



Patient360 and Availity demo



Topics

- Providing access and workflow
- Patient360 overview
- Q&A

A photograph of a female doctor with long dark hair, wearing a white lab coat over a pink shirt, smiling as she uses a stethoscope to examine a young girl's arm. The girl has long dark hair and is wearing a blue and white striped sleeveless top. The background is a blurred clinical setting with medical posters on the wall. A large blue semi-transparent rectangle is overlaid on the left side of the image, containing the text.

Roles/responsibilities of the administrator

Roles/responsibilities of the Availity administrator

The Availity administrator and/or administrator assistant is responsible for:

- Granting user access for their respective medical group and/or hospital.
- Maintaining appropriate access levels for their organization.
- Being familiar with the Patient360 clinical role.
- Ensuring all access credentials are up to date and all your current users continue to need access.

They may also:

- Serve as an escalation point for their organization in reporting challenges back to Anthem Blue Cross and Blue Shield Medicaid (Anthem).
- Provide basic application level navigation support.

Roles/responsibilities of the Availity administrator (cont.)

Note:

- Current users of Member Medical History Plus (MMH+), which offers longitudinal patient record for patients of commercial health plans, may continue to use the tool without change until May 5, 2020.
- Current Patient360 users who use Availity to view Medicare Advantage and Medicaid members may continue to use the tool without change.

Patient360 registration in Availity

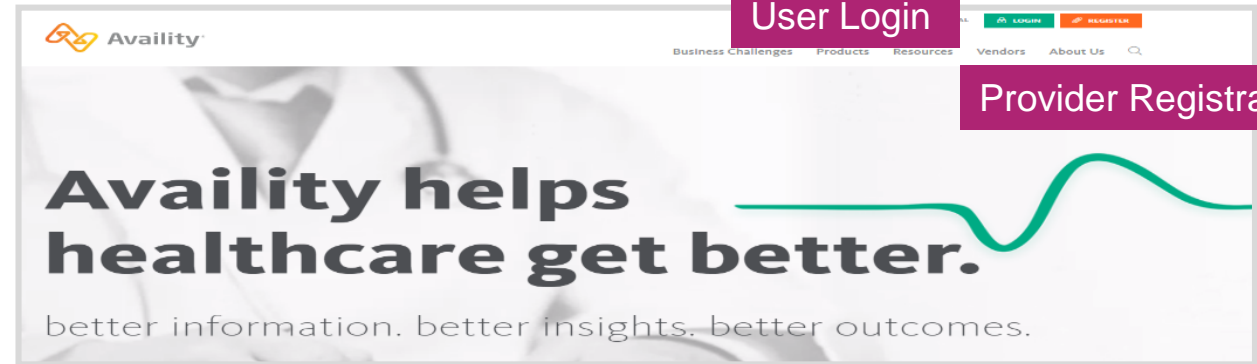


Accessing Patient360 via the Availity Portal

<https://www.Availability.com>

1

Select the **Register** link to be re-directed to the *Registration details* landing page.



2

By selecting the **Let's get started** link, you will be redirected to the *Registration* page at <https://apps.availability.com/availability/web/public.registration>.

A screenshot of the Availity registration page. The header shows the Availity logo and navigation links. The main heading is 'Register for Portal Access'. Below it are links for 'TECHNICAL SUPPORT', 'AVAILITY NETWORK STATUS', and a green 'REGISTER' button. A purple circle highlights an orange box with a document icon and the text 'PORTAL REGISTRATION - Let's get started!'. To the right is the 'Registration' form, which includes a progress bar with four steps: 'You & Your Organization' (active), 'Here's What You Can Do', 'Verify & Send', and 'For Your Records'. The form sections are 'Tell us about yourself:' and 'Tell us about your organization:'. The first section includes fields for First Name, Last Name, Phone, E-mail Address, and Re-enter E-mail Address, along with a checkbox for 'Do you have an Availity account?'. The second section includes a dropdown for 'My organization is a:', a text field for 'Organization Name', and a dropdown for 'Tax ID:'. A list of organization types is provided: Provider (Physician's Office, Hospital, Urgent Care Centers, etc.), Billing Service (Does not include Central Billing Offices), Technology Company (Practice Management Systems, EMR, Clearinghouse), Health Plan (and Third-Party Administrators), and Humana Long Term Care.

First steps: Logging in to Availity

1. Use Google Chrome to navigate to <https://www.availity.com>.
2. Select the **Login** button.
3. Enter your Availity User ID and password.

1.



2.



Business Challenges Products Resources Vendors About Us

LOGIN REGISTER

**Availity helps
healthcare get better.**

better information. better insights. better outcomes.

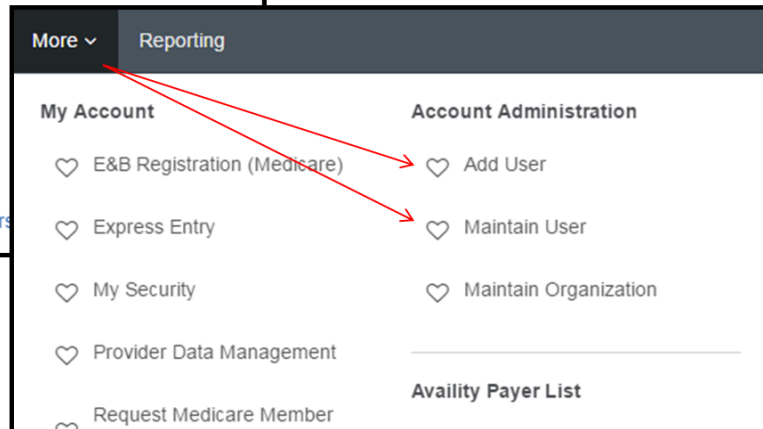
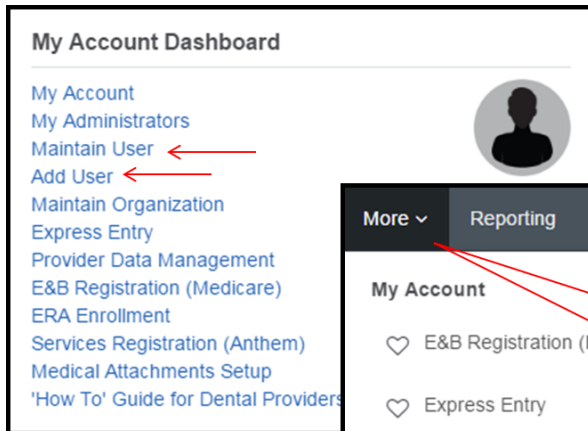
Better information

3.

A screenshot of the Availity login page. It features the Availity logo at the top. Below the logo, there are two buttons: "LOGIN" and "REGISTER". The "LOGIN" button is highlighted. Below the buttons, there are two input fields: "User ID:" and "Password:". Below the "Password:" field, there is a checkbox labeled "Show password". At the bottom, there are two links: "Forgot your password?" and "Forgot your user ID?". To the right of these links is a blue "Log in" button.

Add a new user

1. Select **Add User** or **Maintain User** from the *My Account Dashboard* on the Availity home page or **More** from the top navigation bar, then **Add User** or **Maintain User** under *Account Administration*.



2. Select the **Patient360** check box under *Clinical Roles*, select **Next** and select **Submit**. A temporary password and User ID will be provided to the administrator. Note that the administrator must also have access to the Patient360 role.





Launching Patient360 from Availity

Accessing Patient360 from Availity

- Log in to Availity.
- Select **Payer Spaces**.
- Select **Anthem**. (Note: Depending on your market/state, the Anthem logo may be different than the picture below.)

The screenshot displays the Availity web application interface. At the top, the navigation bar includes the Availity logo, Home, Notifications (with a green badge showing '2'), California (with a dropdown arrow), Help (with a question mark icon and dropdown arrow), and Account (with a dropdown arrow). Below this, a secondary navigation bar contains Patient Registration, Claims, Payments, More, and Reporting, along with My Favorites and Payer Spaces (which is highlighted with an orange circle and a dropdown arrow). The main content area is divided into two sections. On the left is the Notification Center, which contains two notifications: one about verifying data with Florida Blue by Wednesday, October 12th, and another about completing a HEDIS Attestation for Maternity. On the right is the Admin Dashboard, which lists several options: Add User, Maintain User, Express Entry, Maintain Organization, Provider Data Management, Services Registration (Anthem), and Medical Attachments Setup. A mouse cursor is pointing at the Anthem logo, which is part of the Services Registration (Anthem) link.

Availity Home Notifications 2 California Help Account

Patient Registration Claims Payments More Reporting My Favorites Payer Spaces

Notification Center

You have until Wednesday, October 12th to finish verifying your data with Florida Blue. 9/30/2016 2:00 am [More](#)

Complete your provider directory data with Florida Blue using [More](#)

You have a HEDIS Attestation for Maternity to complete. 9/17/2016 8:34 am [More](#) [Take Action](#)

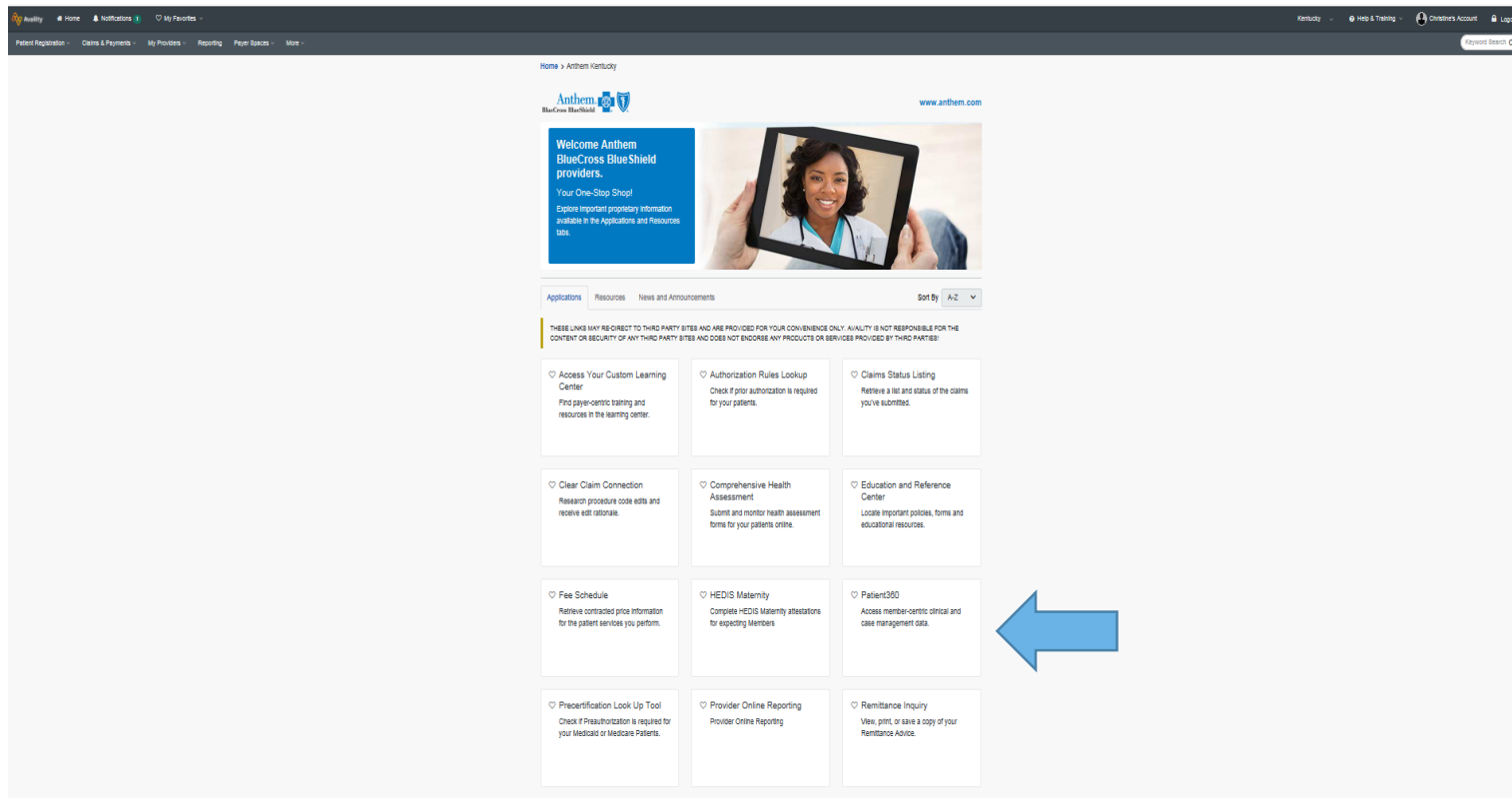
Admin Dashboard

- [Add User](#)
- [Maintain User](#)
- [Express Entry](#)
- [Maintain Organization](#)
- [Provider Data Management](#)
- [Services Registration \(Anthem\)](#)
- [Medical Attachments Setup](#)

Anthem BlueCross

Accessing Patient 360 from Availity (cont.)

1. Select **Applications**.
2. Select **Patient360**.



Search for a member in Patient360

Steps to search for a member:


1. Select the organization* that applies to the registered Tax ID.
2. Select the Tax ID* that applies to your inquiry. If the Tax ID is not listed, you must register that Tax ID to your organization on Availity.
3. Enter the NPI.* Use the express entry option to quickly select a provider and to fill in the NPI.


This disclaimer is for access to Patient360 when launched from Availity.


The screenshot shows the Patient360 search interface. At the top, there is a breadcrumb trail: Home > Anthem Indiana > Patient360. The Anthem logo and BlueCross BlueShield logo are in the top right. The main form contains several fields: Organization (dropdown), Tax ID (dropdown), Express Entry (dropdown), NPI (text input), Patient ID (text input), Patient First Name (text input), and Patient Date Of Birth (text input). Below these fields, a red box highlights a section containing the 'Patient360 Disclaimer' and 'Patient360 Sensitive Services Terms and Conditions'. A red arrow points from the yellow text box on the left to this disclaimer section. At the bottom of the form, there are 'Cancel' and 'Continue' buttons.


Home > Anthem Indiana > Patient360


Patient360

Organization 
Select an Organization

Tax ID 
Select a Tax ID

Express Entry 
Search for a Provider

NPI 

Patient ID 

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 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

* Indicates that the field is **required**.

Search for a Member in Patient360 (cont.)

1. Enter Patient ID.* Patient ID is the number that appears on the member's ID card.
2. Enter Patient First Name.*
3. Enter Patient Date of Birth.* (mm/dd/yyyy)
4. Select the **radio** button* under Terms and Conditions.
5. Select **Continue**.*

* Indicates that the field is **required**

Home > Anthem Indiana > Patient360

Patient360

Organization
Select an Organization

Tax ID
Select a Tax ID

Express Entry
Search for a Provider

NPI

Patient ID

Patient First Name

Patient Date Of Birth

Patient360 Disclaimer
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☐ 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

Patient360 review

Introduction to Patient360

Patient360 is a longitudinal patient record that allows care providers to access the complete view of Anthem information associated with an Anthem member. This includes gaps in care, claims, eligibility, utilization, pharmacy, lab, care management, communications and documents.

Demoski, R D Currently Enrolled Alerts Exist No OHI Anthem

Member Care Summary **Eligibility** **Claims** **Utilization** **Pharmacy** **Labs** **Care Management** **Episodic Viewer** **Communication** **Documents** ↓ More

Date Range: Oct 11, 2016 to Jul 11, 2017 Update

Active Alerts

Source	Code	Description
Facets	Responsible Person	Ronnie Bell [11/1/2015 - 6/1/20...
HEDIS	CCA HEDIS Alert	Antidepressant Medication Manag...
HEDIS	CCA HEDIS Alert	Antidepressant Medication Manag...
HEDIS	CCA HEDIS Alert	Adult BMI Assessment - Pending

Page 1 of 1 View 1 - 4 of 4

ICT/IDT

Sequence	Name
----------	------

Page 1 of 0 No ICT/IDT Data

Lab Results

Date	Type	Value	Acuity	Trend
------	------	-------	--------	-------

Page 1 of 0 No lab results found

Inpatient

Admit Date	Discharge D	Facility Name	Primary Diag
03/02/2017	03/03/2017	Demoski, G	End stage renal disease
03/02/2017	03/03/2017	Demoski, G	Shortness of breath
02/07/2017	02/09/2017	Demoski, G	Shortness of breath
12/14/2016	12/16/2016	Demoski, G	Shortness of breath
12/14/2016	12/16/2016	Demoski, G	Shortness of breath

Page 1 of 2 View 1 - 5 of 8

Emergency Department

Date	Facility Name	Primary Diagnosis
03/02/2017	Demoski	Shortness of breath
03/01/2017	Demoski	Hypertensive chronic kidney...
03/01/2017	Demoski	Hypertensive chronic kidney...
02/24/2017	Demoski	Cocaine abuse, uncomplicated
02/24/2017	Demoski	Chest pain, unspecified

Page 1 of 8 View 1 - 5 of 39

Pharmacy

Date	Medication/Strength	Prescriber
03/24/2017	TRAMADOL HCL TAB 50MG	Demoski, G
03/22/2017	AMLODIPINE TAB 10MG	Demoski, A
03/22/2017	CALCITRIOL 0.25 MCG CA...	Demoski, A
03/22/2017	CLONIDINE TAB 0.1MG	Demoski, A
03/22/2017	HYDRALAZINE TAB 100MG	Demoski, A

Page 1 of 13 View 1 - 5 of 64

Authorizations

Auth Num	Start Date	End Date	Place of Service	Referred To Provider	Status
C05742...	03/02/2...	03/03/2...	Inpatient Ho...	Demoski, G	Disallo...
C05654...	02/07/2...	02/09/2...	Inpatient Ho...	Demoski, G	Dischar...
106346...	01/04/2...	07/03/2...	Community...	Demoski, G	Complete
C05457...	12/14/2...	12/16/2...	Inpatient Ho...	Demoski, G	Dischar...
C05394...	11/25/2...	11/26/2...	Inpatient Ho...	Demoski, G	Disallo...

Page 1 of 2 View 1 - 5 of 8

Home Mods and Equipment Claims

Date	Provider	Service
------	----------	---------

Page 1 of 0

Office Visits

Date	Provider	Primary Diagnosis
01/31/2017	Demoski, G	Unilateral inguinal hernia,...

Page 1 of 1 View 1 - 1 of 1

Patient Banner

The patient banner displays all of the demographic information we have on file for that member.

Demoski, R D

Currently
Enrolled

Alerts Exist

No OHI

Risk Score Group 4, 19.9, CO...

Address 123 Main Street

City / State N Richlnd Hls TX

Zip 12345

Spoken Language English

Age / Gender 55 Male

DOB 1/1/1900

Home Phone (555) 123-4567

Work Phone N/A

Written Language N/A

Member ID 1234567890

Medicaid ID 1234567890

MCID 1234567890

HCID 1234567890

Medicare ID N/A

SSN 123-45-6789

Ethnicity Not Provided

PCP MD, J Demoski

Primary Case Mgr Lopez, Susana

Secondary Case Mgr N/A

Eligibility Status Active

Eligibility End Date 06/01/2079

Plan TX NON DUAL CFC...

Product STAR PLUS LTC -...

Chronic Conditions Acquired hypothy...

Sensitive information is only displayed when the user "breaks glass."

Member Care Summary

The first tab in Patient360 is the Member Care Summary. This page summarizes important aspects of the member's care, including active alerts for HEDIS® care gaps, immunization and lab records, emergency department visits and inpatient stay summaries, and a history of office visits.

Demoski, R D Currently Enrolled Alerts Exist No OHI [Anthem](#)

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | Documents More

Date Range: Oct 11, 2016 to Jul 11, 2017 Update

Active Alerts

Source	Code	Description
Facets	Responsible Person	Ronnie Bell [11/1/2015 - 6/1/20...
HEDIS	CCA HEDIS Alert	Antidepressant Medication Manag...
HEDIS	CCA HEDIS Alert	Antidepressant Medication Manag...
HEDIS	CCA HEDIS Alert	Adult BMI Assessment - Pending

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ICT/IDT

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02/24/2017	Demoski	Chest pain, unspecified

Page 1 of 8 View 1 - 5 of 39

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Date	Medication/Strength	Prescriber
03/24/2017	TRAMADOL HCL TAB 50MG	Demoski, G
03/22/2017	AMLODIPINE TAB 10MG	Demoski, A
03/22/2017	CALCITRIOL 0.25 MCG CA...	Demoski, A
03/22/2017	CLONIDINE TAB 0.1MG	Demoski, A
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C05654...	02/07/2...	02/09/2...	Inpatient Ho...	Demoski, G	Dischar...
106346...	01/04/2...	07/03/2...	Community...	Demoski, G	Complete
C05457...	12/14/2...	12/16/2...	Inpatient Ho...	Demoski, G	Dischar...
C05394...	11/25/2...	11/26/2...	Inpatient Ho...	Demoski, G	Disallo...

Page 1 of 2 View 1 - 5 of 8

Home Mods and Equipment Claims

Date	Provider	Service
------	----------	---------

Page 1 of 0

Office Visits

Date	Provider	Primary Diagnosis
01/31/2017	Demoski, G	Unilateral inguinal hernia,...

Page 1 of 1 View 1 - 1 of 1

HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

Member Care Summary (cont.)

Demoski, R D

Currently Enrolled

Alerts Exist

No OHI

Member Care Summary

Eligibility

Claims

Utilization

Pharmacy

Labs

Care Management

Episodic Viewer

Communication

More

Date Range

Oct 11, 2016 to Jul 11, 2017

Update

Active Alerts

Source	Code	Description
Facets	Responsible Person	Ronnie Bell [11/1/2015 - 6/1/20...
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HEDIS	CCA HEDIS Alert	Antidepressant Medication Manag...
HEDIS	CCA HEDIS Alert	Adult BMI Assessment - Pending

ICT/IDT

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12/14/2016	12/16/2016	Demoski, G	Shortness of breath

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03/01/2017	Demoski	Hypertensive chronic kidney...
02/24/2017	Demoski	Cocaine abuse, uncomplicated
02/24/2017	Demoski	Chest pain, unspecified

Pharmacy

Date	Medication/Strength	Prescriber
03/24/2017	TRAMADOL HCL TAB 50MG	Demoski, G
03/22/2017	AMLODIPINE TAB 10MG	Demoski, A
03/22/2017	CALCITRIOL 0.25 MCG CA...	Demoski, A
03/22/2017	CLONIDINE TAB 0.1MG	Demoski, A
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Authorizations

Auth Num	Start Date	End Date	Place of Serv	Referred To Provider	Status
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C05654...	02/07/2...	02/09/2...	Inpatient Ho...	Demoski, G	Dischar...
106346...	01/04/2...	07/03/2...	Community...	Demoski, G	Complete
C05457...	12/14/2...	12/16/2...	Inpatient Ho...	Demoski, G	Dischar...
C05394...	11/25/2...	11/26/2...	Inpatient Ho...	Demoski, G	Disallo...

Home Mods and Equipment Claims

Date	Provider	Service
------	----------	---------

Office Visits

Date	Provider	Primary Diagnosis
01/31/2017	Demoski, G	Unilateral inguinal hernia,...

- Patient Details:** Contains patients demographic information.
- Tabs:** Shows the different views that are available.
- Active Alerts:** Source, Code Description
- Date Range:** Select the range of dates & then select update
- Inpatient:** Contains admission & discharge dates, facility & reason
- Authorizations:** Contains authorization dates, place & doctor.
- Immunization and Preventative Health:** Date, service, Provider
- Emergency Department:** Date, facility, primary dx
- Home Mods and Equipment Claims:** Date, Provider, Service
- Lab Results:** Date, Type, Values, Acuity
- Pharmacy:** Date, Medication/Strength, Prescriber
- Office Visits:** Date, Provider, Primary dx

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Member Care Summary (cont.)

The date range allows users to identify the range of data displayed in Patient360, with a default range of six months. Selecting the last option labeled **Date Range** will open up two date range calendars. This allows the user to select a specific start and end date.

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | Labs | Care Management

Date Range: Oct 11, 2016 to Jul 11, 2017 [Update]

Date Range: Oct 11, 2016 to Jul 11, 2017 [Update]

Active Alerts

- Past month / next month
- Past 2 months / next 2 months
- Past 3 months / next 3 months
- Past 6 months / next 3 months
- Past year / next 6 months
- Past 2 years / next 6 months

Inpatient

Admit Date

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Start date: Oct 2016

End date: Jul 2017

Done

Define the Date Range

- Either use the default date ranges to select the desired date range or customize your date range with the date range menu.
- Once you select the date range, you should select the **Update** icon next to the date range. Patient360 will update the records and display any information within the selected range.

NOTE: Sensitive information is only displayed when the user “breaks glass.”

Member Care Summary (cont.)

Print dashboard allows you to print the information being viewed.

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | Communication

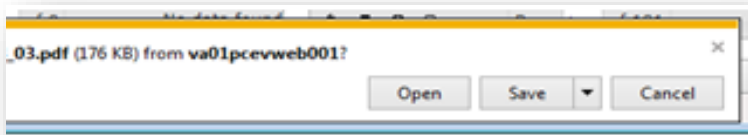
Date Range: Oct 11, 2016 to Jul 11, 2017 [Update]

Active Alert: Past month / next month [Start date] [End date]

Print dashboard

Print dashboard:

- Select the **Print Dashboard** icon.
- Follow the prompt to open or save to a file.
- A PDF file will appear.



memberCareSummary (Demoski, M V--06_10_1948) 08_03.pdf - Adobe Reader

Demoski, M V 08/03/2016 13:00:00

Address	123 Main Street	Age / Gender	68 Female	PCP	N/A
City / State	MIDLOTHIAN VA	DOB	1/1/1900	Primary Case Mgr	N/A
Zip	12345			Secondary Case Mgr	N/A
Work Phone	N/A			Ethnicity	N/A
Home Phone	(555) 123-4567			Written Language	N/A

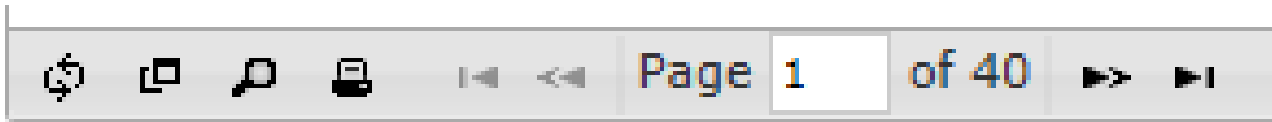
Active Alerts 0 records

Immunizations & Preventive Health 6 records

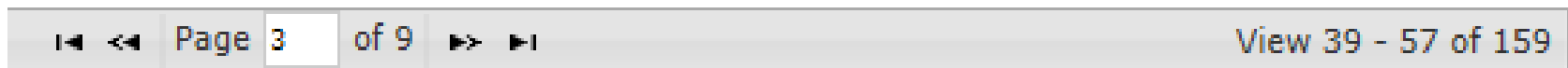
Date	Service	Provider
04/05/2016	Pneumococcal vaccine administered or previously received (COPD), (IBD), (PV)	Demoski, G
02/02/2016	Pneumococcal vaccine administered or previously received (COPD), (IBD), (PV)	Demoski, G
12/02/2015	Pneumococcal vaccine administered or previously received (COPD), (IBD), (PV)	Demoski, G
04/20/2015	Pneumococcal vaccine administered or previously received (COPD), (IBD), (PV)	Demoski, G
02/21/2015	Pneumococcal vaccine administered or previously received (COPD), (IBD), (PV)	Demoski, G
02/04/2015	Pneumococcal vaccine administered or previously received (COPD), (IBD), (PV)	Demoski, G

Patient360 features

The following features are available in each tab in Patient360:



- **Reload grid** – This option will reload the grid with either the same data or any new data.
- **Expand grid** – This option will expand the selected grid to a full screen view.
- **Search grid** – This option allows you to search the grid you are in and look for a specific data.
- **Print grid** – This option allows the user to print the current grid selected. The print option will open a new screen and display all the data for that grid.



- **Page option** – The page option will allow the user to move through the selected grid. The user can jump to the end of the date or move through each page of the grid. This option works well when the user selects the **Expand Grid** option.

Claims

Claim Detail shows claims history, including claim status, provider, assigned diagnoses and services rendered.

Member Care Summary | Eligibility | **Claims** | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | Documents

Date Range: Oct 11, 2016 to Jul 11, 2017 [Update]

DOS	Claim #	Provider	Status	Diagnosis
10/16/2...	136832357...	Demoski, A F	Process...	Chest pain...
11/19/2...	141112063...	Demoski, M L	Comple...	End stage...
03/06/2...	140201479...	Demoski, G	Comple...	End stage...
03/06/2...	140201479...	Demoski, G	Comple...	End stage...
03/06/2...	140201479...	Demoski, G	Comple...	End stage...
03/06/2...	140201479...	Demoski, G	Comple...	End stage...
03/22/2...	140663866...	Demoski, G	Comple...	End stage...
03/25/2...	140744171...	Demoski, G	Process...	End stage...
03/30/2...	140896014...	Demoski, G	Comple...	End stage...

Claim Detail

Claim # 136832357...
Date of Service 10/16/2016
Claim Status Processed
Provider **M Demoski** Pay To Provider
Group ID
NPI
Specialty Emergency Medicine
Status Non-Participating
Address 123 Main Street, Anytown, XX 12345
Phone (555) 123-4567

Allows user to narrow search for specific data

Clicking on a Claim line will display the Claim Detail

Sensitive information is only displayed when the user "breaks glass."

Utilization

The Utilization tab provides details about active and inactive authorizations on file for the member for up to two years.

Member Care Summary | Eligibility | Claims | **Utilization** | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | Documents | Raw Data Viewer | [↓ More](#)

Date Range: Oct 11, 2016 to Jul 11, 2017 [Update](#)

Active Authorizations

Start Date	End Date	Auth Number	Status	Template
01/04/2017	07/03/2017	106346985	Complete	Community Mental...

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Authorization Detail

Authorization ID 106346985
Source Facets
Status Complete
Admit Date
Discharge Date
Effective Date 01/04/2017
End Date 07/03/2017
Days Authorized
Days Denied
Assigned To Demoski, K
Next Review Date 01/10/2017
UM Template Community Mental Health Center

Referred From N/A
Address 123 Main Street, Anytown, XX 12345

Selecting an **Active** or **Inactive Authorization** line will display the full authorization detail.

Inactive Authorizations

Start Date	End Date	Auth Number	Status	Template
03/02/2017	03/03/2017	C05742227	Disallowed	Inpatient Hospital
02/07/2017	02/09/2017	C05654167	Discharged	Inpatient Hospital
12/14/2016	12/16/2016	C05457622	Discharged	Inpatient Hospital
11/25/2016	11/26/2016	C05394678	Disallowed	Inpatient Hospital

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Referred To **G Demoski**
ID 10022471
NPI 1023239886
Specialty Psychiatry
Status Participating
Address 123 Main Street, Anytown, XX 12345

1. Active authorizations: Authorizations for which the member is currently receiving care
2. Inactive authorizations: Authorizations that have expired or for which care has already been rendered

Sensitive information is only displayed when the user "breaks glass."

Pharmacy

The pharmacy tab includes all the pharmacy information from IngenioRx and a few other third-party pharmacies.

Member Care Summary | **Eligibility** | **Claims** | **Utilization** | **Pharmacy** | **Labs** | **Care Management** | **Episodic Viewer** | **Communication** | **Documents**

Date Range: Oct 11, 2016 to Jul 11, 2017 Update

Pharmacy

Date	Medication/Strengt	Quantity	Pharmacy Location	Status
03/24/2017	TRAMADOL HCL	30.00	123 Main Street,...	Paid
03/22/2017	AMLODIPINE TAB...	30.00	123 Main Street,...	Paid
03/22/2017	CALCITRIOL 0.25...	30.00	123 Main Street,...	Paid
03/22/2017	CLONIDINE TAB...	90.00	123 Main Street,...	Paid
03/22/2017	HYDRALAZINE T...	90.00	123 Main Street,...	Paid
03/03/2017	APAP/CODEINE T...	16.00	123 Main Street,...	Paid
03/03/2017	POLYETH GLYC P...	527.00	123 Main Street,...	Denied

Selecting a **pharmacy line** will display the pharmacy detail.

Pharmacy Detail

Date: 03/22/2017
Medication / Strength: CALCITRIOL 0.25 MCG CAPSULE
Therapeutic Class: VITAMIN D
Status: Paid
Brand / Generic: Generic
Quantity: 30
Days Supplied: 30
Refill Number: 0
Refills: 3
Billed Amount: \$7.94
Paid Amount:
Denial Reason:
Source: GBD ESI
Prescriber: Demoski, A
Specialty: Nephrology
Phone: (555) 123-4567
NPI: 1689712945
DEA: FB0486630

1. Status: Status of the specified pharmacy transaction

2. Pharmacy Detail: Details of the selected pharmacy item, including the medication quantity, days supplied, prescribing physician and pharmacy location

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Labs

The *Labs* tab includes results from LabCorp and Quest. This tab also allows for tracking and trending specific lab results along with identifying labs that fall outside of the normal ranges.

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | **Labs** | Care Management | Episodic Viewer | Communication

Hierarchy Options

Select Hierarchy: Default ▾

Delete Selected Hierarchy

Add New Hierarchy

Selected Hierarchy Name: Default

Report-based: ☒ Time Compression: None ▾ Timeline Order: Ascending ▾

Page Actions

Display Most Recent Column: ☒ Organize All Panels: ☐ Graph Checked Row Legend Filter Result Rows

Legend

- A Abnormal
- AA Critically Abnormal
- H High
- HH Critically High

8/23

← First Cols ← Prev Cols ← Shift Col

Date: Search

Showing column 1 of 1 (8/23/2016 22:00 to 8/23/2016 22:00)

Blood Count; Complete Cbc, Automated (Hgb, Hct, Rbc, Wbc, & Platelet)

<input type="checkbox"/> Check/uncheck all rows	Most Recent	8/23/2016 22:00
<input type="checkbox"/> Albumin, Serum	3.4	3.4
<input type="checkbox"/> B-Type Natriuretic Peptide	H 1017.0	H 1017.0
<input type="checkbox"/> BUN	32	32
<input type="checkbox"/> BUN/Creatinine Ratio	11	11
<input type="checkbox"/> Calcium, Serum	8.4	8.4
<input type="checkbox"/> Carbon Dioxide, Total	26	26
<input type="checkbox"/> Creatinine, Serum	104	104
<input type="checkbox"/> Glucose, Serum	2.95	2.95
<input type="checkbox"/> Hematocrit	84	84
<input type="checkbox"/> Hemoglobin	29.6	29.6
<input type="checkbox"/> MCH	9.3	9.3
<input type="checkbox"/> MCHC	29.4	29.4
<input type="checkbox"/> Platelet Count	31.4	31.4

Hover over values for additional details

Acuity set by LabCorp and Quest

Sensitive information is only displayed when the user "breaks glass."

Care Management Summary

The Care Management Summary provides a graphical representation of when an assessment, case or enrollment into a case management/disease management program or case occurred. The user can view care plans/assessments, cases, progress notes and tasks from Anthem care management systems.

Member Care Summary

Eligibility

Claims

Utilization

Pharmacy

Labs

Care Management

Episodic Viewer

Communication

Care Plan & Assessments

Summary

Assessments (5)

Name	Date
GBD Adult CM Initial Assessment	03/22/2017
GBD Adult CM Initial Assessment	03/21/2017
GBD Adult CM Initial Assessment	02/22/2017
AGP TX STARPLUS MNLOC	04/29/2016
Addendum to Form H2060	04/29/2016

(only two years displayed)

Page 1 of 1

View 1 - 5

Cases (6)

Name	Date
CM End stage renal disease	03/21/2017
CM End stage renal disease	02/14/2017
CM End stage renal disease	12/27/2016
CM End stage renal disease	11/08/2016
CM PDM Subdural Hemorrhage	08/19/2016

Care Management Summary

Identifications

Assessments

CM Program Enrollment

DM Program Enrollment

Cases

2014

2015

2016

2017

2018

2019

2020

Feb 19

Feb 26

Mar 5

Mar 12

Mar 19

Mar 26

Apr 2

Tasks

Due Date	Subject	Assigned To	Created By	Created Date	Status
04/01/2017	Adult BMI Assessment	HEDIS Task	HEDIS Task	03/31/2017	Pending
03/23/2017	Adult BMI Assessment	HEDIS Task	HEDIS Task	03/22/2017	Pending
03/23/2017	Adult BMI Assessment	HEDIS Task	HEDIS Task	03/22/2017	Pending
11/07/2016	CM Referral/Transition Note	Melissa Thompson	Melissa Thompson	11/07/2016	Pending

Page 1 of 1

View 1 - 4 of 4

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Care management — assessments

All assessment questions and answers recently completed by the patient and the assigned care manager

The screenshot displays a web application for care management. At the top, a navigation bar includes tabs for Member Care Summary, Eligibility, Claims, Utilization, Pharmacy, Labs, Care Management (selected), Episodic Viewer, Communication, and Documents. Below this, the 'Care Plan & Assessments' section is active, showing a 'Summary' view of 'Assessments (5)'. A table lists assessments with columns for Name and Date. The first row, 'GBD Adult CM Initial Assessment' dated 03/22/2017, is highlighted with a red oval. A red arrow points from this row to a detailed view on the right. A red callout box states: 'Clicking on an Assessment line will display the detail for that item.' The detailed view on the right is titled 'GBD Adult CM Initial Assessment' and shows fields for Registrar (Mrs. Susana), Date (3/22/2017), and Status (Complete). Below this is a section for 'Page: Demographics/General Information' with fields for Birthday, First Name, Last Name, Member ID number, Plan, Product info, Street Address, and City. A second table at the bottom shows 'CM End stage renal disease' assessments with dates ranging from 03/21/2017 to 11/08/2016.

Name	Date
GBD Adult CM Initial Assessment	03/22/2017
GBD Adult CM Initial Assessment	03/21/2017
GBD Adult CM Initial Assessment	02/22/2017
AGP TX STARPLUS MNLOC	04/29/2016
AGP TX STARPLUS MNLOC	04/29/2016

Name	Date
CM End stage renal disease	03/21/2017
CM End stage renal disease	02/14/2017
CM End stage renal disease	12/27/2016
CM End stage renal disease	11/08/2016

Sensitive information is only displayed when the user "breaks glass."

Care Management - Cases

Care Management - Cases

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | Labs | **Care Management** | Episodic Viewer | Communication | [↓ More](#)

Care Plan & Assessments [Summary](#)

Assessments (5)

Name	Date
GBD Adult CM Initial Assessment	03/22/2017
GBD Adult CM Initial Assessment	03/21/2017
GBD Adult CM Initial Assessment	02/22/2017
AGP TX STARPLUS MNLOC	04/29/2016
Addendum to Form H2060	04/29/2016

(only two years displayed)

Page 1 of 1 View 1 - 5

Cases (6)

Name	Date
CM End stage renal disease	03/21/2017
CM End stage renal disease	02/14/2017
CM End stage renal disease	12/27/2016
CM End stage renal disease	11/08/2016
CM PDM Subdural Hemorrhage	08/19/2016

Problem: CM End stage renal disease

Created on: 3/21/2017
Closed on:
Created by: Lopez, Susana

Goals & Milestones

Goal

Name	Priority	Duration	Due Date	Status
Member will comply with treatment plan to help control risk	Goal	ShortTerm	05/19/2017	

Interventions

Description	Due Date	Status
CM provides education on importance of adherence to treatment plan	05/19/2017	Met
CM provides information and education on the alternatives to using ER as a treatment option	05/19/2017	[not set]
CM provides education on the importance of adherence to medication regimen	05/19/2017	[not set]
CM provides education on the importance of blood pressure monitoring	05/19/2017	[not set]

Outcomes

Description	Due Date	Status
Member verbalizes understanding and complies with treatment plan	05/19/2017	Met

Expand All Notes

The **Expand All Notes** case icon will allow the user to show all notes for the selected item that may be hidden. Once you're done, select the icon again, and it will collapse all notes.

Selecting a case line will display the care plan detail for that item. Selecting the master case will give a patient's comprehensive care plan.

Care Management tab is only displayed when the user "breaks glass."

Episodic Viewer

The Episodic Viewer is visual representation of the data displayed in the member care summary, claims, utilization and labs. Each event is represented by a specific encounter (for example, hospital, ER, etc.) with drill down to the specifics of each encounter.

The screenshot displays the Episodic Viewer interface. At the top, there is a navigation bar with tabs: Member Care Summary, Eligibility, Claims, Utilization, Pharmacy, Labs, Care Management, Episodic Viewer (selected), and Communication. Below this is a timeline for the year 2016, with months Jun, Jul, Aug, Sep, Oct, and Nov visible. A red arrow points to the timeline bar, which is labeled "Timeline" in a red box. The main area shows a list of primary problems on the left and a detailed view of a specific encounter on the right. The primary problems list includes: Cardiac and circulatory congenital ano..., Deficiency and other anemia, Acute cerebrovascular disease, Aortic; peripheral; and visceral artery..., Cardiac dysrhythmias, Conduction disorders, Congestive heart failure; nonhyperten..., Coronary atherosclerosis and other he..., Essential hypertension, Heart valve disorders, Hypertension with complications and s..., and Nonanginal chest pain. The detailed view on the right shows a claim for 11/22/2015 - 11/22/2015, Type: Medical, Status: Completed, Claim Provider: PayToProvider, Date Paid: 12/15/2015, and a list of problems: R0789 Other chest pain, I120 Hypertensive chronic kidney disease with stage 5 chronic kidney disease or end stage renal disease, J810 Acute pulmonary edema, and N186 End stage renal disease. A red arrow points to a red icon on the grid, which is labeled "Selecting an icon on the grid will open an expanded view of the item." in a red box. The bottom of the interface has a filter by data sources section with options: H Inpt, E ER, Clinic/Office, Home/Hospice, and a view dropdown set to Patient Overview.

Timeline – The bottom bar represents the current time frame of member care being reviewed. The Timeline range bar lets you change the time period being viewed.

Selecting an icon on the grid will open an expanded view of the item.

Sensitive information is only displayed when the user "breaks glass."

Wrapping it up

- If your organization is not registered with Availity, please go to <https://www.availity.com> and select **Register** in the upper right corner, then **Let's Get Started** to open the online registration form.
 - If you need assistance from Availity, you may contact Availity Client Services at **1-800-282-4548 (1-800-AVAILITY)**
- If you do not know who your Availity administrator is, select your account from Availity's *top menu bar* and select **My Administrators**.



<https://mediproviders.anthem.com/ky>

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