

Patient Care Opportunity Report

Frequently Asked Questions



UnitedHealthcare knows that 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 of our Exchange or Commercial 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 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 to care providers?

The PCOR is available for download to provider groups at [UHCprovider.com/pcor](https://uhcprovider.com/pcor). Please see the sidebar 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 members were attributed to your group. It's also possible that 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 Network Account Manager or Provider Advocate. Or, call Provider Services at **877-842-3210**.

Accessing your PCOR

To view your 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 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**.

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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 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 Network Account Manager or Provider Advocate 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 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 one state appear on a PCOR for another state?

In this situation, our plan member may have seen a primary care provider (PCP) in another state within the last 15–24 months, but hasn't visited their PCP 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 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.

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.

Contact us to learn more. For more information about how our programs can help support your patients who are UnitedHealthcare plan members, please contact your UnitedHealthcare representative. Thank you.

