

HPHC LCU Reporting User Guide



Accessing HPHC Reporting on HPHConnect

This overview describes the steps needed to access HPHC LCU reporting available on HPHConnect.

For questions regarding access and/or report content, please email <u>HPHC NMM@point32health.org</u>

This User Guide is posted at <u>www.harvardpilgrim.org/LCUReporting</u>

1.0 Access to HPHC Reporting, via HPHConnect

To access the HPHC Reporting, the user must:

- 1. Have a valid *HPHConnect* Account (note that if you have not used the account in 120 days, the account is frozen and you will need to contact Customer Service at the number in the screenshot below to re-activate your account).
- 2. Have the LCU Reporting role assigned to that user account
- 3. Your *HPHConnect* account must be loaded into the security table authorizing you to access the appropriate practices (Local Care Units [LCUs] or Care Sub Units [CSUs]) for your organization).

If you do not have a current *HPHConnect* account and/or access to the Quality Measures Reports (QMR), please complete the HPHC User Access form, available on the www.harvardpilgrim.org/LCUReporting website and email it to <u>HPHC_NMM@point32health.org</u>. We will validate that your LCU has a privacy and security agreement in place and will triage your request to the appropriate teams for setup.

2.0 Logging on to HPHConnect



Beside your name in the red header bar is a down arrow; click here to confirm you have the role of LCU Reporting.



In lower left panel, select Provider Performance Reporting Tools

		Martha Hoefer *	Messages	Lo
Harvard Pilgrim HealthCare				
HOME OFFICE MANAGEMENT ADMINISTRATION	RESOURCE CENTER			
Welcome back, Martha COVID-19 Resources for Providers Regularly Updated	a! Network Matters			
We're here to support providers in ensuring patients can safely access the care they need during the COVID-19 panomic. Please refer to our COVID-19 policies and procedures.	Receive our monthly newsletter by email to stay informed about updates to clinical and payment policies, claims and billing procedures, product news, and much more.			
Quick Accounts	Network Matters Newsletter: Highlights			
A Provider Performance Reporting Tools	Flu Vaccine Critical for Upcoming Season	New 2021 CP	and HCPCS codes	
Medical Policy	With the flu season approaching and the COVID-19	Harvard Pilorim w	ill accept new 2021 CPT	and

3.0 Navigating to the Appropriate Reports Folder

Once you	😂 WELCOME. M	icroStrategy - Internet Explorer					
are logged	← → https://intranet.hphc.org/MicroStrategy/servlet/mstrWeb						
in to the web	m WELCOME. MicroStrategy ×						
application,	File Edit View Favorites Tools Help						
you will see	🕎 🕶 🔜 🚽 🖛 💌 Page 🗸 Safety 👻 Tools 🕶 🕢 💌 🕅						
screen.	W Harvard Pilgrim Note: These are all the reporting suites available from HPHC; you may not have access to all						
Click on the report you want.		Authorization and Notification Reports Server name LNAPP012A/Inapp012b.hphc.org Hospital Census, Discharges, Authorizations/Notification, Referral Transactions		Care and Disease Management Care and Disease Management Server name UAPP012A/Inapp012b.hphc.org Members' status in HPHC Care Management/Disease Management Programs			
		EBI Monthly Enterprise Business Intelligence Monthly Server name UNAPP012A/Inapp012b.hphc.org Quality Measures Reporting (QMR)		PA Self Service Reports Provider Analytics Self Service Reports Server name UNAPPOI2A/Inapp012b.hphc.org Financial Cost & Utilization Reporting files)			
		Provider Adhoc Reporting Provider Adhoc Reporting Server name LNAPP012A/Inapp012b.hphc.org Provider Roster Reporting Medicare Member Reporting	_	Provider Analytics Interactive Dashboards Provider Analytics Interactive Dashboards Server name UNAPP012A/Inapp012b.hphc.org PAID – Finanical Cost and Utilization reporting with Drilldowns			
	M	Separate Medicare Drillpath	B	Medicare Blended with Commercial			
Refer to the specific report's User Guide for more information, available at							
www.harvardpilgrim.org/LCUReporting							