Q: What are some of the new features of IndeX?

A: To improve the user experience we have enhanced the reporting functionality and design of the new platform to include the following:
Integrated Home Page – View and re-run previous five submissions, download recent completed submissions in two clicks, and see notifications and alerts.
Report Center – Intuitive, modern design applied to create reports, minimize time by applying templates to create reports in two clicks, and schedule reports based on submissions.
Output Manager – See status of report package requests, re-run completed report packages quickly, and search past submissions.

Q: What types of reports are available?

A: Currently we have over 30 reports across four themes: utilization, high-cost claimants, risk profiles, and population health. Reporting is available to customers with 100 or more contracts. To protect your members' confidentiality, the level of detail and volume of reports available depend on the customer's size and funding type.

Q: How do I create/run new reports?

A: Click on the "Report Center" tab at the top of the navigation bar. On the Report Center page you will be able to define your custom report parameters and run the report(s) in which you are interested.

Q: Where do I find my reports?

A: On the "Home" page, if you have previously run reports, you will see a list of your most recent five submissions that you can click on to view the report. You can view a complete list of all of your report submissions by clicking on the "Output Manager" tab on the navigation bar at the top of the screen. From there you can sort or filter the list of reports by clicking on the "Show" drop down button.

Q: How often is the data behind the reports refreshed/updated?

A: Report information is updated monthly usually by the 5th of the month. Information on updates is shown in the "notifications" section of the IndeX Home page

Q: How quickly will my reports be available?

A: Most individual reports are available within minutes. Should you run an extensive "package" of reports, it may require several hours to be complete all reports. You can check the status of your report submissions by going to the Output Manager page and viewing the Status button next to each report.

Q: If I have questions, whom do I contact?

A: We will be regularly updating the FAQ page so always check here first for answers to your questions. If you do not find your answer here, please contact your Account Executive with any questions or concerns.