Provider Update

Patient360 lets you access Amerigroup* member records in just a few clicks

Update: We've added a new feature to our provider self-service website that lets you quickly and easily retrieve records about your Amerigroup patients. The dashboard gives you a robust picture of a patient's health and treatment history and will help you facilitate care coordination.

✦ **What this means to you:** This update provides information about a new resource available to you. No action is required.

What is Patient360?

Patient360 is a read-only dashboard available through our secure provider self-service website that gives you instant access to detailed information about your Amerigroup patients. By clicking on each tab in the dashboard, you can drill down to specific items in a patient's medical record:

- Demographic information – member eligibility, other health insurance, assigned PCP and assigned case managers
- Care summaries – emergency department visit history, lab results, immunization history, and due or overdue preventive care screenings
- Claims details – status, assigned diagnoses and services rendered
- Authorization details – status, assigned diagnoses and assigned services
- Pharmacy information – prescription history, prescriber, pharmacy and quantity
- Care management-related activities – assessment, care plans and care goals

Additional benefits

Patient360 is a multifaceted perspective on member utilization and pharmacy patterns. With this level of detail at your fingertips, you'll avoid duplicating services, identify care gaps and trends, and coordinate care more effectively. In addition, accessing this data electronically will reduce the number of communications needed between PCPs and case managers, as well as significantly increase patient confidentiality. Please note that the care gaps identified in Patient360 may differ from your specific state requirements. Check with your local Provider Relations representative if you have questions.

To access Patient360

1. Log in.
2. Select **Member Information** from the left navigation.
3. Select **Patient360**.
4. Enter a specific Amerigroup member's information.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at the toll-free phone numbers listed below:

- Medicaid providers call 1-800-454-3730
- Medicare providers call 1-866-805-4589

In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc.

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