

## FAQ: LHP Patient List Reports from the Dashboard

- How do I run my patient list reports?
  - Providers can run their patient list reports by expanding the measure definition on the LHP Dashboard and selecting the “My LHP patients included in the measure” link. See the tip sheet titled “LHP Reporting: Generate a Patient List Report from the LHP Dashboard” on the [tip sheet page](#).
- Can someone else run these reports for me?
  - At this time, providers must run their own reports. These reports can be exported to Excel or printed if the provider would like support staff members to assist in reviewing information about the patient.
- Are patient lists available for every LHP measure?
  - No. Patient lists are only available for the following measures in 2016:
    - Diabetic Eye Exam
    - Diabetic A1c
    - Breast Cancer Screening
    - Colon Cancer Screening
    - Cervical Cancer Screening
    - Well-Child Checks 0-15 months
    - Well-Child Checks 3-6 years
    - Well-Child Checks 13-17 years
- What do the patient list reports tell me?
  - The patient list reports show you how many of your attributed patients are in the particular measure and give you a way to make a positive impact on the network score. The lists show you which patients are included in the measure and who you can take action on to close care gaps.
- What do the columns on my patient list report mean?
  - The first few columns contain patient identifying information to help you find the same patient in your home EMR if you need to close any care gaps.
  - Attributed Provider: Your name should be listed in the Attributed Provider column for every patient on your report.
  - PCP: The PCP column indicates who is listed as the PCP in the patient’s Legacy Epic record.
  - Last X date: This column represents the last known date in Legacy’s Epic system that the patient had the particular service in question performed.
  - Had X date: This column represents whether the patient meets the measure. This column will indicate if the patient is in the numerator for the calculation.
  - Excluded: This column tells you if the patient is excluded from the measure if they meet the specified criteria as defined in the measure.



- Why is my patient list blank?
  - The patient list is generated by following the logic in the patient attribution model (see next question). As a reminder, only Legacy Employee Health Plan (LEHP) patients attributed to you are included in the list if they meet the measure definition criteria. Therefore, your list may be blank because you don't see LEHP patients that meet the eligibility requirements, demographics, medical status, or number of visits/claims specified in the measure.
  
- How does the patient attribution logic work?
  - There is an attribution algorithm processing the data behind the scenes of the report. This attribution algorithm was approved by LHP's Quality and Membership Committee and takes into account whether the provider is a primary care provider or specialist, how many times the patient has seen the particular provider, amongst other criteria. At this time specialists will likely not have many patients on their lists due to the current attribution algorithm. This model will be revised over time.
  
- Do all of my patients show up on these lists?
  - No, only your attributed patients that are on the Legacy Employee Health Plan (LEHP) will show up on this list. Additional patients will appear as LHP contracts with more payors.
  
- A patient on my list shows that they haven't had a particular screening/service performed recently, but I know they have. How can I update this information so that the measure is accurate?
  - LHP will pilot a process for LHP practices to update patient information as it relates to the LHP measures later this fall. This process will only be available for the three cancer screening measures. Please note that most of the measure data is based on claims information, so there may be a three month lag in having the patient information updated for a recent screening or service performed at your site.
  
- I don't think a patient on my list should be attributed to me. How can I fix it?
  - LHP will release a formal process later this year for providers to share if they feel a patient has been attributed to them in error. For now, no changes will be made to the attributed patient lists. At this time all measures are at the network level, therefore this does not negatively impact your individual performance.

If you have questions about your patient lists, please contact your Field Operations Adviser or Legacy Health Partners at [LegacyHealthPartners@lhs.org](mailto:LegacyHealthPartners@lhs.org).

**Legacy Health Partners**  
*Delivering value and improving health*

1311 NW 21<sup>st</sup> Avenue, Portland, OR 97209  
Email: [LegacyHealthPartners@lhs.org](mailto:LegacyHealthPartners@lhs.org)  
Phone: 503-415-5109