



Accessing Care Highlight® reports

A quick-start guide for healthcare providers

Care Highlight

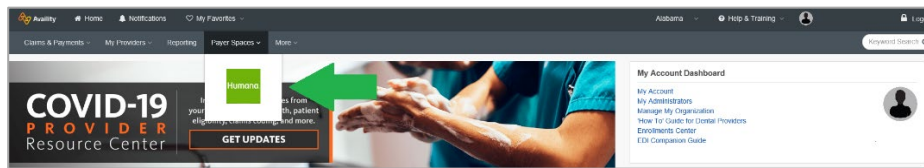
The Care Highlight methodology for evaluating effectiveness of care (also described as clinical quality) and efficiency of care (also described as cost efficiency) is consistent with national standards and was developed with customer and physician feedback.

The program’s clinical quality and cost-efficiency reports are specific to your practice’s Tax Identification Number. They can be accessed on Availity Essentials.

For a full description of how Care Highlight reports are compiled, including the measures and methodology used, visit [Humana.com/CareHighlight](https://www.humana.com/CareHighlight).

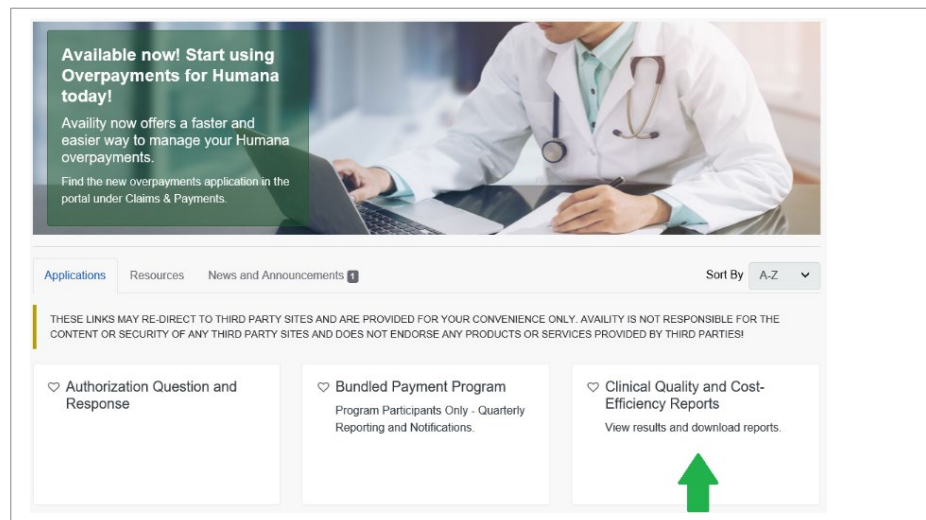
To access the Clinical Quality and Cost-Efficiency Reports app on Availity Essentials

1. Log into your account at [Availity.com](https://www.availity.com).
2. Access the Humana applications under Payer Spaces.



3. Open the Clinical Quality and Cost-Efficiency Reports app.
On the “Applications” tab, click “Clinical Quality and Cost-Efficiency Reports.”

If the app does not appear, your Availity administrator must grant you access. For instructions on identifying your organization’s administrator, see the back page.



To view results and download reports

1. In the **Organization** field, select the organization whose results you wish to see. If you are assigned to only one organization, your organization will autofill. Keep in mind that if you are the administrator for multiple organizations, you can generate a report for only one organization at a time.
2. Select the **Tax ID(s)** for which you would like to view results.
3. Select **“Search.”**

Clinical Quality and Cost-Efficiency Reports

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4. View clinical quality and cost-efficiency ratings in the **“Rating(s)”** column. Ratings appear first by Tax ID and geography, then by any associated specialties.

Tax Id	Specialty Type	Rating(s)	Geography	Detailed Reports	Submitted Clarification / Reconsideration
111111111	Family / General Practice	Clinical quality ♥♥♥♥ Cost-efficiency Not enough information to measure	Ann Arbor, MI	Clinical quality report Cost-efficiency report	
	Ophthalmology-Cataract	Clinical quality ♥♥♥♥ Cost-efficiency ♥♥♥			
222222222	Cardiology	Clinical quality ♥♥♥ Cost-efficiency Not enough information to measure	Atlanta, GA	Clinical quality report	

5. Click a report link in the **“Detailed Reports”** column to download a detailed report.

Need Help?

Availity Customer Service

For assistance with your Availity account or system issues, contact Availity at **800-AVAILITY (282-4548)**.

Humana Provider Relations

For questions about Care Highlight, call Humana Provider Relations at **800-626-2741**, Monday – Friday, 8 a.m. – 5 p.m., Central time.

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To identify your Availity administrator and request app access

If this app does not appear in Payer Spaces, your organization's Availity administrator needs to grant you access. Here's how to identify your administrator.

1. Click the **“My Administrators”** link in the **“My Account Dashboard”** panel.

2. Select an organization from the drop-down list.

3. Use the contact information provided at the bottom to contact your administrator and request access. To give you access to the app, your administrator must assign you either the **“Administrator Assistant”** or **“Administrator Reports”** role.