

Accessing Patient Level Detail Online



Register for Access to Q Corp's Secure Online Portal

Each data reporting round, medical group managers and providers receive hard-copy reports from Q Corp that contain information at the medical group and provider levels. Additional patient-level data and clinic results are available only through Q Corp's secure online portal to protect patient and provider privacy. Online reports are available to view, print, or download.

The medical group must designate a single person to manage group access to the secure online portal. This designated administrator will complete a registration process and be authorized by Q Corp to act on behalf of providers in the medical group. The administrator will control usernames and passwords, and be responsible for the security of portal information. Note that the administrator will have access to data for all clinics, primary care providers and patients in the medical group. Q Corp does not have access to the username or password.

Maintaining privacy/security of patient data and HIPAA compliance are of the utmost importance in Q Corp's reporting initiative. Registering for access to Q Corp's secure portal involves completing two legal documents, a "Business Associate Agreement" and a "Participating Provider Organization Agreement," available for download at <http://q-corp.org/reports/provider-reports> ("Fill out these forms"). These agreements should be signed by the individual authorized to agree to the terms and conditions. The agreements authorize the exchange of secure data, including protected health information, between the medical group and Q Corp, and Q Corp's data services vendor, Milliman, Inc. Once Q Corp signs the completed agreements, the designated group administrator will receive a username and password via email.

Log In to Q Corp's Secure Online Portal

Once the group administrator receives a username and password, access to Q Corp's secure online portal is available at <http://q-corp.org/reports/provider-reports>. Click the button to the right that reads, "VISIT THE PORTAL" and log in. Reports can be accessed for each clinic site and primary care provider through "My Reports." Information about the patients included in each measure is available by viewing clinic reports at the provider level. All reports can be downloaded into a spreadsheet or other formats.

Manage Additional User Logins

Milliman creates one user login per medical group; all other user logins must be managed by the group administrator. Manage accounts in the secure portal through the "Admin Tools" tab. Options are listed under the "Portal Users" section. The group administrator can manage user access at three different levels: medical group, clinic, and provider.

- Group Level Account – User can view all clinics, providers, and associated patients in the medical group.
- Clinic Manager Account – User can view only the clinic they are assigned to, providers within that clinic, and associated patients.
- Provider Account – User can view only the provider assigned to the user ID and associated patients.

When personnel change, the group administrator must add or delete users as appropriate. To change a user level, delete the user completely and add a new user at the different level. To change the group administrator, please contact Q Corp immediately.

For help logging in to the secure site, or to retrieve a forgotten username or password, or other technical questions, please call 877-514-8465 or email medinsight.support@milliman.com

Review and Correct Data

Q Corp is one of the few multi-plan, claims-based measurement systems in the country that provide patient-level data to providers. The goal of this initiative is to improve patient care, which requires making the data accurate, timely, and useful. To this end, we offer providers an opportunity to correct and improve the data. Detailed instructions on how to provide feedback on portal reports and patient-level detail is available in a document, "Instructions for Reviewing Data and Providing Feedback," located at <http://q-corp.org/reports/provider-reports>. Q Corp policies for groups that wish to have their data reconsidered or believe they should be excluded from public reporting are available at <http://q-corp.org/reports/provider-reports>.

To protect patient privacy, all communication about individual patients and their care must be submitted through the secure website. **Please do not deliver patient information directly to Q Corp staff.**

Important note: Q Corp invites medical groups to review their results, and provide feedback and corrections through the secure portal prior to the public refresh of results on our consumer website, www.PartnerForQualityCare.org, in July 2014. The medical group review period is **May 1– June 30, 2014**. Formal requests for data reconsideration or exclusion from public reporting via the required forms are due by **June 30, 2014**.

How to Get Help

Q Corp staff is available to assist you with logins, accessing the secure portal, and interpreting online and paper reports. Please use the contact information below. Additional assistance is available through Q Corp's recorded webinar, *Using Quality Reports to Improve Care*, available online at <http://q-corp.org/resources/webinars/using-quality-reports-improve-health-care>

Contact Us

Q Corp is very interested in receiving feedback from medical groups, clinics, providers and their staff to continue refining the process for future reports.

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