

Blue Medicare Advantage 

## Patient360

How to navigate Patient360 through the  
Availity Portal



# Patient360 overview

- Patient360 is an interactive dashboard that gives instant access to detailed member information:
  - This includes demographic information, care summaries, claims details, authorization details, pharmacy information and care management related activities.
  - Medical providers have the option to include feedback for each gap in care that is listed on the patient's *Active Alerts* that are posted on the application's *Member Summary*.
- Availity role assignment: Clinical Role > Patient360
- How to access Patient360 through the Availity Portal:\*
  - Availity Portal > Select **Payer Spaces** > *Applications Tab*
  - Eligibility and Benefits

# Availity role assignment

- Required Availity role assignment:
  - Patient360/Patient Health History
- Availity administrator will locate within the *Clinical Roles* section.

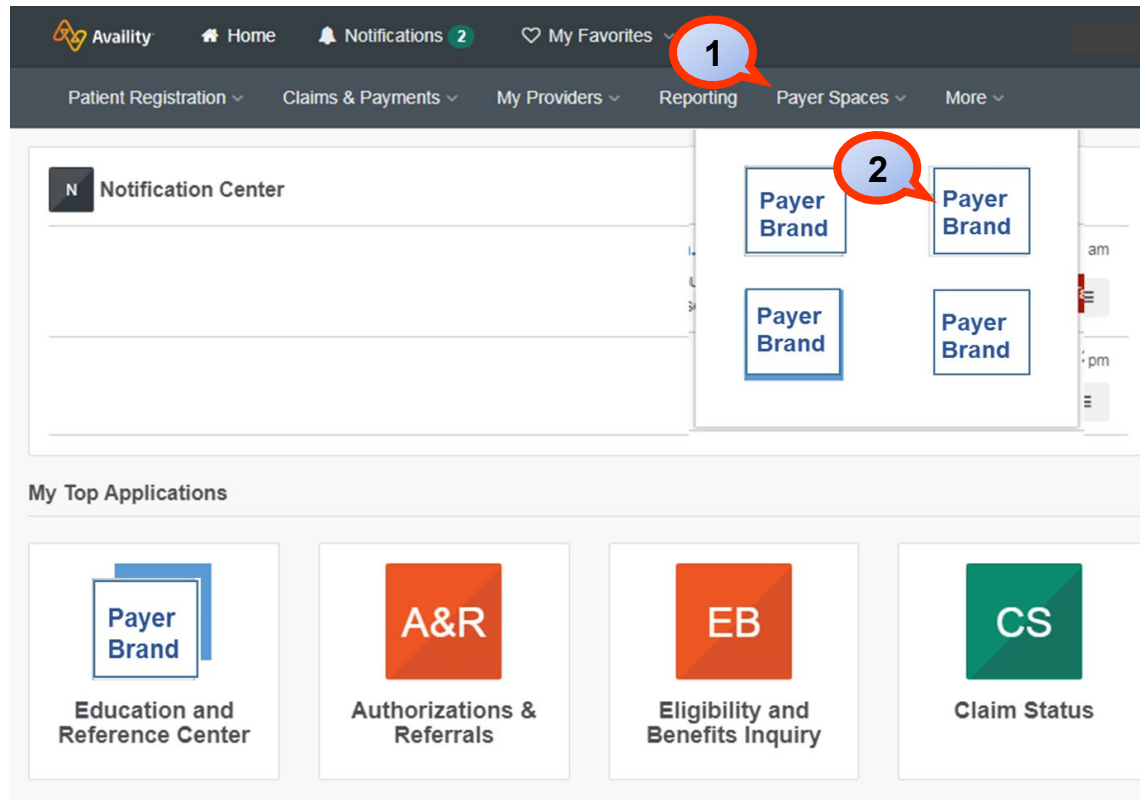
	Role(s)	Permissions What is this?
User Roles		
<input checked="" type="checkbox"/>	Base Role	<a href="#">More Info</a>
Clinical Roles		
<input type="checkbox"/>	Medicaid Member Clinical Reports	<a href="#">More Info</a>
<input type="checkbox"/>	Medical Attachments	<a href="#">More Info</a>
<input type="checkbox"/>	Patient Care Summary	<a href="#">More Info</a>
<input checked="" type="checkbox"/>	Patient360 / Patient Health History	<a href="#">More Info</a>

# Navigating to Patient360 through Availity Payer Spaces



# Steps to access Patient360 through Availity Payer Spaces

1. Select **Payer Spaces**.
2. Choose the payer brand.



# Steps to access Patient360 through Availity Payer Spaces (cont.)

3. Select **Applications**.
4. Select **Patient360**.

The screenshot displays the Availity Payer Space interface. At the top, there is a "Welcome" banner with the text "Your One-Stop Shop! Explore important proprietary information available in the Applications and Resources tabs." Below the banner, there are three tabs: "Applications", "Resources", and "News and Announcements". The "Applications" tab is selected and highlighted with a red circle containing the number "3". Below the tabs, there is a warning message: "THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!". Below the warning, there are six application tiles arranged in a 2x3 grid. The "Patient360" tile is highlighted with a red circle containing the number "4". The "Patient360" tile contains the text: "Patient360 Access member-centric clinical and case management data." Other tiles include "Remittance Inquiry", "Provider Online Reporting", "Preference Center", "Precertification Look Up Tool", and "HEDIS Maternity".

# Steps to access Patient360 through Availity Payer Spaces (cont.)

5. Complete the fields on the *Patient360* application:

- Organization
- Tax ID
- NPI\*
- Patient ID

**TIP:**  
Type the NPI in the field if it is not loaded in Express Entry.

The screenshot shows the Patient360 application form. A red circle with the number 5 points to the 'Express Entry' field, which is highlighted with a red box. A red circle with the number 6 points to the 'Patient ID' field. A red box highlights the 'Express Entry' field, and a red arrow points from the 'TIP' box to this field. The 'Patient ID' field contains the text 'Type ID exactly as it appears on member ID card' in red. The form includes fields for Organization, Tax ID, Express Entry, NPI, Patient ID, Patient First Name, and Patient Date Of Birth.

6. Scroll down the page and choose the appropriate **Patient360 Sensitive Services Terms and Conditions** (*with or without sensitive information*).

The screenshot shows the Patient360 Disclaimer and Sensitive Services Terms and Conditions. A red box highlights the 'Patient ID' field in the form above. The disclaimer text reads: 'Access, use, or disclosure of information related to certain sensitive medical services is strictly limited by federal and state laws. Such information may only be accessed, used, or disclosed by Patient360 users with the authorization of the patient or for treatment purposes. Patient360 does support "Other Blue Plan Members", however, limited information will be available for non-Anthem members. Patient360 Sensitive Services Terms and Conditions By choosing to continue with sensitive information, you are certifying that you are accessing sensitive service information with the express written authorization of the patient, or his/her parent or guardian, or that in your professional judgment such information is needed for treatment purposes. Please note certain information, such as substance abuse disorder information is not available within Patient360.' Two radio buttons are visible: 'I wish to continue without Sensitive Information.' (selected) and 'I agree to the Sensitive Services Terms and Conditions and wish to continue with Sensitive Information.' There are 'Cancel' and 'Continue' buttons at the bottom. A 'Terms Of Use' link is also present.

**Navigating to  
Patient360 through  
Availity  
Eligibility and Benefits**





# Steps to access Patient360 through Eligibility and Benefits

1. Select **Patient Registration**.
2. Select **Eligibility and Benefits**.
3. Complete all required fields on the *Eligibility and Benefits* page.

The screenshot shows the Patient360 dashboard. At the top, there is a navigation bar with 'Patient Registration' (callout 1), 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More' (callout 3). Below the navigation bar, there are two main sections: 'Eligibility and Benefits Inquiry' (callout 2) and 'Authorizations & Referrals'. The 'Eligibility and Benefits Inquiry' section shows a 'Take Action' button and a date '3/2/2020 2:57 am'. Below this, there is a feedback section 'Tell us what you think.' with three smiley face icons. At the bottom, there are four large buttons: 'Payer Brand', 'A&R', 'EB', and 'CS'. The 'EB' button is highlighted, indicating the next step in the process.

The screenshot shows the 'Eligibility and Benefits Inquiry' form. The form has several sections: 'Payer' (dropdown), 'Provider Information' (Express Entry dropdown, Search for a Provider text box), 'NPI' (dropdown), 'Patient Information' (As of Date dropdown, Benefit / Service Type dropdown, Patient Search Option dropdown, Add Multiple Patients checkbox, Patient ID dropdown, Date of Birth text box, Patient Relationship to Subscriber dropdown), and a 'Submit' button. A tip box on the right says: 'Tip: Type the NPI in the field if it is not loaded in Express Entry.' An arrow points from the tip box to the NPI dropdown field.

# Steps to access Patient360 through Eligibility and Benefits (cont.)

4. Select the **Patient360** tab from the member's *Eligibility and Benefits* screen.
5. Choose the appropriate **Patient360 Sensitive Services Terms and Conditions** (*with or without sensitive information*).

The screenshot displays the Patient360 interface. At the top, there are navigation tabs: Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is present on the right. Below the navigation, there is a search field and a dropdown menu for 'My Patients Only'. The main content area shows a patient's details, including 'Date of Service Jul 13, 2017', 'Subscriber Name', 'Member ID', 'DOB', and 'Gender'. A 'Plan / Coverage Date' is shown as 'Nov 01, 2013 - Dec 31, 9999'. There are two buttons: 'Patient360' and 'View Member ID Card'. A red circle with the number 4 highlights the 'Patient360' button. Below the patient details, there are tabs for 'Patient Information' and 'Coverage and Benefits'. A dialog box titled 'Patient360 Disclaimer' is overlaid on the right side. It contains text about access to sensitive medical services and a section for 'Patient360 Sensitive Services Terms and Conditions'. In this section, there are two radio button options: 'I wish to continue without Sensitive Information.' and 'I agree to the Sensitive Services Terms and Conditions and wish to continue with Sensitive Information.' A red circle with the number 5 highlights the first option. At the bottom of the dialog box, there are 'Cancel' and 'Continue' buttons, and a link for 'Terms Of Use'.

# Overview Patient360 tool navigation



# Patient360 landing page — Member Summary

The *Patient* banner displays all of the demographic information on file for the member.

The *Claims* tab contains the member's claims history, including claim status, provider name, diagnoses and services rendered.

The *Utilization* tab provides details about active and inactive authorizations on file for the member.

The *Pharmacy* tab includes all the pharmacy information from our third-party pharmacies.

The *Lab* and *Lab Reports* tab include results from our lab vendors. You can also track and trend specific lab results along with identifying labs that fall outside of the normal ranges.

The *Care Management* tab provides a graphical representation of patient / care manager assessments, patient's enrollment into a care management (CM)/ disease management (DM) program, care plan details.

The screenshot displays the Patient360 Member Summary landing page. At the top, the patient banner shows demographic information such as Patient Name, Risk Score, Address, City/State, Zip, Spoken Language, Age/Gender, Home Phone, Work Phone, Written Language, Member ID, Medicaid ID, Medicare ID, Ethnicity, PCP, Primary Case Mgr, Secondary Case Mgr, Eligibility Status, and Plan Product. Below the banner is a navigation bar with tabs for Member Care Summary, Claims, Utilization, Pharmacy, Labs, Care Management, and Lab Reports. The main content area is divided into several sections: Active Alerts (table with columns: Source, Alert Description, Feedback Rule#, Latest Feedback, Physician), Immunizations and Preventive Health (table with columns: Date, Service, Provider), Lab Results (table with columns: Date, Type, Value, Acuity), Inpatient (table with columns: Admit Date, Discharge Date, Facility Name, Primary Diagnosis), Emergency Department (table with columns: Date, Facility Name, Primary Diagnosis), Pharmacy (table with columns: Date, Medication/Strength, Prescriber), Authorizations (table with columns: Auth Number, Start Date, End Date, Place of Service, Referred To Provider, Status), and Office Visits (table with columns: Date, Provider, Primary Diagnosis). The page also includes a Date Range selector (Sep 3, 2019 to Jun 3, 2020) and an Update button.

# Patient Banner details

The *Patient Banner* includes a traffic light indicating the patient's enrollment status, gap in care alerts and if there is other health insurance (OHI) — secondary insurance.



**Enrollment status**

- Currently Enrolled (Green circle)
- Dual Enrollment (Blue circle)
- Member Not Enrolled (Red circle)

**Gap in care alerts**

- Alerts Exist (Red circle)
- No Alerts Exist (Green circle)

**Other health insurance (OHI)**

- OHI Secondary (Yellow circle)
- No OHI (Green circle)

**Traffic light status key**

- All clear; no concerns (Green)
- Caution; there may be a concern (Yellow)
- An immediate concern (Red)
- A dual member (Blue)

# Locate Care Gap Alerts within the *Active Alert* section

- Each **clinical rules engine (CRE)** describes a gap in the patient's care based on claims data:
  - Hover over the *CRE line item* for a description.
  - To provide feedback, select the **CRE line item**.

The screenshot displays a patient care summary dashboard. At the top, there is a header with patient information and status indicators (Currently Enrolled, Alerts Exist, No OHI). Below this is a 'Member Care Summary' section, which is circled in red. Underneath, there is a date range selector (Jul 20, 2019 to Apr 20, 2020) and an 'Update' button. The main content area is divided into several panels. The 'Active Alerts' panel is highlighted with a red box and contains a table of alerts. An orange arrow points to the first row of this table. Other panels include 'Immunizations and Preventive Health', 'Lab Results', 'Inpatient', 'Emergency Department', 'Pharmacy', and 'Authorizations'. Each panel has a table structure with columns for date, service, provider, and other relevant data.

Source	Alert Description	Feedbac	Rule#	Latest Feedback	Physicia
CRE	Claims as of May ...	N/A	24	N/A	N/A
CRE	Claims as of May ...	N/A	23	N/A	N/A
CRE	Claims suggest thi...	N/A	19...	N/A	N/A
HEDIS	Controlling High B...	N/A	Alert	N/A	N/A
HEDIS	Controlling Blood ...	N/A	Alert	N/A	N/A

# Care Gap Alert Feedback

- Choose the most appropriate feedback option from the menu.

The screenshot shows a window titled "Care Gap Alert Feedback Entry" with a table of alerts and a feedback menu. The table has columns for "Rule #" and "Code". The feedback menu is open, showing several options, with "Reviewed with patient" highlighted in blue. A red arrow points from the "Not my patient for this rule" option in the table to the corresponding option in the menu.

Rule #	Code
9	CHF med erratic refill 6 months
12	CHF needs ACE or ARB
13222	Prostate cancer needs bone test
17623	Diabetes sulfonylurea high dose MEDD

Latest Feedback

My Patient is compliant with message suggestion (turns off message for 1 year)

Not my patient for this rule

The message suggestion is not applicable to my patient for clinical or other reasons (turns off message)

My Patient is compliant with the message suggestion since receiving it (turns off message for 1 year)

My Patient will not likely comply with this suggestion. (turns off message)

Not my patient for this rule

Reviewed with patient

The message suggestion is not applicable to my patient for clinical or other reasons (turns off message)

My Patient is compliant with the message suggestion since receiving it (turns off message for 1 year)

**Note:** The feedback entry is only available for Medical providers



\* Availity, LLC is an independent company providing administrative support services on behalf of Blue Medicare Advantage.

Blue Medicare Advantage is the trade name of Group Retiree Health Solutions, Inc. an independent licensee of the Blue Cross and Blue Shield Association.

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