

**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*



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**Revision History**

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

## **1 Introduction**

Blue Cross Blue Shield of Illinois™ 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
25.1.1	Preventive Care Management Summary Report
25.1.2	Preventive Care Management Member Detail Report

### **1.2 Background**

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

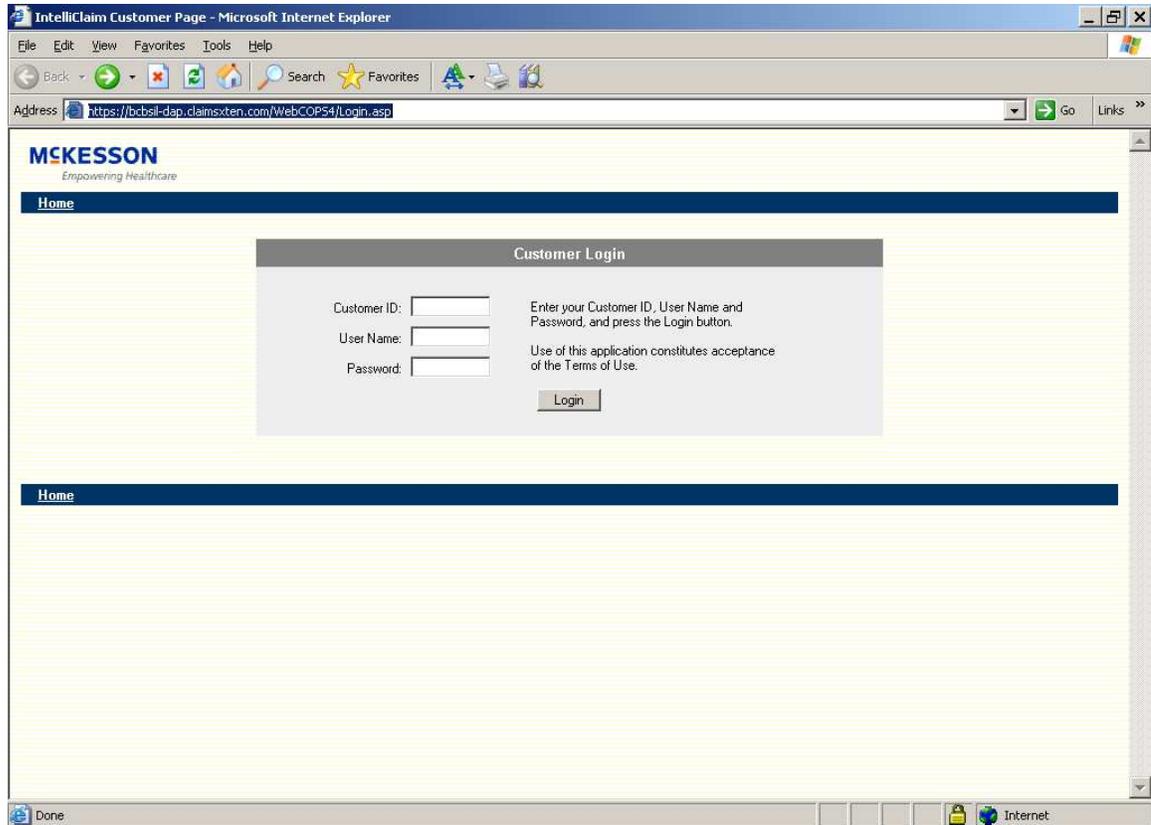
QI Fund Project	Physician Outreach	Member Outreach	Project Deadline
Colorectal Cancer Screening	X	X	10/16/2009
Breast Cancer Screening	X	X	10/16/2009
Cervical Cancer Screening	X	X	10/16/2009

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

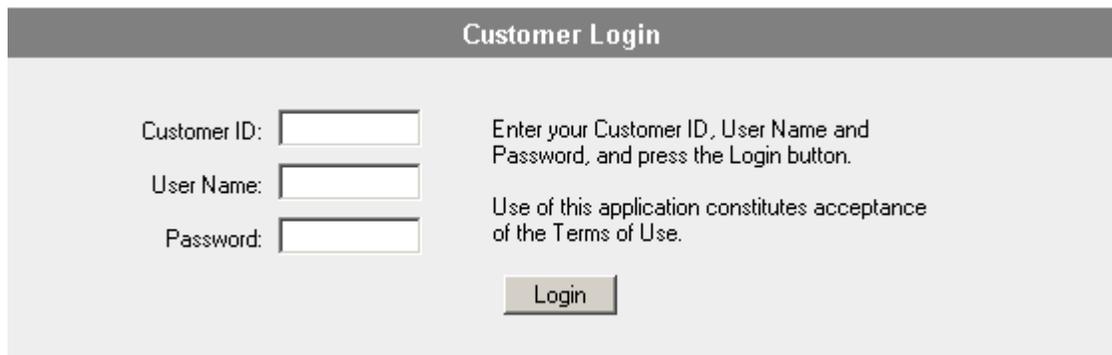
## 2 Logging into the D2 Through McKesson

### 2.1 Logging into D2 through McKesson

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



2) Type in your credentials and click Login.

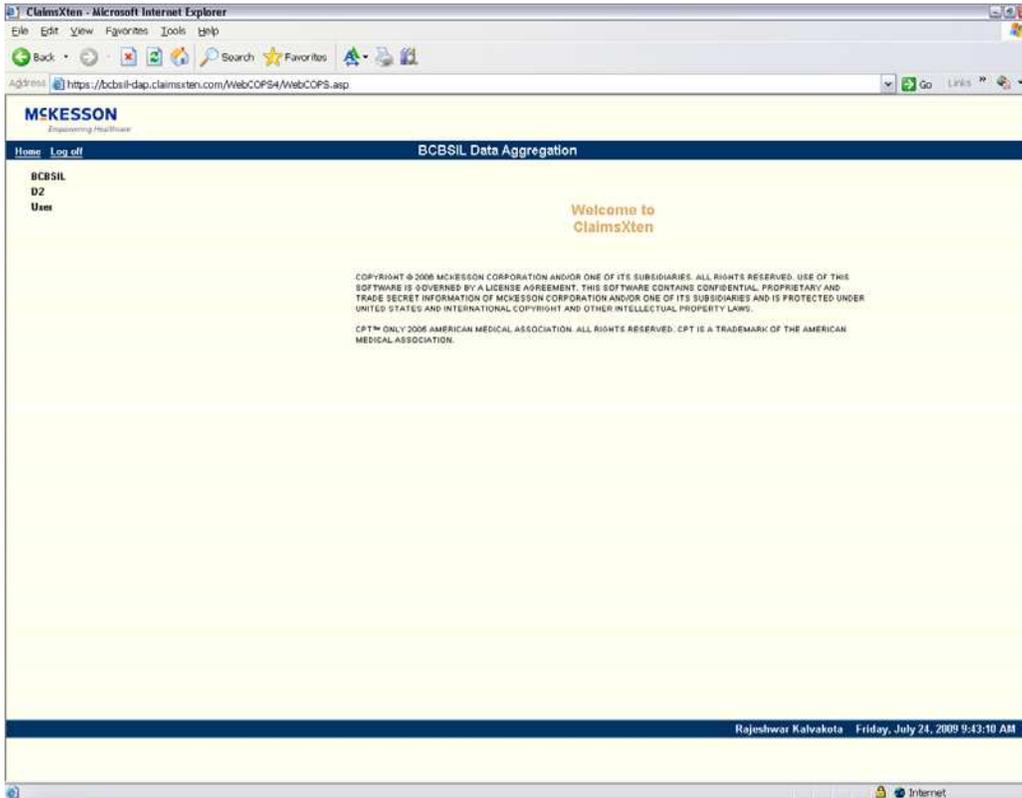


Login is simple. There are three fields that require data:

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.

You should see this screen.



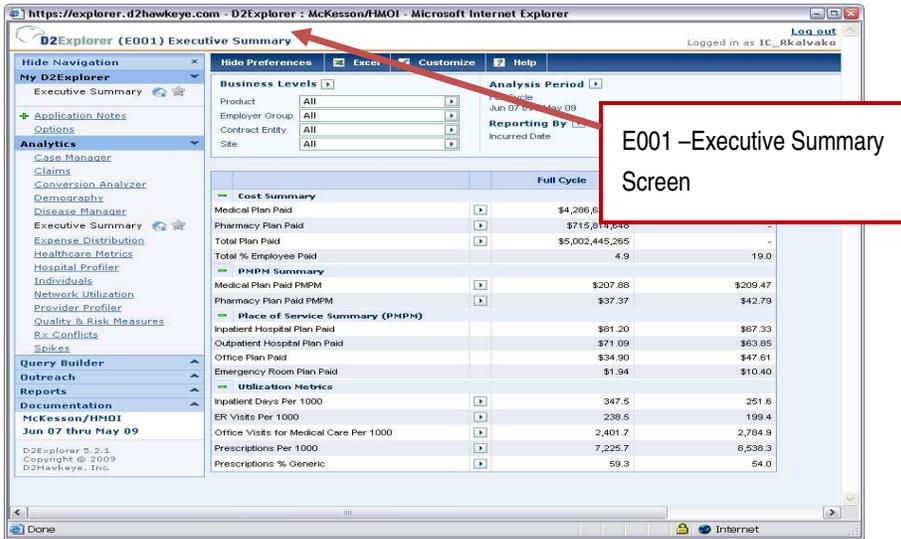
Click on D2 to Expand



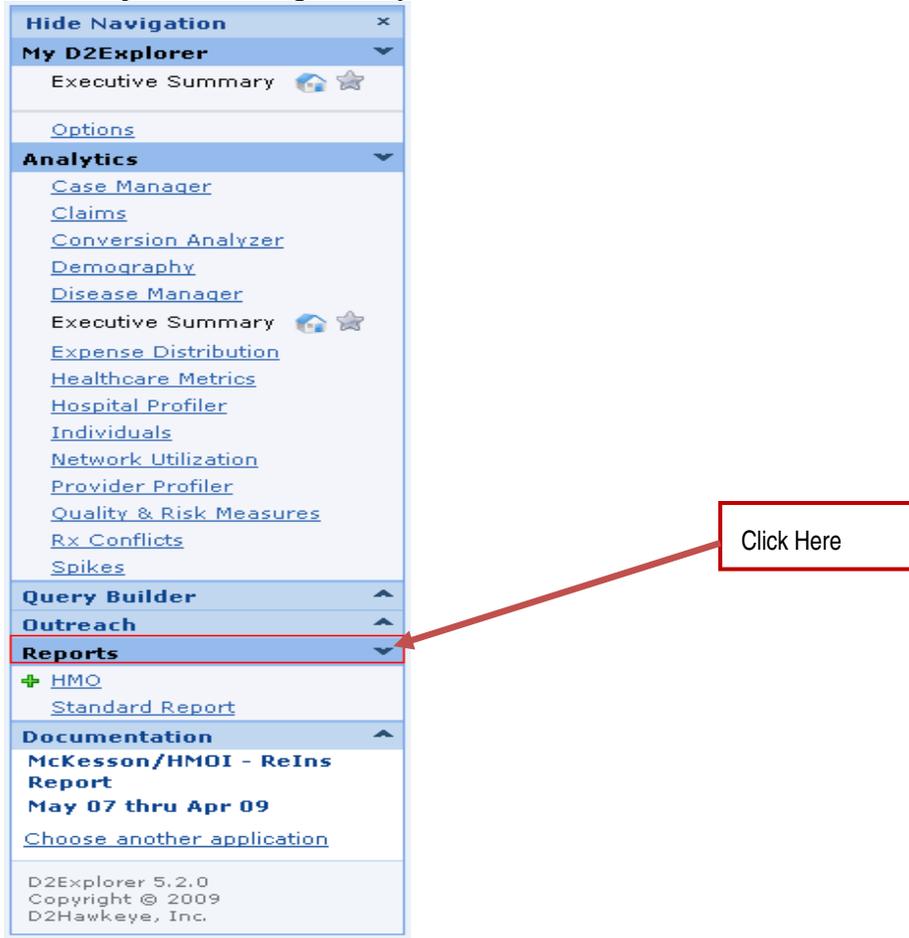
Click "D2 Link"



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



Click "Reports" to Navigate / Expand the selection



Click on “HMO” to Navigate/Expand the selection

Click Here

- Reports** ▾
- HMO**
- [1 Claim Processing Time](#)
- [3 Summary Liability Report](#)
- [4 Summary IBNR Report](#)
- [5 Risk Exclusion Report](#)
- + 9 Top 10**
- [14 Provider Type/Specialty BenchMark](#)
- [15 Summary of Health Plan Claims](#)
- [16 Expense Distribution](#)
- [18 Risk Index](#)
- [19 Reinsurance Report](#)
- [20 Claim Exclusion Report](#)
- [21 Appendix B Chargeback Report](#)
- [24 Duplicate Claims 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](#)
- [30 Estimated UM Fund 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

The image shows a screenshot of a web application's 'Reports' menu. The menu is titled 'Reports' and has a dropdown arrow. It contains a list of reports, some of which are expanded. A red box highlights the item '25 BCBS-IL Provider Quality Initiative Reports', and a red arrow points from a box labeled 'Click Here' to this item. The menu items are as follows:

- HMO
  - [1 Claim Processing Time](#)
  - [3 Summary Liability Report](#)
  - [4 Summary IBNR Report](#)
  - [5 Risk Exclusion Report](#)
  - + [9 Top 10](#)
    - [14 Provider Type/Specialty BenchMark](#)
    - [15 Summary of Health Plan Claims](#)
    - [16 Expense Distribution](#)
    - [18 Risk Index](#)
    - [19 Reinsurance Report](#)
    - [20 Claim Exclusion Report](#)
    - [21 Appendix B Chargeback Report](#)
    - [24 Duplicate Claims Exclusion Report](#)
    - [25 BCBS-IL Provider Quality Initiative Reports](#)**
      - [25.1 Preventive Care Management](#)
        - [25.1.1 Preventive Care Management Summary Report](#)
        - [25.1.2 Preventive Care Management Member Detail Report](#)

Click on “**25.1 Preventive Care Management**” to Navigate/Expand the selection

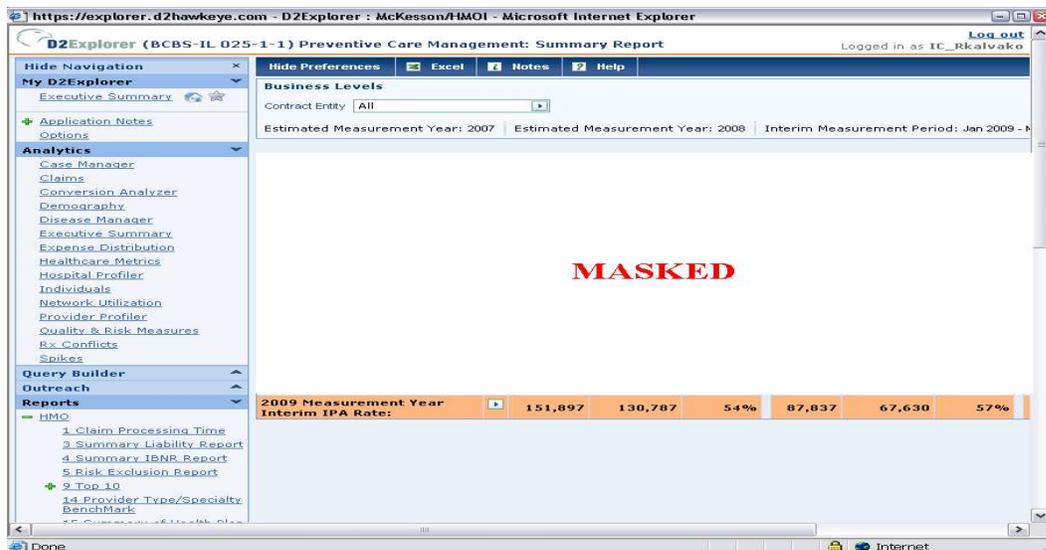


## 2.2 Summary Reports

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.

2009 Measurement Year Interim IPA Rate:	<b>Cervical Cancer Screening Women(21-64)</b>	35,176	53%	85,786	70,494	55%	38,395
	Meeting Criteria						
	Not Meeting Criteria						
	% Meeting Criteria						
	<b>Breast Cancer Screening Women(40-69)</b>						
	Meeting Criteria						
	Not Meeting Criteria						
	% Meeting Criteria						
	<b>Colorectal Cancer Screening Adult(50-75)</b>						
	Meeting Criteria						
	Not Meeting Criteria						
	% Meeting Criteria						

Hover Over

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

### 2.4 Downloading Member Data as CSV

Click “Send to CSV”



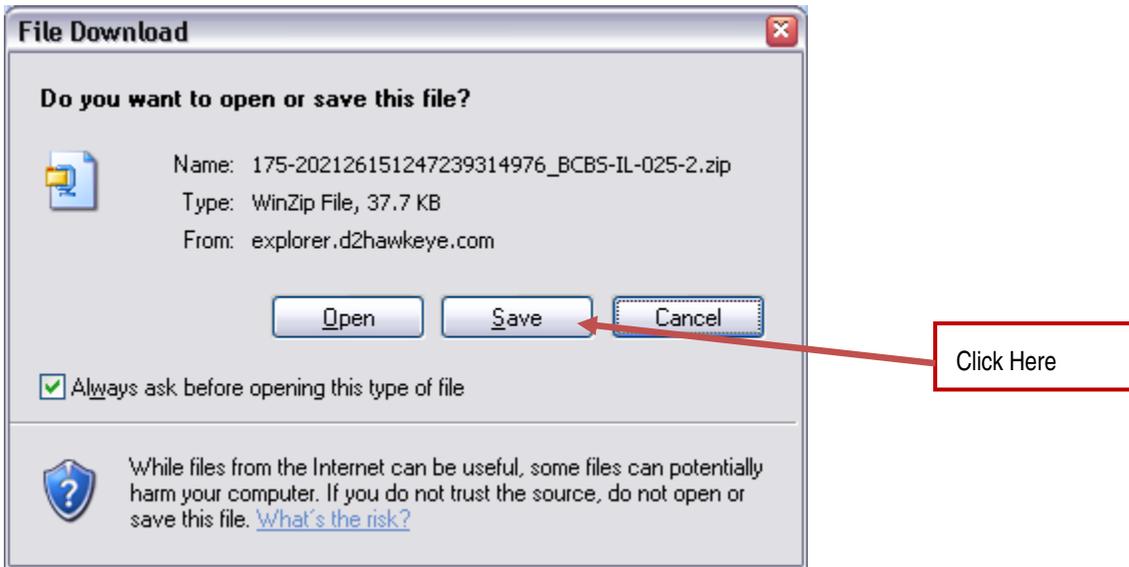
Click Here

You will see this screen.

Click on “Please Click here to download the CSV” hyperlink

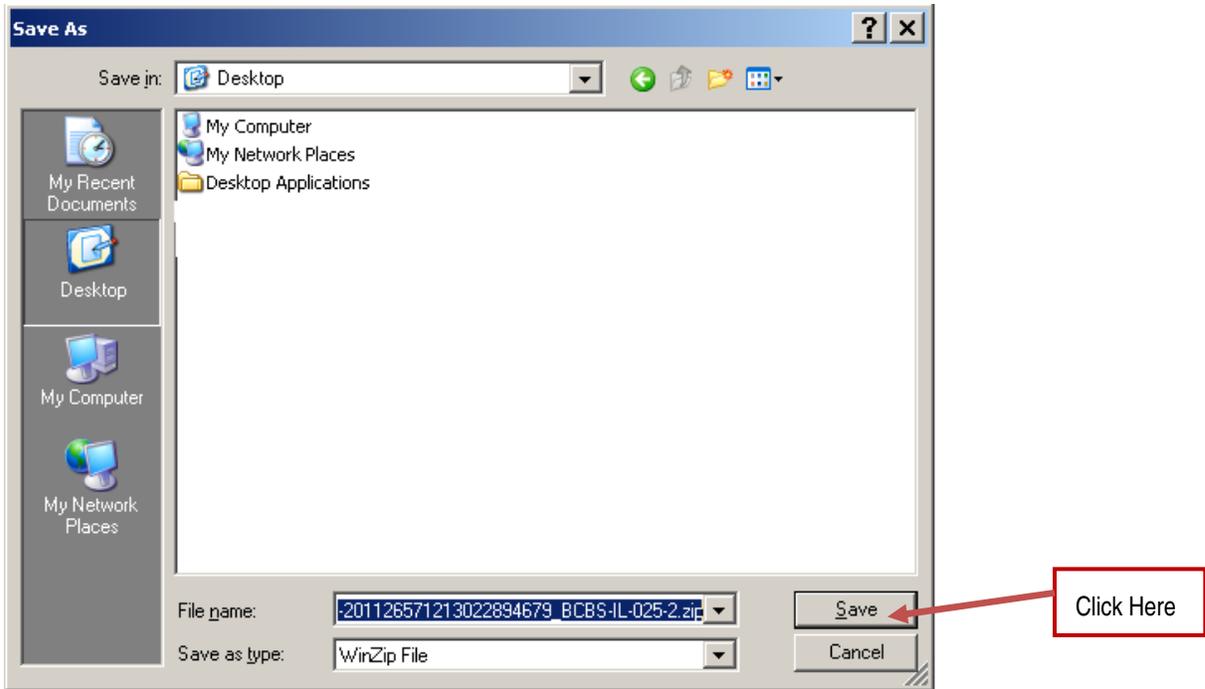


Click “Save”



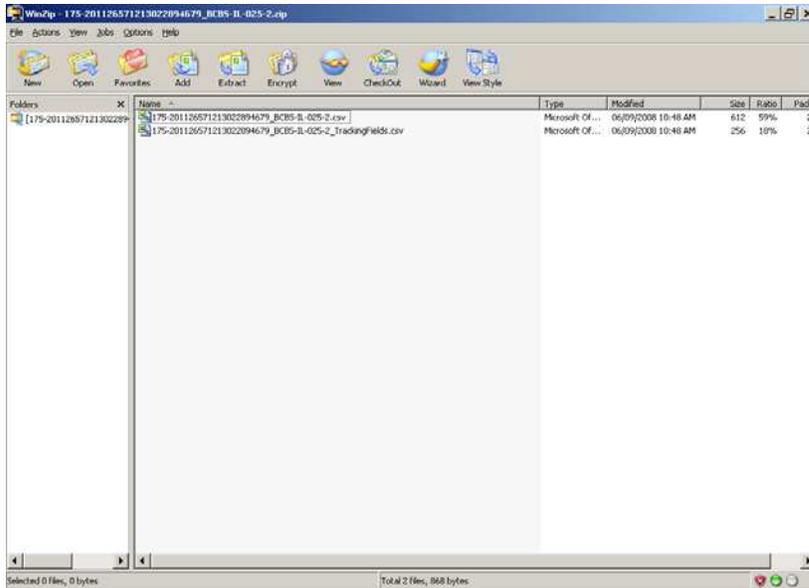
Save in your desired location – in this particular example “Desktop”

Click “Save”



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

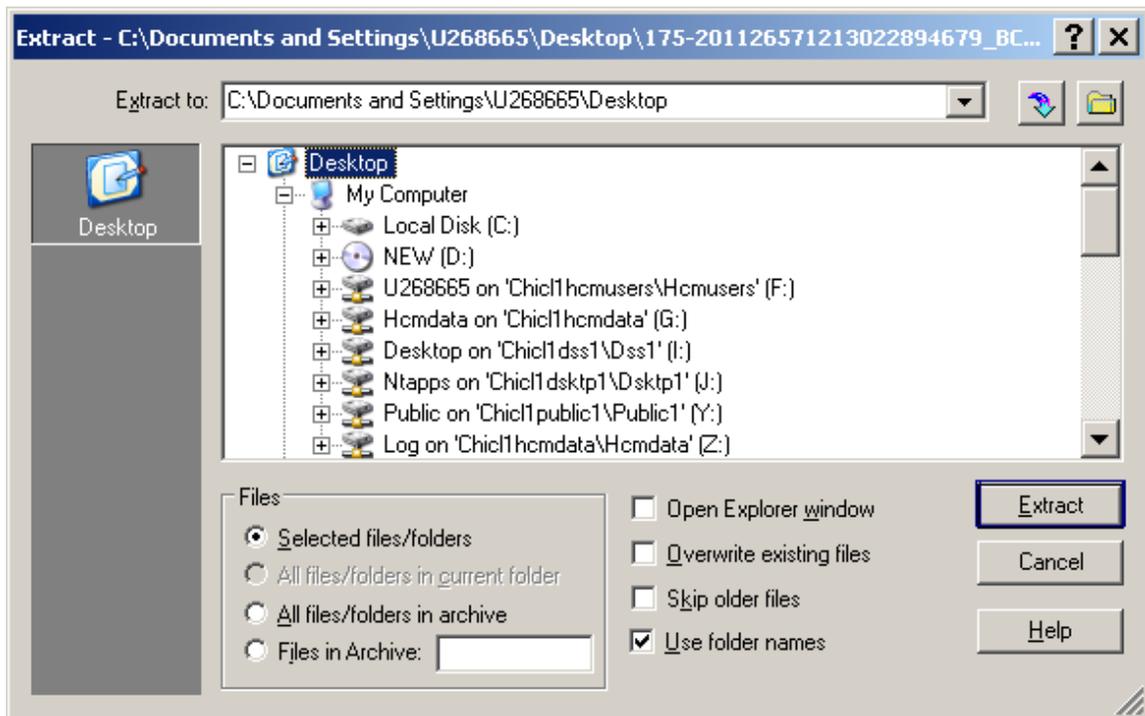




Highlight the CSV file and click “**Extract**”



Click “**Extract**”



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

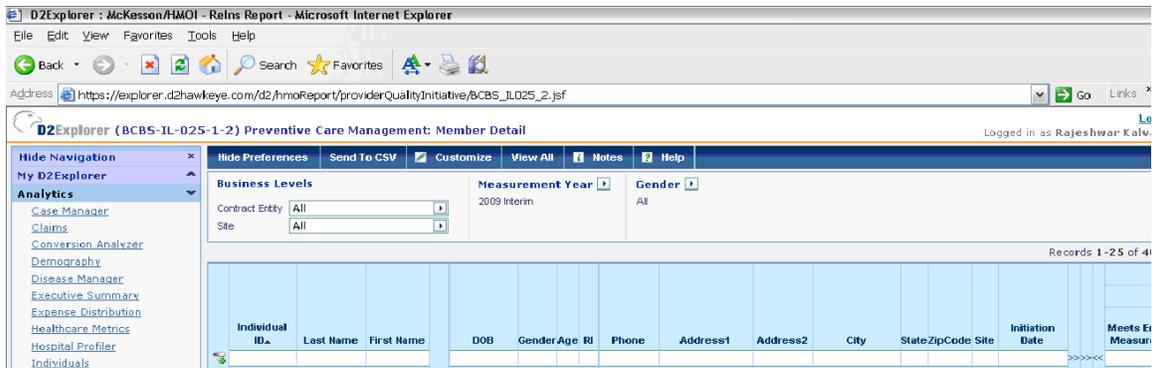


## 2.5 Member Data from (E001) Executive Summary/ Standard Report/HMO/ 25 BCBS-IL Provider Quality Initiative Report

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”



Select "Contract Entity"

Select "Site"

Select all the Business Levels as necessary

<b>Business Levels</b> Contract Entity: All Site: All	<b>Measurement Year</b> ▾ 2009 Interim	<b>Gender</b> ▾ All
---	---	------------------------

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

Hide Preferences	<b>Send To CSV</b>	<input checked="" type="checkbox"/> Customize	View All	Notes	Help
<b>Business Levels</b> Contract Entity: All Site: All	<b>Measurement Year</b> ▾ 2009 Interim	<b>Gender</b> ▾ All			

Click Here

Click "Customize" to customize the view.

Hide Preferences	Send To CSV	<input checked="" type="checkbox"/> <b>Customize</b>	View All	Notes	Help
<b>Business Levels</b> Contract Entity: All Site: All	<b>Measurement Year</b> ▾ 2009 Interim	<b>Gender</b> ▾ All			

Click Here

Select or Unselect the fields based on your criteria and Click "Apply"

**Form Customization**

<input checked="" type="checkbox"/> Individual ID	<input checked="" type="checkbox"/> Last Name
<input checked="" type="checkbox"/> First Name	<input checked="" type="checkbox"/> DOB Date Of Birth
<input checked="" type="checkbox"/> Gender	<input checked="" type="checkbox"/> Age
<input checked="" type="checkbox"/> RI Risk Index	<input checked="" type="checkbox"/> Phone
<input checked="" type="checkbox"/> Address1	<input checked="" type="checkbox"/> Address2
<input checked="" type="checkbox"/> City	<input checked="" type="checkbox"/> State
<input checked="" type="checkbox"/> ZipCode	<input checked="" type="checkbox"/> Site
<input checked="" type="checkbox"/> Initiation Date	<input checked="" type="checkbox"/> Meets Enrollment Measure Criteria Cervical Cancer Screening - meets enrollment criteria
<input checked="" type="checkbox"/> Meets Numerator Criteria Cervical Cancer Screening - meets numerator criteria	<input checked="" type="checkbox"/> Meets Denominator Criteria Cervical Cancer Screening - meets denominator criteria
<input checked="" type="checkbox"/> Meets Enrollment Measure Criteria Breast Cancer Screening - meets enrollment criteria	<input checked="" type="checkbox"/> Meets Numerator Criteria Breast Cancer Screening - meets numerator criteria
<input checked="" type="checkbox"/> Meets Denominator Criteria Breast Cancer Screening -	<input checked="" type="checkbox"/> Meets Enrollment Measure Criteria Colorectal Cancer Screening -

Buttons: Apply, Save, Reset, Cancel

Using Filters to filter data

- Save Filter
- Apply Filter
- Reset Filter

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

Individual ID▲	Last Name	First Name	DOB	Gender	Age	RI	Phone	Address1	Address2	City	State	ZipCode	Site	Initiation Date
000000187														

If needed, to save the filter “Click Save Filter”

- Save Filter
- Apply Filter
- Reset Filter

Click on “VMR” to view “Virtual Medical Record.”

Hide Preferences Send To CSV  Customize View All Notes Help

**Business Levels**

Contract Entity: All  
 Site: All

Measurement Year: 2009 Interim  
 Gender: All

Individual ID	Last Name	First Name	DOB	Gender	Age	RI	Phone	Address1	Address2	City	State	ZipCode	Site	Initiation Date
9999999999	ABC	XYZ		VMR			Available		Not Available	CHICAGO	IL	60617		

Click Here

You should see this screen “Individual Dashboard(949) Virtual Medical Record”

D2Explorer: McKesson/HMOI - Reins Report - Microsoft Internet Explorer

Address: https://explorer.d2hawkeye.com/d2/hmoReport/providerQualityInitiative/BCBS\_IL025\_2.jsf

D2Explorer Individual Dashboard: (949) Virtual Medical Record

Service Period: ALL

ID: MASKED	Total Paid: \$4,323.73	# of ER Visits: 0	CM Status: N
Name: MASKED	Medical Paid: \$4,323.73	# of Admissions: 0	DM Status: N
Status: Current / Employee	Pharmacy Paid: \$0.00	# of Office Visits: 5	
Age/Gender: 35/F	Highest Paid Diag: Gynecological Disorders	# of Scripts: 0	
RUCOI: 10	2nd Highest Paid Diag: Routine Examinations	ALOS: 0.0 days	

Summary Gaps/Risks Clinical Event Chart VMR Biometrics/Labs Trend HAS

Member Last Name	Member First Name	DOB	Employer Group Code	Claim Type	Site	Claim Number	Service Date	Provider	Provider Id	Specialty	Diagnosis 1 ICD9	Description	Proc Code/NDC	Procedure/Drug	Service
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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”

Business Levels

Contract Entity: All

Estimated Measurement Year: 2007 | Estimated Measurement Year: 2008 | Interim Measurement Period: Jan 2009 - Apr 2009

Click here to expand and make 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”

Close Hide Preferences Send To CSV  Customize View All Notes Help

**Business Levels**

Contract Entity: All  
 Site: All

Measurement Year: 2009 Interim  
 Gender: Female

Click here to expand and make your selection

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

<b>Department</b>	<b>Contact</b>	<b>Email Address</b>	<b>Specific Issues</b>	<b>Phone Number</b>
HCM QI/Research & Analytics	Rajeshwar Kalvakota	Rajeshwar_kalvakota@bcbsil.com	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

**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**