

ePrompts FAQs

March 2021

1. What are ePrompts?

ePrompts will allow providers to access members' clinical preventive screenings and remind them when the screenings are due while supporting HEDIS Improvement goals.

2. What are the added four measures for ePrompts?

The four measures are Cervical Cancer Screening, Breast Cancer Screening, Diabetes – Retinal Eye Exam, and Diabetes-HbA1c.

3. How do I check the status of a member's preventative screenings?

Log into the Online Provider Portal, search a member, click on ePrompts tab on eEligibility screen, and the member's preventative screenings will display if applicable.

4. Where does the source of data for ePrompts come from?

The source of data for ePrompts on the Online Provider Portal comes from the eReports module of the PCP-QIP program.

5. Does the ePrompt information update the PCP-QIP data?

No, PCP-QIP data is uploaded from claims data.

6. Will all four measures be displayed in all PHC members' details mode on the Provider Portal?

No. Each measure will display in a member's details based on the member's health.

7. Where can I access the ePrompts?

You can access ePrompts by logging into the Provider Online Portal on the eEligibility screen.

8. Can members access ePrompts?

Yes, members can access the ePrompts information on the Member Portal.

9. Is a Referral Authorization Form (RAF) required for each measure?

If an eRAF is needed it will notify the provider at the bottom of the screen on the ePrompts Help pop up screen.

10. Why should I use ePrompts?

ePrompts is an opportunity for the provider to have optimal engagement to guide, educate, and promote preventative health while the member is on a call or at an appointment.

11. If I accidentally click on the Complete Report button, what do I do?

If you click the Complete Report button in error, please contact esystemsSupport@partnership.org.

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12. How long will the date of completion display on the provider portal?

The date of completion will display for up to five days.

13. If I have questions, who should I contact?

For questions, please contact your PR Representative or email eSystemsSupport@partnershiphp.org.