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Introduction to the HealthPartners Registry Report Program:

Welcome to the HealthPartners Registry Report Program. These lists may be utilized independently or may augment processes that you already have in place for your clinic membership. The lists are based on the concept of a "registry" of members needing a defined set of services.

With the emergence of Electronic Medical Records, many medical groups are able to generate a similar list for all of their patients. HealthPartners may also have data that the medical group has not captured, for example if the patient receives services outside your medical group. Hopefully, looking at both clinic and health plan data, gives a more complete picture of the services your patients need for optimal care.

What Registry Reports are available?

Preventive Services Registry Report includes:
Breast Cancer Screening
Cervical Cancer Screening
Colorectal Screening
Chlamydia Screening
HPV vaccine status
Child & Teen Check-up and Lead Registry Report
Chronic Care:
Asthma Registry Report
Cardiovascular Disease Registry Report
Chronic Obstructive Pulmonary Disease Registry Report
Coronary Artery Disease Registry Report
Diabetes Registry Report
Heart Failure Registry Report
Hypertension Registry Report
Medication Therapy Management Registry Report

How do I get access to HealthPartners Registry Reports?

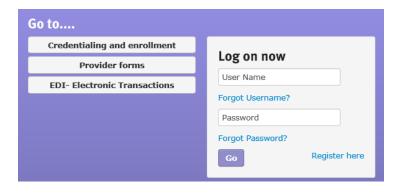Register for a secure account on HealthPartners provider portal.

If your facility already has access to the provider portal:

Contact your delegate to request an account and assign the applications Registry Reports and Eligibility.
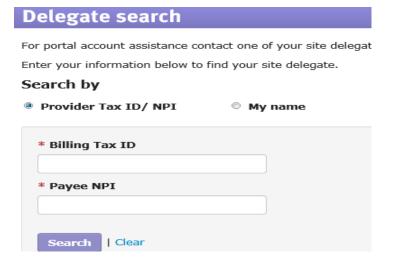
If you do not know your delegate,

1) Click the "Register Here" link on the provider landing page,

2) click the delegate link,

Health Care Provider

Individuals and organizations who provide health care services.

Who might use this option:
Physician offices, Hospitals, Care system's central billing office, Dental, Pharmacy, and other Ancillary providers.

I work for a health care provider

Need to add facilities to your account? Contact your delegate

3) enter your Tax ID and NPI and click "Search" to verify if there is an active delegate.

Delegate search

For portal account assistance contact one of your site delegat

Enter your information below to find your site delegate.

Search by

◉ **Provider Tax ID/ NPI**   ○ **My name**

* **Billing Tax ID**

* **Payee NPI**

Search | Clear

<u>If your facility is not currently registered on the provider portal</u>:

- o Send an email request to provider.ec.registration@healthpartners.com .
  Include: requesting access to Registry Reporting, facility name, facility tax ID, your name, phone number, email, and job title.

- o Once your request has been processed and security clearance obtained, provider e-Services will send log on credentials to your email address.

- o For any problems logging in or registering, contact the Provider e-Services Support Center at 952-883-7505. Press option 1 for password assistance or option 2 to leave a message regarding other questions.

How can I view the Registry Reports?

You can view your Registry Report through the secure Provider portal at www.healthpartners.com/provider.

- o Once you are on the HealthPartners home page, click on Provider Portal.

- o Log in. You are now on the Provider Welcome page. Remember you must log on at least every 185 days to maintain access.

- o Under applications choose Registry Reports. Choose the Registry Report you want to view. Your clinic/s will be the only ones available for you to view.

How often is the Registry Report updated?
- o The Registry Reports are updated quarterly in February, May, August and November.
- o Data is refreshed in
  - o February (claims paid through Dec. prior year),
  - o May (claims paid through March 31st),
  - o August (claims paid through June 30th)and
  - o November (claims paid through Sept. 30th).

What information is on HealthPartners Registry Report?
- o Registry Reports contain claims-based data, which may not include members who have received services outside the HealthPartners system or who have had services after the end date for the quarterly report.
- o The Registry Reports are population-based lists of members identified by age, gender and or diagnosis. It also has data from MIIC.

Why does my Patient Registry attributed membership not tie to my Total Cost of Care attributed membership?

- o The patient registries include all products and are condition specific whereas the TCOC is commercial only; primary care attributed and includes all care.

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How can the Registry Reports support efforts to deliver patient care?

- Identify patients who may be in need of preventive care services
- Support chronic care management of diabetes, cardiovascular disease, coronary artery disease, heart failure, asthma, chronic obstructive pulmonary disease and hypertension.
- Pre-visit planning
- Between visit care - member outreach and satisfaction
- Systematized recall/tickler/at risk processes
- Improved performance on publicly reported measures like Minnesota Community Measurement

What are the steps to effectively use the Registry Reports at a clinic level?

The key to providing comprehensive care is identifying gaps in care and having standardized processes in which to provide that care. Many medical groups use the following process to improve performance.

- Identify a clinic champion for this process.
- Identify your goals and objectives.
- Determine your target population and target goal(s).
- Understand your current results and what your gap to goal is.
- Communicate and engage with key stakeholders.
- Identify who will be responsible for each registry and how the work will get done.
- Validate the data provided.
- Identify and implement your interventions, evaluate these over time and modify them as needed.
- Evaluate your success and refine your process where needed.

Process Improvement Tips:

- Patients may appear on more than one Registry Report. Coordinate your interventions so that a patient receives only one contact for both conditions.

- Prioritize patients for your intervention in several ways:

  - A patient with multiple co-morbidities should receive higher priority.

  - Sort your registry by the number of labs or exams needed per patient

- Combine other interventions if appropriate

- Contact your central lab(s) to receive relevant lab data and merge your registry list with the lab data.

For additional information or questions regarding this program, contact us at quality@healthpartners.com.