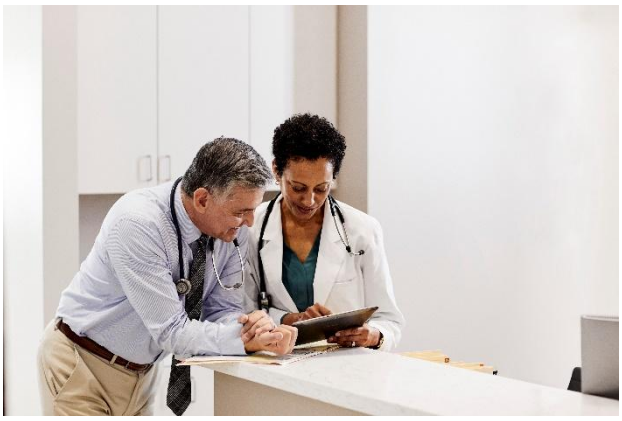
ProSTAR: Making risk adjustment simpler for physicians and clinicians



What is ProSTAR?

ProSTAR is a free, web-based tool designed to give physicians and clinicians access to CarePlus' Medicare Advantage-covered patients' condition information, which is stored in CarePlus' Suspect Tracking and Reporting (STAR) database. The STAR database contains demographic information and all hierarchical condition categories (HCCs) reported to and accepted by the Centers for Medicare & Medicaid Services (CMS), as well as patients' open conditions and Medicare risk adjustment (MRA) risk scores. ProSTAR is a real-time, interactive, operational tool for data storage and reporting.

What can I do with ProSTAR?

ProSTAR users can:

- Access real-time patient data and individual MRA risk scores.
- Access management service organization (MSO)/ grouper-level MRA risk scores.
- Create reports based on various selection criteria such as:
  - Patients with open suspect conditions
  - Patients with CMS-accepted conditions
  - Patients with no conditions
  - Patients having a specific HCC
- View historical, current and future information in an easy-to-read format.
- Make real-time updates by confirming or denying suspected conditions.
- View activity logs showing all updates made by your office staff.
- Refer to the ProSTAR user guide for further details on ProSTAR's functionality.

How will using ProSTAR help me?

- ProSTAR identifies health condition information that may help you treat your Medicare Advantage patients and better manage their overall care.
- ProSTAR identifies potential gaps in provider documentation and coding to help your office submit complete and accurate patient data to CarePlus and CMS, which, in turn, helps facilitate appropriate reimbursement from CMS that is based on the patient's current health status.
- ProSTAR eliminates excess paper and paperwork.

What is an open condition?

An open condition is a condition that has occurred in the past or a potential chronic condition based on clinical analysis of the patient's medical, drug and lab claims that may not be completely documented in the medical record and corresponding claim.

How do I access ProSTAR?

You can access ProSTAR through Availity Essentials™. Access to the secure portal requires a ProSTAR user profile, which CarePlus' ProSTAR consultant will set up for you. The ProSTAR user guide provides details on how to navigate the system for reporting and tracking the health status of your patients with CarePlus Medicare Advantage coverage. To establish a ProSTAR profile:

1. Reach out to your Availity Essentials administrator, who will confirm that you have an Availity Essentials account or create an Availity Essentials account for you.
2. Your Availity Essentials administrator will also need to email a ProSTAR new user request form to ProSTARSupport@humana.com.

CarePlus HEALTH PLANS

1035307ALL0626-B