

Accessing Provider Analytics in CCA

Introduction

Beginning December 1, 2026, Provider Analytics will be available through a refreshed experience within the Centene Clinical Action (CCA) platform, a centralized location for provider performance tools. While you'll notice a new look and feel, the reports and dashboards you rely on today remain the same.

Note: The provider performance tools available to you within the CCA platform depend on your user permissions and your organization's participation in specific programs. As a result, the tools, links and navigation options available to you may differ from those described below, and some tools may not be available.

STEP 1: Sign in

Sign in to Availity Essentials or our health plan's secure provider portal using your existing credentials.



Availity Essentials

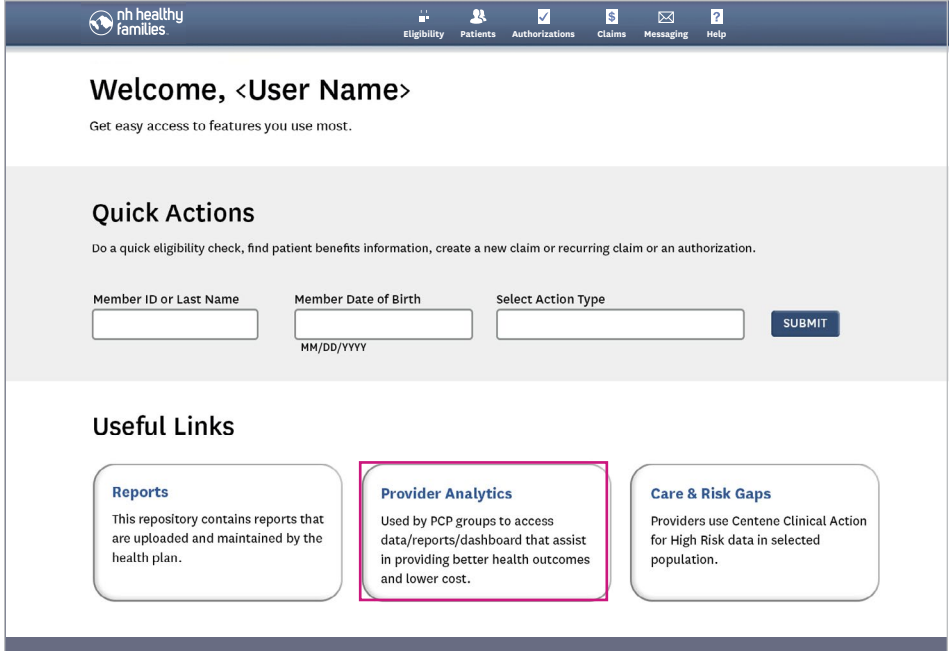
Select **Payer Spaces** from the top navigation, choose the applicable health plan from the dropdown menu, then select the **Applications** tab and the **Centene Clinical Action** widget.



Health plan secure provider portal

From the home page, select the **Provider Analytics** widget.

Widget example:

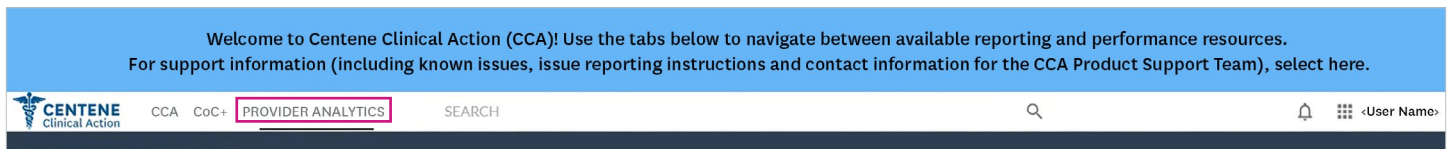


The screenshot shows the NH Healthy Families provider portal interface. At the top is a dark blue navigation bar with the NH Healthy Families logo and several icons for Eligibility, Patients, Authorizations, Claims, Messaging, and Help. Below the navigation bar, the main content area has a white background. It starts with a 'Welcome, <User Name>' message and a sub-header 'Get easy access to features you use most.' Below this is a 'Quick Actions' section with the instruction 'Do a quick eligibility check, find patient benefits information, create a new claim or recurring claim or an authorization.' This section contains three input fields: 'Member ID or Last Name', 'Member Date of Birth' (with a 'MM/DD/YYYY' hint), and 'Select Action Type'. A 'SUBMIT' button is to the right of the 'Select Action Type' field. Below the 'Quick Actions' section is a 'Useful Links' section with three rounded rectangular boxes. The first box is 'Reports' with the text 'This repository contains reports that are uploaded and maintained by the health plan.' The second box is 'Provider Analytics' (highlighted with a pink border) with the text 'Used by PCP groups to access data/reports/dashboard that assist in providing better health outcomes and lower cost.' The third box is 'Care & Risk Gaps' with the text 'Providers use Centene Clinical Action for High Risk data in selected population.'

NH Healthy Families is part of Centene Corporation, which serves members across Medicaid, Medicare, and the Health Insurance Marketplace. The information in this communication applies to these health plans.

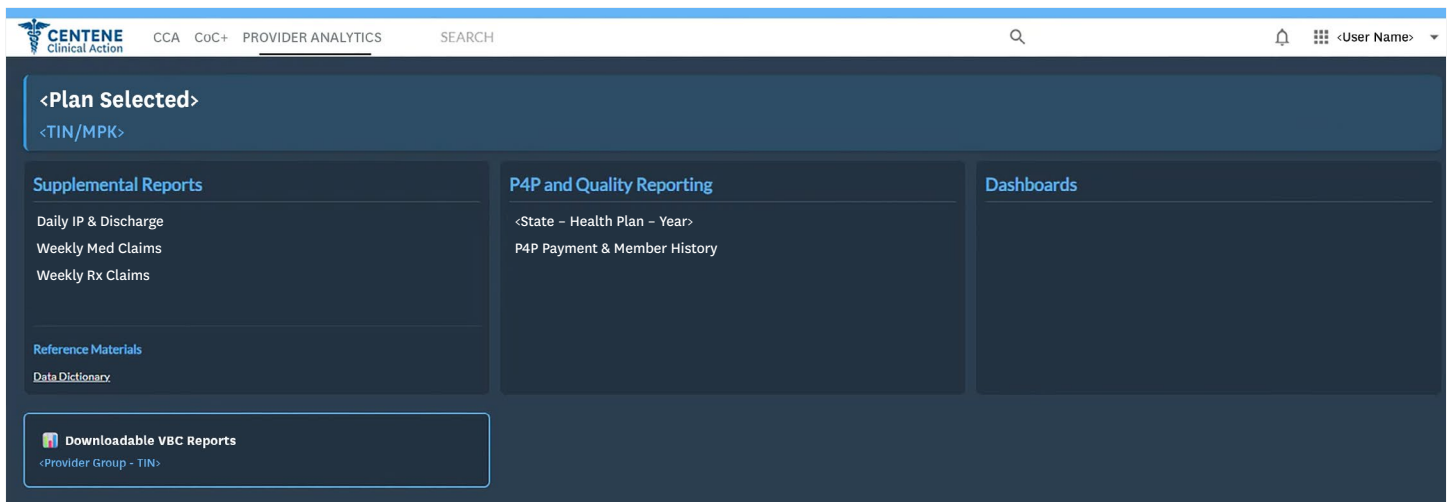
STEP 2: Open Provider Analytics

Depending on your entry point, you may arrive directly in the Provider Analytics tab or you may need to select the **Provider Analytics** tab from the top navigation.



STEP 3: Select a report

Browse the available reports and dashboards and select the one you want to view.



One location, multiple performance tools

The CCA platform provides access to more than Provider Analytics. Depending on your permissions, you may also have access to:

- Centene Clinical Action — Care & Risk Gaps
- Continuity of Care Plus (CoC+)

Use the tabs at the top to move between provider performance tools.



 **Need assistance?** If you have questions about accessing reports or navigating the updated experience, please contact your Provider Relations or Provider Engagement representative for assistance.

Note: Screens shown are for illustrative purposes only. Actual screen content and layout may vary based on access, permissions and system configuration.