

Q: I cannot log-in to Ascender. What should I do?

A: You must have an active Hill inSite account and be part of a PCP practice. If you do not have an account, go to **www.hillinsite.com** and follow the link to request an ID.

Q: I have a Hill inSite account but cannot access Ascender. What am I doing wrong?

A: You must use Internet Explorer 6.0 or higher. Mac versions of IE and Firefox don't work.

Q: I don't see some of my patients on my list, and there are others I don't recognize. How are patients assigned to my list?

A: Hill Physicians' "**Last Seen PCP**" logic is used, so a patient appears on your list if you were the most recent primary care provider who saw that patient. If someone else in your practice last saw one of your patients, the patient will appear on that provider's list. You can use **Patient Search** to search for a patient who may have been seen by another physician in your practice.

Q: I know my patient received a service, but he/she is still showing as non-compliant. Why is this?

A: Data from claims is loaded on a monthly basis, updated the fourth week of every month. Depending on the date of the patient's service and the date of the claim's receipt, **it will take 3-8 weeks for a claim to be reflected in Ascender**. If you do not see a service reflected in Ascender two months after it was provided, you should enter it as an outside service (abstraction). Services entered on the outside service screen require at least 2 weeks to be reflected in the system.

Q: How do I get to the screen to enter an attestation/abstraction?

A: Find the patient on your list or using Patient Search. Find the measure you need to correct and click on **DUE**. You will see the Patient Measure Detail screen, and on the lower part of the screen is the Outside Service Screen where you enter the abstraction.

Q: Which measures do I need to submit faxed documentation for?

A: Breast Cancer – Mammogram report
Cervical Cancer – Lab report with Pap test results
Cholesterol – Lab report with LDL results
Diabetes – Lab report with A1C and/or nephropathy screening results
Chlamydia – Lab report with results
Childhood Immunization – Chart note w/ immunization given (date, manufacturer, lot number)

Q: Why do I have to fax in documentation if I am submitting the outside service form?

A: Hard copy documentation is needed for auditing purposes.

Q: Can I correct information about a patient, such as: Incorrect Gender / Deceased / Not a Diabetic

A: No. Ascender does not have that capability at this time.

Q: How are Clinical Profiles and Ascender related?

A: Data from Ascender will be used **in part** to calculate your practice's profile. Although most of the measures are in alignment, Ascender is a P4P application that only contains data as it relates to P4P clinical measures. Additionally, Ascender looks at future data based on a calendar year, while Clinical Profiles are calculated from recent historical data based on a rolling calendar.

Q: I used the "**Add to IE Favorites**" button, but the link does not work – why not?

A: You must sign in through Hill inSite and cannot bookmark the Ascender site.