

## Quality Performance Now Available in ProviderVista

ProviderVista is Florida Blue's commercial population and practice management provider portal. With an upcoming release, ProviderVista will offer reporting for providers to understand their quality performance.

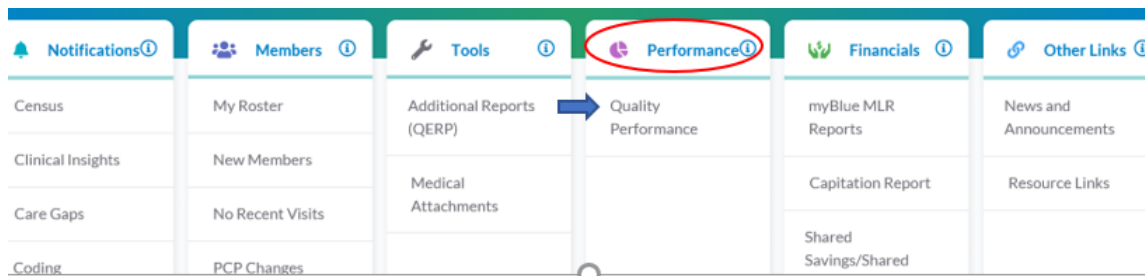
### About the Quality Performance Report

The Quality Performance report in ProviderVista displays performance reports for select care gap measures. It provides four views of the quality score information: summary, measures, provider and time-period level. Where data is available and supported, it also provides performance as compared to peer groups.

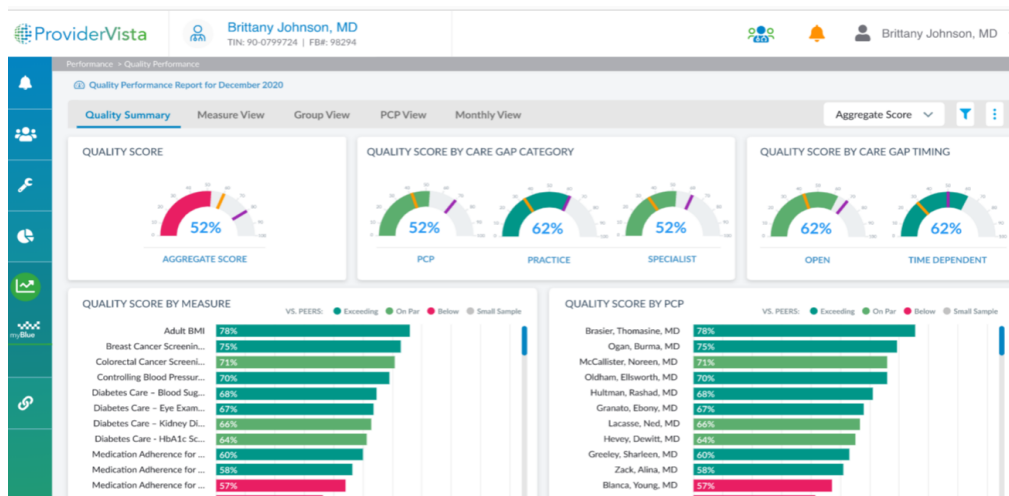
This data is calculated by Florida Blue based on historical review of performance for providers, groups and management companies using a proprietary scoring method.

### Here's How It Works

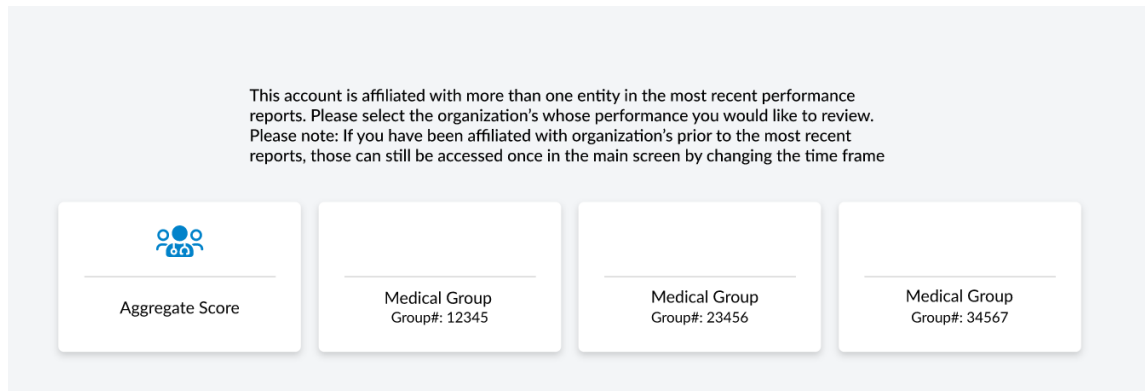
From ProviderVista, you can navigate to **Quality Performance** listed under **Performance** on the landing page, as shown in the following image.



The Quality Performance page is loaded by default when the Quality Summary tab is selected. The graphs on the dashboard represent the current performance for the contracted entity that is logged in. To see a different view of the performance data, select an available tab to the right of the summary tab. Below is the summary view.



If there is more than one contracted entity associated to the logged-in user, then an additional default page will load.



For example, this can occur, when an individual provider is a member of the staff at two different Florida Blue contracted groups.

Performance for these providers and organizations can be viewed at a single Florida Blue organization or aggregate level by selecting the options available.

### Key Terms to Know

Below are terms that will help you understand more about your quality performance reports in ProviderVista.

#### Quality Score

This is the score calculated by Florida Blue using a proprietary scoring method to aggregate meaningful quality metrics to one number. A quality score is calculated for each measure listed in the report using performance against average and high-performing benchmarks, then aggregated to a single performance score.

The Quality Score for each measure is aligned to industry standard criteria in terms of opportunities and opportunities met. There is one exception to this: it only considers opportunities for members that have been seen by the aligned physician group.

#### Care Gap Category

- **PCP:** PCP category denotes opportunities that can be closed in the PCP office within a single encounter.
- **Practice:** Practice category denotes opportunities that require multiple encounters or follow-up care to close.
- **Specialist:** Specialist category denotes opportunities that are related to specialty care. They may be performed in the PCP setting or a specialist setting.

#### Care Gap Timing

- **Open:** Open opportunities can be closed at any point in the year.
- **Time Dependent:** Time Dependent opportunities must be closed within specified periods of time. They are reported after the window has closed and can be used to guide future practice improvements.

The following images illustrate the Care Gap Category and Timing views.



### How do I access ProviderVista?

ProviderVista is found in Availity®<sup>1</sup> at [availity.com](https://www.availity.com). Availity credentials are used to give you access to ProviderVista in the Florida Blue Payer Space. Your Availity administrator or Practice Access Administrator (PAA) grants access to ProviderVista the same way they grant access to other functions in Availity. They do this by checking the ProviderVista box in the user's profile.

Once access is granted, the user will see the ProviderVista tile when they navigate to the Florida Blue Payer Space landing page. Remember, Availity offers a course for practice PAAs. This course can be found in the Availity Learning Center.

If your PAA does not see a box for the ProviderVista application, contact Florida Blue at **800-727-2227** and listen for the prompt for ProviderVista. You can also contact Availity at **800-282-4548** and request access to ProviderVista. Have your tax ID number available when you call. Once your organization has been enabled, your PAA can grant access to individual users as described above. If you have any questions, please reach out to us via email at [providervista@bcbsfl.com](mailto:providervista@bcbsfl.com).

<sup>1</sup>Availity LLC is a multi-payer joint venture company. To register or for more information, visit [availity.com](https://www.availity.com).