

# Patient360

How to navigate to Patient360 from the Availity Portal.

# Patient360 overview

**Patient360 is a read-only dashboard that gives instant access to detailed member information:**

- Demographic information, care summaries, claims details, authorization details, pharmacy information and care management related activities

**Availity role assignment: Clinical Role > Patient360**

**How to access Patient360:**

- Availity Portal | Payer Spaces | Applications Tab
- Eligibility & Benefits flow

# Patient360: Availity role assignment: clinical role

## Availity Patient360 role assignment

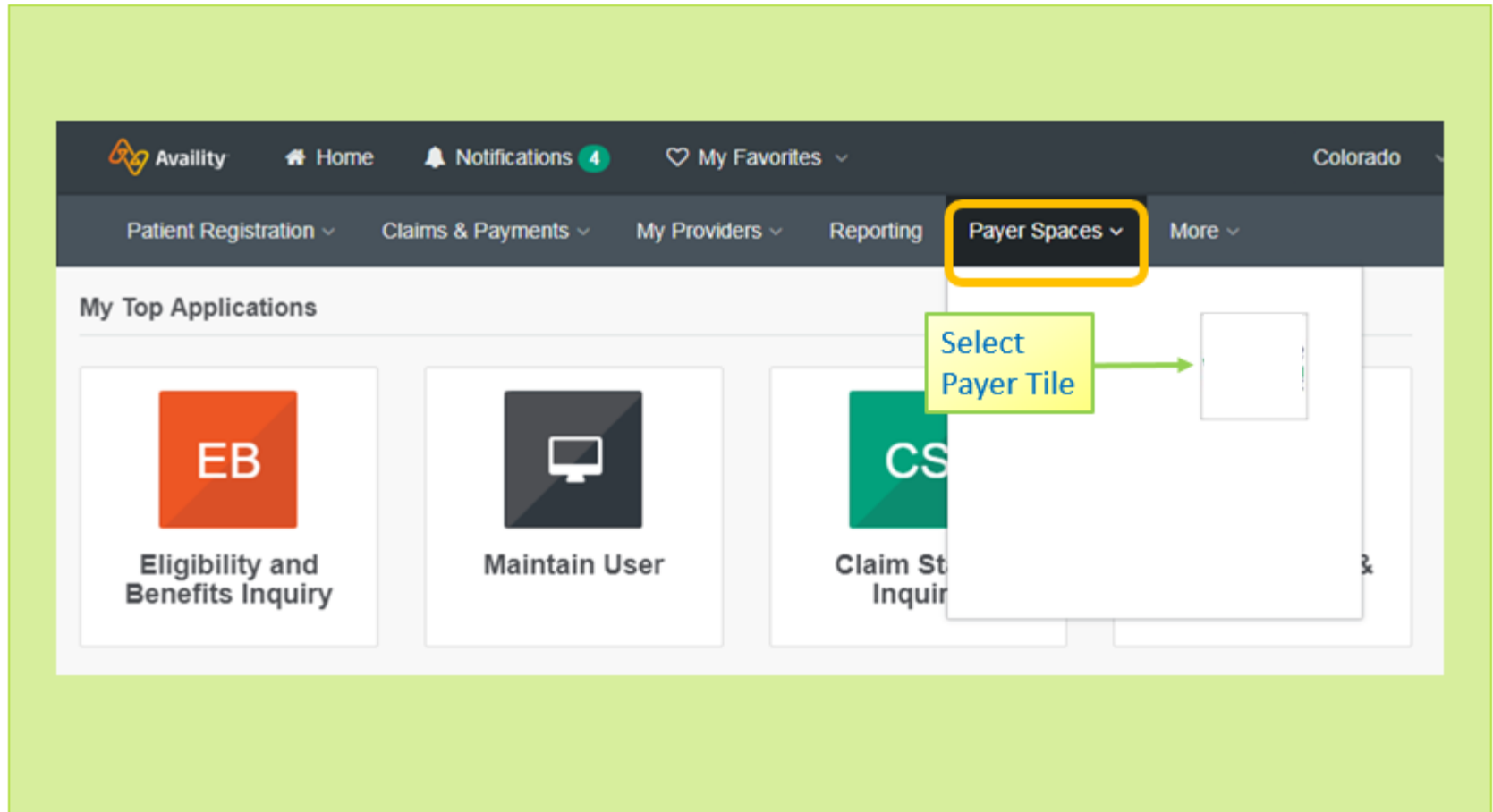
- Add user (new user setup)
- Maintain user (editing user roles)

Select the best option:  This user needs a new set of roles.  This user needs the same set of roles as an existing user.

Role(s)	
	Mc
tion and Referral Inquiry	Mc
tion and Referral Request	Mc
tus	Mc
	Mc
Simulator	Mc
gement	Mc
nd Benefits	Mc
Entry	Mc
taff Humana	Mc
bility and Benefits	Mc
	Mc
Data Management	Mc
Fee Schedule	Mc
Online Reporting	Mc
Coordinator	Mc
are Summary	Mc
D	Mc



# Patient360: access through Availity Payer Spaces



# Patient360: access through Availity Payer Spaces (cont.)

The screenshot displays the Availity Payer Spaces interface. At the top, a navigation bar includes links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. Below this is a banner area with a blue box containing the text "Welcome CCHA Behavioral Health Providers" and a photograph of a young girl smiling next to a male doctor in a white coat looking through a microscope. Below the banner, there are tabs for Applications, Resources, and News and Announcements, with a "Sort by A-Z" dropdown menu. The main content area features five tiles: "Claims Status Listing" (Retrieve a list and status of the claims you've submitted), "Education and Reference Center" (Locate important policies, forms and educational resources), "Precertification Look Up Tool" (Check if preauthorization is required for your Medicaid patients), "Remittance Inquiry" (View, print, or save a copy of your Remittance Advice), and "Patient360" (Access member-centric clinical and case management data). The "Patient360" tile is highlighted with a yellow border, and a yellow callout box with the text "Select Patient360 tile" points to it. Another yellow callout box with the text "Select Applications link" points to the "Applications" tab.

# Patient360: access through Availity Payer Spaces (cont.)

**1**

Patient360

Organization

Tax ID

Express Entry

NPI

Patient ID

**Type ID exactly as it appears on members id card**

Patient First Name

Patient Date Of Birth

**2**

Complete all fields.  
If Availity Administrator loaded NPI's in Express Entry – select from drop down.  
Type NPI in field if not in Express Entry.

**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

Scroll down and select Service Terms and Conditions

# Patient360: access through Eligibility & Benefits

The screenshot shows the Patient360 interface. At the top, there is a navigation bar with tabs: Patient Registration, Claims & Payments, My Providers, Payer Spaces, and More. Below this is a sidebar with navigation options: Eligibility and Benefits Inquiry (EB), Authorizations & Referrals (A&R), and Example General. The main content area shows a search form for Eligibility & Benefits Inquiry. A large yellow callout bubble labeled 'Step 3' points to the search form, containing the text: 'Complete the fields on Eligibility & Benefits search screen'. A smaller yellow callout bubble labeled 'Step 1' points to the 'Patient Registration' tab. Another yellow callout bubble labeled 'Step 2' points to the 'Eligibility and Benefits Inquiry' link in the sidebar. Below the search form, there is a section titled 'My Top Applications' with three cards: 'Eligibility and Benefits Inquiry', 'Patient360', and 'Content Management'. The URL at the bottom of the page is: <https://qa-apps.avalinity.com/public/apps/home/#/loadApp?appUrl=%2Fpublic%2Fapps%2Feligibility%3Fcachebust%3D1454552674322>

**Step 1**

**Step 2**

**Step 3**  
Complete the fields on Eligibility & Benefits search screen

**Payer**  
Select Payer

**Provider Information**  
Express Entry

**NPI**

**Patient Information**  
As of Date: 07/13/2017  
Benefit / Service Type: Health Benefit Plan Coverage  
Patient Search Option: Patient ID, Date of Birth (Add Multiple Patients)  
Patient ID  
Date of Birth  
Patient Relationship to Subscriber: Self  
 Submit another patient  
Submit

# Patient360 application

**Two, Testcase** ▼

Address N/A  
City / State  
Zip

Age / Gender 40  
DOB  
Home Phone N/A  
Work Phone N/A

Medicaid ID N/A  
Medicare ID N/A

Member Care Summary **Claims** Utilization Pharmacy Care Management Episodic Viewer

Date Range

Active Alerts		
Source	Description	Type
No alerts found		

Immunizations & Preventive Health		
Date	Service	Provider
No immunizations found		

Lab Results			
Date	Type	Value	Acuity
No lab results found			

Inpatient			
Admit Date	Discharge D	Facility Name	Primary Diag
No inpatient data			

Emergency Department		
Date	Facility Name	Primary Diagnosis
No data found		

Pharmacy		
Date	Medication/Strength	Prescriber
No pharmacy data		

Authorizations					
Auth Number	Start Date	End Date	Place of Service	Referred To Provider	Status
No authorizations found					

Office Visits		
Date	Provider	Primary Diagnosis
No office visits found		





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