



Affinity Provider Portal Training Manual

Affinity Provider Portal

Provider Homepage

The portal enables users to easily access information on Affinity members across all lines of business. The improved design, enhanced security, registration and navigation will improve the experience and usability for providers and their staff.

Users will have access to the following functions:

1. Profile Information
2. Eligibility & Benefits
3. Claims Search
4. Reports
5. Authorizations
6. Resources
7. Security Access
8. Find a Doctor

Note: Providers and staff user experience differ based on the role and security that is assigned. Please refer to “Security Section” to determine the level of access per registration role.

The sections that are displayed on the Homepage are:


1. Provider Information
2. Reports & Alerts
3. Important Updates for Providers
4. Resources
5. Announcements
6. Population Health Analytic Dashboard (3M Treo)

Note: Depending on the type of provider that logs in, the Homepage will display sections dynamically.


- I. Primary care physicians and end users associated will have access to Panel Report. The Panel Report provides a list of members, which have selected the provider as their PCP. This report is accessible within the Reports and Alerts section.
- II. Only Strategic Alliance Partners will have access “Population Health Analytic Dashboard.”
- III. Quality Incentive Performance (QIP Reports) are accessible to all providers and end users associated to either:
 - a. Tax Identification level (Tax ID)
 - b. IPA level

Affinity Provider Portal

Sample of Provider Home Page



Provider Portal > Home



Provider Portal

Welcome to the Affinity Provider Portal

Provider Details -- Logged in as: John Smith Logout

Provider Name	Smith, John	Provider ID	12345678	Username	12345678
Tax ID	11-2389708	NPI	11-2389708	Email	jsmith99@abc.com Edit


[Home](#) [Eligibility & Benefits](#) [Claims Search](#) [Reports](#) [Authorizations](#) [Resources](#) [Security Access](#) [Find a Doctor](#)

[Welcome](#) [Provider Profile](#) [Population Health Analytic Dashboard](#)

Welcome

Welcome to the new Affinity Provider Portal it has a new look and feel! We have made it easier and quicker for you to search Member Eligibility, Claims and Authorizations. Enjoy navigating through our new portal!

Important Updates For Providers



2017 HEDIS/QARR/STARS Workshop

The workshop outlines important information on the 2017 HEDIS national performance measures, the New York specific QARR reporting measures and the CMS Stars health plan rating system. The reference materials and workshop video can be used by Affinity Providers to gain an understanding of the 2017 national, state and federal measurements and metrics. Please take a moment to explore the Workshop Video, Coding manual and other related resource materials.

Preparing for the 5010 Transaction Standard

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires the Secretary of the Department of Health and Human Services (HHS) to adopt standards that covered entities health plans, health care clearinghouses, and certain health care providers) must use when electronically conducting certain health care administrative transactions, such as claims, remittance, and eligibility requests and responses.

Ultrasound

For a routine pregnancy, the first two ultrasounds – nuchal translucency (76813) and fetal anatomy survey (76805) – do not require prior authorization. Any additional ultrasounds will require prior authorization.

Non-obstetric Ultrasounds

The first ultrasound for any one specific condition (example: pelvic ultrasound for pelvic pain, thyroid ultrasound for a thyroid mass, renal ultrasound for hematuria) does not require a prior authorization. Any additional ultrasound for the same condition will require prior authorization.

Authorization Service Announcement for January 1st, 2017

EviCore is currently managing the authorization process for radiology services for Affinity Health Plan members Effective January 1st, 2017, the following additional services will also be managed by eviCore: Radiation Therapy, Ultrasound, Sleep Management, Physical Therapy (PT), Occupational Therapy (OT), Speech Therapy (ST), Cardiac Imaging and Radiology Services. For more detailed information, please read the notification letter and visit EviCore at their [Web Site](#).

[More +](#)

Reporting

Time Period: [Create PCP Roster](#)

[Shared Savings Report](#)

[PCP Auto Assignment Report](#)

Time Period: [Download QIP Report](#)

Alerts

Inpatient admissions and discharge alerts with detail from the daily consensus report and member forum ipsum.

Member Alerts:

03/04/2017	11:00:31 PM
03/01/2017	11:00:36 PM

[View all member alerts](#)

Announcements

- [Updated PCP Change Request Forms](#)
- [Preventive Services - Member Incentives](#)
- [Medical Chart Review Process](#)
- [Click Here for the Portal User Guide](#)

[More +](#)

Resources

Links to download relevant Affinity documents and forms

HEDIS GARR Video	Medical Encyclopedia
HEDIS Provider Workshop	HEDIS Workshop Key Contacts List
Top Ten Tips Risk Adjustment Coding	2017 HEDIS/QARR/STARS coding medic documentation
Medicare.gov	Portal User Guide

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Affinity Provider Portal

Report, Alert & Announcement Sections

These sections of the home page provide users the ability to access important data about the members associated to their practice. Below is a description of each section and reports available.

Reports Section

1. PCP Roster: This report provides the number of members who have selected the provider as their Primary Care Physician (PCP).

The report will provide the following details:

1. Member Name
 2. Member Demographic information
 3. Age
 4. Line of Business (LOB)
 5. Effective date member elected provider as their PCP
2. PCP Auto Assignment Report: Members who do not select a primary care physician within thirty days (30 days) of their enrollment are auto assigned to providers. This report provides the number of members that have been auto assigned to the provider as their PCP.
 3. Quality Incentive Program (GAPS in Care) Reports: this report provides a list of patients to the provider they are able to close gaps in care for.

Note:

- a. If user logged in is associated to many TINs, TINs will be displayed with an option to select a specific tin, select a Time Period from the dropdown and “Download QIP Report”.
 - b. If user logged in is associated to only 1 TIN, TIN will be display, with option to select the Time Period from the dropdown and “Download QIP Report”.
4. Shared Savings Report: this report is a breakdown of where the provider’s spend is and how it relates to their Shared Savings payment.

Member Section

Member Alerts: this report provides the list of members who have been treated within a hospital setting.

Announcement Section

1. Updated PCP Change Form
2. Preventive Services – Member Incentives
3. Medical Chart Review Process
4. Portal User Guide

Affinity Provider Portal

Provider Details

The section of the provider home page displays the provider's information. The provider and office manager are the only users which have privileges to edit the following information:

1. Username
2. Email address

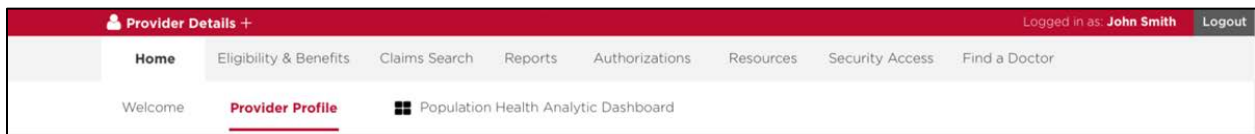
This section is located above the navigation pane and can be minimized or expanded by clicking the (-) next to "Provider Details".

Expanded View of Provider Details



Provider Details -		Logged in as: John Smith		Logout	
Provider Name	Smith, John	Provider ID	12345678	Username	12345678
Tax ID	11-2389708	NPI	11-2389708	Email	jsmith99@abc.com
					Edit

Minimized View of Provider Details



Provider Details +		Logged in as: John Smith		Logout			
Home	Eligibility & Benefits	Claims Search	Reports	Authorizations	Resources	Security Access	Find a Doctor
Welcome	Provider Profile	Population Health Analytic Dashboard					

Note: The "Edit" button shall be disabled to the following end users associated to the provider.

1. Clinical
2. Office Staff
3. Billing Specialist
4. Quality (Quality Manager/Care Coordinator)
5. Share Savings Financial Perspective

The "Edit" button will take the user to the "Provider Profile" page. The user can also access this "Provider Profile" page by clicking on the "Provider Profile" located within the navigation pane.



Provider Details +		Logged in as: John Smith		Logout			
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