

4755 S. 44th Place
Phoenix, AZ 85040



Welcome to The Provider Deliverable Manager 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; The [Mercy Care RBHA Web Portal](#) link is located adjacent to this link.

See the enclosed quick reference guide to help you use The Provider Deliverable Manager 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 in the upper right corner in the “Provider Tool Links” box.

Questions

If you have questions about The Provider Deliverable Management Tool or your reports, please contact your Network Management representative. Please utilize the following links to assist in identifying your Network Management Representative.

- [Mercy Care Complete Care \(Acute, GMH/SU, Children\)](#) under the Network Management Department dropdown menu
- [Mercy Care RBHA \(SMI, CMDP, formerly Mercy Maricopa Integrated Care\)](#) under the Provider

- Relations Department dropdown menu
- [Mercy Care Advantage \(Medicare/Medicaid\)](#) under the Provider Relations Department dropdown menu
- [Mercy Care Long Term Care \(ALTCs\)](#) under the Network Management Department dropdown menu
- [Developmental Disabilities \(DDD\)](#) under the Network Management Department dropdown menu

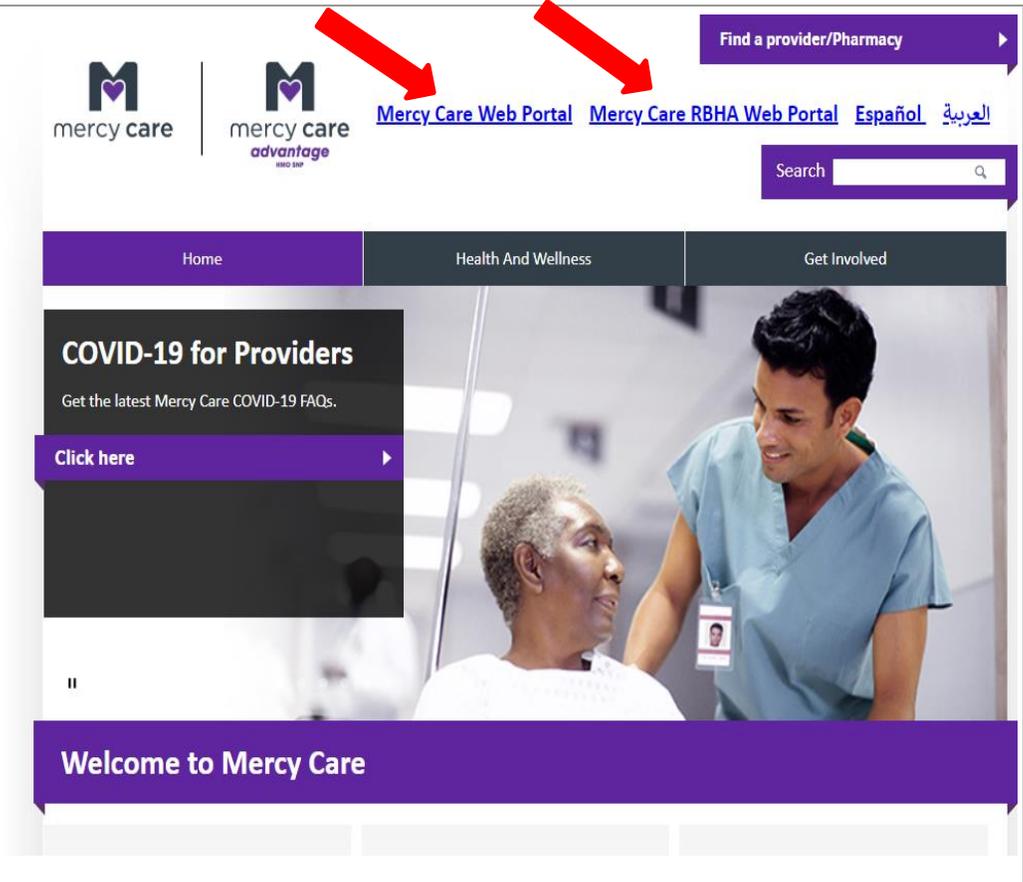
Accessing Gaps in Care Reports within Provider Deliverable Manager

NOTE: You must have access to the *Mercy Care Web Portal*, the secure provider web portal located on the Mercy Care website (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.

Mercy Care Website

To access the Mercy Care Plan website, click the link listed here:
<https://www.mercycareaz.org>

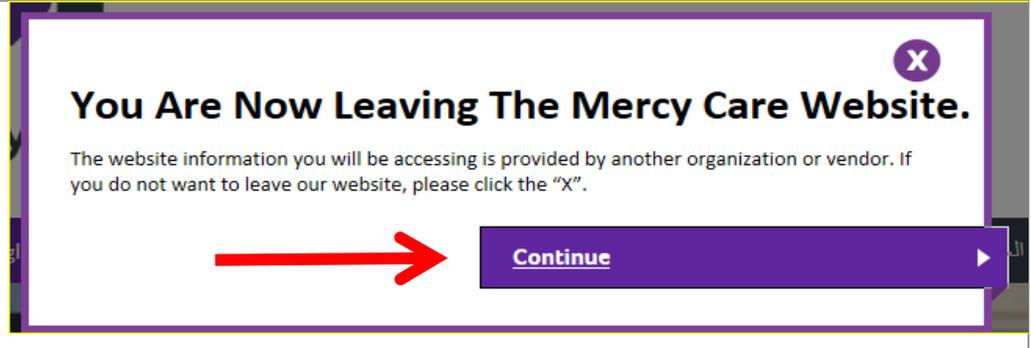
Once you are on the Mercy Care web page, you can access the Mercy Care Web Portal by selecting the [Mercy Care Web Portal](#) link; or the [Mercy Care RBHA Web Portal](#) link.



The screenshot shows the Mercy Care website homepage. At the top, there are two logos for 'mercy care' (one with a heart icon). To the right, there is a search bar and a 'Find a provider/Pharmacy' button. Below the logos, there are two red arrows pointing to the links: [Mercy Care Web Portal](#) and [Mercy Care RBHA Web Portal](#). Further right are language options: [Español](#) and [العربية](#). Below the search bar, there is a navigation menu with 'Home', 'Health And Wellness', and 'Get Involved'. The main content area features a 'COVID-19 for Providers' section with a 'Click here' button. At the bottom, there is a purple banner that says 'Welcome to Mercy Care'.

You will receive a notification that you are leaving the Mercy Care Website.

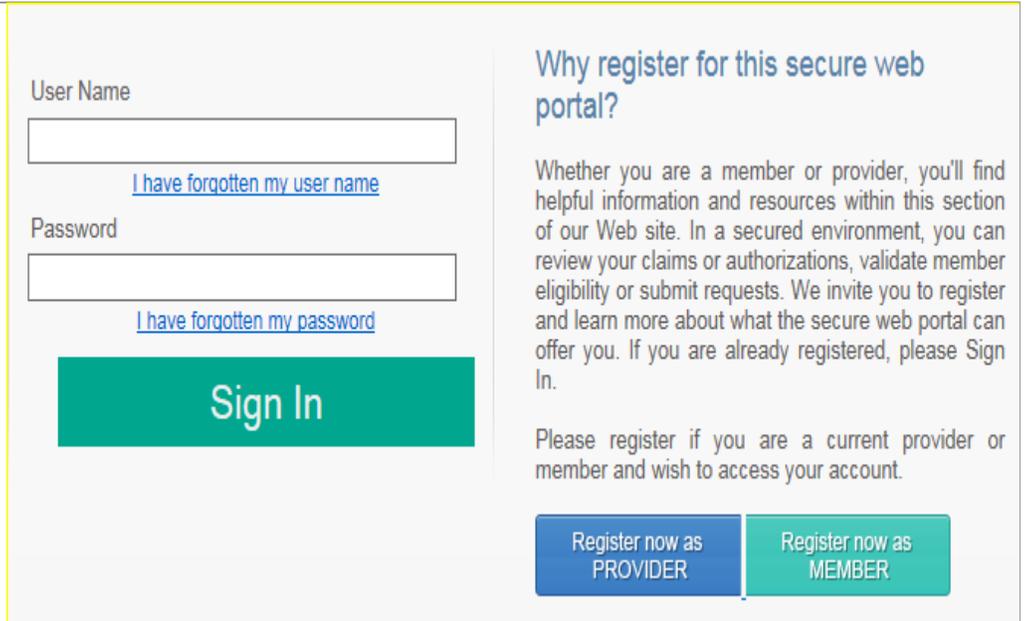
Choose **“Continue”** to reach sign in page.



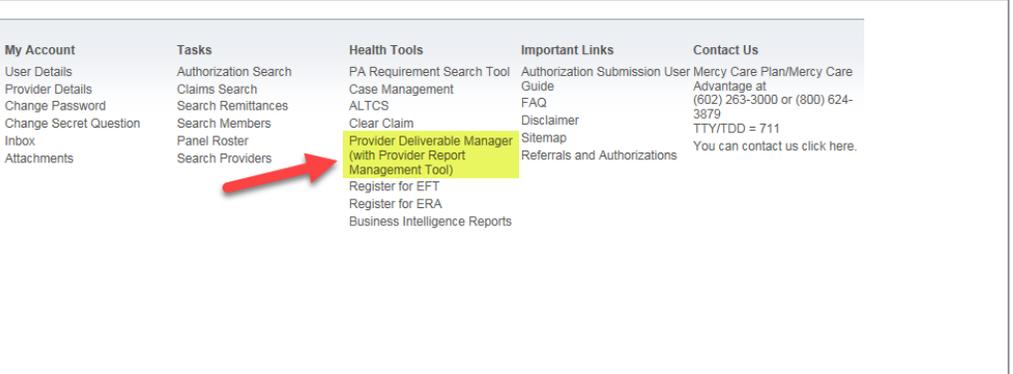
Sign In Page

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

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



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



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 631

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.



2019-12 (Monthly) HEDIS Gaps in Care for

2020-01 (Monthly) HEDIS Gaps in Care for

2020-02 (Monthly) HEDIS Gaps in Care for

2020-03 (Monthly) HEDIS Gaps in Care for

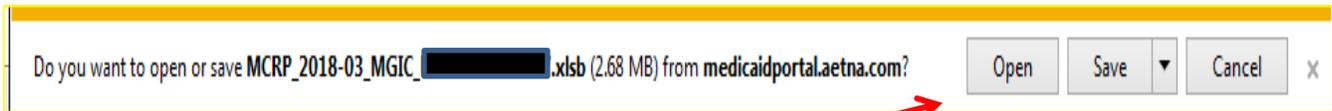
2020-04 (Monthly) HEDIS Gaps in Care for

New screenshot of Report Period dropdown, followed by list of reports – both showing current dates of files:

Report Period	--Select Period--
	2019-07 [Monthly]
	2019-11 [Monthly]
	2019-12 [Monthly]
	2020-01 [Monthly]
	2020-02 [Monthly]
	2020-03 [Monthly]
	2020-04 [Monthly]

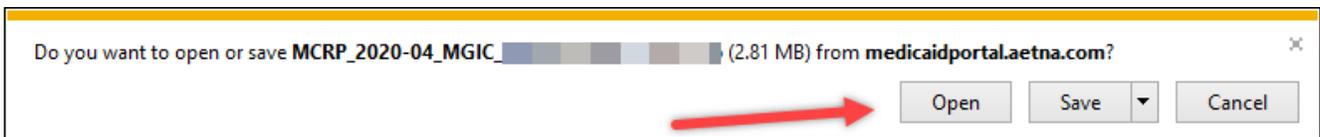
Reports	
2019-07 (Monthly) HEDIS Gaps in Care for	
2019-11 (Monthly) HEDIS Gaps in Care for	
2019-12 (Monthly) HEDIS Gaps in Care for	
2020-01 (Monthly) HEDIS Gaps in Care for	
2020-02 (Monthly) HEDIS Gaps in Care for	
2020-03 (Monthly) HEDIS Gaps in Care for	
2020-04 (Monthly) HEDIS Gaps in Care for	

Next, you will see this notification:



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

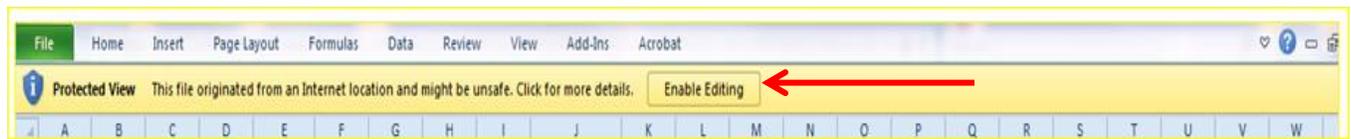
New Internet Explorer screenshot:



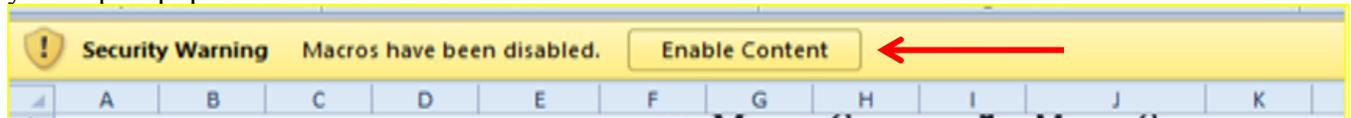
Chrome browser screenshot:



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.