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Provider Enablement Background:

- Converged Provider Enablement platform is known as CPE/PE.
- TCHP's Inovalon HEDIS Data Vendor.
- **Key platform to utilize for reviewing HEDIS care gaps and compliance data.**
- Officially went live on October 15, 2024.
- Training offered to network providers at the December 2024 Provider Advisory Group Meeting, which was recorded.
- HEDIS data are readily available to provisioned providers.
- For provisioned providers, Inovalon CPE is accessed via the TCHP Provider Portal (Texas Children's Link) Single-Sign On (SSO) option on the "External Sites" section of the portal.
- **Please see this previously recorded Inovalon Provider Enablement Training Session** presented by the Clinical Practice Consultant at a past Provider Advisory Group Meeting:
<https://www.brainshark.com/tchpinc/vu?pi=zJ5zyedcAziLlaz0>

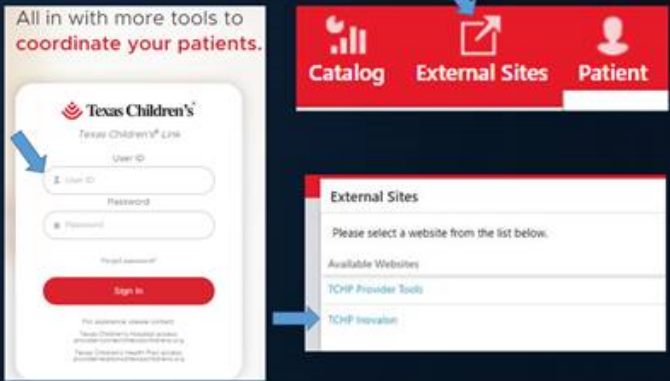
Accessing Inovalon Provider Enablement:

1. First, sign into your existing TCHP Provider Portal (Texas Children's Link) account. The Texas Children's Link webpage is:
https://epiccarelink.texaschildrens.org/EpicCareLink/common/epic_login.asp
2. Next, click on the External Sites top tab in the Provider Portal.
3. Finally, click on TCHP Inovalon to have seamless access to your Inovalon Provider Enablement account.

Inovalon

Accessing Inovalon:

- Log on with user ID/ Password
- Click on External Sites
- Click on TCHP Inovalon
- SSO access will be granted and Inovalon will open

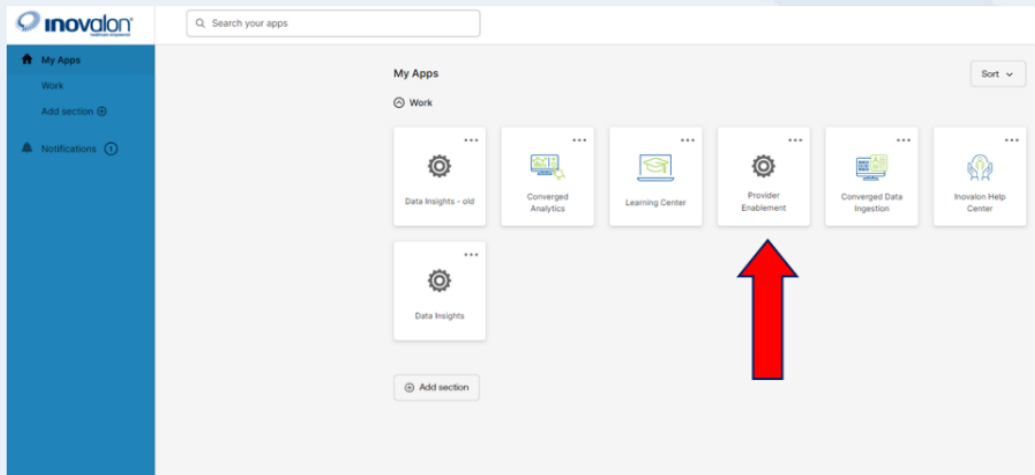


Application Dashboard

Getting Started

Sign into Inovalon with your credentials and select the **Provider Enablement** application.

Note: Available applications will depend on individual provisioning.



The screenshot shows the Inovalon application dashboard. On the left is a blue sidebar with 'My Apps', 'Work', and 'Notifications' sections. The main area is titled 'My Apps' and contains a search bar and a grid of application tiles. The tiles include 'Data Insights - old', 'Converged Analytics', 'Learning Center', 'Provider Enablement', 'Converged Data Ingestion', and 'Inovalon Help Center'. A red arrow points to the 'Provider Enablement' tile.

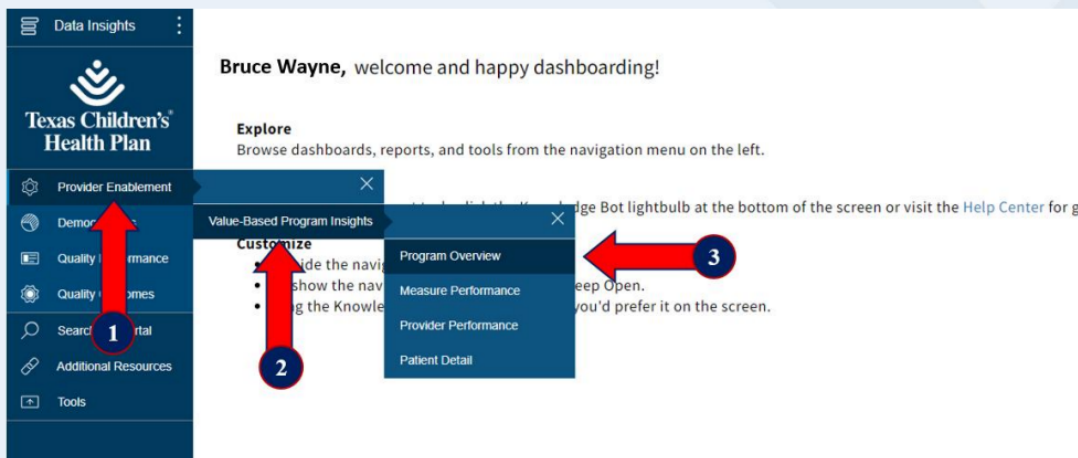
Program Summary Page:

The primary landing page and HEDIS data summary dashboard for your practice. Begin navigating in your Provider Enablement account by clicking first on the “Program Summary” tab.

Program Summary Page

Starting Point

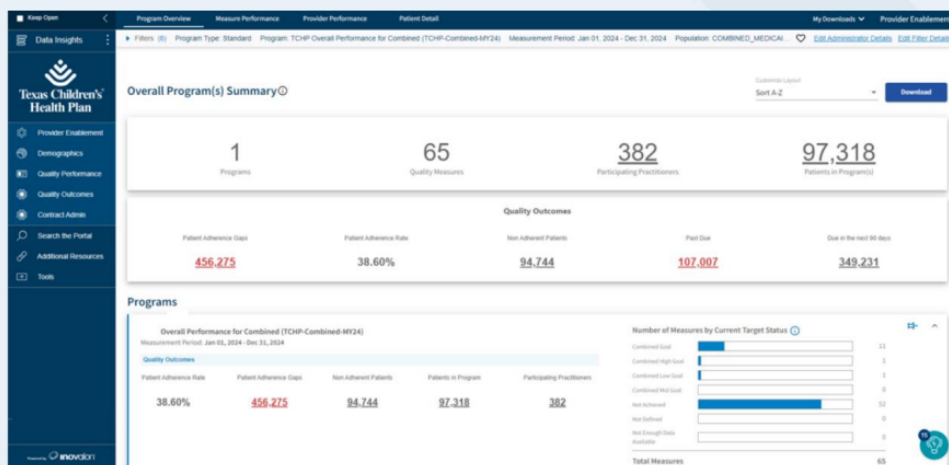
Navigate to the **Program Overview**.



Program Summary Page

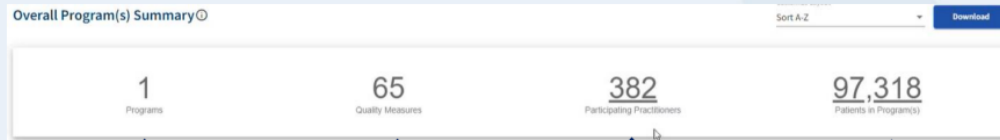
Starting Point

The first page upon signing in is the **Program Summary** page.



Program Summary Page

Starting Point



Each Provider will see 1 Program delineated in this section.

Quality measures fluctuate depending on the members in your panel who fall into a measure. Measures with no eligible members will not be seen.

If a provider is provisioned who oversees others or manages a practice, they will see multiple providers. Individual providers will see only themselves.

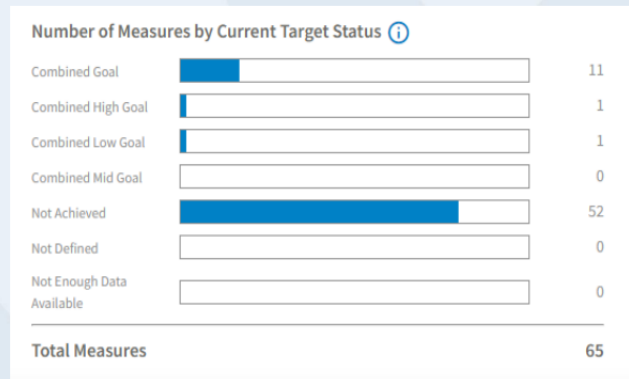
Patients in the program changes as members move to and from a panel and are based on measure eligibility.

Goals in Converged Provider Enablement

Provider incentive measures may have additional goal ranges.

Non-incentive measures will have combined goals.

Goals set based on HHSC standards, NCQA national percentiles, and TCHP performance.



2026 TCHP Converged Provider Enablement Training Guide



Program Summary Page

Filter Details

Users provisioned to see multiple providers can also **filter down to individual clinics and providers** within their provider group.

Select the "heart" to save your filters.



The screenshot shows the 'Filter Details' panel on the right side of the 'Overall Program(s) Summary' page. The main summary area displays:

- 1 Programs
- 65 Quality Measures
- 382 Participating Practitioners

Quality Outcomes table:

Patient Adherence Gaps	Patient Adherence Rate	Non-Adherent Patients	Past Due
456,275	38.60%	94,744	106,739

Programs table:

Patient Adherence Rate	Patient Adherence Gaps	Non-Adherent Patients	Patients in Program	Participating Practitioners
38.60%	456,275	94,744	97,318	382

The 'Filter Details' panel includes options for Program Type, Measurement Period, Population (COMBINED_MEDICAL), and filters for Medical Group, Clinic, and Practitioner. A heart icon is visible at the bottom right of the filter panel.

Program Summary Page

Key Features

Here you can identify members with gaps **due in the next 90 days**.

Use this feature to **prioritize patient outreaches** and appointment scheduling.



The screenshot shows the 'Overall Program(s) Summary' page with a sidebar on the left containing navigation options like 'Data Insights', 'Provider Enablement', 'Demographics', 'Quality Performance', 'Contract Admin', 'Search Bar Portal', 'Additional Resources', and 'Tools'. The main summary area displays:

- 1 Programs
- 65 Quality Measures
- 382 Participating Practitioners
- 97,318 Patients in Program

Quality Outcomes table:

Patient Adherence Gaps	Patient Adherence Rate	Non-Adherent Patients	Past Due	Due in the next 90 days
456,275	38.60%	94,744	107,007	349,231

Programs table:

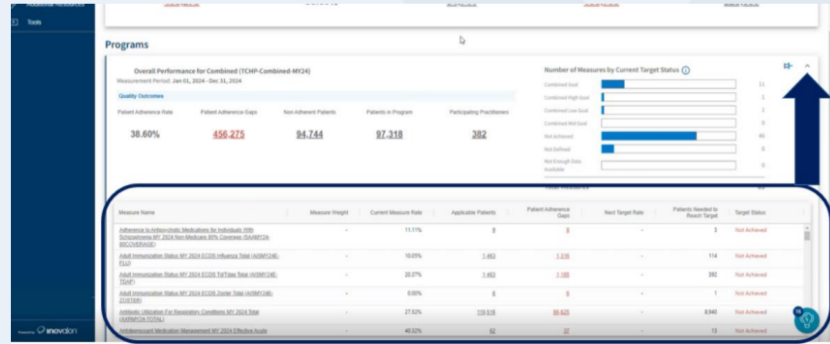
Patient Adherence Rate	Patient Adherence Gaps	Non-Adherent Patients	Patients in Program	Participating Practitioners
38.60%	456,275	94,744	97,318	382

The 'Number of Measures by Current Target Status' chart shows a bar for 'Combined High Goal' with a value of 11. A blue arrow points to the 'Due in the next 90 days' column in the Quality Outcomes table.

Program Summary Page

Program Overview

Clicking on the carrot (see arrow in screenshot) loads the Program Details.

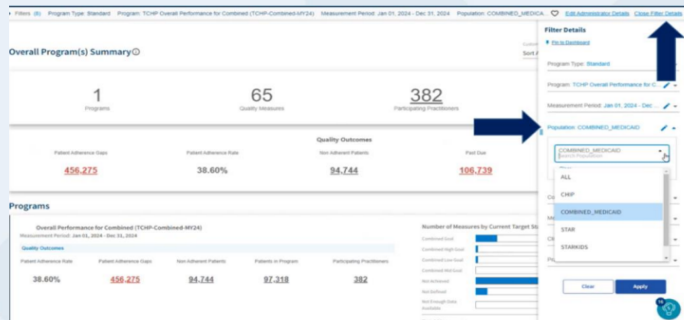


Program Summary Page

Filter Details

In the top right corner, select "Edit Filter Details" to open the filter tab.

Measures are defaulted to ALL Populations. To filter to the full panel, please select only the "Combined" option. Or, for a Provider Incentive Program (PIP) focus, filter by each Line of Business (LOB).



* Currently, only a single line of business can be selected. Selection of multiple lines of business will be a future update. Do not use the Cohort filter for line of business, as this filter does not mirror HEDIS logic for all measures.

Program Summary Page

Program Overview

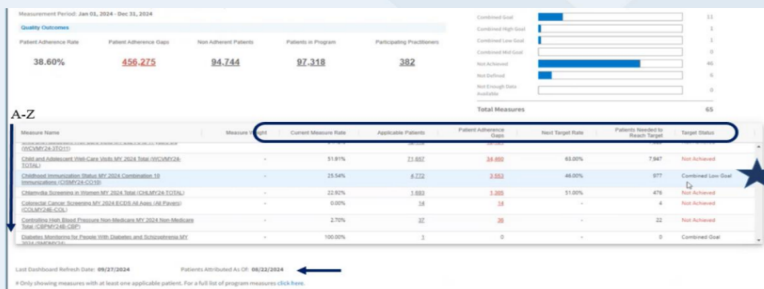


Measures are alphabetical by the full measure name.

The grid provides each measure's current rate, eligible members, total gaps, and patients needed to reach goals.

The starred example shows that the combined low goal is met, the next target goal is 46%, they need 977 members to reach the next target, and they have 3553 gaps to address.

At the bottom, you see the last dashboard refresh and attribution dates.



TIP: Adding a “File Comment” such as a report name or date downloaded is helpful when downloading multiple data reports.

NOTE: Downloaded data reports will only remain in your Provider Enablement “My Downloads” folder for up to 72 hours.

Patient Detail Report

Gap in Care List

The report **downloads into an Excel file, which includes a cover page first tab** with a description of the report fields, download date, attribution date, and filters.



The screenshot shows an Excel spreadsheet with a 'Patient Details by Patient' tab. The spreadsheet has columns for Patient Name, Value Based Program Integrity, Patient Group by Patient, Download Date, and various filters. The 'Patient Information' section includes fields like Member ID, Member Name, Date of Birth, and Gender. The 'Program Information' section includes fields like Program Name, Program Type, and Medical Group. The 'Measure Information' section includes fields like Measure, Measurement Period, and Last Dashboard Refresh Date.

Patient Detail Report

Gap in Care List

Program Information			Measure Information				
Program Type	Population Name	Total Gaps	ADMMY23-CONTMAINT	ADMMY23-INITIATION	AMMMY23-EAPT	AMMMY23-EAPT	UOPMY23-BO
andard	STAR	1		X			
andard	STAR	1		X			
andard	STAR	1		X			
andard	STAR	1		X			
andard	STAR	1		X			
andard	STAR	1		X			
andard	STAR	1		X			
andard	STAR	2		X	X		
andard	STAR	1		X			
andard	STAR	1		X			
andard	STAR	1		X			
andard	STAR	1		X			
andard	STAR	1		X			
andard	STAR	1		X			
andard	STAR	1		X			
andard	STAR	1		X			
andard	STAR	2	X	X			
andard	STAR	1		X			

The report **downloads into an Excel file, which includes a cover page with a description of the report fields, download date, attribution date, and filters.**

The Patient Detail tab includes every patient, total gaps, and the measures for which each patient has gaps in care (compliance). **This tab can be filtered by the total number of gaps, or by specific gaps.**

NOTE: The detailed patient report contains Protected Health Information (PHI) and must be stored and handled according to HIPAA regulations.

TIP: These reports can be utilized by practice staff to outreach patients who need to schedule an appointment or have outstanding lab orders.

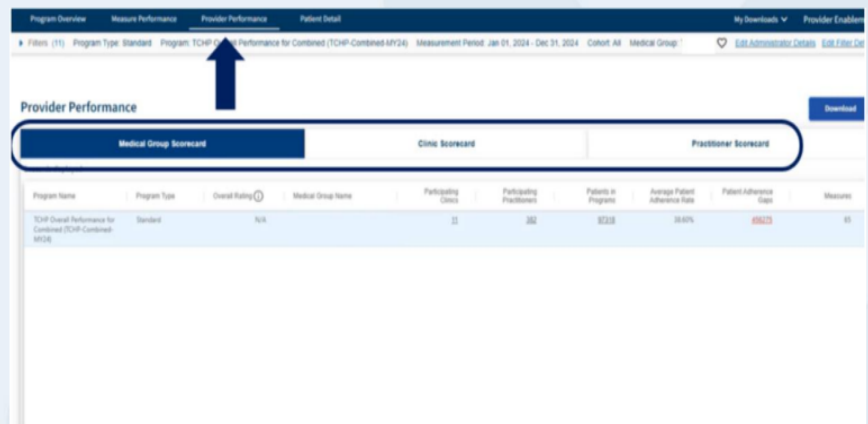
Provider Performance Tab:

A provider scorecard section of Provider Enablement, with three options to view and export/download Medical Group (Practice), Clinic, and Practitioner (Provider to Provider Comparison) HEDIS Performance Data Reports.

Provider Performance Tab

Medical Group, Clinic, and Practitioner Scorecards

In the **Provider Performance** tab, users can see scorecards by group, clinic, or practitioner, depending on the user's provisioning.



Program Name	Program Type	Overall Rating	Medical Group Name	Participating Clinics	Participating Practitioners	Patients in Program	Average Patient Adherence Rate	Patient Adherence Gap	Measures
TCHP Overall Performance for Combined (TCHP-Combined MY24)	Standard	N/A		11	25	1728	18.6%	15.5%	11

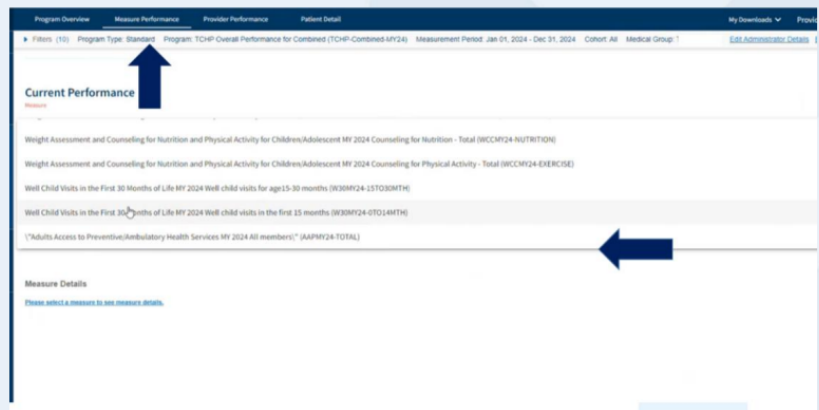
Measure Performance Tab:

Click on the drop-down arrow to select a specific HEDIS Measure to complete an in-depth data review, one HEDIS measure at a time.

Measure Performance Tab

Measure-Specific Details

In the **Measure Performance** tab, you must first select a specific measure.



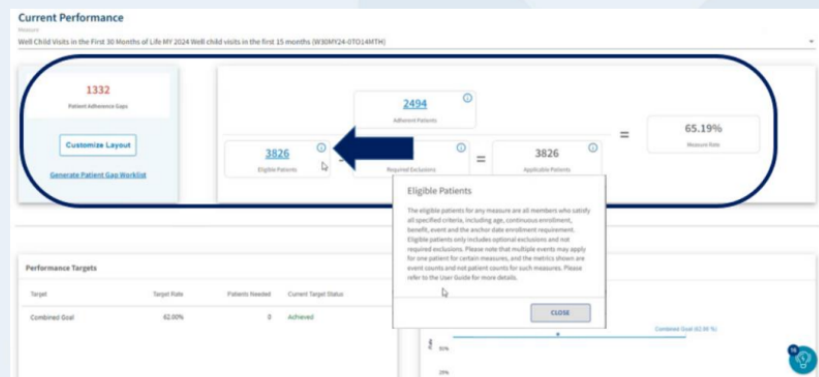
Measure Performance Tab

Measure-Specific Details

Here, you can see the **total gaps, eligible patients, exclusions, adherent patients, and current rate** for the selected measure.

Users can select the **“information button”** for a description of each section.

Below, you can see the **performance targets** with the **goals and patients needed** to meet the goal.



Fully Leveraging Provider Enablement:

Please review these two key examples of potential provider group scenarios of utilizing the Provider Enablement platform.

Example #1: Use of CPE

Due in 90 Days Report

Description: Monthly report with all members who have gaps due in the next 90 days.

Best for: Providers with limited bandwidth or individual providers.

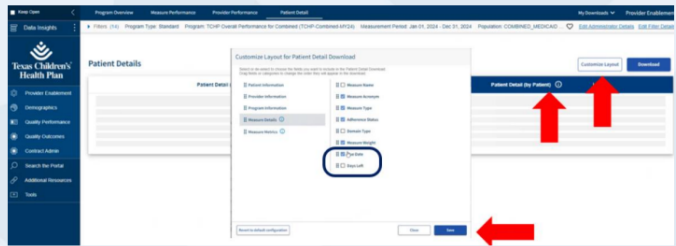
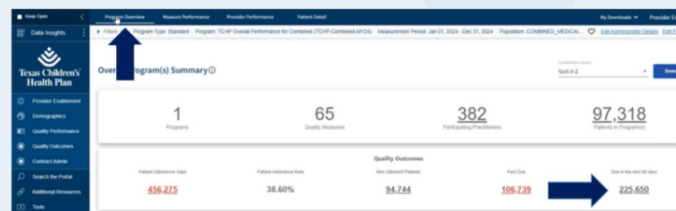
Select the **Program Overview** tab

Select the hyperlink for **Due in the next 90 days**.

Select **Patient Detail (by Patient)**

Select **Customize Layout**- select **due date and save**.

Download the report.



Example #2: Use of CPE

Provider Incentive Program (PIP) Providers

Description: Member-level gap in care report specific to incentivized measures

Best for: PIP-eligible providers*

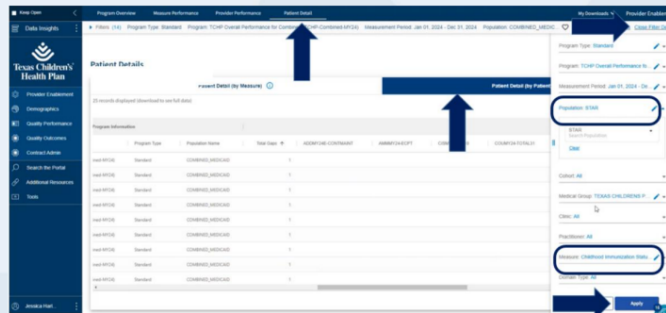
Select the **Patient Detail** tab

Select **Patient Detail (by Patient)**

Filter to **specific PIP measures**

Filter to **line of business** under population**-Apply

Download the report



*Currently, OB providers will only see members for which they are attributed as their Primary Care Provider (PCP).

**For STAR/CHIP PIPs, the STAR and CHIP reports must be downloaded separately.

Frequently Asked Questions and Technical Troubleshooting

This section includes responses to the most frequent questions we receive for the Provider Enablement platform. Additionally, important technical troubleshooting suggestions are included.

Frequently Asked Questions

#1: Is Provider Enablement the same platform as Converged Provider Enablement through Inovalon?

Yes, Provider Enablement is the same system as Converged Provider Enablement (CPE). Another commonly used abbreviation for Provider Enablement is "PE."

#2: What is the process for accessing my practice's Provider Enablement account?

As previously noted in this guide, please utilize your Texas Children's Link/Texas Children's Health Plan Provider Portal account to access your Provider Enablement account and practice-specific HEDIS data.*

**Providers provisioned for Inovalon have seamless access to Provider Enablement. If you need assistance or have questions in this regard, please contact your assigned Provider Relations Liaison.*

Accessing Inovalon Provider Enablement:

4. First, sign into your existing TCHP Provider Portal (Texas Children's Link) account. The Texas Children's Link webpage is:
https://epiccarelink.texaschildrens.org/EpicCareLink/common/epic_login.asp
5. Next, click on the External Sites top tab in the Provider Portal.
6. Finally, click on TCHP Inovalon to have seamless access to your Inovalon Provider Enablement account.

#3: How often should my team log into Provider Enablement to review our HEDIS performance data, such as care gaps?

This decision is best made by each provider or practice's team and leadership. The Texas Children's Health Plan Team encourages all provisioned providers to review their specific HEDIS data performance on a regular basis, with particular emphasis on the care gaps

data. One suggestion is to log into your Provider Enablement account monthly, since Texas Children's Health Plan updates the Inovalon Provider Enablement data each month. Log into the system at least once per quarter.

#4: What limitations does Provider Enablement have?

The data in Provider Enablement may be impacted by claims lag. This consideration is important to remember when reviewing your practice data and care gap reports. Additionally, for the CIS measure, Provider Enablement will not indicate which specific immunizations members are behind on for the next measurement year (e.g., rotavirus, etc.).

Technical Troubleshooting

After reviewing this guide, if you encounter technical difficulties with navigating your Provider Enablement account, please consider completing the **following troubleshooting suggestions**:

-First, you can try logging out and then logging into your account again.

-If you continue to experience technical difficulties:

-Please submit an **Inovalon Support Ticket** by clicking on the Inovalon Help Center link below. Consider uploading clear computer screenshot(s) of the specific technical issue you are experiencing.

-The Inovalon Help Center link is also located within your Provider Enablement account: [Help Center Portal - Inovalon Help Center](#).

Additional Tips for Viewing Data Reports in Microsoft Excel

This final section includes additional tips for viewing and filtering your downloaded Provider Enablement data reports in Microsoft Excel.

-After downloading your data report(s), you will be able to filter the data to suit your practice's specific needs.

-Step 1: After downloading your report(s), it is recommended to **save the file** to your computer.

-Step 2: Please **review the Cover Sheet on Sheet #1** of each downloaded data report. The Cover Sheet contains important contextual information about what each report and abbreviation/HEDIS measure include.

-Step 3: When you **navigate your practice's data on Sheet #2**, it is recommended to **add Filters** to the data columns. Adding filters allows you to sort and drill down the data for your unique practice needs.

-Step 4: If you **do not know how to add Filters within Microsoft Excel**, **please see the screenshot below.**

NOTE: The detailed patient reports contain Protected Health Information (PHI) and must be stored and handled according to HIPAA regulations.

