Accessing Patient-Centered Primary Care Reports
Provider Registration and Reporting Experience for Patient-Centered Care Programs

UniCare
Patient-Centered Care Program Overview

- Our patient-centered care program aims to empower primary care providers (PCPs) to engage in those comprehensive primary care functions that move us toward a coordinated, evidence-based care model and have the greatest impact on achieving the triple aim of improved quality, patient experience and affordability.

- The reports and information available to assist PCPs will be accessed free via Availity, a multi-payer portal. Go to www.availity.com to register or log in.

- Availity is one of the leading health information networks in the country, optimizing information exchange between multiple health care stakeholders through a single, secure network. The Availity Health Information Network encompasses business and clinical services, and supports nationwide real-time and batch electronic data interchange via the web and through business-to-business integration.
Registering for Availity

- Go to www.availity.com and click Register Now
- Complete the online registration wizard.
  - *Note:* In order to expedite the registration process, please have your Primary Controlling Authority (PCA), a person who is authorized to sign on behalf of your organization, complete the registration wizard.
  - Your designated Primary Access Administrator (PAA) will receive an email from Availity with a temporary password and next steps
  - The PAA will log in to Availity to grant end user access and begin accessing reports.
- If you need further assistance with Availity, please contact Availity Client Services at 1-800-282-4548.
PAA Registering Organization for the Patient-Centered Care Program

- Select Account Administration
- Select Maintain Organization – Please note if the PAA is tied to multiple organizations, select the organization to proceed and the below screen will populate for you.
- Select Patient Centered Care Program – see illustration below

![Organization Information](image)
PAA Registering Organization for the Patient-Centered Care Program

- Verify Organization
- Click Submit

Patient Centered Care Programs

Click submit to register or maintain your organization's information and access.

Organization:

You are about to leave Availity's secure site and enter a third-party site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services.

Submit  Cancel
Welcome to Patient Centered Care Programs

Welcome to the Patient Centered Care Programs site. At WellPoint we are engaging physicians in programs that align incentives around healthcare quality and efficiency. The goal of our Patient Centered Care Programs is simple: to equip our providers with timely, accurate, and useful information and data, combined with the right incentives, to enable them to make better health care decisions and improve member health outcomes. Please browse this site to learn more about the programs and click on the tool below to view your group information.

Select Register/Maintain Organization

What can we help you with today?

- View Programs
- Search Reports
- View Notifications
Register/Maintain Organization

* Required

Program

* Select a Program: Patient Centered Care Programs

Organization Information

Name: ABC Organization
Tax ID: [Redacted]
Default Report User Role: Administrator

1) Click Save
2) Logout
• Select Verify Enrollment Patient Centered Care Programs – see illustration below

IMPORTANT:
Click on the "Verify Enrollment in Patient Centered Care Programs" link to complete the enrollment process.
• You will then get a pop up message stating the organization is currently registered.
• Close Window
PAA Registering Users via Account Administration

To register a user for Patient-Centered Care Programs access:
1. Start by clicking Account Administration from the Availity Menu

2. If adding a new user, select Add User and proceed with setting up your new user.

3. If editing an existing user's role, select Maintain User and User Search page displays.

***Under User Roles click the check box next to Patient-Centered Care Programs to grant user access.

4. Users can then access the program by clicking on My Payer Portals on the Availity left navigation bar and then select Patient-Centered Care Programs.

PAA's - don’t forget to assign yourself access to the tool if needed.
• **PLEASE NOTE:**

• If the user is logged into Availity when the PAA is assigning the Patient Centered Care Program role, the user will need to log out of Availity and log in again in order for the Patient Centered Care Program role assignment to take effect. This also applies to the PAA.
End User Experience

Once the Availity Primary Access Administrator has granted the user access, the user can perform the following steps to access their reports:

1. Click on Log in here
2. Enter your login and password
3. Click on **My Payer Portals**
4. Click on **Patient-Centered Care Programs**
5. Verify the Organization
6. Click **Submit**
Patient-Centered Care Programs – Application Overview
Welcome Home Page

Navigation through the application appears on the left hand side of the page and the buttons in the center of the Home page.

Click **View Program** and documents for the Patient-Centered Care Programs.
Patient-Centered Care Programs

Page

Click on the Year to view or download document from this page.

Patient Centered Care Programs

Our Patient Centered Care programs, including Patient Centered Primary Care, our participation in CMS' Comprehensive Primary Care (CPC) initiative and our patient centered partnerships with other provider organizations offer comprehensive approaches to cost and quality improvement.

The programs reward high-quality, cost-effective care and provide clinicians with the tools they need to achieve these goals. The combination of financial rewards, practice support, and sharing of meaningful information creates the opportunity to improve the health of our members while also improving the affordability of care.

Program Documentation

<table>
<thead>
<tr>
<th>Program Documentation</th>
<th>2013</th>
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<tbody>
<tr>
<td>Patient - Centered Care Frequently Asked Questions for Providers [PDF]</td>
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<td>Patient - Centered Primary Care Program Performance Scorecard Report User Guide [PDF]</td>
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<tr>
<td>Patient - Centered Primary Care Program 2013</td>
<td></td>
<td>Nurse 2013</td>
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View List Of Accessible Tax IDs

View list of accessible eligible tax ID numbers.
Reports

Report Search (left tool bar) or Search report (center of page).

Click to view or download the reports.

Click on Report Glossary of Terms at bottom of screen to view or download.
Click to view **Contact Us** page. The provider can submit questions about the program. Information will be submitted to internal mailbox for the Patient-Centered Care Programs.
Click *Notifications* to view information for the provider.
Register/Maintain Organization

Click *Register/Maintain Organization* to verify the eligible Tax ID numbers associated with the organization.
Helpful Links

Click on **Online Resources** to view the external websites

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**Online Resources**

- National Committee for Quality Assurance (NCQA)
  - [http://www.ncqa.org](http://www.ncqa.org)
- Bridges to Excellence (BTE)
  - [http://bridgestoexcellence.org](http://bridgestoexcellence.org)
- National Quality Forum (NQF)
  - [http://www.qualityforum.org](http://www.qualityforum.org)
- American Diabetes Association (ADA)
  - [http://www.diabetes.org](http://www.diabetes.org)
- American Board of Internal Medicine (ABIM)
  - [www.abim.org](http://www.abim.org)
- American Academy of Family Physicians (AAFP)
  - [http://www.aafp.org](http://www.aafp.org)
- The Certificate Commission for Health Information Technology (CCHIT)
  - [http://www.cchit.org](http://www.cchit.org)
- Express Script/NextRx
  - [https://www.wellpointinextrx.com/wps/portal/wpc/home](https://www.wellpointinextrx.com/wps/portal/wpc/home)
• If you need further assistance with Availity, please contact Availity Client Services at 1-800-282-4548
• For other questions contact your Local Network Representative.