



An Anthem Company

## NEW YORK Provider Communications

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

Published: Dec 1, 2019 - Administrative

Pateint360 is a Longitudinal Patient Record (LPR) where you can access the complete view of Empire BlueCross BlueShield ("Empire") information associated with an Empire member.

You may have noticed that the Care Reminders tab on your Empire 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**

Patient Registration ▾ Claims & Payments ▾ My Providers ▾ Reporting Payer Spaces ▾ More ▾ Keyword Search 🔍

Search  All Patients ▾ Anthem & Inc ▾ [New Request](#)

Patient Information Plan / Coverage Date Dec 01, 2017 - Dec 31, 9999 [Edit](#) [Print](#)

**Select the Patient360 tab to access patient gaps in care** → Patient360

Patient Information   Coverage and Benefits   ~~Care Reminders~~ 0

**The Care Reminders tab has been removed.**

**Select Patient360**

### Patient360 Active Alerts located on the Member Care Summary

**Patient Name** ▾ Currently Enrolled ● Alerts Exist ● No OHI ●

Risk Score   Address   City / State   Zip   Spoken Language   **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   Plan Product

**Member Care Summary**   Claims   Utilization   Pharmacy   Labs   Care Management   Lab Reports

Date Range: May 5, 2018 to Feb 5, 2019 [Update](#)

**Active Alerts** Source

Source	Description	Type

**Immunizations and Preventive Health**

Date	Service	Provider

**Lab Results**

Date	Type	Value	Acuity

Page 1 of 1   View 1 - 2 of 2   Page 1 of 0   No immunizations found   Page 1 of 0   No lab results found

**URL:** <https://providernews.empireblue.com/article/retrieve-your-empire-patients-hedis-care-gaps-through-patient360-located-on-the-availability-portal>

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