UnitedHealthcare knows 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 you with the Patient Care Opportunity Report (PCOR) every month – so you can see which UnitedHealthcare Community Plan members are due for screenings, immunizations or other health care services and then conduct the appropriate follow-up.

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

Where does the PCOR data come from and how current is the report?
Data included within the PCOR is received from our plan members’ medical claims submitted by care providers to UnitedHealthcare Community Plan. The medical claims are updated monthly and reflect data from the previous month, with up to a 30–45 day lag time.

How is the PCOR delivered to care providers?
The PCOR is available for download to provider groups at UHCprovider.com/pcor. Please see the box on Page 2 for detailed instructions on how to access the report.

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 Community Plan members were attributed to your group. It’s also possible you asked UnitedHealthcare Community Plan 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 Clinical Practice Consultant or call Provider Services at 877-842-3210.

Why doesn’t one of my care providers show up in my provider group’s PCOR?
This can occur for one of the following reasons:
• The care provider is new to the group and it can take time to add them to the report.
• No UnitedHealthcare Community Plan members were attributed or assigned to the care provider.
• No claims were submitted from that care provider.

Why is a care provider who is no longer in my group displayed on our PCOR?
This can happen if our plan member has historical claims within the previous 12 months associated with that care provider. Another possibility is a member hasn’t been attributed to a new care provider within your group.

How do I change my provider group association?
Please contact your Clinical Practice Consultant to be removed from a provider group and changed to a new group. You can also call Provider Services at 877-842-3210.

Why is my patient who is no longer a UnitedHealthcare Community Plan 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.
I have a patient who’s a UnitedHealthcare Community Plan member, but isn’t on my PCOR. Why not?
The member may be assigned to another care provider or may have seen another primary care provider (PCP) and is attributed to them. To update an assignment, please ask your patient who is our plan member to call the number on the back of their health plan ID card and request that their PCP be changed to you.

Why would a member from one state appear on a PCOR for another state?
In this situation, our plan member may have seen a PCP in another state within the last 24 months, but hasn’t visited their PCP in their primary state of residence since that visit.

Can a member appear on more than one 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 PCPs or specialists handling their preventive care needs, they may be included on multiple PCORs.

Accessing your PCOR
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 Optum ID and password.
• All users will be prompted to choose an account. If you have more than one, pick which account you’d like to view reports for.
• When the Document Vault tool opens, click on the Physician Performance & Reporting button and choose Open My Reports. Select the report you want to see.
  – 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 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.

Contact us to learn more. For more information about how our programs can help support your patients who are UnitedHealthcare Community Plan members, please contact your UnitedHealthcare Clinical Practice Consultant or call Provider Services at 877-842-3210. Thank you.