





# PEAR Analytics and Reporting Overview



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## User guide details

	<p><b>Audience</b></p> <p>This user guide applies to the provider organizations enrolled in PEAR Analytics and Reporting (PEAR AR), formerly known as IndexPro™. PEAR AR is applicable to those participating primary care practices with a panel size greater than 50 and certain specialists, such as cardiologists and endocrinologists.</p>
	<p><b>Overview</b></p> <p>This user guide introduces the PEAR AR application with reporting capabilities such as the <i>Population Health</i> dashboard. It also focuses on the steps to generate customized reports using <i>Attributed Member Snapshot</i>.</p>
	<p><b>Objectives</b></p> <p>This user guide will help you:</p> <ul style="list-style-type: none"> <li>• Access PEAR AR from the PEAR portal</li> <li>• Review your practice's performance using the <i>Population Health</i> dashboard</li> <li>• Generate customized reports using <i>Attributed Member Snapshot</i></li> </ul>
	<p><b>Notes</b></p> <p>The member/provider data shown is used for training purposes only and does not reflect actual member/provider data.</p> <p>You may see minor screen variations when logging onto the portal. Process steps remain the same and applicable to Independence Blue Cross, Independence Administrators, AmeriHealth Pennsylvania, AmeriHealth New Jersey, and AmeriHealth Administrators.</p>

## Key terms

<b>Provider Engagement, Analytics &amp; Reporting (PEAR)</b>	<p>The portal that serves as the central access point to multiple digital tools for participating health care providers. The portal serves the following plans: Independence Blue Cross, Independence Administrators, AmeriHealth Pennsylvania, AmeriHealth New Jersey, and AmeriHealth Administrators.</p>
<b>PEAR Analytics &amp; Reporting (PEAR AR)</b>	<p>An on-demand reporting application within the PEAR portal designed to help you provide even better care. You can review and compare your organization's performance with peers as well as identify opportunities to close care gaps and improve the health of your patient population. Formerly IndexPro™.</p>
<b>Report Center</b>	<p>A tab within PEAR AR that allows you to generate various patient and practice-level reports. It has two sections – Population Health Reporting and Attributed Member Snapshot.</p>
<b>Population Health dashboard</b>	<p>A dashboard within PEAR AR that displays graphical representations of your practice's performance and patient health.</p>
<b>Attributed Member Snapshot</b>	<p>A section within <i>Report Center</i> that allows you to generate customized reports using a roster of the patients attributed to your practice.</p>
<b>Act Now cards</b>	<p>A section of the PEAR AR <i>Home</i> page that displays routinely refreshed data related to patient health.</p>
<b>Output Manager</b>	<p>A tab within PEAR AR where reports are stored and from where you retrieve reports pushed to you by the plan.</p>

## Section 1: Basics of PEAR AR

### Introduction to PEAR AR

PEAR AR is a web-based, self-service reporting tool for participating providers. You can use PEAR AR to run customized reports on demand and receive published reports specific to your practice through a secure connection. PEAR AR is applicable to those participating primary care practices with a panel size greater than 50 and certain specialists, such as cardiologists and endocrinologists.

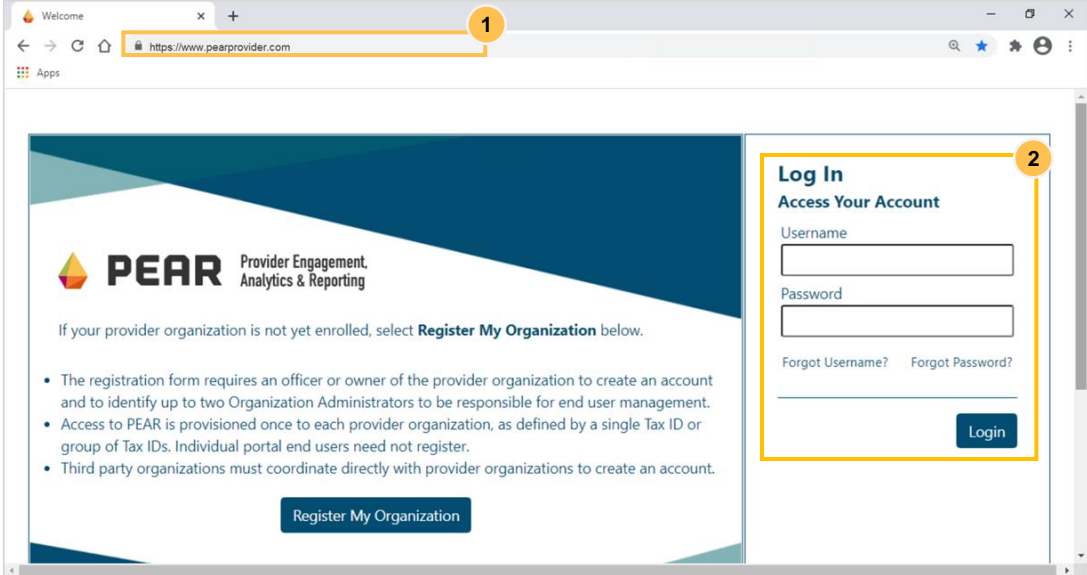
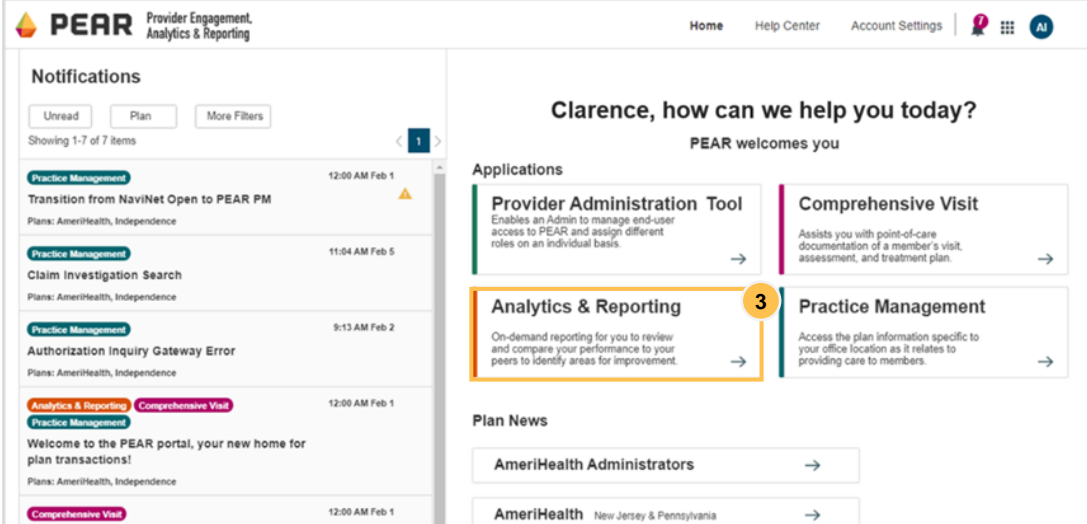
There are many benefits from using PEAR AR:

- **Information from all provider organizations is stored at a centralized site.** You can use the *Population Health* dashboard within PEAR AR to review your organization's performance, view comparisons of your performance to that of peers of the same specialty, and identify opportunities for improvement.
- **Providers' data is available in a consolidated format, eliminating redundant reports.** You can access all the information you need by looking at a few reports.
- **Data can be presented using various reporting formats.** You can gain insights about quality, cost trends, and cost drivers using the various flexible reporting formats that PEAR AR offers, including interactive dashboards.

### Accessing PEAR AR

You can access PEAR AR from the PEAR portal home page. Perform the following steps to access PEAR AR:

Step#	Action
1.	Enter <i>www.pearprovider.com</i> in any Internet browser window. <b>Note:</b> Google Chrome and Microsoft Edge are supported. Microsoft Internet Explorer (IE) is no longer supported.

Step#	Action
2.	<p>Enter your logon credentials and click the <i>Login</i> button.</p> 
3.	<p>The home page of the PEAR portal is displayed. Click the <i>Analytics &amp; Reporting</i> icon to access PEAR AR.</p> 

## PEAR AR Home page

The *Home* page of PEAR AR is displayed by default when the tool launches. Let's look at the elements of the *Home* page.



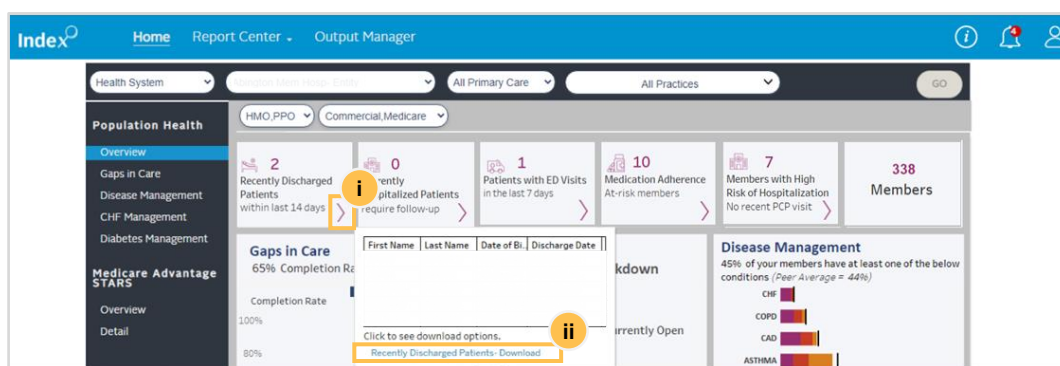
- a. The search filters on the PEAR AR Home page allow you to filter the information you want to view on your dashboards by provider type (health system, independent practice, value-based performance entity), entity, specialty, and practice. To filter, select the appropriate search filters and click the Go button. This will repopulate the dashboards with information based on the selected filters.

**Note:** Your filter options may vary based on your practice and access level.

- b. The *Act Now* cards on the PEAR AR *Home* page show you routinely refreshed data on:
- recently discharged patients;
  - currently hospitalized patients;
  - patients with recent Emergency Department visits;
  - patients at risk for non-adherence to their medications; and
  - patients with high risk of hospitalization.

To preview the information on an *Act Now* card, hover over the card. To download the information on an *Act Now* card in an excel format, follow these steps:

- click the arrow on the card
- click the appropriate link to the data



- c. The navigation menu on the PEAR AR *Home* page allows you to navigate between different sections of the *Population Health* dashboard and other dashboards. The dashboards and sections listed on the navigation menu vary based on your access and the search filters you apply.
- d. The *Population Health* dashboard allows you to view graphical representations of your practice's performance and patient health. It also allows you to see your performance relative to comparable peers.

By default, the overview section of the *Population Health* dashboard is displayed on the *Home* page. You will learn more about the *Population Health* dashboard later in [Section 2](#).

- e. The *Report Center* tab allows you to generate various practice and patient-level reports on demand. There are two sections within the *Report Center* tab:
- *Population Health Reporting*: You can use this section to download a suite of patient-level and practice summary reports.
  - *Attributed Member Snapshot*: You can use this section to generate customized reports using a member roster. You will learn more about this option in [Section 3](#).

Note that you may view different sections based on your role and permissions granted.



- f. The *Output Manager* tab allows you to view:
- reports you generated using the *Report Center* tab;
  - reports that are pushed to you by plans, such as score cards or historical-performance reporting.

The screenshot shows the 'Output Manager' tab in the Index Pro application. The main dashboard displays 'Your Report Submissions' with a table of report details. Below the table, there is a 'Published Reports' section with another table of report details. A 'Take our survey' button is visible in the top right corner.

Submission ID	Submission Name	Submission Details	Submitted	Status	Options
104787	PvsHealth_practice_2020Oct05_125742		10/05/20 01:57:42	Complete	...
104786	PvsHealth_practice_2020Oct05_125734		10/05/20 01:57:35	Complete	...
104784	PvsHealth_practice_2020Oct05_125330		10/05/20 01:53:10	Complete	...
104783	PvsHealth_practice_2020Oct05_124444		10/05/20 01:44:44	Complete	...
104779	PvsHealth_practice_2020Oct05_123151		10/05/20 01:31:51	Complete	...
102601	SPBHealth_practice_2020Sep12_120934		09/12/20 12:09:35	Complete	...

Document Name	Document Category	Document Type	End of Period	Subject Type	Subject ID	Subject Name	Published Date
002804197_GIPS_HMO_GIPS_Practice_Final_2019	GIPS	QIPS Practice	201912	practice	001234567	Name	08/10/2020
002804197_GIPS_HMO_QPHM_Practice_Final_2019	GIPS	QPM Practice	201912	PRACTICE	001234567	Name	06/04/2020
002804197_GIPS_HMO_GIPS_Practice_Final_2018	GIPS	QIPS Practice	201812	practice	001234567	Name	12/03/2019
002804197_GIPS_HMO_QPHM_Practice_Final_2018	GIPS	QPM Practice	201812	PRACTICE	001234567	Name	09/19/2019
002804207_GIPS_HMO_GIPS_Practice_Final_2019	GIPS	QIPS Practice	201912	practice	001234567	Name	08/10/2020

- g. The *Take our survey* icon directs you to the provider experience survey.

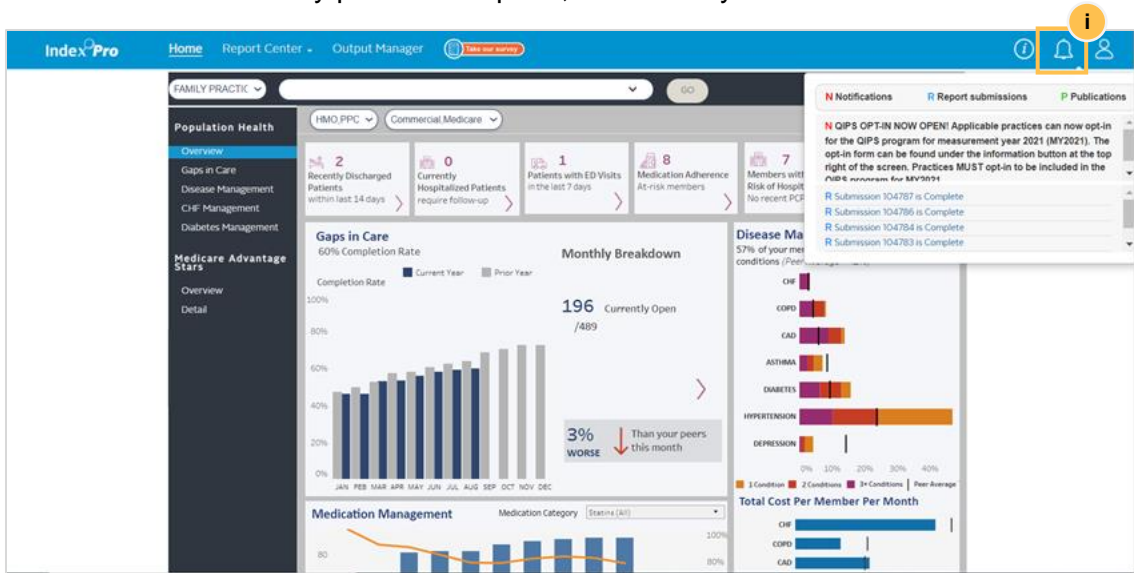


- h. The *Help and Feedback* icon allows you to access the following sections:
- *Help and feedback*: This section allows you to access a quick-start guide and a companion guide for PEAR AR; the help option to enter a ticket in case of issues related to PEAR AR; and the feedback field to provide suggestions for improvement regarding PEAR AR.
  - *QIPS Opt-In*: This section captures information regarding the provider organization’s willingness to participate in the QIPS program. Opt-in registration is available annually during the fourth quarter for participation in the upcoming measurement year.
  - *Data update status and schedule*: This section shows the data refresh status.

From anywhere within PEAR AR, you will have access to help and feedback, notifications, and user settings.



- i. The *Alerts and Notifications* icon informs you about:
  - *Notifications*: system alerts and dates of the most recent data QIPs source refreshes such as medical claims and clinical care gaps, indicated by the letter N;
  - *Report Submissions*: recently submitted reports that are ready to view, indicated by the letter R;
  - *Publications*: recently published reports, indicated by the letter P.



- j. The user icon allows you to log out of PEAR AR.




## Section 2: Using the *Population Health* dashboard

You can access information about your practice's performance in different areas of patient health from the *Population Health* dashboard.

**Note:** The *Overview* section of the *Population Health* dashboard displays the *Gaps in Care*, *Disease Management*, and *Medication Management* sections. You may click the navigation bar options for more details on *Gaps in Care* and *Disease Management*.

Let's look at the sections of the *Population Health* dashboard:

- a. The *Gaps in Care* section allows you to view a comparison of the monthly completion rate for your practice with your peers. You can view detailed information from this section in two ways:
  - hover over a month on the bar graph for more information specific to that month;
  - click the arrow  to download a patient list of open gaps.
- b. The *Disease Management* section allows you to view the prevalence rate of the top nine chronic diseases within your practice and compare your practice's data with your peer average. You can hover over each bar to see the percentage of your patients with each condition.
- c. The *Medication Management* section allows you to view an overview of adherence rates for three types of medication and statin dispensing rates for patients with cardiovascular disease or diabetes.




- d. The *Congestive Heart Failure (CHF) Management* section allows you to view data about patients with congestive heart failure. Use the navigation menu to view detailed information from the section.
- e. The *Diabetes Management* section allows you to view data about patients with diabetes. Use the navigation menu to view detailed information from the section.
- f. The *Key considerations* button allows you to refer to the answers to the frequently asked questions about the dashboard.

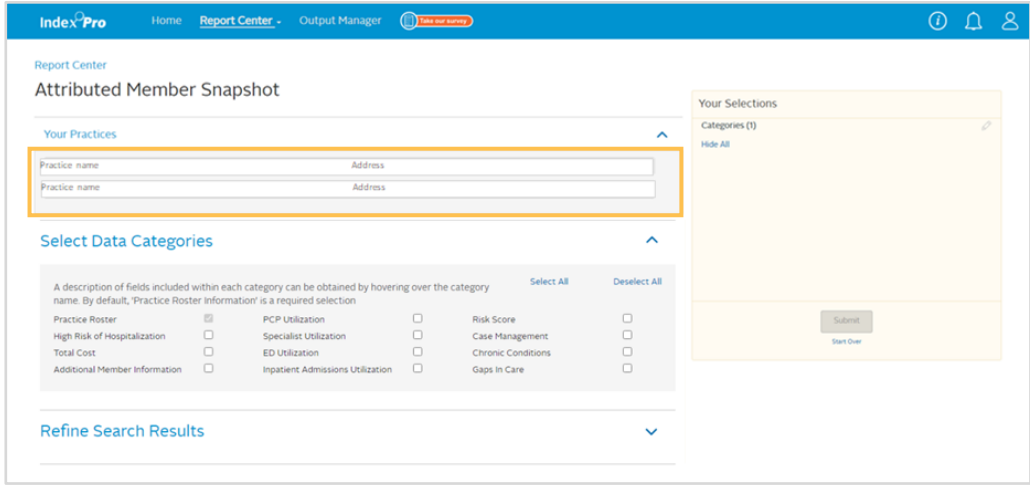
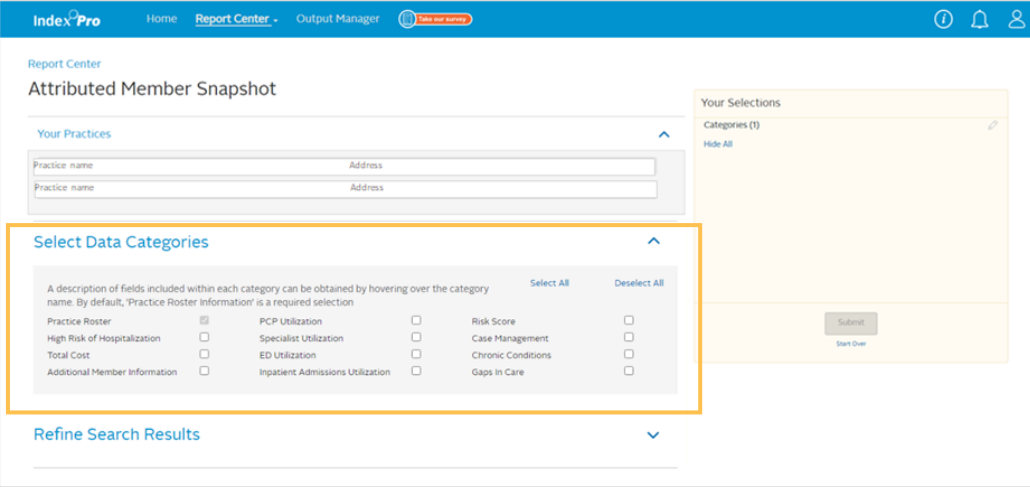


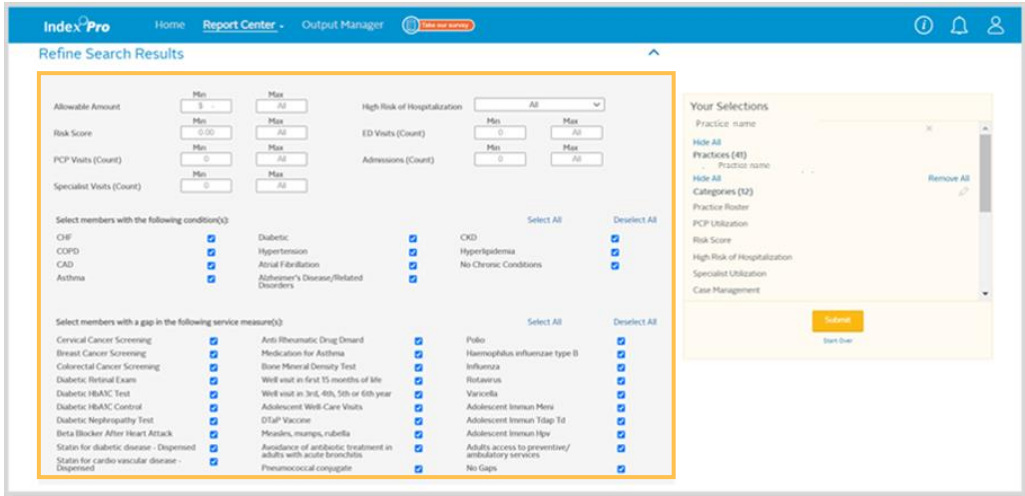
## Section 3: Generating customized reports

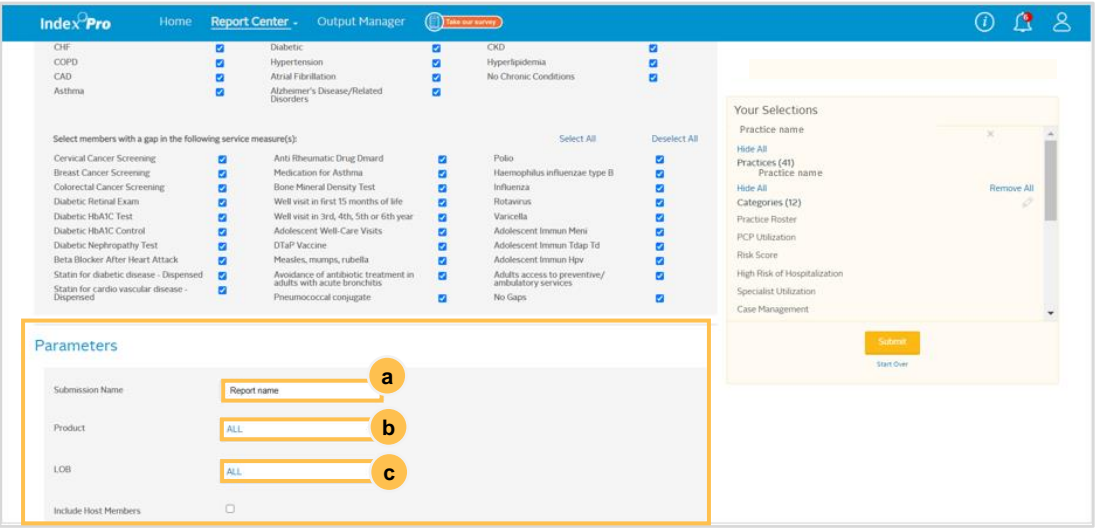
You can generate customized reports using the *Attributed Member Snapshot* section of *Report Center*.

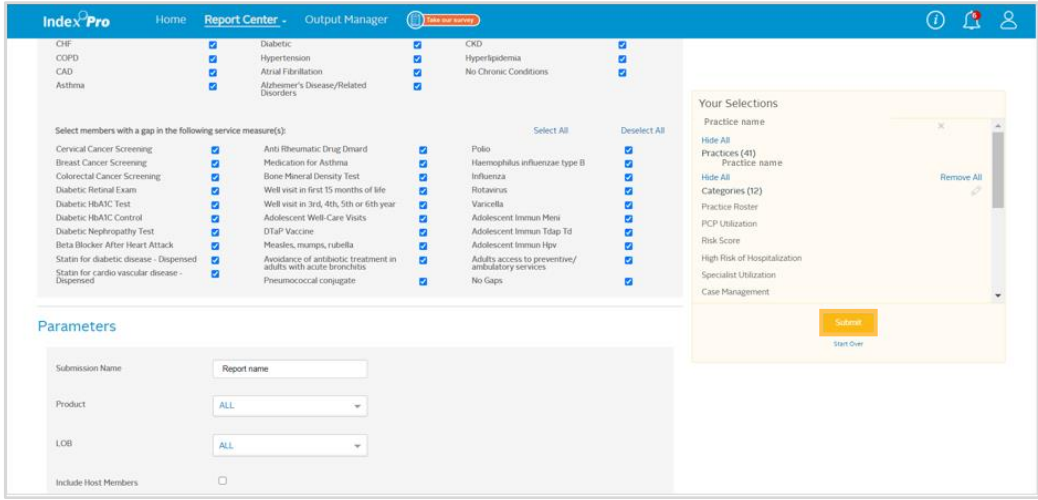
Perform the following steps to generate a customized report:

#	Action
1.	<p>Click the <i>Report Center</i> tab.</p> 
2.	<p>Click the <i>Attributed Member Snapshot</i> option.</p> 

#	Action
3.	<p>Under the <i>Your Practices</i> section, your practices will be displayed.</p> 
4.	<p>Under the <i>Select Data Categories</i> section, hover over any category to see what data columns will be added to your report should you select to include the category. Once done, select the check boxes corresponding to the data categories you want to add to your report.</p>  <p><b>Note:</b> You can click <i>Select all</i> to select all the data categories at once. Similarly, you can click <i>Deselect All</i> to deselect all the data categories.</p>

#	Action
5.	<p>Under the <i>Refine Search Results</i> section, you can define ranges and select patients with specific conditions or with specific gaps in service measures.</p>  <p><b>Note:</b> You can only apply refinements to items that are within the categories you selected to include in the report.</p>

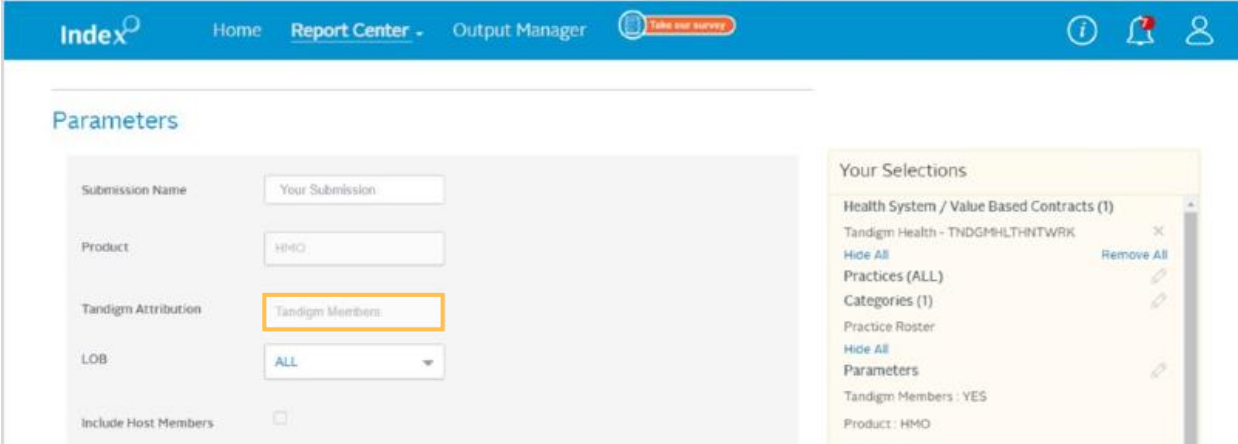
#	Action
6.	<p>Under the <i>Parameters</i> section:</p> <ol style="list-style-type: none"> <li>Enter a name for the report in the <i>Submission Name</i> field.</li> <li>Select the product from the <i>Product</i> drop-down menu.</li> <li>Select the line of business from the <i>Line of Business (LOB)</i> drop-down menu.</li> <li>Select the <i>Include Host Members</i> check box if you want to include in the report members from other Blue Plans who live in your area.</li> </ol>  <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>Report names should be worded so that you can easily recognize your report later in the <i>Output Manager</i>.</li> <li>If you are a Tandigm user, you will see another drop-down menu under the <i>Parameters</i> section. Read the sub-section <i>Generating Tandigm reports</i> for more details.</li> </ul>

#	Action
7.	<p>Click the <i>Submit</i> button.</p>  <p><b>Note:</b> A notification that a report has been submitted is displayed when you click the <i>Submit</i> button. Clicking the notification will display the report in <i>Output Manager</i>.</p>

## Generating Tandigm reports

You can generate reports for all patients, including Tandigm members and exclusively for Tandigm members. To generate reports exclusively for Tandigm members, select *Tandigm Members* from the *Tandigm Attribution* drop-down menu while setting up the parameters for the report.

**Note:** The *Tandigm Members* option will only appear if your provider organization is linked to Tandigm.



## Summary

Here are the key points covered in this user guide:

- PEAR AR is a web-based, self-service reporting tool for participating providers.
- You can launch PEAR AR from the PEAR portal home page.
- The PEAR AR home page displays the *Population Health* dashboard by default.
- The *Population Health* dashboard provides graphical representations of your practice's performance and patient health.
- You can filter the data on the *Population Health* dashboard by provider type, entity, specialty, or practice.
- You can generate customized reports using the *Attributed Member Snapshot* section of Report Center.
- You can generate reports exclusively for Tandigm members.