



## QHP/Clinigence FAQ

When you log in to Clinigence, default is current view which is a rolling 12 months. Change it to 12/31 for a calendar year view.

No scanned documents or narrative notes will be recognized for measure credit. The information must come through the appropriate fields within the EMR that feed into Clinigence.

LDL results are inaccurate and usually not reported if triglycerides are higher than 400. Ordering a lipid panel with reflex to LDL-direct will yield a measured LDL if triglycerides are high which will feed into Clinigence.

A1C greater than 9 or not done is an inverse measure – lower score is better. In this case focus on those patients that are meeting the measure, clicking on the numerator for this measure only will produce the correct list.

Make sure you are viewing the correct/current flu time period – see dates listed within the measure scorecard.

Attribution – due to how claims are submitted midlevel's roll up into their supervising MD by default.

If your midlevel changes or new midlevels join or leave your organization, we need to know that for our roster.

When a midlevel changes area within an organization, patients will still be attributed to them until they are attributed elsewhere, so you will see a lag in this process.

Blood Pressure, LDL, A1C: These values must be less than the target to get credit (Ex: BP less than 140/90, so 139/89 is highest value to receive credit)

Blood Pressure is the last one (latest date) taken, from any QHP provider counts. Providers can recheck a high BP at the end of visit or a nurse visit to get another reading.

To record history of a procedure such as a hysterectomy or mastectomy or a past immunization if the actual date is not known by the patient one should give the "best guess date" for that procedure or immunization as no credit can be given if the date is "blank".

Quarterly logins receive credit for registry usage.

Medications – make sure the start date is in the current year

Deceased patients – need flagged as deceased in EMR, the patient should disappear from the registries, if not notify QHP.

Patients in multiple measures – will be in multiple disease categories, such as smoking cessation, flu vaccines, etc.

Always report any errors that you see on your scorecard to QHP Admin.

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