



Patient360 and Availity demo



Topics

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



**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.

A photograph of a doctor and a patient. The doctor, on the left, is a man with a beard and glasses, wearing a white lab coat and a stethoscope. He is looking down at a smartphone held in his hands. The patient, on the right, is a man with dreadlocks and a beard, wearing a red shirt. He is also looking at the smartphone. They are in a clinical setting with a window in the background showing green foliage. A blue semi-transparent box is overlaid on the left side of the image, containing the text 'Patient360 registration in Availity'.

Patient360 registration in Availity

Accessing Patient360 via the Availity Portal

<https://www.Availity.com>

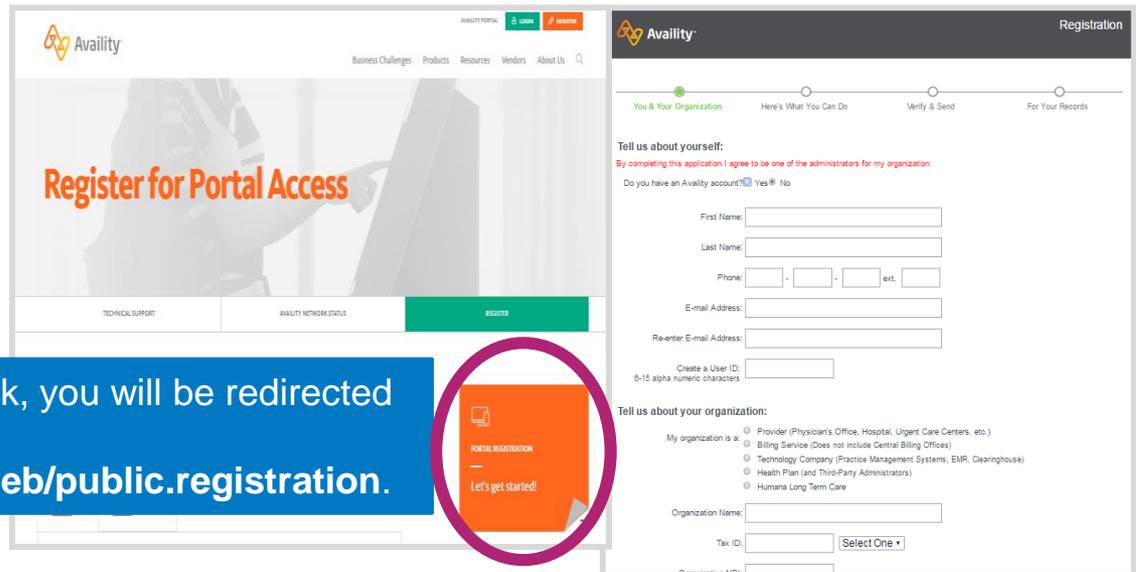
1

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.availity.com/availity/web/public.registration>.



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.

LOGIN REGISTER



Business Challenges Products Resources Vendors About Us

**Availity helps
healthcare get better.**

better information. better insights. better outcomes.

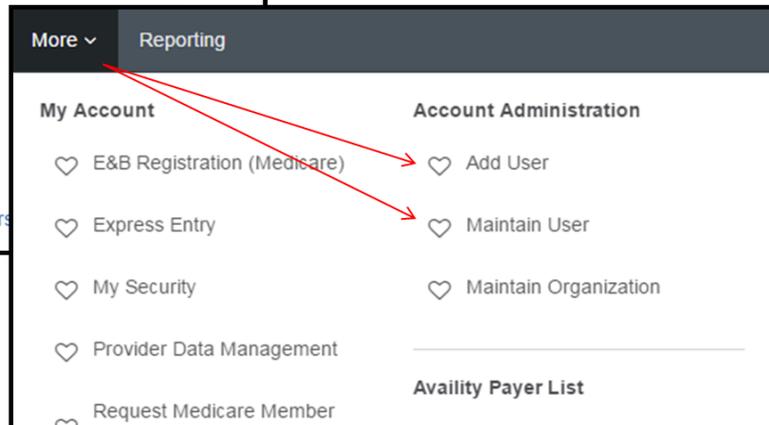
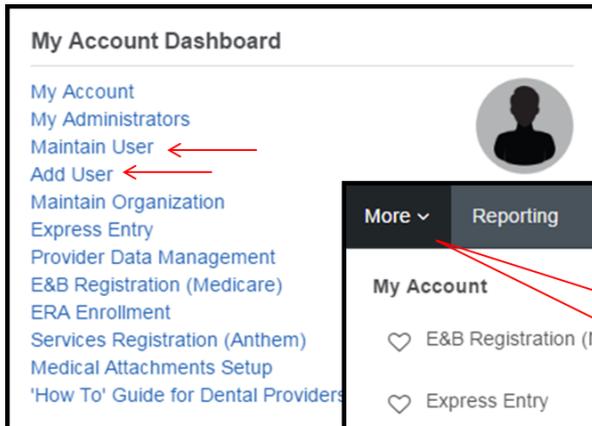
Better information

3.

A screenshot of the Availity login page. At the top is the Availity logo. Below it is a dark grey header bar. The main content area is white and contains a login form. The form has two input fields: "User ID:" and "Password:". Below the password field is a checkbox labeled "Show password". At the bottom of the form 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 '2' badge), California (location dropdown), Help, and Account. Below this, a secondary navigation bar contains Patient Registration, Claims, Payments, More, Reporting, My Favorites, and Payer Spaces (highlighted with an orange circle). The main content area is divided into two sections: Notification Center and Admin Dashboard. The Notification Center shows two alerts: one about verifying data with Florida Blue (due Wednesday, October 12th) and another about a HEDIS Attestation for Maternity to complete. The Admin Dashboard 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 hovering over the Anthem BlueCross logo, which is shown in a separate inset box.

Notification Center

- You have until Wednesday, October 12th to finish verifying your data with Florida Blue.** 9/30/2016 2:00 am
- You have a HEDIS Attestation for Maternity to complete.** 9/17/2016 8:34 am

Admin Dashboard

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

My Top Applications

Accessing Patient 360 from Availity (cont.)

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

The screenshot displays the Availity website interface. At the top, there is a navigation bar with links for Home, Notifications, My Favorites, Kentucky, Help & Training, and Customers Account. Below the navigation bar, the main content area features a welcome message for Anthem BlueCross BlueShield providers, a "Your One-Stop Shop!" banner, and a grid of application tiles. A blue arrow points to the "Patient360" tile, which is described as "Access member-centric clinical and case management data." The grid includes the following tiles:

- Access Your Custom Learning Center: Find payer-centric training and resources in the learning center.
- Authorization Rules Lookup: Check if prior authorization is required for your patients.
- Claims Status Listing: Retrieve a list and status of the claims you've submitted.
- Clear Claim Connection: Research procedure code edits and receive edit rationale.
- Comprehensive Health Assessment: Submit and monitor health assessment forms for your patients online.
- Education and Reference Center: Locate important policies, forms and educational resources.
- Fee Schedule: Retrieve contracted price information for the patient services you perform.
- HEDIS Maternity: Complete HEDIS Maternity attestations for expecting Members.
- Patient360: Access member-centric clinical and case management data.
- Prioritization Lock Up Tool: Check if Prioritization is required for your Medicaid or Medicare Patients.
- Provider Online Reporting: Provider Online Reporting.
- Remittance Inquiry: View, print, or save a copy of your Remittance Advice.

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.

Home > Anthem Indiana > Patient360

Anthem BlueCross BlueShield

Patient360

Organization

Tax ID

Express Entry

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

Tax ID

Express Entry

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.

A photograph of a male doctor with glasses and a stethoscope around his neck, wearing a white lab coat, looking at a smartphone held by a male patient with dreadlocks wearing a red shirt. They are in a clinical setting with a window in the background. A large blue semi-transparent box is overlaid on the left side of the image.

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

ICT/IDT	
Sequence	Name
No ICOT Data	

Lab Results				
Date	Type	Value	Acuity	Trend
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	

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	

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

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...

Home Mods and Equipment Claims		
Date	Provider	Service
No data		

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

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...	Age / Gender	55 Male	Member ID	1234567890	PCP	MD, J Demoski	Plan	TX NON DUAL CFC...
Address	123 Main Street	DOB	1/1/1900	Medicaid ID	1234567890	Primary Case Mgr	Lopez, Susana	Product	STAR PLUS LTC -...
City / State	* N Richlnd Hls TX	Home Phone	(555) 123-4567	MCID	1234567890	Secondary Case Mgr	N/A	Chronic Conditions	Acquired hypothy...
Zip	12345	Work Phone	N/A	HCID	1234567890	Eligibility Status	Active		
Spoken Language	English	Written Language	N/A	Medicare ID	N/A	Eligibility End Date	06/01/2079		
				SSN	123-45-6789				
				Ethnicity	Not Provided				

Anthem.

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

ICT/IDT

Sequence	Name
No ICDDT Data	

Lab Results

Date	Type	Value	Acuity	Trend
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

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

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

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...

Home Mods and Equipment Claims

Date	Provider	Service
No data found		

Office Visits

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

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 Anthem

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

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

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

Sequence	Name
No ICTD Data	

Date	Type	Value	Acuity	Trend
No lab results found				

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

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

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

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...

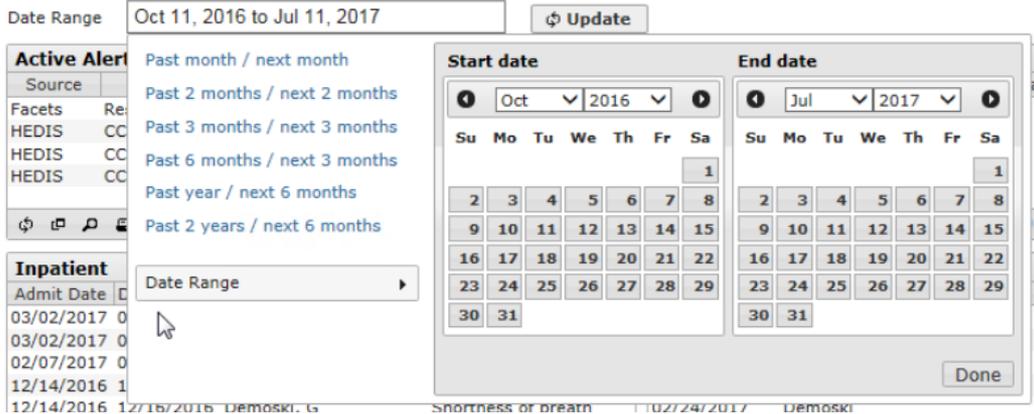
Date	Provider	Service
No Home Mods and Equipment Claims		

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

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.



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.”

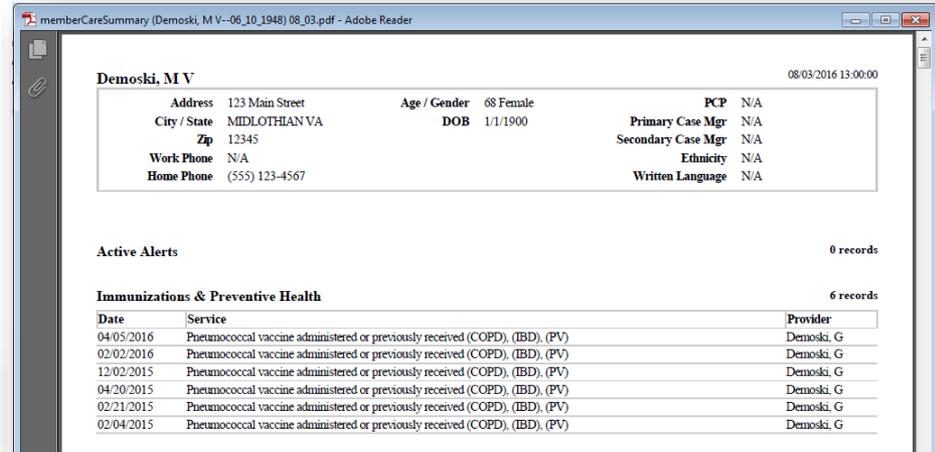
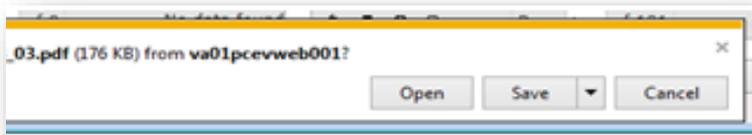
Member Care Summary (cont.)

Print dashboard allows you to print the information being viewed.



Print dashboard:

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



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.

The screenshot displays a web application interface for claims management. At the top, there is a navigation bar with tabs: Member Care Summary, Eligibility, Claims, Utilization, Pharmacy, Labs, Care Management, Episodic Viewer, Communication, and Documents. Below the navigation bar, there is a 'Date Range' field set to 'Oct 11, 2016 to Jul 11, 2017' and an 'Update' button. The main content area is divided into two sections. On the left, a 'Claims' table lists several claims with columns for DOS, Claim #, Provider, Status, and Diagnosis. The first row is highlighted in red, and a red circle is drawn around it. A red callout box points to this row with the text: 'Clicking on a Claim line will display the Claim Detail'. On the right, the 'Claim Detail' view is shown, displaying various fields such as Claim #, Date of Service, Claim Status (Processed), Provider (M Demoski), Group ID, NPI, Specialty (Emergency Medicine), Status (Non-Participating), Address (123 Main Street, Anytown, XX 12345), and Phone ((555) 123-4567). A red callout box points to the 'Claim #' field in the detail view with the text: 'Allows user to narrow search for specific data'.

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 # [Field]

Date of Service [Field]

Claim Status: Processed

Provider: **M Demoski** Pay To Provider [Field]

Group ID [Field]

NPI [Field]

Specialty: Emergency Medicine

Status: Non-Participating

Address: 123 Main Street, Anytown, XX 12345

Phone: (555) 123-4567

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...

Page 1 of 1 | View 1 - 1 of 1

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

Page 1 of 2 | View 1 - 4 of 7

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

Referred From: N/A
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.

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...	18.00	123 Main Street,...	Paid
03/03/2017	POLYETH GLYC P...	527.00	123 Main Street,...	Denied

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

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

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 L
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)

	Most Recent	8/23/2016 22:00
<input type="checkbox"/> Check/uncheck all rows		
<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"/> Creatinine, Serum	2.95	2.95
<input type="checkbox"/> Glucose, Serum	84	84
<input type="checkbox"/> Hematocrit	29.6	29.6
<input type="checkbox"/> Hemoglobin	9.3	9.3
<input type="checkbox"/> MCH	29.4	29.4
<input type="checkbox"/> MCHC	31.4	31.4

Acuity set by LabCorp and Quest

Hover over values for additional details

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.

The screenshot displays the 'Care Management Summary' interface. At the top, there are navigation tabs: Member Care Summary, Eligibility, Claims, Utilization, Pharmacy, Labs, Care Management (selected), Episodic Viewer, and Communication.

Care Plan & Assessments

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

Timeline chart showing events from 2014 to 2020. Legend includes: Identifications (blue circle), Assessments (green circle), CM Program Enrollment (yellow bar), and DM Program Enrollment (orange bar). Key events are visible in 2017 and 2018.

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

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

Care management — assessments

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

The screenshot displays a web application interface 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 visible, with a 'Summary' link and a table of 'Assessments (5)'. The first row of the table, 'GBD Adult CM Initial Assessment' dated 03/22/2017, is circled in red. A red arrow points from this row to a detailed view on the right titled 'GBD Adult CM Initial Assessment'. This view shows 'Registrar: Mrs. Susana', 'Date: 3/22/2017', and 'Status: Complete'. Below this is a section titled 'Page: Demographics/General Information' with fields for Birthday, First Name, Last Name, Member ID number, Plan, Product info, Street Address, and City. A red callout box with a white background and black text is overlaid on the assessment table, stating: 'Clicking on an Assessment line will display the detail for that item.'

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
	/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

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

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 are navigation tabs: Member Care Summary, Eligibility, Claims, Utilization, Pharmacy, Labs, Care Management, Episodic Viewer, and Communication. Below the tabs 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 highlighted in a pink box with the text: "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."

On the left side, there is a list of "PRIMARY PROBLEMS" with expandable icons. A red arrow points to one of the icons, with a pink box containing the text: "Selecting an icon on the grid will open an expanded view of the item."

The main area shows a detailed view of a specific encounter. The claim information is: Claim: 11/22/2015 - 11/22/2015, Type: Medical, Status: Completed, Claim Provider: [redacted], PayToProvider: [redacted], Date Paid: 12/15/2015. The "Problems" section lists: R0789 Other chest pain (11/22/2015), I120 Hypertensive chronic kidney disease with stage 5 chronic kidney disease or end stage renal disease (11/22/2015), J810 Acute pulmonary edema (11/22/2015), and N186 End stage renal disease (11/22/2015). The "Services" section lists: 9928525 Emergency department visit for the evaluation and management of a patient, which requires these 3 key components within the constraints imposed by the urgency of the patient's; 93010 Electrocardiogram, Routine W/At Least 12 Leads; Interpretation & Report Only; and 9301051 Electrocardiogram, routine ECG with at least 12 leads; interpretation and report only.

At the bottom, there is a "Filter by Data Sources" dropdown and a "View: Patient Overview" dropdown. A red arrow points to the "Patient Overview" dropdown.

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>

Anthem Blue Cross and Blue Shield Medicaid is the trade name of Anthem Kentucky Managed Care Plan, Inc., independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Anthem Blue Cross and Blue Shield Medicaid.

AKYPEC-2308-20 March 2020