>
<tr>
<td>Site Phone:</td>
<td></td>
</tr>
</tbody>
</table>

Tips & Hints

- The designated User Administrators for a provider site manages and determines the provider portal access and permissions for all users within their site. This individual is responsible for monitoring access and utilization for all users within their site and processing updates (terminations, editing of permissions, etc.) in a timely manner. AllWays Health Partners staff will not alter or in any way modify access for a specific user when an User Administrator has been established. To provide continuous support (vacations etc) it is strongly recommended that two User Administrators be appointed for each provider site.

- User Administrators can approve access, change access, remove access, and audit a user’s access to the Provider Portal features.

- A request to be designated as the User Administrator requires approval by the Provider Portal Research Team and evidence that the request has been approved internally within the user’s entity. Once approved, User Administrators are granted default access to all the provider portal functions. Please note that User Administrators must contact the Provider Portal Research Team at
prweb@allwayshealth.org for assistance with the Provider Portal access (i.e. renew access, locked accounts).

**Authorizations & Referrals**

There are multiple Authorization and Referral Status Options you can choose from.

- If you have the authorization/referral number, or AllWays Health Partners Member ID, enter the number directly from the home page. Select the appropriate lookup type from the drop-down list.

- You can view all authorizations/referrals for your site

- If you have access to Submit or Revise Authorizations and Referrals, click **Submit New Request** to access this function. Please refer to the Online Authorization and Referral User Guides for step-by-step instructions on how to Submit or Revise Authorizations and Referrals.
Provider Enrollment Portal

On the Provider Portal home page, click on the Go button on the Provider Enrollment Tab. If you do not see this link, contact your User Administrator for access to this function.

The Provider Enrollment Portal is divided into 3 sections:
- My Managed Groups
- Provider Lookup
- Your Recent Transactions
My Managed Groups

This area displays all groups associated with the Tax ID(s) from your Provider Portal accessible groups. Clicking on a group in this section will allow you to generate the following provider enrollment transactions:

- Affiliating a new doctor
- Downloading a completed HCAS form
- Opening or closing a panel
- Terminating an affiliation
- Submitting demographic changes to AllWays Health Partners’ Provider Enrollment team

Affiliating a New Provider to Your Group

Follow these steps to enroll a new provider to your group. If the provider does not already exist in AllWays Health Partners’ system, you will need to complete all the fields that are included on a standard enrollment form. If the provider already exists in AllWays Health Partners’ system, many fields will already be prepopulated with the data we currently have on file.

Select the appropriate group under My Managed Groups, Click Enroll A New Provider Under This Group.

Add Provider To Group window will display. Enter the NPI of the individual provider you are requesting to be added to your group, then click Submit.
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On the Provider Information screen, you will enter demographic information for the provider you’re adding to your group. Any field with a red dot beside it will be required. You can also upload supporting documents by using the Attach File function at the bottom of the page.
The Provider Practice Locations section is next. Here is where you’ll enter information on the role and locations where your provider is practicing. You can also add hospital privileges. As a reminder, the effective date of the affiliation is ultimately decided by AllWays Health Partners’ credentialing committee based on receipt of all required information. Complete this section, then click Submit.

Click Add Practice Location to display a pop-up window which allows you to select other locations in your practice. Please include all locations where your provider will be practicing. You must enter role information for each location.
The response pop-up will display confirming your submission to AllWays Health Partners.

The Transaction Detail page will display.

Click the **Download HCAS Form** button to produce an electronic copy of the HCAS form you just completed. You must enter the SSN and Date of Birth for confirmation. The completed HCAS form will display as a PDF.
Your request will be displayed on the Home Page under “Your Recent Transactions”

If the provider is already in Allways Health Partners’ system, many of the fields will be prepopulated. You can report new information or changes via the “Note to Allways Health Partners” field. Use the Add New Specialty to report additional specialties not already listed. Use the New Practice Locations section to indicate role(s) at each new affiliation location.
How to Open or Close a PCP Panel

On the PEP Home Page, select the practice location to display the provider roster. Click Manage next to the provider’s name. All current affiliations will display. Click the Open/Close PCP Panel link.
Select Open or Closed from the drop-down for each practice location where you are making a change. Click Submit.

The pop-up confirmation window will display and you will see your request in the transaction history on the Home Page.

How to Terminate a Provider

On the PEP Home Page, select the practice location to display the provider roster. Click Manage next to the provider’s name. All current affiliations will display. Click the Terminate link.
Select a **Termination Reason** from the drop-down list, and include a **Terminate Date** (must be current date or future date). Indicate in the **Note to AllWays Health Partners** free-text box any additional information that may be relevant for AllWays Health Partners’ Enrollment Staff.

Select the **check-box** for each location which you are terminating. If terminating a PCP, we must receive instructions on where to move their panel to complete transaction. Include these instructions in the free text field. Your request will be delayed if you leave this field blank.

**Click Submit** at the bottom of the page.

(Note: **Click Toggle All** if you would like to select all locations)

The pop-up confirmation window will display and you will see your request in the transaction history on the Home Page.)
Demographic Changes

Demographic change requests can be submitted for changes at a group level or for individual providers.

To make a demographic change for a location, select the practice location on the home page. Click the Notify AllWays Health Partners of Incorrect Group Information link.

FAMILY MEDICAL ASSOCIATES

<table>
<thead>
<tr>
<th>Group Type:</th>
<th>GROUP OF PROVIDERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>NPI:</td>
<td>1234567890</td>
</tr>
<tr>
<td>Physical Address:</td>
<td>123 Main St. Boston, MA 02210</td>
</tr>
<tr>
<td>Phone:</td>
<td>(617) 111-2222</td>
</tr>
<tr>
<td>PCP Panels Open:</td>
<td>81.33 %</td>
</tr>
</tbody>
</table>

group type: GROUP OF PROVIDERS
NPI: 1234567890
Physical Address: 123 Main St, Boston, MA 02210
Phone: (617) 111-2222
PCP Panels Open: 81.33%

Service Locations

<table>
<thead>
<tr>
<th>Family Medical Associates at Central Ave</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 Brady St.</td>
</tr>
<tr>
<td>Foxboro, MA 02213</td>
</tr>
<tr>
<td>(617) 749-7464</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Family Medical Associates</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Belchick Blvd</td>
</tr>
<tr>
<td>Foxboro, MA 02214</td>
</tr>
<tr>
<td>(617) 757-1212</td>
</tr>
</tbody>
</table>

Current Roster As Of 12/08/2016 For FAMILY MEDICAL ASSOCIATES, PC

Select the appropriate change type from the drop-down (more choices will be added in the future). Use the Details field to include all necessary information relating to your demographic change. Use the Attach File link to uploading supporting documentation for your request. Click Submit.
The pop-up confirmation window will display and you will see your request in the transaction history on the Home Page.

To make a demographic change for a provider, select the practice location on the home page. Your location’s provider roster will now display. Click Manage next to the provider’s name. Click the Notify AllWays Health Partners of Incorrect Provider Information link.

Select the appropriate change type from the drop-down (more choices will be added over time). Use the Details field to include all necessary information relating to your demographic change. Use the Attach File link to uploading supporting documentation for your request. Click Submit.
Claims Status

There are multiple Claims Status Options you can choose from.
1. If you have the claim number, enter the number directly from the home page.
2. Click Go.
3. For additional search options (by Member ID, all claims for your site), click View additional search options.

**Additional Search Options**

**To View a Claim by Claim Number**

1. Select the “View Claims by Claim Number” option from the drop-down box.
2. Enter the AllWays Health Partners Claim Number in the “Claim Number” Field.
3. Click Go.

**Claim Status**

Please note, until a claim is finalized in AllWays Health Partners system, the final disposition of the claim is subject to change. For finalized claim detail, please refer to your AllWays Health Partners Explanation of Payment (EOP).

The Provider Portal will only display data for claims on which the currently selected site is the pay to entity.

Click here for AllWays Health Partners Claim Status definitions

- **For Claim Number:** Enter 10-digit with hyphen.
- **For Member ID:** Enter AllWays Health Partners Member ID (exact match required).
- **For Member ID Look-up:** Enter full or partial member name (Last, First) or date of birth.
- **For Current Site:** Only claims for the selected Site are shown.

**View Claims By:**

- Claim Number
- OR Show All Claims for This Site

**To View Claims for a Member**

1. Select the “View Claims by Member ID” option from the drop-down box.
2. Enter the AllWays Health Partners Member ID number in the “Member ID” Field.
3. From the drop-down box, select the time period for claims status on your selected member
4. Click Go

<table>
<thead>
<tr>
<th>View Claims By:</th>
<th>Member Id</th>
<th>OR Show All Claims for This Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter Member ID or Lookup member ID</td>
<td></td>
<td>Go</td>
</tr>
<tr>
<td>Show Claims:</td>
<td>Submitted Within The Last 3 Months</td>
<td></td>
</tr>
</tbody>
</table>

If you do not know the AllWays Health Partners Member ID then you can find it using the “Lookup Member ID” button.

To View Claims for This Site

1. Select the “Show All Claims for This Site” option

| View Claims By: | Claim Number | OR Show All Claims for This Site |

2. A report window will pop-up. By default, paid claims for the most recent 30 days are displayed.
3. Select which Process and Finalized Status(s) you want to view
4. From the drop-down, choose if you want to view claims by submission date, check date or service date
5. Select a start and end date. By default, the report chooses the most recent week.
6. After selecting your options, click the View Report button
7. Once your report is rendered, click the export icon to export the data to PDF, Excel, CSV, etc
Tips & Hints

- Selecting the “Show All Claims for This Site” option will give you a report that mirrors your weekly Explanation of Payment (EOP) in an Excel format.
- For additional assistance interpreting these reports, please contact the Provider Portal Research Team at prweb@allwayshealth.org

Claims Status Descriptions

<table>
<thead>
<tr>
<th>In Process Status(s):</th>
<th>Descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAY</td>
<td>Set to pay, will appear on EOP.</td>
</tr>
<tr>
<td>DENY</td>
<td>Set to deny, will appear on EOP.</td>
</tr>
<tr>
<td>PEND</td>
<td>To be adjudicated by AllWays Health Partners</td>
</tr>
<tr>
<td>REV</td>
<td>Original claim payment set to be retracted resulting in a R1 claim.</td>
</tr>
<tr>
<td>WARN</td>
<td>Claim or individual claim line may be denied for lack of authorization or other claim edit rule.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Finalized Status(s):</th>
<th>Descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAID</td>
<td>Claim has paid and appeared on an EOP.</td>
</tr>
<tr>
<td>DENIED</td>
<td>Claim has denied and appeared on an EOP.</td>
</tr>
<tr>
<td>REVERSED</td>
<td>Original claim payment has been retracted.</td>
</tr>
</tbody>
</table>
**Explanation of Payments (EOPs)**

1. From the home page, click within the Check Date field.

2. A calendar window will pop-up. Choose the appropriate EOP date.

3. Click Go.

4. The EOP will open as a PDF. Save the file to a location of your choosing.

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**Tips & Hints**

- For assistance with downloading EOPs, please contact the Provider Portal Research Team at prweb@allwayshealth.org.
- In addition to downloading EOPs, you can also sign up for Electronic Funds Transfer (EFT) and/or Electronic Remittance Advise (ERA - 835). Click on the EFT/ERA link on the main page and follow the on-screen instructions to complete the process.
Primary Care Provider (PCP) Changes

Follow these steps to change a member's PCP within your practice.

1. In the E-Business tab, go to the Primary Care Provider Changes.

2. Within the Member Information field, you can look-up a member by name (or partial name) or AllWays Health Partners Member ID.

3. Once you’ve entered search information, click Search.

4. Choose the member you have searched for and click Select.

5. The Site drop-down box will show your affiliated sites (typically satellite offices). If the member is seeing a PCP at an affiliated site, select that site from the drop-down list. Otherwise, continue to the PCP listing below.

6. Choose the new PCP you wish to assign to this member and click Select.
   a. Only PCPs with open panels are available. If you wish to open a PCP’s panel, please contact prweb@allwayshealth.org to initiate the request.
7. Enter the effective date of the PCP change.
8. Confirm that you have the patient’s consent to make the change by selected the check box.
9. Click Submit

10. The following screen will show you the pending PCP changes for your site. It takes 1-2 business days for the change to be effective.

Tips & Hints

- Users can change/correct PCP information for all active AllWays Health Partners members.
- The attestation box confirms you have the patient’s consent to initiate the PCP change.
- If the PCP you want to assign to the member is not accepting new patients then you cannot select them through the Provider Portal. Please contact the Provider Services Line at 855-444-4647 to change the member’s PCP.
Eligibility

1. Go to the AllWays Health Partners’ Eligibility tile on the provider portal home page.
2. Select the ‘Search By’ criteria from the drop-down box.
3. You can search by Member ID, Name or Date of Birth.
4. Click Search

Search Results Page

1. If you search by date of birth or name, you will then see the search results page.
2. The Current Status column will indicate if the member is currently enrolled.
3. Select the appropriate member, click View.

Eligibility Search

<table>
<thead>
<tr>
<th>Name</th>
<th>Gender</th>
<th>Date Of Birth</th>
<th>Member Id</th>
<th>Current Status</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMITH JR, JOHN</td>
<td>M</td>
<td>05/09/2015</td>
<td>2250080150</td>
<td>INACTIVE</td>
<td>View</td>
</tr>
<tr>
<td>SMITH, JOHN</td>
<td>M</td>
<td>01/16/1972</td>
<td>1179721117</td>
<td>ACTIVE</td>
<td>View</td>
</tr>
<tr>
<td>SMITH, JOHN</td>
<td>M</td>
<td>05/09/2015</td>
<td>1504026080</td>
<td>INACTIVE</td>
<td>View</td>
</tr>
</tbody>
</table>

Eligibility Page

1. Eligibility information will be displayed on the screen.
2. You can also view co-pays, deductibles and coinsurance for specific services. There is also a link to the Summary of Benefits page for detailed benefit information.
Reports

The Reports function is divided down into three sections:

- Clinical Reports
- Enrollment Reports
- Quality Reports

Clinical Reports

The Clinical Reports function is divided into two sections:

- Reports for Hospitals
- Reports for PCP Sites

Reports for Hospitals

1. Click Quarterly Hospital Admissions Report. A window will pop-up.
2. The report defaults to the most recent quarter available. Click the drop-down to choose a different time period.
3. Click View Report
4. Once the report is rendered, click Export icon to export the data to PDF, Excel, CSV, etc.
Reports for PCP Sites

You can also view clinical reports for PCP sites. Some of the reports offered:

- Asthma and Diabetes reports
- ER site summary reports
- Infant and adolescent screening reports

Enrollment Reports

The Enrollment Reports function is divided into four sections:

- **Member Roster Report** - This report will display all members assigned to PCP's within the currently selected site.
  - The report defaults to the current date.
  - Select either all or specific AllWays Health Partners products
  - Select a PCP or PCPs
  - Click View Report
  - Once the report is rendered, click the Export icon to export the date to PDF, Excel, CSV, etc.

- **Member Transaction Report** - This report will display all member transactions for the currently selected site according to the criteria selected.
  - The report defaults to the current date.
  - Select the date range you wish to view
  - Select the transaction type
  - Click View Report
  - Once the report is rendered, click the Export icon to export the date to PDF, Excel, CSV, etc.

- **Redetermination Report** - This report will display all members for the currently selected site with recent Medicaid and Connector redetermination dates.
  - Once the report is rendered, click the Export icon to export the date to PDF, Excel, CSV, etc.
  - The report is updated ad—hoc by MassHealth.
  - The report includes MassHealth members whose coverage is due to expire within the next 30 days.
  - To the extent a provider’s system allows it, the data can be used to flag patients upon registration that their coverage is at risk such that registration staff can remind the patient
  - The report can also be downloaded for primary care sites to initiate mailings, telephonic outreach, etc.
  - For additional assistance in interpreting these reports, please contact the Provider Portal Research Team via email at prweb@allwayshealth.org.

- **Site Provider Roster Report** - This report displays all AllWays Health Partners enrolled providers affiliated with the selected site. Use this report to verify credentialing status, panel status and effective date.
  - When reviewing the AllWays Health Partners Provider Roster Report please note the following:
Changes to a practitioner’s panel status should be reported to AllWays Health Partners’ Provider Enrollment team at pec@allwayshealth.org. AllWays Health Partners’ Provider Relations Managers also review panel status at each provider visit.

The report defaults to the current date.

To verify your site’s provider roster for a prior date, click the calendar icon to choose a new date.

Click View Report

Once the report is rendered, click the Export icon to export the date to PDF, Excel, CSV, etc.

### Quality Reports

The Quality Reports detail measures and data relating to quality of care.

<table>
<thead>
<tr>
<th>PCP</th>
<th>Panel</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>Closed</td>
<td>Practitioner is currently closed to new patients</td>
</tr>
<tr>
<td>Y</td>
<td>Open</td>
<td>Practitioner is open to patient assignments</td>
</tr>
<tr>
<td>Y</td>
<td>N/A</td>
<td>Denotes a covering PCP, not subject to member assignments.</td>
</tr>
<tr>
<td>N</td>
<td>N/A</td>
<td>Denotes a Specialty provider. No panel assignment applies.</td>
</tr>
</tbody>
</table>

- Changes to a practitioner’s panel status should be reported to AllWays Health Partners’ Provider Enrollment team at pec@allwayshealth.org. AllWays Health Partners’ Provider Relations Managers also review panel status at each provider visit.
- The report defaults to the current date.
- To verify your site’s provider roster for a prior date, click the calendar icon to choose a new date.
- Click View Report
- Once the report is rendered, click the Export icon to export the date to PDF, Excel, CSV, etc.

### PCP Site Quality Reports

These reports detail measures and data relating to quality of care.

- **AAB - Dashboard**
  - Avoidance of Antibiotic Therapy for Adults With Acute Bronchitis Dashboard
- **AAB - Detailed**
  - Avoidance of Antibiotic Therapy for Adults With Acute Bronchitis detailed report.
- **AAB Top Providers**
  - Avoidance of Antibiotic Therapy for Adults With Acute Bronchitis - Top Providers
- **ADD - Dashboard**
  - ADHD Initiation Medication Follow-Up
- **ADD C&M Follow-Up Care for Children Prescribed ADHD Medication**
  - ADHD Medication Follow-Up - Continuation and Maintenance (C&M) Phase
- **ADD Initiation Follow-Up Care for Children Prescribed ADHD Medication**
  - ADHD Initiation Medication Follow-Up - Initiation Phase
- **AMR - Actionable**
  - Asthma Medication Ratio
- **AMR - Dashboard**
  - Asthma Medication Ratio
- **AWC - Adolescent Well-Care Visit**
  - Adolescent Well-Care Visit