



# 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 member and physician feedback.

The program's clinical quality and cost-efficiency reports, which can be accessed on Availity Essentials™, are specific to your practice's Tax Identification Number (TIN).

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

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

- 1. Log in to your account at Availity.com.**
- 2. Access the Humana applications under Payer Spaces.**  
From the Availity navigation bar, select Payer Spaces, then Humana.
- 3. Open the Clinical Quality and Cost-Efficiency Reports app.**  
On the "Applications" tab, select "Clinical Quality and Cost-Efficiency Reports."

*If the app is not visible, please reach out to your Availity administrator for access. Refer to the end of this guide for more information.*

*For Availity registration tips, please visit [Humana.com/PortalRegistration](https://www.humana.com/PortalRegistration).*

## 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. If you are the administrator for multiple organizations, you can generate all of your associated organizations' reports one organization at a time.
- 2. Select the TID(s) for which you would like to view results.**
- 3. Select "Search."**
- 4. View clinical quality and cost-efficiency ratings in the "Clinical Quality Rating" and "Cost-Efficiency Rating" columns.** Ratings appear first by TID and geography, then by any associated specialties.
- 5. Select the "Download Reports" button in the "Download Reports" column to download a detailed report.**



### **To identify your Availity administrator and request app access**

If this app does not appear in Payer Spaces, your organization needs to grant you access. Please follow the steps below to identify your administrator:

1. Select 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 to contact your administrator and request access. To give you access to the app, your administrator must assign you to the “Administrator Assistant” or “Administrator Reports” role.

## **Need Help?**

### **Availity Customer Service**

For assistance with your Availity account or system issues, call 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.

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