

# User Reference Guide

MVP Insights at Your Fingertips!



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# Introduction

MVP Health Care® (MVP) appreciates your continued service to our Members and your commitment to improve their health outcomes. We created this reference guide to help you and your staff address common questions and challenges during your Arcadia implementation and training process, and beyond.

Inside you will find:

- Quick tips
- Easily accessible resources
- Insights and answers to frequently asked questions (FAQs)

Utilize this reference guide as your go-to tool for quick solutions. Empower your practice, navigate with confidence, and find success with the support of MVP!

## Set Up

### What to Expect as a ‘New User’

1. You will receive an email from **ArcadiaAuthEngineering@arcadia.io** with the Subject Line: *Welcome to Arcadia—Please verify your email.*
2. Select the link in the email body to confirm your account.
3. After you confirm your Arcadia account, go to the home page and select *Forgot password?* to generate a second email.

4. Follow the link in the second email and enter your username and a password to create an account. For increased security, Arcadia Analytics users must comply with the following password requirements:
  - **Minimum length:** 10 characters
  - **Complexity:** At least three of the following characters:
    - Lower-case letter
    - Upper-case letter
    - A number
    - A special character
  - **Security:**
    - Cannot contain personal data (name, username, or email address)
    - Cannot be a common and easy password like P@ssword
  - **Expiration:** Expires every 90 days (cannot reuse any of six most recent passwords)
  - **Lockout:** User will be locked out for 15 minutes after five failed attempts

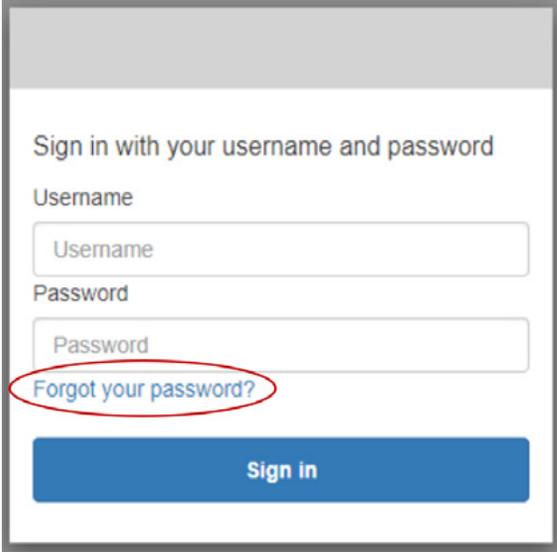
### Already have an Arcadia Analytics username and password?

Visit [mvphealthcare.arcadiaanalytics.com](https://mvphealthcare.arcadiaanalytics.com) and select *Log In*.

# Trouble Shooting

## Resetting Your Password

Use the *Forgot your password?* link from the Sign in screen. When you enter your username, you will be sent an email with a link to setup a new password.



Sign in with your username and password

Username

Username

Password

Password

[Forgot your password?](#)

Sign in

# Accessing Embedded Links

## What are embedded links?

Embedded links contain Member level detail relevant to Risk, Quality, and Performance. Throughout your Monthly Insights report (where applicable) you will see a hyperlink that will take you into the corresponding report in the Arcadia front end. This will allow you to access and view patient-level detail.



# Quick Tips, FAQs, and Resources

## Quick Tip

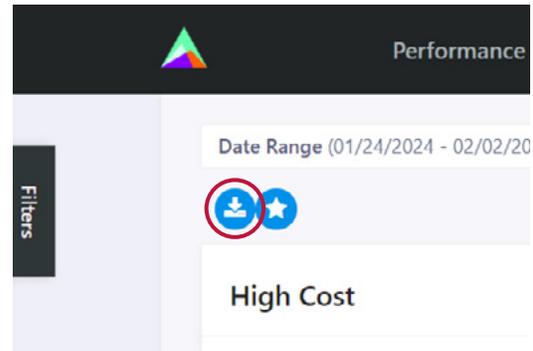
Filtering Reports Using Global Filters	
Measure period/Data range	Filter may vary based on the intent of the report.
Patient Attribution	The default for attribution is set to the MVP attribution model. <b>DO NOT change the attribution filter on any given report.</b>
LOB and Member Products	Select Members eligible for the specified contract(s); choose the appropriate radio button to consider eligibility at any time during the period or the end of the period.
Age	Returns only Members of a certain age as of the current date.  Note: Where measures have age requirements, it is not necessary to use this filter as the measure logic has factored in a Member's age, as of the period, to determine status in the denominator.
Condition History	Select Members for Arcadia finds evidence of the selected condition(s), as defined by the selected risk adjustment algorithm. For instance, selecting the HCC algorithm allows for filtering the report by the 189 categories in the HCC system. Select "and/or" when selecting multiple conditions.
Risk Score	Select Members by their current risk score as calculated through the selected risk adjustment algorithm.
Active/Inactive Patients	By default, all Arcadia Analytics reports return all Members fitting the criteria of the report or measure. This filter option allows for restriction of a report to only active Members or inactive Members in the EHR.

# Quick Tips, FAQs, and Resources

## tip Quick Tip

### Exporting reports

The Export feature allows users to retrieve data from a report (with a maximum of 300,000 rows) and export into an unformatted CSV file. You have the option to export the display columns from the report, or all columns, including those that are hidden. To export tabular standalone reports in Arcadia Analytics, select the *Export to CSV* icon at the top right of a report module.



## ? FAQs

### What browser should I use?

Arcadia Analytics has been optimized for Google Chrome. This offers users the best experience. Arcadia Analytics also supports:

- Mozilla FireFox (latest version only)
- Apple Safari (latest version only)
- Internet Explorer (version nine and up only)

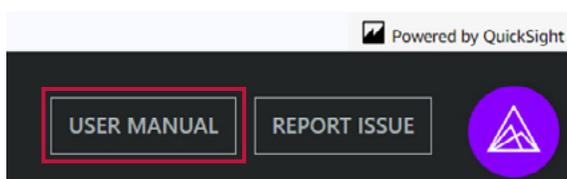
### Does Arcadia Analytics work on a tablet?

Arcadia Analytics also supports use on iPads and other tablets on Apple Mobile Safari, and Google Chrome for Androids.

## 🔍 Resources

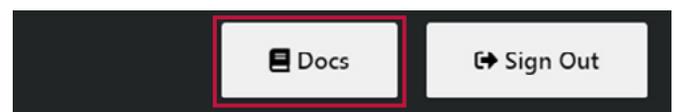
### User Manual

The User Manual offers additional support to optimize the use of Arcadia Analytics. It is located on the bottom right of any page in Arcadia Analytics.



### Docs

Docs (tear sheets) are condensed documents that can be used as a quick reference. It contains specific information about the page you are viewing. When applicable, tear sheets are in the upper right-hand corner of the viewing page.



# Contact Information

## Need assistance? We're here for you!

Our support extends beyond this guide.



**Email our Arcadia Analytics Team at [mvpinsightssupport@mvphealthcare.com](mailto:mvpinsightssupport@mvphealthcare.com).**

**Meet the MVP team behind the Arcadia Support email:**

**Susan Kopp MBA, BSN, RN**—Director,  
Provider Network Analytics

**Nicholas Strange**—Professional,  
Provider Networks Analytics



**For additional support or if you have any questions speak to or schedule a meeting with your MVP Professional Relations Representative.**