

# HUSKY Health Secure Provider Portal



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## WELCOME CHNCT

Welcome to the secure portal of the HUSKY Health Program. For primary care physicians, this portal will allow you to access your patient information, including utilization information. If you have any questions or feedback on the secure provider portal, please contact your [Provider Engagement Services representative](#).

### Action Center

#### PCP Panel Reports

Your patient panel report lists the HUSKY Health members whose claims history has identified you as their usual source of care for preventive, and evaluation and management services. You may also see members on your panel report for whom you have not provided care but who have self-selected you as their PCP. If a patient wishes to select you as their PCP, they may call Member Engagement Services at 1.800.859.8889 and request that you be designated as their PCP.

The HUSKY Health Program will provide updated Patient Panel reports on a monthly basis. Please note that we will evaluate members' claim history on a quarterly basis to identify their usual source of care. Therefore, you may see more changes in your patient panel when this occurs. You may access your updated report on the 20<sup>th</sup> of each month. If the 20<sup>th</sup> falls on a holiday or weekend, your report will be available on the next business day.

To access your patient panel reports, please click on the Reports link.

For questions on your PCP panel reports, please contact your Provider Engagement Services Representative.

#### PCP Portal Report Survey

The HUSKY Health secure provider portal provides all Primary Care Providers (PCPs) with access to reports which contain information and data about your HUSKY Health members. To help us make sure these reports are as useful for you as they can be, we have a brief survey we would like you to take.

Click [here](#) to complete the survey.

#### CMAP Active (billing), Performing-Only or OPR Status Provider List

To verify any CMAP Active (billing), Performing-Only, or OPR Status provider click [here](#).

## How can we help you?

#### For Provider Engagement Services Call Center:

The Provider Engagement Services Call Center is open Monday through Friday from 8 a.m. to 8 p.m. The number is 1.800.440.5074 or you can contact us by [secure email](#).

#### For Provider Engagement Services Representative:

Click [here](#) to find your Provider Engagement Services Representative and region.

#### For Technical Support:

Please contact us via email at [Web Support](#).

Or call us at 1.877.606.5172 during the hours of 9 a.m. - 4 p.m. EST, Monday through Friday.

## Authorizations

#### Changes to Radiology Program

 The existing radiology program administered by Care to Care has transitioned to eviCore healthcare for dates of service January 1, 2017 and forward. eviCore will review authorization requests and render medical necessity determinations for non-emergent outpatient advanced imaging services. eviCore will accept requests for dates of service January 1, 2017 and forward beginning December 19, 2016. For more information, refer to [DSS Provider Bulletin 2016-70](#).

#### Radiology Authorization Portal

Submit prior-authorization requests for high-tech radiology procedures (MRI, MRA, CT, CTA, PET, PET/CT) electronically over the internet.

#### New, retrospective requests and modifications must be submitted to eviCore.

Click [here](#) to access the eviCore portal and to obtain additional information on submitting requests.

#### New Webinar on Updates to the Radiology Benefit Management Program:

[View the webinar](#)  
[Download the presentation slides](#)

For access to additional resources and forms, use these links:

- [HUSKY Health Program Implementation Resources](#)
- [Online Forms and Resources](#)

For Technical Support for the eviCore portal, please contact: 1.800.575.4594.




The new HUSKY Health program has a focus on preventative care. Through this program, we want to ensure that our members get the right care, in the right place, at the right time.

## Cultural Competence at Your Fingertips


Today's healthcare professionals are seeing a growing number of patients with diverse cultural backgrounds, and understanding their particular needs is critical. The more you know about someone's healthcare beliefs or practices, the more your care and treatment plans can be designed for the best health outcomes possible.

CultureVision™ is the first comprehensive, user-friendly database that gives healthcare professionals access to culturally competent patient care.

To access this database, please click on the CultureVision icon:



# CultureVision



On-the-spot access to culturally competent patient care

search phrase

Summond w/ quotes for exact phrase search

## PATIENT CARE

ABOUT | FAQs | TOOLS | GLOSSARY | CITATIONS | LEARN MORE | CONTACT | LOGOUT



### Watch Demo Video

Learn what CultureVision is and how to navigate around inside of it.

[View Demo](#)

### What's New?

Explore all that CultureVision offers with our updated Scavenger Hunts.

[Hunt Now](#)

### Quarterly Newsletter new

Catch up on what's new at CultureVision in our quarterly newsletter.

[Read Now](#)

### CultureVision Advantage

CultureVision™ can assist your organization in meeting guidelines outlined by the Office of Minority Health National Cultural and Linguistically Appropriate Services (CLAS), Joint Commission, and National Committee for Quality Assurance (NCQA).

[Learn More](#)

### CultureVision Ambassadors

Programs now available all across the U.S.

[More information](#)

## Getting Started with CultureVision

### Three Important Principles to Remember

1. Diversity exists among individuals even within a given culture. CultureVision provides information about general cultural archetypes, and prevalences within cultures. Individual differences occur depending upon a wide variety of influences including level of acculturation, socio-economic status, level of education, religious background, the region one comes from, as well as personal experience and history.
2. Each patient operates within a unique cultural blueprint. Use CultureVision as a source of questions, not answers. Explore how culture may have affected your patient – but do not to make assumptions about them, as this can lead to stereotyping. Visit [14 Questions to Ask](#) for ideas on how to begin.
3. Some patients may be receiving care outside the mainstream medical system. Alternative forms of care may include herbal medications, acupuncture, energy treatments, nutritional supplements, and religious healing, among other treatments. Become familiar with these parallel healthcare treatments so you can learn to anticipate interactions.


[Start Here: Using This Resource](#)

- [The Culture of Western Biomedicine](#)
- [Sample Cultural Assessment Questionnaire](#)
- [Communicating in a Multi-Cultural Environment](#)
- [Translation & Interpretation Tips](#)

## Is CultureVision Stereotyping?


### Maintaining Cultural Humility

Maintaining Cultural Humility



[Is CultureVision Stereotyping Transcript](#)

### Select Groups




### Special Content Areas

### Culture News You Can Use

[Catch up on recent news articles about cultural competence](#)

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 How can CultureVision better serve you?  
[Take this brief survey to let us know how we're doing.](#)

[Send Us Your Feedback](#)

**Disclaimer**  
Although the information contained in CultureVision applies generally to groups, it is not intended to imply that these are beliefs and practices of all individuals within the group. This information is intended to be used as a basis for further exploration, rather than generalizations or stereotyping.