



# **Consultative Analytics Reporting**

Client Resources Portal  
User Guide

## Revision History

Version	Date	Author(s)	Revision Notes (note major changes, additions, deletions within each section)
1.0	02/17/2014	mwithington	Initial creation of CRP-CAP user guide
2.0	02/25/2014	Compliance/Legal	Medical and dental glossary definition modifications Cigna Copyright Statement
3.0	03/19/2014	mwithington	Guaranteed Cost/Fully Insured Accounts – Pg. 14
4.0	4/09/2014	mwithington	PDF attachments for Medical and Dental Glossaries – Appendix B Product Structure prefix defined – Page 10 Incurred Start and End Dates – Current and Base – Page 11

**Table of Contents**

- 1.0 CAP Quick Start Guide .....4**
- 1.1 Objectives .....5**
- 1.2 Consultative Analytics Reports Overview.....5**
- 1.3 Getting Started .....6**
- 2.0 Welcome to Client Resources Portal Home Screen .....7**
- 2.1 Consultative Analytics Overview Window.....8**
- 2.2 Creating a CAP Request.....9**
- 2.3 Naming your Request .....10**
- 2.4 Product Structure Selection.....10**
- 2.5 Report Selection .....11**
- 2.6 Parameters, Incurred, Current and Base Period Dates .....11**
- 2.7 Submitting your Request.....12**
- 2.8 Alert Notification Message, Product and Report Selections Do Not Correspond.....13**
- 2.9 Alert Notification Message, Guaranteed Cost .....14**
- 2.10 Alert Notification Message, Minimum Subscriber Threshold .....15**
- 2.11 Alert Notification Message, Overlapping Dates.....16**
- 3.0 My Request Queue, Report Pickup .....17**
- 3.1 My Request Queue Report Status, Error .....18**
- 3.2 My Request Queue Report Status, Not Available .....19**
- 3.3 My Request Queue, Viewing Parameters.....20**
- 4.0 Posted Reports Queue .....21**
  
- Appendix A – Sample Reports.....22**
- Appendix B—Glossary, Medical and Dental Terms ..... 23, 24, 25, 26, 27, 28, 29, 30**
- Cigna Disclaimer Notice.....24**

## Figures List

Figure 1	Client Resources Portal Employer Log-in .....	6
Figure 2	Client Resources Portal Welcome Screen .....	7
Figure 3	Consultative Analytics reports Overview Window.....	8
Figure 4	Alert Notification Message, Product and Report Selection does not Correspond.....	13
Figure 5	Alert Notification Message, Guaranteed Cost .....	14
Figure 6	Alert Notification Message, Reports do not Pass Minimum Subscriber Threshold for Accounts when PHI is NO .....	15
Figure 7	Alert Notification Message, Overlapping Parameters (Dates).....	16
Figure 8	My Request Queue Statuses, Error .....	18
Figure 9	My Request Queue statuses, Not Available .....	19
Figure 10	My Request Queue, Parameters .....	20
Figure 11	Posted Reports Queue .....	21

## 1.0 Consultative Analytics Reports - Quick Start Guide

**A Quick Start Guide** to requesting reports for users that prefer to jump right in and read the details later.

### **Create CAP Report Request**

1. Log-in to the CRP
2. Group #- Options: Defaults to group number, Enter group # or Select from dropdown box and click the Go command button
3. Click the Reports link on the Main Welcome Page
4. Click the Consultative Analytical Reports Link to open and view Consultative Analytics Reports Overview Options
5. Click the "Create a New CAP Request" Link
6. Provide a name for your report or leave the screen generated default name
7. Select the desired product structure (s)
8. Select the reports for your package
9. Select the parameters desired ( incurred dates-current and base)
10. Submit your request (allow 24 to 48 hours to process)

### **My Request Queue - Pick up Report**

1. Repeat steps 1 through 3 from section 2.0
2. Click the "My Request Queue"
3. If the status is completed, click on the Pickup Icon
4. Click the download command button/icon

### **Posted Reports Queue**

1. Repeat steps 1 through 3 from section 2.0
2. Click the "Posted Request Queue"
3. If the status is completed, click the Pickup Icon
4. Click the download command button/icon

## 1.1 Objectives

---

Informational guidance on how to use the Consultative Analytics Reports functions to generate and achieve the desired output.

- Illustrate the steps to create a new report request through the Consultative Analytics Report functionality via the Client Resources Portal website
  - Select product structure that can be utilized in performing client analytics
  - Complete the steps to pickup completed reports from the Request Queues
- 

## 1.2 Consultative Analytics Reports (CAP) Overview

---

- Consultative Analytical Reports are Cigna's self-service client reporting tool for health plan utilization
- Utilization reporting that is currently available in the Client Resources Portal platform:
  - CP 265: Dental Summary
  - CP 266: Dental Utilization by Type of Service
  - CP 900: HCST Healthcare Spend & Trend-Incurred
  - CP 902: HCST Pharmacy-Incurred
  - CP 905: HCST Facilities

*\*HCST is defined as Healthcare Spend & Trend*

- CAP includes data across all lines of business including Medical, Pharmacy, and Dental for an integrated viewpoint

**CAP Report Links** -Users with permission will see CAP reports link

- Main page-
  - Consultative Analytical Platform
    - Create a new CAP Request
    - My Request Queue
    - Posted Report Queue

## 1.3 Getting Started

---

- Access**
- If you currently have access to the Client Resources Portal, your existing user credentials automatically grant permission to enter the Constultative Analytical Reports area
  - If you do not currently have access to the Client Reources Portal, you will receive a new user ID and temporary password via secure email
- 

- Logging In**
- Copy the link into your browser to access the Client Resources Portal [www.cignaclientresources.com](http://www.cignaclientresources.com)
  - Enter your username and password and click the submit command button to navigate to the Portal's Welcome screen where you will be able to access the Consultative Analytical Reports area.
- 

**Figure 1** *Client Resources Portal – Plan Administration Welcome Page*

---

**Employer Sign-In**

Username

Password

Change Password

Forgot Password

SUBMIT >

**Sign In to:**

- > Manage Eligibility
- > Request Member ID Cards
- > Generate Reports

## 2.0 Welcome to Client Resources Portal Home Screen

[Return to Table of Contents](#)



If you have access to only one group number, the group number field box will automatically default to that account number upon login. If you have access to multiple group account numbers, you can select the desired account from a dropdown menu.

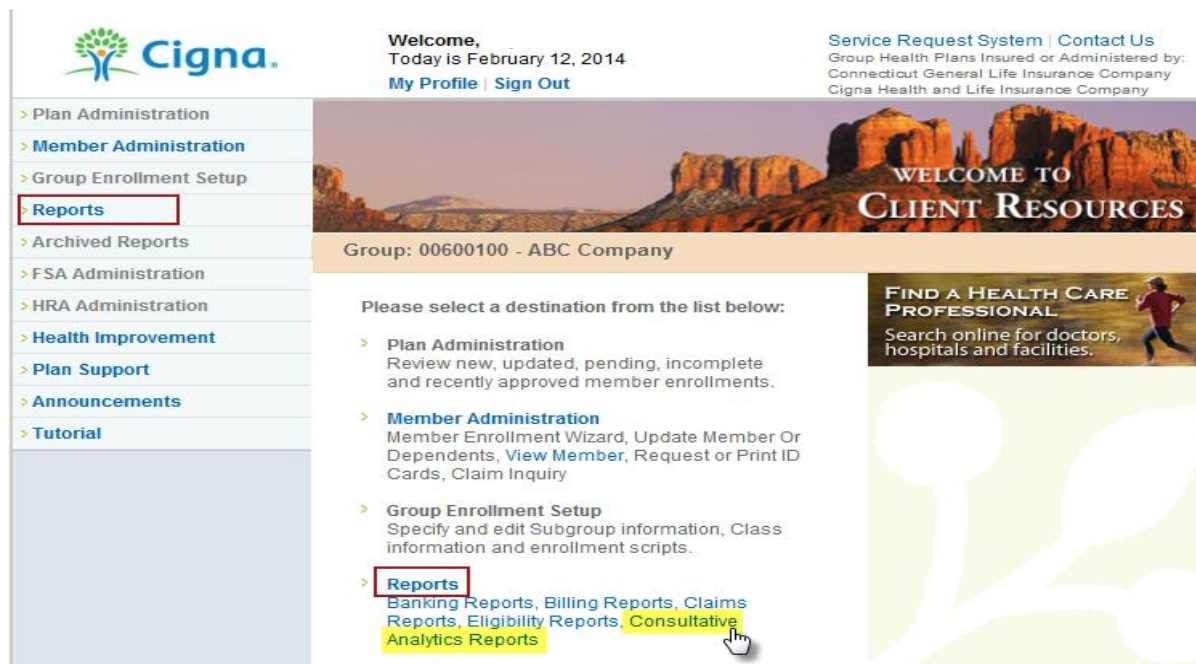
Note: All accounts used in the following examples are fictitious.

From the Main Client Resources Welcome Screen

1. If your group account number did not automatically default in the field box, enter it. If you have multiple accounts, select desired account from dropdown box. Click the **GO** command button.



**Figure 2** CRP Welcome Screen





## 2.1 Consultative Analytics Reports (CAP) Overview Window



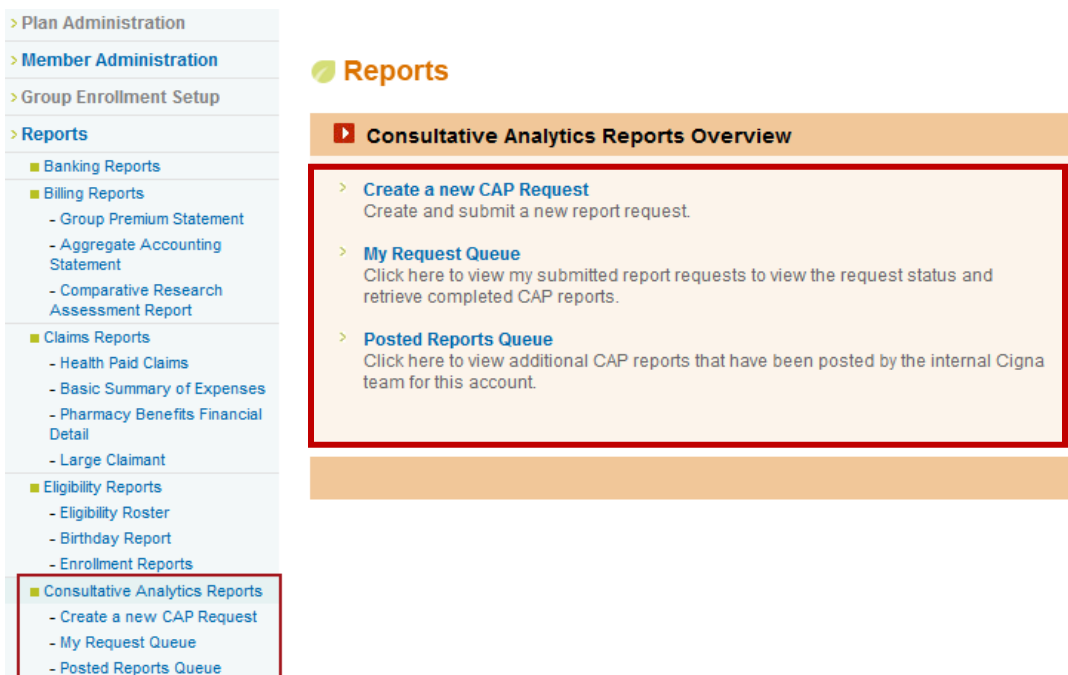
The Consultative Analytics Reports link located under the “Reports” heading, is only visible to those who have permission.

On the Main Client Resources Welcome Screen

2. **Click the “ Reports ”** heading
3. **Click the Consultative Analytics Reports** link to launch the reports overview window (figure 3)



**Figure 3** Consultative Analytics Reports Overview Window



## 2.2 Creating a CAP Request



CAP Report Links are positioned on the main client resources menu page and on the left side navigation menu ( shown in Figure 3.)

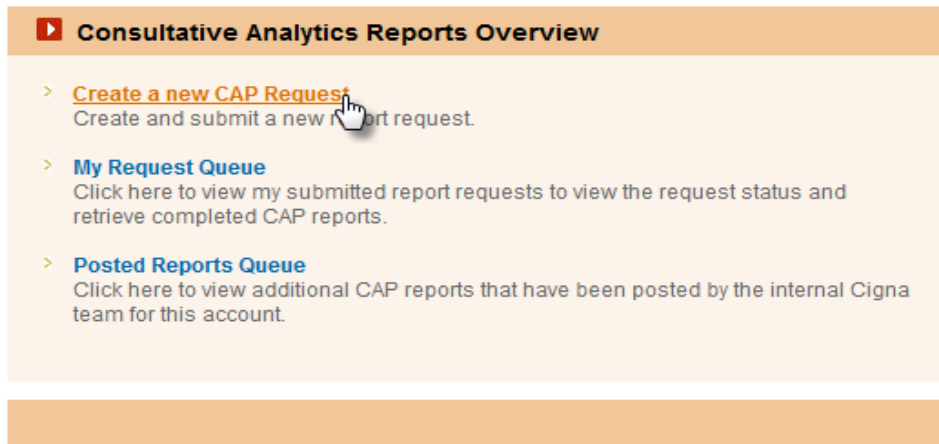
**Options are as follows:**

- ✓ **Consultative Analytical Platform** (main CAP link)
- ✓ **Create a new CAP Request**  
Create and submit new report request
- ✓ **My Request Queue**  
View your submitted report requests, check submission status, pickup completed reports
- ✓ **Posted Report Queue**  
View CAP reports that have been posted by the Internal Cigna team for this account

From the Consultative Analytics Reports Overview Screen

4. **Click the Create a new CAP Request link** to navigate to the Create a New CAP Utilization Request screen

### Reports

A screenshot of a web application interface. At the top, there is a header bar with a red square icon containing a white play button symbol, followed by the text "Consultative Analytics Reports Overview". Below this header, there is a list of three items, each preceded by a right-pointing chevron (>). The first item is "Create a new CAP Request" in orange text, with a mouse cursor hovering over it. Below this text is the description "Create and submit a new report request." The second item is "My Request Queue" in blue text, with the description "Click here to view my submitted report requests to view the request status and retrieve completed CAP reports." The third item is "Posted Reports Queue" in blue text, with the description "Click here to view additional CAP reports that have been posted by the internal Cigna team for this account." The entire content is set against a light orange background.

## 2.3 Naming your Request

**New CAP Utilization Screen** - This is where you will begin to build your report package. There are five action steps on the New CAP Utilization screen that will need to be completed to submit your report request. The steps are as follows:

- ✓ Name your request
  - ✓ Select product structure (s)
  - ✓ Select reports
  - ✓ Select parameters (dates)
  - ✓ Submit your request
5. The screen default will automatically generate a report name, date, and time stamp. To change the name, click in the field box and enter the desired name for your report.



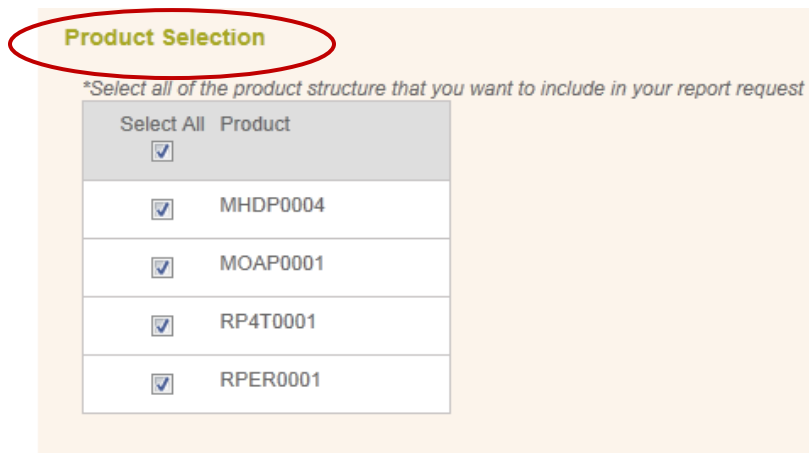
**Create a New CAP Utilization Request**

Provide a Report Request Name:

## 2.4 Product Selection

6. **Select the product structure (s)** you want to include in your report

The default selects all available products to include in your report. To deselect all, click in the "Select All" checkbox and select the product structure desired. At a high level, the first character represents if the product is for Dental (D), Medical (M) or Pharmacy (R) and the next three characters represent the type such as Open Access Plus (OAP) or Performance (PER). The remaining four numbers are plan/benefit specific, please contact your client manager/account manager for additional details.



**Product Selection**

*\*Select all of the product structure that you want to include in your report request*

Select All	Product
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	MHDP0004
<input checked="" type="checkbox"/>	MOAP0001
<input checked="" type="checkbox"/>	RP4T0001
<input checked="" type="checkbox"/>	RPER0001

## 2.5 Report Selection

7. Select the desired reports. (refer to appendix A to view sample report slides)

**Report Selection**

Select All	Report Name
<input type="checkbox"/>	
<input type="checkbox"/>	CP_265 Dental Summary
<input type="checkbox"/>	CP_266 Dental - Utilization by Type of Service
<input type="checkbox"/>	CP_900 HCST Healthcare Spend & Trend Detail - Incurred
<input type="checkbox"/>	CP_902 HCST Pharmacy - Incurred
<input type="checkbox"/>	CP_905 HCST Facilities

## 2.6 Parameters



### Incurred Reporting

- CAP reports are on an incurred basis for all funding types
- Incurred provides a better method for assessing the impact of plan design changes as it allows time periods to be a 1:1 match
- Incurred basis increases accuracy by measuring utilization when it happens rather than when the claim is paid
- Incurred – Allows user to specify the incurred dates of service. The dates entered here should be the dates you wish to analyze

### Selecting Dates

- **Incurred Current and Base** – Select date range for current and base period analysis
- Current start and end dates represent the most recent time period
- Base start and end dates represent the prior time period

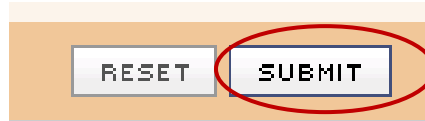
8. Click the Current period dropdown box to select your start and end date
9. Click the Base period dropdown box to select your start and end date

**Parameters**

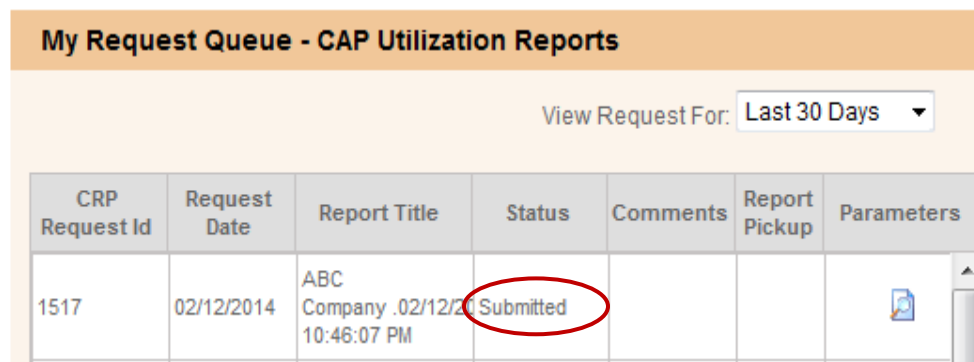
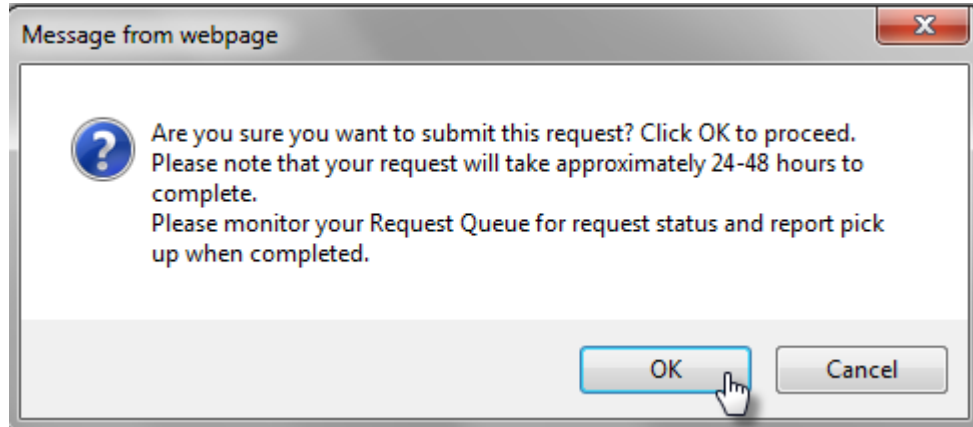
	Current	Base
Incurred	--Start-- <input type="button" value="v"/> --End-- <input type="button" value="v"/>	--Start-- <input type="button" value="v"/> --End-- <input type="button" value="v"/>

## 2.7 Submitting your Request

10. Review the information selected for your report package
11. If you want to start over **click the Reset** command button. This action will clear the form. An alert message will verify that you want to continue to reset. Cancel or click okay
12. If you want **to proceed and submit your request**, click the submit command button to launch the request confirmation window




13. In the confirmation request window, **Click the OK** command button to navigate to your Request Queue where you can view the request status as Submitted



My Request Queue - CAP Utilization Reports

View Request For: Last 30 Days

CRP Request Id	Request Date	Report Title	Status	Comments	Report Pickup	Parameters
1517	02/12/2014	ABC Company .02/12/2014 10:46:07 PM	Submitted			



If your report request does not successfully submit and you receive an alert notification message, review the message for additional details and instructions (alert notifications will be visible along the top of the page.)

## 2.8 Alert Notifications Message – Product and Report Selection does not Correspond



If your report request did not submit due to product structure selections vs report content selections and you received an alert notification message, review the message and adjust your report parameters as necessary.

**Figure 4** Alert Notification Message-Product and Report Selection does not Correspond

### Create a New CAP Utilization Request

- The reports selection does not correspond to the products selection. Please ensure the reports you select correspond to the products for the account.

Provide a Report Request Name:

#### Product Selection

*\*Select all of the product structure that you want to include in your report request*

Select All	Product
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	MOAP0002
<input checked="" type="checkbox"/>	MOAP0003
<input checked="" type="checkbox"/>	MPPO0002
<input checked="" type="checkbox"/>	MPPO0003
<input checked="" type="checkbox"/>	MPPOC002
<input checked="" type="checkbox"/>	RP4T0001
<input checked="" type="checkbox"/>	RPER0001
<input checked="" type="checkbox"/>	RPER0002
<input checked="" type="checkbox"/>	RPER0003

#### Report Selection

Select All	Report Name
<input type="checkbox"/>	
<input checked="" type="checkbox"/>	CP_265 Dental Summary
<input checked="" type="checkbox"/>	CP_266 Dental - Utilization by Type of Service
<input type="checkbox"/>	CP_900 HCST Healthcare Spend & Trend Detail - Incurred
<input type="checkbox"/>	CP_902 HCST Pharmacy - Incurred
<input type="checkbox"/>	CP_905 HCST Facilities

## 2.9 Alert Notifications Messages – Guaranteed Cost



- **Guaranteed cost/ Fully Insured Accounts**-If an account is identified as guaranteed cost/ Fully Insured and the subscriber count is less than 100 for medical/pharmacy or less than 200 for dental, for the account as a whole, then the user will be displayed with a message upon first entering the page. The account is ineligible for CAP reporting and the request cannot be submitted.

If this message is displayed for an account that has more than 100 subscribers, be sure that you have selected all product structure to ensure all subscribers are captured in the request.

**Figure 5** Alert Notification Message – Guaranteed Cost

**Product Selection**

*\*Select all of the product structure that you want to include in your report request*

Select All	Product
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	MHDP0004
<input checked="" type="checkbox"/>	MOAP0001
<input checked="" type="checkbox"/>	RP4T0001
<input checked="" type="checkbox"/>	RPER0001

**Report Selection**

*HCST Medical and Pharmacy reports are not available for Guaranteed Cost clients with less than 100 subscribers.*

Select All	Report Name
<input type="checkbox"/>	
<input type="checkbox"/>	CP_265 Dental Summary
<input type="checkbox"/>	CP_266 Dental - Utilization by Type of Service
<input type="checkbox"/>	CP_900 HCST Healthcare Spend & Trend Detail - Incurred
<input type="checkbox"/>	CP_902 HCST Pharmacy - Incurred
<input type="checkbox"/>	CP_905 HCST Facilities

## 2.10 Alert Notifications Messages – Minimum Subscriber Threshold

**Figure 6** Alert Notification Message-Reports do not Pass Minimum Subscriber Threshold for Accounts When PHI is NO

### Create a New CAP Utilization Request

- This request cannot be submitted because the following reports do not pass the small numbers requirements and are not available for this client for the structure and date selections as entered: CP\_900,CP\_905.

Provide a Report Request Name:

#### Product Selection

*\*Select all of the product structure that you want to include in your report request*

Select All	Product
<input type="checkbox"/>	
<input checked="" type="checkbox"/>	MOAP0002
<input checked="" type="checkbox"/>	MOAP0003
<input type="checkbox"/>	RCHO0003
<input type="checkbox"/>	RP4T0001

#### Report Selection

Select All	Report Name
<input type="checkbox"/>	
<input type="checkbox"/>	CP_265 Dental Summary
<input type="checkbox"/>	CP_266 Dental - Utilization by Type of Service
<input checked="" type="checkbox"/>	CP_900 HCST Healthcare Spend & Trend Detail - Incurred
<input type="checkbox"/>	CP_902 HCST Pharmacy - Incurred
<input checked="" type="checkbox"/>	CP_905 HCST Facilities



## 2.11 Alert Notifications Messages – Overlapping Dates



The cause of the overlapping dates alert notification message, *as shown in Figure 7*, where the date range selected for the current period is 8/2012 through 07/2013. The Base period date range is 8/2011 to 07/2013. The base and current periods are overlapping. To correct this, change the base period end date to 07/2012.

**Figure 7** Alert Notification Message- Overlapping Dates

**Create a New CAP Utilization Request**

Please edit your Current and Base dates so they do not overlap

**Parameters**

	Current		Base	
Incurred	08/2012	07/2013	08/2011	07/2013

RESET SUBMIT

© 2014 Cigna | [Legal and Privacy Notices](#) | [Company Information](#)

Detailed description: This is a screenshot of a web application interface. At the top, there is a header bar with the text 'Create a New CAP Utilization Request'. Below this, a yellow box contains a message: 'Please edit your Current and Base dates so they do not overlap'. Underneath is a section titled 'Parameters' containing a table with date selection fields. The table has two columns: 'Current' and 'Base'. The 'Current' column has two dropdown menus with values '08/2012' and '07/2013'. The 'Base' column has two dropdown menus with values '08/2011' and '07/2013'. A red arrow points from the error message to the '07/2013' dropdown in the Base column. At the bottom of the form are 'RESET' and 'SUBMIT' buttons. A footer contains the text '© 2014 Cigna | Legal and Privacy Notices | Company Information'.

Corrected dates shown below

**Parameters**

	Current		Base	
Incurred	08/2012	07/2013	08/2011	07/2012

RESET SUBMIT

© 2014 Cigna | [Legal and Privacy Notices](#) | [Company Information](#)

Detailed description: This is a screenshot of the same web application interface as above, but with the corrected date. The 'Parameters' table now shows the 'Base' column with values '08/2011' and '07/2012'. The 'Current' column remains '08/2012' and '07/2013'. The 'RESET' and 'SUBMIT' buttons are still present at the bottom. The footer text is the same: '© 2014 Cigna | Legal and Privacy Notices | Company Information'.



The My Request Queue heading rows include:

- CRP Request ID, Request Date, Report Title, Status, Comments, Report Pickup, and Parameters

Report Statuses are reported under the Report Status heading. There are four statuses to note:

- Submitted– Your request has been submitted and is being processed
- Completed – Your request is approved, completed and ready for pickup
- Error—After the request has been submitted, the request queue will display comments for any Error status instructing the user on why the request errored out and tips for submitting a successful request
- Not Available—This status is used when a request runs successfully and there is insufficient data to produce report output; the request queue will display comments for any Not Available status instructing users on the issue or problem

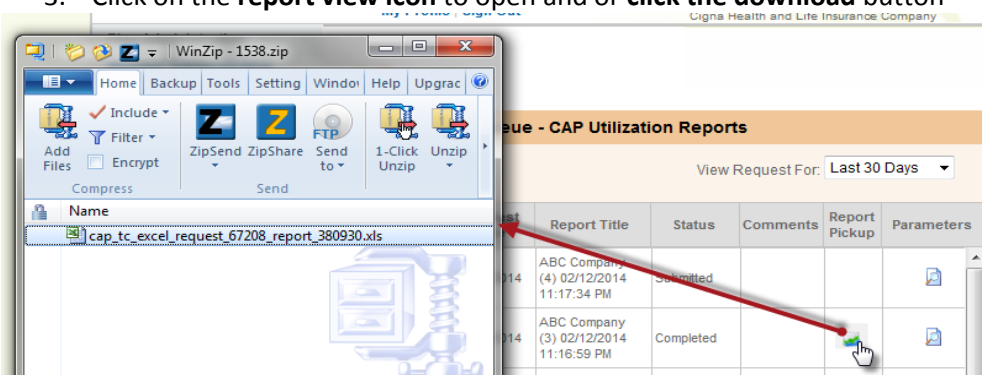
1. To access your Reports Queue, repeat steps 1 through 3 then **Click on the My Request Queue** link on the Main Welcome Page



#### To pick up a completed report

The reports Queue view defaults on 30 days. You can change the time period by clicking on the dropdown box and selecting desired period

2. Under the report pickup heading, **click the pickup report icon** to launch download pop-up window
3. Click on the **report view icon** to open and or **click the download button**





### 3.1 My Request Queue Statuses, Error

**Figure 8** My Request Queue- Report Status, Error

**My Request Queue - CAP Utilization Reports**



View Request For: Last 30 Days

CRP Request Id	Request Date	Report Title	Status	Comments	Report Pickup	Parameters
1437	02/07/2014	ABC Company .02/07/2014 07:44:07 AM	Error			

**Comments** X

02/12/2014 11:00 PM - This request is invalid and reports cannot be produced due XYZ Reason. This request id has been cancelled. You should create and submit a new request selecting all medical and pharmacy product structure.

View Request For: Last 30 Days

Comments	Report Pickup	Parameters
		

### 3.2 My Request Queue Status, Not Available

Figure 9 My Request Queue-Report Statuses-Not Available

**My Request Queue - CAP Utilization Reports**

View Request For: Last 30 Days

CRP Request Id	Request Date	Report Title	Status	Comments	Report Pickup	Parameters
1539	02/12/2014	ABC Company (4) 02/12/2014 11:17:34 PM	Submitted			
1538	02/12/2014	ABC Company (3) 02/12/2014 11:16:59 PM	Completed			
1537	02/12/2014	ABC Company (2) 02/12/2014 11:15:41 PM	Not Available			

**My Request Queue - CAP Utilization Reports**

View Request For: Last 30 Days

**Comments** X

02/13/2014 12:23 AM - The requested report did not produce due to insufficient data.

### 3.3 My Request Queue – Viewing Parameters

- To view the report parameters, Click the magnifying glass icon to open the parameters window

**Figure 10** My Request Queue-Report Parameters

**My Request Queue - CAP Utilization Reports**

View Request For: Last 30 Days

CRP Request Id	Request Date	Report Title	Status	Comments	Report Pickup	Parameters
564	01/10/2014	Test Custom Name	Submitted			
		Landmark Construction				

**Request Parameters**

Report Title: ABC Company .02/12/2014 10:46:07 PM

CRP Request ID: 1517

**Product Selection**

MOAP0002
MOAP0003
MPPO0002
MPPO0003
MPPOC002

**Report Selection**

CP_900 HCST Healthcare Spend & Trend Detail - Incurred
CP_905 HCST Facilities

**Parameters**

	Current	Base
Incurred	08/2012 - 07/2013	08/2011 - 07/2012
Incurred Runout	08/2012 - 09/2013	08/2011 - 09/2012

## 4.0 Posted Reports Queue

[Return to Table of Contents](#)



Posted Reports Queue allows you to view CAP reports that have been posted by the Internal Cigna team for this account

From the Main Welcome screen

1. Consultative Analytics Platform
2. Click the Posted Reports Queue link

**Figure 11** *Posted Reports Queue*



3. Click the dropdown box to select desired view request dates
4. Click the Report Pickup Icon to launch the

**CAP Utilization Reports Posted for: ABC Company**

View Request For: Last 30 Days ▼

Request Id	Posted Date	Report Title	Report Pickup	Parameters
65390	01/16/2014	ABC Company		

## Appendix A

### Sample Reports

[Return to Table of Contents](#)

<b>CRP-CAP Dental Report Sample</b>	<i>See PDF attachment for file name</i> <b>cap_request_dental_crp_sample.ppt</b>
<b>CRP-CAP Health Care Trend and Spend Report Sample</b>	<i>See PDF attachment for file name</i> <b>cap_tc_excel_request_crp_sample.xls</b>

## Appendix B

<b>Glossary of Terms (Medical)</b>	<i>See PDF attachment for file name Glossery of Terms - Medical</i>
<b>Glossary of Terms (Dental)</b>	<i>See PDF attachment for file name Glossary of Terms - Dental</i>





“Cigna” and the “Tree of Life” logo are registered service marks of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries, including Cigna Health and Life Insurance Company and Connecticut General Life Insurance Company, and not by Cigna Corporation.

March 10, 2014 © 2014 Cigna.