

Patient Care Opportunity Report

Frequently asked questions

You rely on dependable data to track the preventive health care needs of your patients to help you meet quality care standards and improve health outcomes. That's why we provide the Patient Care Opportunity Report (PCOR) monthly – so you can see which of our members are due for screenings, immunizations or other health care services.

Please review the following frequently asked questions to learn more about how the PCOR tool works.

If you have questions about viewing your report, click on the envelope icon on the **Open My Reports** page and complete the **Contact Us** form. If you need additional assistance, please contact your UnitedHealthcare representative or call our UnitedHealthcare Web Support at **866-842-3278**.



Where does PCOR data come from? How current is it?

Data included within the PCOR is received from our plan members' medical claims submitted by care providers to UnitedHealthcare. The medical claims are updated monthly and reflect data from the previous month, with up to a 30- to 45-day lag time.



How is the PCOR delivered?

The PCOR is available for download to provider groups at UHCprovider.com/pcor. Please see the sidebar for access instructions.



Why don't I have a PCOR for my provider group?

If a PCOR isn't available for your provider group, it may be because no UnitedHealthcare members were attributed to your group. It's also possible you asked UnitedHealthcare to include you on our "do not contact" list, so we wouldn't generate a PCOR as a result. To change your status, please contact your UnitedHealthcare representative, or call Provider Services at **877-842-3210**.

To view your PCOR:

Go to UHCprovider.com/pcor.

If this is your first time signing in, click on New User at the top of the home page and follow the registration instructions.

Click on Go to Reports and enter your One Healthcare ID and password.

All users will be prompted to choose an account. If you have more than 1 account, pick the account for which you'd like to view reports.

If this is your first time accessing your report, please use your PIN to sign in. The PIN is the same for UnitedHealthcare Community Plan, Medicare Advantage and commercial members. If you don't know your PIN, please contact your UnitedHealthcare representative or call UnitedHealthcare Web Support at **866-842-3278**.



Why doesn't one of my care providers show up in my provider group's PCOR?

This can occur if:

- The care provider is new to the group – it can take time to add them to the report
- No UnitedHealthcare members were attributed to the care provider
- No claims were submitted from that care provider



Why is a care provider who is no longer in my provider group still displaying on my PCOR?

This can happen if our plan member has historical claims within the previous 12 months associated with that care provider. Another possibility is that our plan member hasn't been attributed to a new care provider within your group.



How do I change my provider group association?

Please contact your UnitedHealthcare representative to be removed from a provider group and changed to a new group. You can also call Provider Services at **877-842-3210**.



How is my PCOR Member Roster determined?

Most commonly, members on your PCOR have chosen or been assigned to a primary care provider from your practice. These members can be identified with an "A" in the 'Assigned or Rendered' field.

Due to variability of primary care provider assignment requirements, and enrollment processes across Medicare plans, we may also use claims history to determine the most likely physician to best address a member's care. These members can be identified with an "R" in the 'Assigned or Rendered' field.

A primary care provider is preferred within the rendering logic, but a specialist acting as a primary care provider can also be chosen if no other provider is found in claims history.

If you have any questions regarding why a specific member was included in your roster or feel a member was included in error, please contact your Optum or UnitedHealthcare representative.



Why is my patient who is no longer a UnitedHealthcare member still showing on my PCOR?

The PCOR's active membership is determined by the enrollment file. Our plan members will be included on the report until they're removed from the file.



Why would a member from 1 state appear on a PCOR for another state?

In this situation, our plan member may have seen a primary care provider in another state within the last 15-24 months, but hasn't visited their primary care provider in their primary state of residence since that visit. The member may then appear on the PCOR for the physician in the other state because the report compiles data from the past 24 months.



If a member isn't assigned a PCP, will they be included in the PCOR?

No. Members who don't have an assigned PCP or who don't have qualifying claims with a care provider won't appear in the PCOR.



Can a member appear on more than 1 PCOR?

Yes. Care providers are attributed to our plan members by open care opportunities, which are based on Healthcare Effectiveness Data and Information Set (HEDIS®) performance measures. If a member has different primary care providers or specialists handling their preventive care needs, they may be included on multiple PCORs.



Why does a member appear more than once in my provider group's PCOR?

This can happen if our plan member sees two or more specialists who are both part of the same provider group.

Learn more

For more information about how our programs can help support your patients who are UnitedHealthcare plan members, please contact your UnitedHealthcare representative.

Insurance coverage provided by or through UnitedHealthcare Insurance Company, All Savers Insurance Company, Oxford Health Insurance, Inc. or their affiliates. Health Plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Texas, LLC, UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc. and UnitedHealthcare of Washington, Inc., Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. or other affiliates. Administrative services provided by United HealthCare Services, Inc., OptumRx, OptumHealth Care Solutions, LLC, Oxford Health Plans LLC or their affiliates. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH) or its affiliates.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).