

UHBI Provider Portal FAQ's for 09/2022

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Q: I can't log into my account.

A: make sure you're using the following link:

<https://provp.uhawe.com/Home/Landing>

Q: I'm locked out of my account.

A: Click the "Reset your password" icon on the login page:

Username

Password

Remember me?

[Reset your password](#)

*UHNC users cannot request a password change, but instead have the option to request the account be unlocked.

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Q: Where did the AOD measures go?

A: OHA updated the AOD measures to change them to SUD measures.

Provider Metrics Scorecard										
				Select Actionable Date Range		Provider		Export	2022	
Measure	Num.	Denom.	Current	Target	Gap To Target	Recent Gaps (8-30 to 9-06)	Total Gaps	Addressed	Reopened	
Cigarette Smoking Prevalence	18	94	19.1%	<31.0%	✓ -11 Members who ...	2 Members	17 Members	0 Members	1 Members	
Depression Screening and Follow-up Plan	2	86	2.3%	>29.2%	✗ 23 Members Scre...	6 Members	80 Members	0 Members	4 Members	
Diabetes: HbA1c Poor Control	4	11	36.4%	<41.1%	✓ -1 Members in P...	0 Members	4 Members	0 Members	0 Members	
Immunization: Adolescent (13YO) Combo 2	4	30	13.3%	>29.3%	✗ 5 Adolesc w/ L...	0 Members	25 Members	0 Members	0 Members	
Immunization: Childhood (2YO) Combo 3	3	14	21.4%	>59.1%	✗ 5 Children w/ ...	0 Members	11 Members	0 Members	0 Members	
Oral Evaluation for Adults with Diabetes	2	10	20.0%	>20.4%	✗ 0 Diabetics w/...	0 Members	8 Members	0 Members	0 Members	
Preventive Dental or Oral Health (1-5)	23	99	23.2%	>40.7%	✗ 17 Dental or Or...	0 Members	74 Members	0 Members	0 Members	
Preventive Dental or Oral Health (6-14)	82	212	38.7%	>50.9%	✗ 26 Dental or Or...	0 Members	128 Members	0 Members	0 Members	
SBIRT (EMR) Rate 1	23	162	14.2%	>39.9%	✗ 42 Screened Mem...	13 Members	139 Members	0 Members	0 Members	
SBIRT (EMR) Rate 2	0	1	0.0%	>25.3%	✗ 0 Members with...	0 Members	1 Members	0 Members	0 Members	
SUD .1 Initiation of Treatment - Adult	1	4	25.0%	>43.0%	✗ 1 SUD substanc...	0 Members	3 Members	0 Members	0 Members	
SUD .2 Engagement of Treatment - Adult	0	4	0.0%	>13.9%	✗ 1 SUD substanc...	0 Members	4 Members	0 Members	0 Members	
Timeliness of Postpartum Care	2	5	40.0%	>74.4%	✗ 2 Live Births ...	0 Members	2 Members	1 Members	0 Members	
Timeliness of Prenatal Care	3	7	42.9%	>80.9%	✗ 3 Live Births ...	0 Members	3 Members	1 Members	0 Members	
Well-Care Visits: (03-06) Childhood	29	77	37.7%	>64.1%	✗ 20 Well-Care Vi...	0 Members	12 Members	30 Members	5 Members	

Q: Why do I have more SUD gaps than I had AOD gaps?

A: The update from AOD to SUD was more than just the name. The biggest change to the metric is that it is now an event-specific measure and no longer a member-specific measure. This allows a single member to miss the metric more than once during a measurement year, which may have increased the number of gaps you are seeing.

Q: Why didn't someone tell me about the changes to the metric?

A: They did, when you first logged into UHBI as a popup:

UHBI Provider Portal enhancements for August 30, 2020

SUD Initiation and Engagement

Initiation and Engagement of Substance Use Disorder Treatment measure has been updated to metric year 2022 specifications

Summary of Changes

- Replaced "alcohol and other drug (AOD)" references with "substance use disorder (SUD)."
- Changed from a member-based measure to an SUD diagnosis episode-based measure.
- Changed the start of the Intake Period to November 15 of the year prior to the measurement year.
- Revised the negative diagnosis history from 60 days to 194 days.
- Added a Negative Medication History to the denominator.
- Revised the Continuous Enrollment criteria from 108 days to 242 days.
- Revised the numerator criteria for Initiation of SUD Treatment and Engagement of SUD Treatment.

** see attached PDF for additional information and print screens

2022-08-26 - SUD Initiation and Engagement.1 ProvP.pdf

There are 3 new actionable member changes in the last 7 days

Metrics Manager

Provider Metrics Scorecard
Clinic Metrics Scorecard
Clinic Group Metrics Scorecard
Plan Metrics Scorecard
Community Metrics Scorecard
Patient Metrics Scorecards
MACS Report
Clinical Data Report
Days Post Discharge Report
About UHA (OHP)

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Q: I don't have that popup anymore:

A: All release notes are documented and saved in UHBI for easy access via the navigate dropdown:

The screenshot shows the 'Navigate' dropdown menu on the left, which includes options like Home, Provider Metrics Scorecard, Clinic Metrics Scorecard, Clinic Group Scorecard, Plan Metrics Scorecard, Community Metrics Scorecard, Patient Metrics Scorecards, MACS Report, Clinical Data Report, Days Post Discharge Report, Settings, Contact, Release Notes (highlighted with a red box), and EULA. To the right is the 'Release Notes' section, which has tabs for 'UHA Business Intelligence' and 'Provider Dashboard'. Below the tabs is a table of release notes.

Date	Release Note
2022-08-30	UHBI Provider Portal enhancements for August 30, 2020
2022-08-22	UHBI Provider Portal enhancements for August 22, 2022
2022-08-22	UHBI Provider Portal enhancements for August 22, 2022
2022-08-15	PROVIDER PORTAL enhancements for August 12, 2022
2022-07-26	UHBI Provider Portal Metric Targets updated
2022-06-21	Provider Portal Registration - User Guide 2022-06-21
2022-01-31	UHBI PROVIDER PORTAL update
2021-12-01	UHBI Provider Portal updates for December 1, 2021

Q: Where can I learn more about the UHBI platform without having to schedule training with UH?

A: In the release notes, there is a copy of the user manual for you to review:

The screenshot shows a list of release notes. The entry '2020-06-12 Provider Portal - User Guide' is highlighted with a red box.

2020-11-04	UHBI PROVIDER PORTAL enhancements for November 04, 2020
2020-09-25	UHBI PROVIDER PORTAL enhancements for September 24, 2020
2020-08-04	UHBI PROVIDER PORTAL enhancements for August 2, 2020
2020-06-12	UHBI PROVIDER PORTAL enhancements for June 11, 2020
2020-06-12	Provider Portal Registration - User Guide
2020-06-12	Provider Portal Log In - User Guide
2020-06-12	Member Events Gap Status Feature User Guide PROVIDER PORTAL
2020-06-12	Provider Portal - User Guide

This coupled with the release notes should be able to answer most questions about the platform. However, UHBI is an ever-evolving system. So, feel free to reach out to us with any questions you may have at: Quality@umpquahealth.com.

UHBI Provider Portal FAQ's for 09/2022

Q: This member was in last week and we performed the services for the measures they had gaps in, so why are they still showing as gaps in UHBI:

A: UHBI uses a variety of data sources. The Incentive Measures in UHBI update according to the schedules of their data sources. To see the data source for a measure, hover over the “i” to the left of each measure’s name:

Cigarette Smoking Prevalence
Percentage of patients, ages 13 and older, who had their tobacco use recorded [Tobacco Use Recorded numerator] AND are active smokers. The Numerator represents the number of your patients who are smokers. The Denominator represents the number of your patients who were 13 years old by the beginning of the measurement year AND had their tobacco use recorded as structured data during the measurement year or year prior [Tobacco Use Recorded numerator]. ****LOWER NUMBER IS BETTER* *EHR-based measure****

i Oral Evaluation for Adults with Diabetes	2	10
i Preventive Dental or Oral Health (1-5)	23	99

- EHR-Based measures are updated in UHBI according to your upload schedule with UHA.
- ALERT-IIS based measures are updated monthly, but there is a delay from OHA and the most recent file they have sent us is from June; so, no updates after 05/31/2022 would show up in UHBI yet.
- Claims-based measures will update the day after a qualifying claim processes through CIM.

Q: Can I stop gaps I have addressed from appearing in my gap lists?

A: Yes, by using the “address gap” function in UHBI; you can “snooze” these members for 60 days:

Immunization: Adolescent (13YO) Combo 2 Gaps Metric Gaps Export 2022

Member #	Member Name	DOB	
+			Address Gap
+			Address Gap
+			Address Gap
+			Address Gap
+			Address Gap

Showing 1 to 5 of 5 entries Previous 1 Next

Then select one of the options on the pop-up that appears:

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✕
Record Gap Status for:


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

Input the information requested and hit "OK"

Record Gap Status for:

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

Appointment Date



Comment

Use this field to enter notes or other useful info, e.g. name of the provider for the appointment, service, or referral.