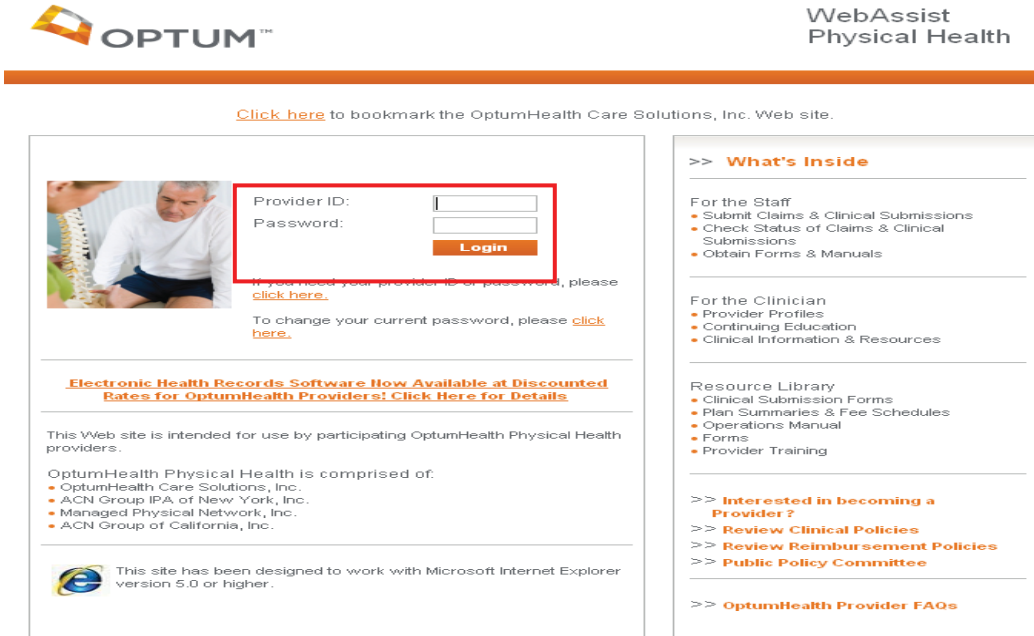


# Accessing Your Profile Online

1. Go to [www.myoptumhealthphysicalhealth.com](http://www.myoptumhealthphysicalhealth.com). Log in using your assigned **Provider ID** and **Password**.

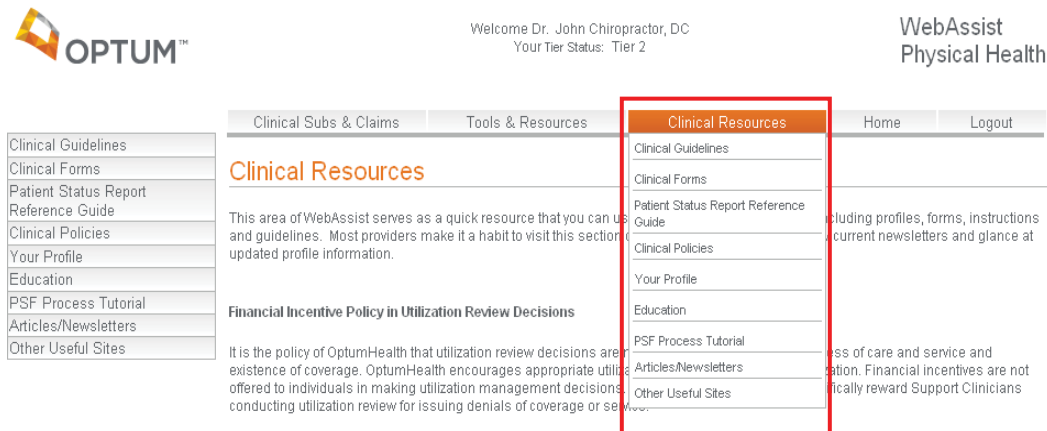
If you need your password, please click on the link located below the Login button



If you need your provider ID or password, please [click here](#).  
To change your current password, please [click here](#).

2. Click on **Clinical Resources**.

This is the third heading at the top of the screen



3. Click on **Your Profile**.



Welcome Dr. John Chiropractor, DC  
Your Tier Status: Tier 2

WebAssist  
Physical Health

| Clinical Subs & Claims                | Tools & Resources   | Clinical Resources                    | Home | Logout |
|---------------------------------------|---|---------------------------------------|------|--------|
| Clinical Guidelines                   | <p><b>Clinical Resources</b></p> <p>This area of WebAssist serves as a quick resource that you can use for profiles, forms, instructions and guidelines. Most providers make it a habit to visit this section for current newsletters and glance at updated profile information.</p> <p><b>Financial Incentive Policy in Utilization Review Decisions</b></p> <p>It is the policy of OptumHealth that utilization review decisions are made based on the existence of coverage. OptumHealth encourages appropriate utilization management decisions. Financial incentives are not offered to individuals in making utilization management decisions. Financial incentives are not offered to individuals conducting utilization review for issuing denials of coverage or services.</p> | Clinical Guidelines                   |      |        |
| Clinical Forms                        |   | Clinical Forms                        |      |        |
| Patient Status Report Reference Guide |   | Patient Status Report Reference Guide |      |        |
| Clinical Policies                     |   | Clinical Policies                     |      |        |
| Your Profile                          |   | Your Profile                          |      |        |
| Education                             |   | Education                             |      |        |
| PSF Process Tutorial                  |   | PSF Process Tutorial                  |      |        |
| Articles/Newsletters                  |   | Articles/Newsletters                  |      |        |
| Other Useful Sites                    |   | Other Useful Sites                    |      |        |

4. Click the **Report** dropdown menu to select a report.  
**Provider Profile**

Provider ID: 999999  
Provider Name: John Chiropractor, DC

| Select Report   | Data Displayed   |
|---|--|
| <p>Report: <span>Summary</span></p> <p>Interval: <span>Annual</span></p> <p>Health Plan: <span>Health Plan</span></p> | <p>Print Page</p> <p><b>Show Report</b></p> <p>Today's Date: 10/3/2012<br/>Data Refreshed: 9/18/2012<br/>Timeframe: ◀ 2011 ▶</p> |

From this screen, you can access several different reports:  
Report Dropdown Menu:

Note: The Summary report will give a general overview of clinical parameters.

5. Click the **Interval** dropdown menu to select a report.  
**Provider Profile**

Provider ID: 999999  
Provider Name: John Chiropractor, DC

| Select Report   | Data Displayed   |
|---|--|
| <p>Report: <span>Summary</span></p> <p>Interval: <span>Annual</span></p> <p>Health Plan: <span>Health Plan</span></p> | <p>Print Page</p> <p><b>Show Report</b></p> <p>Today's Date: 10/3/2012<br/>Data Refreshed: 9/18/2012<br/>Timeframe: ◀ 2011 ▶</p> |

Interval Dropdown Menu:

Note: You may want to focus on a Quarterly interval initially to view more recent changes you have made in your practice.

6. Click the **Health Plan** dropdown menu to select a specific health plan that you would like to view data on.

**Provider Profile**

Provider ID: 999999  
 Provider Name: John Chiropractor, DC

| Select Report |             | Data Displayed      |                           |
|---------------|-------------|---------------------|---------------------------|
| Report        | Summary     | Print Page          | Today's Date: 10/3/2012   |
| Interval      | Annual      | Show Report         | Data Refreshed: 9/18/2012 |
| Health Plan   | Health Plan | Timeframe: ◀ 2011 ▶ |                           |

7. Check the **Timeframe** and make sure that you are looking at the correct point in time.

**Provider Profile**

Provider ID: 999999  
 Provider Name: John Chiropractor, DC

| Select Report |             | Data Displayed      |                           |
|---------------|-------------|---------------------|---------------------------|
| Report        | Summary     | Print Page          | Today's Date: 10/3/2012   |
| Interval      | Annual      | Show Report         | Data Refreshed: 9/18/2012 |
| Health Plan   | Health Plan | Timeframe: ◀ 2011 ▶ |                           |

The timeframe value changes based upon what you selected for Interval.

The timeframe can be changed by clicking on the orange arrows (left arrow to go back in time, right to go forward).

| Interval Selected | Timeframe Options  |
|-------------------|--|
| Quarterly         | Year_Q1 – Year_Q4<br>(Q1= January-March<br>Q2= April-June<br>Q3= July-September<br>Q4= October-December) |
| 6 Month           | Year_B1 – Year_B2<br>(B1= January-June, B2= July-December)   |
| Annual            | Year   |

Example:  
 If you want to look at information for the first six months of 2011, you would want to select Interval as six months and make sure the timeframe is at 2011\_B1.

8. After you have selected all of your report criteria, click the **Show Report** button.

The information from the report will appear on the screen.

**Provider Profile**

Provider ID: 999999  
 Provider Name: John Chiropractor, DC

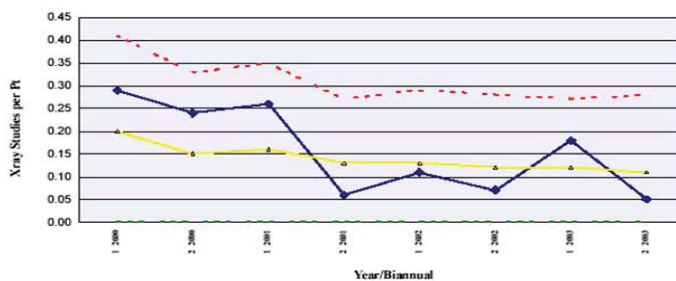
|                      |             |                    |                           |
|----------------------|-------------|--------------------|---------------------------|
| <b>Select Report</b> |             | Print Page         | <b>Data Displayed</b>     |
| Report               | Summary     | <b>Show Report</b> | Today's Date: 10/3/2012   |
| Interval             | Annual      |                    | Data Refreshed: 9/18/2012 |
| Health Plan          | Health Plan |                    | Timeframe: ◀ 2011 ▶       |

| Measure                                 | My Performance | % Change | Network Average | (n = 1130) St'd Dev | Trend | Charts Bubble | Resources Guideline |
|---|----------------|----------|-----------------|---------------------|-------|---------------|---------------------|
| Patients with Active Treatment Plan     | 0              |          | 39.93           | 46.53               | ●     |               |                     |
| Patients with Billed Date of Service    | 126            | (11.27%) | 58.69           | 308.79              | ●     |               |                     |
| Average Patient Age                     | 50.4           | 5.22%    | 44.5            | 20.3                | ●     | ●             | ■                   |
| % Female Patients                       | 57.9           | (2.20%)  | 59.82           | 10.82               | ●     | ●             | ■                   |
| % of Pts You Anticipate Discharging     | 0              |          | 0               | 0                   | ●     |               |                     |
| % of Pts with Regional Spinal Complaint | 0              |          | 58.98           | 44.66               | ●     | ●             |                     |
| Average Initial Oswestry Score          | 0              |          | 33.54           | 18.306              | ●     | ●             | ■                   |
| Average Initial NDI Score               | 0              |          | 28.184          | 17.477              | ●     |               | ■                   |
| Average Initial Pain Intensity          | 0              |          | 5.709           | 2.165               | ●     |               | ■                   |
| DOS per Patient                         | 7.22           | 6.96%    | 5.53            | 2.09                | ●     | ●             | ■                   |
| Services per DOS                        | 1.93           | (1.53%)  | 1.7             | 0.53                | ●     | ●             | ■                   |
| Xray Studies per Patient                | 0.04           | (50.00%) | 0.07            | 0.15                | ●     | ●             | ■                   |
| % of CMT 98941/42                       | 29.76          | 11.00%   | 50.63           | 29.17               | ●     | ●             | ■                   |
| % Spinal CMT 98941/42                   | 31.93          | 8.79%    | 53.69           | 30.42               | ●     |               |                     |
| % of CMT 98943                          | 6.8            | (21.39%) | 5.29            | 8.75                | ●     |               | ■                   |
| Passive Therapies per DOS               | 0.77           | 1.32%    | 0.42            | 0.36                | ●     |               | ■                   |
| Active Procedures per DOS               | 0              |          | 0.09            | 0.24                | ●     | ●             | ■                   |
| % of New EM 99204/05                    | 0              |          | 1.18            | 8.93                | ●     | ●             | ■                   |
| Weighted Resource Use per Pt            | 577.29         | 3.20%    | 462.58          | 257.2               | ●     |               |                     |
| Percent of Patients with Over 20 Visits | 2.38           | 240.00%  | 2.71            | 4.16                | ●     |               |                     |
| Percent of Patients with 1 Visit        | 9.52           | (49.92%) | 22.46           | 12.34               | ●     |               |                     |
| Allowed per patient                     | 282.63         | 3.01%    | 214.14          | 118.44              | ●     |               |                     |

9. Click on any blue circle to view **Trend Charts** or orange circle to view **Bubble Charts**.

| Measure                                 | My Performance | % Change | Network Average | (n = 1130) St'd Dev | Trend | Charts Bubble | Resources Guideline |
|---|----------------|----------|-----------------|---------------------|-------|---------------|---------------------|
| Patients with Active Treatment Plan     | 0              |          | 39.93           | 46.53               | ●     |               |                     |
| Patients with Billed Date of Service    | 126            | (11.27%) | 58.69           | 308.79              | ●     |               |                     |
| Average Patient Age                     | 50.4           | 5.22%    | 44.5            | 20.3                | ●     | ●             | ■                   |
| % Female Patients                       | 57.9           | (2.20%)  | 59.82           | 10.82               | ●     | ●             | ■                   |
| % of Pts You Anticipate Discharging     | 0              |          | 0               | 0                   | ●     |               |                     |
| % of Pts with Regional Spinal Complaint | 0              |          | 58.98           | 44.66               | ●     | ●             |                     |
| Average Initial Oswestry Score          | 0              |          | 33.54           | 18.306              | ●     | ●             | ■                   |
| Average Initial NDI Score               | 0              |          | 28.184          | 17.477              | ●     |               | ■                   |
| Average Initial Pain Intensity          | 0              |          | 5.709           | 2.165               | ●     |               | ■                   |
| DOS per Patient                         | 7.22           | 6.96%    | 5.53            | 2.09                | ●     | ●             | ■                   |
| Services per DOS                        | 1.93           | (1.53%)  | 1.7             | 0.53                | ●     | ●             | ■                   |
| Xray Studies per Patient                | 0.04           | (50.00%) | 0.07            | 0.15                | ●     | ●             | ■                   |
| % of CMT 98941/42                       | 29.76          | 11.00%   | 50.63           | 29.17               | ●     | ●             | ■                   |
| % Spinal CMT 98941/42                   | 31.93          | 8.79%    | 53.69           | 30.42               | ●     |               |                     |
| % of CMT 98943                          | 6.8            | (21.39%) | 5.29            | 8.75                | ●     |               | ■                   |
| Passive Therapies per DOS               | 0.77           | 1.32%    | 0.42            | 0.36                | ●     |               | ■                   |
| Active Procedures per DOS               | 0              |          | 0.09            | 0.24                | ●     | ●             | ■                   |
| % of New EM 99204/05                    | 0              |          | 1.18            | 8.93                | ●     | ●             | ■                   |
| Weighted Resource Use per Pt            | 577.29         | 3.20%    | 462.58          | 257.2               | ●     |               |                     |
| Percent of Patients with Over 20 Visits | 2.38           | 240.00%  | 2.71            | 4.16                | ●     |               |                     |
| Percent of Patients with 1 Visit        | 9.52           | (49.92%) | 22.46           | 12.34               | ●     |               |                     |
| Allowed per patient                     | 282.63         | 3.01%    | 214.14          | 118.44              | ●     |               |                     |

**Number of Xray Studies Per Patient**

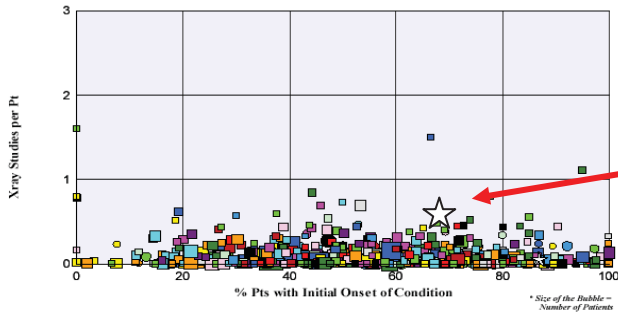


This chart presents the trend in the average number of x-ray studies provided during the defined timeframe to patients from the health plan described above.

- Note:
- = Individual Provider Performance
  - (dashed) = Network Average plus the Standard Deviation
  - (solid) = Network Average
  - (dotted) = Network Average minus the Standard Deviation

Example:  
If you want to access your X-ray trend over time click on the Trend Chart for **Xray Studies Per Patient**. A .pdf of the chart will appear in a new screen.

**% Initial Onset and Xray Studies per Pt**



Each bubble on this chart represents an individual health care provider with at least 5 patients during the timeframe specified above. The individual Health Care Provider is identified by the white star on the chart.

Example:  
To see a visual comparison of you vs. other providers on the use of X-ray, click on the Bubble Chart for **Xray Studies Per Patient**. A .pdf of the chart will appear in a new screen. You are represented by the white star.

10. Click on any orange folder under **Resources Guideline** to view **OptumHealth Policies**.

| Measure   | My Performance | % Change | Network Average | (n = 1130) St'd Dev | Trend | Charts Bubble | Resources Guideline |
|---|----------------|----------|-----------------|---------------------|-------|---------------|---------------------|
| Patients with Active Treatment Plan                                       | 0              |          | 39.93           | 46.53               | ●     |               |                     |
| Patients with Billed Date of Service                                      | 126            | (11.27%) | 58.69           | 308.79              | ●     |               |                     |
| Average Patient Age   | 50.4           | 5.22%    | 44.5            | 20.3                | ●     | ●             | 📁                   |
| % Female Patients   | 57.9           | (2.20%)  | 59.82           | 10.82               | ●     | ●             | 📁                   |
| % of Pts You Anticipate Discharging                                       | 0              |          | 0               | 0                   | ●     |               |                     |
| % of Pts with Regional Spinal Complaint                                   | 0              |          | 58.98           | 44.66               | ●     | ●             |                     |
| Average Initial Oswestry Score  | 0              |          | 33.54           | 18.306              | ●     | ●             | 📁                   |
| Average Initial NDI Score   | 0              |          | 28.184          | 17.477              | ●     |               | 📁                   |
| Average Initial Pain Intensity  | 0              |          | 5.709           | 2.165               | ●     |               | 📁                   |
| DOS per Patient   | 7.22           | 6.96%    | 5.53            | 2.09                | ●     | ●             | 📁                   |
| <b>Guideline Document(s)</b>  |                |          |                 |                     |       |               |                     |
| <a href="#">Policy #84 - Determination of Maximum Therapeutic Benefit</a> |                |          |                 |                     |       |               |                     |
| <a href="#">Policy #348 - Application of Clinical Algorithms</a>          |                |          |                 |                     |       |               |                     |
| <a href="#">Policy #449 - Maintenance/Custodial Care</a>                  |                |          |                 |                     |       |               |                     |
| Services per DOS  | 1.93           | (1.53%)  | 1.7             | 0.53                | ●     | ●             | 📁                   |
| Xray Studies per Patient  | 0.04           | (50.00%) | 0.07            | 0.15                | ●     | ●             | 📁                   |
| % of CMT 98941/42   | 29.76          | 11.00%   | 50.63           | 29.17               | ●     | ●             | 📁                   |
| % Spinal CMT 98941/42   | 31.93          | 8.79%    | 53.69           | 30.42               | ●     |               |                     |
| % of CMT 98943  | 6.8            | (21.39%) | 5.29            | 8.75                | ●     |               | 📁                   |

Example:  
To view OptumHealth Policy information relating to DOS per Patient, click on the folder for **DOS per Patient** and then click on a topic. A .pdf of the information will appear in a new screen.

11. To access a different report, return to the dropdown menus and select different report criteria and click the **Show Report** button. This procedure may be repeated for other reports you wish to access.

### Provider Profile

Provider ID: 999999  
Provider Name: John Chiropractor, DC

| Select Report |  | Data Displayed            |
|---------------|--|---------------------------|
| Report        | <input type="text" value="Summary"/>   | Today's Date: 10/3/2012   |
| Interval      | <input type="text" value="Annual"/>  | Data Refreshed: 9/18/2012 |
| Health Plan   | <input type="text" value="Health Plan"/>   | Timeframe: ◀ 2011 ▶       |
|               |  Print Page |                           |
|               | <b>Show Report</b>   |                           |

12. If you have any questions regarding how to access your profile, or specific questions regarding your profile, please contact Provider Services at (800) 873-4575 and ask to be connected to your support clinician.

Version #: 3  
Current Version Date: 10/3/12  
Previous Version Date: 02/07/11  
Modified By: VF