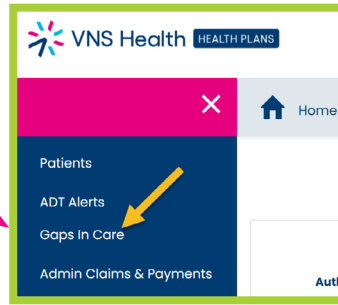


Health Plans Provider Portal: How to Access Gaps In Care Data

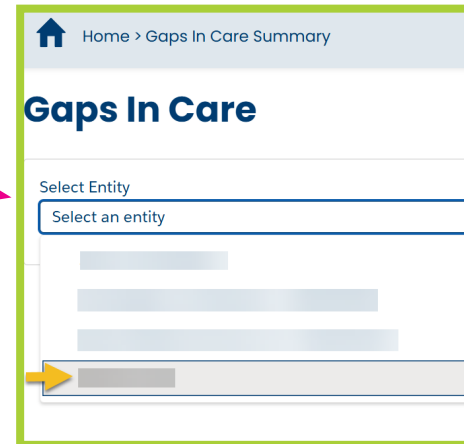
- 1 Admins/Providers: Log in to the [portal](#) and hover over **Gaps In Care** in the left sidebar to reveal the dropdown menu.



- 2 From the dropdown, click **Gaps In Care Summary**.

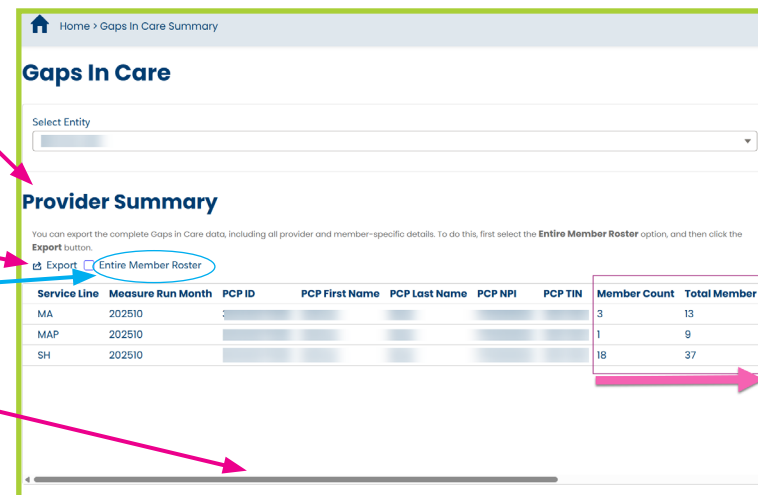


- 3 The **Gaps In Care** screen will open. Select and click an entity from the dropdown.



- 4 This will open the **Provider Summary** screen for the chosen entity, with Gaps In Care summary information by service line.

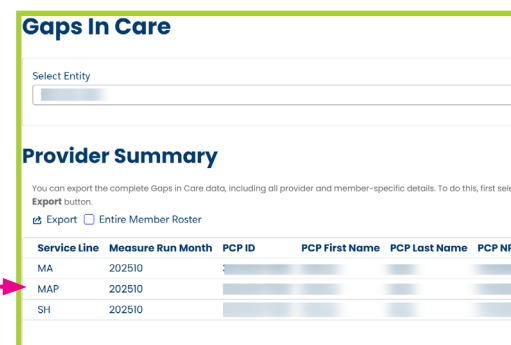
- click **Export** to export visible data on the current screen
- export Entire Member Roster data by clicking the checkbox, then **Export**.
- use the **bottom scrollbar** to view summary data on the right side of this table.



- 5 To view Gaps In Care data by plan:

- MA = Medicare EasyCare, EasyCare Plus
- MAP = Medicare VNS Health Total
- SH = SelectHealth from VNS Health (HIV SNP)

click the plan in the service line column.



6 The Gaps In Care Detail screen shows the data summary: Member Counts, Total Member Gaps, Total Members with Gaps, Total Members without Gaps.

- To export all visible data on the screen, click **Export** under Member Gap Summary.
- Member level summary data appears in the Member Gap Summary table.
- To view Member detail data, click the member ID in the list.

NOTE: You may need to scroll to see additional data. If you export data after scrolling, all viewed data will be exported.

7 The Member Gap Detail screen shows member level Gaps in Care details, including **Compliance Status**.

- click **Export** to export the Member Gaps In Care detail
- click **back** (top left) to return to the previous screen.