



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.**
- 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, click "Clinical Quality and Cost-Efficiency Reports."

If the app does not appear, your Availity administrator must grant you access. Please refer to the end of this guide for more information.

For Availity registration tips, visit <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. 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."**
- 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.
- 5. Click a report link in the "Detailed 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. 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 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, 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.

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)**.