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
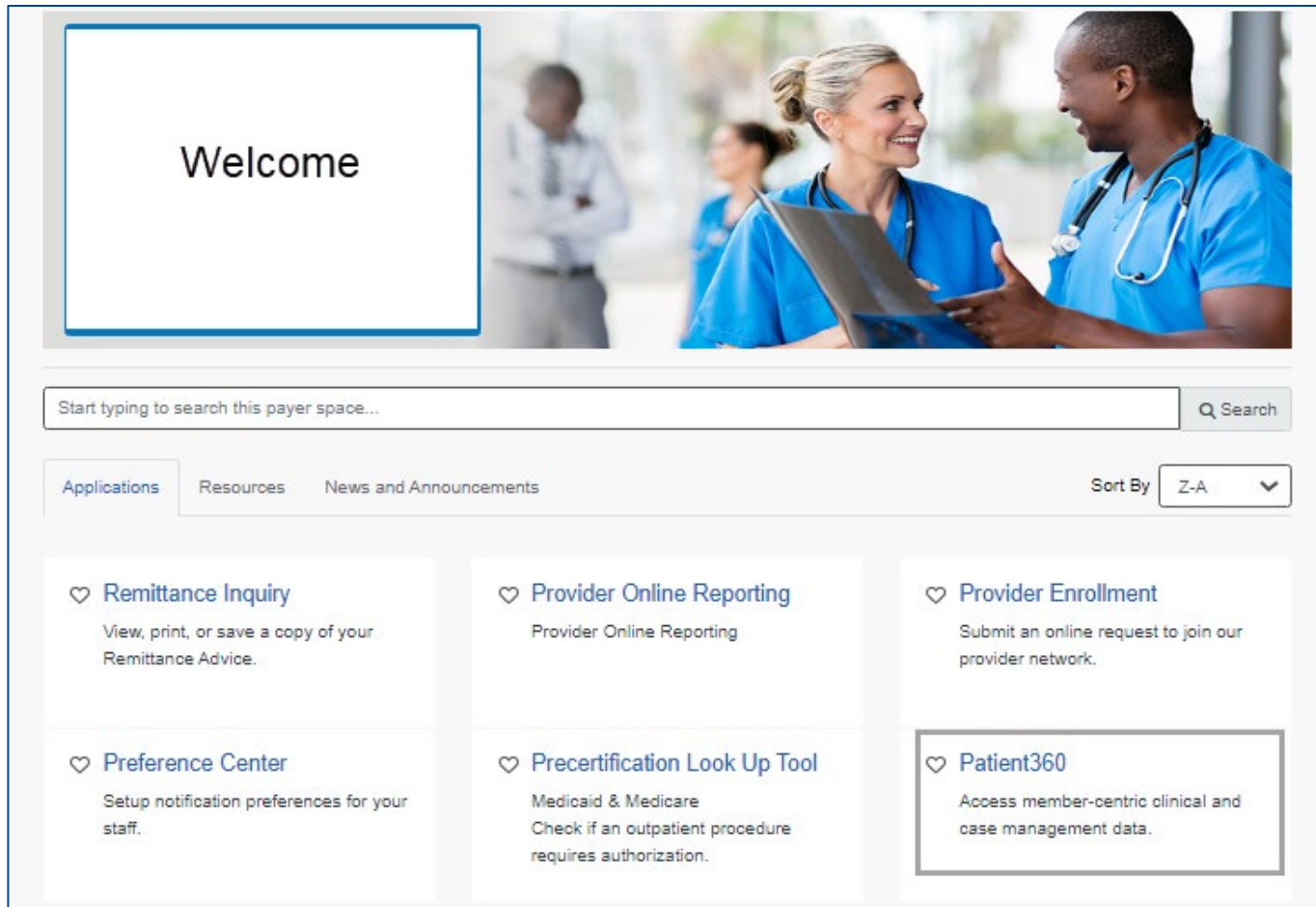- Eligibility & Benefits flow

Payer Spaces: How to access

Accessing Patient360

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

Access through Availity Payer Spaces

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.

Terms and conditions

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

Care gap alerts

Locate care gap alerts within the Active Alert section.

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

Questions?

https://provider.summitcommunitycare.com