



Healthy Blue

**Preference center
and member clinical reports**

Availity:* Log in or register



The screenshot shows the Availity website homepage. At the top left is the Availity logo, which consists of two interlocking orange and yellow shapes followed by the word "Availity". To the right of the logo is the text "AVAILITY PORTAL" and two buttons: "LOGIN" with a lock icon and "REGISTER" with a pencil icon. Below the logo and buttons is a navigation menu with links for "Home", "Solutions", "Connect", "Resources", and "About", followed by a search icon. The main content area features a large banner with a background image of a diverse group of healthcare professionals. On the left side of the banner, there is a white text box with the following content: "Availity is where healthcare connects." followed by "Save time and money with our market-leading solutions!". There are left and right arrow icons on either side of this text box. Below the banner, the text "Streamlining your eligibility and benefits, claims management, and authorizations" is displayed in a large, grey font.

AVAILITY PORTAL [LOGIN](#) [REGISTER](#)

Home Solutions Connect Resources About

Availity is where healthcare connects.

Save time and money with our market-leading solutions!

Streamlining your eligibility and benefits, claims management, and authorizations



Organization administrator steps

Admin steps: Granting access to Patient360 and member medical vents

From my account dashboard:

- Select **add User**.
- Fill in the appropriate fields.
- Grant the role assignments of **Patient360** and **member clinical reports**.

Complete steps on this page first!

To grant access to an existing user:

- Select **maintain user** from my account dashboard.
- Type in the user's name.
- Edit the user's role assignments.
- Grant the role assignments of **Patient360** and **member clinical reports**.



Admin steps: Setting up preference center

- The Availity admin needs to log in to Availity.
- Navigate to payer spaces>payer tile>preference center.
- Select the organization.
- Choose **member clinical event** as the notification type.
- Select **setup preferences**.

The screenshot shows the 'Preference Center' interface. At the top right is the Anthem BlueCross BlueShield logo. Below the logo is a progress bar with four steps: 1. Dashboard (active), 2. Providers & Recipients, 3. Delivery Method, and 4. Review. The 'Dashboard' section is titled 'Select Organization and Notification Type'. It contains two dropdown menus: 'Organization' with 'ABC Organization' selected, and 'Notification Type' with 'Member Clinical Event' selected. A blue 'Setup Preferences' button is to the right of the second dropdown. Below the dropdowns, there are two tabs: '(3) Existing Preferences' (selected) and 'Learning Center'. Under the '(3) Existing Preferences' tab, there is a table with the following structure:

Details	Status	Tax ID	Modified by	Modified on	Delete
Any existing preferences display here					

Setting up access (cont.)

- Select **setup preferences.**
- Select the **Tax ID** you want to register.
- Enter the **NPIs** of the primary care physicians.
- Select **continue.**

The screenshot shows a web form with a light gray header and a white main content area. The header contains two sections: "Organization" with the value "Training One" and "Notification Type" with the value "Member Clinical Event". Below the header, there is a "Tax ID" dropdown menu. Underneath, there is a section for "Primary Care Physician NPI(s)" with a note: "Maximum of 10 NPIs are allowed per submission. Once this preference is saved, additional NPIs can be added from the Dashboard." Below this text are two rows of five "Enter NPI" buttons each, arranged in a grid.

Setting up access (cont.)

- Select **continue** leaving the radio button at **Yes** if you entered multiple NPIs and are going to add all of the NPIs to the same recipients.
- Check the box next to each user who will be granted access.
- Select **continue**.
- Fill in each recipient's email address.
- Select **continue**.
- Verify the information is accurate and select **finish**.
- Receive **confirmation** message.

The screenshot shows the 'Preference Center' interface for 'Anthem Indiana'. A modal dialog box is open, asking 'Same Recipients for Multiple NPIs?' with the question 'You entered multiple NPIs. Are you planning to add the same recipients for all NPIs entered?'. The 'Yes' radio button is selected. Below the dialog, the 'Select Recipients' section is visible, showing fields for Organization (Training One), Notification Type (Member Clinical Event), and Tax ID. There are also input fields for Primary Care Physician NPI(s) with a note that a maximum of 10 NPIs are allowed per submission. The interface includes 'Previous', 'Cancel', and 'Continue' buttons.

Well Done! You have successfully setup your notification preferences. Next Step - Assign the Medicaid Member Clinical Report role under Maintain User for the recipients(s).

Transaction ID: ABCBS-PRFCT-15073608366

Transaction Date: Mar 26 2020 4:14 PM

The learning center

The learning center tab gives basic information on the member clinical event program.

The screenshot displays the 'Preference Center' interface. At the top, there are four numbered steps: 1. Dashboard, 2. Providers & Recipients, 3. Delivery Method, and 4. Review. The 'Dashboard' step is currently active. Below the steps, the 'Dashboard' section is titled 'Select Organization and Notification Type'. It features two dropdown menus: 'Organization' (set to 'ABC Organization') and 'Notification Type' (set to 'Member Clinical Event'). A blue 'Setup Preferences' button is located to the right of these dropdowns. Below the dropdowns, there are two tabs: '(0) Existing Preferences' and 'Learning Center'. The 'Learning Center' tab is selected and displays the following content:

Learning Center

Learn more about available Notification Types, the events that trigger each one and how the notifications are delivered.

Member Clinical Event

Register staff to receive emails to be informed when your patients have the following events:

- Medicaid Admission Discharge Transfer (ADT)
- Medicaid Gaps in Care

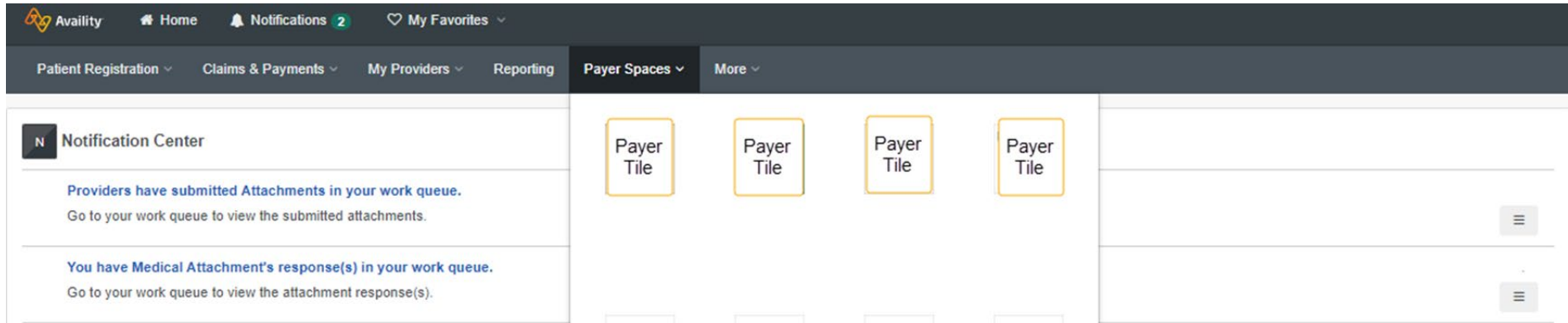
Once you have received an email, use the Member Clinical Reports application to access summary level patient information. To view more details, select the patient's name from the summary page. This will direct you to the full Patient 360 record.

At the bottom of the interface, there is a link for 'Terms Of Use'.



Member clinical reports: End user experience

Navigation to member clinical reports

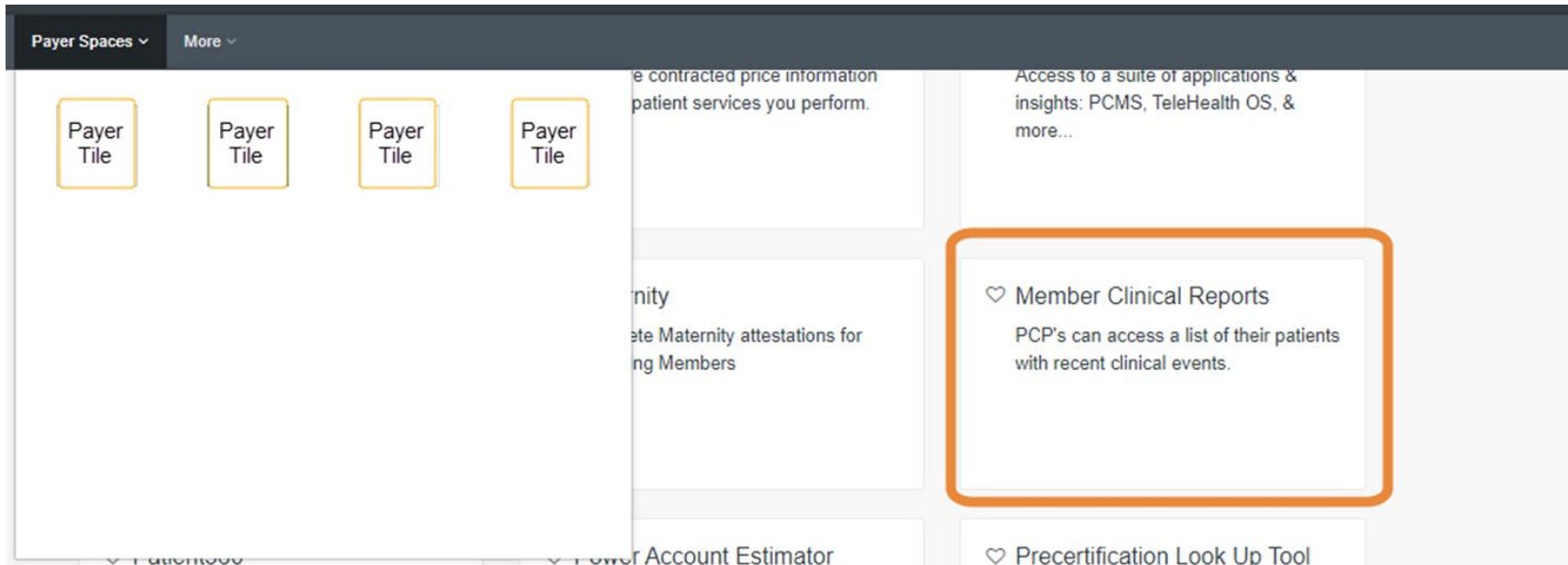


Once a user has been registered with an Availity Portal login and password, granted access to Patient 360 and Member Clinical Reports, the reports tool is accessible.

From the Availity portal home page, select:

- Payer spaces.
- Healthy Blue payer tile.

Navigation to member clinical reports (cont.)



Once a user has been registered with an Availity Portal login and password, granted access to Patient 360 and member clinical reports, the reports tool is accessible.

From the Availity Portal home page, select:

- Payer spaces.
- Payer tile.
- Applications tab.
- Member clinical reports.

Navigation to member clinical reports (cont.)

From the Payer Spaces home page, select:

- **Applications** tab.
- **Member Clinical Reports**.

Note: From the Payer Spaces application tab, you should also be able to see the Patient 360 application.

How will you know if there are reports available? You will receive email notifications overnight alerting you to member events. Open the email to determine high level information.

Applications Resources News and Announcements Sort By A-Z

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

- ♥ Custom Learning Center
Find payer-centric training and resources in the learning center.
- ♥ Appointment Scheduler
Configure appointment availability and manage appointment requests from patients
- ♥ Authorization Rules Lookup
Commercial Products
Check if an outpatient procedure requires authorization.
- ♥ Information Center
Locate important policies, forms and resources.
- ♥ Maternity
Complete Maternity attestations for expecting Members
- ♥ Member Clinical Reports
PCP's can access a list of their patients with recent clinical events.

Viewing reports

From the Member Clinical Reports page:

- Select your organization.
- Choose the correct Tax ID number from the drop down box.*
- Select a report from the reports drop down box.
- Change the radio button under **Sensitive Services Terms and Conditions** to I agree to the **Sensitive Services Terms and Conditions** and wish to continue with sensitive information to access the pertinent details you need to view.
- If you do not see the necessary TIN from the Tax ID drop down box, contact your organization's Availity Administrator and have them add the TIN through the Maintain Organization tool.

The screenshot shows a web interface for viewing clinical reports. It includes several dropdown menus for selection: 'Organization' (set to 'Training'), 'Tax ID' (set to 'PCP TIN'), and 'Reports' (set to 'Recent Admits and Discharges 14 Days; 6 Total Patient Records'). Below these is a 'Disclaimer' section with a scroll bar, followed by 'Sensitive Services Terms and Conditions'. Two radio buttons are present: 'I wish to continue without Sensitive Information.' (unselected) and 'I agree to the Sensitive Services Terms and Conditions and wish to continue with Sensitive Information.' (selected and highlighted with a red box). At the bottom are 'Cancel' and 'Continue' buttons, and a link for 'Terms Of Use'.

Sample report



Recent Admits and Discharges 14 Days As of 12/7/20 1:21 PM

Name	DOB and Age	Gender	Admit Date	Discharge Date	Encounter Location	Hospital Service	Patient Class	Primary Care Provider
		F	11/28/2020	11/28/2020			Emergency	
		F	12/01/2020	12/01/2020			Emergency	

- Access a high level report of all members who fall into the report parameters.
- View member level detail by selecting the member's name.
- Use capabilities like printing the report or downloading the results to a csv file to integrate results into your workflows.



*Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue.

<https://providers.healthybluela.com>

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

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