

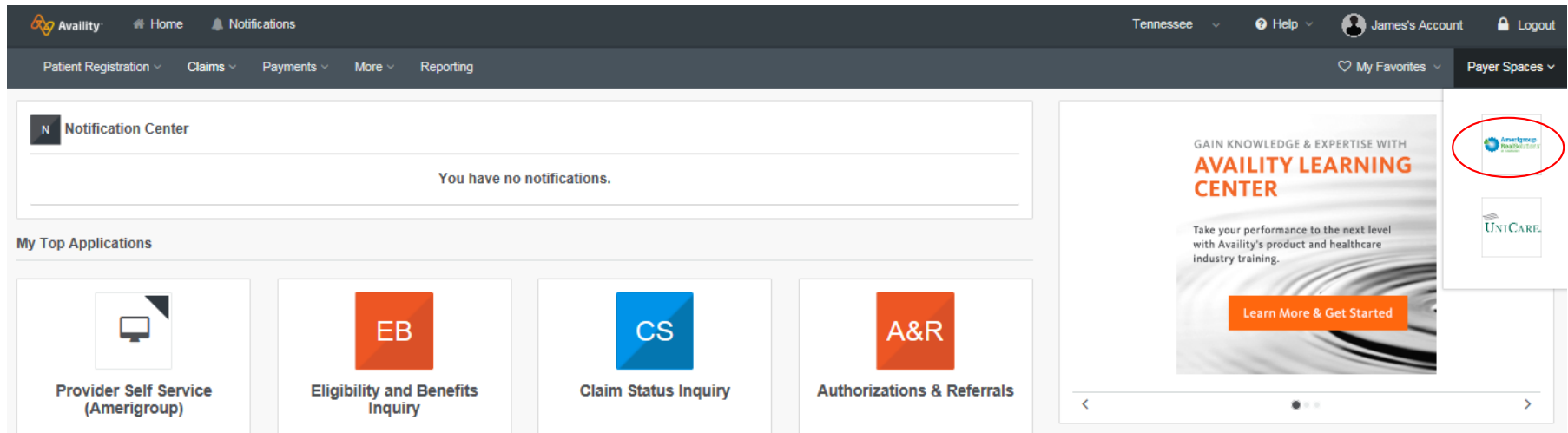
# Amerigroup Community Care Patient360 User Guide Training

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# Accessing Patient360 from Availity

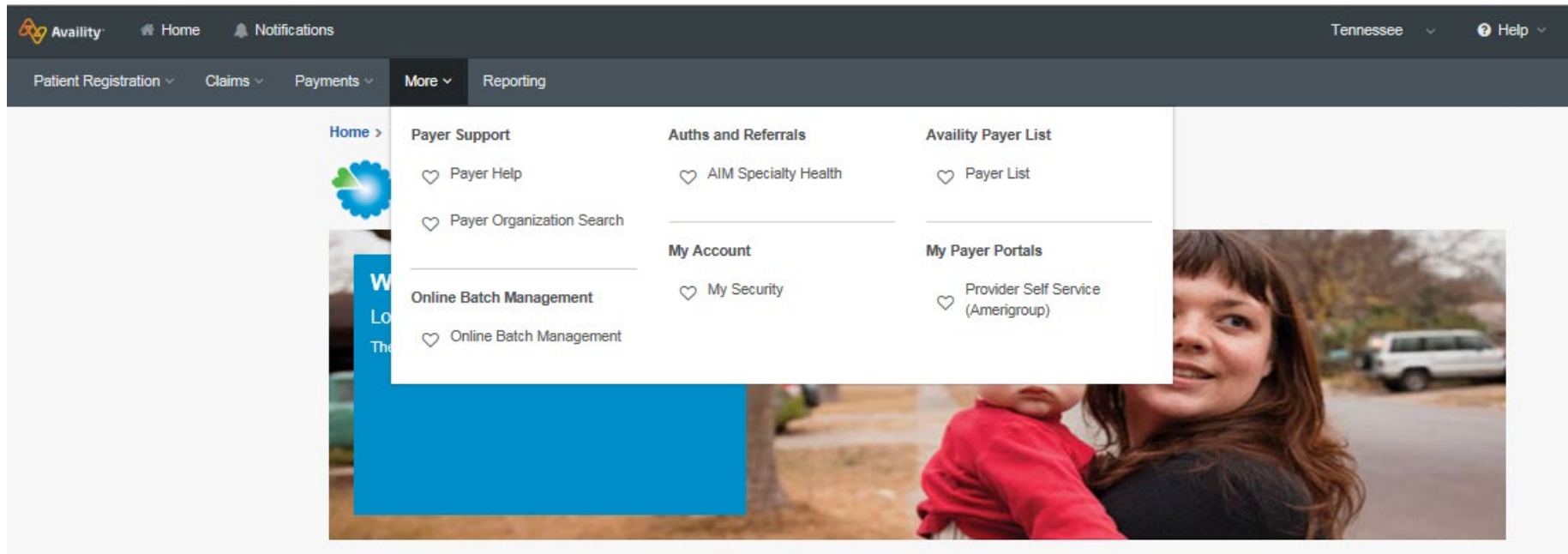
1. Login to the Availity Portal.\*
2. Select **Payer Spaces**.
3. Select the Amerigroup logo.

**Note:** Depending on your market/state, the logos may differ from the picture below.



# Accessing Patient360 from Availity (cont.)

4. Select **More**.
5. Select **Provider Self Service (Amerigroup)** under *My Payer Portals*.



# Accessing Patient360 from Availity (cont.)

6. Select **I Agree** to accept the disclaimer.

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## Amerigroup Provider Self Service

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You are about to be re-directed to a third-party site away from Availity's secure site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availity.



# Accessing Patient360 from Availity (cont.)

## 7. Select **Members** to get the drop-down menu for Patient360.

The screenshot displays the Availity website interface. On the left, a vertical navigation menu is shown with the following items: Home, Claims, Precertification, Medical, Pharmacy, **Members** (circled in red), PCP Member Listing, Member Reports, THL Provider Attestation Form, Personal Disaster Plan, Member Rights & Responsibilities, Eligibility, **Patient360** (circled in red), Provider Education, and Find a Doctor. The main content area is divided into three columns. The first column, titled 'News & Announcements', contains sections for 'Provider Website Survey', 'Amerigroup Community Care sleep medicine authorizations and AIM Specialty Health', 'CPT Category II payment opportunity: TennCare', and 'Budget reduction notification requirement for state fiscal year 2017 from Bureau of TennCare'. The second column, titled 'Useful Publications', contains 'Provider Updates & Communications' and 'Provider Manuals & Quick Reference Guides'. The third column contains two boxes: 'Viewing' with a dropdown menu set to 'Tennessee' and 'Government Resources' with links to 'TennCare' and 'CMS.gov'.

Home  
Claims  
Precertification  
Medical  
Pharmacy  
▶ **Members**  
PCP Member Listing  
Member Reports  
THL Provider Attestation Form  
Personal Disaster Plan  
Member Rights & Responsibilities  
Eligibility  
▶ **Patient360**  
Provider Education  
Find a Doctor

**News & Announcements**  
**Provider Website Survey**  
Please help us improve our provider website by taking this brief survey: [Take the survey.](#)  
**Amerigroup Community Care sleep medicine authorizations and AIM Specialty Health**  
AIM Specialty Health will be completing medical necessity reviews and prior authorization determinations for sleep medicine and related durable medical equipment. [Learn more.](#)  
**CPT Category II payment opportunity: TennCare**  
CPT Category II payment opportunity: TennCare  
Amerigroup Community Care will pay providers an administrative fee annually when they report select CPT Category II codes on claims. [Learn more.](#)  
**Budget reduction notification requirement for state fiscal year 2017 from Bureau of TennCare**  
Amerigroup Community Care would like to share this notice of program changes to be made by MCOs as a result of the state fiscal year 2017 budget [Learn more.](#)

**Useful Publications**  
**Provider Updates & Communications** ▶  
**Provider Manuals & Quick Reference Guides** ▶

**Viewing**  
Tennessee ▼  
Use the select above to choose another state ⓘ

**Government Resources**  
[TennCare](#)  
[CMS.gov](#)



# Search for a member in Patient360

- To search for a member, enter an ID and date of birth, or name and date of birth, then select **Search**.
  - *Last Name*: Enter all or part of the member's name in last name, first name format.
  - *Member ID*: Enter the member ID.
  - *Date of Birth*: Enter the date of birth in MM/DD/YYYY format.

## Patient 360

Patient360 is a read only dashboard that will simplify administration through coordinating access to member-centric patient information allowing providers who are part of a patient's care and [...Read More](#)

Use our lookup tool to see if a member is registered for Patient 360:

All fields required

Last Name:

Member ID:

Date of Birth:

**Disclaimer:** The clinical data displayed may not reflect all of the services, treatments, drugs, or tests delivered/administered. Access, use, or disclosure of information related to certain sensitive medical services, including but not limited to services related to mental health, reproductive health, pregnancy, HIV status, and drug and alcohol abuse treatment, is strictly limited by federal and state laws. Information about such sensitive services will not be displayed in the tool.

**You must read and agree to this statement before proceeding.** By utilizing the Patient360 (Clinical Data Look-up) Tool on this site, you attest that your organization is a healthcare entity that utilizes this information for recognized healthcare, treatment or payment purposes only. In addition, you are confirming that you have a valid healthcare relationship with the member whose past or present clinical data you are accessing.

☐ I have read and agree to this statement

Find Member

## Viewing

Tennessee ▼  
Use the select above to choose another state ⓘ



# Search for a member in Patient360 (cont.)

- Next, you will get the option to view sensitive information.
  - If you don't need to see sensitive information, select **Continue to Patient360**.
  - If you do need to see sensitive information, select **Want to view sensitive information, if available**. Read the disclaimer when it pops up and select **Agree** to continue to Patient360.

The screenshot shows the Amerigroup RealSolutions in healthcare Patient 360 interface. At the top, there is a navigation bar with the Amerigroup logo and a row of four small profile pictures. Below the navigation bar, there is a sidebar on the left with links: Home, Claims, Precertification, Medical, Pharmacy, and Members (highlighted with a yellow background). The main content area is titled "Patient 360" and contains a form with the following fields: "You entered:", "Last Name:", "Member ID:", and "Date of Birth:". Below the form, there is a blue button labeled "Continue to Patient 360". To the right of the form, there is a purple box labeled "Viewing" with a dropdown menu showing "Tennessee" and a note: "Use the select above to choose another state". At the bottom of the main content area, there is a red-bordered box with a blue arrow and the text "Want to view sensitive information, if available?".

# Introduction to Patient360




Patient360 is a longitudinal patient record that allows care providers to access the complete view of information associated with an Amerigroup member, including:

- Gaps in care
- Claims
- Eligibility
- Utilization
- Pharmacy
- Labs
- Care management
- Communications
- Documents







# Introduction to Patient360 (cont.)

**Demoski, R D**   



Anthem

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | Documents 

Date Range: Oct 11, 2016 to Jul 11, 2017 



**Active Alerts**

Source	Code	Description
Facets	Responsible Person	Ronnie Bell [ 11/1/2015 - 6/1/20...
HEDIS	CCA HEDIS Alert	Antidepressant Medication Manag...
HEDIS	CCA HEDIS Alert	Antidepressant Medication Manag...
HEDIS	CCA HEDIS Alert	Adult BMI Assessment - Pending

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**ICT/IDT**

Sequence	Name
----------	------

  Page 1 of 0 No ICTD Data



**Lab Results**

Date	Type	Value	Acuity	Trend
------	------	-------	--------	-------

  Page 1 of 0 No lab results found



**Inpatient**

Admit Date	Discharge D	Facility Name	Primary Diag
03/02/2017	03/03/2017	Demoski, G	End stage renal disease
03/02/2017	03/03/2017	Demoski, G	Shortness of breath
02/07/2017	02/09/2017	Demoski, G	Shortness of breath
12/14/2016	12/16/2016	Demoski, G	Shortness of breath
12/14/2016	12/16/2016	Demoski, G	Shortness of breath

  Page 1 of 2 View 1 - 5 of 8



**Emergency Department**

Date	Facility Name	Primary Diagnosis
03/02/2017	Demoski	Shortness of breath
03/01/2017	Demoski	Hypertensive chronic kidney...
03/01/2017	Demoski	Hypertensive chronic kidney...
02/24/2017	Demoski	Cocaine abuse, uncomplicated
02/24/2017	Demoski	Chest pain, unspecified

  Page 1 of 8 View 1 - 5 of 39



**Pharmacy**

Date	Medication/Strength	Prescriber
03/24/2017	TRAMADOL HCL TAB 50MG	Demoski, G
03/22/2017	AMLODIPINE TAB 10MG	Demoski, A
03/22/2017	CALCITRIOL 0.25 MCG CA...	Demoski, A
03/22/2017	CLONIDINE TAB 0.1MG	Demoski, A
03/22/2017	HYDRALAZINE TAB 100MG	Demoski, A

  Page 1 of 13 View 1 - 5 of 64



**Authorizations**

Auth Num	Start Date	End Date	Place of Service	Referred To Provider	Status
C05742...	03/02/2...	03/03/2...	Inpatient Ho...	Demoski, G	Disallo...
C05654...	02/07/2...	02/09/2...	Inpatient Ho...	Demoski, G	Dischar...
106346...	01/04/2...	07/03/2...	Community...	Demoski, G	Complete
C05457...	12/14/2...	12/16/2...	Inpatient Ho...	Demoski, G	Dischar...
C05394...	11/25/2...	11/26/2...	Inpatient Ho...	Demoski, G	Disallo...

  Page 1 of 2 View 1 - 5 of 8



**Home Mods and Equipment Claims**

Date	Provider	Service
------	----------	---------

  Page 1 of 0

**Office Visits**

Date	Provider	Primary Diagnosis
01/31/2017	Demoski, G	Unilateral inguinal hernia,...

  Page 1 of 1 View 1 - 1 of 1



# Patient banner

At the very top of the tool is the patient banner, which displays all of the demographic information we have on file for that member.

The arrow allows you to hide the banner page.

**Demoski, M V** [dropdown arrow]

Currently Enrolled [green dot] No Alerts Exist [green dot] No OHI [green dot]

Risk Score N/A Address 123 Main Street Age / Gender 08 Female  
City / State \* MIDLOTHIAN VA DOB 1/1/1900  
Zip 12345 Home Phone (555) 123-4567  
Spoken Language \* English (Default) Written Language N/A  
Medicare ID 1234567890 SSN N/A PCP N/A  
Primary Case Mgr N/A Plan RXXV0014 16 ANT...  
Secondary Case Mgr N/A Product N/A  
Eligibility Status Active Chronic Conditions Hyperlipidemia, H...  
Eligibility End Date 06/09/2068

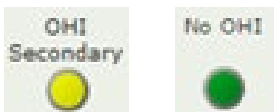
## Enrollment status



## Gap in care alerts



## Other health insurance (OHI)



## Traffic light status key

- All clear; no concerns
- Caution; there may be a concern
- An immediate concern
- A dual member

# Member Care Summary tab

The first tab in Patient360 is the *Member Care Summary* tab. This page summarizes important aspects of the member's care, including active alerts for HEDIS® care gaps, immunization and lab records, emergency department visits, inpatient stay summaries, and a history of office visits.

**Demoski, R D** Currently Enrolled Alerts Exist No OHI

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | Documents More

Date Range: Oct 11, 2016 to Jul 11, 2017 Update

#### Active Alerts

Source	Code	Description
Facets	Responsible Person	Ronnie Bell [ 11/1/2015 - 6/1/20...
HEDIS	CCA HEDIS Alert	Antidepressant Medication Manag...
HEDIS	CCA HEDIS Alert	Antidepressant Medication Manag...
HEDIS	CCA HEDIS Alert	Adult BMI Assessment - Pending

Page 1 of 1 View 1 - 4 of 4

#### ICT/IDT

Sequence	Name
----------	------

Page 1 of 0 No ICTD Data

#### Lab Results

Date	Type	Value	Acuity	Trend
------	------	-------	--------	-------

Page 1 of 0 No lab results found

#### Inpatient

Admit Date	Discharge D	Facility Name	Primary Diag
03/02/2017	03/03/2017	Demoski, G	End stage renal disease
03/02/2017	03/03/2017	Demoski, G	Shortness of breath
02/07/2017	02/09/2017	Demoski, G	Shortness of breath
12/14/2016	12/16/2016	Demoski, G	Shortness of breath
12/14/2016	12/16/2016	Demoski, G	Shortness of breath

Page 1 of 2 View 1 - 5 of 8

#### Emergency Department

Date	Facility Name	Primary Diagnosis
03/02/2017	Demoski	Shortness of breath
03/01/2017	Demoski	Hypertensive chronic kidney...
03/01/2017	Demoski	Hypertensive chronic kidney...
02/24/2017	Demoski	Cocaine abuse, uncomplicated
02/24/2017	Demoski	Chest pain, unspecified

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#### Pharmacy

Date	Medication/Strength	Prescriber
03/24/2017	TRAMADOL HCL TAB 50MG	Demoski, G
03/22/2017	AMLODIPINE TAB 10MG	Demoski, A
03/22/2017	CALCITRIOL 0.25 MCG CA...	Demoski, A
03/22/2017	CLONIDINE TAB 0.1MG	Demoski, A
03/22/2017	HYDRALAZINE TAB 100MG	Demoski, A

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#### Authorizations

Auth Num	Start Date	End Date	Place of Service	Referred To Provider	Status
C05742...	03/02/2...	03/03/2...	Inpatient Ho...	Demoski, G	Disallo...
C05654...	02/07/2...	02/09/2...	Inpatient Ho...	Demoski, G	Dischar...
106346...	01/04/2...	07/03/2...	Community...	Demoski, G	Complete
C05457...	12/14/2...	12/16/2...	Inpatient Ho...	Demoski, G	Dischar...
C05394...	11/25/2...	11/26/2...	Inpatient Ho...	Demoski, G	Disallo...

Page 1 of 2 View 1 - 5 of 8

#### Home Mods and Equipment Claims

Date	Provider	Service
------	----------	---------

Page 1 of 0

#### Office Visits

Date	Provider	Primary Diagnosis
01/31/2017	Demoski, G	Unilateral inguinal hernia,...

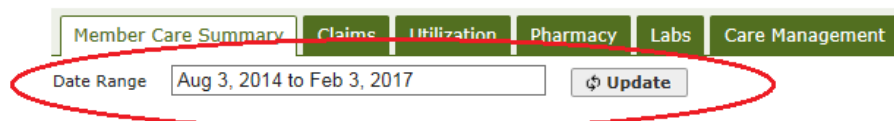
Page 1 of 1 View 1 - 1 of 1

# Member Care Summary tab (cont.)

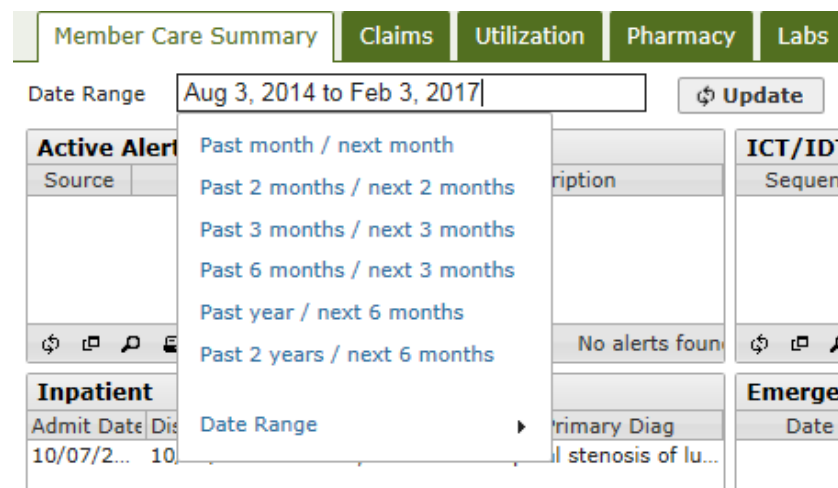
The *Date Range* field allows users to identify the range of data displayed in Patient360. The default range is six months. Selecting the last option, **Date Range**, will open up two date range calendars. This will allow the user to select a specific start and end date.

## Define the Date Range

- Use the default ranges to select the desired date range or customize your date range with the Date Range option.
- Once you select the range, select the **Update** icon next to the *Date Range* field. Patient360 will update the records and display any information within the selected range.



This screenshot shows the top navigation bar of the Patient360 interface. The 'Member Care Summary' tab is selected. Below the navigation bar, the 'Date Range' field is highlighted with a red oval. It contains the text 'Aug 3, 2014 to Feb 3, 2017'. To the right of the field is a button with a circular arrow icon and the word 'Update'.



This screenshot shows the 'Date Range' dropdown menu open. The menu lists several options: 'Past month / next month', 'Past 2 months / next 2 months', 'Past 3 months / next 3 months', 'Past 6 months / next 3 months', 'Past year / next 6 months', and 'Past 2 years / next 6 months'. At the bottom of the menu is the option 'Date Range'. The background shows the same interface as the previous screenshot, but with the dropdown menu open.

# Member Care Summary tab (cont.)

The print dashboard icon is an option that allows for printing information to be viewed.

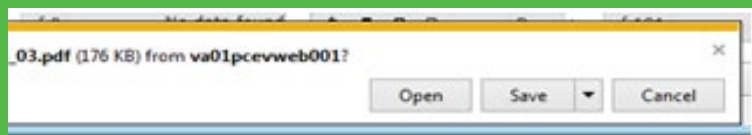
Member Care Summary | Claims | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer

Date Range: Jul 20, 2016 to Apr 20, 2017

Print Dashboard

## Print dashboard

- Select the print dashboard icon.
- A prompt will appear to open or save the file.
- The PDF file will appear.



memberCareSummary (Demoski, M V-06\_10\_1948) 08\_03.pdf - Adobe Reader

Demoski, M V 08/03/2016 13:00:00

Address	123 Main Street	Age / Gender	68 Female	PCP	N/A
City / State	MIDLOTHIAN VA	DOB	1/1/1900	Primary Case Mgr	N/A
Zip	12345			Secondary Case Mgr	N/A
Work Phone	N/A			Ethnicity	N/A
Home Phone	(555) 123-4567			Written Language	N/A

Active Alerts 0 records

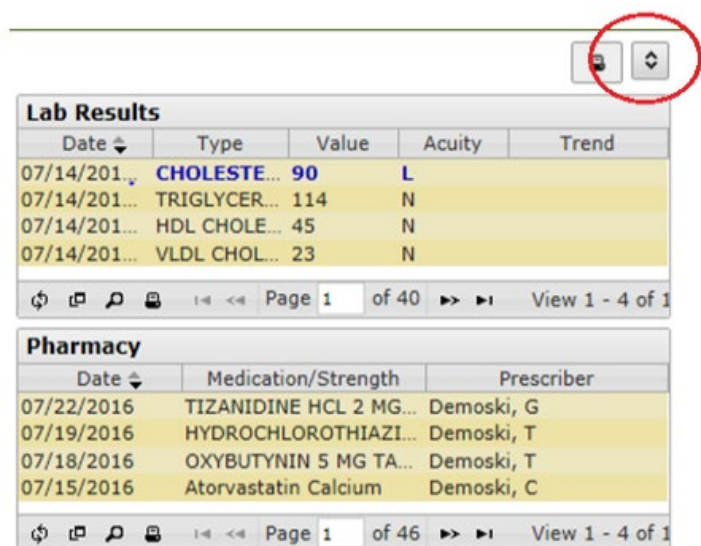
Immunizations & Preventive Health 6 records

Date	Service	Provider
04/05/2016	Pneumococcal vaccine administered or previously received (COPD), (IBD), (PV)	Demoski, G
02/02/2016	Pneumococcal vaccine administered or previously received (COPD), (IBD), (PV)	Demoski, G
12/02/2015	Pneumococcal vaccine administered or previously received (COPD), (IBD), (PV)	Demoski, G
04/20/2015	Pneumococcal vaccine administered or previously received (COPD), (IBD), (PV)	Demoski, G
02/21/2015	Pneumococcal vaccine administered or previously received (COPD), (IBD), (PV)	Demoski, G
02/04/2015	Pneumococcal vaccine administered or previously received (COPD), (IBD), (PV)	Demoski, G

# Member Care Summary tab (cont.)

Selecting the display density icon condenses the individual displays to only show the most recent record for each display.

## Before selecting display density

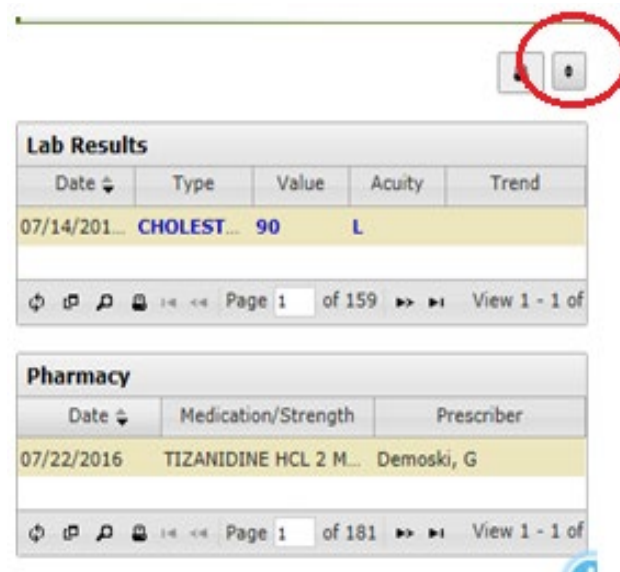


Lab Results				
Date	Type	Value	Acuity	Trend
07/14/201...	CHOLESTE...	90	L	
07/14/201...	TRIGLYCER...	114	N	
07/14/201...	HDL CHOLE...	45	N	
07/14/201...	VLDL CHOL...	23	N	

Pharmacy		
Date	Medication/Strength	Prescriber
07/22/2016	TIZANIDINE HCL 2 MG...	Demoski, G
07/19/2016	HYDROCHLOROTHIAZI...	Demoski, T
07/18/2016	OXYBUTYNIN 5 MG TA...	Demoski, T
07/15/2016	Atorvastatin Calcium	Demoski, C

## After selecting display density



Lab Results				
Date	Type	Value	Acuity	Trend
07/14/201...	CHOLEST...	90	L	

Pharmacy		
Date	Medication/Strength	Prescriber
07/22/2016	TIZANIDINE HCL 2 M...	Demoski, G

# Member Care Summary tab (cont.)

The features below are available in each tab in Patient360.



- Reload grid: This option will reload the grid with either the same data or any new data.



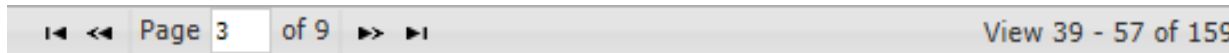
- Expand grid: This option will expand the selected grid to a full-screen view.



- Search grid: This option will allow the user to search the current grid for specific data.



- Print grid: This option will allow the user to print the current grid. The print option will open a new screen and display all data for that grid.



- Page option: This option will allow the user to move through the selected grid. The user can jump to the end of the date or move through each page of the grid. This option works best when the user selects the expand grid option.





# Eligibility tab

The *Enrollment History* section displays the eligibility time span for the member. The *Additional Contacts* section contains information about other contacts the member has provided. It displays contact information that has been collected about the member from the Amerigroup care management application. It would typically include an alternate phone number that may be present in the Amerigroup enrollment system.





# Eligibility tab (cont.)

**Demoski, R D** >

Currently Enrolled

Alerts Exist

No OHI

Member Care Summary | Eligibility | **Claims** | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | Documents | Raw Data Viewer | Lab Reports | CareMore Dashboard

Date Range: Sep 30, 2016 to Jun 30, 2017 [Update](#)

**Subscriber Information**

Name Bell, Ronnie D  
Gender M  
Birthdate 09/06/1961

Street 2628 Downing Ave  
City Dallas  
State/Zip TX 12345

SSN xxx-xx-8268  
Home Phone (555) 123-4567  
Updated Phone (555) 123-4567

**Relationships**

Name	Status	Relationship
Demoski, R D	Inactive	Unknown
Demoski, R D	Inactive	Unknown
Demoski, R D	Active	Self

Page 1 of 1

View 1 - 3 of 3

**Enrollment History**

Enroll ID	Status	Plan	Plan Type	Segment	Effective Date	End Date
606579000	Primary	TX NON DUAL CFC SPW 21 AND OLDER	MDCD	Internal	07/01/2016	06/01/2019
2525	Primary	Scott And White Health Plan	C	Ext	01/01/2016	06/30/2016
606579000	Secondary	TX NON DUAL CFC OTHER COMMUNITY 21 AND OLDER	MDCD	Internal	06/07/2016	06/30/2016

Page 1 of 2

View 1 - 3 of 4

**Additional Contacts**

Contact	ContactType	Phone	Fax	Address	Email	Updated Date
Ronnie Bell	Mailing	(555) 123-4567	(555) 123-4567	2628 Downing Ave, Dallas, TX 12345	N/A	03/27/2017

Page 1 of 1

View 1 - 1 of 1



# Claims tab

The *Claims* tab provides claim details for up to two years, including:

- Claim status
- Assigned diagnoses
- Services rendered

The screenshot displays the 'Claims' tab in a software interface. At the top, there is a navigation bar with tabs: Member Care Summary, Eligibility, Claims (selected), Utilization, Pharmacy, Labs, Care Management, Episodic Viewer, Communication, and Documents. Below the navigation bar, a 'Date Range' filter is set to 'Oct 11, 2016 to Jul 11, 2017' with an 'Update' button. The main area shows a table of claims with columns: DOS, Claim #, Provider, Status, and Diagnosis. The first row is highlighted in yellow and circled in red. A red callout box points to this row with the text: 'Clicking on a Claim line will display the Claim Detail'. To the right of the table, a 'Claim Detail' panel is visible, showing details for the selected claim. A red callout box points to the 'Claim #' field in the table with the text: 'Allows user to narrow search for specific data'. The 'Claim Detail' panel includes fields for Claim #, Date of Service, Claim Status (Processed), Provider (M Demoski), Group ID, NPI, Specialty (Emergency Medicine), Status (Non-Participating), Address (123 Main Street, Anytown, XX 12345), and Phone ((555) 123-4567).

DOS	Claim #	Provider	Status	Diagnosis
10/16/2...	136832357...	Demoski, A F	Process...	Chest pain...
11/19/2...	141112063...	Demoski, M L	Comple...	End stage...
03/06/2...	140201479...	Demoski, G	Comple...	End stage...
03/06/2...	140201479...	Demoski, G	Comple...	End stage...
03/06/2...	140201479...	Demoski, G	Comple...	End stage...
03/06/2...	140201479...	Demoski, G	Comple...	End stage...
03/22/2...	140663866...	Demoski, G	Comple...	End stage...
03/25/2...	140744171...	Demoski, G	Process...	End stage...
03/30/2...	140896014...	Demoski, G	Comple...	End stage...

**Claim Detail**

Claim # 136832357...  
Date of Service 10/16/2016  
Claim Status Processed  
Provider M Demoski  
Group ID  
NPI  
Specialty Emergency Medicine  
Status Non-Participating  
Address 123 Main Street, Anytown, XX 12345  
Phone (555) 123-4567

# Utilization tab

The *Utilization* tab provides details about active and inactive authorizations on file for the member for up to two years.

1. Active authorizations: Authorizations for which the member is currently receiving care.
2. Inactive authorizations: Authorizations that have expired or for which care has already been rendered.



# Utilization tab (cont.)

Member Care Summary | Eligibility | Claims | **Utilization** | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | Documents | Raw Data Viewer

Date Range: Oct 11, 2016 to Jul 11, 2017

### Active Authorizations

Start Date	End Date	Auth Number	Status	Template
01/04/2017	07/03/2017	106346985	Complete	Community Mental

1

### Authorization Detail

Authorization ID: 106346985  
Source: Facets  
Status: Complete  
Admit Date:  
Discharge Date:  
Effective Date: 01/04/2017  
End Date: 07/03/2017  
Days Authorized:  
Days Denied:  
Assigned To: Demoski, K  
Next Review Date: 01/10/2017  
UM Template: Community Mental Health Center

Selecting an Active or Inactive Authorization line will display the Authorization Detail.

### Inactive Authorizations

Start Date	End Date	Auth Number	Status	Template
03/02/2017	03/03/2017	C05742227	Disallowed	Inpatient Hospital
02/07/2017	02/09/2017	C05654167	Discharged	Inpatient Hospital
12/14/2016	12/16/2016	C05457622	Discharged	Inpatient Hospital
11/25/2016	11/26/2016	C05394678	Disallowed	Inpatient Hospital

2

Referred To: **G Demoski**  
ID: 10022471  
NPI: 1023239886  
Specialty: Psychiatry  
Status: Participating  
Address: 123 Main Street, Anytown, XX 12345  
Phone: (555) 123-4567  
Fax: (555) 123-4567

Referred From: N/A  
Address: 123 Main Street, Anytown, XX 12345



# Pharmacy tab

The *Pharmacy* tab includes all pharmacy information from IngenioRx\* and other third-party pharmacies.

1. Status: Status of the specified pharmacy transaction.
2. Pharmacy Detail: Details of the selected pharmacy item, including:
  - Medication quantity
  - Days supplied
  - Prescribing physician
  - Pharmacy location



# Pharmacy tab (cont.)

Member Care Summary | Eligibility | Claims | Utilization | **Pharmacy** | Labs | Care Management | Episodic Viewer | Communication | Documents

Date Range: Oct 11, 2016 to Jul 11, 2017 Update

Date	Medication/Strengt	Quantity	Pharmacy Location	Status
03/24/2017	TRAMADOL HCL...	30.00	123 Main Street,...	Paid
03/22/2017	AMLODIPINE TAB...	30.00	123 Main Street,...	Paid
03/22/2017	CALCITRIOL 0.25...	30.00	123 Main Street,...	Paid
03/22/2017	CLONIDINE TAB...	90.00	123 Main Street,...	Paid
03/22/2017	HYDRALAZINE T...	90.00	123 Main Street,...	Paid
03/03/2017	POLYETH GLYC P...	527.00	123 Main Street,...	Denied

Selecting a Pharmacy line will display the Pharmacy Detail.

### Pharmacy Detail

Date: 03/22/2017  
Medication / Strength: CALCITRIOL 0.25 MCG CAPSULE  
Therapeutic Class: VITAMIN D  
Status: Paid  
Brand / Generic: Generic  
Quantity: 30  
Days Supplied: 30  
Refill Number: 0  
Refills: 3  
Billed Amount: \$7.94  
Paid Amount:   
Denial Reason:   
Source: GBD ESI  
Prescriber: Demoski, A  
Specialty: Nephrology  
Phone: (555) 123-4567  
NPI: 1689712945  
DEA: FB0486630

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# *Labs* tab

The *Labs* tab includes lab results from LabCorp\* and Quest Diagnostics.\* This tab also allows for tracking and trending specific lab results as well as viewing labs that fall outside of the normal range.



# Labs tab (cont.)

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | **Labs** | Care Management | Episodic Viewer | Communication | Documents

8/23

← First Cols   < Prev Cols   << Shift Col   Date:   Search

Showing column 1 of 1 (8/23/2016 22:00 to 8/23/2016 22:00)

**Hierarchy Options**

Select Hierarchy: Default ▾

Delete Selected Hierarchy

Add New Hierarchy

Selected Hierarchy Name: Default

Report-based: ☒

Time Compression: None ▾

Timeline Order: Ascending ▾

**Page Actions**

Display Most Recent Co

Organize All Panels: ☐

Graph Checked Row

Filter Result Rows

**Legend**

**A** Abnormal

**AA** Critically Abnormal

**H** High

**HH** Critically High

**Blood Count; Complete Cbc, Automated (Hgb, Hct, Rbc, Wb**

<input type="checkbox"/> Check/uncheck all rows	Most Recent	8/23/2016 22:00
<input type="checkbox"/> Albumin, Serum	3.4	3.4
<input type="checkbox"/> B-Type Natriuretic Peptide	H 1017.0	H 1017.0
<input type="checkbox"/> BUN	32	32
<input type="checkbox"/> Creatinine Ratio	11	11
<input type="checkbox"/> um, Serum	8.4	8.4
<input type="checkbox"/> on Dioxide, Total	26	26
<input type="checkbox"/> ide, Serum	104	104
<input type="checkbox"/> inine, Serum	2.95	2.95
<input type="checkbox"/> Glucose, Serum	84	84
<input type="checkbox"/> Hematocrit	29.6	29.6
<input type="checkbox"/> Hemoglobin	9.3	9.3
<input type="checkbox"/> MCH	29.4	29.4
<input type="checkbox"/> MCHC	31.4	31.4
<input type="checkbox"/> ...	...	...

Acuity is set by LabCorp and Quest.

Hover over values for additional detail.





## Labs tab (cont.)

Hovering over the selected item will automatically expand and show the details for that item.

Date	Value	Units	Normal	Location	Ordering Provider	Accession #	Comment
3/13/2016 22:00	4.9		3.5 - 5.2	Unspecified	Unspecified	607443669740	

The screenshot shows the 'Date' table with columns for years '16, '15, '14, '13, and '12. Each year has a set of columns labeled N, O, S, A, J, J, M, A, M, F, J. Below the table, there are navigation buttons: 'First Cols', 'Prev Cols', 'Shift Col', 'Next Cols', and 'Last Cols'. A red arrow points from the 'Shift Col' button in the 'Date' table to the 'Shift Col' button in the 'Date' table.

The columns are listed by month for the selected year. The user will be able to shift the view by selecting the **Shift Col** option.

(3/31/2016 23:00 to 11/30/2016 22:00)

# Labs tab (cont.)

Legend	
<b>A</b>	Abnormal
<b>AA</b>	Critically Abnormal
<b>H</b>	High
<b>HH</b>	Critically High
<b>L</b>	Low
<b>LL</b>	Critically Low
<b>&gt;</b>	Above Absolute High

<input type="checkbox"/> CREATININE	<b>H</b>	2.80
<input type="checkbox"/> GLOBULIN		2.5
<input type="checkbox"/> GLUCOSE	<b>H</b>	134
<input type="checkbox"/> POTASSIUM		4.9
<input type="checkbox"/> PROTEIN, TOTAL		6.4
<input type="checkbox"/> SODIUM		139
<input type="checkbox"/> UREA NITROGEN (BUN)	<b>H</b>	50
<input type="checkbox"/> eGFR AFRICAN AMERICAN	<b>L</b>	27
<input type="checkbox"/> eGFR If NonAfric Am	<b>L</b>	23

Panel Shortcuts	
<a href="#">CM Diabetes</a>	
<a href="#">Comprehensive metabolic panel This panel must include the following: Albumin (82040) Bilirubin, total (82247) Calcium, t</a>	
<a href="#">DM Diabetes</a>	
<a href="#">Infectious agent detection by nucleic acid (DNA or RNA); hepatitis C, reverse transcription and quantification</a>	
<a href="#">Protein, Total, Except By Refractometry; Urine</a>	
<a href="#">Renal function panel This panel must include the following: Albumin (82040) Calcium, total (82310) Carbon dioxide (bicar</a>	
<a href="#">Thyroid Stimulating Hormone (Tsh)</a>	
<a href="#">Urine Analysis</a>	

The user has the ability to use Panel Shortcuts to access a specific lab record. Selecting this link will take the user directly to that lab record.

Selecting the last option, **Date Range**, will open two date range calendars. This will allow the user to select specific start and end dates.

ift Col Date: Shift Col >> Ne

umns 1-6 of 35 (3

played because the

9/30/2016 - 10/31/2016

November 2016

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

5 01 2 65

# Care Management tab

The *Care Management* tab provides a graphical representation of when an assessment, enrollment into a care management/disease management program, or case occurred. This tab provides the granular information provided in the graphical view.

**Care Plan & Assessments**

[Summary](#)

**Assessments (5)**

Name	Date
GBD Adult CM Initial Assessment	03/22/2017
GBD Adult CM Initial Assessment	03/21/2017
GBD Adult CM Initial Assessment	02/22/2017
AGP TX STARPLUS MNLOC	04/29/2016
Addendum to Form H2060	04/29/2016

(only two years displayed)

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**Cases (6)**

Name	Date
CM End stage renal disease	03/21/2017
CM End stage renal disease	02/14/2017
CM End stage renal disease	12/27/2016
CM End stage renal disease	11/08/2016
CM PDM Subdural Hemorrhage	08/19/2016

**Care Management Summary**

Identifications Assessments CM Program Enrollment DM Program Enrollment Cases

2014 2015 2016 2017 2018 2019 2020

Feb 19 Feb 26 Mar 5 Mar 12 Mar 19 Mar 26 Apr 2

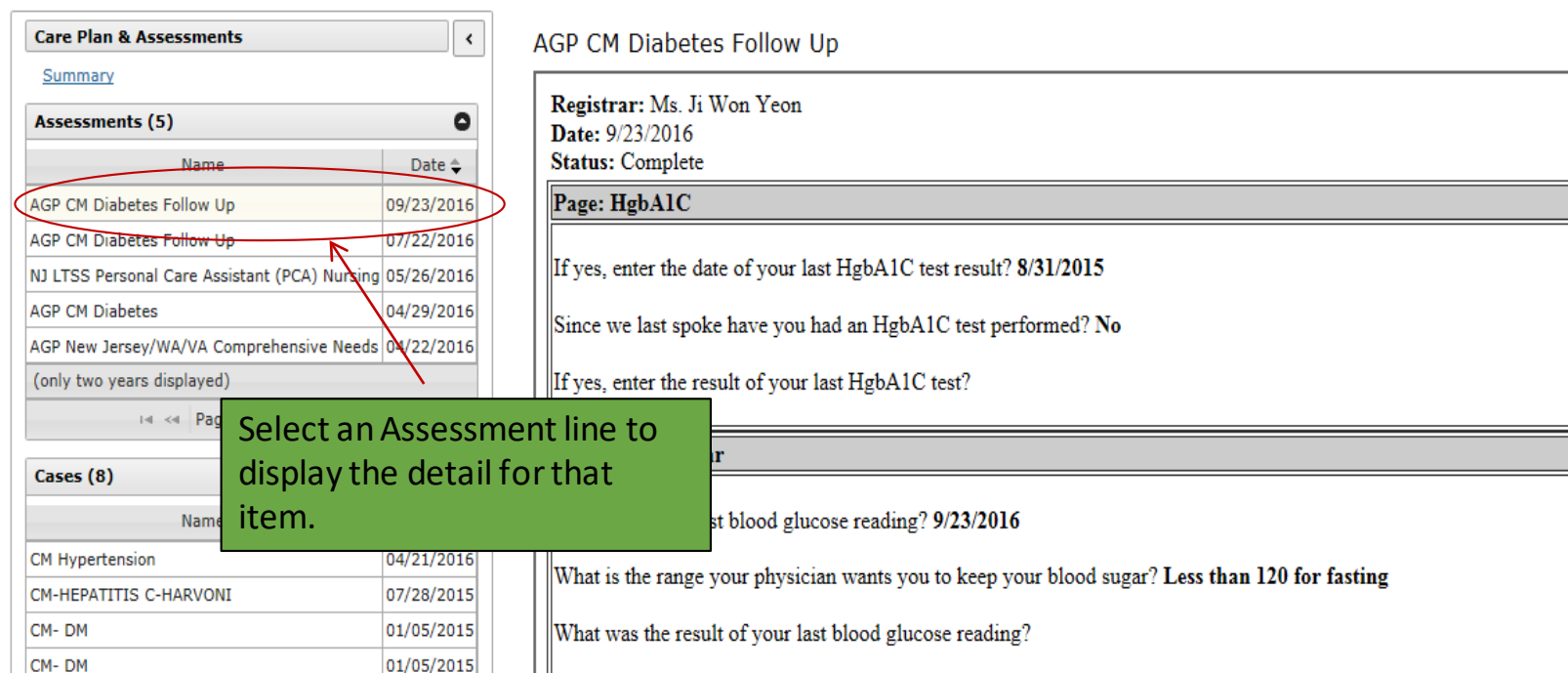
**Tasks**

Due Date	Subject	Assigned To	Created By	Created Date	Status
04/01/2017	Adult BMI Assessment	HEDIS Task	HEDIS Task	03/31/2017	Pending
03/23/2017	Antidepressant Medication Management	HEDIS Task	HEDIS Task	03/22/2017	Pending
03/23/2017	Antidepressant Medication Management	HEDIS Task	HEDIS Task	03/22/2017	Pending
11/07/2016	CM Referral/Transition Note	Melissa Thompson	Melissa Thompson	11/07/2016	Pending

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# Care Management tab (cont.)

Under the *Assessment* section, users can access the detailed assessment data that was captured by double-clicking **Assessment**. All assessment questions and answers are recently completed by the patient and the assigned care manager.



**Care Plan & Assessments**

[Summary](#)

**Assessments (5)**

Name	Date
AGP CM Diabetes Follow Up	09/23/2016
AGP CM Diabetes Follow Up	07/22/2016
NJ LTSS Personal Care Assistant (PCA) Nursing	05/26/2016
AGP CM Diabetes	04/29/2016
AGP New Jersey/WA/VA Comprehensive Needs	04/22/2016

(only two years displayed)

**Cases (8)**

Name	Date
CM Hypertension	04/21/2016
CM-HEPATITIS C-HARVONI	07/28/2015
CM- DM	01/05/2015
CM- DM	01/05/2015

**AGP CM Diabetes Follow Up**

**Registrar:** Ms. Ji Won Yeon  
**Date:** 9/23/2016  
**Status:** Complete

**Page:** HgbA1C

If yes, enter the date of your last HgbA1C test result? **8/31/2015**

Since we last spoke have you had an HgbA1C test performed? **No**

If yes, enter the result of your last HgbA1C test?

What was the range your physician wants you to keep your blood sugar? **Less than 120 for fasting**

What was the result of your last blood glucose reading?

# Care Management tab (cont.)

Similar to the *Assessment* section, users can access the detailed case data that was captured by double-clicking the identified case.

The screenshot displays the 'Care Management' tab interface. On the left, the 'Cases (8)' section is highlighted with a red circle. A red arrow points from this section to a green callout box. The main area shows the 'Problem: CM Hypertension N17.9' and a table of 'Interventions'. A red arrow points from the 'Expand All Notes' button to another green callout box.

**Care Plan & Assessments**

[Summary](#)

**Assessments (5)**

Name	Date
AGP CM Diabetes Follow Up	09/23/2016
AGP CM Diabetes Follow Up	07/22/2016
NJ LTSS Personal Care Assistant (PCA) Nursing	05/26/2016
AGP CM Diabetes	04/29/2016
AGP New Jersey/WA/VA Comprehensive Needs	04/22/2016

(only two years displayed)

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**Cases (8)**

Name	Date
CM Hypertension	04/21/2016
CM-HEPATITIS C-HARVONI	07/28/2015
CM- DM	
CM- DM	
CM - PVD	

**Problem: CM Hypertension N17.9**

Created on: 4/21/2016  
Closed on: 10/7/2016  
Created by: Yeon, Ji Won

SSN: xxx-xx-0000  
DOB: 01/01/1900

**Expand All Notes**

**Goals & Milestones**

**Goal**

Name	Priority
Member will verbalize their understanding of disease p	Goal

**Interventions**

Description	Due Date	Status
CM will evaluate member's understanding of the HTN		
CM will provide education about disease process/risk/ complications	07/22/2016	Met
CM will discuss when to call the MD	07/22/2016	Met
CM will discuss when to go to the ER	07/22/2016	Met
CM will discuss when to go to the ER	07/22/2016	Met
CM will discuss when to go to the ER	07/22/2016	Met

**Interventions**

Description	Due Date	Status
CM will evaluate member's understanding of the HTN	08/22/2016	Met

Selecting a Case line will display the care plan detail for that item. Selecting the Case master heading will give a patient's comprehensive care plan.

The Expand All Notes Case icon will allow the user to show all notes for the selected item that may be hidden. The user can select the icon again to collapse all notes.

# Episodic Viewer tab

The *Episodic Viewer* tab is a graphical representation of the data displayed in the *Member Care Summary*, *Claims*, *Utilization*, *Labs*, and *Care Management* tabs. Each event is represented by a specific encounter (such as hospital, ER, etc.) and has the ability to drill down to the specifics of each encounter.

The screenshot displays the 'Episodic Viewer' tab in a software interface. At the top, a navigation bar includes tabs for 'Member Care Summary', 'Eligibility', 'Claims', 'Utilization', 'Pharmacy', 'Labs', 'Care Management', 'Episodic Viewer', and 'Communication'. Below this, a timeline for the year 2016 is shown, with months from June to November visible. A red arrow points to the timeline bar, which is highlighted in red. A text box on the right explains: 'Timeline – The bottom bar represents the current time frame of member care being reviewed. The Timeline range bar lets you change the time period being viewed.'

On the left, a list of 'PRIMARY PROBLEMS' is shown, including 'Cardiac and circulatory congenital ano...', 'Deficiency and other anemia', 'Acute cerebrovascular disease', 'Aortic; peripheral; and visceral artery...', 'Cardiac dysrhythmias', 'Conduction disorders', 'Congestive heart failure; nonhyperten...', 'Coronary atherosclerosis and other he...', 'Essential hypertension', 'Heart valve disorders', 'Hypertension with complications and s...', and 'Myocardial chest pain'. A red arrow points to a red 'E' icon in the timeline, which corresponds to a specific event. A text box on the left explains: 'Selecting an icon on the grid will open an expanded view of the item.'

The expanded view on the right shows details for a claim from 11/22/2015 to 11/22/2015. It includes fields for 'Claim:', 'Type: Medical', 'Status: Completed', 'Claim Provider:', and 'PayToProvider:'. Below this, a table lists 'Problems' and 'Services' with their respective dates and descriptions. The 'Problems' table includes 'R0789 Other chest pain', 'I120 Hypertensive chronic kidney disease with stage 5 chronic kidney disease or end stage renal disease', 'J810 Acute pulmonary edema', and 'N186 End stage renal disease'. The 'Services' table includes '9928525 Emergency department visit for the evaluation and management of a patient, which requires these 3 key components within the constraints imposed by the urgency of the patient's', '93010 Electrocardiogram, Routine W/At Least 12 Leads; Interpretation & Report Only', and '9301051 Electrocardiogram, routine ECG with at least 12 leads; interpretation and report only'.

At the bottom, there is a 'Filter by Data Sources' dropdown, a legend for 'H Inpt', 'E ER', 'C Clinic/Office', and 'H Home/Hospice', a 'View: Patient Overview' dropdown, and a 'Diseases of the genitourinary system' section.

# Episodic Viewer tab (cont.)

Member Care Summary | Claims | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer

2008 2009 2010's 2011 2012 2013 2014 2015 2016 2017

2008 2009 2010's 2011 2012 2013 2014 2015 2016 2017

**PRIMARY PROBLEMS**

Other congenital anomalies  
Deficiency and other anemia  
Diseases of white blood cells  
Aortic an  
Cardiac  
Congesti  
Coronary  
Essential  
Hemorrh  
Hyperter  
Nonspec  
Other an  
Other cir  
Other di  
Peri-; en  
Peripheral and visceral atherosclerosis  
Phlebitis; thrombophlebitis and throm...  
Varicose veins of lower extremity  
Gastritis and duodenitis  
Other disorders of stomach and duode...

CCA Patient Record Authority  
LabCorp Patient Record Authority  
Facets NJ Medicaid Patient Record Authority  
Quest Patient Record Authority

Filter by Data Sources ▼

H Inpt E ER Clinic/Office Home/Hospice

View: Patient Overview  
Patient Overview (Compressed)  
Reconciliation  
Reconciliation (Compressed)

Filter by Data Sources ▼ H Inpt E ER Clinic/Office Home/Hospice View: Patient Overview



# Communications tab

The *Communications* tab will display direct contacts with the member. Communications may come from the Amerigroup communication systems. The *Communications* tab will include communications with the member or with someone about the member and communications with a provider involved in the member's care.

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | **Communication** | Documents

Date Range: Oct 11, 2016 to Jul 11, 2017 [Update](#)

Communication		
Date	Source	Type
03/30/2017	CCA	Member Communication
03/30/2017	CCA	Member Communication
03/30/2017	CCA	Member Communication
03/30/2017	Appeal	Appeal Communication
03/28/2017	Appeal	Appeal Communication
03/22/2017	CCA	Member Communication
03/22/2017	CCA	Member Communication
03/17/2017	CCA	Member Communication
03/17/2017	CCA	Member Communication
03/14/2017	Facets	Authorization Communicati...

Contact Date: 03/30/2017  
Call Manager: Mrs. Susana  
Contact Type:  
Contact Method:  
Respondent: Vivrant HH  
Purpose:  
Outcome:  
Notes: CM received call from , to inform the member's eligibility is showing to be expiring April 1st. She wanted to know if there was something CM can do. CM informed her that member has notified the state of his address change, new address noted in Facets, in AGP coverage area, but CM is unable to make changes in eligibility. CM asked her to call 211, and see if they would be able to provide further guidance.

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# Documents tab

The *Documents* tab displays the documents received by the health plan from Amerigroup care providers (both internal and external, if applicable). Please contact your Amerigroup representative for more information. Clinical documents can include but are not limited to consolidated clinical data architecture (CCDAs), progress notes, assessments, discharge summaries, and emergency department notes and reports.

**Member Care Summary** | Eligibility | Claims | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | **Documents**

**Reports** Group By: Group Year  
Expand All Collapse All  
Q  
▼ CCDAs  
01/23/2017 02:15 Summary of Care: 1/7/17 - 1/9/17  
01/10/2017 02:07 Summary of Care: 1/7/17 - 1/9/17  
▼ DISCHARGE SUMMARIES  
01/21/2017 20:19 Discharge Summary - Williams  
▼ ED NOTES/REPORTS  
01/07/2017 18:02 ED Report - Tsvetkova  
▼ MISCELLANEOUS  
FileNet  
OnDemand

**Summary of Care: 1/7/17 - 1/9/17**  
Created on January 23, 2017

Print Report Download Report

Patient	DEB	Birthdate	November	Race	White/Caucasian	Preferred Language	English
Patient ID	1	Sex	Female	Ethnicity	Not Hispanic or Latino	Next of Kin	
Address	4260 LOS ANGELES, CA, 90042-3898 tel:(323) - - - - -	Care Team Member(s)	Todd 10 Congress Street Suite - - - Pasadena, CA, 91105- tel:(626) - - - - -	Guardian			
		Other Caregivers(s)		Emergency Contact			

**Table of Contents**

- [Encounter](#)
- [Vital Signs](#)
- [Problem List](#)
- [Allergies, Adverse Reactions, Alerts](#)
- [Medications](#)
- [Results](#)
- [Immunizations](#)
- [Procedures](#)
- [Social History](#)
- [Assessment and Plan](#)





**Thank you!**

# Appendix

## Patient banner

Item	Description
Traffic lights	The traffic lights are key status indicators that you can hover over to see information. The color green indicates all clear; there are no concerns. Yellow indicates caution; there may be a concern. Red means stop; there is an immediate concern. Blue indicates a dual member.
PCP	PCP indicates the member's primary care physician.
Case manager	Case manager indicates the case manager(s) coordinating the member's care.

## Member Care Summary tab

Item	Description
Date range	The default range is six months, but up to two years of medical history data is available.
Active alerts	Active alerts indicate care gaps that need immediate attention.
Lab results	Lab results are shown with abnormal acuity identified in red.
Emergency department	Emergency department indicates the member's emergency department claims.
Expand grid icon	Select this icon to see an expanded view of the specified grid.



# Appendix (cont.)

## ***Claims tab***

Item	Description
Status	Status of the specified claim
Claim detail	Details of the selected claim including diagnoses assigned and services rendered
Sensitive claim data	Not displayed in Patient360; includes claims related to behavioral health diagnoses, HIV status, and abortion history

## ***Utilization tab***

Item	Description
Active authorizations	Authorizations for which the member is currently receiving care
Inactive authorizations	Authorizations that have expired or for which care has already been rendered
Authorization ID	The identification number of the selected authorization
Status	The current status of the selected authorization
Assigned diagnoses	The diagnoses assigned to the selected authorization
Assigned devices	The services assigned to the selected authorization



# Appendix (cont.)

## **Pharmacy tab**

Item	Description
Status	Status of the specified pharmacy transaction
Pharmacy detail	Details of the selected pharmacy item including the medication quantity, days supplied, prescribing physician, and pharmacy location
Sensitive pharmacy data	Not displayed in Patient360; includes but is not limited to medications associated with behavioral health, HIV, and abortion

## **Care Management tab**

Item	Description
Care Management summary	Provides a graphical view of the member's care management activities
Assessments	All assessment questions and answers recently completed by the member and the assigned care manager
Cases	Notes on the member's care plan including goals, milestones, and outcomes
Tasks	Care management activities that will be beneficial to the member



# Appendix (cont.)

## ***Episodic Viewertab***

Item	Description
<b>Legend</b>	Describes the meaning of each icon
<b>Timeline — top bar</b>	Lets you change the time period being viewed
<b>Timeline — bottom bar</b>	Represents the current time frame of member care being reviewed
<b>Primary problems</b>	The primary problems associated with the member's care along with the type and date of care
<b>Grid</b>	A graphical view of the member's care over time, offering an at-a-glance overview of the patient's medical history
<b>Body system</b>	Primary problems categorized by the identified body system
<b>Sensitive claim data</b>	Not displayed in Patient360; includes but is not limited to behavioral health, HIV, and abortion





# Amerigroup

An Anthem Company

\* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Community Care. IngenioRx, Inc. is an independent company providing pharmacy benefit management services and some utilization review services on behalf of Amerigroup Community Care. LabCorp is an independent company providing laboratory services on behalf of Amerigroup Community Care. Quest Diagnostics is an independent company providing laboratory services on behalf of Amerigroup Community Care.

<https://provider.amerigroup.com>