Integrated
Healthcare
ASSOCIATION

AMP Technology Migration: Updates to the MY 2021 Release Schedule

June 29, 2022

Julia Tremaroli, Project Manager, Data Operations

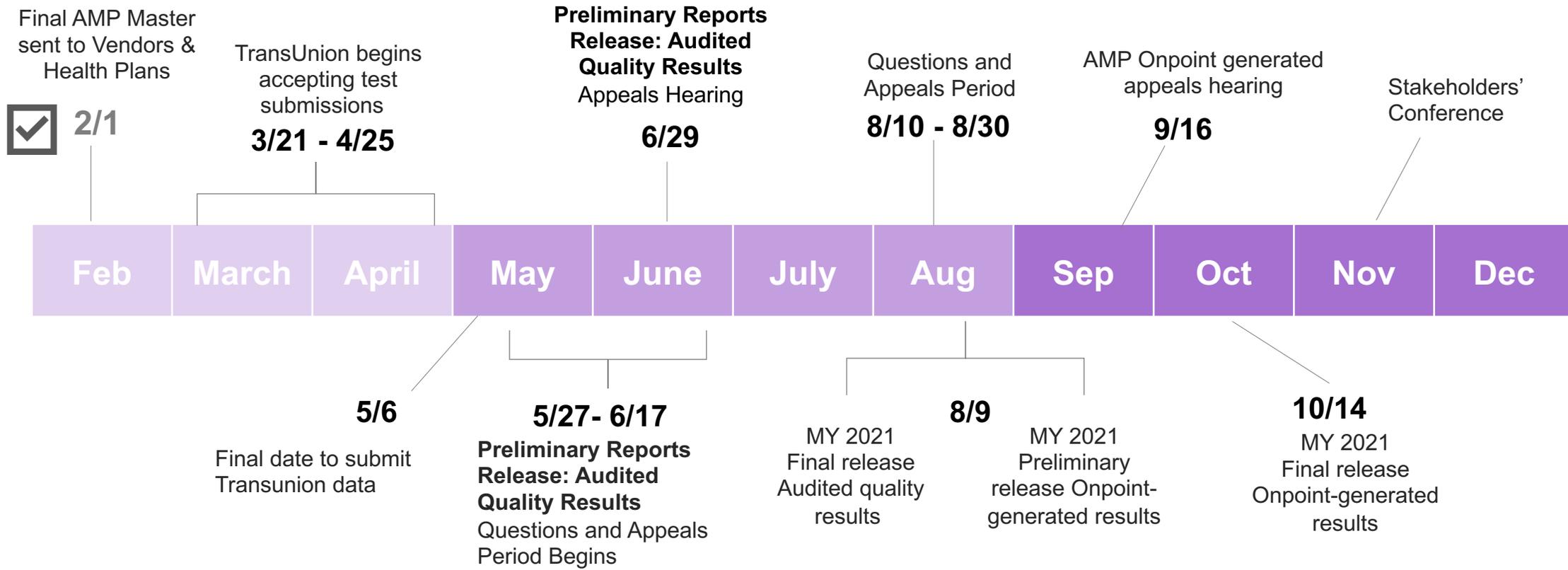Shelley Kong, Data Ops Associate, Data Operations

Timeline for our technology solution transition

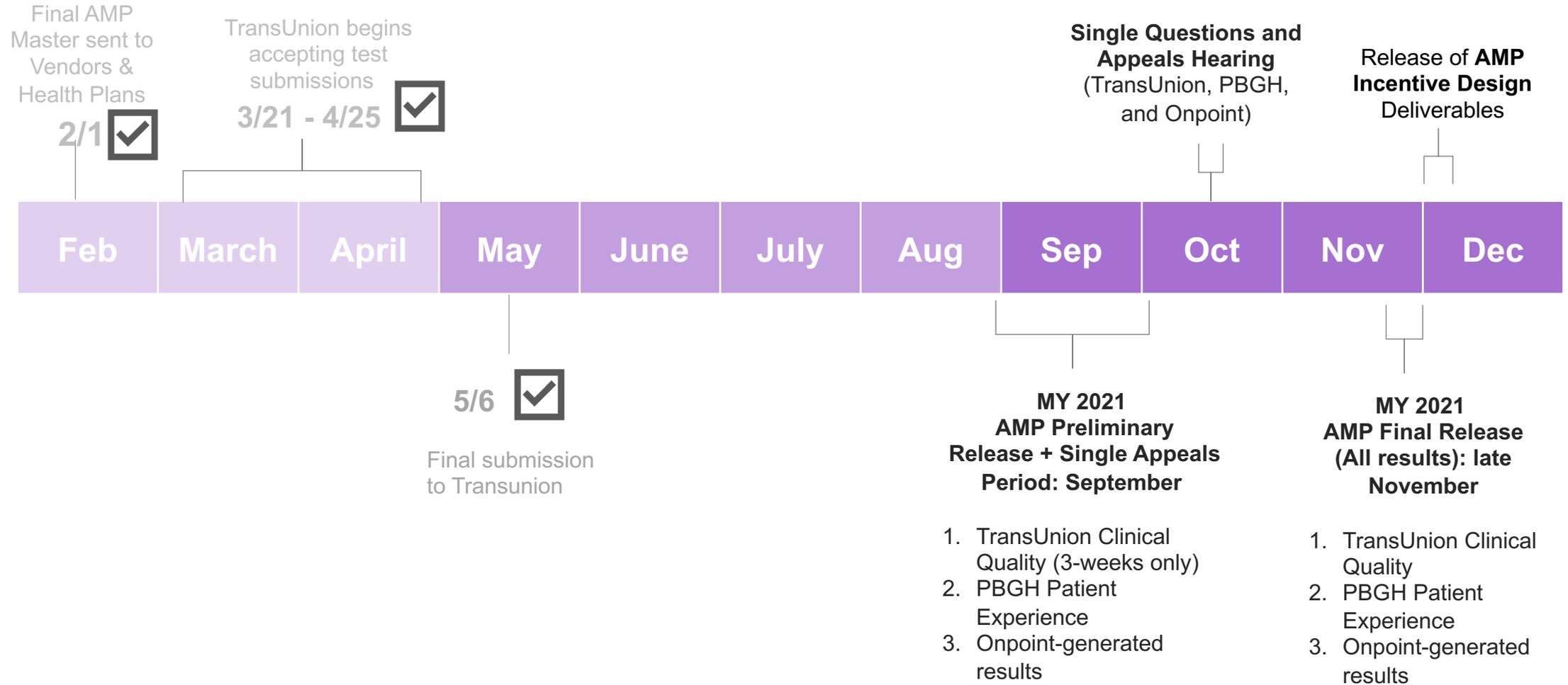AMP program staff are here at every step to ease the MY 2021 transition

- Onpoint's Performance Reporting Portal (PRP) will now serve as the single source for AMP Program portal needs, allowing access to both **PO- and member-level reporting in one location.**

- We will release TransUnion Clinical Quality, PBGH Patient Experience, and Onpoint-generated results **all at the same time** via Onpoint's PRP
  - AMP Preliminary Results Release will occur **at the end of August.**
  - The Questions and Appeals periods will be **combined and extended through September** to allow participants additional time to thoroughly complete all questions and appeals.
  - Data resubmissions, if needed, will occur **up until early October.**
  - AMP Final Results Release will occur **at the end of November** with the Incentive Design Deliverables being available shortly thereafter.

- We will use our email newsletters, webinars, and other means to provide you updates and support to help ensure a smooth transition
  - Thank you for your continued feedback, questions, and patience as we work to enhance your AMP experience

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MY 2021 AMP Deliverables Timeline – Previous Timeline

Final AMP Master sent to Vendors & Health Plans

☑ 2/1

TransUnion begins accepting test submissions
3/21 - 4/25

Preliminary Reports Release: Audited Quality Results
Appeals Hearing
6/29

Questions and Appeals Period
8/10 - 8/30

AMP Onpoint generated appeals hearing
9/16

Stakeholders' Conference

| Feb | March | April | May | June | July | Aug | Sep | Oct | Nov | Dec |

5/6

Final date to submit Transunion data

5/27- 6/17
Preliminary Reports Release: Audited Quality Results
Questions and Appeals Period Begins

8/9

MY 2021 Final release Audited quality results

MY 2021 Preliminary release Onpoint-generated results

10/14

MY 2021 Final release Onpoint-generated results

See MY 2021 AMP Program Guide for detailed program timeline.

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MY 2021 AMP Deliverables – Final Timeline

Final AMP Master sent to Vendors & Health Plans

2/1 ☑

TransUnion begins accepting test submissions

3/21 - 4/25 ☑

Single Questions and Appeals Hearing (TransUnion, PBGH, and Onpoint)

Release of **AMP Incentive Design** Deliverables

Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec

5/6 ☑

Final submission to Transunion

MY 2021 AMP Preliminary Release + Single Appeals Period: September

1. TransUnion Clinical Quality (3-weeks only)
2. PBGH Patient Experience
3. Onpoint-generated results

MY 2021 AMP Final Release (All results): late November

1. TransUnion Clinical Quality
2. PBGH Patient Experience
3. Onpoint-generated results

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AMP Communications

Ensure you're receiving emails from IHA

- We regularly send out emails—mainly the monthly newsletter—to all our stakeholders and subscribers that contain information about IHA and our AMP program from amp@iha.org.

- If you're not getting our emails, you may need to subscribe or you may have opted out in the past (which means you'll need to opt in now).
    - The easiest way to subscribe or check if you need to opt back in is by going to our newsletter form.
    - On the form, start filling out your email address.
    - If the below blue message appears below the email box, your email is unsubscribed and you need to re-subscribe. Click the blue link and then check your inbox for our re-subscription email. Follow the instructions in the email to update your preferences and re-subscribe to our emails.
        - Don't see the re-subscription email? Check your spam folder. If you still don't see it, go to the next page.
    - If you don't get the blue message when you are filling out your email address, continue filling out the form, check which updates you would like to receive, and then hit "submit" when done to make sure you're subscribed.
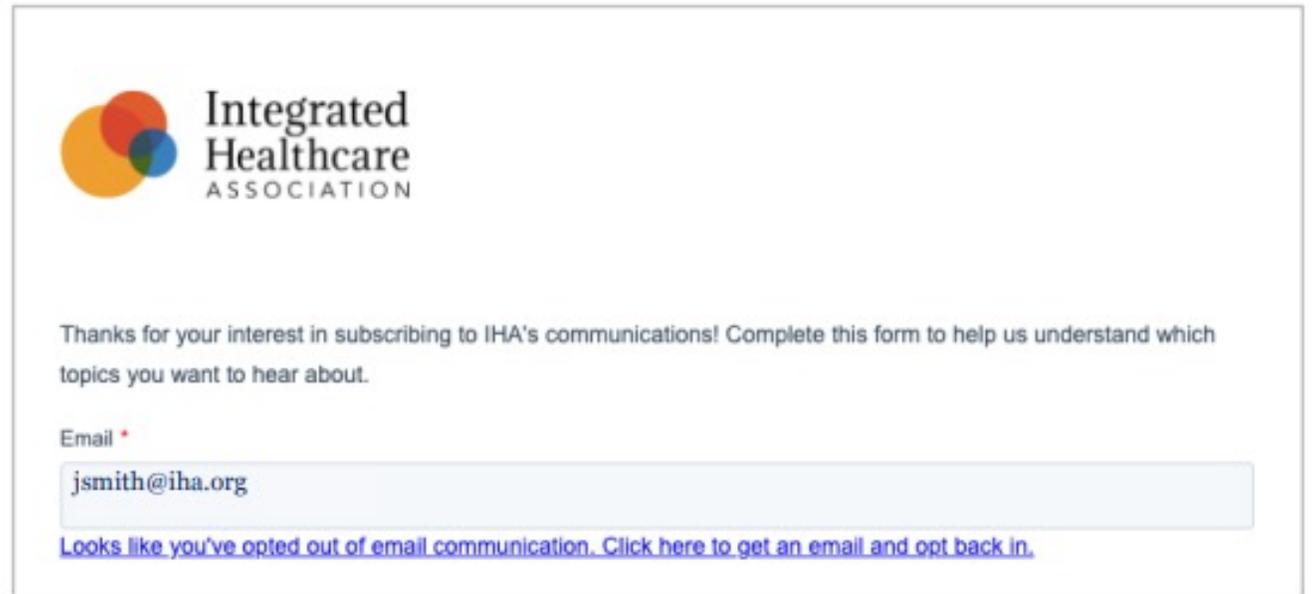
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AMP Communications

Ensure you're receiving emails from IHA

- Unfortunately, just because you are subscribed to our emails doesn't mean they'll show up in your inbox. Sometimes organizations block emails sent by marketing automation software.

- We recommend sending this message to your IT department so that you and your team get our emails in the future.

Have questions or need additional assistance getting our emails?

Email marketing@iha.org and we'd be happy to help!

Sample message:

Hello,

I work with Integrated Healthcare Association (IHA) regularly and would like to request that we add them to our email allow list. IHA frequently sends emails from the below domain and IP addresses that are important to my work. Is it possible to add the below criteria to (insert organization)'s allow list?

All emails coming from the domain @iha.org

All emails coming from the below IP addresses:

- 54.174.60.0/23
- 143.244.80.0/20
- 18.208.124.128/25
- 54.174.53.128/30
- 158.247.16.0/20
- 54.174.59.0/24
- 54.174.63.0/24
- 3.93.157.0/24
- 54.174.52.0/24
- 139.180.17.0/24
- 54.174.57.0/24

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Performance Reporting Portal (PRP) 101

General Performance Reporting Portal (PRP) Information

The PRP will house all results MY 2021 and beyond (with refreshed MY 2020 included)

- Onpoint's Performance Reporting Portal (PRP) will now serve as the single source for AMP Program portal needs, allowing access to both **PO- and member-level reporting in one location.**

The AMP Analytics Portal will remain your historical data source

- IHA's AMP Analytics portal will contain **historical AMP results—**MY2020 and prior years'—for reference and QA purposes.
- IHA will also continue using this portal for other items such as Participation Confirmation (contracting).

Note: The PRP is a new resource. Onpoint and IHA continue to work through functionality improvements, so certain views will change for the release in late August.

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General Performance Reporting Portal (PRP) Information

Beginning MY 2021, the PRP will house all results going forward

Portal Capabilities	AMP Analytics Portal	Onpoint PRP

MY 2021 and beyond: TransUnion, PBGH, and Onpoint-generated results
    AMP reports
      • Summary Results
      • Quality Composite Score
      • AMP Worksheets
    AMP downloads
      • PO-specific downloads:
      • California Program-Wide downloads
Note: MY2020 refreshed OP-generated results will be available also in the PRP
		✔

MY 2012 – MY 2020: TransUnion, PBGH, and Onpoint-generated results
    AMP reports
      • Summary Results
      • Quality Composite Score
      • AMP Worksheets
    AMP downloads
      • PO-specific downloads:
      • California Program-Wide downloads
	✔	

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Onpoint PRP Account Set Up

Important information for PRP Access

IHA and Onpoint require multifactor authentication

- Because the PRP allows member-level detail information – including PHI – we are pursuing **Multi Factor Authentication (MFA)** to maintain security.
  - Multifactor authentication requires users to provide **two or more pieces of evidence to verify a user**. For the PRP, this will be a password and a separate code sent to your cell phone.

- **IHA distributed a form to Primary Users** in mid-June to collect contact information to set up MFA.

- Note that only **Primary Users** received the email with the Online Form
  - If you are a Primary User and did not populate the form, please do so ASAP.
    - Please reach out to amp@iha.org if you have issues with accessing the form.
  - If you are a Primary User and did not receive an email with the form, please reach out to amp@iha.org ASAP.

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Admin Access vs User Access

Primary Users will have Admin Access, Secondary Users will have User Access.

- Please see the differences between Admin access and User access in the PRP:

Function	Admin	User
View Measure Results	✔	✔
Review Documentation	✔	✔
Customize Dashboard View	✔	✔
Add/Edit/Deactivate Contacts from organization	✔	

- Note that the PRP contains PHI and member level data, so **it is critical that Primary Users/Admins regularly update and manage user access for Secondary Users at their organization.**

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Setting up PRP Access for Admins/Primary Users

- **If you already have an active PRP account**, you do not need to re-enroll in multifactor authentication.
  - Existing PRP users will not receive a Welcome email from Onpoint since you already have an active PRP account. If you have questions on logging in, please reach out to amp@iha.org.

- In mid-July, Primary Users who <u>do not already have an active PRP account</u> AND <u>filled out the Online Form</u> will receive a **Welcome Email from prp-support@onpointhealthdata.org.**

- Please follow the instructions provided in the email to set up your account
  - Links provided in the Welcome Email **will expire after 48 hours**, so please pursue your account setup promptly

secure: Performance Reporting Portal Account Information

P   PRP-Support <prp-support@onpointhealthdata.org>   ↩ Reply all | ⌄
   Today, 12:22 PM

Instructions: Please use the password below and your email address to log in to the Performance Reporting Portal at the following URL: https://iha-prp.onpointhealthdata.org/

Temporary password:
%AvT82n@9Rh

Note: This temporary password is only valid for the next 48 hours. If your auto-generated password has expired, please reset your password by clicking Forgot your password? at https://iha-prp.onpointhealthdata.org/users/sign_in. If you have any questions, please contact the Portal Administrator (iha-support@onpointhealthdata.org | 207-623-2555).

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Setting up PRP access for Admins/Primary Users

- However, if 48 hours have expired, **you can still set up your account** using the "Forgot your password?" feature and follow the instructions as prompted

- Upon accessing your account, please confirm that the **organization(s) you manage are correctly displayed** in the upper right-hand corner of the PRP. If not, please reach out to amp@iha.org.
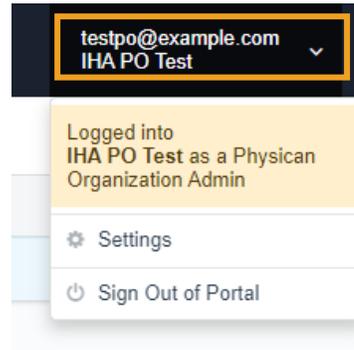
- **Organization admins will then set up additional users' accounts** with multi-factor authentication for their organization.

- IHA will be available in July to help admins create the necessary user accounts for their organization.
  - Our goal is to make sure each organization has their PRP accounts set up securely prior to our Preliminary Results Release at the **end of August**.
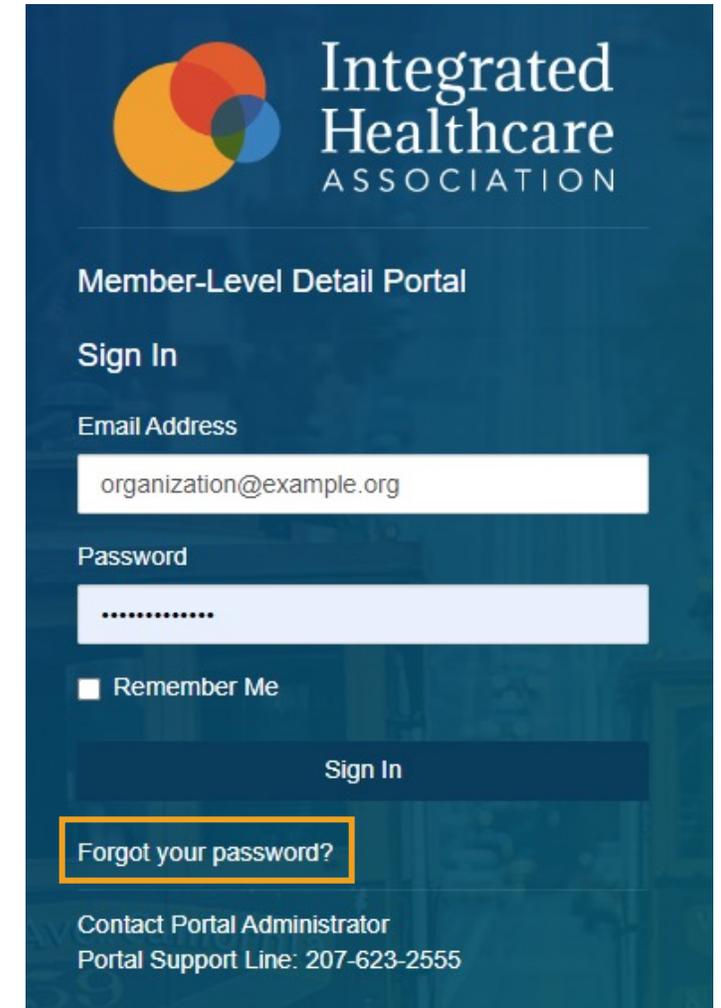
Setting up PRP access for Secondary Users

Primary Users will use Admin capabilities to add secondary users from their organization by following the steps outlined below:

Step 1: Navigate to the **Portal Users** tab on the left panel of your screen
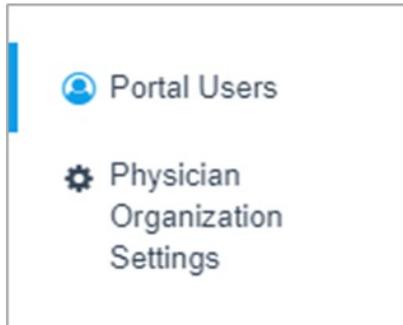
Step 2: Click "**New User**" in the upper right corner of your screen

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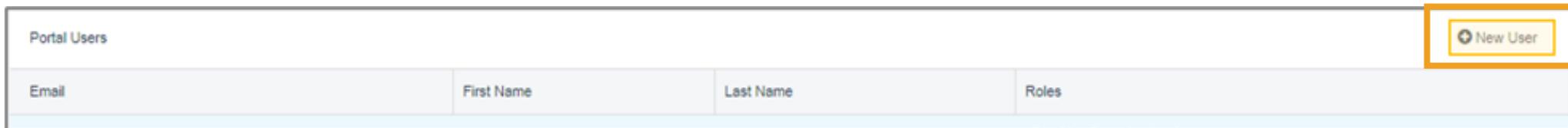
Setting up PRP access for Secondary Users cont.

Step 3: Populate the fields with the appropriate information

- If you want the user to have Admin capabilities (managing contact information), then select "Physician Organization Admin" under Select a Role. For all other users, select "Physician Organization User." Note that organizations can have more than one designated Admin.

- Remember to check "Send temporary password to user via secure email" to ensure user receives automated email for PRP setup

Step 4: Click "Create User."

- Once a secondary user has been added to the PRP by an Admin/Primary User, the User will receive the automated Welcome Email instructions on how to set up access.

Note: For users associated with more than one PO, the administrator must individually assign users to each relevant organization.

Basic Information

Select A Role

Physican Organization User

Notes

Email

First Name

Last Name

Password

* * * * * * * * view

☑ Send temporary password to user via secure email

Each user's password will be emailed securely to their authorized email address and is only valid for the next 48 hours. Upon creating or updating a user, their password will no longer be viewable. Click the "Create User" button located at the bottom of this form to send the secure email.
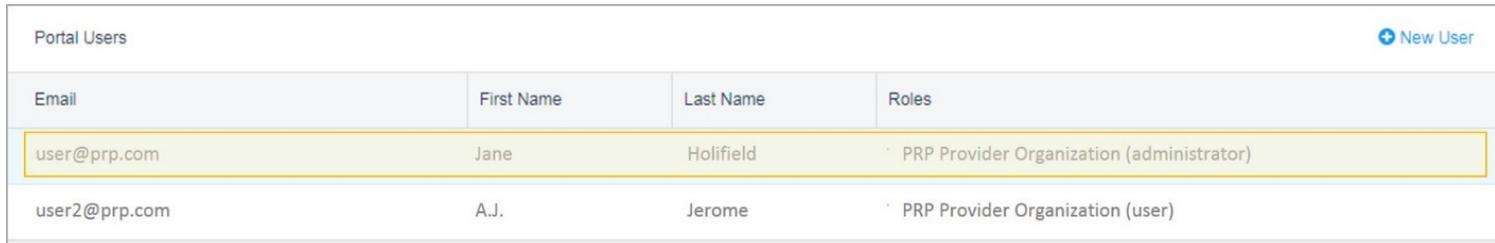
Multi-Factor Authentication

Upon logging in to the Member-Level Detail Portal, you will be required to enter an authentication code provided via the designated Authy app, SMS message, or phone call. Each method requires the your cell phone number to be entered into the Member-Level Detail Portal system.

Phone Number

Each user's phone number (XXX-XXX-XXXX format) is used only to generate a multi-factor authentication code. Phone number extensions are not allowed.

Create User

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Setting up PRP access for Secondary Users cont.

Step 5: For users who manage multiple organizations, select the drop-down menu next to your name at the top right-hand corner. Then, select the organization you would like to view.

- The drop-down menu will display a list of organizations that you manage.

- The system administrator will need manage user access for each organization individually.

Step 6: Navigate to the "**Portal Users**" tab on the left panel of your screen. Then, select "**New User**" in the upper right corner of your screen.

- Populate the fields with the appropriate information

- Note: If the user already has access to a different organization within the PRP, please **do not** select "Send temporary password to user via secure email" or else it will reset their existing password.

Editing user contact information in the PRP

To edit information associated with a user at your organization, follow the steps outlined below:

Step 1: Navigate to the **Portal Users** tab on the left panel of your screen

Step 2: Select an individual credentialed user from the Portal User directory.

Note: For users associated with more than one PO, the administrator must individually edit users to each relevant organization.

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Editing user contact information in the PRP cont.

Step 3: Review the contents in the editable log-in record detailing the selected credential user's information.

- To change contact information such as Email, Name, Cell Phone, update the information on the **Edit** tab for the selected user.

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Editing User Information in the PRP cont.

Step 3 Continued: Review the contents in the editable log-in record detailing the selected credential user's roles.

- To update a User's role, navigate the **Roles** tab for the selected user.
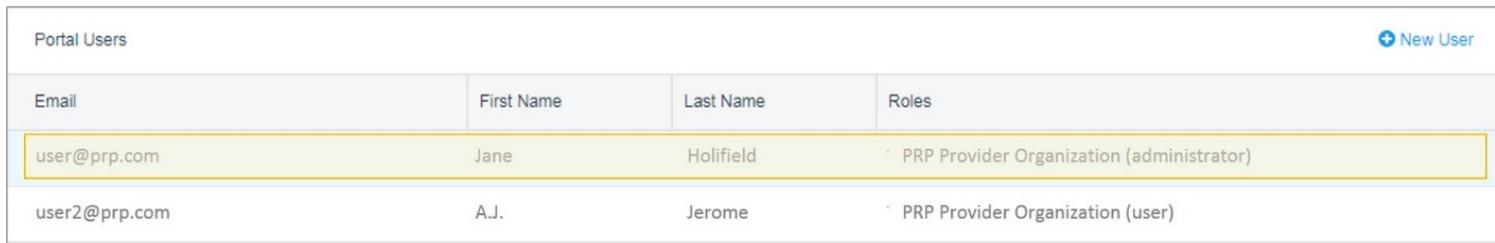
Removing users in the PRP

To remove users no longer affiliated with your organization, follow the steps outlined below:

Step 1: Navigate to the **Portal Users** tab on the left panel of your screen

Step 2: Select an individual credentialed user from the Portal User directory.

Note: For users associated with more than one PO, the administrator must individually remove users from each relevant organization.
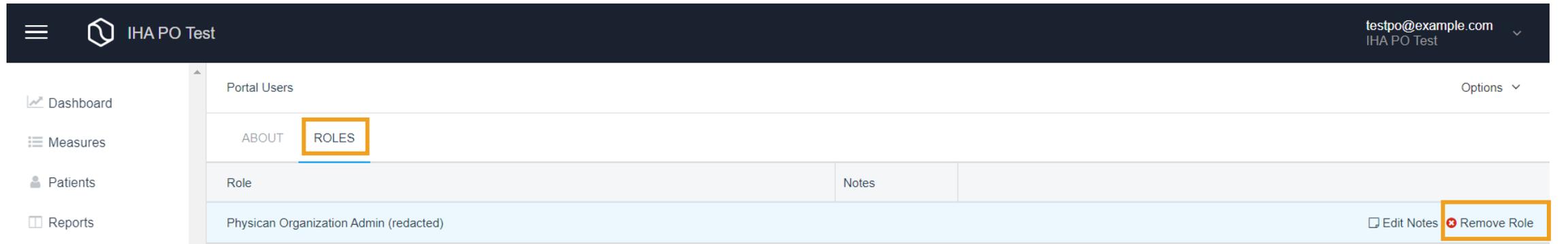
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Removing users in the PRP cont.

Step 3: Review the contents in the editable log-in record detailing the selected credential user's information.

Step 4: Navigate the **Roles** tab for the selected user. Then, select "Remove Role"

Note: For users associated with more than one PO, the administrator must individually remove users from each relevant organization.

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Next steps for Provider Organizations on the PRP

What to expect in the coming weeks

- **For Primary Users who do not currently have PRP access:**
  - In mid-July, Admin contacts at POs who <u>do not already have an active PRP account</u> AND <u>filled out the Online Form</u> will receive a **Welcome Email from Onpoint.**

  - If you are a **primary contact** at your organization and **have not yet filled out the Online Form**, please do so ASAP.

  - If you are a **primary contact** at your organization and **did not receive the Online Form**, please reach out to amp@iha.org.

- **For current PRP Admin users:**
  - In the coming weeks, please log in and **confirm that the organization you manage is correctly displayed** in the upper right-hand corner of the PRP. If not, please reach out to amp@iha.org.

  - Additionally, please confirm that the **appropriate contacts** at your organization are displayed in the PRP

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Wrap Up

PRP Account Set Up Check List

Upcoming Meetings

- [ ] **July 27:** AMP Technology Migration: Get to know the Onpoint PRP

- [ ] **Aug. 31:** AMP Preliminary Results Release Webinar

Setting Up Your Organization for Success

- ✓ **June 17:** Primary contacts to complete the System Administrator Sign Up Form for the MY21 Onpoint Performance Reporting Portal
  - ✓ Please reach out to amp@iha.org if you are unable to access the form

- [ ] **July 12-14:** System administrators to complete account set up on the PRP website
  - [ ] System administrators to finish their account set up
  - [ ] System administrators to confirm portal information is correct
  - [ ] System administrators to add, edit, deactivate users

- [ ] **July 12-14:** Users can log in once system administrators set up user accounts for their organization

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Thank you

Resources

Key IHA.org pages for AMP program

- [Align. Measure. Perform.](#)
  Page with information on AMP, details on the value of the program, and links to additional program pages (measure set, incentive design, public reporting, awards, and participating organizations)

- [AMP Participant Resources](#)
  Page where AMP participants can get what they need in one place, including the program guide, measure set, data collection & submission resources, and public comment information
  - [MY 2021 Final AMP Program Guide](#)
  - [MY 2021 Final AMP Technical Specifications](#)
  - [MY 2022 Draft AMP Technical Specifications](#)
  - [AMP Measure Sets](#)
  - [Data File Layouts (Audited Quality)](#) available under "Data submission resources for TransUnion" section.
  - [NCQA Vendor Certification Requirements](#)
  - [NCQA-Certified HEDIS Compliance Auditors](#)

- Additional pages
  - [Incentive Design](#)
  - [IHA Portals](#)
  - [AMP Newsletters](#)

- AMP Fact Sheets: [AMP Product Lines](#) and [Incentive Design](#)

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