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
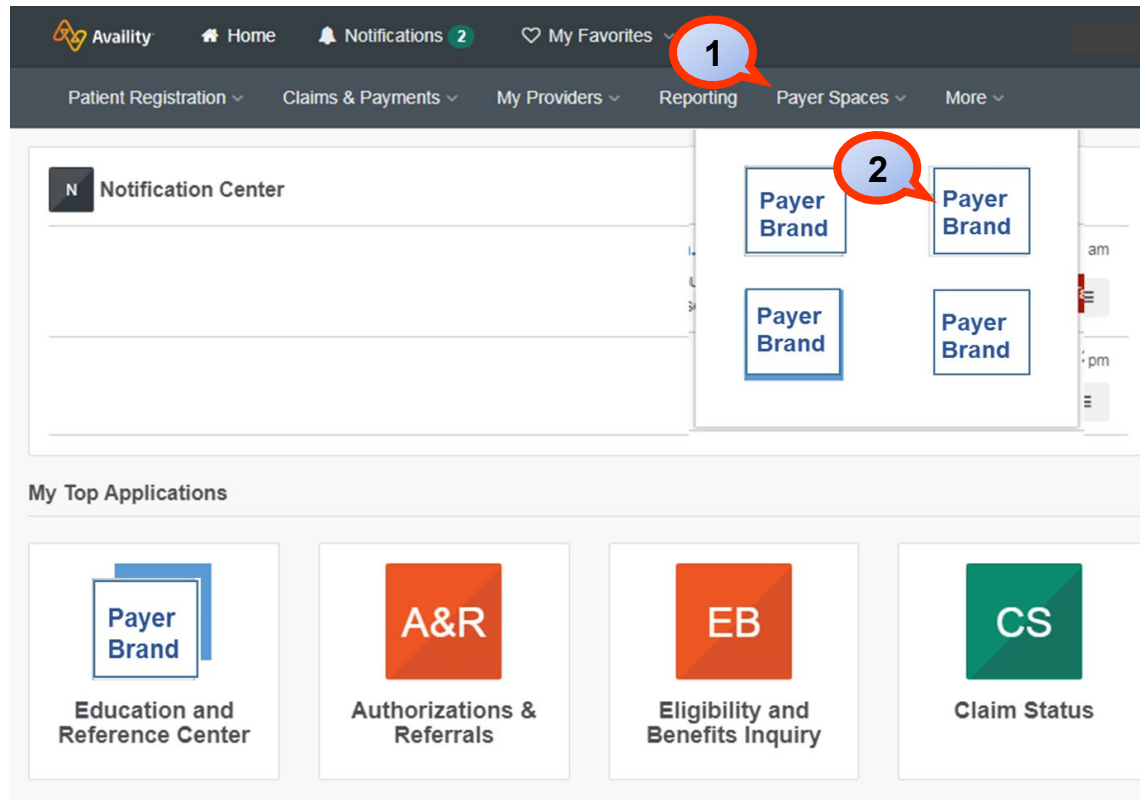- Availity administrator will locate within the *Clinical Roles* section.

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**.

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.

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

Patient360

Organization ⓘ
Select an Organization ▼

Tax ID ⓘ
Select a Tax ID ▼

Express Entry ⓘ
Search for a Provider ▼

NPI ⓘ

Patient ID ⓘ
Type ID exactly as it appears on member ID card

Patient First Name

Patient Date Of Birth

Patient360 Disclaimer

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.

○ I wish to continue without Sensitive Information.
○ I agree to the Sensitive Services Terms and Conditions and wish to continue with Sensitive Information.

Cancel   Continue

▸ Terms Of Use

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.

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

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*).

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.

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.

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**.

Care Gap Alert Feedback

- Choose the most appropriate feedback option from the menu.

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