



Patient360 — Overview

Patient360

Patient360 is an interactive dashboard that gives providers instant access to detailed member information:

- Demographic information, care summaries, claims details, authorization details, pharmacy information, and care management related activities.
- Medical providers have the option to include feedback for each gap in care that is listed on the member's Active Alerts that are posted on the member's Member Summary.

Availity Role Assignment: Clinical Role > Patient360

Access Patient360:

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

Payer Spaces: How to access

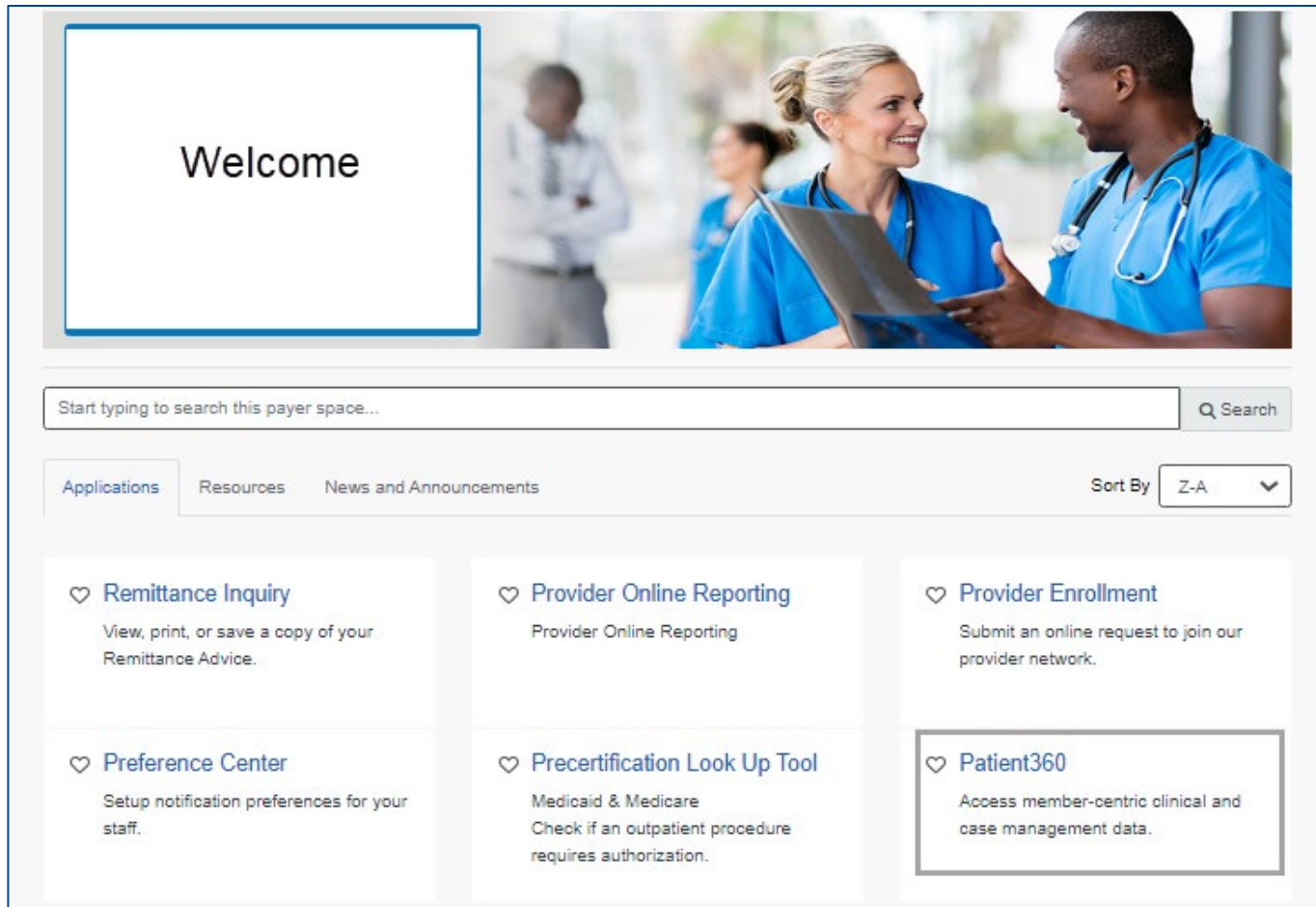
The screenshot displays the Availity web application interface. At the top, the navigation bar includes the Availity logo, 'essentials', 'Home', 'Notifications 2', 'My Favorites', 'Missouri', 'Help & Training', 'Account', and 'Logout'. Below this, a secondary navigation bar features 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar labeled 'Keyword Search' is positioned on the right.

The main content area is divided into several sections:

- Notification Center:** A section with a 'N' icon and a notification titled 'Member Clinical Reports Alerts' dated '8/17/2022 1:35 am'. The notification text reads: 'Go to Member Clinical Reports to access information for your patients with member clinical events.' A menu icon is visible to the right of the text.
- My Top Applications:** A section containing four application tiles, each with a computer monitor icon:
 - Payer Organization Search
 - Payer List
 - Manage My Organization
 - Maintain User
- News and Announcements:** A section with a 'NEW ALERT' badge and a partially visible announcement: 'Human Production Maintenance - 8/24/2022'.

On the right side of the interface, there is a large promotional banner for Availity. The banner features the Availity logo and the text: 'A Clearinghouse Solution that fits any size provider.' The background of the banner shows a woman smiling while working on a laptop.

Accessing Patient360



>Welcome

Start typing to search this payer space...

Applications Resources News and Announcements Sort By Z-A


- ♥ Remittance Inquiry
View, print, or save a copy of your Remittance Advice.
- ♥ Provider Online Reporting
Provider Online Reporting
- ♥ Provider Enrollment
Submit an online request to join our provider network.
- ♥ Preference Center
Setup notification preferences for your staff.
- ♥ Precertification Look Up Tool
Medicaid & Medicare
Check if an outpatient procedure requires authorization.
- ♥ Patient360
Access member-centric clinical and case management data.


Access through Payer Spaces
Availability role assignment: Clinical Role > Patient360


Access through Availity Payer Spaces


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

Access through Availity Payer Spaces (cont.)

Required Availity role assignment:

- Patient360 > Patient Health History

The Availity administrator can locate this within the **Clinical Roles** section.

| | Role(s) | Permissions What is this? |
|-------------------------------------|-------------------------------------|------------------------------|
| User Roles | | |
| <input checked="" type="checkbox"/> | Base Role | More Info |
| Clinical Roles | | |
| <input type="checkbox"/> | Medicaid Member Clinical Reports | More Info |
| <input type="checkbox"/> | Medical Attachments | More Info |
| <input type="checkbox"/> | Patient Care Summary | More Info |
| <input checked="" type="checkbox"/> | Patient360 / Patient Health History | More Info |

Terms and conditions

Choose the appropriate Patient360 Sensitive Services Terms and Conditions (with or without sensitive information).

The screenshot displays the Patient360 web application interface. At the top, there is a navigation bar with menu items: Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right side of the navigation bar. Below the navigation bar, there is a search input field, a dropdown menu for "My Patients Only", and a dropdown menu for "Anthem & Inc". A "New Request" button is also visible.

The main content area shows a patient record with the following details:

- Date of Service: Jul 13, 2017
- Transaction ID: [Redacted]
- Transaction Date: [Redacted]
- Customer ID: [Redacted]
- Subscriber Name: [Redacted]
- Member ID: [Redacted]
- DOB: [Redacted]
- Gender: [Redacted]
- Plan / Coverage Date: Nov 01, 2013 - Dec 31, 9999

A modal dialog box is overlaid on the patient record, titled "Patient360 Disclaimer". The dialog contains the following text:

Patient360 Disclaimer

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Patient360 does support "Other Blue Plan Members", however, limited information will be available for non-Anthem members.

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I wish to continue without Sensitive Information.

I agree to the Sensitive Services Terms and Conditions and wish to continue with Sensitive Information.

Buttons: Cancel, Continue

[Terms Of Use](#)

Care gap alerts

Locate care gap alerts within the Active Alert section.

The screenshot displays a patient care dashboard. At the top, there is a patient information section with fields for Patient Name, Risk Score, Address, City/State, Zip, Spoken Language, Age/Gender, 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. Below this is a navigation bar with tabs for Member Care Summary (highlighted with a blue circle), Claims, Utilization, Pharmacy, Care Management, and Provider Data Entry. A date range filter is set to 'Jul 20, 2019 to Apr 20, 2020' with an 'Update' button. The main content area is divided into several sections: 'Active Alerts' (highlighted with a red box and a red arrow), 'Immunizations and Preventive Health', 'Lab Results', 'Inpatient', 'Emergency Department', 'Pharmacy', 'Authorizations', and 'Office Visits'. The 'Active Alerts' table has the following data:

| Source | Alert Description | Feedback Rule# | Latest Feedback | Physician |
|--------|-----------------------|----------------|-----------------|-----------|
| CRE | Claims as of May ... | N/A 24 | N/A | N/A |
| CRE | Claims as of May ... | N/A 23 | N/A | N/A |
| CRE | Claims suggest thi... | N/A 19... | N/A | N/A |
| HEDIS | Controlling High B... | N/A Alert | N/A | N/A |
| HEDIS | Controlling Blood ... | N/A Alert | N/A | N/A |

Note: The feedback entry is only available for medical providers.

Chat with Payer

Chat on the following topics:

- Eligibility and benefits
- Claims
- Authorization submissions
- Authorization status
- Appeal status

Welcome

Start typing to search this payer space... Search

Applications Resources News and Announcements Sort By A-Z

- ♥ Custom Learning Center
Find payer-centric training and resources in the learning center.
- ♥ Alerts Hub
Providers can access a list of their patients with recent clinical events.
- ♥ Appointment Scheduler
Configure appointment availability and manage appointment requests from patients
- ♥ Authorization Rules Lookup
Commercial Products
Check if an outpatient procedure requires authorization.
- ♥ Chat with Payer
Start a live chat
- ♥ Claims Status Listing
Retrieve a list and status of the claims you've submitted.

Questions?





<https://provider.summitcommunitycare.com>