Proposed Salient Health Home Dashboards

with Primary Questions and User Notes

For Each Dashboard

- Dashboard Title
- Primary question addressed by dashboard
- Steps to using widgets
- Optional Filters

Dashboard List

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Dashboard 1 - Health Home Program Enrollment

**Question – How many people are enrolled in the Health Home program?**

Purpose: This dashboard allows the user to view current Health Home Enrollment, as well as by member's Managed Care or Fee for Service statuses. The viewer can also view full program Enrollment and Disenrollment, as well as a monthly trend of Health Home Program Enrollment.

Step 1: Use the scroll bar in the Widget 1 to find your Health Home. Hover over the bar to view the count of unique, currently Enrolled members in the most recent complete month. You can view the data for other Health Homes as well. Widget 3 offers a complete monthly trend of Enrolled members from the beginning of the Health Home program in January 2012.

Step 2: Use Widget 2 to view percentages of the currently enrolled members by Managed Care or Fee for Service.

Step 3: Widget 4 can be used to view the total number of unique members that have been Enrolled and the total number of unique members that have Disenrolled (from Enrollment status) at any point during the Health Home program starting January 2012.

Optional Filters: Make the widgets on this dashboard specific to a Managed Care Plan, Health Home, Care Management Agency, and/or the member's County / Borough. For more information on these filters, please refer to the Glossary of Terms.
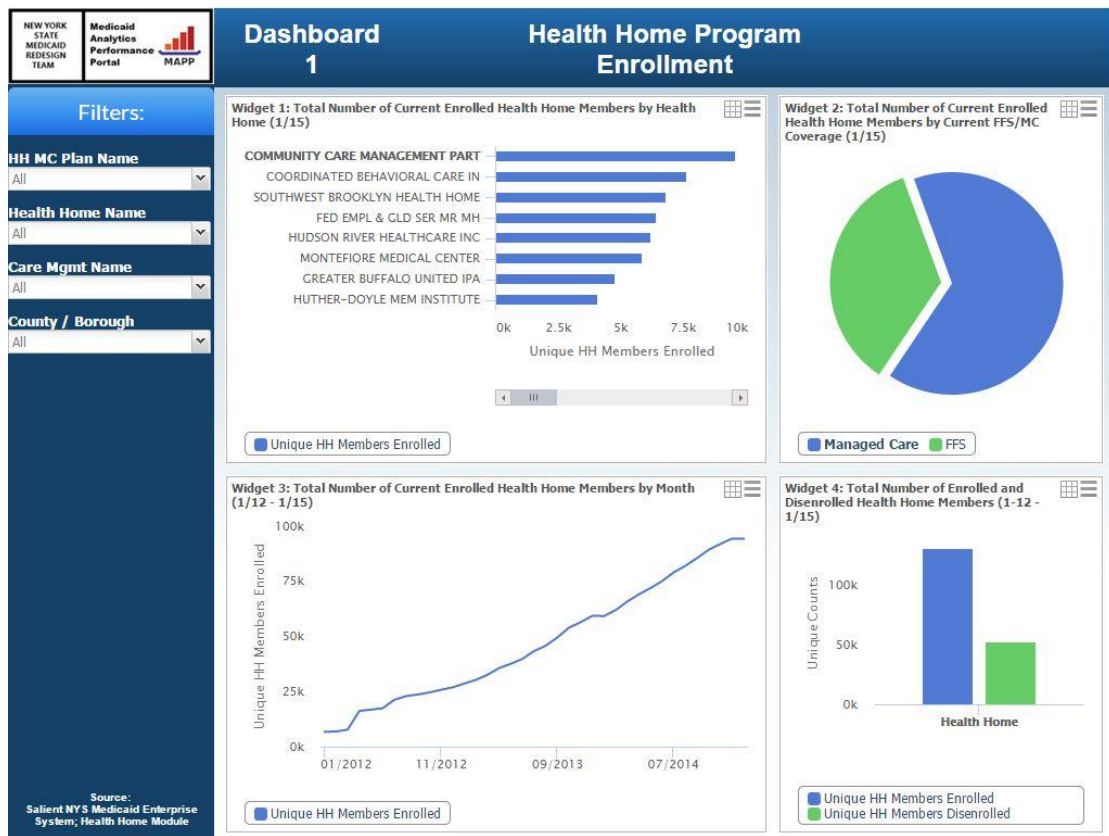
Dashboard 2 - Health Home Assignment Work Flow

How well is a Health Home moving people from Assignment to Outreach and then Enrollment status?

Purpose: This dashboard shows the movement of members from the Assignment "pipeline" into subsequent Outreach and Enrollment statuses by Health Home since January 2012. You can also see the number of members *currently* in the assignment "pipeline" by Health Home.
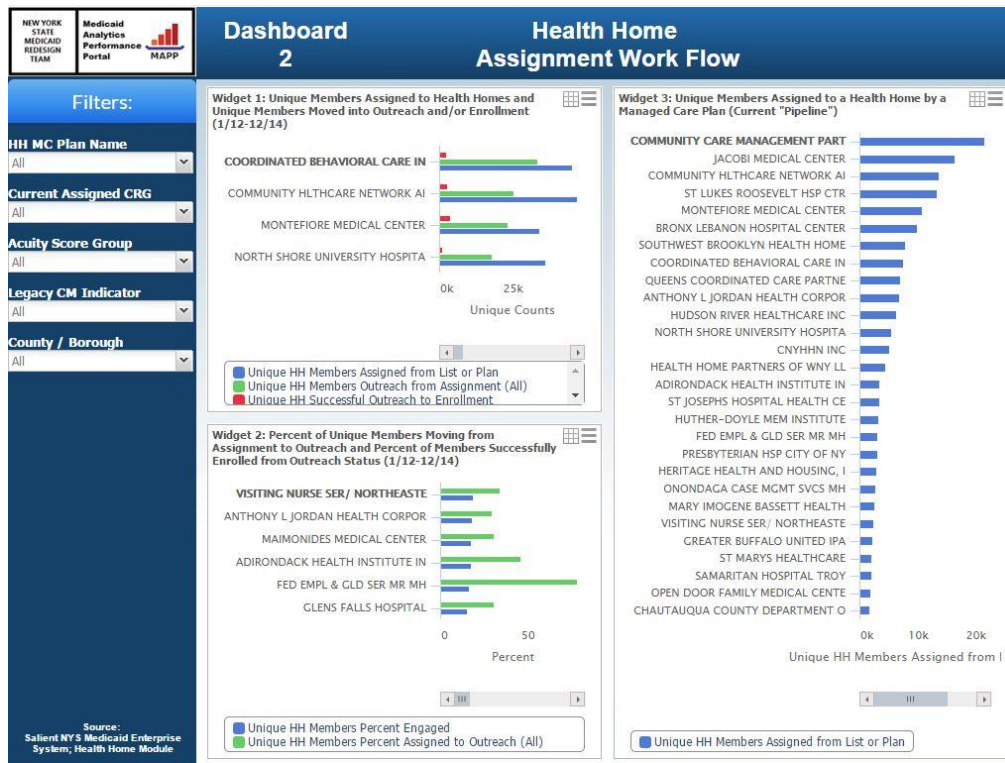
Step 1: In Widget 1, move the scroll bar from left to right to scroll through the list of Health Homes. For any Health Home, hover your cursor over the blue bar to view the number of members that have been assigned since January 2012. Of those assigned, the green bar is the count of members who reached Outreach status, and the red bar represents the count of members who subsequently went from Outreach to Enrollment.

Widget 2 shows the *percentage* of Assigned members moved to Outreach, and the percentage of members in Outreach that moved to Enrollment (Engaged) since January 2012.

Please Note: The Outreach to Enrollment count does not include members who were Enrolled directly from Assignment or Referral.

Step 2: Use Widget 3 to see the number of members currently assigned to each Health Home by a Managed Care Plan.

Optional Filters: Make the widgets on this dashboard specific to a Managed Care Plan, Clinical Risk Group, Acuity Score Group, Legacy Indicator, and/or the member's County / Borough. For more information on these filters, please refer to the Glossary of Terms.

Dashboard 3 - Managed Care Plan Assignment Work Flow

Question – How well is a Managed Care Plan moving people Assigned to them by DOH to a Health Home Assignment?

Purpose: This dashboard shows the assignment of members from DOH to a Managed Care Plan, and the subsequent Assignment from the Managed Care Plan to a Health Home.

Step 1: In Widget 1, move the scroll bar from left to right to scroll through the list of Managed Care Plans. For any Managed Care Plan, hover your cursor over the blue bar to view the number of members that have been assigned to the Plan since January 2012. The green bar shows the number of those members who were then assigned to a Health Home by the Plan.

To see the Health Homes assigned the members by the plan, click on the Managed Care Plan to select, then click the Downlevel button (pic).

Step 2: Use Widget 2 to view the number of members that DOH has assigned to the Managed Care Plan but the plan has not yet assigned to a Health Home as of the most recent month.

Use Widget 3 to see a monthly count of members not yet Assigned by a Managed Care Plan to a Health Home from the beginning of the Health Home Program in January 2012. Use the HH MC Plan Name filter to make this widget specific to a Managed Care Plan.

Optional Filters: Make the widgets on this dashboard specific to a Clinical Risk Group, Acuity Score Group, and/or the member's County / Borough. For more information on these filters, please refer to the Glossary of Terms.
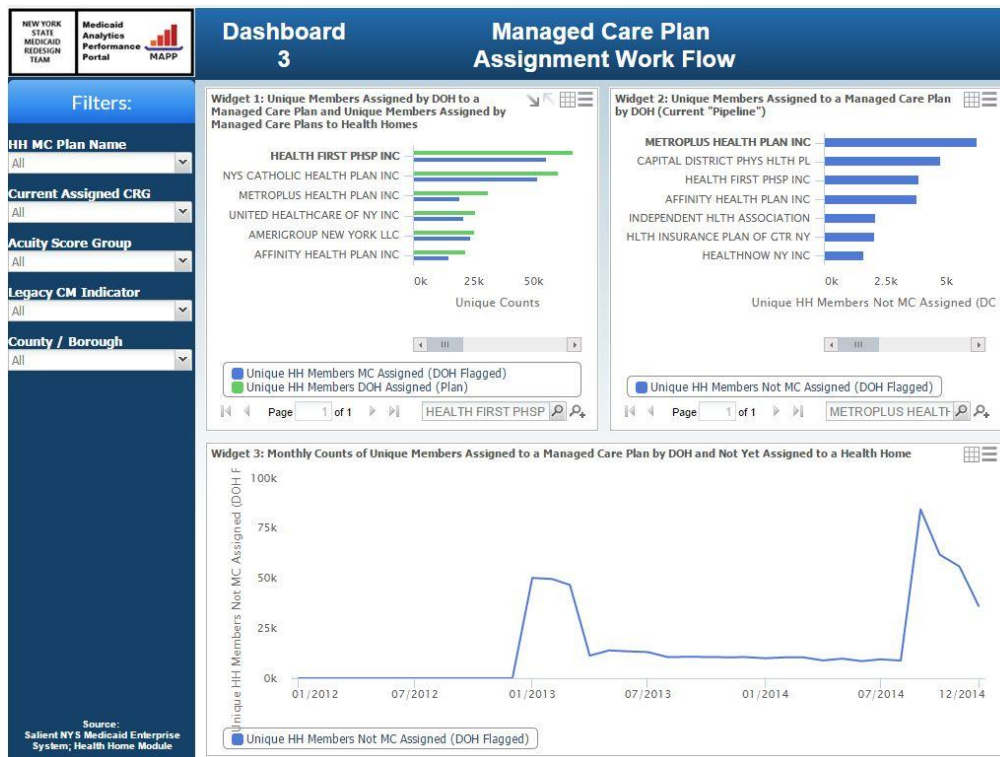
Dashboard 4 - Members in Outreach but Not Enrolled Since Health Home Program Inception

Question – Why are Members not Enrolled after an Outreach status?

Purpose: This dashboard allows you to look at what happens to Medicaid members who were in Health Home Outreach and did not make it into Enrollment status.

Step 1: *The upper limits on the speedometers were set for viewing with filters applied.* Use the filters at the left to make all four widgets specific to a Health Home, Managed Care Plan, or Care Management Agency.

The gauge widgets count the number of members for 3 dispositions of interest:

1. Members in Outreach who opted out of Health Home services
2. Members who were in Outreach for 3 months and did not Enroll
3. Members in Outreach who were unable to be contacted

You can hover over any gauge to see the number of members who had each status at any point since January 2012. Switch to tabular view by clicking (pic).

Step 2: Using widget 4 at the bottom, you can view the total number of enrollees by month in each of the disposition statuses. Members remain in a status until their status changes. Switch to tabular view by clicking (pic).

Optional Filters: Use the filters to make this widget specific to a single Managed Care Plan, Health Home, and/or Care Management Agency. For more information on these filters, please refer to the Glossary of Terms.
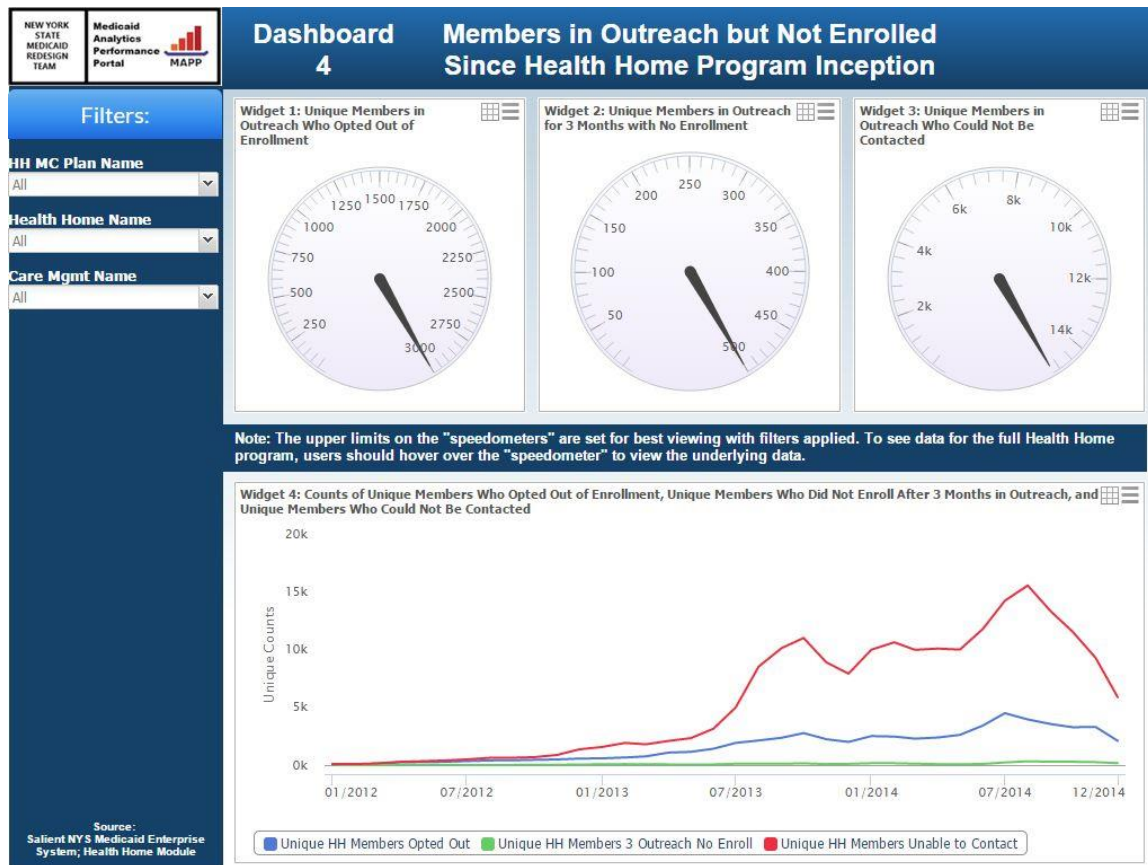
**Dashboard 5 - Health Home Dollars Paid for Members Not in Tracking System**

Question – How many members are billed as being in Outreach or Enrollment, but are not listed with this status in the Tracking System?

Purpose: This Dashboard shows the members and expenditures for Outreach and Enrollment Claims submitted by Health Homes for members who did not have an Outreach or Enrollment status in the Health Home Tracking System. It is intended to help Health Homes and related providers assess how well they are doing in updating the Health Home Tracking System.

Step 1: You can view this widget to see the number of Medicaid members for whom a Health Home billed an Outreach or Enrollment claim, but have not had a corresponding status in the tracking system for any month starting January 2012. The Date shows the month for which a member's claim was paid for either Outreach or Enrollment services although these members were not listed as being in Outreach or Enrollment in the Tracking System for that month.

Optional Filters: Use the filters to make this widget specific to a single Managed Care Plan and/or Health Home. For more information on these filters, please refer to the Glossary of Terms.

Note: Members may be counted in this Dashboard in the event that their outreach or enrollment status has not been updated in the Tracking System.
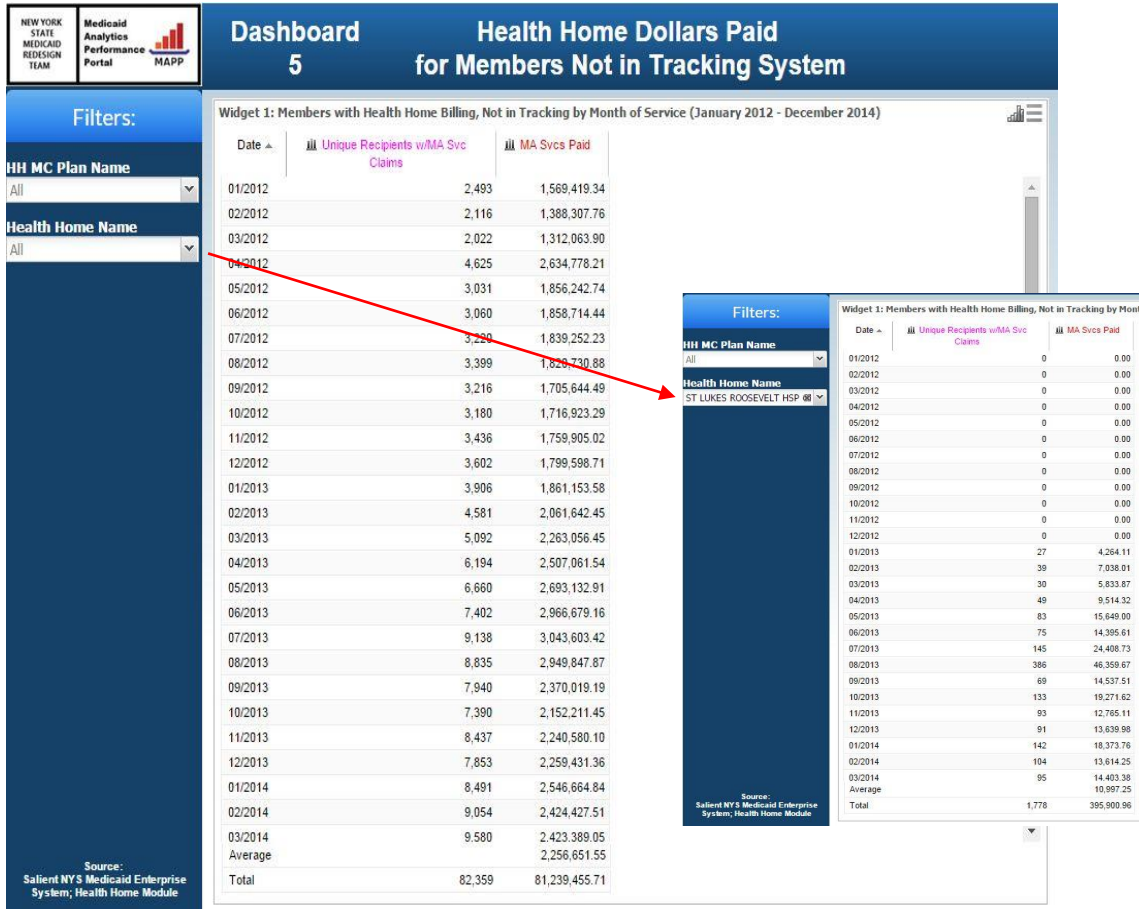
Dashboard 6 – Emergency Room Utilization for Enrolled Health Home Members

Question – What level of ER use do Enrolled Health Home members have?

Purpose – This Dashboard allows you to evaluate Emergency Room utilization for enrolled members by Health Home, and compare average monthly utilization with all other Health Homes.

Step 1: In the top widget, move the scroll bar left to right to scroll through Health Homes. Hover over any bar to view the number of ER visits for the Health Home's members for a recent year.
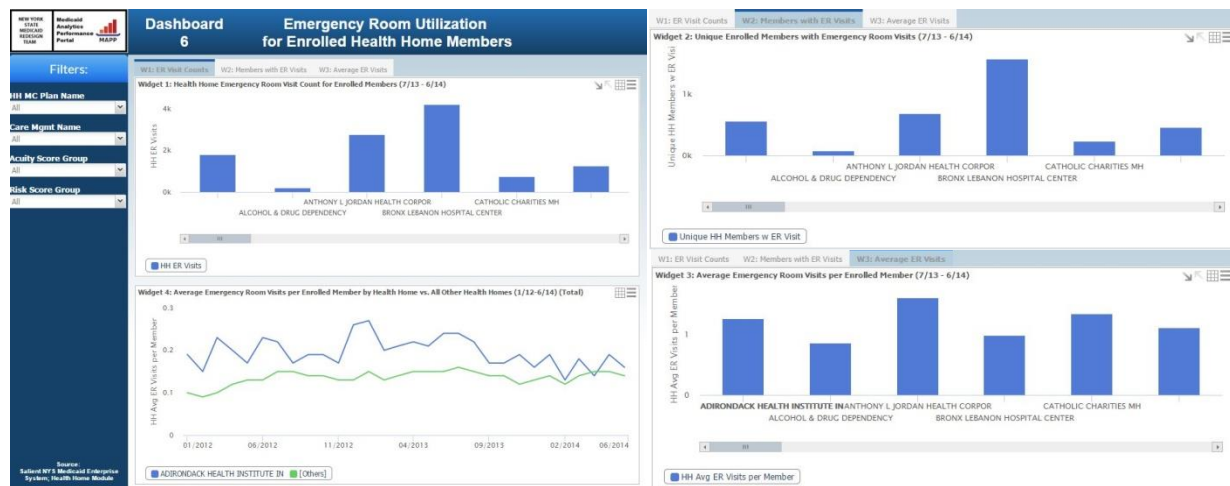
Step 2: Click on the second tab at the top of the Dashboard (labeled W2: Members with ER Visits) to see the number of unique Enrolled members with Emergency Room Visits, and on the third tab (labeled W3: Average ER Visits) to view the average number of Emergency Room Visits per Enrolled member.

In any tab, click on a Health Home bar to select, and click the (pic) button to see ER Utilization for that Health Home by the CRG Group of the member associated with the visit. Click the (pic) button to return.

Step 3: You can use Widget 4 at the bottom to view the average number of Emergency Room Visits per Enrolled Member for your Health Home by month and compare it to the average for all other Health Homes. You can see one Health Home's data on the blue line and the data for all other Health Homes on the green line.

To choose a Health Home to compare, switch to the numbers view by clicking the (pic) button, and click on the Health Home row to highlight it. Then click the (pic) button to switch back to the graph view. You can hover over the lines to see the underlying monthly data.

Optional Filters: Make the widgets on this dashboard specific to a Managed Care Plan, Care Management Agency, Acuity Score Group, and/or Risk Score Group. For more information on these filters, please refer to the Glossary of Terms.

Dashboard 7 - Inpatient Utilization for Enrolled Health Home Members

Question – What level of Inpatient use do Enrolled Health Home members have?

Purpose – This Dashboard allows you to evaluate Inpatient utilization for enrolled members by Health Home, and compare average monthly utilization with all other Health Homes.

Step 1: In the top widget, move the scroll bar left to right to scroll through Health Homes. Hover over any bar to view the number of Inpatient Admissions for the Health Home's members for a recent year.
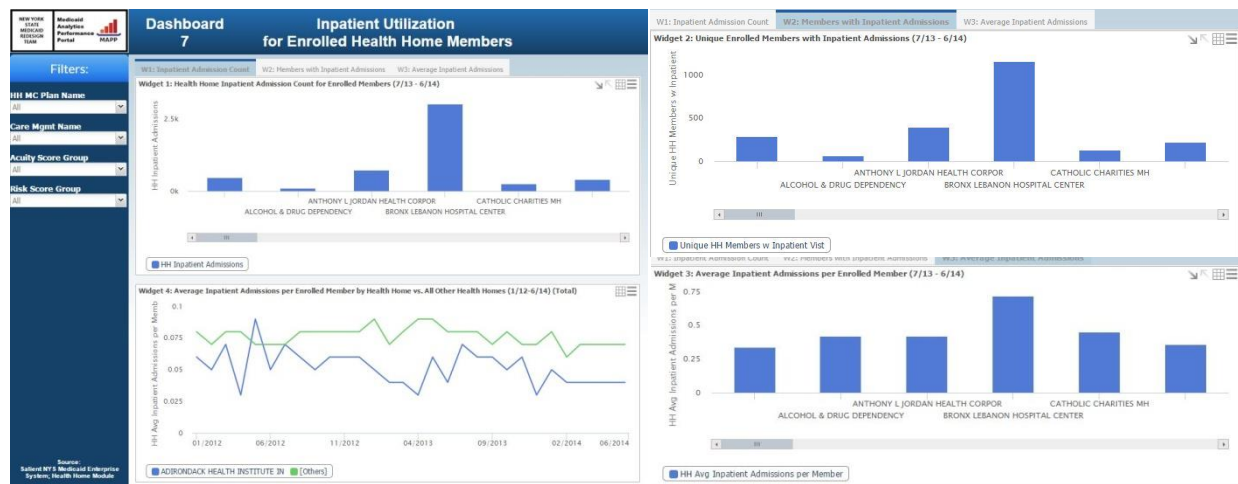
Step 2: Click on the second tab at the top of the Dashboard (labeled W2: Members with Inpatient Admissions) to see the number of unique Enrolled members with Inpatient Admissions, and on the third tab (labeled W3: Average Inpatient Admissions) to view the average number of Inpatient Admissions per Enrolled member.

In any tab, click on a Health Home bar to select, and click the (pic) button to see Inpatient Admissions for that Health Home by the CRG Group of the member associated with the admission. Click the (pic) button to return.

Step 3: You can use Widget 4 at the bottom to view the average number of Inpatient Admissions per Enrolled Member for your Health Home by month and compare it to the average for all other Health Homes. You can see one Health Home's data on the blue line and the data for all other Health Homes on the green line.

To choose a Health Home to compare, switch to the numbers view by clicking the (pic) button, and click on the Health Home row to highlight it. Then click the (pic) button to switch back to the graph view. You can hover over the lines to see the underlying monthly data.

Optional Filters: Make the widgets on this dashboard specific to a Managed Care Plan, Care Management Agency, Acuity Score Group, and/or Risk Score Group. For more information on these filters, please refer to the [Glossary of Terms](#).

Dashboard 8 - Primary Care Utilization for Enrolled Health Home Members

Question – What level of ER use do Enrolled Health Home members have?

Purpose – This Dashboard allows you to evaluate Primary Care utilization for enrolled members by Health Home, and compare average monthly utilization with all other Health Homes.

Step 1: In the top widget, move the scroll bar left to right to scroll through Health Homes. Hover over any bar to view the number of Primary Care visits for the Health Home's members for a recent year.
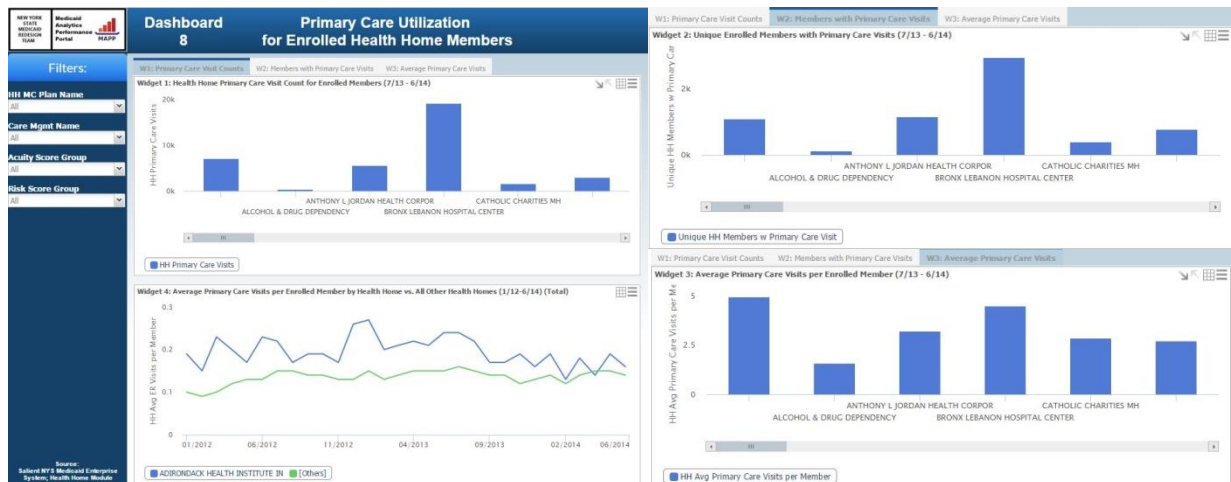
Step 2: Click on the second tab at the top of the Dashboard (labeled W2: Members with Primary Care Visits) to see the number of unique Enrolled members with Primary Care Visits, and on the third tab (labeled W3: Average Primary Care Visits) to view the average number of Primary Care Visits per Enrolled member.

In any tab, click on a Health Home bar to select, and click the (pic) button to see Primary Care Utilization for that Health Home by the CRG Group of the member associated with the visit. Click the (pic) button to return.

Step 3: You can use Widget 4 at the bottom to view the average number of Primary Care Visits per Enrolled Member for your Health Home by month and compare it to the average for all other Health Homes. You can see one Health Home's data on the blue line and the data for all other Health Homes on the green line.

To choose a Health Home to compare, switch to the numbers view by clicking the (pic) button, and click on the Health Home row to highlight it. Then click the (pic) button to switch back to the graph view. You can hover over the lines to see the underlying monthly data.

Optional Filters: Make the widgets on this dashboard specific to a Managed Care Plan, Care Management Agency, Acuity Score Group, and/or Risk Score Group. For more information on these filters, please refer to the Glossary of Terms.

Dimension	Dimension Members	Type	Definition
Acuity Score Group		Filter	Groupings of high, mid and low ranges of acuity scores.
Acuity Score Group	High		
Acuity Score Group	Low		
Acuity Score Group	Medium		
Acuity Score Group	Med-High		
Acuity Score Group	Unknown		
Current Assigned CRG		Filter and Dimension	Identifies the most recent clinical risk group associated with a member classified by level of risk.
Current Assigned CRG	Chronic		
Current Assigned CRG	HIV/AIDS		
Current Assigned CRG	Healthy/Acute (10)		
Current Assigned CRG	Healthy/Acute (20)		
Current Assigned CRG	Malignancies		
Current Assigned CRG	Minor Conditions (30)		
Current Assigned CRG	Minor Conditions (40)		
Current Assigned CRG	Pairs Chronic		
Current Assigned CRG	Singles Chronic		
Current Assigned CRG	Triples Chronic		
Health Home Eligibility		Filter	Indicates the health home eligibility of the member at the present time.
Health Home Eligibility	Chronic		
Health Home Eligibility	DD		
Health Home Eligibility	LTC		
Health Home Eligibility	MHSA		
Health Home Eligibility	Not Available		
Legacy CM Indicator		Filter	Identifies a Health Home member who received transitional case management services prior to health home enrollment.
Legacy CM Indicator	None		
Legacy CM Indicator	Phase 1		
Legacy CM Indicator	Phase 2		
Legacy CM Indicator	Phase 3		
Risk Score Group		Filter	Groupings of high, mid and low ranges of risk scores.
Risk Score Group	High		
Risk Score Group	Low		
Risk Score Group	Medium		
Risk Score Group	Med-High		
Risk Score Group	Med-Low		
Risk Score Group	Unknown		