



# PEAR

Provider Engagement,  
Analytics & Reporting

## Learner Journey

The Provider Engagement, Analytics & Reporting (PEAR) portal Help Center provides users with a robust library of on-demand resources. Trainings range from getting started with PEAR to PEAR application overviews to application and transaction-specific trainings. The trainings can be taken independently or as a part of role-based learner journey. Participants may choose whichever combination of the core PEAR courses best suits their needs and can return to the Help Center at any time for on-demand support materials.

This document is intended to provide you with an overview of the courses available to you in the Help Center and provide suggested learner journeys according to role types within your organization. Follow along to start your PEAR learner journey today.



**Getting Started with PEAR**



**PEAR Application Overviews**




**Application and Transaction  
Specific Trainings**

# Learner Journey at a Glance

 Click the titles below to navigate to the associated content overview and access links to the training







## Getting Started with PEAR

-  [Overview of the PEAR Portal](#)
-  [Help Center User Guide](#)







## PEAR Application Overviews

-  [PAT Overview](#) \*
-  [PEAR PM Overview](#)
-  [PEAR CV Overview](#)
-  [PEAR AR Overview](#)



## Application and Transaction Specific Trainings

-  [PAT – Navigation](#) \*
-  [PEAR PM – BlueExchange®](#)
-  [PEAR PM – Claims](#)
-  [PEAR PM – Clinical](#)
-  [PEAR PM – Eligibility & Benefits](#)
-  [PEAR PM – Provider Administration](#)
-  [PEAR CV – Rosters & Printing](#)
-  [PEAR CV – Provider-Only Actions](#)
-  [PEAR CV – CV Form](#)
-  [PEAR AR – Navigation](#)
-  [PEAR AR – QIPS/Stars Programs](#)



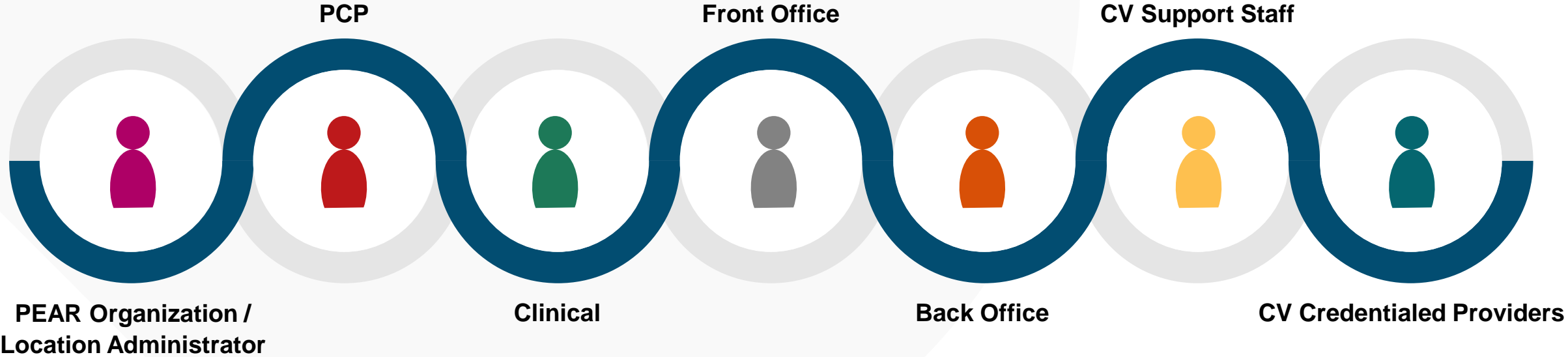
### NOTE

Some content is only available after logging into the portal. To access all content, reach out to your organization or location administrators to be provisioned to the portal.

\* For Organization and Location Administrators only




# Learners

Provisioned users have access to all help center content relevant to the applications for which they are provisioned. Once provisioned, you can use the key below to identify the role type that most closely correlates to your job and identify the PEAR portal trainings most relevant to you as you progress through your PEAR portal learner journey.



# Getting Started with PEAR



Help Center Section	Course	Course Description
 <p>Getting Started</p>	<p><a href="#">PEAR Portal 101</a></p>	<p>This course provides an overview of the PEAR portal. It orients you to the PEAR portal, its features, and navigation basics.</p>
 <p>Getting Started</p>	<p><a href="#">What is the PEAR portal?</a></p>	<p>A short video that provides you with an overview of the PEAR portal, its features, applications, and navigation.</p>
 <p>Getting Started</p>	<p><a href="#">How to use the PEAR Help Center</a></p>	<p>This user guide provides an overview of how to access the help resources available to you through the PEAR Help Center.</p>

 PEAR Organization / Location Administrator	 PCP	 Clinical	 Front Office	 Back Office	 CV Support Staff	 CV Credentialed Providers
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# PEAR Application Overviews





Help Center Section	Course	Course Description
PM Overview 	<a href="#">PEAR Practice Management Overview</a>	This course provides a comprehensive overview of the PEAR Practice Management application. It provides you with an orientation to PEAR Practice Management, its features, and navigation basics.
	<a href="#">What is PEAR Practice Management?</a>	This short video provides you with an overview of the PEAR Practice Management application, its features, and navigation.
PAT Overview 	<a href="#">Managing Access in PEAR</a>	This short video provides you with an overview of PEAR's access management process, managed by your organization through the Provider Administration Tool (PAT).
CV Overview 	<a href="#">Introduction to PEAR Comprehensive Visit</a>	This course provides an overview of the PEAR Comprehensive Visit application. It summarizes key features, user roles specific to PEAR Comprehensive Visit, and basic navigation.
	<a href="#">What is PEAR Comprehensive Visit?</a>	This short video provides you with an overview of the PEAR Comprehensive Visit application, its benefits, and navigation.
AR Overview 	<a href="#">PEAR Analytics &amp; Reporting 101</a>	This course provides an overview of the PEAR Analytics & Reporting application. It delivers a comprehensive review of PEAR Analytics & Reporting, its features, and navigation basics.

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# Provider Administration Tool Learner Journey

Help Center Section	Course	Course Description
 PAT Navigation	<a href="#"><u>PAT for Organization Administrators</u></a>	This course provides PEAR Organization Administrators with comprehensive instructions for managing Location Administrator and End User access to PEAR using PAT.
	<a href="#"><u>PAT for Location Administrators</u></a>	This course provides PEAR Location Administrators with comprehensive instructions for managing End User access to PEAR using PAT.
	<a href="#"><u>PAT for Third-Party Administrators</u></a>	This user guide provides third-party administrators with comprehensive instructions for managing their organization's access to PEAR in PAT.



  
**NOTE**

The Provider Administrator Tool is only for Organization Administrators and Location Administrators.

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|  PEAR Organization / Location Administrator |  PCP |  Clinical |  Front Office |  Back Office |  CV Support Staff |  CV Credentialed Providers |
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# 📍 PEAR Practice Management Learner Journey (1 of 3)

Help Center Section	Course	Course Description
 <p>PEAR PM for AHA/IA</p>	<p><a href="#">PEAR PM for AHA and IA</a></p>	<p>This course provides comprehensive instructions for AmeriHealth Administrators (AHA) and Independence Administrators (IA)-specific transactions that are performed using PEAR Practice Management, including: eligibility &amp; benefits, viewing a patient's claim details, and navigating to iEXCHANGE® from PEAR Practice Management.</p>
 <p>Clinical</p>	<p><a href="#">Referrals 101</a></p>	<p>This course provides comprehensive instructions for how to create, review and submit a referral and perform a referral inquiry in PEAR Practice Management.</p>
	<p><a href="#">Authorizations 101</a></p>	<p>This course provides comprehensive instructions for how to submit, view and edit an authorization in PEAR Practice Management.</p>

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# 📍 PEAR Practice Management Learner Journey (2 of 3)

Help Center Section	Course	Course Description
 Claims	<a href="#">Claim Log</a>	This course provides comprehensive instructions for viewing the Claim Log in PEAR Practice Management.
	<a href="#">1500 Claim Submission</a>	This course provides comprehensive instructions for submitting a professional claim via the 1500 Claim Submission transaction in PEAR Practice Management.
	<a href="#">Encounter Submission</a>	This course provides comprehensive instructions for submitting an encounter in PEAR Practice Management.
	<a href="#">Claims Search &amp; Investigation</a>	This course provides comprehensive instructions on performing a Claims Search, submitting a new Claims Investigation, and searching for the status of a previously submitted Claims Investigation in PEAR Practice Management.
	<a href="#">Explanation of Benefits (EOB) &amp; Remittance Inquiry</a>	This course provides comprehensive instructions on how to inquire about Explanation of Benefits and Remittance in PEAR Practice Management.




# PEAR Practice Management Learner Journey (3 of 3)

Help Center Section	Course	Course Description
 Eligibility & Benefits	<a href="#">Eligibility &amp; Benefits 101</a>	This course provides comprehensive instructions for viewing a patient's benefits in PEAR Practice Management.
 BlueExchange®	<a href="#">BlueExchange® 101</a>	This user guide provides comprehensive instructions for navigating the BlueExchange® transactions in PEAR Practice Management, including: accessing the BlueExchange® Out of Area landing page, BlueExchange® Eligibility & Benefits, Medical Policy/Pre-Certification inquiry, BlueExchange® Referral/Authorization submission, BlueExchange® Claims search, and BlueCard Coordination of Benefits.
 Provider References	<a href="#">Provider References</a>	This course provides comprehensive instructions on searching for an allowable fee for a professional service and how to register and manage Electronic Fund Transfers (EFTs) in PEAR Practice Management.
	<a href="#">Reference Tools &amp; Resources</a>	This user guide provides comprehensive instructions on how to view generic fee schedules and access the provider directory from the PEAR Portal.

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# PEAR Comprehensive Visit Learner Journey

Help Center Section	Course	Course Description
 Rosters and Printing	<a href="#"><u>Performing Member Roster Activities in PEAR CV</u></a>	This course describes Performing Member Roster Activities in PEAR CV, such as identifying eligible members, opening CV forms, printing CV forms, and submitting missing member requests.
 Provider-Only Actions	<a href="#"><u>Attesting and Modifying a Completed CV Form</u></a>	This course provides information on Attesting and Modifying a Completed CV Form.
 CV Form	<a href="#"><u>Populating a CV Form in PEAR CV</u></a>	This course describes Populating a CV Form in PEAR CV.

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# PEAR Analytics & Reporting Learner Journey

Help Center Section	Course	Course Description
Navigation	<a href="#">Payment Roster User Guide</a>	This user guide provides step-by-step instructions of how to access and view Payment Rosters.
QIPS/Stars Programs	<a href="#">Gap Closures Guide</a>	This user guide provides measure-specific information to receive credit for services provided to our Medicare Advantage and/or Commercial members in our quality programs.
	<a href="#">Advanced Illness and Frailty Exclusion Guide</a>	This guide identifies exclusions for Healthcare Effectiveness Data and Information Set (HEDIS®) measures in Medicare's Five-Star Quality Rating Program (Stars Program) for patients with advanced illness and frailty.

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