



Accessing and Understanding PCC Plan PCMH Reports

The following reports are currently available to Executive Office of Health and Human Services (EOHHS) participants in the PCC Patient-Centered Medical Homes (PCMH) initiative. These reports are available through the Enterprise Cognos Reporting business service in the EOHHS Virtual Gateway:

- ⇒ A monthly PCC Plan PCMH Member List Report
- ⇒ A quarterly PCC Plan PCMH High Risk Identification List Report
- ⇒ A monthly PCC Plan PCMH Emergency Department (ED) Use Report

Successful use of these reports depends on an understanding of:

- ⇒ How to use the Virtual Gateway to access Enterprise Cognos Reporting
- ⇒ How to download, view, and save PCC PCMH Reports
- ⇒ PCC PCMH report content and elements

This job aid will guide through:

- ⇒ How to log into the Virtual Gateway and access Enterprise Cognos Reporting
- ⇒ Setting up your Internet browser to retrieve reports
- ⇒ Retrieving and understanding PCC PCMH reports

How to log in and access Enterprise Cognos Reporting

New Users

The steps below show you how you access the Virtual Gateway (VG) as a new VG user.

1. Receive welcome email from the Virtual Gateway containing your Virtual Gateway Username and temporary password.*
 2. Update your Virtual Gateway profile:
 - a. Log into the Virtual Gateway (<https://gateway.hhs.state.ma.us/authn/login.do>).
 - b. Create a new password.
 - c. Answer security questions.
 - d. Accept the terms and conditions.
- Note:** Details for these steps can be found in the Virtual Gateway Login Job Aid. (www.mass.gov/vg/loginassistance)
3. Receive email from the Virtual Gateway advising that the Enterprise Cognos Reporting business service has been added to your Virtual Gateway ID. At this point the service has been added, but no reports are available.
 4. Wait for email from 'Cognos Secure Server' informing you that your report(s) is ready.*
 5. Log into the Virtual Gateway to retrieve report(s).
 - a. Log into the Virtual Gateway (<https://gateway.hhs.state.ma.us/authn/login.do>).
 - b. Select *Enterprise Cognos Reporting* from the business service page.
 - c. Retrieve reports. Refer to the *How to Retrieve and Save PC PCMH Plan Reports* job aid for detailed steps (<http://www.mass.gov/hhs/medicalhome>).



Existing Users who have never logged into the Virtual Gateway (always logged directly into POSC)

You will receive an email from the Virtual Gateway advising you that the Enterprise Cognos Reporting business service has been added to your Virtual Gateway ID. At this point the service has been added, but no reports are available. When reports are ready, you will receive an email notification from 'Cognos Secure Server.' Use the following steps to retrieve reports:

1. Log into the Virtual Gateway (<https://gateway.hhs.state.ma.us/authn/login.do>) using the same Username and Password you use to access the POSC.
2. Answer security questions (only necessary the 1st time you log in).
3. Accept Terms and Conditions (only necessary the 1st time you log in).

Note: Details for these steps can be found in the Virtual Gateway Login Job Aid (www.mass.gov/vg/loginassistance).

4. Select Enterprise Cognos Reporting from the business service page.
5. Retrieve reports. Refer to the *How to Retrieve and Save PC PCMH Plan Reports* job aid for detailed steps (<http://www.mass.gov/hhs/medicalhome>).

Existing users who have logged into the Virtual Gateway Portal in the past:

1. Receive an email from the Virtual Gateway advising you that the Enterprise Cognos.
2. Reporting business service has been added to your Virtual Gateway ID. At this point the service has been added, but no reports are available.
3. Wait for an email from 'Cognos Secure Server' informing you that your report(s) is ready *
4. Log into the Virtual Gateway to retrieve report(s).
 - a. Log into the Virtual Gateway (<https://gateway.hhs.state.ma.us/authn/login.do>).
 - b. Select Enterprise Cognos Reporting from the business service page.
 - c. Retrieve reports. Refer to the *How to Retrieve and Save PC PCMH Plan Reports* job aid for detailed steps (<http://www.mass.gov/hhs/medicalhome>).

***Note:** Please add Virtual.Gateway@state.ma.us and Cognossecureserver@state.ma.us to your email address book to avoid messages from ending up in your SPAM/Junk Mail folder.



Setting up your Internet Browser to Retrieve Reports

Links to instructions for turning off pop-up blockers in a few of the most common Internet Browsers are listed below. Instructions and Information for less common browsers may be available from your browser's website.

Please be sure to check with your technical support group in your organization for any internal procedures or regulations about turning managing pop-up blockers.

Internet Explorer 7	http://windows.microsoft.com/en-us/Windows7/Internet-Explorer-Pop-up-Blocker-frequently-asked-questions
Firefox	http://support.mozilla.com/en-US/kb/Pop-up%20blocker?s=+pop+up&as=s#w_pop-up-blocker-settings
Safari 4 for Windows	http://support.apple.com/kb/HT3657.

Note: If you are using a Google toolbar, you will also need to allow pop-ups from within Google.

Understanding PCC PCMH Reports

Prior to logging into the Virtual Gateway to retrieve PCC Plan PCMH reports, it is important that you:

- ✓ Determine whether you want to retrieve the reports in Excel or Adobe PDF format
- ✓ Determine where you are going to save your reports (e.g., on your PC, network, external drive)
- ✓ Become familiar with report content

Selecting a Report Format

How you retrieve your report depends on what you want to do with the information. The same information is retrieved regardless of the format you choose. You can use the following information to help you decide what method works best for you.

Excel gives you the ability to use the Excel functions to format, sort, and summarize report information. This format allows you to manipulate data and to drill down for your reporting purposes and upload to your own computer system.

Adobe PDF provides an image of the report. This format is intended to produce printer-friendly results where the data and layout do not need to be formatted. PDF files tend to be smaller in size which makes them easy to email. PDF reports also provide a link to the field definitions for the report.



Saving Reports

Once reports are retrieved and downloaded, they must be saved at your location. Reports can be saved locally on your PC, an external drive, or on a server at your location, such as a patient registry at your office.

Report Content

There are three types of reports available for retrieval and download.

- ⇒ PCC Plan PCMH Members List Report
- ⇒ PCC Plan PCMH High Risk Identification List Report
- ⇒ PCC Plan PCMH Emergency Department(ED) Use Report

PCC Plan PCMH Members List Report:

The *Member List Report* is generated monthly and provides Primary Care Clinician PCMH sites with accurate and timely information about who their member population is. The goal of this report is to support clinician site daily business operations through management of new enrollment, continuing enrollment, and disenrollment.

In addition to a summarization of enrollment and member enrollment details, and for Technical Assistance Plus PCCs only, the *Member List Report* estimates per member per month (PMPM) payments for both medical home activities and clinical care management services.

Additional information on this report can be found at <http://www.mass.gov/hhs/medicalhome>.

PCC Plan PCMH High Risk Identification List Report:

The High Risk Identification List Report is generated once a quarter beginning in April, 2011.

Based on EOHHS claims data, risk adjustment, and cost methodology, the High Risk Identification List Report identifies and ranks PCC plan patients at the site, in descending by level of risk and cost. Those listed show risk scores that fall in the highest 10% of all PCC Plan patients at your site.

In addition to patient demographic information, the High Risk Identification List Report includes dates of the most recent ED visit, hospital admission and discharge dates including observation days, and up to ten major diagnostic categories (excluding substance abuse conditions) for each patient.

Additional information on this report can be found at <http://www.mass.gov/hhs/medicalhome>.



PCC Plan PCMH Emergency Department (ED) Use Report:

The Emergency Department (ED) Use Report is generated monthly and provides a listing of PCC Plan patients who, based on EOHHS claims data, have had 3 or more ED visits over a rolling six-month period. This report helps identify patients within the practice who may benefit from improved access to primary care providers and care management. The report provides individual patient data and summarizes emergency department utilization for the site.

In addition to demographic information, the Emergency Department (ED) Use Report also provides:

- Detailed patient data on the most recent PCC visit
- Date and time of each ED visit
- Number of emergency department visits
- ED visit primary diagnosis
- ED visit hospital name

Additional information on this report can be found at <http://www.mass.gov/hhs/medicalhome>.

Questions or need assistance?

MassHealth Customer Service Center at 1-800-841-2900
TTY: 1-800-497-4648 for people with partial or total hearing loss
8:00 am to 5:00 pm Monday through Friday