

## Frequently Asked Questions: PopHealth Analytics

### 1. What is PopHealth Analytics?

The PopHealth suite of reports Portal is an analytics tool that enables population-level and panel-level management through clinical and administrative data. This tool is designed to support DC HIE users with their analyses and interventions in order to improve patient care throughout the District of Columbia.

### 2. What are the benefits of utilizing PopHealth?

By participating in PopHealth, end users are able to increase care coordination between providers, understand patterns based on a specific population and track overall high-level indicators.

### 3. How do I get access to PopHealth reports?

If you are interested in accessing the available analytics reports to improve patient care, please contact Francesca Charles, CRISP DC Reporting & Analytics, at [Francesca.Charles@crisphealth.org](mailto:Francesca.Charles@crisphealth.org) or the DC Outreach team at [dcoutreach@crisphealth.org](mailto:dcoutreach@crisphealth.org).

### 4. What are the sources of data that populate the PopHealth reports and dashboards?

The PopHealth Analytics dashboards and reports are primarily based on Medicaid claims data. Efforts are underway to leverage diverse data flowing through DC HIE from multiple sources, such as labs.

### 5. How frequently is data updated in PopHealth?

The reports are based on the DC claims data that CRISP and hMetrix receive from the DC Department of Health Care Finance.

Data	Data Input Frequency	Source	Report Refresh Frequency
DC Medicaid Claims	Twice a month	DHCF	Monthly
DC Medicaid Redetermination data	Weekly	Conduent, DC MMIS	Weekly
Active NF and CSR Data	Monthly	DHCF	Monthly
Lead Report data	Weekly	CRISP DC/DOEE	Weekly
SDOH Z-codes	Monthly	CRISP DC	Monthly
Lab (LOINC codes) data	Monthly	CRISP DC	Monthly
ADT, CCD, and No Diagnosis data	Weekly	CRISP DC	Weekly

### 6. How can I submit report creation requests for PopHealth?

The user/organization will need to complete the CRISP Use Case form. The form can be emailed to [Francesca.Charles@crisphealth.org](mailto:Francesca.Charles@crisphealth.org) and [dcoutreach@crisphealth.org](mailto:dcoutreach@crisphealth.org). The use case would then need to be approved by the clinical committee.

**7. Does PopHealth have a standard process established to handle account maintenance issues such as password resets and deactivations?**

Users can request passwords to access the HIE Portal directly from the organization's HIE Admin. For general troubleshooting, please contact [Francesca.Charles@crisphealth.org](mailto:Francesca.Charles@crisphealth.org) and [dcoutreach@crisphealth.org](mailto:dcoutreach@crisphealth.org) for any requests regarding account maintenance.

**8. Can users credential internal team members with access to PopHealth?**

PopHealth's complementary application is known as Role Manager. Within the Role Manager platform, a designated Point of Contact (POC) from your organization will have the capability to credential internal team members efficiently and securely. This streamlined process ensures the appropriate authorization and access control for your team within the PopHealth system.