



MiPCT Dashboard

Frequently Asked Questions

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Frequently Asked Questions

This guide contains frequently asked questions (FAQs) about the MDC MiPCT Dashboard. The questions are grouped in the following categories:

- [Dashboard Functionality](#)
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- [Accounts and Logging In](#)
- [Hardware and Software](#)
- [PO Authorizer](#)

New Dashboard Functionality

How can I see more ED and IP detail at the practice level when I'm looking at the PO Comparison page?

MDC recognizes the need for more patient detail at the practice level when looking at the PO comparison page. The interim solution is to drill down to the patient level for each Practice on the Utilization page.

On the PO Comparison tables, when I change the sort order and the revert back to the default, both the Benchmark and MiPCT Overall Rate rows do not return to the top. How can I fix this?

To revert to the default view with those rows at the top, click the refresh button above the table.

I am exporting to PDF, and when I select a different value (besides the default) from the Paper Size list, the list disappears the next time I try to change my selection.

This is a Firefox/Tableau bug that MDC is monitoring. To override this bug, click the drop-down arrow and use the arrow keys on your keyboard to navigate to a new paper size.

Data

How often will the MDC MiPCT Dashboard data be refreshed?

Updates to the data are scheduled to occur approximately every two months. Watch for updates in the MiPCT FLASH newsletter and on the MDC website (www.michigandatacollaborative.org) for announcements about data refresh dates.

How do I know the timeframes attached to the data used to generate the dashboards and reports?

Attribution and measurement year dates are posted on the Welcome page of the Dashboard and the appropriate sections on each page. For general guidelines about how often data are updated, refer to the "Data Included in the MiPCT Project" section of the [MiPCT Dashboard User Guide](#).

Does the patient data include only MiPCT-eligible patients?

Yes; only patients attributed to MiPCT practices are included.

Why are there Medicare patients on our report who are not attributed to a physician (listed as "Unassigned")? Will you eventually obtain PCP information for these patients?

For the Medicare Fee-for-Service (FFS) population, Medicare assigns attribution at the practice level (not to an individual provider) and sends this information to MDC on a quarterly basis. On a monthly basis, MDC runs an algorithm against Medicare claims data to see if any provider assignments can be made based on who has cared for a patient. Patients who do not have any claims within their Medicare-attributed practice are considered "Unassigned." (However, they may still have claims submitted by providers outside of their attributed practice.)

I obtained a patient attribution list directly from a Payer and their numbers are different. Why?

The patient attribution list posted by MDC includes MiPCT members only.

Accounts and Logging In

I requested an MDC account but haven't heard anything. What should I do?

If you request an MDC account and do not hear from MDC within 14 days, please email MDC at MDC-Accounts@med.umich.edu to ask for an update on the status of your request.

How many people from a PO can access the MiPCT dashboards?

It is up to the each PO's Authorizers to determine the number of users for their PO. If you need additional user accounts, contact MDC at MDC-Accounts@med.umich.edu or request an account from the MDC website (www.MichiganDataCollaborative.org).

Why do I have two passwords to access the MiPCT Dashboard?

If your application for an account was accepted, you should have received one User ID and two passwords—a "Level-1 Password" and a "Level-2 Password—from MDC. When you log into the web portal, the first log-in screen will require your Level-1 password. The second log-in screen requires your Level-2 password. Although it might seem like an inconvenience to keep track of two passwords, you can be assured that your PO data is secure as a result.

Can Care Managers log in and access the information on the MiPCT Dashboard?

POs across the project have indicated they each have their own methods for distributing information to their participating practices and Care Managers. Therefore, each PO will distribute the MDC MiPCT Dashboard information using their own channels.

If you are a Care Manager and would like to receive specific information from the MDC MiPCT Dashboard Project, contact someone at the PO level to determine how the information will be distributed to you.

Why am I having trouble logging on to the new MiPCT Dashboard using Internet Explorer?

Some MDC users have had difficulty logging on to the new MiPCT dashboard using the Internet Explorer (IE) browser because IE is prefilling the login dialog box with the PO user's domain instead of the UMHS domain. See the [New MiPCT Dashboard Internet Explorer Logon Workaround document](#) for more information and instructions.

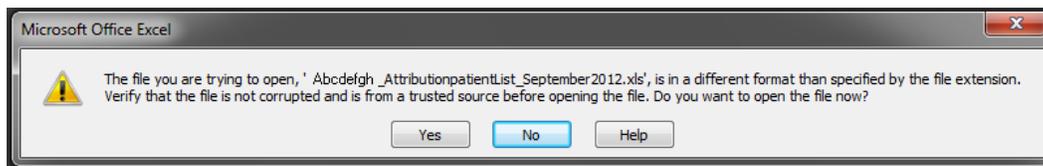
Hardware and Software

Do I have to use a specific browser to view the Dashboard?

MDC supports the following browsers:

- Internet Explorer version 8.0 (IE 8) or later
- Firefox
- Chrome

Why does the following message window display when I attempt to open an exported/downloaded file in Excel?



This message may display for one of the following reasons:

- You have a different version of Excel than the one used to create this document.
- You have a setting in your Internet browser to automatically warn you when opening files of this type.
- You have a setting in Excel to automatically warn you when opening files of this type.

If this message pops up, select **Yes** to safely open the document.

PO Authorizer

What is a PO Authorizer?

A PO Authorizer is one of two people at a physician organization who is able to authorize access for the organization's users to the MiPCT dashboards and reports.

How many PO Authorizers does my organization need?

MDC requests at least two PO Authorizers to control the access of their physician organization's users to the MiPCT reports. This ensures coverage if one PO Authorize is away from the office or changes positions. PO Authorizers can also grant or delete access for each other and can name a replacement PO Authorizer if one leaves the organization.

Who can be a PO Authorizer?

Anyone who can identify and maintain the list of the organization's authorized MiPCT report users can be a PO Authorizer. This person does not have to be an analyst or manager and does not have to be a user of the data.

What are the duties of a PO Authorizer?

The main duties of the PO Authorizer include:

- Verify new accounts
- Confirm existing accounts that are open and active
- Delete inactive accounts

When a potential user fills out a request form for access (on the MDC website), MDC will contact both of the organization's PO Authorizers to confirm or deny that the user should be granted access to the system. The PO Authorizers will have five business days to approve or deny the request. If one of the PO Authorizers confirms the user, the account set-up process will continue with the University of Michigan Identity Management team. If one confirms and one denies, MDC will contact the PO Authorizers for resolution.

The PO Authorizer will also contact MDC in the event that a user leaves the organization or position, in which case MDC will delete the user's account. There is a link on the [Accounts page](#) of the MDC website (www.MichiganDataCollaborative.org) to send MDC an account deactivation email. You will receive an email confirmation of deactivation from MDC.

Every two months, MDC will produce a list of active PO user accounts and send it to the PO Authorizers to confirm the users should retain access to the system. The PO Authorizers will confirm the list and send a confirmation to MDC. If neither PO Authorizer responds within five business days of receiving the user list, all user accounts for the organization will be deactivated until the PO Authorizers can respond and confirm the list with MDC. Upon confirmation, access for the PO's authorized users will be extended or reinstated, as needed.

For more information about a PO Authorizer responsibilities, see the [MDC Account Maintenance – PO Authorizers document](#) on the [MDC Website's Support page](#).

Can a user request his or her account be shut off without the PO Authorizer having to contact MDC?

Yes. If an employee of your organization knows he or she will be leaving or changing positions, he or she can request the account be deactivated. (See the **Deleting an Account** section of the [MDC Website's Accounts page](#).) Both PO Authorizers will receive a confirmation email.

Why is a PO Authorizer needed?

MDC produces MiPCT reports that contain PHI. It is important all users have a business reason for accessing these data to maintain patient confidentiality and data security as part of the HIPAA privacy regulations and security rules. Only personnel within the PO organization can determine if a person requesting an account should be allowed access to this information.

As well, the reports will contain healthcare practice information for the physician organization, sub-PO, practice units, and individual physicians. Authorizing access will help maintain corporate confidentiality for these entities.

Can the PO Authorizer request an account for a user?

MDC asks that each user request his or her own account on the MDC website due to the confidential nature of some of the information required by the University of Michigan Identity Management team. As well, each user must individually agree to appropriate data use agreement provisions.

Why does MDC ask for personal information from the account user?

For security reasons, MDC must use the University of Michigan's Identity Management system to establish a unique identity in the system and prevent duplication. The data combination requirements include first and last name, email address, gender, date of birth, and phone number.

How long does the process to establish an account take?

The process may take up to 5 to 10 business days. Both the requesting user and the PO Authorizers are notified via email when the account becomes available.

Who can get an account?

Only physician organization staff should be granted user accounts because each user has access to the entire PO's information in the web portal. If a request comes from a practice, Care Manager, or individual provider, MDC will refer the requester to the PO.

Does a PO Authorizer get a user account automatically?

No. A PO Authorizer is not necessarily a user. He or she should be a person familiar with the responsibilities of the analysts at your organization to know who has a legitimate need to see the data. MDC does not have the knowledge of your organization's employees or contractors to ascertain who should have access to your PO's data. If a PO Authorizer wishes to get a user account, they must go through the process of requesting an account on the MDC home page to establish a user ID.

If a PO Authorizer requests an account for him/herself, is it automatically approved?

MDC will allow PO Authorizers to approve themselves, but will send a notice to both PO Authorizers to make them aware of the request.

How many users can my organization have?

It is up to the each PO's Authorizers to determine the number of users for their PO.

If my users have questions about their MDC user accounts, whom should they contact?

Contact MDC-Accounts@med.umich.edu for a status or help with account processing. MDC cannot change passwords, and if the initial passwords have been changed by the user, MDC staff will not have access to them. You can find instructions for changing Level-1 and Level-2 passwords and adding, verifying, or deleting an account on the [Accounts page](#) of the [MDC Website](#).

What is my timeframe for responding to a user account request?

The PO Authorizers have five business days to respond to the MDC email asking for approval for a user account.

Where will my user receive his or her account information?

Your user will receive their account information at the email address provided with their request. PO Authorizers will receive an email notice that the account ID and passwords have been sent to that address.

If my users have questions about what they are seeing on the MiPCT Dashboard, whom should they contact?

Contact MDC at MichiganDataCollaborative@med.umich.edu.

If my organization has MiPCT project questions regarding care management, PCMH, or reimbursement issues, whom should they contact?

Contact the MiPCT Team at mipctdemo@michigan.gov.

How can I get more information?

Contact MDC at MichiganDataCollaborative@med.umich.edu or visit our website at www.MichiganDataCollaborative.org.