

## Availity Essentials TMV Quick Reference Guide

Virginia | HealthKeepers, Inc. | Anthem HealthKeepers Plus Medicaid products

### What is TMV?

Total Member View (TMV) is a clinical dashboard within Availity Essentials that provides a 360-degree view of an Anthem HealthKeepers Plus member's health and treatment history, including demographics, care summaries, claims, authorizations, pharmacy data, and care management activities.

TMV has replaced the older Patient 360 (P360) dashboard and features a purple interface labeled **Total Member View**.

### Access requirements:

1. Administrator setup:
  - a. Your organization's Availity Essentials Administrator must grant TMV access.
  - b. Log in to <https://Availity.com>.
  - c. Go to Manage My Teams.
  - d. Select the **staff member**.
  - e. Select Actions → Edit Roles.
  - f. Under *Clinical*, check **Total Member View**.
  - g. Save changes.

### Accessing TMV in Availity Essentials:

1. Log in at <https://Availity.com>.
2. Select **Payer Spaces**.
3. Select **Anthem HealthKeepers Plus (VA Medicaid)**.
4. Select **Applications**.
5. Select **Total Member View (TMV)**.

### How to find a member's care manager in TMV:

1. Log in to TMV.

- a. Open TMV and navigate to the main **Member Search** screen.
2. Search for the member:
  - a. Use the following:
    - i. [HealthKeepers, Inc. member ID to include Alpha Prefix]
  - b. Select **Search** and then select the correct member from the results.
3. Open the Member Summary:
  - a. Once the member's profile loads, you'll land on the *Member Summary* or *Eligibility* page (depending on your TMV version).
  - b. Select the **dropdown box** on the top left of the screen.
4. Navigate to the **Member's Care Coordination/Care Team** section:
  - a. Look for **Care Management** at the top navigation.
5. Locate the Care Manager assignment:
  - a. Inside the **Care Management** or **Care Team** section, you should see the Care Manager's name.

### TMV navigation and features:

- **Summary tab:**
  - Provides a high-level overview including:
    - Active alerts
    - Care gaps
    - Clinical indicators
- **Care gaps and feedback:**
  - Select **Care Gap Alert** under the *Active Alerts* card.
  - To provide feedback, select the line item **Submit Latest Feedback** (for example, member compliant).
- **Clinical detail drill-down:**
  - TMV allows retrieval of:
    - Demographics
    - Care summaries
    - Claims history
    - Authorizations
    - Pharmacy data
    - Care management activities

### TMV for Virginia Long-Term Services and Supports (LTSS) workflows

#### Eligibility and service coordination

Supports verification and service alignment required for Virginia LTSS programs.

### **Authorization and care planning alignment**

TMV supports coordinated planning aligned with Virginia's LOCERI authorization schedule.

### **Care gap management**

Care gap alerts create shared priorities and allow providers to record compliance feedback.

### **Care coordination and interdisciplinary teaming (ICT)**

TMV plays an essential role in enabling coordinated care among LTSS providers, care managers, and interdisciplinary team members.

#### **How TMV supports ICT collaboration:**

- Centralized member visibility:
  - TMV offers a 360-degree integrated view of member health, allowing all ICT participants to work from the same clinical information set.
- Care management activity transparency:
  - Since TMV displays care management-related activities, providers can see what care managers are coordinating or monitoring.
  - This enables:
    - Better synchronization between LTSS providers and care managers.
    - Reduced duplication of effort.
    - Real-time updates that improve care flow.
- Care gaps as shared ICT priorities:
  - TMV's care gap alerts and feedback functions help the team identify missing preventive, clinical, or LTSS-related tasks while documenting up-to-date provider insights.
- Supports coordinated assessments and LTSS planning:
  - With Virginia's LOCERI-aligned authorization and planning requirements, TMV provides the data foundation ICTs need to prepare for meetings and collaborate effectively.
- Deep clinical drill down for team decisions:
  - Providers and care managers can access detailed summaries, pharmacy info, authorizations, and claims, enabling data-driven ICT discussions.

### **Training resources**

Full TMV training guides are available through:

*Availity Essentials* → *Payer Spaces* → **Anthem HealthKeepers Plus** → *Custom Learning Center*.

## Contact us

Availity Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials, go to <https://Availity.com> and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit the *Contact Us* section of our provider website for the appropriate contact.