# **Patient Care Opportunity Reports**

## Track preventive health care opportunities

Your Patient Care Opportunity Review (PCOR) is generated monthly using claims data to help you quickly identify UnitedHealthcare Medicare® Advantage plan members with open preventive care opportunities. Addressing the open care opportunities can help you achieve positive health outcomes for your patients.



#### PCOR aligns with the following measures:

- Healthcare Effectiveness Data and Information Set (HEDIS®)
- Centers for Medicare & Medicaid Services (CMS) Star Ratings
- Medication adherence



#### View your PCOR to help get:

- Transparent access to a patient's health history and experiences with other care providers
- · Pharmacy monitoring so you can track your patient's medication adherence in real time
- Practice-level data management and performance



#### Use PCOR data to help:

- Identify members who may be due for preventive screenings, immunizations or other health care services
- Objectively quantify each member's care needs by their UnitedHealthcare Care Score the number of open care opportunities for that member
- Determine health system, group- and physician-level opportunities to help track progress and assess your overall strategy
- Get updated clinical information for your patients at the practice level
- · View suspect medical conditions
- See your progress toward reaching state- and measure-specific adherence targets to meet HEDIS® measure and CMS Star Rating requirements

### **PCOR** member roster

Members on your PCOR most commonly 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, we also may 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 is found in claims history.



## **Accessing 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, choose the account you'd like to view reports for
- 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 member
- If you don't know your PIN, please contact your UnitedHealthcare representative or call our UnitedHealthcare Web Support at 866-842-3278



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.** 

## Your PCOR may include the following:

#### **Group Summary Report**

This tab shows the number of our plan members with an open care opportunity by health system or group, and highlights key metrics that indicate care opportunities. The number of members currently compliant is included along with the number of additional closures needed to meet compliance targets.

#### Report details include:

- Total number of physicians and open care opportunities
- Adherence percentages and state- and measure-specific adherence targets for each HEDIS® measure

UnitedHealthcare*  Medicare Solutions	2021 Villag			,		•			
Physicians: 83	Total Patients: 21,848				Total Open Care Opportunities: 11,583				
The following data shows metrics for HEDIS measures that inc	dicate a potential care opp	ortunity. Metrics	include Medicare	members specifi	c to Villages Healti	n System.			
		Annual Car	e Visit (ACV)						
Турс	Total Patients	Completed	Opportunities	Completion Rate					
Total Patients	21848	15589	6259	71%					
Diabetic Suspect Patients	3212	2370	842	74%					
				Curr	ent Reporting P	eriod			
Quality Measure	Eligible Members	Compliant Members	Non- compliant Members	Current Rate	5 STAR	deriod  # of Members to Achieve 5 STAR Threshold	Quality Rating	Weight	Weighted Quality Rating
			compliant	200	5 STAR Threshold %	# of Members to Achieve 5 STAR		Weight 1	
	Members	Members	compliant Members	Current Rate	5 STAR Threshold % Target	# of Members to Achieve 5 STAR Threshold	Rating	Weight	Quality Rating
C01-Breast Cancer Screening	Members 5223	Members 4414	compliant Members 809	Current Rate	5 STAR Threshold % Target ≥ 80.0%	# of Members to Achieve 5 STAR Threshold	Rating 5	Weight  1  1  1	Quality Rating



#### **Physician-Level Summary Report**

This tab summarizes, by physician National Provider Identifier (NPI) number, how many of our plan members have an open care opportunity and highlights key metrics that indicate care opportunities.

Also shown are the number of members eligible for preventive screenings, the number of members currently compliant and the number of additional closures needed to meet compliance targets.

#### Report details include:

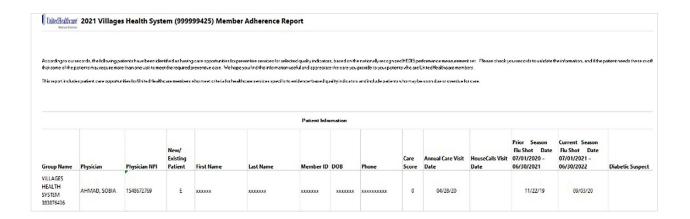
- Total number of open care opportunities by physician
- Adherence percentages and state- and measure-specific adherence targets for each HEDIS® measure

UnitedHealthcare'	2021 Villages Health System (999999425) Physician Summary Report										
Physicians: 81	Total Patients: 21,848	Total Open Care Opportunities: 11,583									
TI	he following data shows metrics	for HEDIS measures that indicate a potentia	l care opportunit	y. Metrics include	Medicare members	specific to Villages	Health System.				
			Current Reporting Period								
Group Name	Physician Name	Quality Measure	Eligible Members	Compliant Members	Non-Compliant Members	Current Rate	Quality Rating	5 STAR Threshold % Target	# of Members Achieve 5 STA Threshold		
VILLAGES HEALTH SYSTEM (383876436)	AHMAD, SOBIA (1548672769)	C01-Breast Cancer Screening	5	5	0	100%	5	≥ 80.0%	0		
VILLAGES HEALTH SYSTEM (383876436)	AHMAD, SOBIA (1548672769)	C02-Colorectal Cancer Screening	6	5	1	83%	5	≥ 82.0%	0		
VILLAGES HEALTH SYSTEM (383876436)	AHMAD, SOBIA (1548672769)	DMC17-Controlling Blood Pressure**	5	2	3	40%	1	≥ 87.0%	3		
VILLAGES HEALTH SYSTEM (383876436)	AHMAD, SOBIA (1548672769)	DMC15-Hospitalizations for Potentially Preventable Complications		-		0	5	≤ 32			

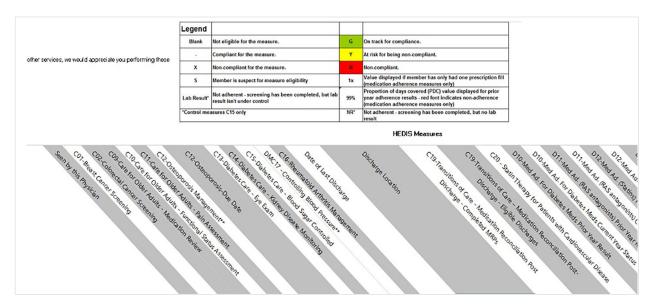
#### **Member Adherence Report**

This tab provides member-specific health details and summarizes care opportunity data for each HEDIS® measure, including:

- UnitedHealthcare Care Score calculation for each member to help you identify and prioritize care
- Member-level performance for each HEDIS® measure
- · Member health plan identifier based on membership







## **Pharmacy Detail**

Review the Pharmacy Detail report for a list of medication adherence measures including:

- · Adherence percentages for the current year and year prior
- Medication fill data including prescribing care provider, pharmacy where it was filled, drug quantity, last fill date and refill due date



#### **Glossary**

Refer to this tab when you want to better understand the quality measures included in the PCOR and their CMS weight, or the terminology we use to determine different values.



#### **Resources**

Find additional information on PCOR
best practices and quality measures at
UHCprovider.com/training > Clinical Tools >
Patient Care Opportunity Report course.

Learn more

For more information about how our programs can help support your patients, please contact your UnitedHealthcare representative or call **Provider Services at 877-842-3210**.

