

POSC Job Aid: View Metrics and Reports

The POSC offers standard Claims Metrics and Reports to view. This job aid describes how to:

- Access metrics and reports
- Open and view the metrics and reports
- Save a report

Access *View Claims Metrics/Reports*

From the Provider Online Service Center home page:

1. Click **Manage Correspondence and Reporting**.
2. Click **View Metrics/Reports**. The **View/Metrics Report** panel appears.
3. Select the **Provider ID** from the drop-down list.
4. Click **Search**.
5. Click the appropriate **PDF** link to open the file.

View the Report PDF file

After you click the **PDF** link, a pop-up window opens.

6. Click **Open**. The report opens in a new window.
7. View the report.

Save a Copy

From the **File** menu:

8. Click the appropriate menu option to save a copy (i.e. Save a copy or Save as).
Note: If you receive an Adobe Reader message, click **OK**.
9. Navigate to the desired location; enter a title in the **File name** field and click **Save**.

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Add a New Certification

On the **List of Certifications** panel:

1. Click **New Item**.
2. Enter the certification number in the **Certification Number** field.
3. Select the certifying agency from the **Agency Name** drop-down list.
4. Enter the new date in the **Effective Date** field.
5. Enter **12/31/2299** in the **End Date** field.
6. Click **Add** to save the changes.

Note: Once all updates are complete, click **Submit**. To cancel out of a panel, click **Cancel Item**. To cancel the entire update, click **Cancel Service**.