

4755 S. 44th Place
Phoenix, AZ 85040



Welcome to the Provider Report Management Tool

This secure online tool gives you direct access to provider reports. To determine if you or providers in your group have reports available, please log on to the secure provider web portal at www.MercyCareAZ.org. The [Mercy Care Web Portal](#) link is located at the top right of the home page.

See the enclosed quick reference guide to help you use the Provider Report Management Tool. Once in the tool, select options in the drop-down menus as follows:

- Report Selection OPTIONS:
 - Provider – name of the provider
 - Report Type – type of report you would like to view or download
 - Report Period – reporting period you would like to view or download

The search results will populate and filter automatically depending on the options selected.

Note: In some cases, individual provider reports roll up to the practice level. You can select the practice from the provider drop-down to see if respective reports are available.

- Report Selection RESULTS
 - Available reports are displayed as hyperlinks directly beneath the results section
 - Clicking on a report name hyperlink will give you the option to open or save the report

Note: In some cases, report search results may include additional documentation such as report instructions or guides. When reviewing results, please be sure to review any supplemental materials.

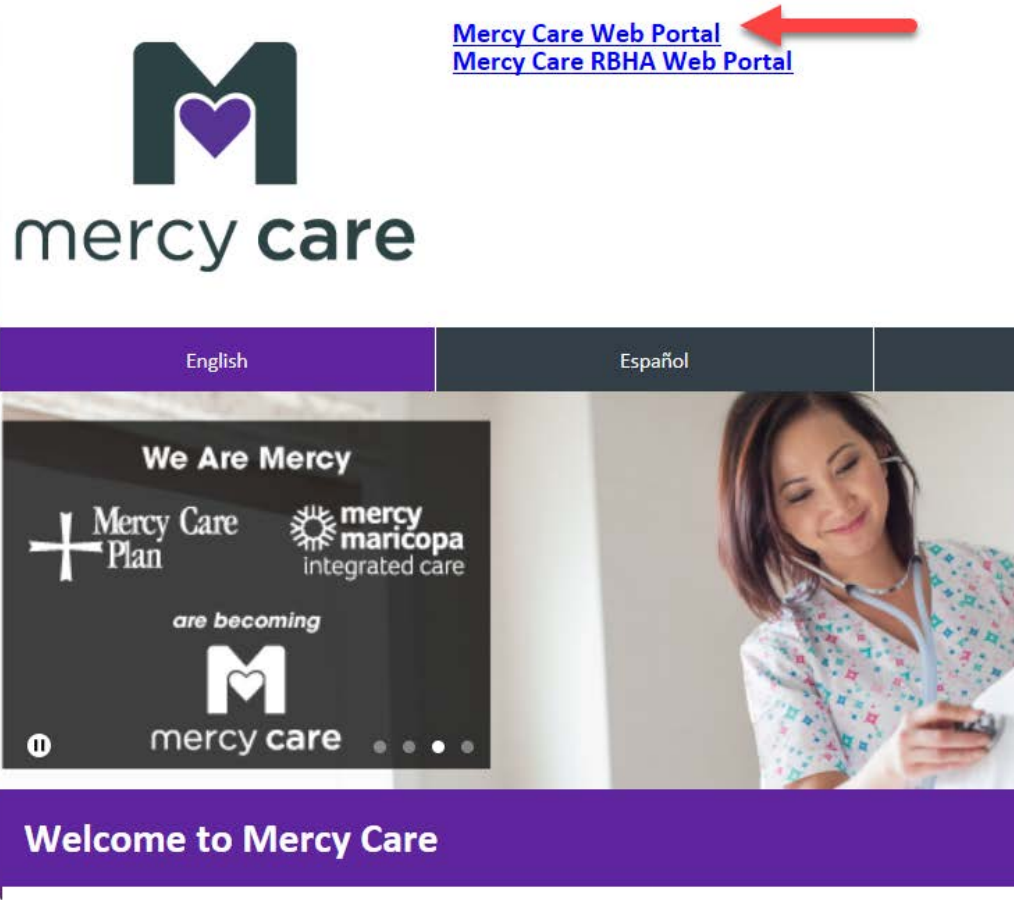
For additional information such as preventive health resources and health plan contacts, see the links on the left of the Provider Reports Tool webpage.

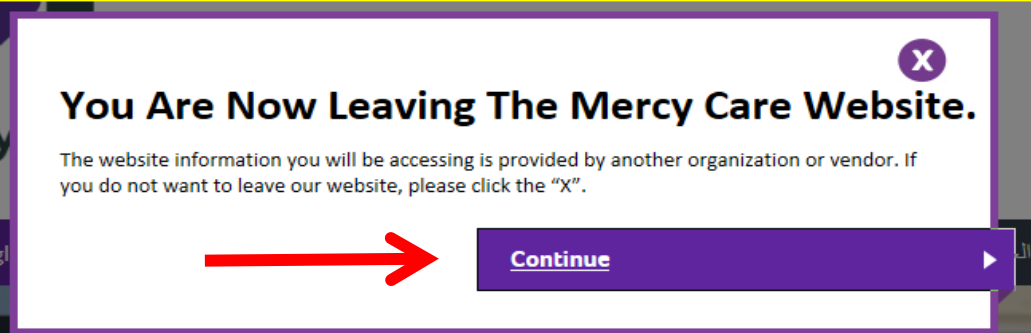
Questions

If you have questions about the Provider Report Management Tool or your reports, please contact your Provider Relations representative. If you do not know who your provider relations representative is, please go to www.MercyCareAZ.org and utilize the [Find your Provider Representative](#) link under the Provider Tab.

Accessing Gaps in Care Reports within Provider Deliverable Manager

NOTE: You must have access to the *Mercy Care Web Portal*, the secure provider web portal located on the Mercy Care website (<https://www.mercycareaz.org/>), in order to access the Provider Deliverable Manager. A registration form to obtain access is located under forms for all Mercy Care Plans.

<p>Mercy Care Website</p> <p>To access the Mercy Care Plan website, click the link listed here: https://www.mercycareaz.org</p> <p>Once you are on the Mercy Care web page, you can access the Mercy Care Web Portal by selecting the Mercy Care Web Portal link.</p>	
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<p>You will receive a notification that you are leaving the Mercy Care Website.</p> <p>Choose “Continue” to reach sign in page.</p>	
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Sign In Page

Enter your **User Name** and **Password** in the appropriate fields.

Click on the **“Sign In”** button to open the Portal Welcome Page.

User Name

[I have forgotten my user name](#)

Password

[I have forgotten my password](#)

Sign In

Why register for this secure web portal?

Whether you are a member or provider, you'll find helpful information and resources within this section of our Web site. In a secured environment, you can review your claims or authorizations, validate member eligibility or submit requests. We invite you to register and learn more about what the secure web portal can offer you. If you are already registered, please Sign In.

Please register if you are a current provider or member and wish to access your account.

Register now as
PROVIDER

Register now as
MEMBER

At the bottom of the screen choose **“Provider Deliverable Manager (with Provider Report Management Tool)”** link to access your reports.

My Account

User Details
Provider Details
Change Password
Change Secret Question
Inbox
Attachments

Tasks

Authorization Search
Claims Search
Search Remittances
Search Members
Panel Roster
Search Providers

Health Tools

PA Requirement Search Tool
Case Management
ALTCS
Clear Claim
Provider Deliverable Manager (with Provider Report Management Tool)
Register for EFT
Register for ERA
Business Intelligence Reports

Important Links

Authorization Submission User Guide
FAQ
Disclaimer
Sitemap
Referrals and Authorizations

Contact Us

Mercy Care Plan/Mercy Care Advantage at (602) 263-3000 or (800) 624-3879
TTY/TDD = 711
You can contact us click here.

Choose “**HEDIS Gaps in Care**” from the drop down list

Provider Report > External Provider Report

Welcome:
Provider:

Welcome to the Mercy Care & Mercy Care Advantage Provider Reports Tool. For help and other instructions, please click here.

The following reports are available for the health plan. All of these may not be available to you.

Report Name	Report Description
Census Activity Admits	Patient Admission list includes attributed members who show an authorization within the previous rolling 30 days for an inpatient admission.
Census Activity ED Visits	Emergency Department visit list includes attributed members who show a claim within the previous rolling 30 days for emergency department services.
Gaps in Care Billing Guide	The Gaps in Care Technical Specifications and CPT Billing Guide from HEDIS is a comprehensive guide that contains important information about each measure, care and services needed, and corresponding billing codes.
HEDIS Gaps in Care	Report containing a summary of your group performance by product line in each HEDIS measure applicable to your practice, a detailed list of the members assigned to your panel that are still in need of care-services by a primary care provider-specialist.
PCMH Care Management Capitation	PCMH care management capitation.

Report Selection Options

Provider:

Report Type: **HEDIS Gaps in Care**

Report Period: --Select Period--

Provider Tool Links

- Provider Outreach Manual: Medicare Advantage Part C STAR Measures
- Gaps in Care Technical Specifications and PCP Billing Guide 2018

Contact Us:
If you have questions about the Provider Reports Tool or your individual reports, please contact Mercy Care Provider Relations at: 1-800-624-3879, Express Service Code 831.

Choose HEDIS Gaps in Care from drop down list

Choose the report you want to view and double click on the report to access the report.

Reports

- 2017-07 (Monthly) HEDIS Gaps in Care for
- 2017-08 (Monthly) HEDIS Gaps in Care for
- 2017-09 (Monthly) HEDIS Gaps in Care for
- 2017-10 (Monthly) HEDIS Gaps in Care for
- 2017-11 (Monthly) HEDIS Gaps in Care for
- 2017-12 (Monthly) HEDIS Gaps in Care for
- 2018-01 (Monthly) HEDIS Gaps in Care for
- 2018-02 (Monthly) HEDIS Gaps in Care for
- 2018-03 (Monthly) HEDIS Gaps in Care for

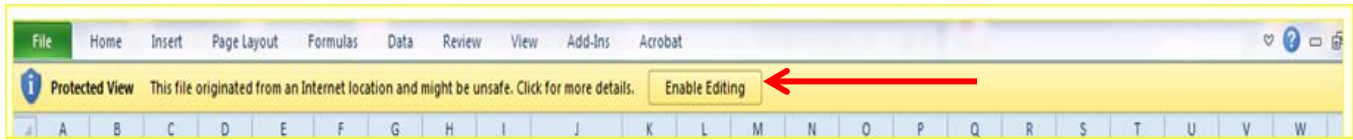
Next, you will see this notification:

Do you want to open or save MCRP_2018-03_MGIC_PROV000018497.xlsx (2.68 MB) from medicaidportal.aetna.com?

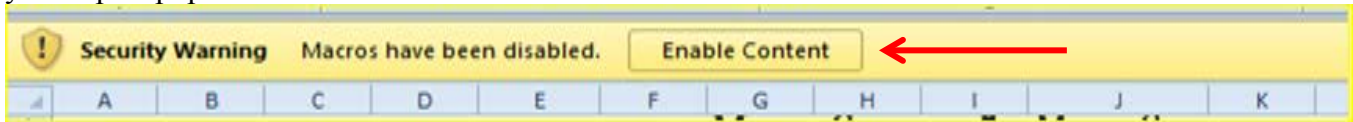
Open Save Cancel X

Choose “**Open**” and your report will download.

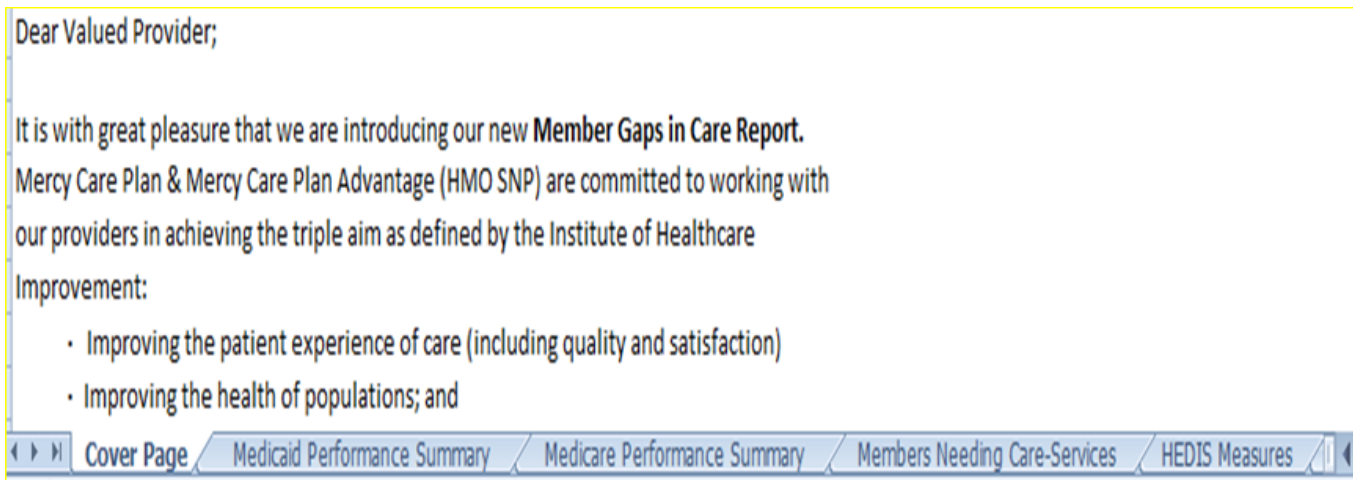
After your report has downloaded you will see at the top of the report a yellow bar, you must choose **“Enable Editing”**



Next, you will see another yellow bar at the top of the report. You must choose **“Enable Content”** so your report populates with content



Next, your report will open to Tab 1 the Cover letter



You can save the report and manipulate it however you would like.
If you want to print the report, you may want to configure parameters before printing.