![Harvard Pilgrim HealthCare logo]

HPHC LCU Reporting
User Guide

Inpatient Discharge Reporting

This report enables users to view patient level information for patients discharged in the time window selected by the user. This report supports care management in ensuring appropriate transitions of care between care settings.

Separate Reporting for Commercial and Medicare products

For questions regarding access and/or report content, please email
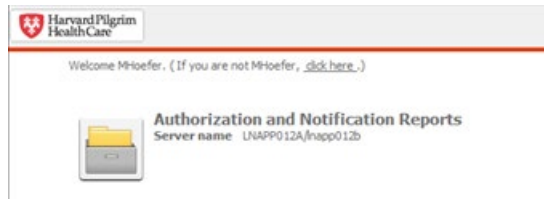HPHC_NMM@point32health.org

This User Guide is posted at *www.harvardpilgrim.org/LCUReporting*
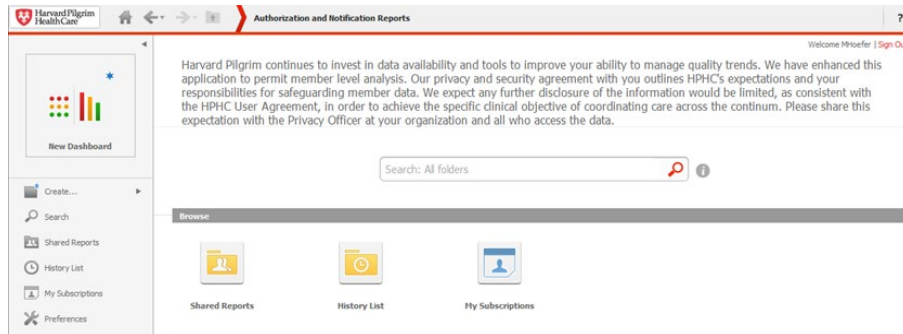
1.0 Introduction

This user guide introduces clinical staff within our provider groups to the new HPHC tools to identify **recently discharged** patients from any hospital (beyond their local hospital). Such timely reporting enables optimal transitions of care between the inpatient and post hospital settings, critical to reducing readmissions.

2.0 Navigating to the IP Discharge Report in the Authorization and Notification Reports folder

Once you are l**ogged in** to the web application, you will see the following screen:

Click on the icon and you will see the following screen. Select **Shared Reports** icon.

Please note the PI/PHI Privacy Notice displayed.

Click on the desired **report name.** Please allow a few moments for the next page to load.

Medicare STRIDE: Note the option for the Medicare drill path for users with Medicare reporting access. Upon selecting Medicare, you will be presented with the same folder options for IP reporting.

This user guide addresses the Inpatient Discharge Report. Other reports in this folder, Authorization and Notification reports and Inpatient Census, have separate user guides.

The next screen will indicate that the system is processing your request (and validating your security access to this data).

3.0 Inpatient Discharge Report – User Selections

Selecting your user defined parameters. There are **7 selections** the user can make.

INDEX	X
📝 **Summary of your selections**	
1 Start Date	🚩
2 End Date	🚩
3 LCU - CSU vs Customer (Required)	🚩
4 Funding Arrangement	
5 Business Line	🚩
6 Product Line	
7 Facility Name	

Enter the **start date and end date** of the period for which you are searching for IP discharges

1. Start Date
Enter Start Date.
○ Your selection:
[4/1/2019]
◉ The default selection is:
Day 1 of the month of (Today minus 0 day(s) minus 1 month(s))(4/1/2019)

2. End Date
Enter End Date.
○ Your selection:
[4/30/2019]
◉ The default selection is:
last of the month of (Today minus 0 day(s) minus 1 month(s))(4/30/2019)

Specify **PCP LCU-CSU** view

3. LCU - CSU vs Customer (Required)
Choose selection to run.

◉ ▼ PCP LCU - CSU   ○ ▼ Customer

The customer option is only if user is eligible to view IP cases of specific employer groups

Selecting **insurance** populations

4. Funding Arrangement
Enter Funding Arrangement.
☐ ◈ Fully Insured   ☐ ◈ Self Insured   ☐ ◈ Undefined

The user may select the funding arrangement; if unchecked all apply. Currently, most contracts are for Fully Insured members, but HPHC is promoting a contract model that will also share risk for Self Insured members with LCUs.

The tool enables the user to select various insured populations. Comprehensive medical is the largest. Very few members exist in these Medicare supplemental products (the HPHC Medicare Advantage product is not reported in this tool). If nothing is checked, all options are included in the report.

5. Business Line
Enter Business Line.
☑ ◈ COM:Comprehensive Medical ☐ ◈ FEHBP:Federal Employees Health Benefit Plan ☐ ◈ MEDSU:Medicare Enhance ☐ ◈ SUPP:Medicare Supplement ☐ ◈ UNDEFINED:UNKNOWN

Medicare STRIDE: This option is not offered in the Medicare version of this report, as by default, the patients will all be Medicare Stride members.

The user can select various product offerings:

6. Product Line

Enter Product Line.

☐ ⬦ EPO:Exclusive Provider Organization   ☐ ⬦ HMO:Health Maintenance Organization   ☐ ⬦ IND:Indemnity   ☐ ⬦ NNP:National Network Plan   ☐ ⬦ NRH:No-Referral HMO
☐ ⬦ NRP:No-Referral POS   ☐ ⬦ OAH:Open Access HMO   ☐ ⬦ POS:Point of Service   ☐ ⬦ PPO:Preferred Provider Organization   ☐ ⬦ UNDEFINED:UNKNOW

1 - 10 of 10

- HMO/POS products where the member must select a PCP
- EPO/PPO products do not require a PCP, but an attribution logic enables HPHC to match an EPO/PPO member to a PCP based on claims history
- Open Access HMO (OAH) is a product offering only in the Connecticut market
- National Network Plan (NNP) is a PPO product offered jointly by HPHC and our partner United Health Care.

Selecting Specific **Facilities**	The user may select specific facilities. Because of the processing time to compare serving providers to the selected parameter, it is recommended that the user **not make a selection** in this parameter and to filter the output report for the desired facility.

7. Facility Name

Choose elements of Facility Name.

Search for:

[ ] 🔍 ✓ Match case

Available:

- ⬦ 60 QUAKER HWY INC
- ⬦ 60 Quaker Hwy Incorporated
- ⬦ 932 BROADWAY OPERATIONS LLC
- ⬦ A CLASSIC RESIDENCE BY
- ⬦ A HOLLY PATTERSON
- ⬦ Abbott House
- ⬦ ABBOTT HOUSE

◄ ◄ 1 - 30 of 5197 ► ►

Complete initial selections	Once the user has completed their desired selections, press export in the lower left corner.

Export Cancel

Selecting **Practices**

On the next screen, the user will be asked to select the desired practices (LCUs and CSUs). Only the LCUs and CSUs established for the user via the data access management process will be displayed. The user can select a single LCU/CSU, all LCUs/CSUs, or a subset per their business needs (e.g., the Northern Region). To select all options, press the >> symbol. To select a subset of the options, highlight each offered practice and the > symbol.

1. Local Care Unit

Enter Local Care Unit.

Search for:

[|] 🔍 ☑ Match case

Available:

◈ AA: Bayside Internal Medicine
◈ BB: Seaside Pediatrics
◈ CC: Coastal Family Practice

2. Care Sub Unit

Enter Care Sub Unit.

Search for:

[ ] 🔍 ☑ Match case

Available:

◈ 11: Bayside Internal Medicine – Northside Campus
◈ 22: Bayside Internal Medicine – Coveside Campus
◈ 33: Seaside Pediatrics
◈ 44: Coastal Family Practice

Run the report

Once the desired selections are made, click on Export button on the bottom left side of the screen. To return to the previous screen without running the report, click on Cancel.

Output

When the job is run, you will see a prompt to enable you to Save the file in Excel as the filename you indicate (which will also prompt you to open file after saving) or Open the file (and you will have to save it after opening).

Do you want to open or save **Inpatient Discharge Report.xlsx** from **healthtrioconnect.com**?   [Open] [Save] [▼] [Cancel]

4.0 Sample Output: Inpatient Discharge

Harvard Pilgrim HealthCare

Inpatient Discharge Report
September 1, 2014 to September 30, 2014

GIC Flag	Aso Contract Risk Flag	Attending Physician Id	Attending Physician Nm	Local Care Unit Cd	Local Care Unit Nm	Care Sub Unit Cd	Care Sub Unit Nm	PCP NPI	PCP Name	PCP Specialty
Y	Y	AA111111	BEN CASEY	99	Oceanside Physicians	88	Cliffside Internal Medicine	9999999999	George Clooney	INTERNAL MEDICINE
Y	Y	BB222222	MARCUS WELBY	99	Oceanside Physicians	88	Cliffside Internal Medicine	8888888888	George Clooney	INTERNAL MEDICINE
N	N	CC33333333	JOSEPH MARTIN	99	Oceanside Physicians	88	Cliffside Internal Medicine	7777777777	George Clooney	INTERNAL MEDICINE
N	N	44444	DOUGLAS ROSS	99	Oceanside Physicians	88	Cliffside Internal Medicine	6666666666	George Clooney	INTERNAL MEDICINE

Flags patients who are in a GIC IRBO risk contract with LCUs (Y) or in an ASO risk contract (Y)

Attending MD, per notification

LCU & CSU Selected

PCP selected by member, or attributed by PPO methodology

Member Number	Member Name	Member DOB	Age	Gender	Funding Arrangement	Product	Auth Number	Lifecycle State	Auth Begin Date	Auth End Date	Admission Description	Admission Urgency
HP111111111	LINCOLN, ABRAHAM	1/1/1950	69	M	Self Insured	HMO	HPA999999999	ADMISSION NOT PRECERTIFIED, AUTHORIZED	2/4/2019	2/11/2019	SURGERY ADULT	ELEC
HP222222222	WASHINGTON, GEORGE	2/2/1952	68	M	Self Insured	HMO	HPA8888888888	ADMISSION, PRE-CERTIFIED-GENERAL HOSPITAL	2/14/2019	2/15/2019	SURGERY ADULT	ELEC
HP333333333	ROOSEVELT, FRANLIN	3/3/1953	68	M	Self Insured	HMO	HPA777777777	ADMISSION, PRE-CERTIFIED-GENERAL HOSPITAL	1/25/2019	2/12/2019	SKILLED NURSING INPATIENT FACILITY - LEVEL I	ELEC
HP444444444	CLEVELAND, GROVER	4/4/1954	65	M	Self Insured	HMO	HPA6666666666	AUTHORIZATION DENIED NO MEDICAL NECESSITY - PT. LIABLE - G.H.	2/14/2019	2/14/2019	MEDICAL ADULT	ELEC

Member Information

Member Product Information

**Authorization Information
(Note: EMER & URGT are basically the same)**

Diagnosis 1 ID	Diagnosis 1 DESC	ICD Version Diag1	Diagnosis 2 ID	Diagnosis 2 DESC	ICD Version Diag2	Procedure / Service1 ID	Procedure / Service1 DESC	Procedure / Service2 ID	Procedure / Service2 DESC
536.2	PERSISTENT VOMITING	9	276.1	HYPOSMOLALITY AND/OR HYPONATREMIA	9	UNDEFINED	UNKNOWN	UNDEFINED	UNKNOWN
157.9	MALIG NEOPLASM PANCREAS PART UNSPEC	9				48150	PARTIAL REMOVAL OF PANCREAS	UNDEFINED	UNKNOWN
410.8	ACUT MYOCARD INFARCT OTH SPEC SITES	9				UNDEFINED	UNKNOWN	UNDEFINED	UNKNOWN
410.00	AC MI ANTEROLAT WALL EPIS CARE UNS	9				UNDEFINED	UNKNOWN	UNDEFINED	UNKNOWN

Diagnoses Information

Procedure Information
(Undefined/unknown indicate no surgical procedures)

Facility NPI	Facility Name	Facility Specialty	Facility Phone	Referring Provider Name	Referring Provider Specialty
1740252592	METROWEST MEDICAL CENTER	HOSPITAL INPATIENT	5083831000	METROWEST MEDICAL CENTER	HOSPITAL INPATIENT
1548202641	BETH ISRAEL DEACONESS	HOSPITAL INPATIENT	6716675071	BETH ISRAEL DEACONESS	HOSPITAL INPATIENT
1730132515	TUFTS MEDICAL CENTER	HOSPITAL INPATIENT	6176365000	TUFTS MEDICAL CENTER	HOSPITAL INPATIENT
1063431286	BROCKTON HOSPITAL INC	HOSPITAL INPATIENT	5089417000	BROCKTON HOSPITAL INC	HOSPITAL INPATIENT

Facility Information

5.0 For further information, please contact:

General information about this report and its contents	Martha Hoefer (Network Medical Management)	HPHC_NMM@point32health.org
Getting a new HPHConnect Account	Complete the HPHC User Access form available at www.harvardpilgrim.org/LCUReporting Send to the mailbox address at right. Upon receipt, HPHC will log the request, confirm that a privacy and security agreement is in place, and forward to the HPHC eBusiness team will set up the new HPHConnect account and forward the account name to the requestor.	HPHC_NMM@point32health.org
You have an account, but want to get access to the IP Discharge Reporting	Complete the form and submit to the mailbox at right (the triage point for most questions about HPHC reporting). They will triage your request to the appropriate teams for MicroStrategy Licenses and entry into the user security table.	HPHC_NMM@point32health.org
You have an account and MSTR access, but it is not working	Contact mailbox at right. Note that some organizations internal security features can create a barrier to reaching the MSTR reporting. To research local connectivity issues, please access the URL from a non-work computer (home computer, tablet, etc.) If you are able to access the report suite, the setup is OK and local connectivity is the issue. Please contact the mailbox at right so we can assist your IT department in adjusting the correct Web Explorer setting.	HPHC_NMM@point32health.org

This guide is also posted in the Network Medical Management web site at
www.harvardpilgrim.org/LCUReporting

Inpatient Discharge Report -- Field List & Descriptions

Report Field Name	Field Description
GIC Flag	Indicates if member is part of GIC IRBO contract (Y). Default is set to "X" for LCUs not in GIC IRBO contract
ASO Contract Risk Flag	Indicates if member is part of an ASO risk contract with a non-GIC employer group (Y). Default is set to "X" for LCUs not another non ASO risk contract
Attending Physician Id	HPHC ID of the attending physician, per authorization or notification
Attending Physician Nm	Name of attending physician
Local Care Unit Cd	HPHC Code for the LCU
Local Care Unit Nm	Name of the LCU
Care Sub Unit Cd	HPHC Code for the CSU
Care Sub Unit Nm	Name of the CSU
PCP NPI	NPI of the patient's PCP
PCP Name	Name of the patient's PCP (selected under HMO/POS product or attributed if EPO/PPO/OAH product)
PCP Specialty	Specialty of the PCP
Member Number	HPHC ID for the member
Member Name	Member Name
Member DOB	Member Date of Birth
Age	Age of member, at date of service
Gender	Gender
Funding Arrangement	Indicates if members is fully insured or self insured
Product	Product of the member ▪ HMO/POS require PCPs ▪ EPO/PPO do not require PCPs, but attribution logic matches the member to a physician ▪ NNP is the network product offered in partnership with United Health Care ▪ Open Access HMO is a product offered in the Connecticut market
Auth Number	HPHC generated authorization number
Lifecycle State	Description of Authorization Status
Auth Begin Date	Begin date of the authorization period
Auth End Date	End date of the authorization period
Admission Description	Type of facility admission
Admission Urgency	Elective or Urgent/Emergent (consider these 2 the same)
Diagnosis 1 ID	Diagnosis code for first diagnosis
Diagnosis 1 DESC	Diagnosis description for first diagnosis
ICD Version Diag1	ICD version for first diagnosis code
Diagnosis 2 ID	Diagnosis code for second diagnosis
Diagnosis 2 DESC	Diagnosis description for second diagnosis
ICD Version Diag2	ICD version for second diagnosis code
Procedure / Service1 ID	Code of first procedure during admission, if known
Procedure / Service1 DESC	Description of first procedure authorized, if known
Procedure / Service2 ID	Code of second procedure during admission, if known
Procedure / Service2 DESC	Description of second procedure authorized, if known

Facility NPI	
Facility Name	Facility
Facility Specialty	Age of member
Facility Phone	Main phone number for the facility
Referring Provider Name	Referring provider for admission (often the hospital, via ER)
Referring Provider Specialty	Specialty of the referring provider for admission