

Retrieve your Anthem Patient's HEDIS® care gaps through Patient360 located on the Availity Portal

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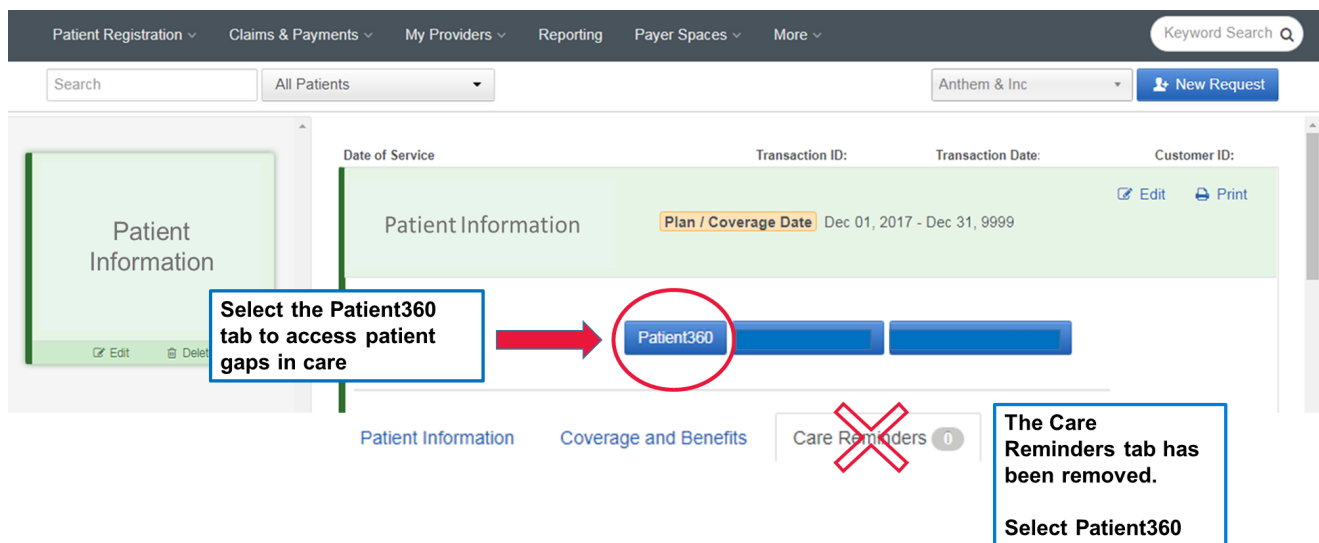
Pateint360 is a Longitudinal Patient Record (LPR) where you can access the complete view of Anthem Blue Cross and Blue Shield (Anthem) information associated with an Anthem member.

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 navigation bar with tabs for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. Below the navigation bar, there is a search bar 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 circle highlights the 'Patient360' tab, and a red arrow points to it from a callout box that says 'Select the Patient360 tab to access patient gaps in care'. Another callout box with a red X over the 'Care Reminders' tab says 'The Care Reminders tab has been removed. Select Patient360'.

Patient360 Active Alerts located on the Member Care Summary

The screenshot displays 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 OHI' (green dot). Below these are fields for Patient Name, Risk Score, Address, City/State, Zip, Spoken Language, Gender, DOB, Home Phone, Work Phone, Written Language, Member ID, Medicaid ID, Medicare ID, Ethnicity, PCP, Primary Case Mgr, Secondary Case Mgr, Eligibility Status, Eligibility End Date, and Plan Product. A navigation bar includes tabs for Member Care Summary, Claims, Utilization, Pharmacy, Labs, Care Management, and Lab Reports. A date range selector is set to 'May 5, 2018 to Feb 5, 2019'. The 'Active Alerts' tab is circled in red. Below the tabs are three data tables: 'Active Alerts' (with columns Source, Description, Type), 'Immunizations and Preventive Health' (with columns Date, Service, Provider), and 'Lab Results' (with columns Date, Type, Value, Acuity). The bottom of the interface shows pagination information: 'Page 1 of 1', 'View 1 - 2 of 2', 'Page 1 of 0', and 'No lab results found'.

URL: <https://providernews.anthem.com/nevada/article/retrieve-your-anthem-patients-hedis-care-gaps-through-patient360-located-on-the-availity-portal-2>

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