

# 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](https://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 Health Care Measurement Resource Center at **866-270-5588**



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 Health Care Measurement Resource Center at **866-270-5588**.


## 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

 <b>2021 Villages Health System (999999425) Health System Summary Report</b>									
Physicians: 83		Total Patients: 21848			Total Open Care Opportunities: 11583				
The following data shows metrics for HEDIS measures that indicate a potential care opportunity. Metrics include Medicare members specific to Villages Health System.									
Annual Care Visit (ACV)									
Type	Total Patients	Completed	Opportunities	Completion Rate					
Total Patients	21848	15589	6259	71%					
Diabetic Suspect Patients	3212	2370	842	74%					
Current Reporting Period									
Quality Measure	Eligible Members	Compliant Members	Non-compliant Members	Current Rate	5 STAR Threshold % Target	# of Members to Achieve 5 STAR Threshold	Quality Rating	Weight	Weighted Quality Rating
C01-Breast Cancer Screening	5223	4414	809	85%	≥ 80.0%	0	5	1	5
C02-Colorectal Cancer Screening	11431	8959	2472	78%	≥ 82.0%	458	4	1	4
C09-Care for Older Adults - Medication Review	244	63	181	26%	≥ 95.0%	159	1	1	1
C10-Care for Older Adults - Functional Status Assessment	244	73	171	30%	≥ 95.0%	159	1	-	-

## 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 Medicare Solutions		2021 Villages Health System (999999425) Physician Summary Report							
Physicians: 81		Total Patients: 21,848		Total Open Care Opportunities: 11,583					
The following data shows metrics for HEDIS measures that indicate a potential care opportunity. Metrics include Medicare members specific to Villages Health System.									
Group Name	Physician Name	Quality Measure	Eligible Members	Compliant Members	Non-Compliant Members	Current Reporting Period			
						Current Rate	Quality Rating	# of Members to Achieve 5 STAR 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

UnitedHealthcare Medicare Solutions		2021 Villages Health System (999999425) Member Adherence Report												
<p>According to our records, the following patients have been identified as having care opportunities for preventive services for selected quality indicators, based on the nationally recognized HEDIS performance measurement set. Please check you records to validate the information, and if the patient needs these care that some of the patients may require more than one visit to meet the required preventive care. We hope you find this information useful and appreciate the care you provide to your patients who are UnitedHealthcare members.</p> <p>This report includes patient care opportunities for UnitedHealthcare members who meet criteria for healthcare services specific to our demonstrated quality indicators and include patients who may be overdue or overdue for care.</p>														
Patient Information														
Group Name	Physician	Physician NPI	New/Existing Patient	First Name	Last Name	Member ID	DOB	Phone	Care Score	Annual Care Visit Date	House Calls Visit Date	Prior Season Flu Shot Date 07/01/2020 -	Current Season Flu Shot Date 07/01/2021 -	Diabetic Suspect
VILLAGES HEALTH SYSTEM 383876436	AHMAD, SOBIA	1548672769	E	XXXXXX	XXXXXX	XXXXXX	XXXXXX	XXXXXXXXXX	0	04/28/20		11/22/19	09/03/20	

other services, we would appreciate you performing those

Legend			
Blank	Not eligible for the measure.	G	On track for compliance.
-	Compliant for the measure.	Y	At risk for being non-compliant.
X	Non-compliant for the measure.	R	Non-compliant.
S	Member is suspect for measure eligibility	1x	Value displayed if member has only had one prescription fill (medication adherence measures only)
Lab Result	Not adherent - screening has been completed, but lab result isn't under control	99%	Proportion of days covered (PDC) value displayed for prior year adherence results - red font indicates non-adherence (medication adherence measures only)
*Control measures C15 only		NR*	Not adherent - screening has been completed, but no lab result

**HEDIS Measures**

C01 - Heart Cancer Screening  
 C02 - Colorectal Cancer Screening  
 C09 - Care for Older Adults - Pain Assessment  
 C10 - Care for Older Adults - Functional Status Assessment  
 C11 - Care for Older Adults - Medication Review  
 C12 - Osteoporosis Management  
 C13 - Osteoporosis - Due Date  
 C14 - Diabetes Care - Eye Exam  
 C15 - Diabetes Care - Blood Sugar Controlled  
 C16 - Rheumatoid Arthritis Management  
 DKC17 - Controlling Blood Pressure\*\*  
 C18 - Diabetes Care - Kidney Disease Monitoring  
 Date of Last Discharge  
 Discharge Location  
 C19 - Transitions of Care - Medication Reconciliation Post-Discharge - Completed MRPs  
 C20 - Statin Therapy for Patients with Cardiovascular Disease  
 D10 - Med Ad - For Diabetes Meds Prior Year Result  
 D11 - Med Ad - For Diabetes Meds Current Year Status  
 D12 - Med Ad - (RAS antagonists)  
 D13 - Med Ad - (RAS antagonists) Prior Year Result  
 D14 - Med Ad - For Diabetes Meds Current Year Status  
 D15 - Med Ad - For Diabetes Meds Current Year Status  
 D16 - Med Ad - For Diabetes Meds Current Year Status  
 D17 - Med Ad - For Diabetes Meds Current Year Status  
 D18 - Med Ad - For Diabetes Meds Current Year Status  
 D19 - Med Ad - For Diabetes Meds Current Year Status  
 D20 - Med Ad - For Diabetes Meds Current Year Status  
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 D98 - Med Ad - For Diabetes Meds Current Year Status  
 D99 - Med Ad - For Diabetes Meds Current Year Status  
 D100 - Med Ad - For Diabetes Meds Current Year Status

## 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](https://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.**