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# User Guide

## ► BCBSM PGIP INTERACTIVE REPORTING

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# Introduction

Michigan Data Collaborative (MDC) is a non-profit healthcare data organization at Michigan Medicine. The BCBSM PGIP Interactive Reporting site was created to provide visualizations, reports, and interactive analyses for participants of BCBSM's Physician Group Incentive Program (PGIP), including comparisons between organizations, organizational rankings, measure distributions, and trends for utilization measures.

This guide describes how to use the BCBSM PGIP Interactive Reporting site and download the information you need. Before logging in to the Reporting site, you will need to complete the steps outlined in the [Access and Setup Guide](#).

### **The following initiatives are included in the Reporting site:**

- Emergency Department
  - Emergency Department Primary Care Sensitive (PCS)
  - Inpatient Admissions
  - Inpatient Admissions Ambulatory Care Sensitive Condition (ACSC)
  - Pharmacy Adherence to Oral Diabetes
  - Pharmacy Adherence to Renin Angiotensin System Antagonists (RASA)
  - Pharmacy Adherence to Statin
  - Radiology – High Tech
  - Radiology – Low Tech
  - Transition of Care 7 Day
  - Transition of Care 30 Day
- The Login Process Overview

# Logging In to the Reporting Site

## **Before You Begin**

- Access your U-M username and Level-1 password.
- Verify that you have downloaded the Duo app and registered your device with the University of Michigan.
- Open your preferred browser. The reporting site is compatible with modern browsers such as Google Chrome, Firefox, Safari, and Microsoft Edge. Internet Explorer 11 is not supported.

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- Confirm that Cookies are enabled on your browser. Cookies are required during the login and authentication process. If Cookies are disabled or blocked, you will see a Stale Request message rather than the authentication page.

### Stale Request

An error occurred while processing your request. Here are some possible causes and solutions:

- This service requires cookies. Make sure your web browser is set to accept or allow cookies, then return to the resource you want to access and try logging in again.
- Avoid using your web browser's Back button. This can cause an error. Return to the resource you want to access by typing in the URL or clicking a link and try logging in again.
- This service encountered an error while loading. Try clearing your cache, then return to the resource you want to access and try logging in again.

If you still can't log in, contact the [ITS Service Center](#). Provide them with the URL of the page you are trying to access and let them know you encountered a Weblogin Shibboleth error.

Please contact the [ITS Service Center](#) if you have any questions.

Details...

Error: NoSuchFlowExecutionException

## Log In to the Reporting Site

1. Navigate to <https://mdcreporting.org/BCBSMPGIP>

2. In the *Authentication* window, type in the following information to log in using Duo for two-factor authentication:
  - **Username:** Type in your U-M username.
  - **Password:** Type in your University of Michigan Level-1 password.

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3. Click **Log On**.
4. Accept the **Duo** request
5. The attestation pops up in the same window. Scroll down and click **I agree**.
6. The BCBSM PGIP Interactive Reporting site opens. Navigate the site to view the data and reports.

Click the headings to choose either PO Executive Summary or OSC Executive Summary.

Use the page tabs to navigate between reports.

The screenshot displays the BCBSM PGIP Interactive Reporting interface. At the top, there are two main headings: "PO Executive Summary" and "OSC Executive Summary". Below these are navigation tabs: "Executive Summary", "Cost Comparison", "Utilization Comparison", "Bar Chart", and "Trends". A dropdown menu for "- Export -" is also visible. The interface includes logos for Blue Cross Blue Shield of Michigan and MDC Michigan Data Collaborative. The main content area is titled "Physician Organization A Executive Summary" and "Attributed Members". It features a table with columns for "Total Members", "Member Months", and "RX Member Months". Below the table are two efficiency rank charts: "Efficiency Rank - Risk Adjusted Utilization" and "Efficiency Rank - Risk Adjusted Cost". A legend at the bottom right defines the ranking colors: Top Rank (green), Mid Rank (orange), Low Rank (red), and PO Ranking (blue triangle). The date "9/28/2018" is displayed at the bottom center.

	Total Members	Member Months	RX Member Months
Total Members	46,070	509,466	307,413
Pediatrics	12,190	132,748	87,151
Adults	33,880	376,718	220,262

Efficiency Rank - Risk Adjusted Utilization

Category	Rank
Emergency Department	4
Emergency Department PCS	4
Inpatient Admissions	1
Inpatient Admissions ACSC	0
High Tech Radiology	1
Low Tech Radiology	2
Transition of Care 30 Days	2
Transition of Care 7 Days	2
Pharm Adherence to Oral Diabete...	3
Pharm Adherence to RASA	3
Pharm Adherence to Statin	4

Efficiency Rank - Risk Adjusted Cost

Category	Rank
Emergency Department	1
Inpatient Admissions	1
High Tech Radiology	3
Low Tech Radiology	2
Transition of Care 30 Days	2
Transition of Care 7 Days	1
Pharmacy Specialty Drug	4
Medical Specialty Drug	1

9/28/2018

Top Rank Mid Rank Low Rank PO Ranking

## Filtering Data Using the Selection Fields

Use the selection fields to choose a specific PO or OSC and the time period or the initiative you are interested in. All of your selection choices will persist as you view data in other tabs.

On the Bar Chart tab, click the **Organization - Filter** drop-down menu to select individual POs or OSCs that you want to compare.

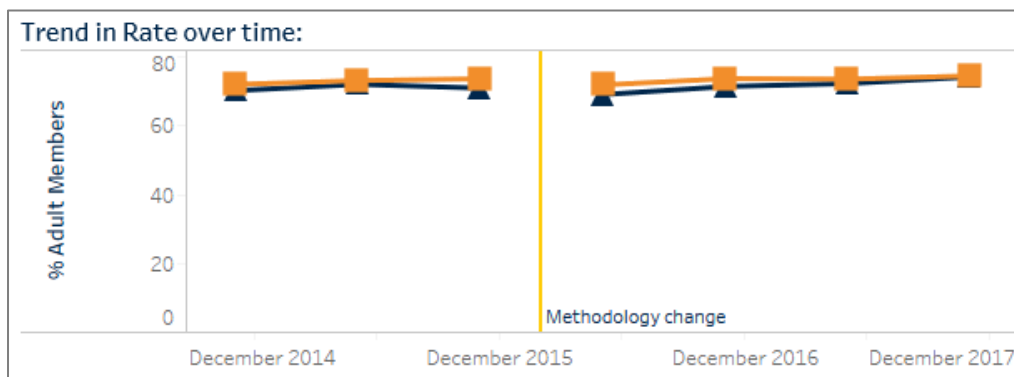
The screenshot shows the 'Bar Chart' tab of the reporting tool. The main title is 'Emergency Department Utilization and Cost - Bar Chart'. The left chart is 'Risk Adjusted Utilization - Per 1,000 Adults' and the right chart is 'Risk-Adjusted Costs PMPM - Adults'. The 'Organization - Filter' dropdown is open, showing a list of Physician Organizations from A to R. A red box highlights the following options:  Physician Organization I,  Physician Organization J, and  Physician Organization K. The 'Organization - Highlight' field is set to 'Highlight Organization' and the time period is 'January 2017 - December 2017'.

To highlight a specific PO or OSC, select the name in the **Organization - Highlight** field.

The screenshot shows the same reporting tool interface. The 'Organization - Highlight' field is now set to 'Physician Organization H' and is highlighted with a red box. The 'Organization - Filter' dropdown is now set to '(All)'. The left chart is 'Risk Adjusted Utilization - Per 1,000 Adults' and the right chart is 'Risk-Adjusted Costs PMPM - Adults'. The 'Physician Organization H' bar in the left chart is highlighted in blue, indicating it is the selected organization.

# Viewing Comparison Rankings and Trends

When you hover your mouse over certain components of the Reporting site, additional detailed information appears, including comparison rankings and trends. For example, the following information opens when you hover your mouse over a triangle marker in the Executive Summary visualization. If there is a change in methodology, it will be noted with a vertical yellow line on trend lines. Please note that these detailed visualizations are not available for exporting.



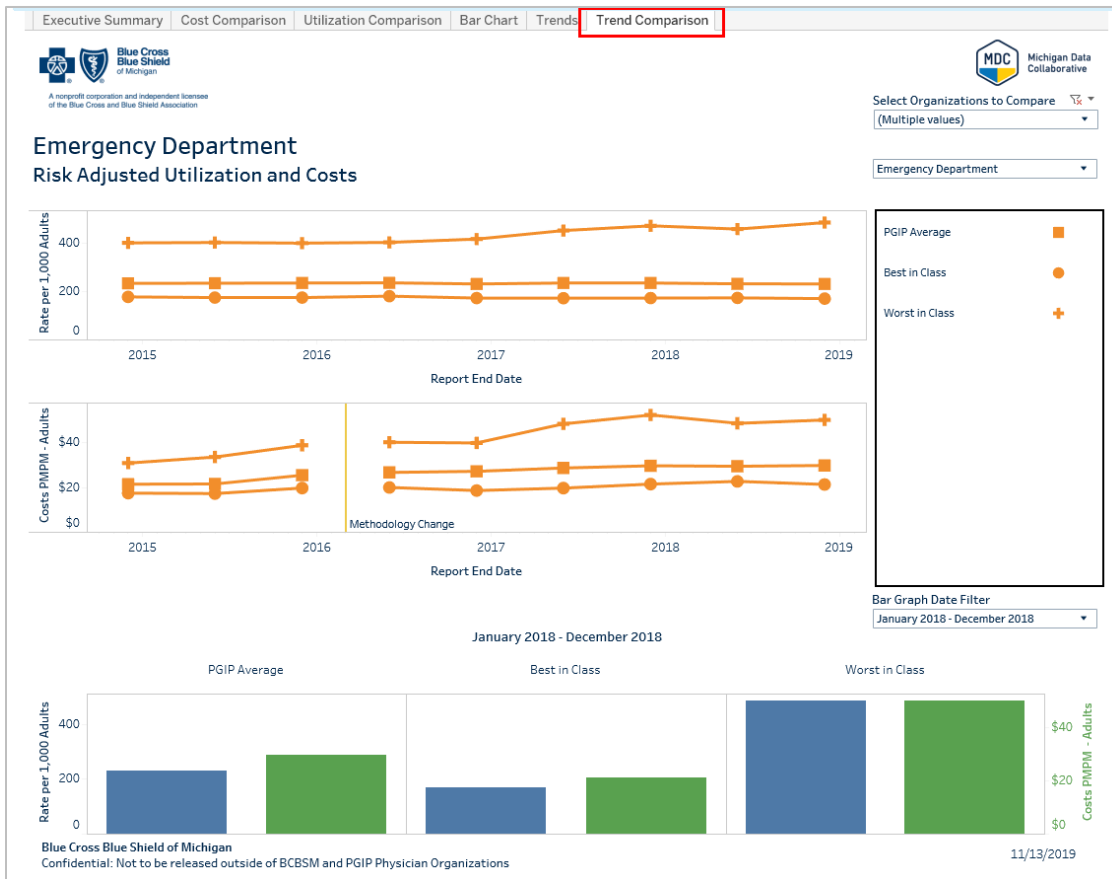
## Trends Comparison Page

On the **Trends Comparison** page you can view trending data for multiple organizations at the same time. Along with the organizations you select to compare, this graph also shows PGIP Average, Best in Class, and Worst in Class. MDC recommends that you limit your comparison selections to five or less organizations to ensure readability.

This page also includes cost comparisons.

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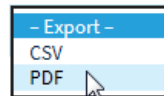
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## Exporting Data and Visualizations

You can export the data to PDF or CSV from each page.

1. Click the **Export** dropdown and select **PDF** or **CSV**.



- A. **NOTE:** If you are exporting to CSV and there are multiple sections on the page, first click in the section for which you want to export the data.
2. If you are exporting to PDF, select **Landscape** for the Layout; keep all other defaults for the selections. Click **Generate**.
3. In the Download window, click **Download**.

Verify that you can find and open the file by navigating to it using Windows Explorer on your PC.

# Getting Help

Use the resources listed here if you need assistance with accessing or using the BCBSM PGIP Interactive Reporting site.

## Duo or Password Help

If you need Duo two-factor authentication assistance or password assistance, please contact the Information and Technology Services (ITS) Service Center

**Phone:** 734-764-4357

**Email:** [4HELP@umich.edu](mailto:4HELP@umich.edu)

**Chat:** <https://chatsupport.it.umich.edu/>

### NOTES:

When you contact the ITS Service Center, please give them the following information, as applicable:

- If possible, access your U-M ID, U-M username, and your Level-1 password
- Inform the service desk employee that you are a user of the Michigan Data Collaborative's User Portal. You are not a U-M employee; however, you have a U-M ID and username (also known as a nickname) in order to access the BCBSM PGIP Interactive Reporting site.

## BCBSM PGIP Interactive Reporting Site Questions

If you have general questions about accessing or using the BCBSM PGIP Interactive Reporting site, contact MDC at [MichiganDataCollaborative@med.umich.edu](mailto:MichiganDataCollaborative@med.umich.edu).

## Additional Documentation

[Access and Set Up Guide: Setting up Duo and Setting up Citrix Workspace/Receiver - BCBSM PGIP Interactive Reporting Site](#)