![Florida Blue - Your local Blue Cross Blue Shield]

ProviderVista
Helping Providers Manage Population Health

As a reminder, ProviderVista is available for you to manage your non-Medicare population health with Florida Blue. Throughout 2021, the ProviderVista platform was enhanced with new valuable capabilities to offer providers the best experience. Here are some highlights of this year's upgrades:

Quality Performance Reporting

The Quality Performance Report in ProviderVista displays helpful trends and details for physicians, groups and management companies. This data helps you understand drivers behind your performance at various levels. It also helps you establish better practices to support improvement in Healthcare Effectiveness Data and Information Set (HEDIS®[1]) quality areas.

This information is available at a summary, measure, provider and time-period level, which can be accessed by selecting the appropriate tabs. It also provides peer performance comparisons when this data is available and supported.

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

Updated HEDIS Care Gap Measure Reporting

ProviderVista offers current care gap measure reporting, updated weekly, allowing you to view open and closed care gaps for your current membership. Where applicable to the measure, this functionality also allows you to submit supplemental data through a smart workflow to close gaps. This can help improve quality scores and adherence to the National Committee for Quality Assurance (NCQA) HEDIS required services. In 2021, the existing care gap reporting and workflows were updated with new NCQA specifications and additional HEDIS measures, including those impacting behavioral health.

Medical Attachment Tool

ProviderVista now offers all providers, not just those with primary care membership, the ability to respond to select medical record requests through an electronic channel. For in scope fax, mail and Availity[2] requests, you can save time by responding electronically in ProviderVista, regardless of how the request was received.

This functionality also allows you to see the status of record requests, search, sort, manage, and export medical record requests inventory. Please note: If you receive fax or mail via paper processes, which you are not finding in ProviderVista, please respond as instructed in those requests, as not all fax and mail requests are supported by ProviderVista at this time. We are working to expand the scope and make the designation of what is available in the tool easier to understand.

[1] HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).
[2] Availity, LLC is a multi-payer joint venture company. Visit availity.com to register.

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Access to Location Level Reporting

ProviderVista has population level views of relevant clinical and practice operations data, such as rosters, care gaps, census, etc. The data is grouped for provider practices regardless of number of locations. As a result, physician practices view their membership across locations, sometimes in very large volumes.

To effectively work, a large organization may need to break the data down into useable sets. This can be done by using a location filter for all population driven functions. The data is displayed by location, groups of locations, or even locations for unassigned members. This filter – illustrated in the following image – can be accessed in the upper right-hand corner of the page.

Coding Opportunity Dispositions

The Coding Opportunity report in ProviderVista displays suspect, dropped and captured conditions for your aligned Affordable Care Act commercial member population. If too large, inventories (a list of all available coding opportunities) can be difficult to navigate. To help, we have added a feature to allow you to disposition your risk adjustment coding opportunities. This allows you to send information to Florida Blue to enhance data intelligence, helping you better manage and tag risk coding opportunities already addressed or which do not need to be addressed, among other dispositions.

New to ProviderVista?

ProviderVista is a free service accessible through Availity. Your Availity administrator or Practice Access Administrator (PAA) grants access to ProviderVista by checking the Provider Portal box in the user's profile.
- Once access is granted, the user will see the Provider Portal tile when they navigate to the Florida Blue Payer Space landing page. To learn more, search for the PAA course in the Availity Learning Center.
- If your PAA does not see a box for the Provider Portal application, contact Florida Blue at 800-727-2227 and select ProviderVista prompt or contact Availity at 800-282-4548 to request access. 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 would like more information or have questions about ProviderVista, please email ProviderVista@floridablue.com.

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