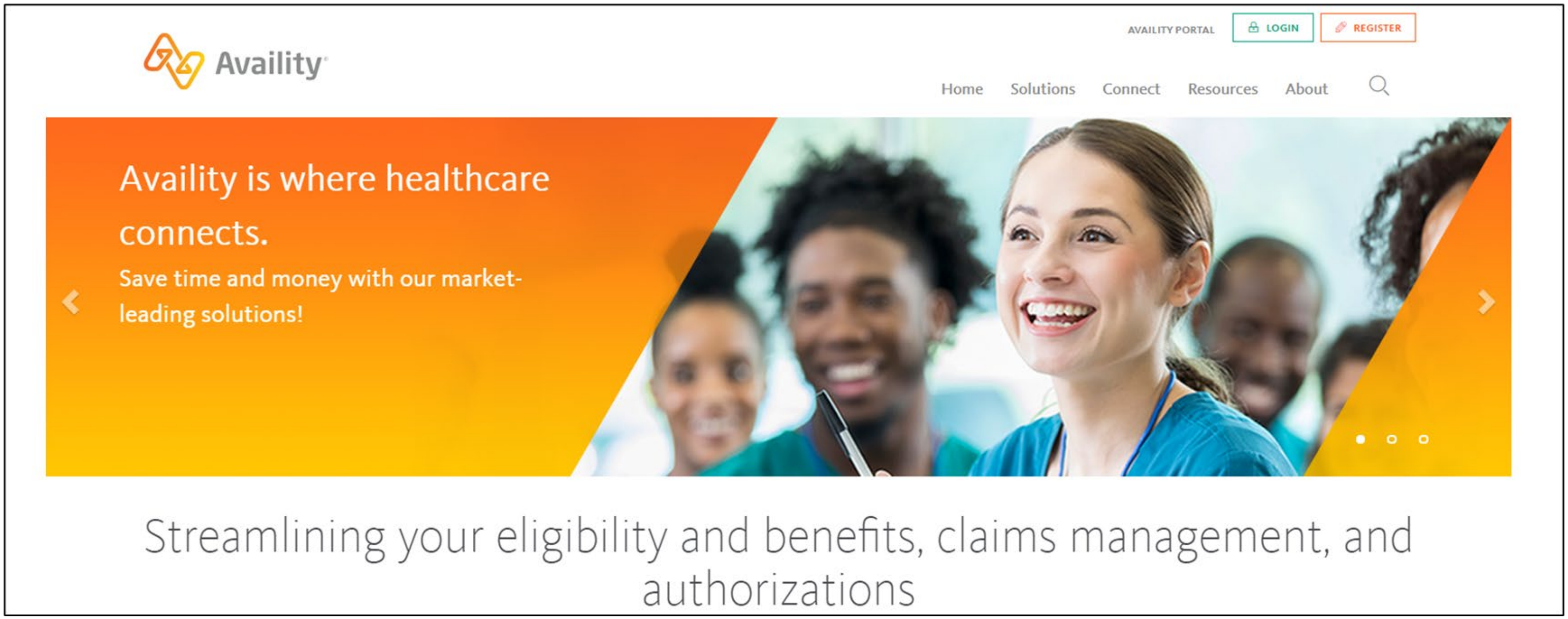
Medicaid Managed Care

Healthy Blue

Preference center and member clinical reports

Availity:* Log in or register



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.**

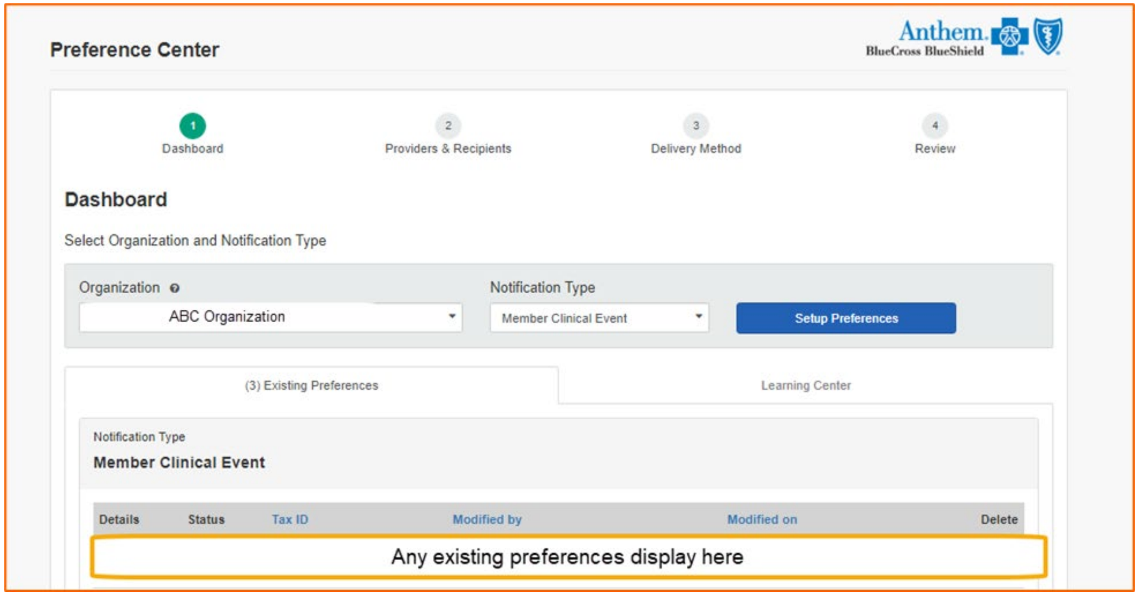
Complete steps on this page first!

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.**

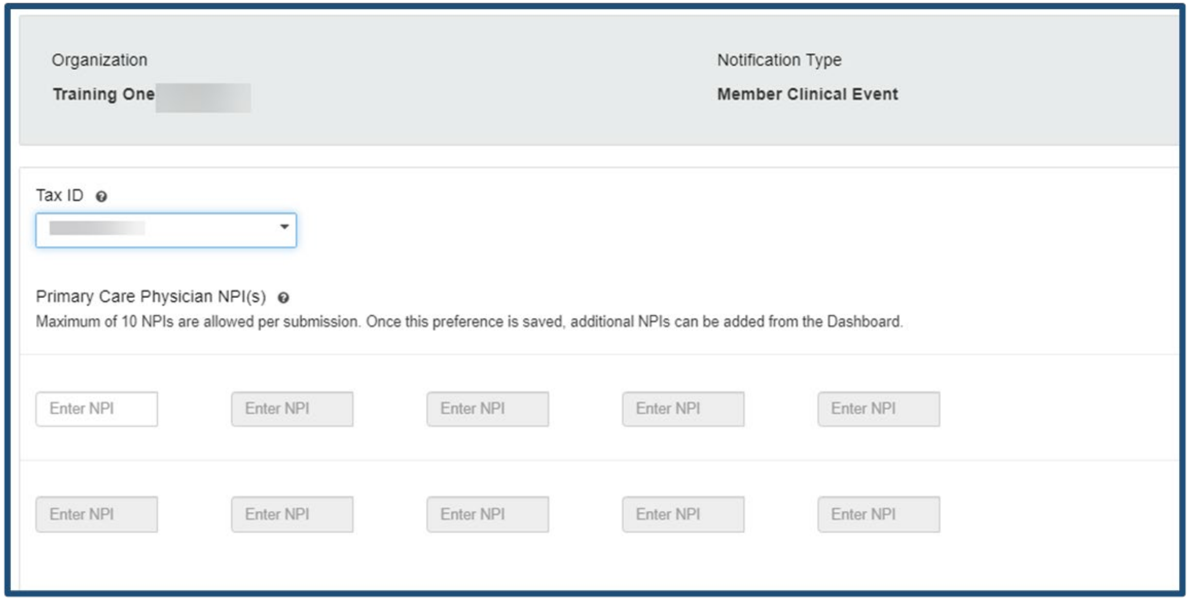
Admin steps: Setting up preference center

- 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.**



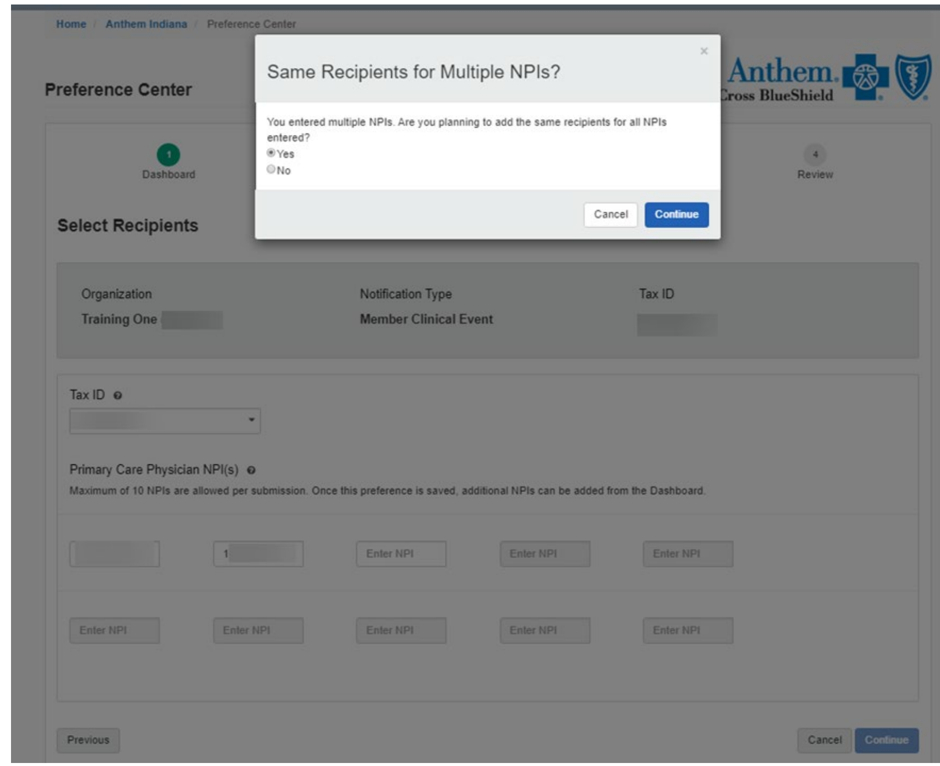
Setting up access (cont.)

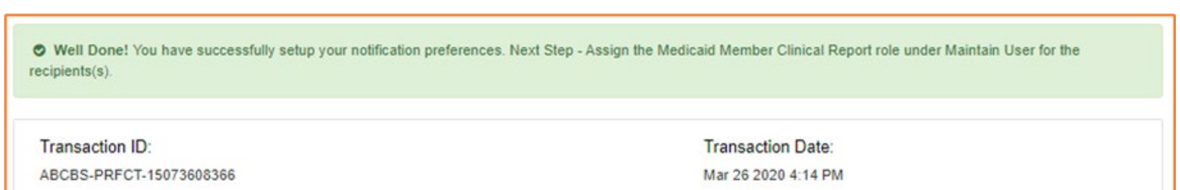
- Select **setup preferences.**
- Select the **Tax ID** you want to register.
- Enter the **NPIs** of the primary care physicians.
- Select **continue.**



Setting up access (cont.)

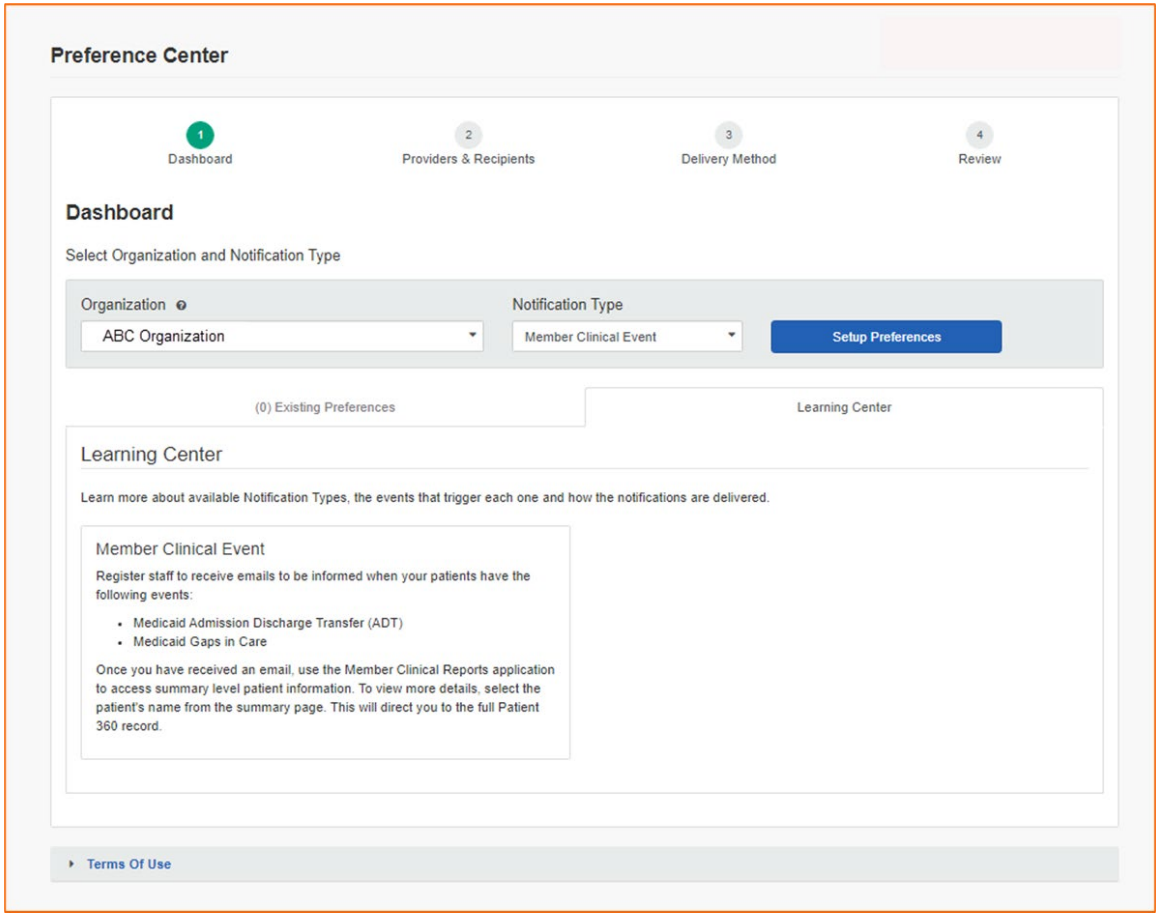
- Select **continue** leaving the radio button at **Yes** if you entered multiple NPIs and are going to add all of the NPIs to the same recipients.
- Check the box next to each user who will be granted access.
- Select **continue.**
- Fill in each recipient's email address.
- Select **continue.**
- Verify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





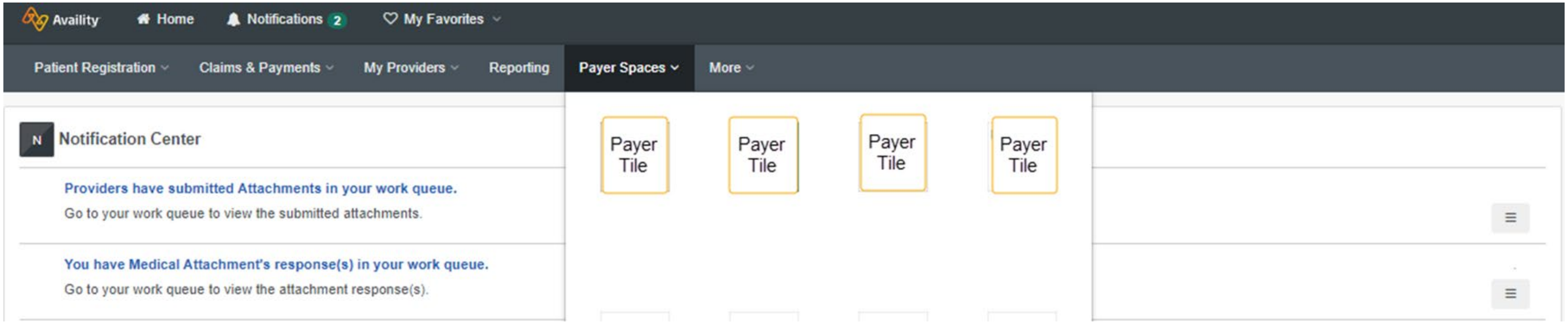
The learning center

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



Member clinical reports: End user experience

Navigation to member clinical reports

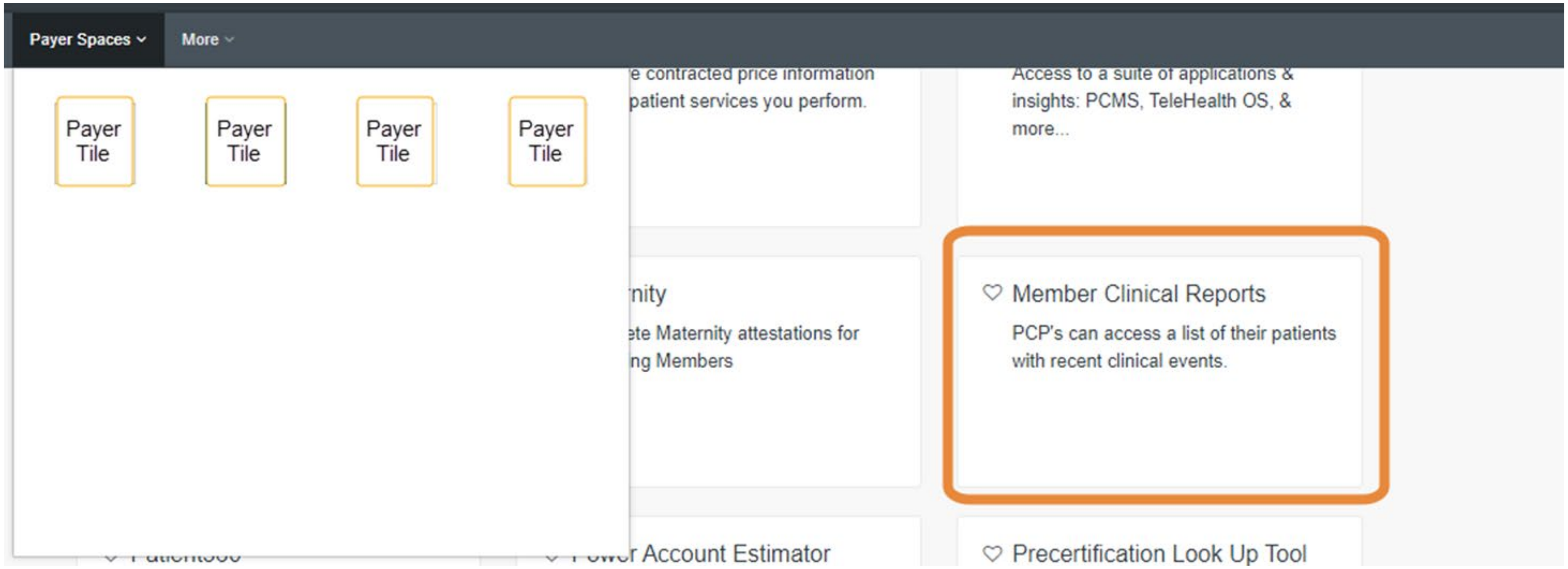


Once a user has been registered with an Availity Portal login and password, granted access to Patient 360 and Member Clinical Reports, the reports tool is accessible.

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:

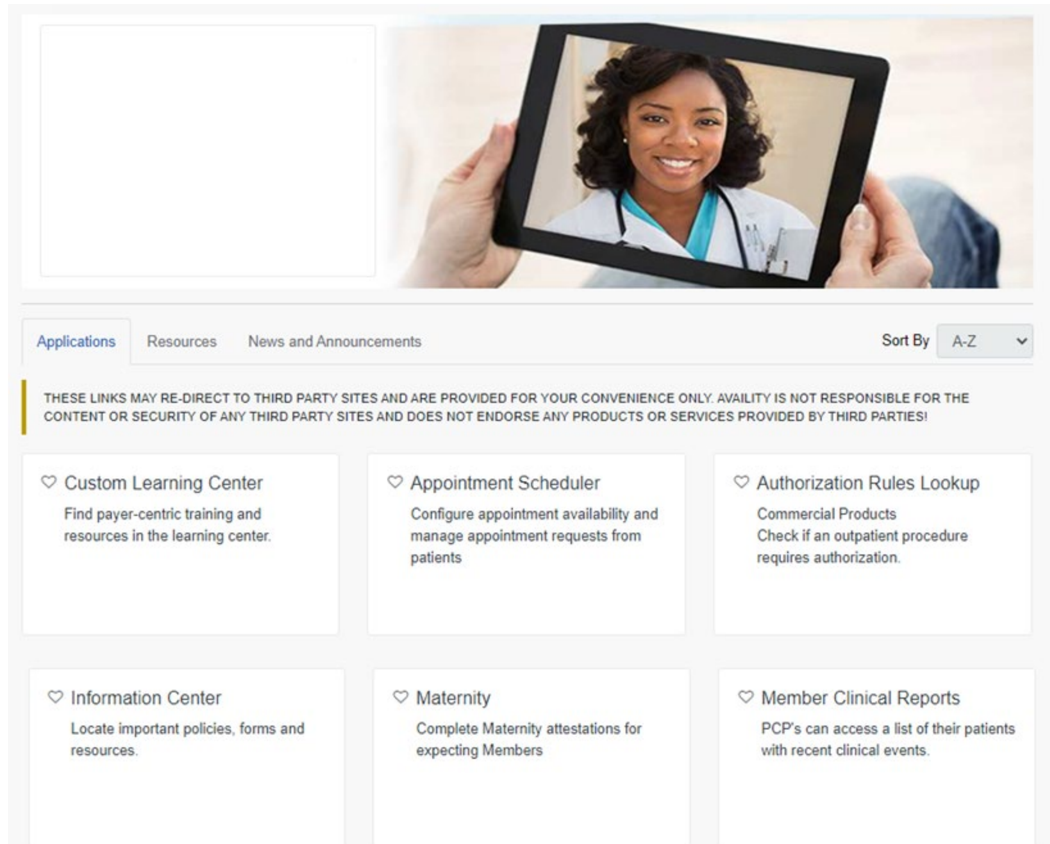
- Payer spaces.
- Payer tile.
- Applications tab.
- Member clinical reports.

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.

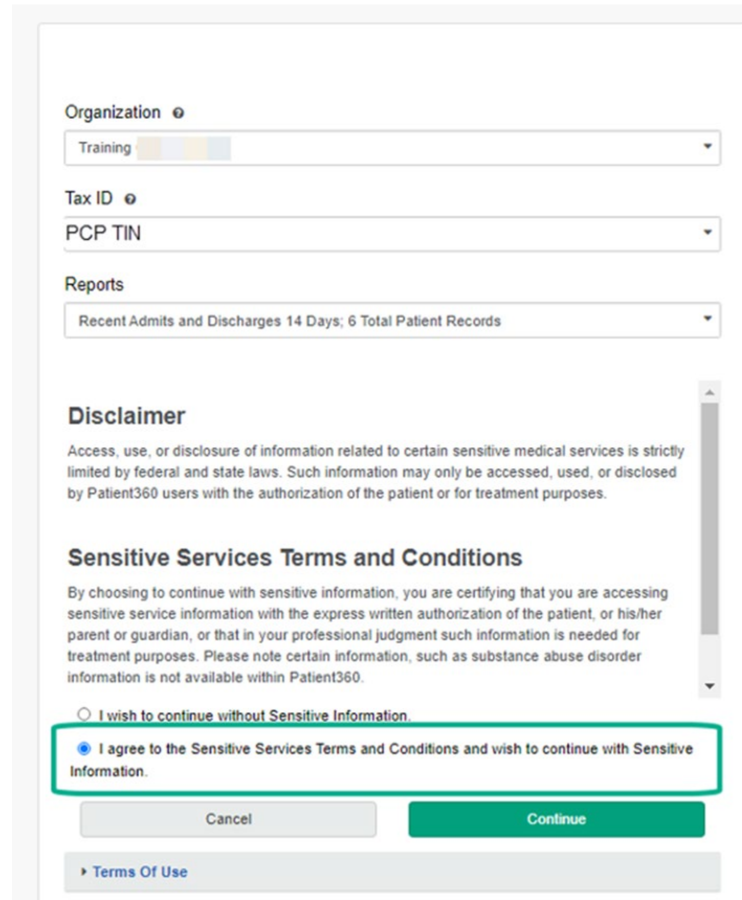


How will you know if there are reports available? You will receive email notifications overnight alerting you to member events. Open the email to determine high level information.

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.



Sample report

- 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.

Healthy Blue

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

https://providers.healthybluela.com

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