PROVIDER PORTAL

■ What is the provider portal?
The Arkansas Health Care Payment Improvement provider portal is an online tool that has two main purposes. It is where providers can go to access their performance reports for patient care included in the payment initiative where they enter quality metrics data for patients they have treated.

The provider portal is online to make it easy to access, convenient and available any time. It is a key component to enable the payment initiative’s goal to reward providers who deliver high-quality, coordinated and cost-effective care for patients. The portal is a HIPAA-compliant online tool that allows hospitals, physicians, mental health providers and other providers to submit additional quality metrics that will be tied to the initiative’s financial incentives.

The portal also allows providers a way to access comprehensive reports that include their average quality, costs, and utilization during a given time period. This is the first time that Medicaid and the state’s private insurance companies will make such detailed analytical information available to providers.

■ Who can use the portal?
The portal is available for use by providers, staff and others individuals with active, valid user accounts with the Advanced Health Information Network (AHIN). It is also available for payers to track and monitor use to ensure that providers are able to login and access their information.

Payer customer service representatives will have “view only” privileges to assist customers with questions about their reports, data entry, or other aspects of navigating the portal.

■ What are the consequences for not using the portal?
Data entry is required to be eligible for gain sharing during the performance period.

■ What’s the connection to AHIN and the portal?
Providers can click here: https://secure.ahin-net.com/ahin/logon.jsp to access the portal using their existing Advanced Health Information Network (AHIN) username and password. If a provider does not have an active AHIN account and would like to register, contact customer support at (501) 378-2336 or email customersupport@ahin.net

■ What is the portal’s purpose and value?
The purpose and value is to provide a common platform across payers that providers can use to access reports and enter data. When providers start to use the portal they
will see that drop down menus, clickable links, and other helpful functions allow them to quickly and easily enter quality data and get access to reports. This is easier than having to log onto different portals for each payer, or to submit paper copies each quarter. The portal is an efficient way to capture additional quality data.

- **Will there be changes to the portal? If so, when and what will change?**
  The portal is available. Data is required for quality metrics. The feedback gathered during data entry may lead to changes in the portal. Often times, users suggest modifications that end up being valuable for a portal overall. To share your feedback call the Arkansas Payment Improvement Initiative Center with Arkansas Medicaid Monday – Friday, 8am – 5pm: 1-866-322-4696 (in-state) or 1-501-301- 8311 (local and out-of-state) or email ARKPII@hp.com.

- **Is the portal the same as my electronic health record (EHR) or electronic medical record (EMR)?**
  The provider portal is different from the electronic health record (EHR) or electronic medical record (EMR). The portal is associated with collecting additional quality metrics, beyond those currently captured in claims data.

- **Will I be able to login at home or from locations outside the office?**
  The provider portal is accessible wherever you have an active internet connection, and a valid username and password.

- **What if I’m treating multiple episodes for patients – do I use the same portal?**
  Yes. All providers use the portal. Once at the sign in page for your provider type, you will be able to enter data and access reports. The provider portal is accessible from www.paymentinitiative.org.

- **What if I’m not technologically savvy or have an old computer?**
  The portal is intended to be user friendly and accessible regardless of skill level or computer knowledge. The links and buttons are described on the site. In addition, customer service is available to assist you. The age of your computer should not matter as long as you have an active internet connection.
Can office staff enter this information on behalf of providers?
Office staff designated with permission to enter or view data are allowed to use the portal. This access permission is granted by the provider, not by the portal administrators.

How frequently do I need to update the data?
We encourage providers to enter data regularly.

What if I forget my password?
If you forget your AHIN password call (501) 378-2336 or contact via webform at https://secure.ahin-net.com/ahin/forgotPassword.jsp?userid=.

If I’m not already a PAP do I have to enter data?
Yes, data entry is important for providers because PAPs are determined retrospectively based on claims data. That means you may not know you are the PAP until the reports are issued. That is why it’s valuable to continually enter data throughout the performance period.

Who is allowed to see what I report?
The portal is a secure, password protected site. The only people who can enter data or view reports are users that have been granted access within the PAP organization. The customer service staff from each payer will have a username and password only to view reports and data entered by providers in their system. This allows them to answer questions, address technical issues, and ensure that data has been entered and captured. They do not have any ability to change the reports or data.

Can I make changes or review data that I’ve entered?
Yes. You can enter, change and review data.

Will other providers see my performance?
Other providers will not be allowed to see your detailed individual performance information. Only individuals who have been granted access will be able to access the report or view entered data.