

How to Access Right Care Metrics

Within the Provider Facing Analytics Tool

Introduction

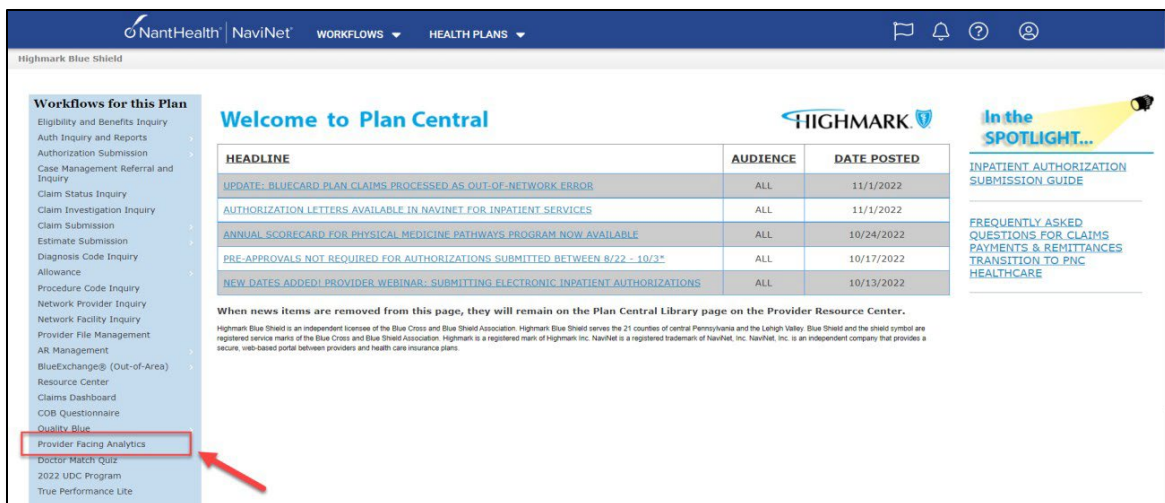
Right Care is a clinician-led program to reduce clinical variability and improve appropriateness of care. Clinicians who qualify for appropriateness metrics can log on to the Provider Facing Analytics (PFA) portal to view reports that show their performance within a blinded distribution of peers.

Access Levels

- 1. Clinician Level** – provides clinician access to view their individual results against the blinded distribution.
- 2. Practice Level** – provides access to view results of all clinicians within a practice.
 - If you would like additional users to have practice level access, your Security Officer must submit the request to RightCare@highmark.com. Include the user's name, practice Blue Shield ID (BSID), and NaviNet user ID.
- 3. Health System Level** – provides access to view all results within a health system as applicable.

Scenario 1: User has a NaviNet® ID.

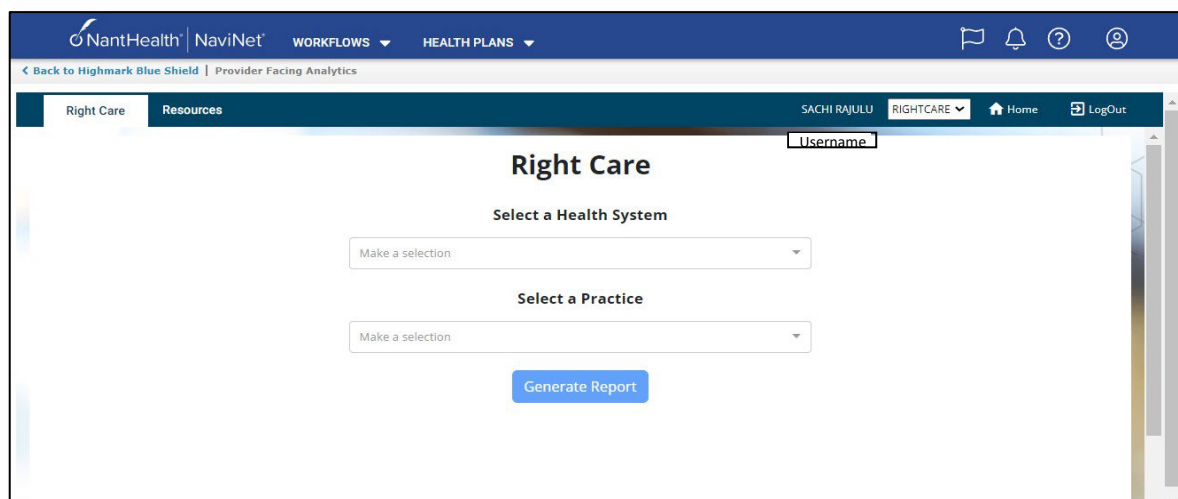
- Log on to the NaviNet website: <https://nanthealth.com/payers/navinet-open>.
- On the left navigation bar, select the **Provider Facing Analytics** link.



- If you are a NaviNet User with **Multi Application Access**, you will be brought to the Application Selection Page. Select the **RIGHTCARE - Right Care** link. **Note:** If you do not see the RIGHTCARE - Right Care link, it indicates there are no results for your practice at this time.



- If you are a NaviNet User with **Right Care Only** access, you will be brought directly to the Right Care Application page:



Scenario 2: User does not have a NaviNet ID.

- The user should request a NaviNet ID from their practice security officer
- If the user does not have a practice security officer, the user should:
 1. Submit a request for PFA access to RightCare@highmark.com
 2. Include **“Right Care Access via NaviNet”** in the email subject line.
 3. Include the following information in the request:
 - Name
 - Job Title
 - Email address
 - Provider NPI ID
 4. Allow 3 to 4 business days for the request to be processed.

The requestor will receive confirmation whether or not results are available for the practice, and if so, instructions for setting up an account.

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