

Quality and Efficiency Reporting Portal in Availity Improved

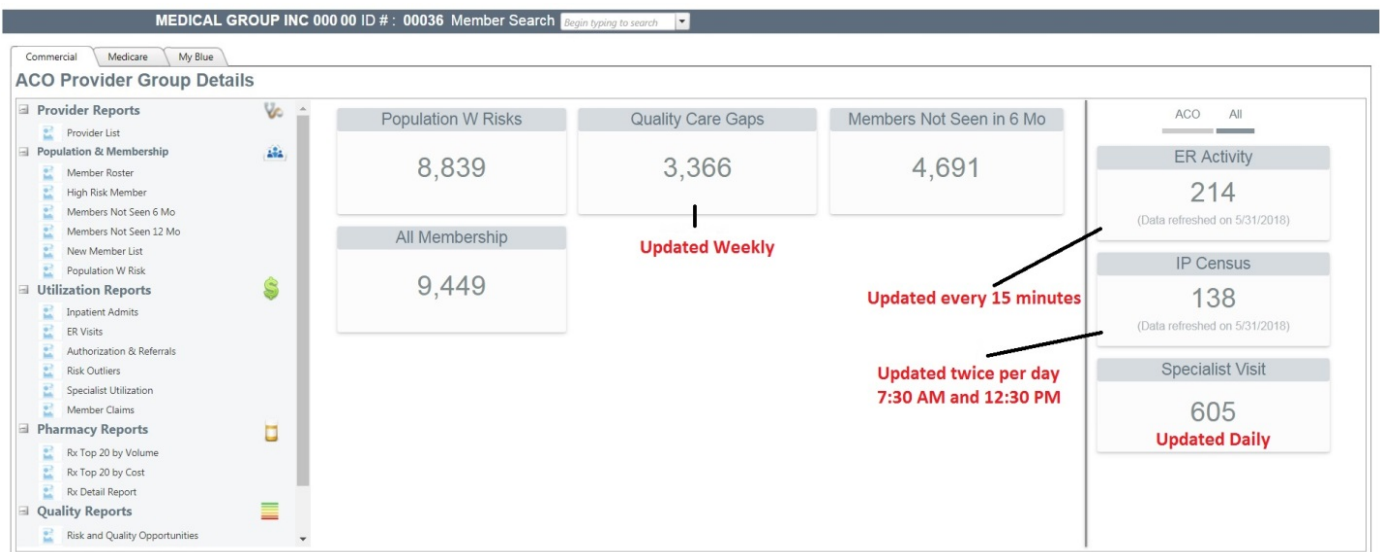
The Quality and Efficiency Reporting Portal (QERP) tool in Availity^{®1} provides important quality and financial information about your patients.

We continue to work on ways to improve your experience using QERP, including making it easier for you to access important information about your Florida Blue patients. As a result, we are pleased to let you know about recent QERP enhancements.

QERP Landing Page – Summary of Changes

- The user interface for the QERP landing page was redesigned to make it easier to use and allow quicker access to features that used to be hard to find.
- A new member search feature, located at the top of the landing page, lets you search by member name and/or H number. Selecting a member will direct you to that member’s scorecard.
- You can now view your Florida Blue patients by line of business by selecting the line of business tab you wish to view. Note: Only those lines of business for which you meet access requirements are available.
- We reorganized reports by type on the left side of the screen.
- A refresh date was also added to the emergency room/inpatient census capability.

A screen shot is provided below.



Please see questions and answers on the following page for more information.



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Questions and Answers

Quality and Efficiency Reporting Portal

Who has access to the QERP portal?

All providers who have Medicare and myBlue patients have access to QERP, as well as those providers with value-based agreements.

How do I access the QERP portal?

Log into Availity> My Payer Spaces> Florida Blue icon> Resources tab> Florida Blue Passport Portal> Select your organization> then select Quality & Efficiency Reporting (QERP).

What if I meet the access requirements but can't view QERP?

Security for the QERP tool is managed by Availity. If you can't view QERP, reach out to your group's Primary Access Administrator (PAA) to have your access activated. If you need additional help setting it up, please reach out to your Florida Blue network representative.

What data is used to populate QERP and how often is it updated?

Most of our reports use claims data except for trigger reports. The emergency room trigger report uses data from the Health Information Exchange (HIE), facilities and member eligibility and benefits information. Our inpatient census is populated by our internal authorization tool, Jiva.

Report Type	Refresh Cycle	Notes
Emergency room – urgent care alert	15 minute interval	This represents the most recent data available. If no updates were posted in the previous 15 minutes, no changes will be made to the report.
Inpatient census alert	Twice a day at 7:30 a.m. and 12:30 p.m.	The data for this report comes from our internal authorization system. Not all fields are always available.
Specialist alert	daily	
Quality reports	weekly	Updated every weekend
New member report	weekly	Includes members who are new to Florida Blue
Drug report	weekly	
All other reports	monthly	First full weekend of every month
Quality reports	weekly	Updated every weekend

How is the patient roster created, and does it include all patients?

The HMO roster is based on certain Florida Blue primary care physicians. The PPO roster is based on a member attribution process that looks at claims experience to assign membership, and there is a three-month claim run-out. It includes all membership assigned after each refresh, but does not account for member movement during the month.

What if I have more questions?

Please contact your Florida Blue network representative.

¹Availity LLC is a multi-payer joint venture company. For more information or to register, visit Availity's website at availity.com.