A Refreshed Provider Analytics Experience Is Coming

Beginning December 1, 2026, Provider Analytics will be available through a refreshed experience within the Centene Clinical Action 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 unchanged.

The Centene Clinical Action Platform brings together Provider Analytics, Care & Risk Gaps and Continuity of Care Plus (CoC+) in one convenient location, making it easier to access the tools and information you use most.

How to access Provider Analytics
You can access Provider Analytics through Availity Essentials or our secure provider portal.

Availity Essentials

1. Select *Payer Spaces* from the top navigation and choose the applicable health plan from the dropdown list.
2. Select the **Applications** tab, and then the **Centene Clinical Action Platform** widget.
3. Select the **Provider Analytics** tab in the top navigation.

Secure provider portal

1. Select the **Provider Analytics widget** in the *Useful Links* section.

What's available in the Centene Clinical Action Platform?
Here's what you'll find in each area:

CCA — Care & Risk Gaps	
Care & Risk Gaps Dashboard	• Identifies compliant, overdue and missed care opportunities across HEDIS® measure performance. • Helps you prioritize outreach and focus on the patients who need attention most.
Member-Specific Care Gap Report	• Provides member-level details for open care gaps and preventive care opportunities. • Supports targeted outreach and timely interventions to improve quality outcomes.
CoC+	
CoC+ Appointment Agenda	• Brings quality, risk, clinical and pharmacy opportunities together in a single view for scheduled patients. • Supports more informed visits and helps address opportunities during appointments.

Value-Based Contract (VBC)	• Provides reporting and resources for participating value-based care programs, including financial statements, utilization reports and patient eligibility files. • Helps you monitor performance and stay informed about program activity.
Pay-for-Performance (P4P) Scorecards	• Highlights performance across participating pay-for-performance programs, including gap closure progress, quality results and additional compensation opportunities. • Helps you track outcomes and identify opportunities for improvement.
Inpatient Census and Discharge	• Gives you information on members currently admitted to or recently discharged from an acute care setting. • Helps you coordinate transitions of care and follow-up outreach.
Weekly Medical and Pharmacy Claims	• Provides weekly medical and pharmacy claims information for attributed patients. • Helps you monitor utilization, support population health initiatives and coordinate care.

Note: The tools you see in the Centene Clinical Action Platform depend on your permissions and your organization's participation in specific programs. So, the tools, links and navigation options available to you may differ from what's described above, and some tools may not be available.

What you need to know

- **Refreshed look and feel only** — your reports and dashboards remain the same.
- **Nothing different to do —** continue accessing Provider Analytics through the secure provider portal as you do today. It's now also available through Availity Essentials, giving you an additional option.
- **Support is available** — a **FAQ and Step by Step Visual Guide** are available.

Questions?

If you have questions about the updated experience or need help with provider performance tools in the Centene Clinical Action Platform, contact your Provider Relations or Provider Engagement representative.

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Frequently Asked Questions (FAQ)

What's changing?
Provider Analytics is moving to the Centene Clinical Action Platform — a centralized location for provider performance tools. You'll experience a refreshed look and feel when accessing reports, but the reports and dashboards you rely on remain the same.

What's the Centene Clinical Action Platform?
The Centene Clinical Action Platform is a centralized location that brings together provider performance tools, including CCA Care & Risk Gaps, Continuity of Care Plus (CoC+) and Provider Analytics — all in one place.

When will I see the updated experience?
Beginning December 1, 2026**,** you'll experience the refreshed look and feel when accessing Provider Analytics.

Why does the experience look different?
Provider Analytics is now presented within the Centene Clinical Action Platform, giving it a refreshed look and feel.

Will I need a new username or password?
No. Continue using your existing credentials.

Will my access change?
No. If you currently have access to Provider Analytics, you'll continue to have access after the update.

What if I don't see the Provider Analytics link or widget in the secure provider portal?
Access to Provider Analytics is based on your permissions. If you believe you should have access to Provider Analytics but don't see the link or widget in our secure provider portal, contact your Provider Relations or Provider Engagement representative.

How do I find a specific Provider Analytics report or dashboard?
Select the **Provider Analytics** tab from the top navigation, then navigate to the report or dashboard you need.

How do I get back to the Provider Analytics home page after opening a report or dashboard?
To return to the main list of reports and dashboards, select the **Provider Analytics** tab again. This takes you back to the Provider Analytics home page, where you can choose a different report or dashboard.

I'm looking for Provider Analytics, but I'm seeing other tabs such as CCA and CoC+. Why?
Provider Analytics is now part of the Centene Clinical Action Platform, which includes multiple provider performance tools — such as CCA Care & Risk Gaps and CoC+ — alongside your Provider Analytics reports. The tabs available to you are based on your permissions and your organization's participation in specific programs.

Why don't I see all of the tools shown in the Centene Clinical Action Platform?
The tools you see depend on your permissions and your organization's participation in specific programs, so some tools may not be available to you.

I can't find a report or dashboard I used to access. What should I do?
First, make sure you've selected the right tab within the Centene Clinical Action Platform — reports and dashboards are organized by tool. If you still can't find it or believe you should have access to a tool that's unavailable, contact your Provider Relations or Provider Engagement representative.

Who should I contact if I have questions or need assistance?
For questions and assistance, contact your Provider Relations or Provider Engagement representative.