

Getting the Most Out of Your Care Gap Report

Aileen Schast, PhD
Vice President - Quality

Improving Performance Reporting

Starting in July, all sites will receive 3 monthly reports.

- The existing Medicaid HEDIS Report
- The existing Stars Performance Report
- A new comprehensive care gap report

Reducing the number of reports highlights the most important information.

- The existing Medicaid and Stars reports provide overall performance at a glance
- The new care gap report is intended to be a worklist.
- Offices can use it to easily see who needs to be called for appointments.

Provider Portal

All reports will be distributed through the Provider Portal each month.

<https://hpp.healthtrioconnect.com/>

Español / English | Contact Support



Member Login

Enter your credentials

Username [Forgot your username?](#)

Password [Forgot your password?](#)

Log in

Contact



Messages



Welcome Aileen ▼

Member Services

Configuration Administration

User Administration

Report Administration

User Preferences

Current Report

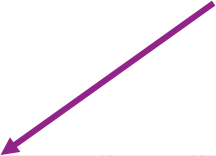
Line of Business	Mbr Full Name	Service	Status	Prior Event Date	Next Due Date	HEDIS Indicator	Current Vendor TIN	Current Vendor TIN Name
Medicare	Doe, Jane	Breast Cancer Screening	Non-Compliant		12/31/2025	N	22-3358732	Cooper Family Medicine, PC
Medicare	Doe, Jane	Care for Older Adults - Functional Status Assessment	Compliant	09/09/2025	12/31/2025	Y	22-3358732	Cooper Family Medicine, PC
Medicare	Doe, Jane	Care for Older Adults - Medication Review	Compliant	09/09/2025	12/31/2025	Y	22-3358732	Cooper Family Medicine, PC
Medicare	Doe, Jane	Care for Older Adults - Pain Assessment	Compliant	09/09/2025	12/31/2025	Y	22-3358732	Cooper Family Medicine, PC
Medicare	Doe, Jane	Colorectal Cancer Screening	Non-Compliant		12/31/2025	N	22-3358732	Cooper Family Medicine, PC
Medicare	Doe, Jane	Depression Screening and Follow-Up for Adolescents and Adults	Non-Compliant		12/01/2025	Y	22-3358732	Cooper Family Medicine, PC
Medicare	Doe, Jane	Medicare Annual Well Visit	Compliant	09/09/2025	12/31/2025	N	22-3358732	Cooper Family Medicine, PC
Medicare	Doe, Jane	SDOH Screening	Non-Compliant		12/31/2025	N	22-3358732	Cooper Family Medicine, PC
Medicare	Johnson, Bill	Adult Immunization Status - Total Influenza	Non-Compliant		06/30/2025	Y	22-3358732	Cooper Family Medicine, PC
Medicare	Johnson, Bill	Adult Immunization Status - Total Pneumococcal	Non-Compliant		12/31/2025	Y	22-3358732	Cooper Family Medicine, PC
Medicare	Johnson, Bill	Adult Immunization Status - Total Tdap	Non-Compliant		12/31/2025	Y	22-3358732	Cooper Family Medicine, PC
Medicare	Johnson, Bill	Adult Immunization Status - Total Zoster	Non-Compliant		12/31/2025	Y	22-3358732	Cooper Family Medicine, PC
Medicare	Johnson, Bill	Adults Access to Preventive/Ambulatory Health Services	Compliant	06/13/2025	12/31/2025	Y	22-3358732	Cooper Family Medicine, PC
Medicare	Johnson, Bill	Annual PCP Visit	Non-Compliant	08/27/2024	12/31/2025	N	22-3358732	Cooper Family Medicine, PC
Medicare	Johnson, Bill	Care for Older Adults - Functional Status Assessment	Non-Compliant	08/27/2024	12/31/2025	Y	22-3358732	Cooper Family Medicine, PC

Each care gap has its own line, so one patient may have up to 15 lines of data.
The overall report for any one TIN can be several thousand lines long.
Identifying the patients who need a well visit or a mammogram is challenging.

Orientation to the New Report - Annual Well Visits

Every line represents an individual patient

Utilization of the ER and acute hospitalizations are also easily visible.



FAKE NAME	Age	PCP Visit Date	Seen by Attributed PCP TIN	Annual Exam Date	Annual Exam by Attributed PCP TIN	Annual Exam Due Flag	PCP Visit Count	Specialist Visit Count	ER Visit Count	Inpatient Visit Count
Russell, Evan	67		NO PCP VISIT LAST 15 MOS		NO ANNUAL EXAM LAST 15 MOS	Y	0	3	1	0
Collins, Ruby	77	02/18/2026	Y	02/18/2026	Y	N	1	6	0	1
Parker, Adrian	60	01/16/2026	Y	01/16/2026	Y	N	4	2	0	0
Simmons, Maya	86		NO PCP VISIT LAST 15 MOS		NO ANNUAL EXAM LAST 15 MOS	Y	0	18	0	2
Hughes, Jordan	81	11/20/2025	Y	08/18/2025	Y	N	2	18	2	1
Reed, Piper	67		NO PCP VISIT LAST 15 MOS	05/12/2026	Y	N	0	2	0	0
Foster, Robert	78	04/15/2026	Y	08/22/2025	Y	N	11	46	26	0
Hayes, Emery	66		NO PCP VISIT LAST 15 MOS		NO ANNUAL EXAM LAST 15 MOS	Y	0	3	0	0
Cooper, Miles	73	03/03/2026	N		NO ANNUAL EXAM LAST 15 MOS	Y	2	3	1	0
Murphy, Serenity	70	05/01/2026	Y		NO ANNUAL EXAM LAST 15 MOS	Y	1	3	0	0



It is easy to identify whether a patient has had an annual visit.

Other Care Gaps

All open care gaps for a patient can be seen at once.

FAKE NAME	Age	BCS	CBP	CBP BP Date	COA Functional Status	COA Med Review	COL	EED	GSD A1c <= 9	GSD A1c Date	KED
Hayes, Audrey	75	noncompliant			compliant	noncompliant					
Murphy, Caleb	66				noncompliant	noncompliant	noncompliant				
Sanders, Brooklyn	52	compliant					compliant				
Turner, Ryan	68				noncompliant	noncompliant					
Cooper, Violet	85				compliant	compliant					
Diaz, Thomas	73				noncompliant	noncompliant	compliant				
Griffin, Bella	96	compliant			compliant	compliant					
Powell, Charles	67	noncompliant			noncompliant	noncompliant	noncompliant				
Barnes, Skylar	51	noncompliant					noncompliant				
Long, Isaiah	85				noncompliant	noncompliant					
Ross, Paisley	73		noncompliant		noncompliant	noncompliant	noncompliant	compliant	noncompliant		noncompliant
Fisher, Adam	77				compliant	noncompliant					noncompliant

Pediatrics

The file has separate tabs for adults and children.

Since very few measures overlap both age groups, separating the lists reduces the number of empty columns

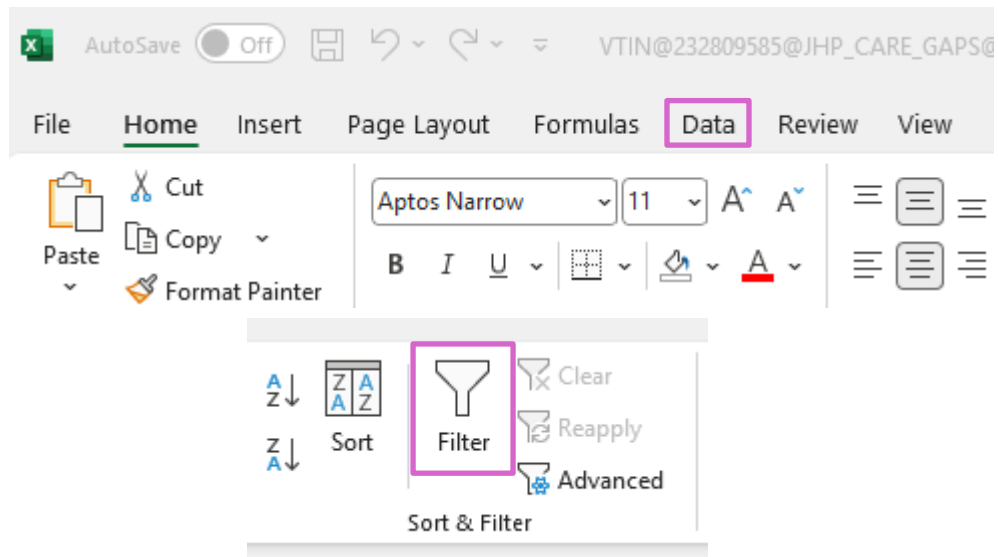
FAKE NAME	Age	AMR	CIS Combo 10	DEV	LSC	OED	W15	W30	WCV	EPSDT Developmental	EPSDT Vision	EPSDT Hearing
Murphy, Lucas	2		noncompliant	noncompliant	noncompliant	compliant		noncompliant				
Cooper, Harper	16					noncompliant			noncompliant		noncompliant	noncompliant
Bailey, Henry	4					noncompliant			compliant		noncompliant	noncompliant
Jenkins, Evelyn	16					noncompliant			noncompliant		noncompliant	noncompliant
Perry, Alexander	1				noncompliant	noncompliant	noncompliant			noncompliant		
Price, Abigail	2			noncompliant		noncompliant		compliant	noncompliant			
Hughes, Daniel	17					noncompliant			noncompliant		noncompliant	noncompliant
Rivera, Ella	3			compliant		noncompliant			noncompliant			
Coleman, Matthew	1		compliant	compliant	compliant	compliant						
Ross, Scarlett	12					noncompliant			noncompliant		noncompliant	noncompliant
Kelly, Jackson	2		noncompliant	noncompliant	noncompliant	noncompliant		noncompliant				

Using the Report: Filtering

1. Highlight the first row

	A	B	C	E	F
1	Product Line	Plan Name	FAKE NAME	Age	Phone

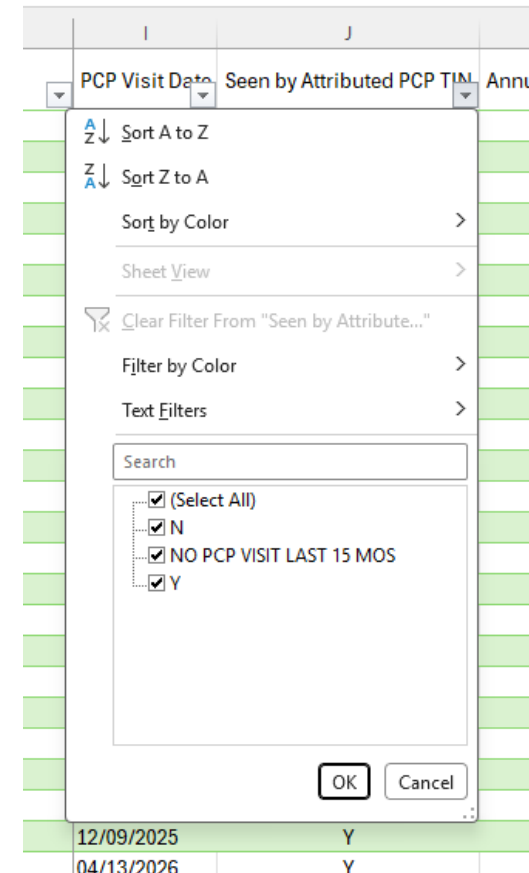
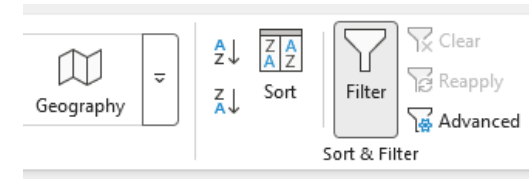
2. Click on the “Data” tab and then click “Filter.”



3. You will now see arrows appear in row 1 of each column.

	A	B	C	E	F
1	Product Line	Plan Name	FAKE NAME	Age	Phone

4. Click the small arrow in the box that says “Seen by Attributed PCP” and the menu below will appear. Uncheck all boxes except “No PCP Visit on last 15 months”



5. You will see the list update so that only patients who are recorded as “NO PCP VISIT LAST 15 MOS” are visible. This makes it easy to prioritize which patients to call first. Patients who have not had an annual well visit usually have other open care gaps.

FAKE NAME	Age	Seen by Attributed PCP TIM	Annual Exam by Attributed PCP TIM	Annual Exam Due Flag	BCS	CBP	CBP BP Data	COL	EED	GSD A1c <= 9	GSD A1c Data	KED
Murphy, Caleb	66	NO PCP VISIT LAST 15 MOS	NO ANNUAL EXAM LAST 15 MOS	Y				noncompliant				
Sanders, Brooklyn	52	NO PCP VISIT LAST 15 MOS	NO ANNUAL EXAM LAST 15 MOS	Y	compliant			compliant				
Diaz, Thomas	73	NO PCP VISIT LAST 15 MOS	NO ANNUAL EXAM LAST 15 MOS	Y		compliant		compliant				
Powell, Charles	67	NO PCP VISIT LAST 15 MOS	NO ANNUAL EXAM LAST 15 MOS	Y				noncompliant				
Barnes, Skylar	51	NO PCP VISIT LAST 15 MOS	NO ANNUAL EXAM LAST 15 MOS	Y	noncompliant			noncompliant				
Long, Isaiah	85	NO PCP VISIT LAST 15 MOS	NO ANNUAL EXAM LAST 15 MOS	Y				noncompliant	noncompliant			noncompliant
Russell, Evan	67	NO PCP VISIT LAST 15 MOS	NO ANNUAL EXAM LAST 15 MOS	Y		noncompliant		compliant				
Simmons, Maya	86	NO PCP VISIT LAST 15 MOS	NO ANNUAL EXAM LAST 15 MOS	Y								
Hayes, Emery	66	NO PCP VISIT LAST 15 MOS	NO ANNUAL EXAM LAST 15 MOS	Y	noncompliant			noncompliant	compliant	noncompliant		noncompliant
Coleman, Zachary	71	NO PCP VISIT LAST 15 MOS	NO ANNUAL EXAM LAST 15 MOS	Y				compliant				

6. You can filter on any column. Be sure to “clear” the filter when you want to see a different list. Do this by clicking the arrow in row 1 and choosing “Select All” from the menu.

Sort A to Z

Sort Z to A

Sort by Color

Sheet View

Clear Filter From "Seen by Attribute..."

Filter by Color

Text Filters

Search

☒ (Select All)

☒ N

☒ NO PCP VISIT LAST 15 MOS

☒ Y