As part of the PATH program, UnitedHealthcare provides you with a monthly report that includes key preventive health care information about your patients who are UnitedHealthcare Exchange or commercial plan members. The report is called the Patient Care Opportunity Report (PCOR) and shows which of your patients have open care opportunities that you can address to help improve their health — and meet National Committee for Quality Assurance (NCQA) quality standards.

What is the purpose of the PCOR?
The PCOR can help you quickly identify which of our plan members have open care opportunities related to their preventive health care. The opportunities align with Healthcare Effectiveness Data and Information Set (HEDIS®) performance measures, and addressing them can help you achieve positive health outcomes for your patients.

What information does the PCOR provide?
The PCOR offers current, at-a-glance information about open care opportunities for our plan members, such as cancer screenings and immunizations. The report is based on claims data and electronic medical record documentation from our plan members’ health care providers.

How can I use PCOR data?
You can use PCOR data in several ways, including to:

• Identify members who may be due for preventive screenings, immunizations or other health care services.
• Objectively quantify each member’s care needs using the UnitedHealthcare Care Score calculation. The Care Score is determined by combining a measure’s adherence status with the weight of the HEDIS measure for each relevant member.
• Determine health system-, group- and physician-level opportunities to track progress and assess your overall strategy.
• Get updated clinical information for your patients at the practice level.
• See your progress toward reaching the 75th percentile goal to meet NCQA quality standards.

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 Network Account Manager or Provider Advocate. Or, call Provider Services at 877-842-3210. Thank you.
How can I access my PCOR?
To view your PCOR:

- Go to [UHCprovider.com/pcor](http://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**.

**Your PCOR includes multiple reporting tabs with detail on your patients who are UnitedHealthcare Exchange or commercial plan members:**

1. **Health system- and group-level 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 measurement thresholds for each HEDIS measure
2. 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 measurement thresholds for each HEDIS measure

3. Accountable care organization (ACO) system-level summary report – if applicable to your group
Available for ACOs contracted with UnitedHealthcare, this tab summarizes by ACO system how many of our plan members have an open care opportunity, and highlights key metrics that indicate care opportunities.

Report details include:
- Total number of open care opportunities within your ACO
- Adherence percentages and measurement thresholds for each HEDIS measure
4. **ACO group-level summary report – if applicable to your group**

Available for ACOs contracted with UnitedHealthcare, this tab summarizes by care provider group tax identification number (TIN) how many of our plan members have an open care opportunity, and highlights key metrics that indicate care opportunities.

**Report details include:**

- Total number of open care opportunities within your ACO group
- Adherence percentages and measurement thresholds for each HEDIS measure

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5. **Member adherence report**

This tab provides member-specific health details and summarizes care opportunity data for each HEDIS measure.

**Report details include:**

- 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 Exchange or commercial plan membership

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*Patient Care Opportunity Report Overview*