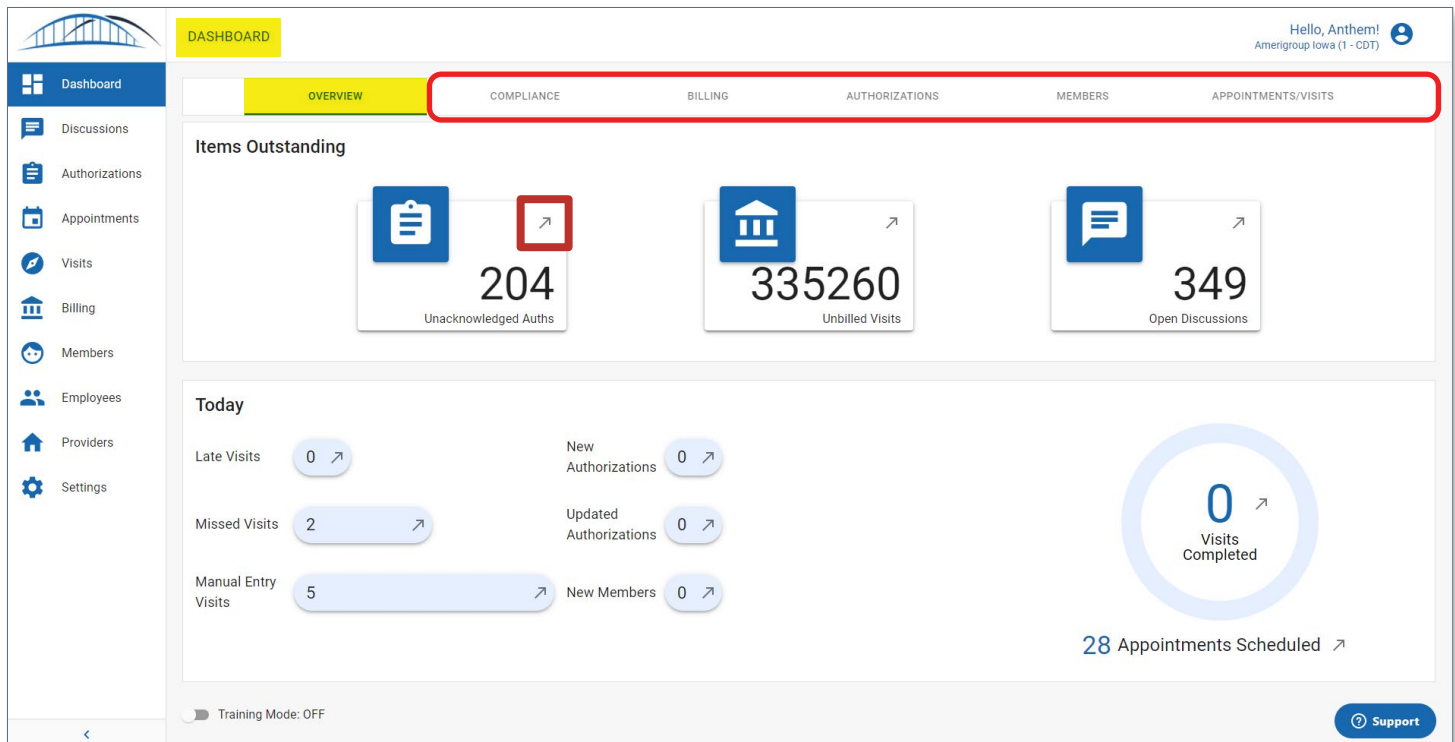


MANAGING DASHBOARDS & REPORTING IN THE PAYER PORTAL



The Dashboard page allows Healthy Blue Employees to view key metrics and trends over time to better manage Provider Agencies. Each of the dashboards can be filtered by date range or provider. Clicking the **arrow icon** at the top right of each metric or graph will take you to data tables driving that metric or graph. For instance, clicking the **arrow** for Unacknowledged Auths will take you to the table of all Unacknowledged Auths.



The Dashboard page has six individual dashboards:

- **OVERVIEW:** Aggregates top-priority metrics in real time for you to monitor your Provider Agency network as the day progresses. During implementation this will help you monitor EVV adoption.
- **COMPLIANCE:** Displays a break-down of how well a Provider Agency is complying with EVV regulations. The compliance score is the percentage of visits that are on time, collect all required EVV data, and are not Manual Entries.
- **BILLING:** Displays metrics related to the revenue cycle of completed visits in the CareBridge Solution.
- **AUTHORIZATIONS:** Helps Healthy Blue Employees better understand the number of active authorizations and authorizations by service type.
- **MEMBERS:** Helps Healthy Blue Employees explore the number of active Members and view Members with low compliance scores.
- **APPOINTMENTS/VISITS:** Displays metrics for how visits are being completed.