

# 2024 Provider Roster Application (PRA) Manual



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## About

Through our Provider Roster Application (PRA) tool, you can actively manage your primary care providers' information simply and effectively for their participation in our value-based programs. This includes our PCP Incentive Program (PIP), Disease Burden Management program (DBM) and, if you participate, our Alternative Payment Model (APM).

We use the information you share and attest to through our PRA tool solely for the purposes of our value-based programs. **Any changes you need to make for contracting purposes should be made through our [established credentialing process](#).**

Find additional [PRA training tools](#) online (login required).

## Vocabulary

Accountable Care Network (ACN)	A term we use to encompass provider organizations, provider hospital organizations, and clinically integrated networks.
Affiliate	The act of adding a physician to your ACN roster for the purposes of value-based program reporting and payment.
Attestation	Confirmation and agreement at the close of a cycle that the participation and demographic data in the PRA tool is accurate.
Cycle(s)	The period in which the provider's demographic information, product participation, and ACN alignment apply to value-based performance reporting and payments.
Disease Burden Management (DBM) program	A Priority Health provider incentive program available to ACNs.
Alternative Payment Model (APM)	A Priority Health value-based program based on risk-sharing or shared-saving agreements. This is a contractual program.
PCP Incentive Program (PIP)	A Priority Health provider value-based program available to ACNs.
Provider Override	When an ACN edits provider information that differs from what was imported from the existing data, a provider override will be applied, accepting the new information as the source of truth.
Payor product(s)	For the purposes of this manual, payor product(s) refers to the different Priority Health insurance plans in which your providers carry patient panels.
Program(s)	For the purposes of this manual program(s) refers to our value-based programs.
Release / Remove	The action of removing a provider from your ACNs roster.
Retain	The action of keeping a provider in your ACN's roster.
Roster	List of providers that are affiliated for your ACN's value-based programs
Snapshot	A "picture" of your provider roster and supporting data at specific point in time that is used to populate value-based program reporting
Group	A optional grouping function available for PCPs affiliated to your ACN.
Subgroup	An additional layer of grouping under Group for PCPs affiliated to your ACN.

## Accessing the PRA tool

### Browser requirements

Use one of the following internet browsers to access our PRA tool:

- ✓ Google Chrome
- ✓ Firefox
- ✓ Microsoft Edge
- ✓ Safari

Click or paste the link below into your selected browser to access the tool. This link will take you to the sign-in page:

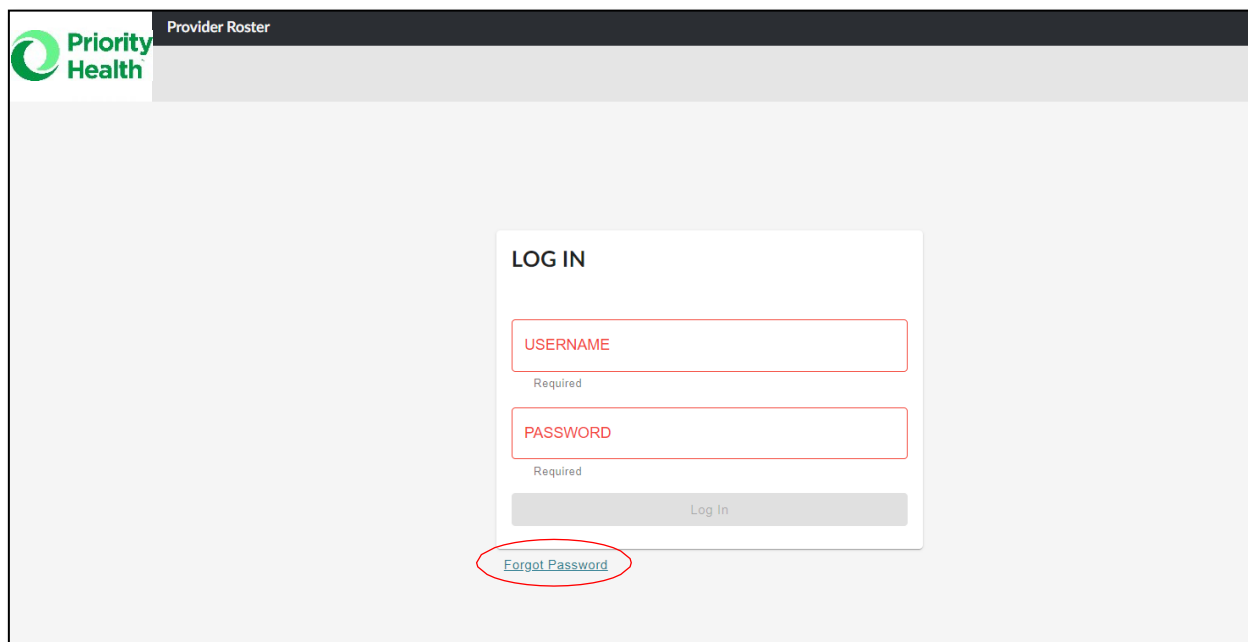
<https://priorityhealth-pra.medicaladvantage.com>

### Requesting an account

If you're new to PRA and need an account, or if you need to update access to an existing account, complete [this form](#).

### Forgotten passwords

For password resets, use the **Forgot Password** link on the sign-in page.

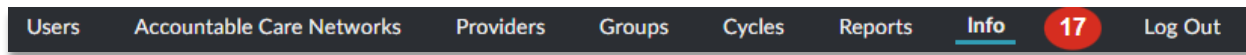


### Technical issues

If you experience account or technical issues, reach out to [priorityhealth-pra@medicaladvantage.com](mailto:priorityhealth-pra@medicaladvantage.com) and copy your assigned Provider Strategy & Solutions Consultant.

## PRA pages

In the PRA tool, there are various pages to help you affiliate providers to your roster. Below are descriptions of each page and how to use them.



## User page

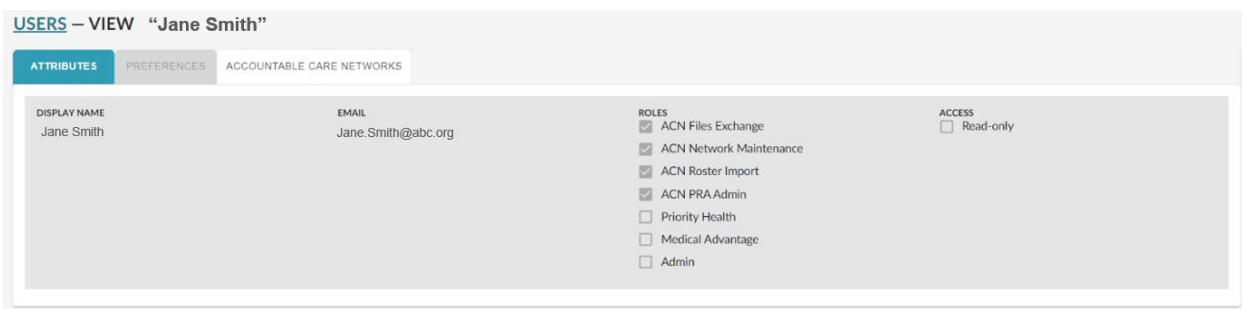
The **User** page shows the user accounts associated with your ACN. Click on each user to learn more about the user account through these tabs:

- **Attributes:** provides more detailed information on which role and access the user has been granted
- **Accountable Care Networks:** shows which ACN(s) the user can access

### PRA account roles

The following roles are available to the user accounts associated with your ACN:

1. **Network Maintenance:** This is the basic PRA user account. A user with this role can make updates to practice and PCP information. They can also view reports and download PRA snapshots.
2. **PRA Administration:** This role has the same access as Network Maintenance plus the added ability to [attest for your organization](#).
3. **Roster Import:** This role has the same access as Network Maintenance plus the added ability to [import ACN rosters](#).
4. **ACN Files Exchange:** This role can upload files through the files exchange portal. This role isn't applicable for all ACNs.



USERS – VIEW “Jane Smith”			
ATTRIBUTES   PREFERENCES   ACCOUNTABLE CARE NETWORKS			
DISPLAY NAME	EMAIL	ROLES	ACCESS
Jane Smith	Jane.Smith@abc.org	<input checked="" type="checkbox"/> ACN Files Exchange <input checked="" type="checkbox"/> ACN Network Maintenance <input checked="" type="checkbox"/> ACN Roster Import <input checked="" type="checkbox"/> ACN PRAAdmin <input type="checkbox"/> Priority Health <input type="checkbox"/> Medical Advantage <input type="checkbox"/> Admin	<input type="checkbox"/> Read-only

To update your PRA role, complete the PRA user registration form, select all desired roles and document in the notes section which role you're updating or adding.

Note: Each ACN needs to have a main contact. Fill out the [PRA user registration form](#) to indicate who you'd like to be the main contact for your ACN.

7. Will you serve as the ACN(s) primary contact?  
If yes, your email and phone number will be made available in the PRA tool. Other ACNs will use this information to communicate with your organization. \*

☐ Yes

☐ No

8. Additional comments:

## Accountable Care Networks page

After logging into PRA, you'll be directed to the Accountable Care Network (ACN) landing page. This is the home page for the PRA tool. Here you'll see a complete list of your ACNs. Some users will have access to multiple ACN accounts based on their ACN membership status.

### ACCOUNTABLE CARE NETWORKS

ORGANIZATION NAME

CITY

STATE

☐ Include inactive
 Clear

#### ABC PHYSICIANS

ADDRESS	CITY	STATE	ZIP CODE	TELEPHONE	EMAIL
<div>&lt; 1 &gt;</div>					

You can view more about your assigned ACN(s) by clicking on the ACN name. On the Attributes tab you will see basic identifying information about the selected ACN, such as: address, primary contact email and primary contact phone number.

### ACCOUNTABLE CARE NETWORKS – EDIT “ABC PHYSICIANS”

ATTRIBUTES

PROVIDERS

PROGRAMS

NAME

ABC Physicians

STREET ADDRESS 1

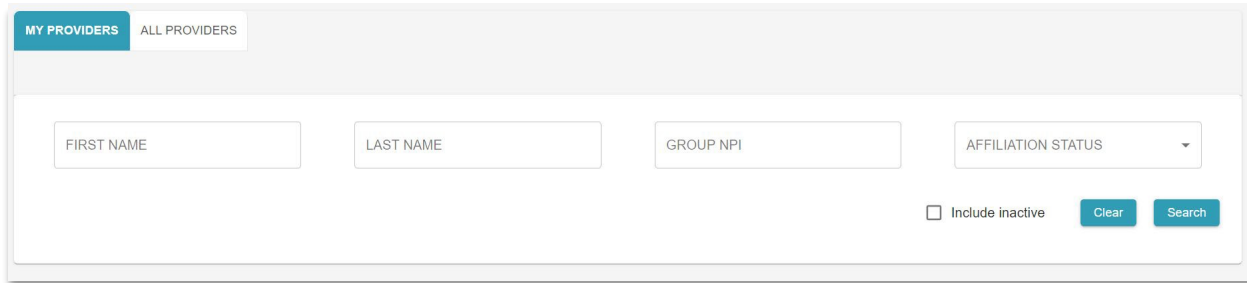
Use the remaining tabs to access views of:

- ✓ **Providers:** your roster of providers affiliated for value base programs
- ✓ **Programs:** your program participation

This section of the PRA tool is meant to give you a high-level view of the data we have on file for your ACN. We configure program participation based on your contractual terms. If there's an issue with the program participation, reach out to assigned Provider Strategy & Solutions Consultant.

## Provider page

Use the **Providers** page to manage your ACN providers. Search for your ACN providers using their first name, last name or practice name under the **My Providers** tab. Under the **All Providers** tab, search for providers outside of your organization by entering their NPI number.



The screenshot shows a web interface for searching providers. At the top, there are two tabs: "MY PROVIDERS" (active) and "ALL PROVIDERS". Below the tabs is a search form with four input fields: "FIRST NAME", "LAST NAME", "GROUP NPI", and "AFFILIATION STATUS" (a dropdown menu). To the right of these fields is a checkbox labeled "Include inactive" and two buttons: "Clear" and "Search".

### PCP criteria and Group NPI

For a PCP to be loaded into PRA, they must meet both of the following criteria:

1. Credentialed, active PCP in Priority Health enrollment system
2. Have a primary specialty in Priority Health enrollment system of:
  - Internal Medicine
  - Internal Med / Pediatrics
  - Pediatrics
  - Geriatric Medicine
  - General Practice
  - Family Practice
  - OB/GYN

PRA will now allow for grouping at the Group NPI level only. The Group NPI for each PCP should be reflective of the PCP's primary Group NPI.

NOTE: The Group NPI Name is being populated with the name that is registered with CMS National Plan and Provider Enumeration System (NPPES).

You can filter your provider list based on the following categories:

- **Affiliated:** Providers participating in value-based programs through your ACN.
- **Release requested:** Providers that other ACNs have requested to be released from your ACN. Release requests will expire after 3 days.
- **Release pending:** Providers you have requested from other ACNs who have not yet been released by that ACN.
- **Release approved:** Providers released from other ACNs that you need to affiliate with your ACN.
- **Recently declined:** Providers you requested from other ACNs that were declined to be released.

Jane Smith				
CITY GRAND RAPIDS	STATE MI	PHYSICIAN NPI 134567890	AFFILIATED WITH ABC PHYSICIANS	Remove
John Doe				
CITY GRAND RAPIDS	STATE MI	PHYSICIAN NPI 2345678901	AFFILIATED WITH ABC PHYSICIANS	Remove
Tony Stark				
CITY GRAND RAPIDS	STATE MI	PHYSICIAN NPI 3456789012	AFFILIATED WITH ABC PHYSICIANS	Remove
Bruce Banner				
CITY HASTINGS	STATE MI	PHYSICIAN NPI 4567890123	AFFILIATED WITH ABC PHYSICIANS	Remove

AFFILIATION STATUS

Affiliated  
 Release Requested  
 Release Pending  
 Recently Approved  
 Recently Declined

The affiliation status of a provider is reflected on the right side of the screen. In this area, you can see if a provider is affiliated with your ACN or if another organization is requesting them to become a member.

## Managing PRA notifications

Another way to manage your open requests is to use the PRA notifications. You can access your notifications in the PRA tool bar at the top of the webpage. Just click the red circle to see notifications. Then click on the notification you would like to view.

PRA notifications correspond to the different filters you can apply to your provider list.

PROVIDERS

MY PROVIDERS ALL PROVIDERS

PRACTICE NAME FIRST NAME LAST NAME

Affiliated  
 Release Requested  
 Release Pending  
 Recently Approved  
 Recently Declined

Programs Cycles Reports 4

Provider Release Requested  
 Attestation Required  
 Provider Release Approved  
 Provider Release Declined

## Provider release requested

These are providers that other ACNs have requested to be released from your ACN. Users can see the requesting ACN. Where there's more than one requesting ACN, a list is shown. Releasing or retaining the provider generates a notification to users for all requesting ACNs.

This is a list of provider requests that haven't yet been responded to. Requests will expire if not responded to within 3 days.

## Attestation required

This is a notice that an attestation that your provider list is updated and accurate is due for one or more value-based programs. See the [Cycle](#) section of this manual for more information on attestation.

☐ I attest that I have obtained provider acknowledgement forms from each provider participating in my Independent Physician Association (IPA)/Physician Hospital Organization (PHO)/Provider Organization (PO) contracts with Priority Health. I further attest that I am authorized by my IPA/PHO/PO to communicate to Priority Health all participating provider information and any provider changes. I further attest that I have accurately provided to Priority Health provider changes, as required by the following sections on **Joining Our Networks, Credentialing, Physician Status, Change of Address or Staff and Advance Practice Professional Billing of the Priority Health Provider Manual**, including additions, deletions, and participation in products. I agree to supply Priority Health evidence of provider acknowledgement and attestation forms upon request and as provided for in Priority Health's Provider manual. Priority Health reserves the right to audit IPA/PHO/PO records of attestation upon request.

VERIFIED BY  
DATE Jane Smith  
January 30, 2022

Confirm



## Provider release approved

Providers you've requested and the other ACN has released. Make sure to complete this task by clicking the green affiliate button.

## Provider release declined

Providers you requested from other ACNs that were declined to be released.

## Provider release expired

You'll see this when your provider release request hasn't been responded to by the other ACN. This will happen after 3 days.

## Email notifications

You'll receive an email from PRA for all notifications. For example:

*Subject: Priority Health Provider Roster Notification Alert*

*You have a new notification in the Priority Health Provider Roster Application.  
Please log in to take action.*

*[link to notification in PRA]*

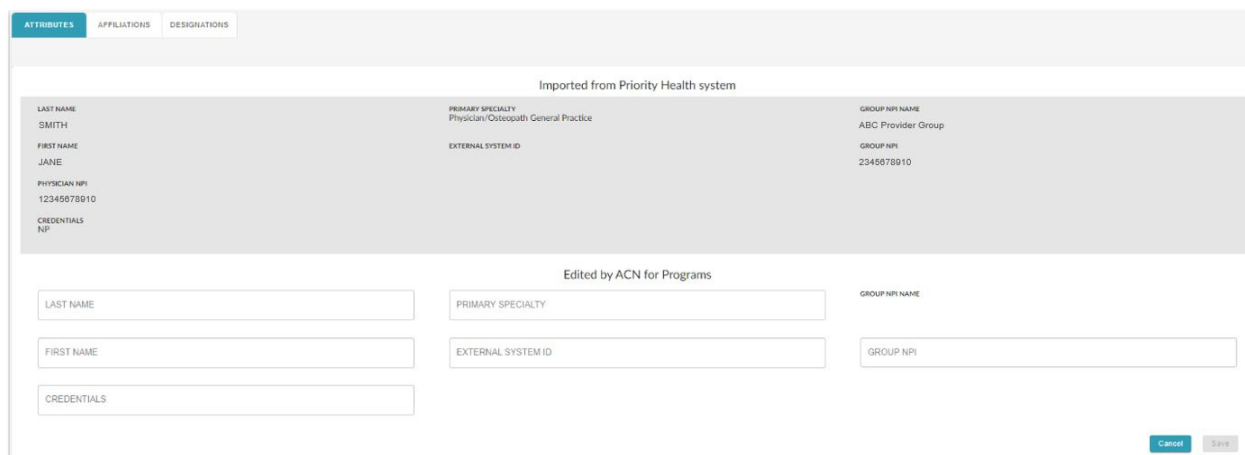
All users can update their notification preferences by navigating to the **User** tab and choosing the **Preferences** tab. "Read only" users won't receive notifications.

You can choose to receive:

- Provider release request notifications by email
- A regular summary of active notifications (optional)
- Both (default)

## Managing provider demographic information

You can manage provider demographic information through the Attributes tab. Just click on the providers name to see the Attributes and Affiliations tabs. Here you can update the providers first and last name, physician NPI, credentials, primary specialty, and primary Group NPI. Currently, these are the only fields available to edit in the PRA tool.



The grey section includes imported data. This comes from our provider credentialing process. You can't directly edit imported provider data. However, you can update data in the **Edited by ACN for Programs** section.

To update provider data:

1. Click on the box of information you'd like to update.
2. Enter updated information.
3. Click the Save button. You'll see a notification in the top left corner of the page confirming your change.

Updated data will only save in the **Edit** section of the **Provider Attributes** tab. Information won't update in the grey **Imported** section until the next cycle.

## Managing provider affiliation

The **Affiliations** tab shows which value-based programs and payer products the provider is currently enrolled in through your ACN. Currently, you can manage the participation status of providers in specific products for our PIP and APM programs.

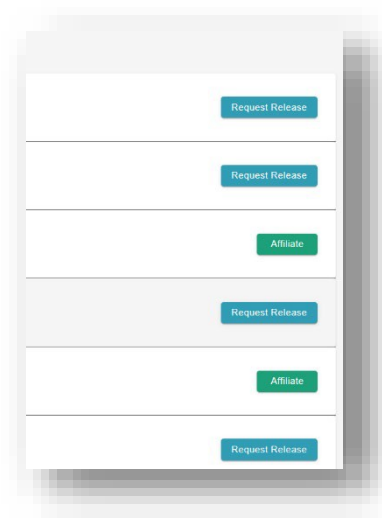
PROGRAMS				
	HMO/POS/ACA	ASO/PPO	Medicare Advantage	Priority Health Choice (Medicaid)
PIP	<button>Add</button>	<button>Add</button>	<button>Add</button>	<button>Add</button>
APM	<button>Add</button>		<button>Add</button>	<button>Add</button>
DBM	<button>Add</button>		<button>Add</button>	

Most providers' affiliations will be managed at the ACN level. However, we do have some providers that participate in payor products outside of their primary ACN alignment. Participation and demographic data of providers who aren't aligned to an ACN will continue to be managed through our standard credentialing process.

## Manage provider product affiliation

- **Affiliate (green button):** Click this button to claim the provider as participating in the payor product through your ACN. *Note: Payor products are affiliated to each value-based program on an individual basis.*
- **Retain (blue button):** You'll see this if a provider is being requested to align with another ACN. Choose the retain option if you want to decline the other ACN's request for affiliation.
- **Release (blue button):** You'll see this if a provider is being requested to align with another ACN. Choose the release option if you want to approve the other ACN's request for affiliation.

If you're requesting a provider from another ACN and the ACN declines your release request, you have the option to reach out to the ACN directly to discuss the provider's affiliation. Contact information for an ACN is available by clicking the link to the ACN's profile.



*This is an example.*

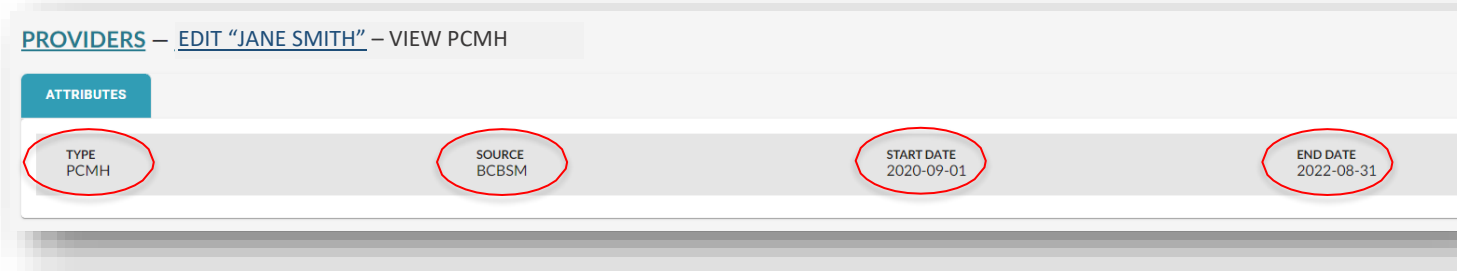
ACNs are responsible for conflict resolution. An ACN won't be able to attest to their roster if there are any outstanding notifications or conflicts for the current cycle. If conflict cannot be resolved, Priority Health will facilitate a meeting between the two ACNs after **three (3) direct attempts** for resolution are documented.



Release only removes the provider from your Roster. The other ACN will still need to affiliate the provider to their organization to complete the transaction.

### Updating PCMH designation status

Store your provider Patient-Centered Medical Home (PCMH) designation data in the **Designation** tab of a provider's profile.



While PCMH is a practice-level designation, we're collecting this information at the provider level. A provider's designation can be found on their profile's **Designations** tab.

#### How to add a PCMH designation

Add PCMH designations for medical doctors (MDs) and doctors of osteopathy (DOs) only.

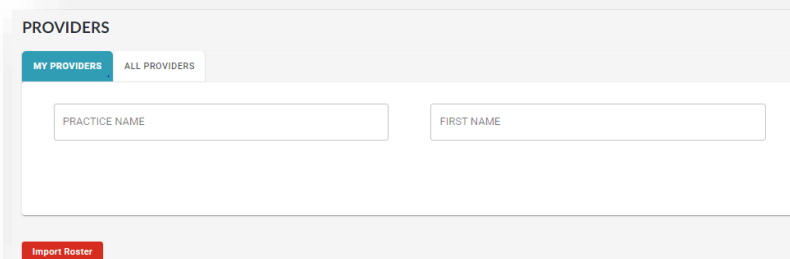
1. Select provider on the **Providers** tab.
2. Click **Designations** and select the **Add** button.
3. Enter the
  - a. **Start date**: PCMH designation effective date
  - b. **End date**: PCMH designation expiration date
  - c. **Source**: PCMH designation body
    - i. Blue Cross Blue Shield of Michigan (BCBSM)
    - ii. The Joint Commission (TJC)
    - iii. National Committee for Quality Assurance (NCQA)
    - iv. Utilization Review Accreditation Commission (URAC)
    - v. Other

### Importing ACN rosters

We allow for a bulk upload of PCPs into PRA. To access this feature, you must have a Roster Import account type. For more information on how to qualify, please reach out to your Provider Strategy & Solutions Consultant.

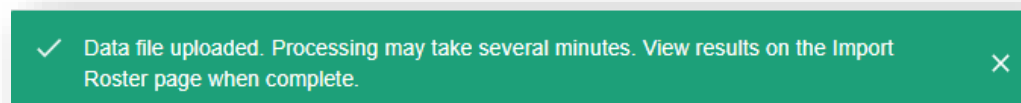
#### How to import your roster

1. Navigate to **Provider** page.
2. Click **Import Roster** button.
3. Select the file you'd like to import.



4. Enter the source and reason for your import.
5. Click **Import** button.

You'll then see this message:



### Roster import requirements

- Files must be *pipe-delimited text* format (.txt).
- Columns must contain:
  - Full ACN roster
  - Row 1: Enter number of
    - Column 1: Content rows in the file (exclude the Row 1 and Row 2)
    - Column 2: ACNS
  - Row 2: The following column headers
    - ACN name
    - PCP last name
    - PCP first name
    - PCP credentials
    - PCP NPI
    - Par\_HMO\_POS
    - Par\_ASO\_PPO
    - Par Medicare Advantage
    - Par Medicaid
    - Facility site ID
    - ACN ID
    - PCP Specialty
- ACN name and ACN ID must match ACN name and ACN ID within PRA

### Example

	A	B	
1	59	1	
2	EIN	Program	ACN Name

Make sure you always upload a complete roster, with both edited and unedited provider information. Uploading incomplete rosters will cause missing information to be erased from the PRA tool. Any providers that aren't included in a new roster file will be termed from PRA. Any providers that are added to your new roster file will either become automatically affiliated to your ACN or a request for release will be sent to their currently affiliated ACN.

## Groups page

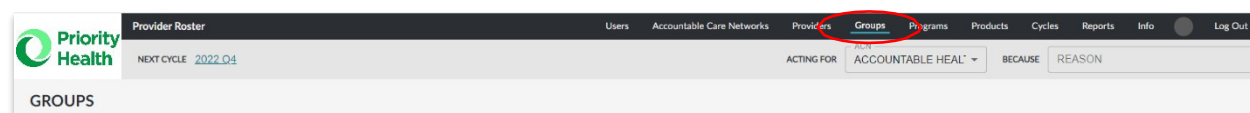
You can use the Group & Subgroup feature to add a layer to your PIP RPX reports, allowing you to break reports down by practice group. For example:

- ✓ **Group:** "Practice Groups"
- ✓ **Subgroups:** "Practice A," "Practice B," "Practice C," etc.

There's no limit to how many Groups and Subgroups you can create. The information you enter into this feature will be reflected in your PIP reporting.

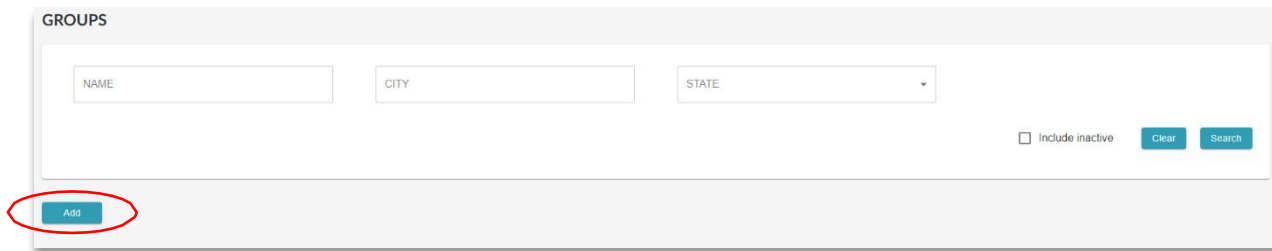


Find batch Group / Subgroup upload instructions on page 14.

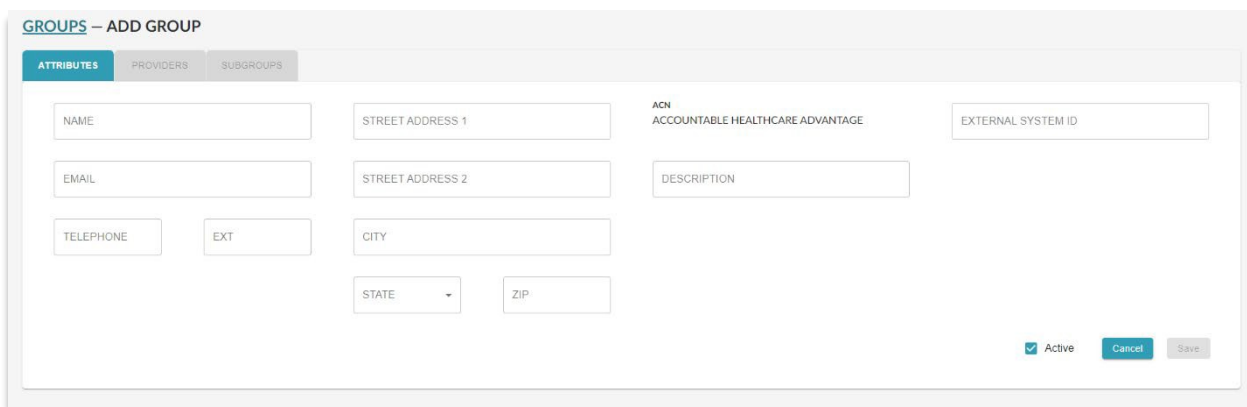


## Create “Groups”

1. Navigate to the **Groups** page in the top navigation menu (circled in red above).
2. The page below will open. Click **Add**.



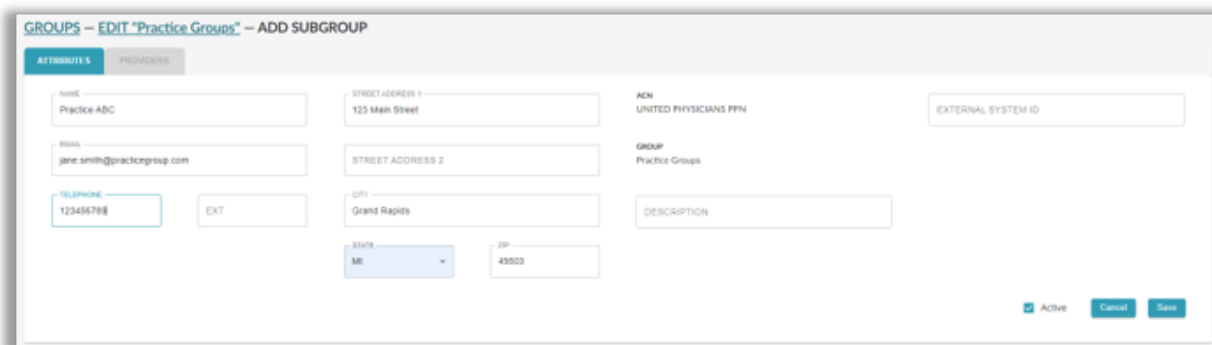
3. Complete the information on the subsequent page.



4. Click **Save**.
5. Complete this step for as many Groups as you'd like to create.

## Create “Subgroups”

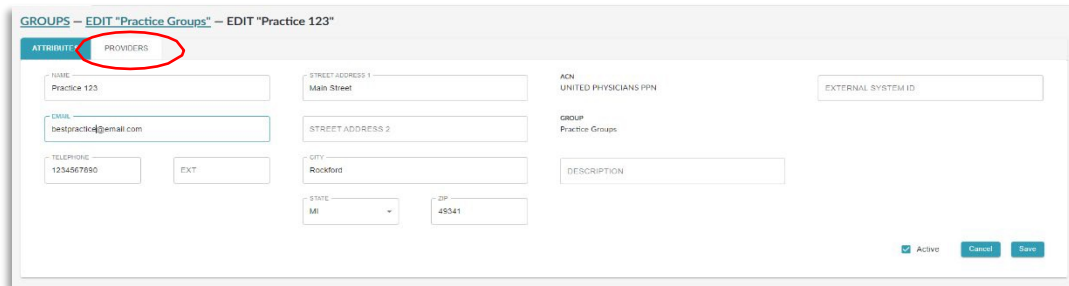
1. Open the Group you'd like to add Subgroups to.
2. Click the **Subgroups** tab, then click **Add**.
3. Complete the information on the subsequent page.



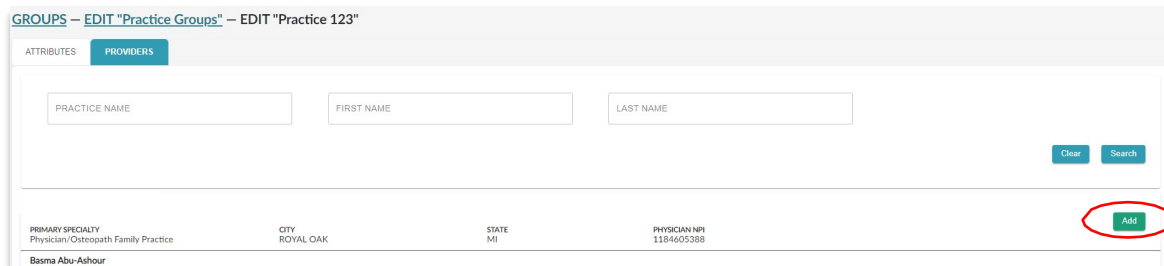
4. Click **Save**.
5. Complete this step for as many Subgroups as you'd like to create under the selected Group.

## Add providers to your “Groups and Subgroups”

1. Select the **Subgroup** and then the **Providers** tab



2. The list of providers that are currently affiliated to your ACN will populate
3. Then click the **Add** button to add the provider to that subgroup



## Batch Group / Subgroup upload

Providers can be associated with existing Groups and Subgroups by using the File Upload feature. Groups and Subgroups must first be created following the above instructions to format the file for upload.

### File requirements:

The file header should contain the columns below, separated by the pipe | symbol, in any order, with exact case:

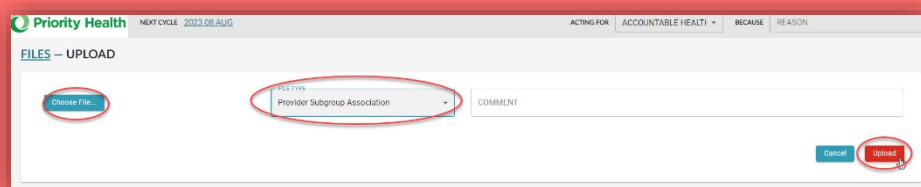
*ACN ID|Change|PCP NPI|Group Name|Subgroup Name*

- **ACN ID** and **PCP NPI** are numbers. The file must only contain the ACN ID for the ACN you're currently acting on behalf of. Additionally, the file must list a Provider once at most – a provider can't be associated with two subgroups for an ACN at simultaneously.
- **Change** is one of 'Add' or 'Remove'. If the change is an 'Add,' the listed ACN and Provider must have an active affiliation (at least one product and one program).
- **Group Name** and **Subgroup Name** values are strings.

### Uploading the file:

1. From the **Files** page, select the **Upload File** button.
2. Select **Choose File** and add your saved, formatted file.
3. From the **File Type** dropdown menu, select **Provider Subgroup Association**.
4. Select the **Upload** button.

Upon submission, the PRA tool will indicate if the file uploaded successfully and without errors.



## Programs page

The **Programs** page allows you to view your ACN's participation in our value-based programs. You cannot manage participation status through this page.

To view details of a program, click on the program name.

PROGRAMS

☐ Include inactive

Add

APM

DESCRIPTION

Alternative Payment Models (APM) is a Priority Health value-based program based on risk-sharing or shared-saving agreements. This is a contractual program. <https://www.priorityhealth.com/provider/center/incentives/alternative-payment-models>

DBM

DESCRIPTION

Disease Burden Management Program (DBM) attestation links PCPs to DBM participating ACNs for their incentives and associated reporting.

PIP

DESCRIPTION

Primary Care Physician (PCP) Incentive Program <https://www.priorityhealth.com/provider/center/incentives/pip/#/provider>

< 1 >

## Cycles page

On the **Cycles** page, you can attest that your provider list is accurate. In 2024, there will be monthly attestation cycles. You can only attest when a cycle is open. For example, a cycle will open on January 1 and close on January 16. Only during that timeframe can you submit an attestation. A cycles timeframe is only applicable to attestation submission and not roster management. You can manage your roster at any point in the year, including:

- PCP affiliation for product and program participation
- PCP first and last name
- PCP specialty
- PCP credentials
- PCP's primary group NPI

2024 11 NOV		
LAST DATE TO ATTEST October 15, 2024	START DATE November 1, 2024	END DATE November 30, 2024
2024 10 OCT		
LAST DATE TO ATTEST September 17, 2024	START DATE October 1, 2024	END DATE October 31, 2024
2024 09 SEP		
LAST DATE TO ATTEST August 15, 2024	START DATE September 1, 2024	END DATE September 30, 2024
2024 08 AUG		
LAST DATE TO ATTEST July 15, 2024	START DATE August 1, 2024	END DATE August 31, 2024
2024 07 JUL		
LAST DATE TO ATTEST June 17, 2024	START DATE July 1, 2024	END DATE July 31, 2024
2024 06 JUN		
LAST DATE TO ATTEST May 15, 2024	START DATE June 1, 2024	END DATE June 30, 2024
2024 05 MAY		
LAST DATE TO ATTEST April 15, 2024	START DATE May 1, 2024	END DATE May 31, 2024
2024 04 APR		
LAST DATE TO ATTEST March 15, 2024	START DATE April 1, 2024	END DATE April 30, 2024

Click on a cycle to view its **Attributes**, **Programs** and **Attestation** tabs. These tabs include information on the cycle dates, value-based programs included in each cycle and the provider list for attestation.

We require monthly attestations in 2024. This allows for more accurate reporting and data tracking of performance in our value-based programs. Failure to attest monthly will affect the accuracy of your value base program reporting and payment. A roster submission is required monthly regardless of whether there are network changes to maintain data integrity.

## PRA attestation calendar

Cycle	First Date to Attest	Last Date to Attest	Start Date	End Date
January 2024	12/1/2023	12/15/2023	1/1/2024	1/31/2024
February 2024	1/2/2024	1/16/2024	2/1/2024	2/29/2024
March 2024	2/1/2024	2/15/2024	3/1/2024	3/31/2024
April 2024	3/1/2024	3/15/2024	4/1/2024	4/30/2024
May 2024	4/1/2024	4/15/2024	5/1/2024	5/31/2024
June 2024	5/1/2024	5/15/2024	6/1/2024	6/30/2024
July 2024	6/3/2024	6/17/2024	7/1/2024	7/31/2024
August 2024	7/1/2024	7/15/2024	8/1/2024	8/31/2024
September 2024	8/1/2024	8/15/2024	9/1/2024	9/30/2024
October 2024	9/3/2024	9/17/2024	10/1/2024	10/31/2024
November 2024	10/1/2024	10/15/2024	11/1/2024	11/30/2024
December 2024	11/1/2024	11/15/2024	12/1/2024	12/31/2024
January 2025	12/2/2024	12/16/2024	1/1/2025	1/31/2025

## What happens between attestation periods?

The PRA tool is available year-round for you to update your provider information in real time. As you edit information between the attestation periods, you'll be able to see which cycle your changes apply to listed in the top left-hand corner of every page.

The changes you're making between attestation periods won't be applied until the next PRA attestation period opening date. You'll continue to receive email notifications regarding release requests between attestation periods. When the next PRA cycle opens you can make remaining changes and attest to your roster for the cycle.


**As a reminder, all provider information changes need to also be submitted through our established credentialing process.**

## Complete an attestation

1. Click on the cycle you'd like to attest.
2. Review your provider list and their program participation status.
3. Place a check mark next to the attestation statement at the bottom of the page.
4. Click **Confirm**.

If your data is incorrect, navigate to the **Provider** or **Program** tab to correct it.





NEXT CYCLE [2023.05 MAY](#)

ACTING FOR ACN ANSWER HEALTH PH

BECAUSE REASON

### CYCLES – EDIT "2022 Q4"

ATTRIBUTES
PROGRAMS
**ATTESTATION**

PROVIDER	PROGRAM	HMO/POS	ASO/PPO	Medicare Advantage	Priority Health Choice (Medicaid)
JANE SMITH	PIP	✓	✓	✓	✓
	GRS	✓		✓	✓
BRUCE BANNER	PIP	✓	✓	✓	✓
	GRS	✓		✓	✓
TONY STARK	PIP	✓	✓	✓	✓
	GRS	✓		✓	✓

To download a roster before completing an attestation for a specific cycle, make sure to check the **Include Unattested ACNs** check box.

Priority Health is required to provide information upon request and as provided for in Priority Health's Provider manual. Priority Health reserves the right to audit IPA/PHO/PO records of attestation upon request.

VERIFIED BY  
DATE

Jane Smith  
January 30, 2022

Confirm

Download Snapshot

SNAPSHOT FORMAT  
CSV (Excel-ready)

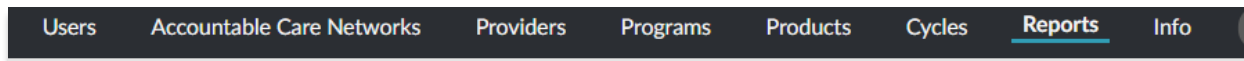
☒ All ACNs  
☐ Selected ACN

☒ Include Unattested ACNs

Download Snapshot

# Reports

We've developed several reports to support your organization in managing data in the PRA tool. Reports refresh in real time, allowing you to see changes as they happen.



## Provider Conflict report

The **Provider Conflict** report displays the status of provider release requests. Users can view release requests based on their category:

- **Approved but not complete:** The releasing ACN approves the release request and now the provider can be affiliated to the new ACN and their product lines.
- **Completed:** The request release is approved and the affiliation of the provider to the new ACN is complete.
- **Declined:** The request release was declined.
- **Expired:** All request releases should be completed within 3 days. If they are not completed within the 3-day time frame, they will expire.
- **In progress:** The request release is sent and waiting for a response from releasing ACN.

Each category includes the following information:

- |                       |                   |
|-----------------------|-------------------|
| • Provider's name     | • Releasing ACN   |
| • Requesting ACN      | • Date of request |
| • Requesting username |                   |

## Provider report

The **Provider** report helps you track changes made to your provider data in the PRA tool. Provider data changes made in the PRA impact value-based payments. PRA changes don't affect other areas of Priority Health. You can monitor the following actions using this report:

- **Movement:** Track a provider's movement between ACNs, programs, and products.
- **Updates:** View the most current data available through our credentialing process.
- **Info:** View changes made in the PRA tool by you and other users in your ACN.
- **Audit:** View any change made to provider data within the PRA tool.

## Audit report

This report includes information on the user and the updates they made to ACNs, programs and cycles. The report includes the following information:

- |                              |   |
|------------------------------|---|
| • Username                   | The type of edit (example: Affiliation, Provider release request, etc.) |
| • User email                 |   |
| • Date and time of each edit | • Description of each edit  |
| •                            |   |

In the top right corner of the report there are additional viewing options for activity data. When you click the **Activity View** button, it shows the number of logins, report views and actions taken. If you click the **Report View** button, it shows the number of times a report is downloaded.

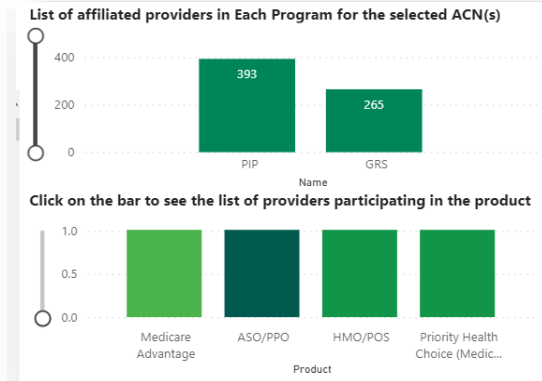
### ACN Network report

This report lists the details of the network. It has the following views:

- PCP information
- ACN program participation

Users can search for PCPs by first or last name. Once the provider is located the report will show their name, credentials, NPI and affiliated ACN.

Click on the bars in the top right corner of the report to filter your affiliated PCPs by program or product line.



## Info page

Use our **Info** page to learn more information about the different sections of the PRA tool. The information on this page will display based on the last PRA section you were in prior to navigating to this page. You can use the Info page search bar to find more definitions.

INFO

SEARCH

Clear Search