

Select Health Quality Provider Program Report Hub Instructions: Basic User

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Additional Online Resources

Formatting a Gaps List in Excel

Select Health Quality Provider Program
Formatting a Gaps List in Excel

Once you have downloaded and saved the Gaps List in Excel, open the file and follow the formatting tips in this section. These tips will help you manage the data in the Gaps List more effectively. For more information on Excel functions and other important best practices for the Select Health Quality Provider Program, the examples on this page indicate how to address issues in the Excel spreadsheet, making it easier to read the data.

Select columns with information highlighted. Show your mouse cursor and drag to the left column headers.

Hide focus between the current column that is highlighted and the next column. Double-click on the center to merge the selected columns.

This is the resulting view and the columns have merged.

Select Health

Troubleshooting Dashboard Errors

Quality Provider Program:
Troubleshooting Dashboard Errors

General Instructions: For all issues encountered, first clear your browser cache based on the steps listed below.

Chrome Instructions:

1. Click on the Chrome address bar and then select "Clear Data."
2. You should then see a pop-up window (see below), and make sure ALL boxes are checked.
3. Then click on "Clear data."

Microsoft Edge Instructions:

1. Click on the Edge address bar and select "Clear Data/Cache."
2. Select all four boxes in the pop-up window that opens.
3. Make sure the "Clear browsing data" is selected.
4. Then click on "Clear now."

Clear browsing data

Clear browsing data

Select Health

Report Hub Instructions: Basic User, Continued

Accessing the Quality Provider Program (QPP) Report Hub

1. To access the report hub, visit the [Quality Provider Program \(QPP\) website](#).
2. Click on the Report Hub link.
3. Sign in with your username, password, and 2-step verification code (PING ID on your cellular device).

Sign On

Username or Email Address

Password

OR Remember my username

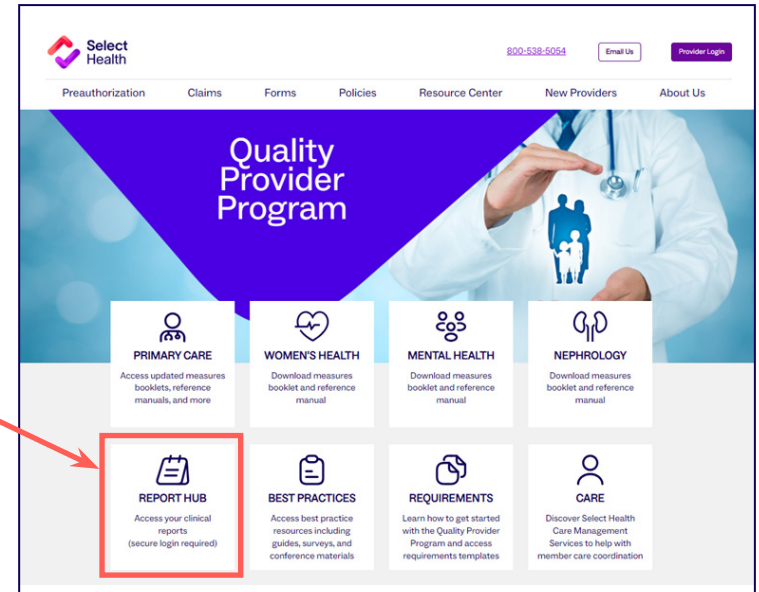
Sign On

[Forgot Password](#)

id PingID

Passkey

Windows Hello

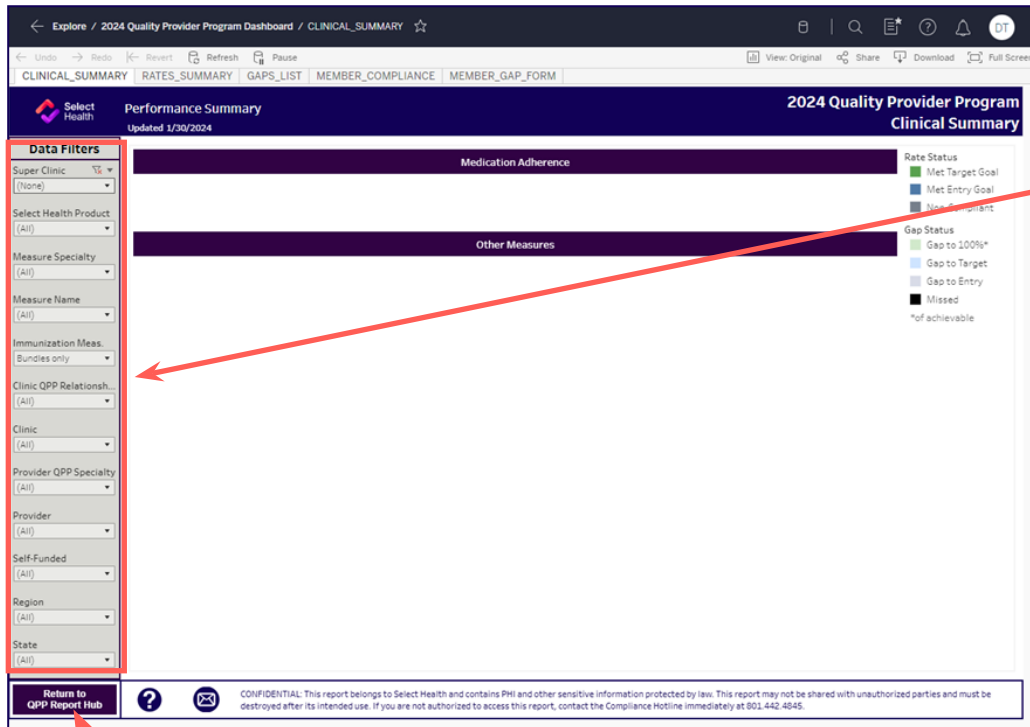


4. Once the report hub opens, you can select the report you would like to view. The report you select will launch in a new window.
5. To select a new report, close or minimize the current window to come back to this page.

Quality Provider Program Report Hub

Report	Description	
2024 Quality Provider Program Dashboard	Summary and detail information related to measures in 2024	🔗
2023 QPP Clinical Summary	Compilation of success metrics related to measures in 2023	🔗
2023 QPP Gaps in Care List	Detailed list of Gaps in Care related to measures in 2023	🔗
2023 QPP Gaps in Care for Download	Direct link to the Download tab on the Gaps in Care report for 2023	🔗
2022 Medical Home Clinical Summary	Compilation of success metrics related to measures in 2022	🔗
2021 Medical Home Clinical Summary	Compilation of success metrics related to measures in 2021	🔗
2020 Medical Home Clinical Summary	Compilation of success metrics related to measures in 2020	🔗
Hospital Census	List of members admitted to the hospital or ED in the last 7 days	🔗
Case & Disease Management Patient List	List of members with active Case or Disease Management Cases	🔗
Gaps in Care Form	Printable form for clinics to identify gaps in care	🔗
Medicare Advantage STARS : Provider	5 HEDIS and 4 PQA Pharmacy/CMS measure performance data available by provider	🔗
Quality Data Corrections Tool	Submit a correction for Medical Home data	🔗
2023 Chronic Condition Assessment Report	Summary of 2023 Chronic Conditions for Attributed Members	🔗

Report Hub Instructions: Basic User, Continued



The report you select will have data filters to choose from on the left side of the window that opens. Use the definitions below to decide which filters meet your needs.

DATA FILTERS	DESCRIPTION
SUPER CLINIC	Select the name of your organization. You should only have access to one super clinic.
SELECT HEALTH PRODUCT	Allows filtering by Commercial, Medicare, or Medicaid products to focus on a specific population.
MEASURE SPECIALTY	Options will be limited to the type of specialty program the clinic is enrolled in.
MEASURE NAME	Allows filtering by measure types.
IMMUNIZATION MEAS.	For primary care specialties, immunization members can be depicted as: <ul style="list-style-type: none"> • Bundles only (COMBO 2 & COMBO 7) • Bundles & components
CLINIC QPP RELATIONSHIP	The Super Clinic will default to either “Affiliated,” “Intermountain,” or “Employed.”
CLINIC	If the organization has multiple clinic locations, this will allow you to filter to specific location(s).
PROVIDER QPP SPECIALTY	Allows filtering by provider primary specialty within the QPP Program.
PROVIDER	Allows filtering by provider name.
SELF-FUNDED	If your clinic is affiliated with Castell, selecting “yes” will filter to members not affiliated with Castell Programs due to different attribution models.
REGION	The Super Clinic main location will be set as the region default.
STATE	The Super Clinic main location will be set as the state default.
STATUS*	Allows filtering by member compliance status: Achievable, Compliant, or Non-Compliant
MEMBER*	Allows filtering by member name

NOTE: If you closed out of the Report Hub tab previously, each report has a “Return to the QPP Report Hub” button in the bottom left corner, below the “Data Filters.”

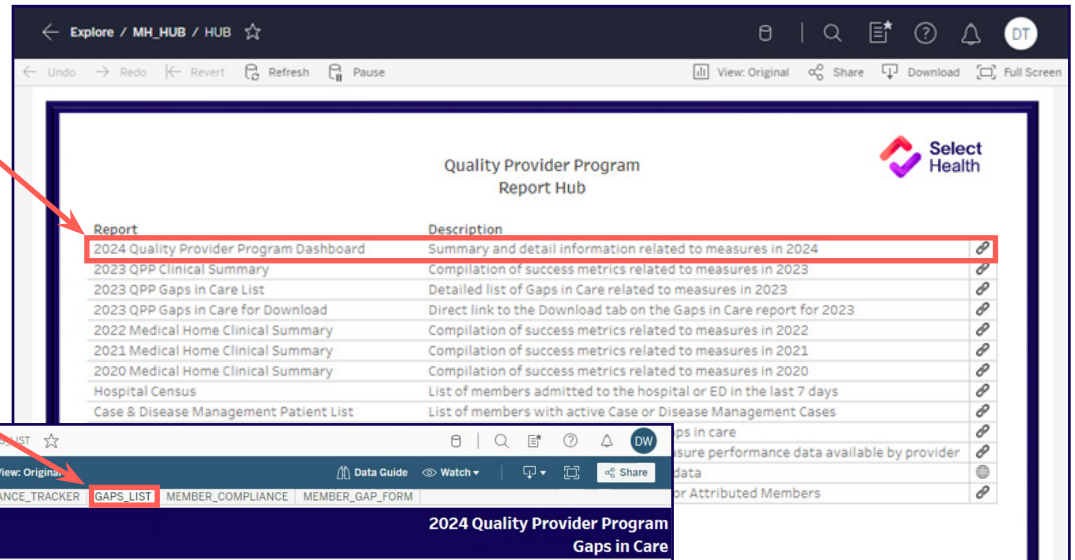
* Filters are only available on the GAPS_LIST (covered in this document) and MEMBER_COMPLIANCE (covered in the [Super User Instructions](#)) tabs.

Report Hub Instructions: Basic User, Continued

Navigating the QPP Dashboard

1. Click on the current "Quality Provider Program Dashboard" (e.g., "2024 Quality Provider Program Dashboard") to view summary and detail information related to measures for the current year.
2. Click on the **GAPS_LIST** tab for the current year.* This displays gaps by members & providers, and a report can be downloaded.

NOTE: View the gaps-in-care data in a printable PDF form with links to the Quality Data Corrections (QDC) Tool to submit corrections (see [page 5](#) for export instructions to download a CSV file).



Using the Gaps List

1. The "GAPS_LIST" tab will pull up every patient and every measure they fall into. Start by selecting your clinic in the "Super Clinic" drop down, and click "Apply." Use other filters in the drop downs on the left side of the window, as needed (see definitions on [page 3](#)).
2. By default, the GAPS_LIST tab depicts member-to-measure information without status detail.

How to download the Gaps in Care data to a spreadsheet

- 1- Make sure you have the desired filters selected in the grey section to the left
 - By default, Super Clinic is set to "None" so the report loads faster
- 2- Click the "Download" button toward the top-right of this report within your browser
- 3- Select "Crosstab" as the file format
- 4- Select the "Gaps_Download" sheet
- 5- Select "CSV" file format
- 6- Save the file as CSV to your desired location on the local computer

Member	New Peds	EMP#	Member ID	Birth Date	Provider	Clinic	Measure	Qualified Date	Completion Date
141937760	Null		11/12/2014	ZARATIN, K.	SPLIT OAK	Well-Care Visits: 3-11 Years (W	11/12/2017		
805223439	Null		12/17/1958	SZITAY, BAYLEE	SPLIT OAK	Cancer Screening: Colorectal (C	12/17/2008		
874272710	Null		1/11/1953	PAZ, KAITLYNN	SPLIT OAK	Diabetes Care: Eye Exam (EED)	4/2/2023	12/6/2023	
378396208	Null		6/13/2006	SZITAY, BA.	SPLIT OAK	Diabetes Care: HbA1c control (4/2/2023		
185523313	Null		6/12/2012	ESTEVES, B.	SPLIT OAK	Diabetes Care: Kidney Health E	12/27/2022		
40242465	Null		8/12/1965	OLLIVIER, BIANCA	SPLIT OAK	Annual Wellness Visit (AWV)	1/11/1971		
228049511	Null		2/17/1977	SZITAY, BA.	SPLIT OAK	Breast Cancer Screening - ECD	1/11/2003	3/28/2023	
237535398	Null		12/20/1950	MAS, MCKINLEY	SPLIT OAK	Cancer Screening: Colorectal (C	1/11/2003	3/28/2023	
727284895	Null		1/10/2023	MINAS, UM.	SPLIT OAK	Well-Care Visits: 12-17 Years (C	6/13/2024		
691998571	Null		9/13/2019	ZARATIN, K.	SPLIT OAK	Well-Care Visits: 12-17 Years (C	6/12/2024		
235137106	Null		3/15/2021	MINA, SRY.	SPLIT OAK	Breast Cancer Screening - ECD	8/12/2015	4/26/2023	
						Cancer Screening: Colorectal (C	8/12/2015	4/26/2023	
						Diabetes Care: Eye Exam (EED)	12/15/2023		
						Diabetes Care: HbA1c control (12/15/2023		
						Diabetes Care: Kidney Health E	12/15/2023		
						Annual Wellness Visit (AWV)	12/17/2027		
						Breast Cancer Screening - ECD	12/20/1968		
						Cancer Screening: Colorectal (C	12/20/2000	11/23/2023	
						Well-Baby Visits: 0-15 Months	1/10/2023		
						Well-Care Visits: 3-11 Years (W	9/13/2022		
						Well-Care Visits: 3-11 Years (W	3/15/2024		

3. Use the filter to the right of the table to sort by member or provider. Then, select "Download" to download a full gaps-in-care list, which includes supplementary information that supports gap closure.

* Dashboards for the current year and past three years are available."

Report Hub Instructions: Basic User, Continued

We recommend that you export the gaps-in-care report as a CSV file. To do so:

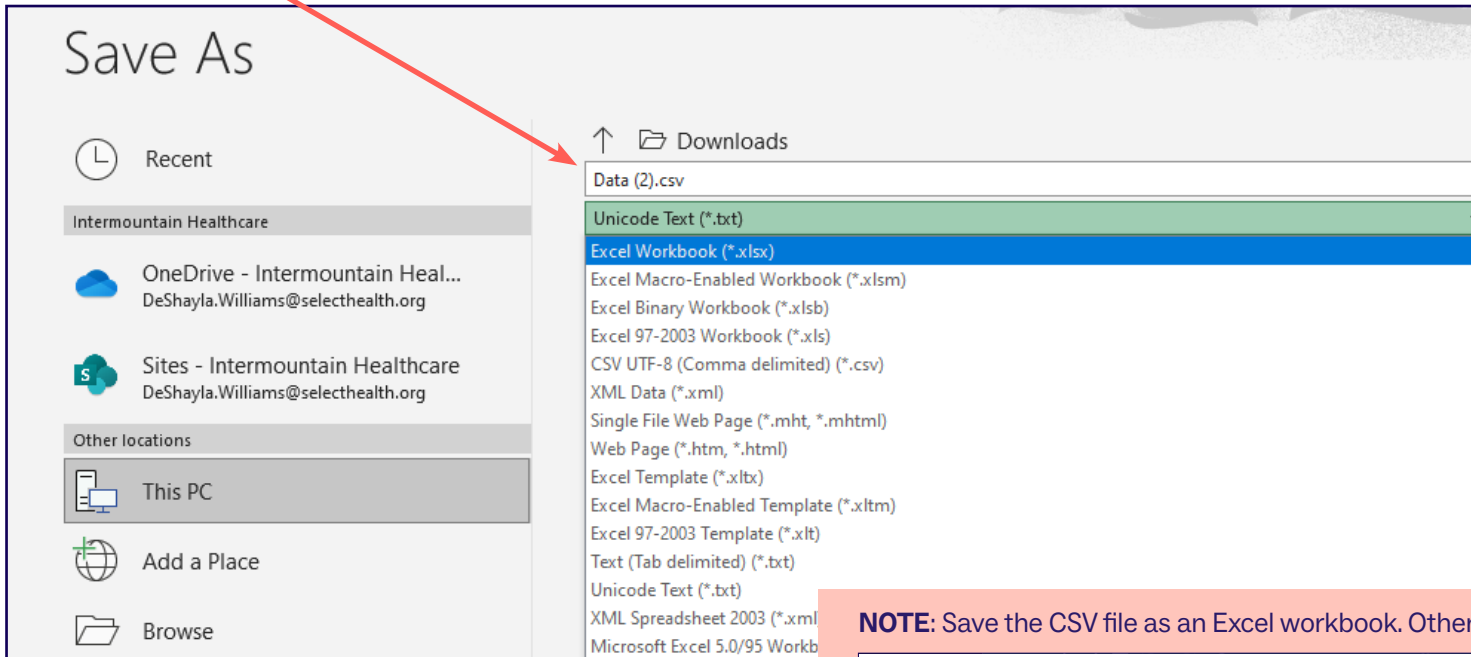
1. Click on the data table displayed to focus on the data you would like to export.
2. Select the “download” icon toward the top-right of this report within your browser.
3. Choose “Crosstab” as the file format.
4. Select the file to download (“Gaps_Download”) and “CSV” as the format to download to your desired location on your computer.
5. After opening the data file, “Save As” the CSV file as an Excel workbook to allow formatting for readability and usability.

NOTE: Ensure that you select the correct sheet before downloading.

The screenshot shows the 'Gaps List for Download' report in a web browser. The report title is 'Gaps List for Download' and it was updated on 2/6/2024. The main content area displays a table with columns: Member, New Peds, EMPI, Member ID, Birth Date, Provider, Clinic, Measure, Qualified Date, and Compliance. The table contains several rows of data. A 'Download Crosstab' dialog box is open in the foreground, showing a list of sheets to download: 'Gaps_Downlo...', 'ZZ_ABOUT', 'ZZ_CONFIDE...', 'ZZ_CONTACT', and 'ZZ_Downlo...'. The 'Gaps_Downlo...' sheet is selected. Below the sheet list, there are radio buttons for 'Excel' and 'CSV', with 'CSV' selected. A 'Download' button is at the bottom of the dialog. Red arrows point from the instructions to the 'Download' icon in the top right of the report, the 'Crosstab' option in the download menu, and the 'Gaps_Downlo...' sheet and 'CSV' format in the dialog box.

Member	New Peds	EMPI	Member ID	Birth Date	Provider	Clinic	Measure	Qualified Date	Compliance
		141937760	Null	11/12/2014		SPLIT OAK ...	Well-Care Visits: 3-11 Years (W...	11/12/2017	
		805223439	Null	12/17/1958		SPLIT OAK ...	Cancer Screening: Colorectal (C...	12/17/2008	
						PRIMARY	Diabetes Care: Eye Exam (EED)	4/2/2023	12/6/20...
						CARE -	Diabetes Care: HbA1c control (...	4/2/2023	
						SOUTHEAST	Diabetes Care: Kidney Health E...	12/27/2022	
		874272710	Null	1/11/1953		SPLIT OAK ...	Annual Wellness Visit (AWV)	1/11/1971	
						PRIMARY	Breast Cancer Screening - ECD...	1/11/2003	
						CARE - SOU...	Cancer Screening: Colorectal (C...	1/11/2003	3/28/20...
		378396208	Null	6/13/2006		SPLIT OAK ...	Well-Care Visits: 18-21 Years (...	6/13/2024	
		185523313	Null	6/12/2012		SPLIT OAK ...	Well-Care Visits: 12-17 Years (...	6/12/2024	
		40242465	Null	8/12/1965		SPLIT OAK ...	Breast Cancer Screening - ECD...	8/12/2015	
						PRIMARY	Cancer Screening: Colorectal (C...	8/12/2015	4/26/20...
						CARE -	Diabetes Care: Eye Exam (EED)	12/15/2023	
						SOUTHWEST	Diabetes Care: HbA1c control (...	12/15/2023	
							Diabetes Care: Kidney Health E...	12/15/2023	
		228049511	Null	2/17/1977		SPLIT OAK ...	Cancer Screening: Colorectal (C...	2/17/2027	
		237535398	Null	12/20/1950		SPLIT OAK ...	Annual Wellness Visit (AWV)	12/20/1958	
						PRIMARY C...	Cancer Screening: Colorectal (C...	12/20/2000	11/23/...
		727284895	Null	1/10/2023		SPLIT OAK ...	Well-Baby Visits: 0-15 Months ...	1/10/2023	
		691998571	Null	9/13/2019		SPLIT OAK ...	Well-Care Visits: 3-11 Years (W...	9/13/2022	
		235137106	Null	3/15/2021		SPLIT OAK ...	Well-Care Visits: 3-11 Years (W...	3/15/2024	

Report Hub Instructions: Basic User, Continued



The downloaded file will include links to submit a correction for the member on the corresponding row. The selected member's information and measure components will be auto populated in the respective fields of the correction form.

NOTE: Save the CSV file as an Excel workbook. Otherwise, your CSV file will look like this:

Super Clinic Name	Clinic Name	Provider Name	Empi	Member Name	Birth Date	Age	Measure Name	Code	Due Date
Intermountain Medical Group	Intermountain Alta View Women's Specialists	Bonus At Risk							
Intermountain Medical Group	Intermountain Alta View Women's Specialists	Bonus At Risk							