
PROVIDER PORTAL - MEMBER EVENTS – GAP STATUS FEATURE

This is a new feature, which allows users to Address Gaps in real time and remove members from Gap Opportunities for a set period of time.

Log in to PROVIDER PORTAL

1. On your computer, go to <https://prtl-intz.inteligenz-cloud.com>
2. Enter your inteligenz account Username and Password
3. Click the green **Log In** button

You can also

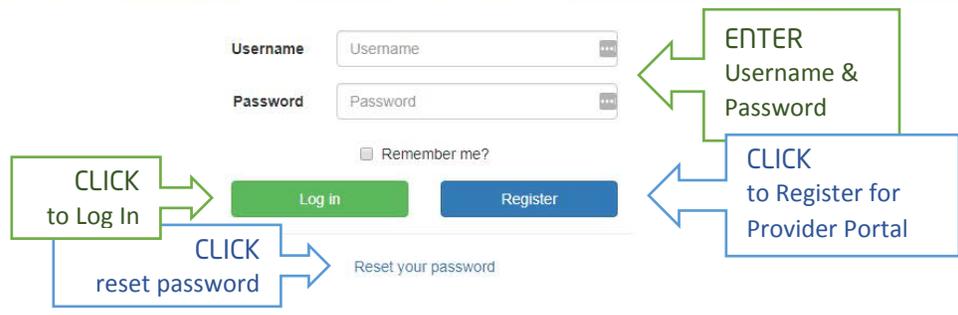
- Reset your password from this same location @ <https://portal.inteligenz.com/Account/Reset>
- Register for Provider Portal from this same location @ <https://portal.inteligenz.com/Account/Register>



DECLARATION

I attest that the login information I have entered is unique to me as an authorized user for my practice/employer; no other persons are authorized to use my login information to access protected health information hosted on this website; I am responsible for all activity that occurs while logged into this website.

I understand I am authorized to view, access, and use only the protected health information of those individuals who are patients of my practice/employer and which is necessary for me to perform certain job duties as permitted by the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) (45 C.F.R. 164.500 et. seq.). I agree to not request or view any protected health information I am not authorized to view, access, or use. My failure to abide by this declaration may result in civil and criminal penalties against me and my practice/employer.



Navigate to: PROVIDER Metrics Scorecard

INTZDEMO
HEALTH PLANS

Demo HG (OHP) | Navigate | Fahlgren, Lillun Lillen (9912171360) | Use NPI Registry

You have 335 new actionable member changes since your last login

There are 261 new actionable member changes in the last 7 days

Metrics Manager

- Provider Metrics Scorecard
- Community Metrics Scorecard
- Patient Point-of-Care Tools
- Incentive Estimator
- About Demo HG (OHP)

CLICK →

CLICK on Gap Opportunities for any measure to view member detail and Address Gaps

Provider Metrics Scorecard Select Actionable Date Range Export 2018

Measure	Num.	Denom.	Current	Target	Gap To Target	Actionable Members (8-20 to 8-27)	Gap Opportunities	Addressed	Reopened
Adolescent Well-Care Visits	33	148	22.3%	>66.0%	✘ 65 Well-Care VI...	103 Members	111 Members	0 Members	0 Members
Alcohol or Other Substance Misuse (SB...	23	1,067	2.2%	>12.0%	✘ 106 Screened Mem...	655 Members	896 Members	0 Members	0 Members
Ambulatory Care: Emergency Department...	469	12.59	37.24	<44.20	✔ -88 ED Visits	247 Members	0 Members	0 Members	0 Members
Colorectal Cancer Screening	109	303	36.0%	>54.0%	✘ 55 Screenings	194 Members	0 Members	0 Members	0 Members
Dental Sealants	12	112	10.7%	>22.9%	✘ 14 Members With...	96 Members	0 Members	0 Members	0 Members
Developmental Screening (0-36 months)	1	17	5.9%	>74.0%	✘ 12 Members Scre...	16 Members	15 Members	0 Members	0 Members
Disparity: ED Utilization with Mental...	140	2.09	66.86	<92.90	✔ -55 ED Visits	57 Members	61 Members	0 Members	0 Members
Effective Contraceptive Use	119	321	37.1%	>50.0%	✘ 42 Members With...	175 Members	194 Members	0 Members	0 Members
Follow-up After Hospitalization for M...	4	5	80.0%	>82.7%	✘ 1 Discharges w...	0 Members	1 Members	0 Members	0 Members
Health Assessments Within 60 Days for...	1	2	50.0%	>90.0%	✘ 1 Assessed Mem...	1 Member	1 Members	0 Members	0 Members

Click on link →

CLICK on Address Gap button to view options

Show 10 entries Search:

Adolescent Well-Care Visits Gaps Metric Gaps Export 2018

Member #	Member Name		
XXAA526284	Charles, Lillemor		Address Gap
Metric Evidence Age As Of 2018-12-31: 19 Member Months: 7.87 Gap Count: 0 Gap Days: 0 Last PCP Visit Date: 2017-08-25			
XXAK810867	Charles, Vilhelm	2001-08-14	Address Gap

Click on Addressed Gap button

1. **CLICK** on Addressed Gap button
2. **CLICK** button for event types of Appointment, Service or Referral
3. **ENTER** date of
 - a. Appointment for today or in the future
 - b. Service performed for today or in the past
 - c. Referral made for today or in the past
4. **ADD** comments or other useful info, e.g. name of the provider for the appointment, service or referral

Show 10 entries Search:

Adolescent Well-Care Visits Gaps Metric Gaps Export 2018

Member #	Member Name		
XXAA526284	Charles, Lillemor		Address Gap
Metric Evidence Age As Of 2018-12-31: 19 Member Months: 7.87 Gap Count: 0 Gap Days: 0 Last PCP Visit Date: 2017-08-25			
XXAK810867	Charles, Vilhelm		Address Gap
XXAT801313			Address Gap
XXBF208359			Address Gap
XXBH60			Address Gap
XXBH80			Address Gap
XXBJ80			Address Gap
XXBV132253	Aamo, Jadwiga Brage		Address Gap
XXCD624396	Myhre, Tone	1999-07-07	Address Gap

Record Event for Charles, Lillemor (XXAA526284)

Appointment scheduled
 Service performed and claim has been submitted
 Referral made for service

Appointment Date:

Comment:

OK Cancel

1. Click on Addressed Gap button

2. Click on event type

3. Enter date of event type

4. Add comments related to event type

Receive **Notification** of gap status successfully updated

Continue Addressing Gaps

Show **10** entries Search: Success: Gap status updated. X

Adolescent Well-Care Visits Gaps Metric Gaps Export 2018

Member #	Member Name	DOB	
XXBH601105	Kaczmarek, Knútur Yvonne	2001-11-10	Address Gap
XXBH888641	Salonen, Roosa Asko	2005-04-15	Address Gap
XXBJ805352	Valkama, Ylva Asko	1999-10-14	Address Gap
XXBV132253	Ágústsson, Henryk Isabel		Address Gap
XXCD624396	Ozdowski, Boye		Address Gap
XXCD729430	Janosik, Ragna Isabel	2001-03-26	Address Gap

Notification

Continue Addressing Gaps

Return to Provider Metrics Scorecard

Addressed gaps are re-opened per the below pre-defined time limits

APPOINTMENT SCHEDULED -> 90 DAYS [future]

SERVICE PERFORMED -> 45 DAYS [past]

REFERRAL MADE -> 90 DAYS [past]

CLICK on Addressed or Reopened for any measure to view member detail and Address Gaps

Provider Metrics Scorecard Select Actionable Date Range Export 2018

Measure	Num.	Denom.	Current	Target	Gap To Target	Actionable Members (8-21 to 8-28)	Gap Opportunities	Addressed	Reopened
Adolescent Well-Care Visits	33	148	22.3%	>66.0%	65 Well-Care Vi...	102 Members	102 Members	7 Members	2 Members
Alcohol or Other Substance Misuse (SB...	23	1,067	2.2%	>12.0%	106 Screened Mem...	655 Members	896 Members	0 Members	0 Members
Ambulatory Care: Emergency Department...	469	12.64	37.11	<44.20	-90 ED Visits	227 Members	247 Members	0 Members	0 Members
Colorectal Cancer Screening	109	303	36.0%	>54.0%	55 Screenings		189 Members	3 Members	2 Members
Dental Sealants	12	111	10.8%	>22.9%	14 Members With...			5 Members	0 Members
Developmental Screening (0-36 months)	1	17	5.9%	>74.0%	12 Members Scre...		15 Members	0 Members	0 Members
Disparity: ED Utilization with Mental...	140	2.10	66.64	<92.90	-56 ED Visits	57 Members	61 Members	0 Members	0 Members
Effective Contraceptive Use	119	322	37.0%	>50.0%	42 Members With...	174 Members	194 Members	0 Members	0 Members
Follow-up After Hospitalization for M...	4	5	80.0%	>82.7%	1 Discharges w...	0 Members	1 Members	0 Members	0 Members
Health Assessments Within 60 Days for...	1	2	50.0%	>90.0%	1 Assessed Mem...	1 Member	1 Members	0 Members	0 Members

Click on link

1. **CLICK** on event type or edit icon
2. **CHOOSE** from available options
 - a. **EDIT** previously entered gap status
 - b. **CANCEL** previously entered gap status
 - c. **DELETE** previously entered gap status
3. **CLICK 'OK'**

Colorectal Cancer Screening Gaps **Addressed Gaps** Export 2018

Member #	Member Name	DOB	Status	Expected Resolution
XXAO756614	Mirowski, Inga-Lill H		Appointment scheduled	2018-12-04
XXAO822421	Krakowski, Ale	66-11-23	Edit Event Cancel Event Delete Event	2018-10-05
XXAY417300	Westerholm, Jes Danny			2018-10-05

Showing 1 to 3 of 3 entries
[Previous](#) [Next](#)

Annotations: 1. Click on event type (points to 'Appointment scheduled'), 2. Choose option (points to 'Edit Event', 'Cancel Event', 'Delete Event')

Adolescent Well-Care Visits Gaps **Expired Gaps** Export 2018

Member #	Member Name	DOB	Status	Expected Resolution
XXBF208359	Paleta, Mielikki Lillen	1997-05-30	Service performed	2018-08-16

Metric Evidence
 Age As Of 2018-12-31: 21
 Member Months: 7.61
 Gap Count: 1
 Gap Days: 7
 Last PCP Visit Date: 2012-04-19

Address Gap At
 Service performed: Martin
 Comment: we saw t

Showing 1 to 1 of 1 entries
[Previous](#) [Next](#)

Record Event for Paleta, Mielikki Lillen (XXBF208359)

Appointment scheduled
 Service performed and claim has been submitted
 Referral made for service

Service Date: 08/23/2018

Comment: we saw this patient again last week, and claim billed to CCO

Annotations: Edit give user the ability to change previously entered data (points to 'Service performed and claim has been submitted'), Click on OK (points to 'OK' button)

Adolescent Well-Care Visits Gaps Addressed Gaps Export 2018

Member #	Member Name	DOB	Status	Expected Resolution
XXAA5267	Metric	1999-10-10	Appointment scheduled	2018-12-04
			Edit Event Cancel Event Delete Event	

Cancel returns an event to the Gap Opportunity list

Cancel Event for Holmbeck, Isak (XXAA526284)

Canceling an event returns the gap to the Gap Opportunity list but retains the info on the event.

Comment: Patient did not show up for appointment

Click on OK

Gap Days: 0
Last PCP Visit Date: 2017-08-25

Address Gap Activities

Appointment scheduled: 2018-09-05; Submitted: 2018-08-27 by: Nikki Martin
Comment: Patient called and rescheduled to 9-5-18

Appointment scheduled: 2018-08-30; Submitted: 2018-08-27 by: Nikki Martin
Comment: Called patient and made appointment for this week.

Canceled: 2018-08-27 by: Nikki Martin
Cancel Comment: Replaced by Appointment scheduled

XXAK810867 Holmbeck, Herkko 2001-08-22

Adolescent Well-Care Visits Gaps Addressed Gaps Export 2018

Member #	Member Name	DOB	Status	Expected Resolution
XXAK810867	Holmbeck, Herkko	2001-08-22	Appointment scheduled	2018-11-27
XXAT801313	Tarnowski, Pertti Anelise	2004-10-15	Service performed	2018-10-05
XXBF		1997-06-05	Service performed	2018-10-07
XXBL		1999-10-14	Edit Event Cancel Event Delete Event	2018-12-04

Delete removes the information for an event from the patients' record

Delete Event for Johansen, Zaneta Kate (XXBF208359)

Deleting an event removes the info of the event from the member's record (e.g., when the event was added to the wrong member).

Comment:

Click on OK

Gap Days: 0
Last PCP Visit Date: 2017-09-14

Address Gap Activities

Appointment scheduled: 2018-09-05; Submitted: 2018-08-28 by: Nikki Martin
Comment: patient called and we made appointment for 9-5-18

XXCR620146 Callander, Max Phillip 1999-07-23

XXDM356494 Hyland, Petrus Serafina 1999-02-21

Showing 1 to 6 of 6 entries

Adolescent Well-Care Visits Gaps **Addressed Gaps** Export 2018

Member #	Member Name	DOB	Status	Expected Resolution
XXBF208359	Johansen, Zaneta Kate	1997-06-05	Service performed	2018-10-08
XXBJ805352	Valkama, Ylva Asko	1999-10-14	Appointment scheduled	2018-12-03

Metric Evidence

Age As Of 2018-12-31: 19
 Member Months: 7.87
 Gap Count: 0
 Gap Days: 0
 Last PCP Visit Date: 2017-09-14

Address Gap Activities

Appointment scheduled: 2018-09-04; Submitted: 2018-08-28 by: Nikki Martin
 Comment: rescheduled patient

Appointment scheduled: 2018-09-05; Submitted: 2018-08-28 by: Nikki Martin
 Comment: patient called and we made appointment for 9-5-18

Canceled: 2018-08-28 by: Nikki Martin
 Cancel Comment: Replaced by Appointment scheduled

Most recent edit on top

Editing
 An event preserves all prior information and adds a new event entry.
 Patient stays in Addressed Gap list if pre-defined time limits are entered.

Adolescent Well-Care Visits Gaps **Metric Gaps** Export 2018

Member #	Member Name	DOB	
XXDM356494	Hyland, Petrus Serafina	1999-02-21	Address Gap

Metric Evidence

Age As Of 2018-12-31: 19
 Member Months: 7.87
 Gap Count: 0
 Gap Days: 0

Address Gap Activities

Service performed: 2018-08-14; Submitted: 2018-08-28 by: Nikki Martin
 Comment: service was performed about a week ago

Canceled: 2018-08-28 by: Nikki Martin
 Cancel Comment: this did not qualify for metrics

Cancelling
 An event preserves all prior information and appends the cancellation information.
 Patient returns to Gap list.

XXQV923649	Hyland, Hermundur Siv		Address Gap
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Show 10 entries

Search:

Colorectal Cancer Screening Gaps Metric Gaps Export 2018

Member #	Member Name	DOB
XXAO822421	Krakowski, Ale	1966-11-23

Address Gap

Metric Evidence

- Age on Dec 31: 52
- Previous Year Gaps: 0
- Previous Year Gap Days: 0
- Metric Year Gaps: 0
- Metric Year Gap Days: 0

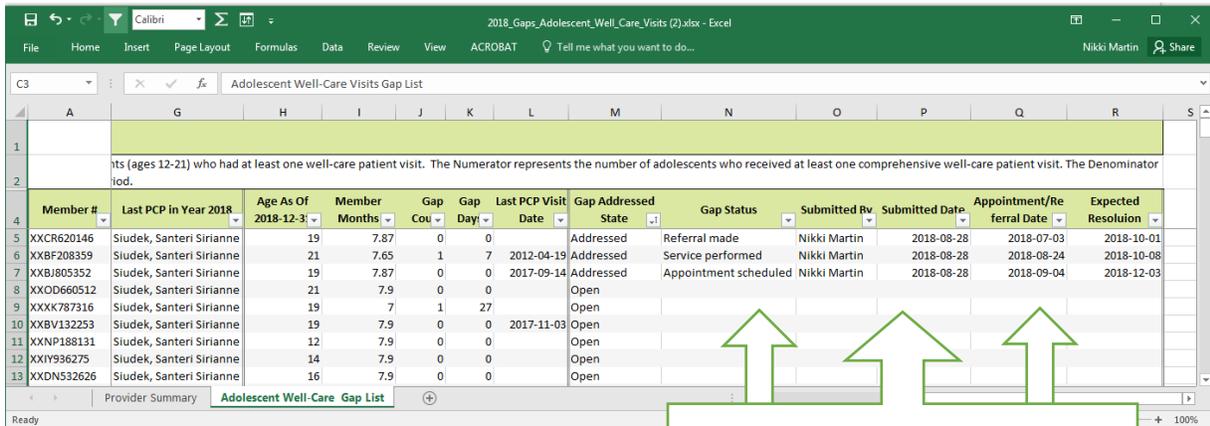
Address Gap Activities

- Deleted: 2018-08-28 by: Nikki Martin
- Delete Comment: Wrong member

Deleting
An event removes all prior information related to event deleted.
Patient returns to Gap list.

EXPORTING Gap Addressed information

The exported Member Gap lists now contain a summary of the most recently entered Appointment, Service or Referral

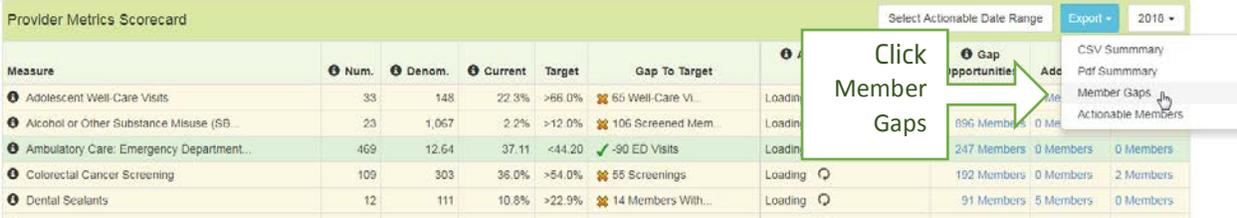


Member #	Last PCP in Year 2018	Age As Of 2018-12-31	Member Months	Gap Cou	Gap Day	Last PCP Visit Date	Gap Addressed State	Gap Status	Submitted By	Submitted Date	Appointment/Referral Date	Expected Resolution
XXCR620146	Sludek, Santeri Sirianne	19	7.87	0	0		Addressed	Referral made	Nikki Martin	2018-08-28	2018-07-03	2018-10-01
XXBF208359	Sludek, Santeri Sirianne	21	7.65	1	7	2012-04-19	Addressed	Service performed	Nikki Martin	2018-08-28	2018-08-24	2018-10-08
XXBJ805352	Sludek, Santeri Sirianne	19	7.87	0	0	2017-09-14	Addressed	Appointment scheduled	Nikki Martin	2018-08-28	2018-09-04	2018-12-03
XXOD660512	Sludek, Santeri Sirianne	21	7.9	0	0		Open					
XXKX787316	Sludek, Santeri Sirianne	19	7	1	27		Open					
XXBV132253	Sludek, Santeri Sirianne	19	7.9	0	0	2017-11-03	Open					
XXNP188131	Sludek, Santeri Sirianne	12	7.9	0	0		Open					
XXIY936275	Sludek, Santeri Sirianne	14	7.9	0	0		Open					
XXDN532626	Sludek, Santeri Sirianne	16	7.9	0	0		Open					

Summary of most recent events

Member Gap lists are exportable from four locations

1. Provider Metrics Scorecard



Provider Metrics Scorecard

Measure	Num.	Denom.	Current	Target	Gap To Target	Info	Export
Adolescent Well-Care Visits	33	148	22.3%	>86.0%	65 Well-Care Vi...	Loading	Member Gaps
Alcohol or Other Substance Misuse (5B ...	23	1,067	2.2%	>12.0%	106 Screened Mem...	Loading	Member Gaps
Ambulatory Care: Emergency Department...	469	12.64	37.11	<44.20	90 ED Visits	Loading	Member Gaps
Colorectal Cancer Screening	109	303	36.0%	>54.0%	55 Screenings	Loading	Member Gaps
Dental Sealants	12	111	10.8%	>22.9%	14 Members With...	Loading	Member Gaps

2. Gap Opportunities page, while Addressing Gaps

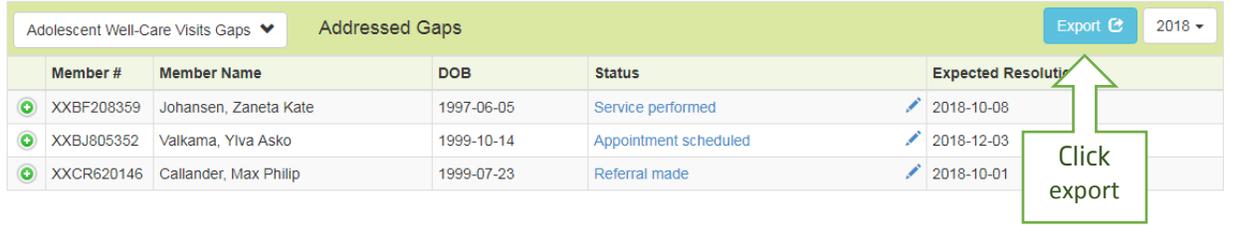


Show 10 entries

Adolescent Well-Care Visits Gaps Metric Gaps

Member #	Member Name	DOB	Action
XXAA526284	Holmbeck, Isak	1999-10-10	Address Gap
XXAK810867	Holmbeck, Herkko	2001-08-22	Address Gap
XXAT801313	Tarnowski, Pertti Anelise	2004-10-15	Address Gap

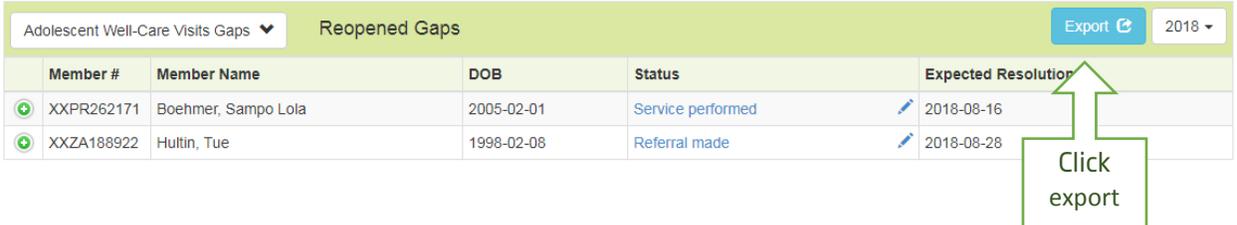
3. Addressed Gaps



Adolescent Well-Care Visits Gaps Addressed Gaps

Member #	Member Name	DOB	Status	Expected Resolution
XXBF208359	Johansen, Zaneta Kate	1997-06-05	Service performed	2018-10-08
XXBJ805352	Valkama, Ylva Askko	1999-10-14	Appointment scheduled	2018-12-03
XXCR620146	Callander, Max Philip	1999-07-23	Referral made	2018-10-01

4. Reopened Gaps



Adolescent Well-Care Visits Gaps Reopened Gaps

Member #	Member Name	DOB	Status	Expected Resolution
XXPR262171	Boehmer, Sampo Lola	2005-02-01	Service performed	2018-08-16
XXZA188922	Hultin, Tue	1998-02-08	Referral made	2018-08-28