Incedo Provider Portal (IPP): Utilizing Client-Level COVID-19 Vaccine Status Data Files

Behavioral Health Administration

Training Session Outline

- **Training Session Purpose and Objectives**

- **Client-level COVID-19 Vaccination Status Data**

- **Maryland COVID-19 Vaccination Rates**

- **Provider-Level Vaccine Status Data Access**

- **Provider Outreach**

- **Discussing COVID-19 Vaccination with Clients**

Training Session Purpose and Objectives

Purpose:

To provide an overview of the functionality of the Incedo Provider Portal (IPP) for access to client-level COVID-19 vaccination status data and to review strategies for provider use of this data to inform targeted vaccine inreach/outreach efforts

Objectives:

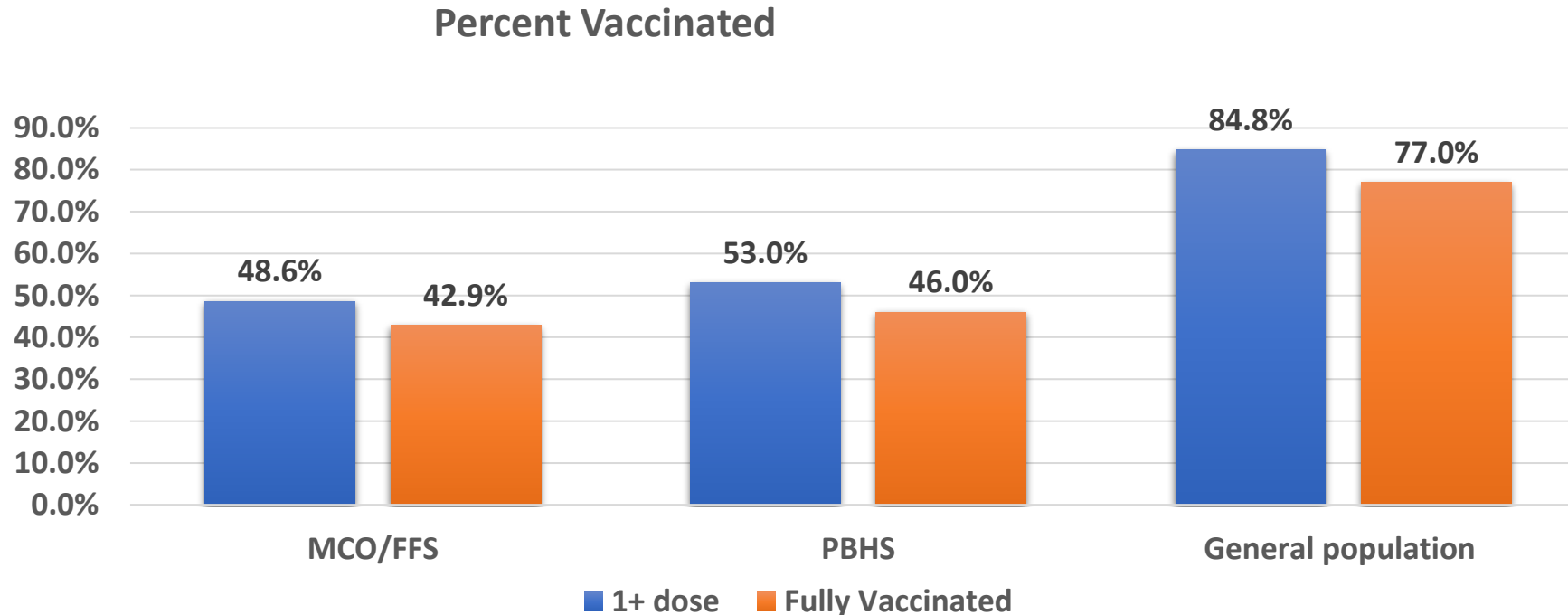**Following this training, participants will be able to:**

- **Describe the nature and type of the COVID-19 vaccination status data available.**

- **Navigate the IPP to access and retrieve client-level COVID-19 vaccination status data.**

- **Identify data-driven strategies to increase provider vaccination rates.**

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Client-level COVID-19 Vaccination Status Data

- Client-level COVID-19 vaccination status data files are uploaded weekly to the IPP for each provider site.

- Data files contain the name and contact information of individuals served by each provider site and has the following specific data fields.

  - Provider name and type, Optum provider ID, Site ID, address including state, city, and zip code, telephone number, and jurisdiction.

  - Patient ID and full name, address including state, city and zip code, county of residence, telephone number, and **date of birth.**

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Maryland COVID-19 Vaccination Rates

- **Vaccination rates for individuals with behavioral health diagnoses, ages 12 and older, served by the PBHS are lagging far behind those for the general population in Maryland.**

Percent Vaccinated

Legend: ■ 1+ dose ■ Fully Vaccinated

Category	1+ dose	Fully Vaccinated
MCO/FFS	48.6%	42.9%
PBHS	53.0%	46.0%
General population	84.8%	77.0%

COVID vaccination status data for MCO/FFS as of 10/15/2021, for PBHS as of 10/11/2021, and for the general population is as of 10/25/2021.

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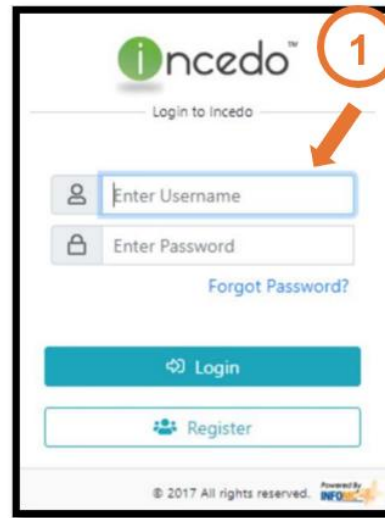DEPARTMENT OF HEALTH

Optum COVID-19 Report Information

Obtaining data

Downloading Incedo Provider Portal Reports
Quick Reference Guide

This quick reference guide (QRG) explains how to download reports from the Incedo Provider Portal.

Step 1: Log into the Incedo Provider Portal and enter your username and password.

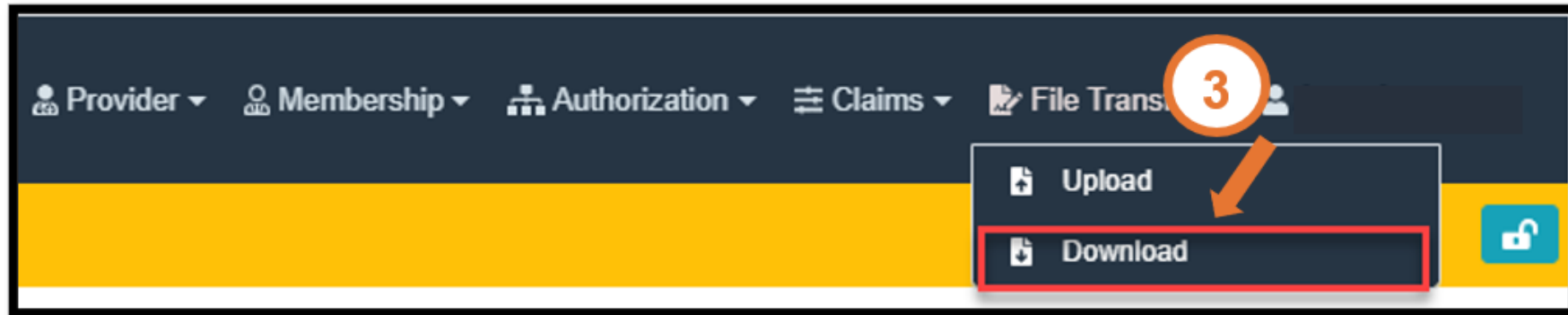Important note: Different functions are available based on the privileges assigned to a user role.

Obtaining data: File Transfer Menu

Step 2: Click the "**file transfer menu**" drop-down button the top of your screen.
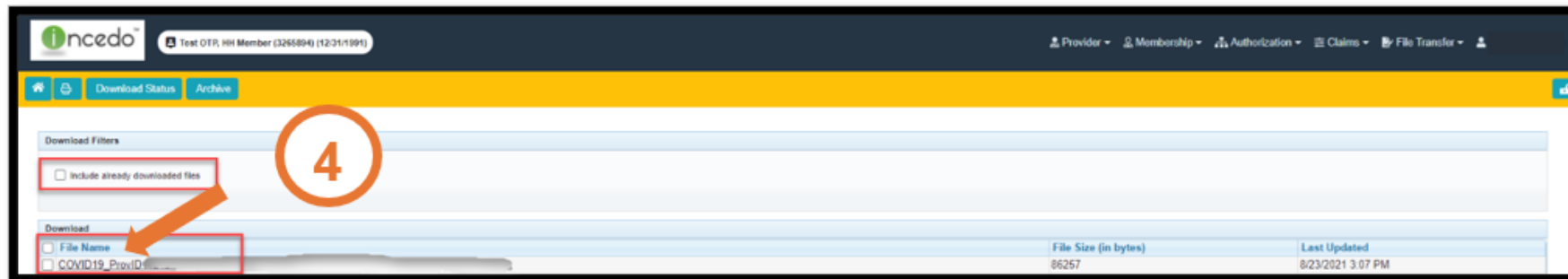
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Obtaining data: Download

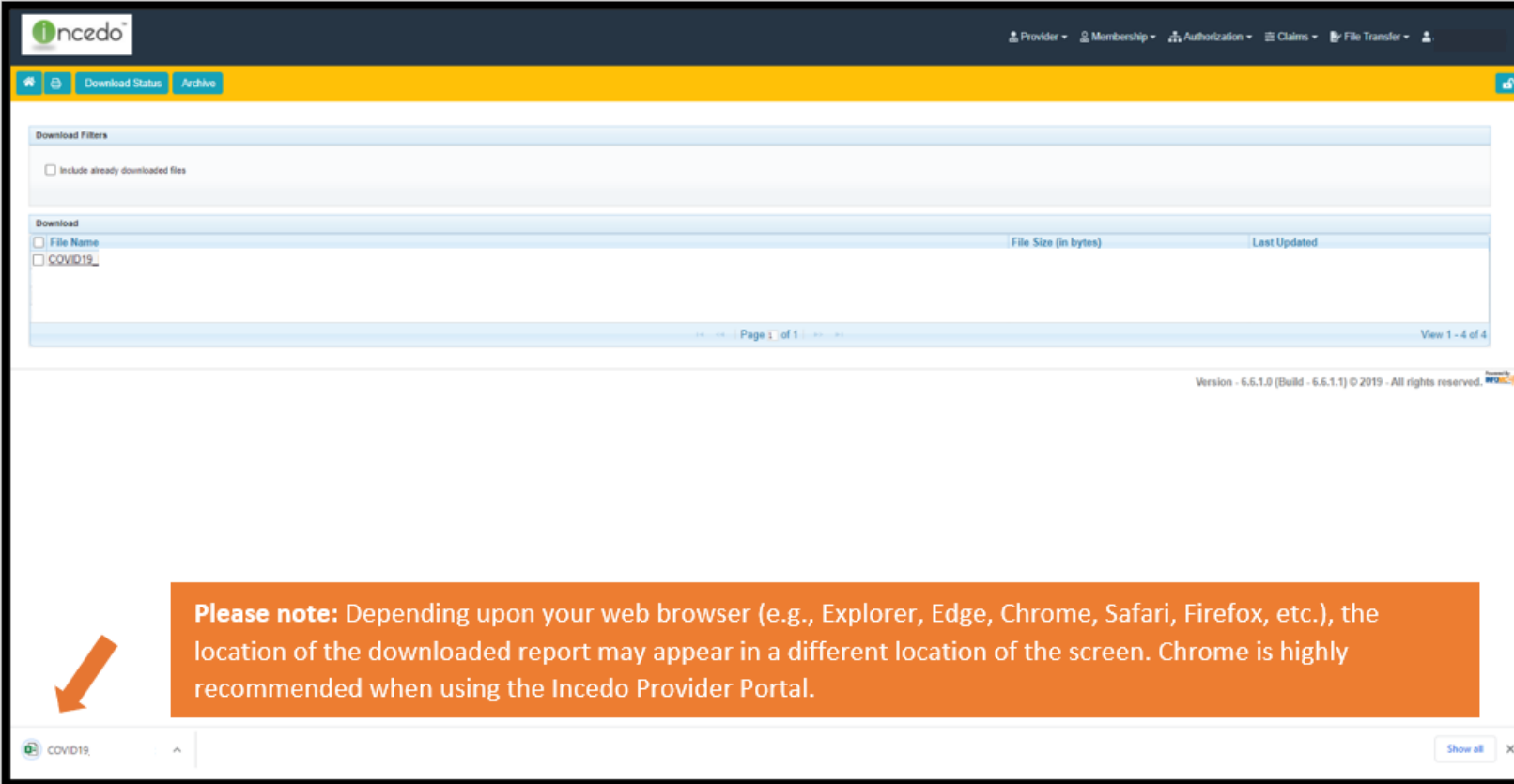Step 3: Click "**download**" from the drop-down list.

Step 4: Check the box next to the file name to be downloaded. All available reports are listed on this screen and will show under the "**download**" section as pictured below.

Important note: To view previously downloaded reports, click on the "**include already downloaded files**."

Obtaining data: Report Download

Step 5: After selecting the file to download, an Excel copy of the report will appear at the bottom of your web-browser window. Click the Excel copy to view and save.

Please note: Depending upon your web browser (e.g., Explorer, Edge, Chrome, Safari, Firefox, etc.), the location of the downloaded report may appear in a different location of the screen. Chrome is highly recommended when using the Incedo Provider Portal.

Report

The weekly provider report will:

- Designate the vaccine status as partially vaccinated, fully vaccinated, or unvaccinated
- Contain contact information for each service recipient.
- Only give data to providers on individuals who are engaged in behavioral health services service within their agency or practice.

File naming convention

- The file will be named as shown below

COVID19_ProvID12233PROVTEST_20210909_SiteID2222.xls	9/11/2021 5:31 PM XLSX File	78KB
COVID19_ProvID12233PROVTEST_20210909_SiteID3333.xls	9/11/2021 5:31 PM XLSX File	60KB
COVID19_ProvID12233PROVTEST_20210909_SiteID4444.xls	9/11/2021 5:31 PM XLSX File	50KB

- If a provider has multiple site locations, each site will get a report

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Report

The weekly provider report will:

- Designate the vaccine status as partially vaccinated, fully vaccinated, or unvaccinated
- Contain contact information for each service recipient.
- Only give data to providers on individuals who are engaged in behavioral health services service within their agency or practice.

Providername	Provider Type	Optum Prov ID	Site ID	FEIN	ProviderAddress1	ProviderAddress	ProviderCity	ProviderS	ProviderZip	ProviderTelephone	ProviderCounty
Prov Test	PTMT	12233	22222	21-1111111	TWO MAIN STREET	SUITE A	EDGEWATER	MD	21037	3015551212	ANNE ARUNDEL
Prov Test	PTMT	12233	33333	21-1111111	THREE MAIN STREET		EDGEWATER	MD	21037	3015553333	ANNE ARUNDEL
Prov Test	PTMT	12233	44444	21-1111111	FOUR MAIN STREET		EDGEWATER	MD	21037	3015554444	ANNE ARUNDEL

Unvaccinated Partially Vaccinated Fully Vaccinated ⊕

PatientID	PatientFirstName	PatientMiddleNam	PatientLastName	PatientAddress1	PatientAddress2	PatientCity	PatientState	PatientZIP	PatientCounty	PatientDOB	PatientHomePhone
1234578	RICHARD	C	KILDARE	999 MAPLE AVE		EDGEWATER	MD	21037	ANNE ARUNDEL	3/3/1995	2405551212
2876543	ANNE	A	WILSON	222 MAIN ST		EDGEWATER	MD	21037	ANNE ARUNDEL	2/20/1980	3015551212
2486351	MIKE	W	NASH	3215 ELM ST	APT 9	EDGEWATER	MD	21037	ANNE ARUNDEL	1/11/1961	4102222222

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Access to Download reports

Users will need permission to view/access the transfer/download menu in Incedo

Options if you can't access the transfer/download menu in Incedo

- Ask your Incedo Administrator to download the reports for you

- Ask an individual on the claims team to download the report for you

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Provider-Level Vaccine Status Data Access

- The weekly provider report designates the vaccine status as partially vaccinated, fully vaccinated, or unvaccinated.

- It gives access to vaccine status data to providers only on individuals who are engaged in behavioral health services within their agency or practice.

- Providers should leverage their trusted client relationships and care coordination experience to increase their vaccination outreach efforts.

- They should utilize the weekly updated client-level COVID-19 vaccine status data files on IPP to identify individuals who have not yet been vaccinated against COVID-19.

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Provider Outreach

➢ **Develop a strategy to engage with identified unvaccinated individuals and support them to reduce barriers to vaccine access.**

➢ **Work with clients and other stakeholders to identify specific vaccine barriers including concern about safety, accessibility, and side effects of the COVID-19 vaccine and design tailored interventions to address those challenges.**

➢ **Communicate regularly with your jurisdiction to report the vaccination status of individuals served in your practice, vaccine barriers, and interventions implemented to increase vaccine uptake.**

➢ **Connect with Optum Maryland for technical assistance on the use and functionality of Client-level COVID-19 vaccine status data on the IPP.**

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Discussing COVID-19 Vaccination with Clients

- Initiate discussion about COVID-19 vaccination to every unvaccinated client.

- Provide assurance of vaccine safety, efficacy, availability, and no cost.

- Highlight the collective and individual benefits of vaccination.

- Tailor messages to include any relevant reasons why COVID-19 vaccination might be important for that unvaccinated client.

- Utilize BHA, MDH, and CDC guidelines/resources to answer client's questions and to provide them with accurate information.

  - **https://health.maryland.gov/bha/Pages/bha-covid-19.aspx**

  - **https://covidlink.maryland.gov/content/faqs/**

  - **https://www.cdc.gov/vaccines/covid-19/hcp/answering-questions.html**

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Make a strong recommendation

Patient responds in 1 of 3 ways:

Yes
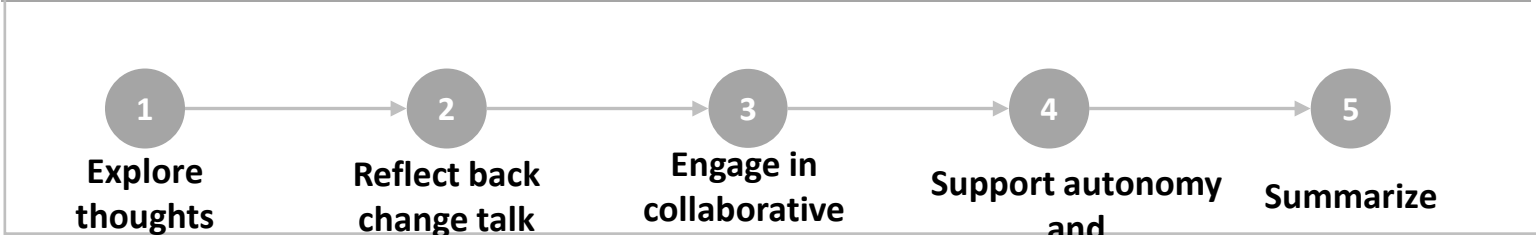No resistance

Not sure
Ambivalence

No
Resistance

Vaccinate

Use motivational interviewing

1 Explore thoughts → **2** Reflect back change talk → **3** Engage in collaborative (2-way) conversation → **4** Support autonomy and decision-making → **5** Summarize

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