

## 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

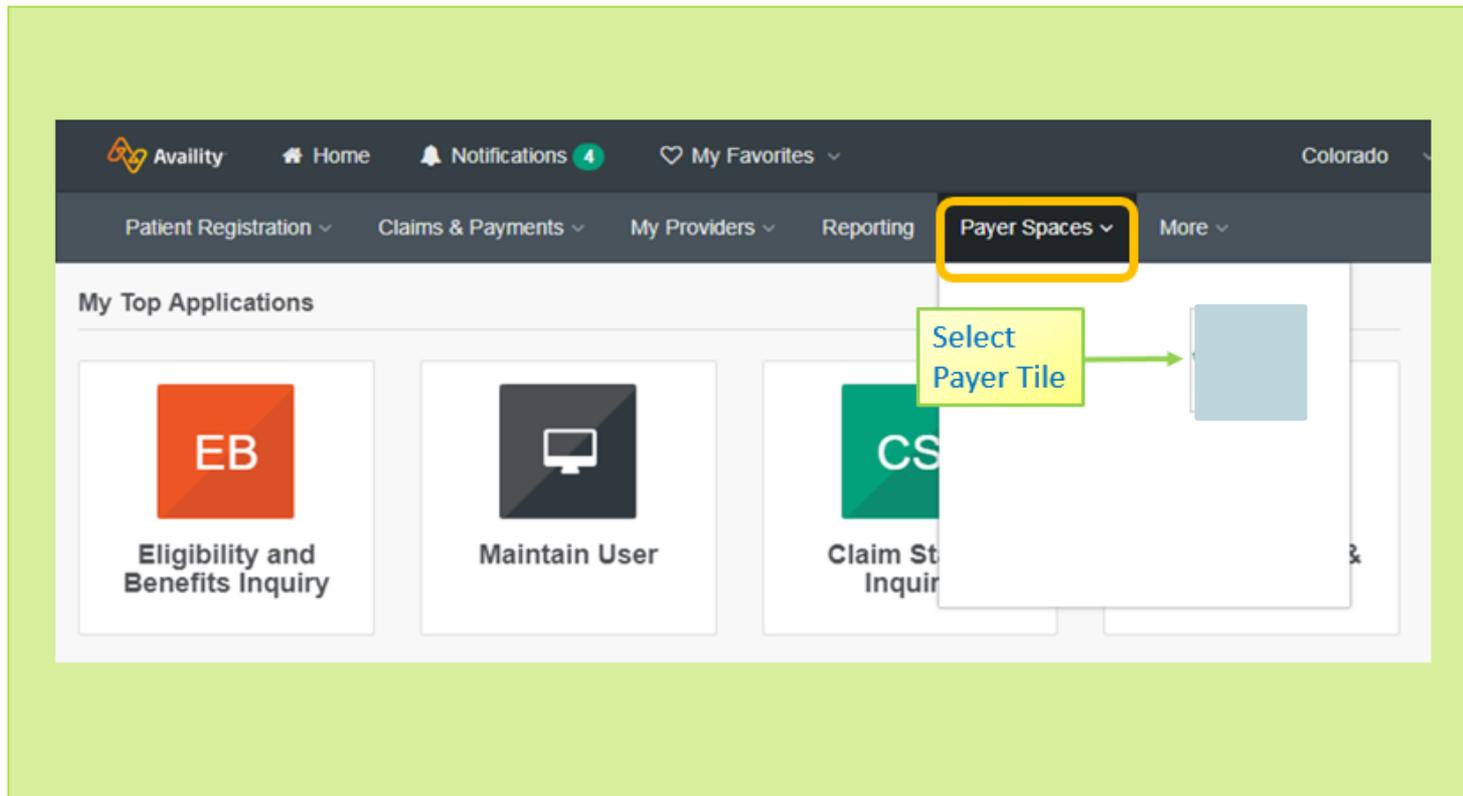
- Add user (new user setup)
- Maintain user (editing user roles)

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

<input type="checkbox"/>	Role(s)	Permissions What is this?
<b>User Roles</b>		
<input checked="" type="checkbox"/>	Base Role	<a href="#">More Info</a>
<input type="checkbox"/>	Authorization and Referral Inquiry	<a href="#">More Info</a>
<input type="checkbox"/>	Authorization and Referral Request	<a href="#">More Info</a>
<input type="checkbox"/>	Claim Status	<a href="#">More Info</a>
<input type="checkbox"/>	Claims	<a href="#">More Info</a>
<input type="checkbox"/>	Code Edit Simulator	<a href="#">More Info</a>
<input type="checkbox"/>	EDI Management	<a href="#">More Info</a>
<input type="checkbox"/>	Eligibility and Benefits	<a href="#">More Info</a>
<input type="checkbox"/>	Express Entry	<a href="#">More Info</a>
<input type="checkbox"/>	Medical Staff Humana	<a href="#">More Info</a>
<input type="checkbox"/>	New Eligibility and Benefits	<a href="#">More Info</a>
<input type="checkbox"/>	Physician	<a href="#">More Info</a>
<input type="checkbox"/>	Provider Data Management	<a href="#">More Info</a>
<input type="checkbox"/>	Provider Fee Schedule	<a href="#">More Info</a>
<input type="checkbox"/>	Provider Online Reporting	<a href="#">More Info</a>
<input type="checkbox"/>	Referral Coordinator	<a href="#">More Info</a>
<b>Clinical Roles</b>		
<input type="checkbox"/>	Patient Care Summary	<a href="#">More Info</a>
<input checked="" type="checkbox"/>	Patient360	<a href="#">More Info</a>

# PATIENT360: ACCESS THROUGH AVAILITY PAYER SPACES

Select Payer Spaces and the Payer Tile will populate.



# PATIENT360: ACCESS THROUGH AVAILITY PAYER SPACES (CONT.)

Select Applications Link and Patient360 Tile.

The screenshot shows the Patient360 web application interface. At the top, there is a navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. Below the navigation bar is a large banner image of a young girl smiling next to a doctor using a microscope. A blue box on the left of the banner says "Welcome providers". Below the banner is a main content area with a "Select Applications link" annotation pointing to the "Applications" tab. The main content area contains several tiles: "Claims Status Listing", "Education and Reference Center", "Precertification Look Up Tool", "Remittance Inquiry", and "Patient360". The "Patient360" tile is highlighted with a yellow box and has a "Select Patient360 tile" annotation pointing to it. The "Patient360" tile description reads: "Access member-centric clinical and case management data."

# 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 web 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 a search bar and several application tiles: Eligibility and Benefits Inquiry (EB), Authorizations & Referrals (A&R), and Example General. The main content area features a 'Tell us what you think.' feedback section and a 'My Top Applications' section with three tiles: Eligibility and Benefits Inquiry (EB), Patient360, and Content Management. A large yellow callout bubble labeled 'Step 3' is centered over the Eligibility and Benefits Inquiry tile, containing the text: 'Step 3 Complete the fields on Eligibility & Benefits search screen'. Another yellow callout bubble labeled 'Step 2' points to the 'Eligibility and Benefits Inquiry' link in the sidebar. A third yellow callout bubble labeled 'Step 1' points to the 'Patient Registration' tab in the navigation bar. On the right side of the screen, a detailed form for the Eligibility and Benefits Inquiry is shown. The form includes sections for Payer, Provider Information, Patient Information, and a Submit button. The Payer section has a 'Select Payer' dropdown. The Provider Information section includes an 'Express Entry' dropdown. The Patient Information section includes 'As of Date' (07/13/2017), 'Benefit / Service Type' (Health Benefit Plan Coverage), 'Patient Search Option' (Patient ID, Date of Birth), 'Patient ID', 'Date of Birth', and 'Patient Relationship to Subscriber' (Self). There is also a checkbox for 'Submit another patient' and a blue 'Submit' button at the bottom.

**Step 1**

**Step 2**

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

https://qa-apps.availity.com/public/apps/home/#/loadApp?appUrl=%2Fpublic%2Fapps%2Feligibility%3Fcachebust%3D1454552674322

# 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: Oct 13, 2016 to Jul 13, 2017 Update

Active Alerts			Immunizations & Preventive Health			Lab Results			
Source	Description	Type	Date	Service	Provider	Date	Type	Value	Acuity
No alerts found			No immunizations found			No lab results found			

Inpatient				Emergency Department			Pharmacy		
Admit Date	Discharge D	Facility Name	Primary Diag	Date	Facility Name	Primary Diagnosis	Date	Medication/Strength	Prescriber
No inpatient data				No data found			No pharmacy data		

Authorizations						Office Visits		
Auth Number	Start Date	End Date	Place of Service	Referred To Provider	Status	Date	Provider	Primary Diagnosis
No authorizations found						No office visits found		



<https://provider.healthybluenc.com>

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