

Retrieve Anthem member HEDIS® care gaps through Patient360 on the Availity Portal

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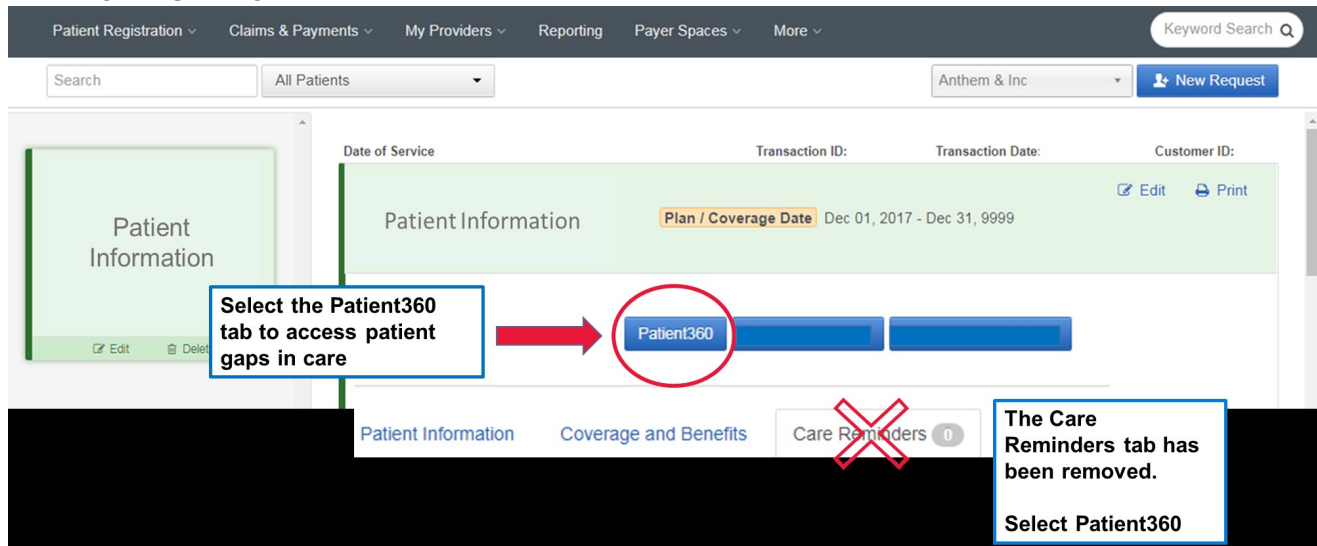
Patient360 is a longitudinal patient record (LPR) where you can access the complete view of Anthem information associated with an Anthem member.

You may have noticed that the Care Reminders tab on your Anthem patient's Eligibility and Benefits return on Availity was recently removed. You can still retrieve these important patient gaps in care through Patient360.

You are required to have the Patient360 role assigned to you by your Availity administrator to see the Patient360 tab located at the top of the patient's Eligibility and Benefits return. To access Patient360 select the tab and follow the steps to open the application.

If your patient does have a gap in care, you will see the red alert button on the top of Patient360 Member Care Summary. Details of the care gap can be found in the Active Alerts section.

Availity Eligibility and Benefits: Patient360 access



The screenshot shows the Availity portal interface. At the top, there is a navigation bar with tabs for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar and a 'New Request' button are also visible. Below the navigation bar, there is a search field and a dropdown menu for 'All Patients'. The main content area displays patient information, including a 'Patient Information' tab and a 'Plan / Coverage Date' section. A red box highlights the 'Patient360' tab, with a red arrow pointing to it from a callout box that says 'Select the Patient360 tab to access patient gaps in care'. Another callout box points to the 'Care Reminders' tab, which is crossed out with a red 'X', and says 'The Care Reminders tab has been removed. Select Patient360'.

Patient360 Active Alerts located on the Member Care Summary

The screenshot shows the Patient360 Member Care Summary interface. At the top, there are status indicators: 'Currently Enrolled' (green dot), 'Alerts Exist' (red dot, circled in red), and 'No CHI' (green dot). Below this is a navigation bar with tabs for Member Care Summary, Claims, Utilization, Pharmacy, Labs, Care Management, and Lab Reports. The 'Member Care Summary' tab is active. A date range filter is set to 'May 5, 2018 to Feb 5, 2019'. The 'Active Alerts' section is circled in red and contains a table with columns for Source, Description, and Type. Below this are sections for 'Immunizations and Preventive Health' and 'Lab Results', both showing empty tables. The bottom of the page has pagination controls for each section, indicating 'Page 1 of 2' for alerts, 'Page 1 of 0' for immunizations, and 'Page 1 of 0' for lab results.

URL: <https://providernews.anthem.com/new-hampshire/article/retrieve-anthem-member-hedis-care-gaps-through-patient360-on-the-availability-portal>

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