Using the Provider Portal for Stars

Questions?
Call us at 1-877-762-3515.
Stars and the Provider Portal

Actionable, consistent data is key to delivering quality care to our shared patients. To support your clinical decision making, you can access Stars report cards and reports on our provider portal. We tailor these reports to your provider group and update them daily.

You can also submit supplemental data files on the portal, giving you an efficient and secure way to close existing gaps in your patient population.

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Getting Started

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Our portal is hosted by Availity. Here’s how to get started.

1. **Sign up for an Availity account**
   If you don’t already have an account, check with your organization’s Availity administrator or sign up for one at [www.availity.com/provider-portal-registration](http://www.availity.com/provider-portal-registration)

2. **Check your Availity permissions**
   Contact your Availity administrator if you have any problems accessing:
   - Clinical Reports for quality, Stars, and risk adjustment information
   - Eligibility and Benefits for membership reports
   - Financial Reports for claims data and other financial reports

**Questions?** Call us at 1-877-762-3515.
Once you’ve logged into Availity, you can find your administrator by first selecting your name on the top right. Then, select **My Administrators**.
Accessing the Provider Portal

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1 Go to www.availity.com.

If you have an Availity account, press Login at the top of the screen. If you don’t, press Register or reach out to your Availity administrator.

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Accessing the Provider Portal

Enter your user ID and password, then press Login.

Questions? Call us at 1-877-762-3515.
In the top menu under Payer Spaces, select Devoted Health Plans.
In the Applications tab, select Provider Portal.

Questions? Call us at 1-877-762-3515.
Select Devoted Health as the organization and press Submit.

Questions? Call us at 1-877-762-3515.
The portal homepage opens in a separate browser tab.

Make sure your browser is set to allow pop-ups.

Questions? Call us at 1-877-762-3515.
Viewing Your Stars Report Card

Questions?
Call us at 1-877-762-3515.
On the portal’s homepage, select Stars Dashboard to view your report card.
Group and Contract Filters

Your Stars report card shows the Stars performance for all your assigned Devoted Health members. The **Contract** and **Group** dropdowns are populated based on your assigned TIN in Availity. Use them to filter to a specific contract and group.

Your report card is refreshed daily and reflects performance to date.

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Official View

The official view shows Stars performance to date on measures that count during the measurement year. Members in each denominator have met official measurement criteria.

The report card shows both total gaps and the number of gaps to 5 stars. See Submitting Supplemental Data to learn how to close these gaps.

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**Unofficial View**

The unofficial report card has larger denominators for each measure because it shows members who fall into unofficial or display versions of the measure:

- **Unofficial** means members who will likely count for the measure this year but who don’t yet meet official criteria
- **Display** means members who won’t count for the measure this year due to continuous enrollment criteria, but will in future years

You can proactively address open gaps for these members by submitting supplemental data through the portal (see [Submitting Supplemental Data](#)) or by submitting appropriate claims.

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Sharing your Stars report card

To share your Stars report card, use your browser’s print option and select **Save as PDF**. That gives you a PDF that you can easily share.

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Submitting Supplemental Data

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What is supplemental data?

It’s data that provides clinical documentation beyond what’s found on claims. It can be used to prove compliance or to show that a member no longer needs a HEDIS-related service. Supplemental data may also be used to identify members to exclude from a measure.

What counts as supplemental data?

Individual charts, assessments, and labs are all acceptable file formats. And you can submit this data directly through our provider portal. Since all our data sources are subject to regular audit, we at Devoted Health are responsible for ensuring the accuracy of supplemental data we receive. We typically review this data within one week of submission.

What HEDIS measures are eligible for supplemental data submission?

- Medication Reconciliation Post-Discharge (MRP)
- Colorectal Cancer Screening (COL)
- Transitions of Care (TRC)
- Breast Cancer Screening (BCS)
- Comprehensive Diabetes Care (CDC)
  - Blood Sugar Control
  - Retinal Exam
  - Kidney Disease Monitoring
- Care for Older Adults (COA)
- Controlling High Blood Pressure

Now let’s look at how to upload supplemental data through the portal.

Questions? Call us at 1-877-762-3515.
Go to your report card and select the link in the Total Gaps column. This will take you to a list of members with that specific gap.
In the Attest column, select Send Chart to upload a document that closes the gap for the member.

Questions? Call us at 1-877-762-3515.
Press Upload. Select the file to upload and press OK.
Downloading Stars Reports

Questions?
Call us at 1-877-762-3515.
You can download these reports from our provider portal.

**Stars Report Card**
Stars summary scorecard of performance to date with the option to view and close gaps per measure.

**Hospital Census**
List of current member admissions and discharges within the past 31 days. Data based on Health Information Exchange (HIE) notifications and authorizations.

**Stars Member Gaps**
Member-level report showing open HEDIS and medication adherence gaps. Each row shows a specific member and their relevant gap information.

**Stars Adherence Report**
List of currently allocated members eligible for Stars medication adherence measures and their current status. It includes only actionable members (those due in the next 2 weeks or overdue for a fill).

**Star Measure Status**
List of each assigned member and their compliance with each measure. For Part D measures, it also includes the member’s numerator weight. It can be used to calculate per measure or overall Stars performance for a given group or practice.

**Stars Actionable Gap Report**
All open gaps with actionable steps you can take to close the gap. Each row shows a specific open gap.

**Stars TRC Report**
List of all discharged members who are eligible for transition of care, along with their current status.

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You have two ways to download reports:

- In the top menu, select **Downloadable Reports**
- On the portal homepage, select **Downloadable Reports**

Questions? Call us at 1-877-762-3515.
You’ll see a list of all reports that you can download based on your Availity permissions. Note that you can filter reports based on contract and group, just like with report cards. In the Actions column, press Request File.

When the file is ready, the button changes to Download. Press Download to download the file.