# USING VERISK HEALTH (D2HAWKEYE) TO ACCESS BCBSIL HMO ILLINOIS AND BLUE ADVANTAGE HMO PROVIDER QUALITY INITIATIVES

# **PROVIDER USER GUIDE**

Prepared By: Rajeshwar Rao Kalvakota HCM Quality & Research& Analytics



BlueCross BlueShield of Illinois

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### **Revision History**

Date	By whom	Version #
07/10/2009	Rajeshwar Rao Kalvakota	1

### 1 Introduction

Blue Cross Blue Shield of Illinois<sup>TM</sup> has introduced a Data Aggregation Project (DAP) that entails the collection, validation, grouping and reporting of all PCP provider encounter data and BCBIL Claims data for each contracting entity. Verisk Health (D2Hawkeye) and IntelliClaim (McKesson) has been designated as the vendors responsible for the warehousing and reporting of this data.

This reporting would enable Contract Entities to easily download members for outreach initiatives in real time.

#### 1.1 About This Document

This user guide is specifically for the HMO QI Fund project data (Report 25.1 - 25.1.1 & 25.1.2).

25.1	Preventive Care Management
	Preventive Care Management Summary Report
25.1.1	
	Preventive Care Management Member Detail Report
25.1.2	

#### 1.2 Background

For 2009, the HMO Illinois / BlueAdvantage HMO Medical Service Agreement (MSA) include outreach initiatives in the following HMO QI Fund Projects.

QI Fund Project	Physician Outreach	Member Outreach	Project Deadline
Colorectal Cancer Screening	Х	Х	10/16/2009
Breast Cancer Screening	Х	Х	10/16/2009
Cervical Cancer Screening	Х	Х	10/16/2009

Please see the project-specific instructions for information about project requirements.

## 2 Logging into the D2 Through McKesson

#### 2.1 Logging into D2 through McKesson

1) Open your browser and type in https://bcbsil-dap.claimsxten.com/WebCOPS4/Login.asp

IntelliClaim Customer Page - Microsoft Internet Explorer	_ <del>_</del>
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Empowering Healthcare	
Home	
Customer Login	
Customer ID: Enter your Customer ID, User Name and Password, and press the Login button.	
User Name: Use of this application constitutes acceptance	
Password of the remis of use.	
Login	
Home	
Done Done	🔒 💣 Internet

2) Type in your credentials and click Login.

Customer Login					
Customer ID:	Enter your Customer ID, User Name and Password, and press the Login button. Use of this application constitutes acceptance of the Terms of Use.				
	Login				

Login is simple. There are three fields that require data:

1. **Customer ID:** This is always BCBSIL\_DAP. This must be all capitals and must be typed in exactly as appears.

2. User Name: You will be provided with a User Name. This must be typed in exactly as provided to you. If you do not know your user name, please contact us.

3. Password: You will be provided a unique password. The password is case-sensitive.

4. Click on the button labeled" **Login**". You should now be logged into McKesson. If you are having difficulty with the login procedure, please contact us.

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#### You should see this screen.

Click on D2 to Expand



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<u>Case Manager</u> <u>Claims</u> <u>Conversion Analyzer</u> <u>Demography</u> <u>Disease Manager</u>	- Cost Summary Medical Plan Paid			Full Cycle \$4,286,6	Scree	ı	
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Hospital Profiler	PMPM Summary						
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Provider Profiler	Pharmacy Plan Paid PMP	M	×	50	37.37	\$42.79	
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Jutreach 🔦	Emergency Room Plan P	aid			61.94	\$10.40	
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ocumentation 🐣	Inpatient Days Per 1000				547.5	251.6	
McKesson/HMOI	ER Visits Per 1000		<b>•</b>	-	238.5	199.4	
Jun U7 thru May 09	Office Visits for Medical	Care Per 1000		2,4	401.7	2,784.9	
D2Explorer 5.2.1	Prescriptions Per 1000			7,2	225.7	8,538.3	
D2Hawkeye, Inc.	Prescriptions % Generic		F		59.3	54.0	

Once it loads you will be able to see this screen (D2Explorer (E001) Executive Summary)

Click "Reports" to Navigate / Expand the selection



Check on a miniter to mavigate/E	xpand the selection	
Reports 👻		Click Here
<u>1 Claim Processing Time</u>		
<u>3 Summary Liability Report</u>		
4 Summary IBNR Report		
5 Risk Exclusion Report		
💠 <u>9 Top 10</u>		
<u>14 Provider Type/Specialty</u> <u>BenchMark</u>		
<u>15 Summary of Health Plan</u> <u>Claims</u>		
16 Expense Distribution		
<u>18 Risk Index</u>		
19 Reinsurance Report		
20 Claim Exclusion Report		
<u>21 Appendix B Chargeback</u> <u>Report</u>		
<u>24 Duplicate Claims</u> Exclusion Report		
25 BCBS-IL Provider Quality Initiative Reports		
26 Claim Denial Report		
27 Claim Detail Report		
28 BCBS-IL Prescription Drug Program Reports		
29 Rx Data Export Report		
<u>30 Estimated UM Fund</u> Earnings To Date Report		
31 UM Report		
32 UM Office Penalty Report		
33 UM Quarterly Report		
Standard Report		



Click on "25 BCBS-IL-Provider Quality Initiative Reports" to Navigate/Expand the selection

Click on "25.1 Preventive Care Management" to Navigate/Expand the selection



#### 2.2 Summary Reports

To see the Summary Report : Click ""25.1.1 Preventive Care Management Summary Report"



"(BCBS-IL 025-1-1) Preventive Care Management: Summary Report" Screen



#### 2.3 Member Data

From (BCBS-IL 025-1-1) Preventive Care Management: Summary Report

Hover Over to Navigate / Expand your selection for various project specific Member details.



Click the criteria to view member information; in this particular example "Cervical Cancer Screening- Not Meeting Criteria."

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			Records 1-25 of 135,176 🐗						
			Cervical	Cancer Screening					
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Individual ID. Last Name First Name	DOB GenderAge RI Phone	Address1 Address2 City 5	State ZipCode Site Date Measure Criteria	Meets Meets Numerator Benominator Criteria Criteria					
<b>%</b>			<u> </u>	>>					

#### 2.4 Downloading Member Data as CSV

Click "Send to CSV"

<b>D2Explorer</b> (BCBS-IL-025-1-2) Preventive Care Management: Member Detail							
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You will see this screen.

#### Click on "Please Click here to download the CSV" hyperlink

Open CSV		X	
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#### Click "Save"

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Go to the location you have saved the member file and "Double Click" the zip file.

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Now you should see your Member data for that particular category in the extracted location.



# 2.5 Member Data from (E001) Executive Summary/ Standard Report/HMO/ 25 BCBS-IL Provider Quality Initiative Report

Click 25.1.2 Preventive Care Management Member Detail Report



You will see this screen "(BCBS-IL-025-1-2) Preventive Care Management: Member Detail"

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Individuals	2																>>>>	<

Select "Contract Entity"

Select "Site"

Select all the Business Levels as necessary

Business Le	vels	Measurement Year 🕨	Gender 🕨
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Site	All		

Click "Send to CSV" to download the member data as CSV file and follow the steps from section 2.4.

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Click "Customize" to customize the view.

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Address1	Address2				
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✓ Initiation Date	Meets Enrollment Measure Criteria Cervical Cancer Screening - meets enrollment criteria				
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Meets Enrollment Measure Criteria Breast Cancer Screening - meets enrollment criteria	Meets Numerator Criteria Breast Cancer Screening - meets numerator criteria				
Meets Denominator Criteria Breast Cancer Screening - Apply Save Reset	Meets Enrollment Measure Criteria Colorectal Cancer Screening - Cancel	~			

#### Using Filters to filter data



Use the black space below each field to enter criteria and click apply filter.



If needed, to save the filter "Click Save Filter"



Click on "VMR" to view "Virtual Medical Record."

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#### 2.6 Selecting Contract Entity & Site

For IPAs with multiple Contract Entities, please select the contract Entity you would like to use from the drop down menu and proceed with the instructions.

#### Select "Contract Entity"



your selection

For IPAs with multiple Sites, please select the Site you would like to use from the drop down menu and proceed with the instructions.

Select "Site"



Department	Contact	Email Address	Specific Issues	Phone Number
HCM QI/Research & Analytics	Rajeshwar Kalvakota	Rajeshwar_kalvakota@bcbsil.c om	Technical Issues	312.653.4082
HCM QI	Lynne Wuchter	wuchterl@bcbsil.com	Project Related Issues	312.653.8480
Provider Network	Thomas Samuels	SAMUELST@BCBSIL.COM	Login Issues/New Users	312.653.2631
Professional Network Management	Karen Foster	Karen_Foster@bcbsil.com	Technical Issues	312.653.5417

### 3 Problem Resolution – Verisk Health (D2Hawkeye)

Contact the QMS for project specific details.

#### 4 Troubleshooting

The Verisk Health (D2Hawkeye) application will open up in your Internet browser. If you are having difficulty accessing the web site, please contact your Internet Service Provider (ISP). Contact us if you are not having problems with your Internet connection, but the Verisk Health (D2Hawkeye) and IntelliClaim (McKesson) web sites fail to open.

5 FAQs