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Provider Performance Quality & Efficiency Reporting (QERP) Tool — Availity User Administrators How-to Tip Guide for Granting Access to Assigned Users and Accessing QERP from Availity

FloridaBlue's Provider Performance Quality & Efficiency Reporting (QERP) tool allows eligible Primary Care Physician practices a way to compile data, identify cost, quality, utilization and administrative improvement opportunities. It is very important that assigned users to QERP are properly granted access to utilize the tool and understand where it's located.

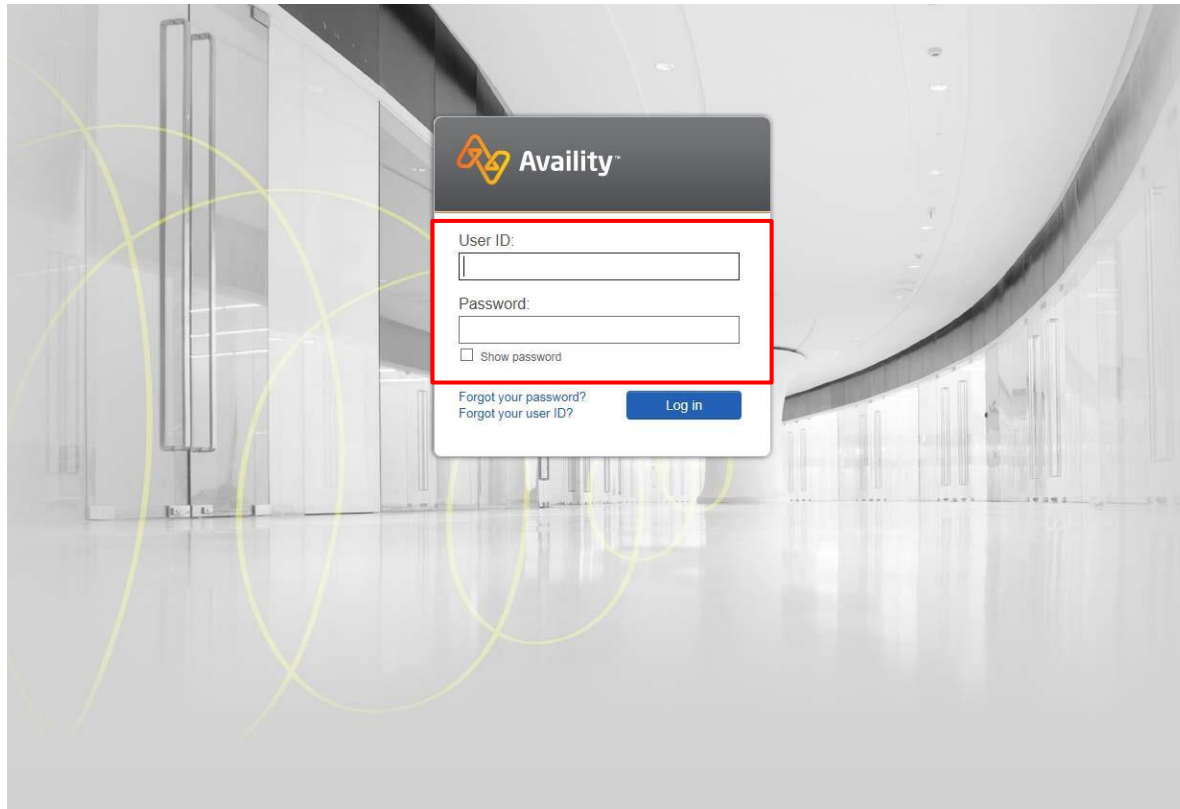
The following information is for the Availity User Administrators/Assistants and provides guidance through the necessary steps for granting an assigned user the access required to view QERP in PASSPORT.

Important topic: How to grant and assign user access to the QERP tool.

The following screenshot and instructions will walk you through the required steps needed to grant user access within an assigned medical organization. These permission settings must be performed as outlined before a designated user is able to access the Florida Blue Provider Performance Quality & Efficiency Reporting (QERP) tool. This can take up to 24 hours for the system to update before the user can use QERP. Please note that the steps described below can only be performed by a user administrator/administrator assistant.

Provider Performance Quality & Efficiency Reporting (QERP) Tool — Availity User Administrators How-to Tip Guide for Granting Access to Assigned Users and Accessing QERP from Availity

Step 1: User Administrator/Administrator Assistant must first log into Availity



Provider Performance Quality & Efficiency Reporting (QERP) Tool — Availity User Administrators

How-to Tip Guide for Granting Access to Assigned Users and Accessing QERP from Availity

Step 2: Access Payer Spaces and select Florida Blue

The screenshot displays the Availity user interface. At the top, the navigation bar includes the Availity logo, Home, Notifications (4), My Favorites, Help & Training, Account, and Logout. Below this, a secondary navigation bar contains Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces (highlighted with a red box), and More. A search bar is located on the right side of this bar.

The main content area is divided into several sections:

- Notification Center:** Contains three notifications. The first is about medical attachments. The second is a reminder to verify provider directory information, dated 7/9/2017 12:07 pm, with a 'Take Action' button. The third is a request for feedback, dated 7/6/2017 9:03 am. A red arrow points from the 'Payer Spaces' dropdown to the Florida Blue logo in the notification center.
- Messaging:** Shows a list of messages: Unassigned, Unread, Open, and Recently Resolved.
- My Account Dashboard:** Lists account management options: My Account, My Administrators, Maintain User, Add User, Maintain Organization, and 'How To' Guide for Dental Providers. A soccer ball icon is visible.
- Enrollments Center:** A grey box with the text: 'All enrollments listed below will be moving to the Enrollments Center. Express Entry, Provider Data Management'.
- My Top Applications:** Four application tiles: Payer Organization Search, Eligibility and Benefits Inquiry (EB), Authorizations & Referrals (A&R), and New Claim Status - Payer View (CS).
- News and Announcements:** A 'NEW ALERT' section with a warning icon and the text: 'Availity® Health Information Network Maintenance' dated 07/10/2017. The text below reads: 'Availity will be performing system maintenance on the Availity® Health Information Network between 6:00am and...'
- Customize your Availity Experience:** A section with a blue gear icon.

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Step 3: Click on “Florida Blue Quality Efficiency Reporting Access” to enter Assign Access page

The screenshot displays the Availity user interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (4), My Favorites, Help & Training, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a search bar. The main content area features a banner for Hurricane Season with the text: "It's Hurricane Season! Accept ID cards from Florida Blue or other Blue Plan members during an emergency or disaster." Below the banner is a grid of application cards. The card for "Florida Blue Quality Efficiency Reporting Access" is highlighted with a red box and a red arrow. The other cards include "Comprehensive Quality & Risk Health Assessment", "Create a Provider Record with Florida Blue To Submit Claims", "Enhanced Medication Therapy Management", "HEDIS Attestation", and "Learn with Florida Blue".

Availity Home Notifications 4 My Favorites Help & Training Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Search

Florida Blue www.floridablue.com

It's Hurricane Season!
Accept ID cards from Florida Blue or other Blue Plan members during an emergency or disaster.

Applications Resources News and Announcements 7 Sort by A-Z

- Comprehensive Quality & Risk Health Assessment
Submit and monitor health assessment forms for your patients online.
- Create a Provider Record with Florida Blue To Submit Claims
- Enhanced Medication Therapy Management
Referral capability for MTM services for Medicare Part D members
- Florida Blue Quality Efficiency Reporting Access**
Give your team members access to receive performance insights
- HEDIS Attestation
Complete HEDIS forms and attach medical records for your patients.
- Learn with Florida Blue
Access the Availity Learning Center for vital training on risk adjustment and...

Provider Performance Quality & Efficiency Reporting (QERP) Tool — Availity User Administrators

How-to Tip Guide for Granting Access to Assigned Users and Accessing QERP from Availity

Shown below is a view of the “Assign Access” page will display names of the people registered in your organization. This is where the User Administrator/Administrator Assistant grants or revokes access for assigned users. If you have multiple organizations within a practice, be sure to select the applicable organization from the drop down indicated below to help locate the users you wish to grant QERP access.

The screenshot shows the Availity user interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (4), My Favorites, Help & Training, Account, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a search bar. The breadcrumb trail indicates the path: Home > Florida Blue > Florida Blue Quality Efficiency Reporting Access. The main heading is "Florida Blue Quality Efficiency Reporting Access" with the Florida Blue logo to the right. A button labeled "Bulk Add and Manage Users" is located in the top right of the main content area. The "Assign Access" tab is highlighted with a red box. Below the tab, the "Organization" dropdown menu is also highlighted with a red box, and a red arrow points to it from the right. The main content area contains a section titled "Select team members and give access to Florida Blue Performance Reports." with three rows of user information:

	Organization	Provider Type	Provider NPI
<input type="checkbox"/>	Frank N. Stine	<input type="radio"/> Group <input type="radio"/> Physician	<input type="text" value="Enter a valid NPI"/>
<input type="checkbox"/>	Jay F. Kaye	<input type="radio"/> Group <input type="radio"/> Physician	<input type="text" value="Enter a valid NPI"/>
<input type="checkbox"/>	Dawn Nole-Trump	<input type="radio"/> Group <input type="radio"/> Physician	<input type="text" value="Enter a valid NPI"/>

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Step 4: Granting or revoking a user's access to QERP is an easy process as outlined in the steps ahead


A. Granting QERP access to an assigned user:

- Scroll to and click the check box next to the user name being granted access
- Click the "Group" radio button
- Scroll to bottom of the page, click "Grant Access" to save the changes and you're done

Assign Access

Organization
Florida Blue

Select team members and give access to Florida Blue Performance Reports.

<input checked="" type="checkbox"/>	 Jack Hammer	Provider Type <input checked="" type="radio"/> Group <input type="radio"/> Physician	Provider NPI Enter a valid NPI
-------------------------------------	---	--	-----------------------------------

Load More...

Cancel **Grant Access**

Provider Performance Quality & Efficiency Reporting (QERP) Tool — Availity User Administrators How-to Tip Guide for Granting Access to Assigned Users and Accessing QERP from Availity

B. Granting QERP access to a Physician:

- Scroll to and click check box next to the physician's name being granted access
- Click "Physician" radio button
- Enter the physician's NPI
- Scroll to bottom of page, click "Grant Access" to save the changes and you're done

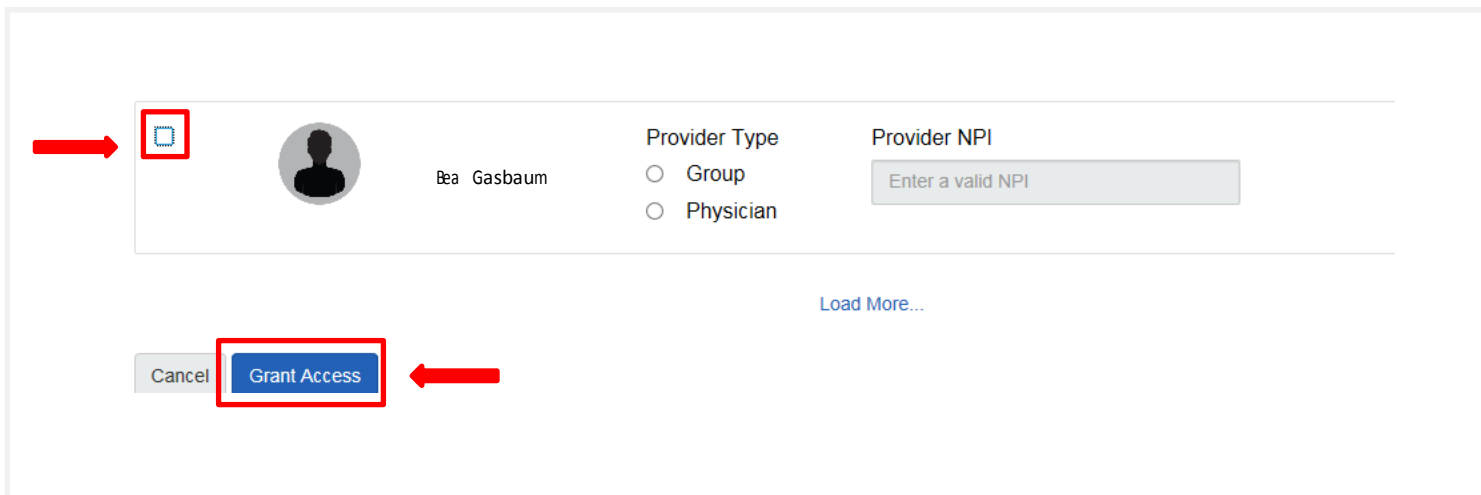
The screenshot displays the 'Assign Access' interface. At the top, the 'Organization' is set to 'Florida Blue'. Below this, a heading reads 'Select team members and give access to Florida Blue Performance Reports.' A list of team members is shown, with the first entry, 'Dr. Jacque Kusto', selected. The 'Provider Type' is set to 'Physician', and the 'Provider NPI' field contains the value '1234567890'. At the bottom of the form, there are two buttons: 'Cancel' and 'Grant Access'.

Selection	Name	Provider Type	Provider NPI
<input checked="" type="checkbox"/>	Dr. Jacque Kusto	<input checked="" type="radio"/> Physician	1234567890

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C. How to revoke QERP access from an assigned user:

- Click on check box to remove check mark in check box next to the user name.
- Once check box is blank, scroll to bottom of the page, click “Grant Access” to save the changes and you’re done.



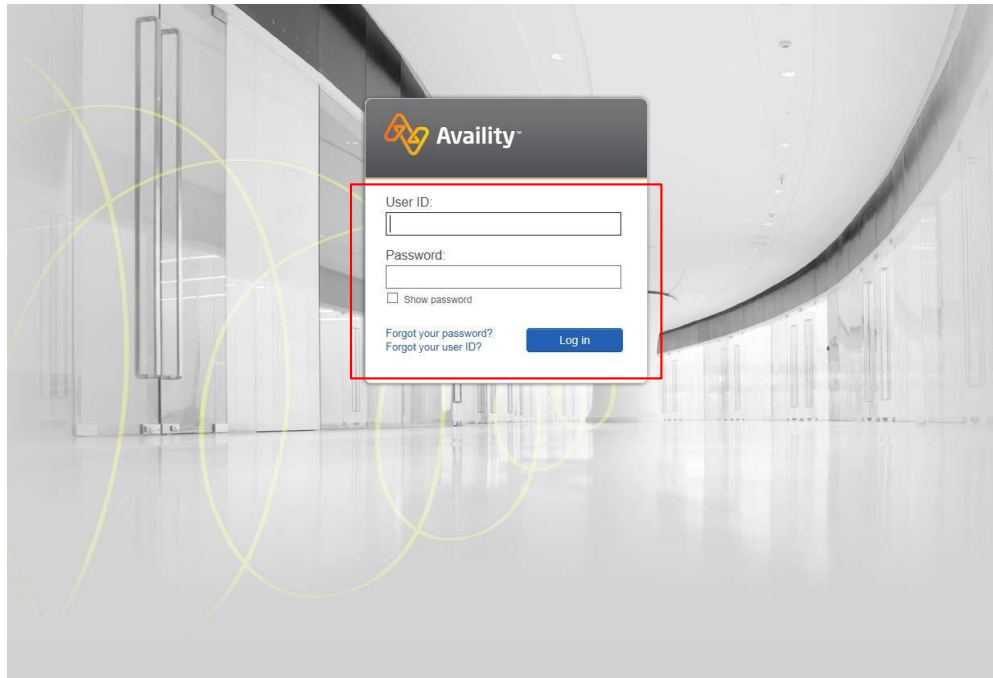
The screenshot displays a user management interface. At the top, there is a user profile card for 'Bea Gasbaum'. The card includes a profile picture icon, the name 'Bea Gasbaum', and a 'Provider Type' section with radio buttons for 'Group' and 'Physician'. To the right of the 'Physician' option is a 'Provider NPI' input field with the placeholder text 'Enter a valid NPI'. A red arrow points to a small square checkbox on the left side of the profile card. Below the profile card is a 'Load More...' link. At the bottom of the interface, there are two buttons: a grey 'Cancel' button and a blue 'Grant Access' button. A red arrow points to the 'Grant Access' button.

Again, just a friendly reminder that when granting or revoking access to QERP, it can sometimes take up to 24 hours for these changes to take effect in the system. It is important to understand that it doesn't mean the permissions were not accepted if the user is not able to see the changes right away.

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The following screen shots describe how the assigned user navigates to the QERP tool from Availity.

Step 1: User's must log into Availity



Provider Performance Quality & Efficiency Reporting (QERP) Tool — Availity User Administrators

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Step 2: Next click on Payer Spaces and select the Florida Blue tile

The screenshot displays the Availity user interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (4), My Favorites, Help & Training, Account, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces (highlighted with a red box), and More. A search bar is located on the right side of this bar.

The main content area is divided into several sections:

- Notification Center:** Contains three notifications. The first is about Medical Attachments. The second is a reminder to verify and submit provider directory information, with a "Take Action" button. The third is a request for feedback. A red arrow points from the "Payer Spaces" menu to a "Florida BLUE" tile in the notification area.
- Messaging:** Shows a list of messages: Unassigned, Unread, Open, and Recently Resolved.
- My Account Dashboard:** Lists account management options: My Account, My Administrators, Maintain User, Add User, Maintain Organization, and 'How To' Guide for Dental Providers. It also features an "Enrollments Center" section with a warning about moving enrollments and links for Express Entry and Provider Data Management.
- My Top Applications:** Displays four application tiles: Payer Organization Search, Eligibility and Benefits Inquiry (EB), Authorizations & Referrals (A&R), and New Claim Status - Payer View (CS).
- News and Announcements:** Features a "NEW ALERT" for "Availity® Health Information Network Maintenance" on 07/10/2017.
- Customize your Availity Experience:** Includes a graphic of interlocking gears.

Provider Performance Quality & Efficiency Reporting (QERP) Tool — Availity User Administrators How-to Tip Guide for Granting Access to Assigned Users and Accessing QERP from Availity

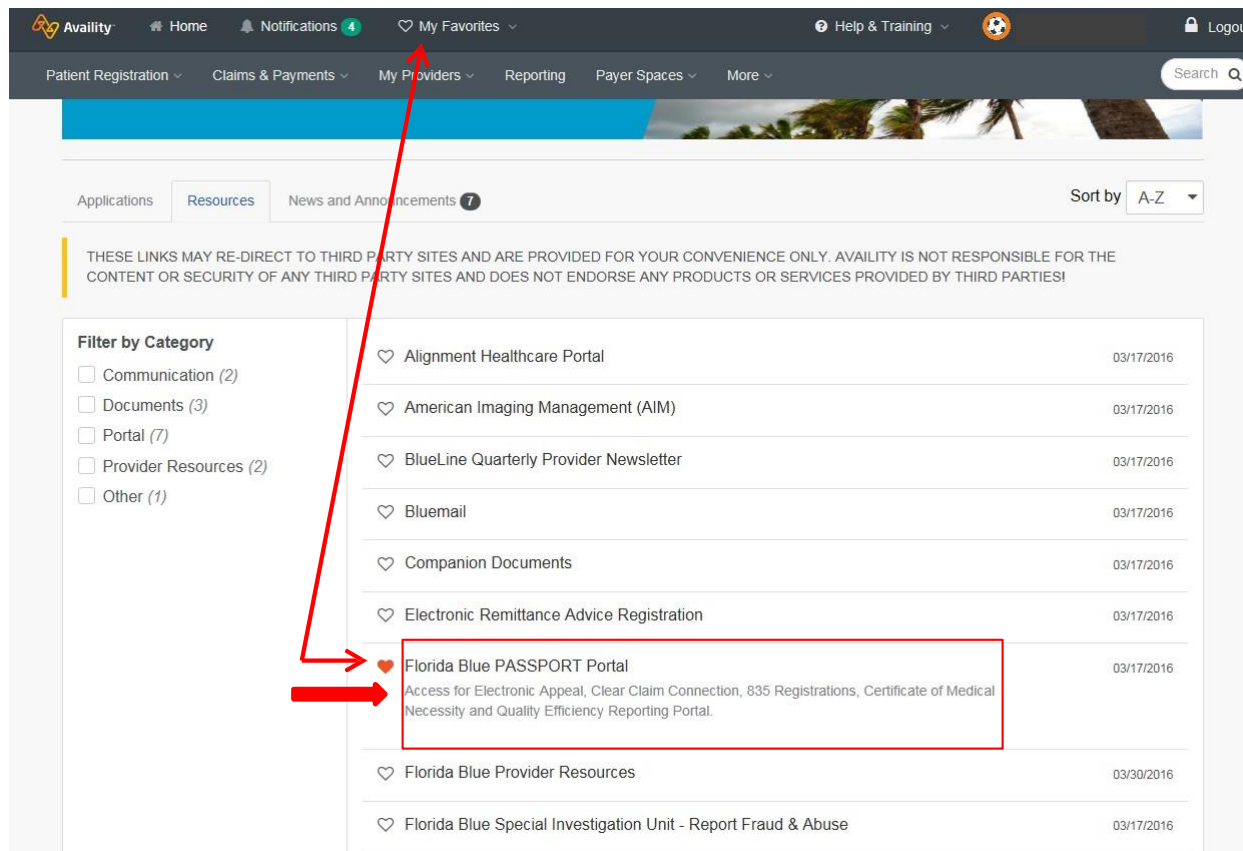
Step 3: Click on the Resources link

The screenshot shows the Availity user interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (3), My Favorites, Help & Train, Eric C's Account, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a search bar. The main content area shows the Florida Blue logo and a banner for Hurricane Season. Below the banner, there is a navigation menu with Applications, Resources (highlighted with a red box and a red arrow), and News and Announcements (7). A 'Sort by A-Z' dropdown is also visible. The main content area contains six cards: Comprehensive Quality & Risk Health Assessment, Create a Provider Record with Florida Blue To Submit Claims, Enhanced Medication Therapy Management, Florida Blue Quality Efficiency Reporting Access, HEDIS Attestation, and Learn with Florida Blue.

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Step 4: Now click on the Florida Blue PASSPORT Portal link as seen below

- **Helpful tip:** Add this PassPort link to your “Favorites” simply by clicking on the little heart next to it. When it changes to red, it’s saved in your “My Favorites” menu at top of your screen for easier access later on.



The screenshot shows the Availity user interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (4), My Favorites, Help & Training, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right side of this bar. The main content area is titled 'Resources' and includes a disclaimer: 'THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!'. On the left, there is a 'Filter by Category' section with checkboxes for Communication (2), Documents (3), Portal (7), Provider Resources (2), and Other (1). The main list of resources includes:

Resource Name	Date
Alignment Healthcare Portal	03/17/2016
American Imaging Management (AIM)	03/17/2016
BlueLine Quarterly Provider Newsletter	03/17/2016
Bluemail	03/17/2016
Companion Documents	03/17/2016
Electronic Remittance Advice Registration	03/17/2016
Florida Blue PASSPORT Portal Access for Electronic Appeal, Clear Claim Connection, 835 Registrations, Certificate of Medical Necessity and Quality Efficiency Reporting Portal.	03/17/2016
Florida Blue Provider Resources	03/30/2016
Florida Blue Special Investigation Unit - Report Fraud & Abuse	03/17/2016

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Step 5: From the PASSPORT Portal page, click “Submit” to access the user agreement page

Florida Blue - PASSPORT Portal

Verify your Organization and click submit to launch the Florida Blue - PASSPORT Portal

* Organization: ▼

You are about to be re-directed to a third-party site away from Availity's secure site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availity.



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Step 6: From the User Agreement page, click “I Agree” to proceed

Florida Blue
In the pursuit of health[®]

PASSPORT web portal
Monday, July

Home

Authorization Required

PASSPORT Terms of Use

Disclaimer

Please be aware that you have now left the Availity[®] site and entered a site hosted and operated by Florida Blue called PASSPORT. PASSPORT is a Provider Additional Self Service Portal governed by the Florida Blue Internet Privacy Statement and Statement of Use.

Please be aware that when you travel to sites from the Florida Blue site to another site, whether through links Florida Blue provides or otherwise, you will be subject to the privacy policies (or lack thereof) of such other sites. Florida Blue cautions you to use good judgment and to determine the privacy policy of such sites before you provide any personal information.


This site may not have multi-lingual capability.

Terms & Agreement

You are about to view and/or perform various actions in the provider self-service tools in PASSPORT that is hosted and operated by Florida Blue. Please ensure that you are logged on with the appropriate user credentials to view and/or perform actions on this information.

By clicking on this agreement you are consenting that you have appropriate permissions and authority to view and/or perform actions under which you are currently logged on.

Click "I Agree" to continue with the transaction.



Florida Blue
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Step 7: Welcome to PASSPORT

- If the Green QERP tile is present as seen below, the access granting steps were done correctly and system fully updated the changes.
- An assigned user can click the “Quality & Efficiency Reporting” link in home menu on the left or by clicking on the “Green QERP Tile” to access the QERP page.

Florida Blue **PASSPORT** web portal
Monday, July 10, 2017

Logout

HOME TOOLS TASK LIST NEWS

Home

Welcome to PASSPORT

My Links

- Home
- Quality & Efficiency Reporting
- Electronic Appeal**
- Clear Claim Connection
- 835 Registration
- Certificates of Medical Necessity
- News & Announcements

Your Current Options & Feeds

Introduction to PASSPORT

Quality & Efficiency Reporting
Access scorecards, provider analytics and more.

Electronic Appeal
Submit appeals and supporting documents electronically.

News & Announcements
Access latest news and announcements.

835 Registration
Register online and skip the lines.

Provider Mailbox

Show 5 entries Search:

Subject	Last viewed by	Last viewed date
Florida Blue Claim Code Mapping to EDI CARC/RARC Code	FB	07/10/2017

Showing 1 to 1 of 1 entries Previous 1 Next

News & Announcements

2017 HEDIS and Health Risk Assessment Form Update
Florida Blue and Availity have been working to enhance your HEDIS and Health Risk Assessment portal experience. There is one new enhancement to the HEDIS portal, and five new enhancements to the Health Risk Assessment portal. [View Article](#)

2017 BlueMedicare PPO Provider Quality Bonus Program Update
Our 2017 BlueMedicare PPO Provider Quality Bonus Program consists of a monthly incentive opportunities for Florida Blue BlueMedicare PPO physicians who have seen members most frequently for their overall care within a 12-month rolling period. [View Article](#)

2017 BlueMedicare HMO Provider Quality Bonus Program Update
We are pleased to announce our BlueMedicare HMO Provider Quality Bonus Program which includes both annual and monthly incentives for Primary Care Physicians (PCPs) with BlueMedicare HMO members during the 2017 program year. [View Article](#)

Automated Electronic Appeals Tool User guide
The attached presentation deck is a user guide to assist you with submitting your electronic appeals online and has been recently updated. Print or download a copy of the attached document today. [View Article](#)

[More Articles](#)

Provider Performance Quality & Efficiency Reporting (QERP) Tool — Availity User Administrators How-to Tip Guide for Granting Access to Assigned Users and Accessing QERP from Availity

Step 8: Once on the QERP page, you will need to access Population Based Analytics

- From the menu display on the left, or the green tile, click “Population Based Analytics” to access your reporting tools page

The screenshot displays the PASSPORTweb portal interface. At the top, the Florida Blue logo and the text 'PASSPORTweb portal' are visible, along with the date 'Monday, July 10, 2017' and a 'Logout' button. Below this is a navigation bar with 'HOME', 'TOOLS', 'TASK LIST', and 'NEWS'. The main content area is titled 'Quality & Efficiency Reporting' and includes a breadcrumb trail: 'Home > Tools > Quality & Efficiency Reporting'. A 'My Links' sidebar on the left contains 'QERP Home', 'Population Based Analytics' (highlighted with a red box), and 'News & Announcements'. The main content area features a 'Your Current Options & Feeds' section with a red arrow pointing to a green tile for 'Population Based Analytics'. This tile describes generating a monthly scorecard and accessing various reporting capabilities. To the right, there is a 'News & Announcements' section with a '2017 HEDIS and Health Risk Assessment Form Update' article. Below this is a 'Provider Mailbox' section with a search bar and a table with columns for 'Subject', 'Last viewed by', and 'Last viewed date'. The mailbox currently shows 'Showing 0 to 0 of 0 entries'.

Provider Performance Quality & Efficiency Reporting (QERP) Tool — Availity User Administrators How-to Tip Guide for Granting Access to Assigned Users and Accessing QERP from Availity

Congratulations! You have reached your final destination. Shown in the example below are folder tabs you might see when enrolled in our Quality programs:

- Commercial data
- Blue Medicare HMO Plus data
- Medicare data
- MyBlue Data

The screenshot shows the PASSPORTweb portal interface. At the top, there is a navigation bar with 'HOME', 'TOOLS', 'TASK LIST', and 'NEWS'. Below this is a breadcrumb trail: 'Home > Tools > Quality & Efficiency Reporting > Population Based Analytics'. The main heading is 'Population Based Analytics'. Below the heading, there are four tabs: 'Commercial Data', 'Blue Medicare HMO Plus Data', 'Medicare Data', and 'My Blue Data'. Red arrows point to the first three tabs. To the right of the tabs is a 'Population Triggers' box with the following data: ER/UC Visits: 4, IP Census: 1, Quality: 63, Specialist Visits: 5. Below the tabs is the 'Medicare Provider Group List' section. It shows 'Showing 1 to 2 of 2' records. The table has the following columns: Peer Sub Group, Product, BCBSF Payee Id, Group Name, Population, New Members, Population With Risk, Avg Medical -Risk Score, Avg RX-Risk Score, Quality Opportunities, and Quality Opportunities Not Met. The data rows are:

Peer Sub Group	Product	BCBSF Payee Id	Group Name	Population	New Members	Population With Risk	Avg Medical -Risk Score	Avg RX-Risk Score	Quality Opportunities	Quality Opportunities Not Met
PCP - Internal medicine	HMO		P.A.	16	0	16	0.577	0.828	22	15
PCP - Internal medicine	PPO		P.A.	16	0	16	1.555	1.102	39	24

At the bottom of the table, there are navigation buttons: 'First', 'Previous', '1', 'Next', and 'Last'. The page is zoomed to 100%.