

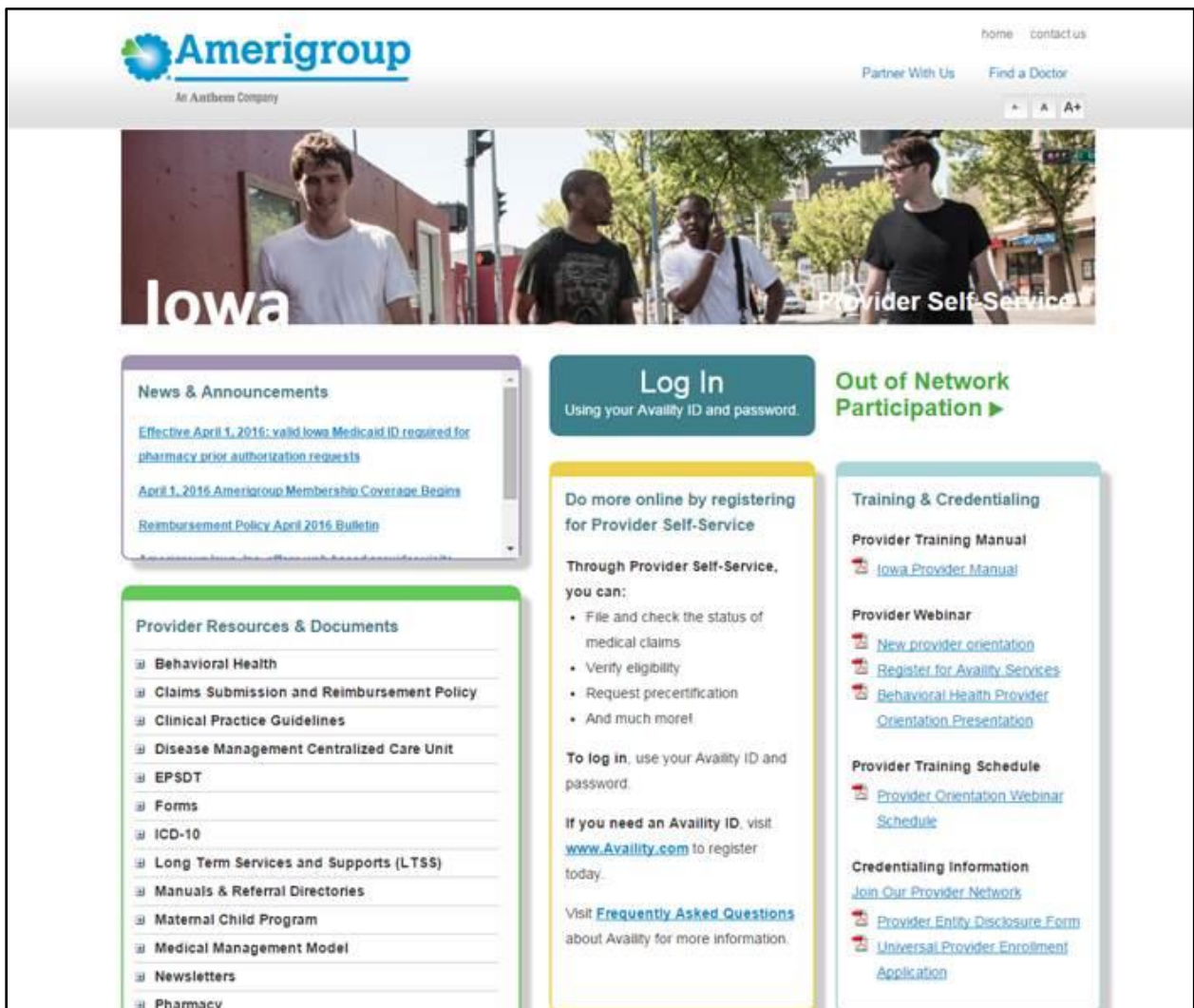
Help providers access and navigate Patient360

For internal use only

Follow the steps below to help providers log in to the Patient360 tool. Go to page 4 to find information about using each tab in the tool. Screenshots and a key for each tab are included.

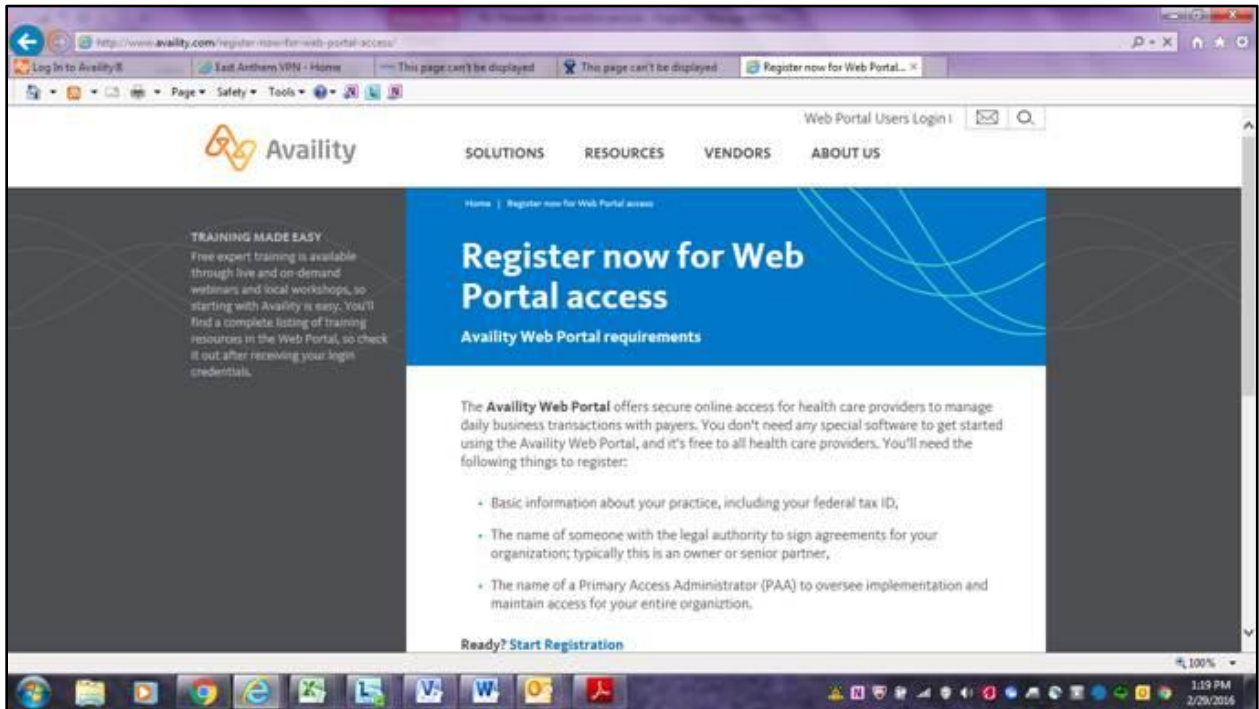
Logging in to Patient360

1. Go to <https://providers.amerigroup.com/ia>.
2. On the Iowa provider welcome page, choose **Login** or **Register**.

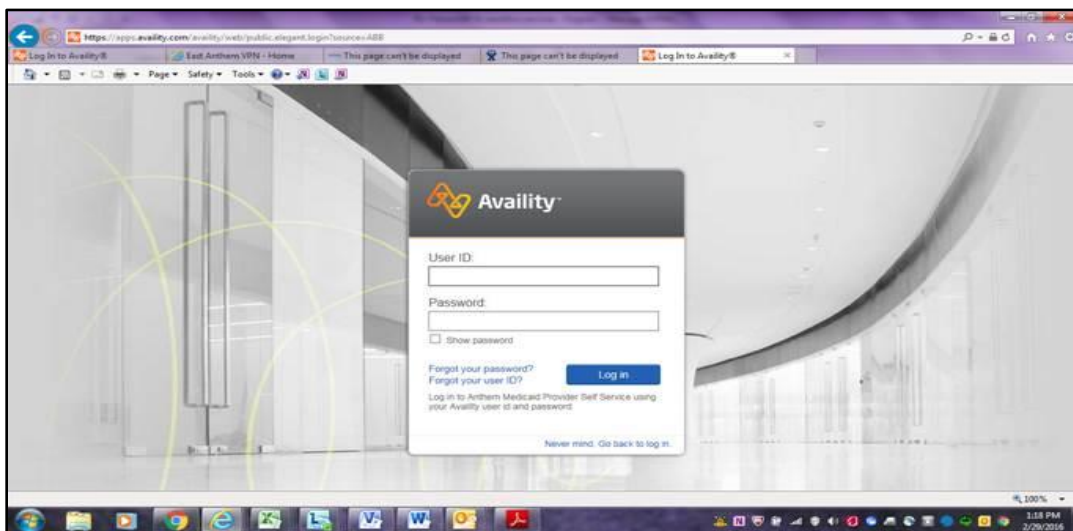


- To access the Patient360 tool, providers must be registered users. To register for the first time, providers should choose **Register** on the right, and then complete the registration form. Selecting register will show a provider the below screen.

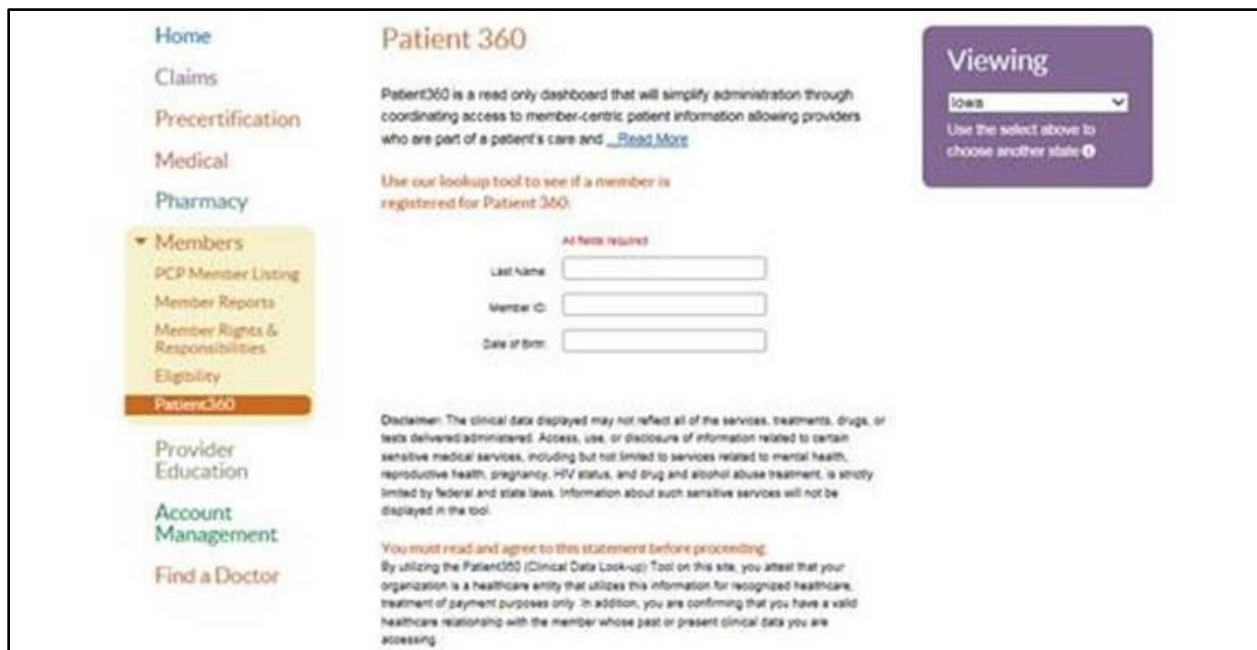
Note: You may help providers with all online issues except registration problems. If a provider experiences problems registering, please transfer the provider to our Web Support team at 1-866-755-2680.



- Once registered, enter the provider's username and password on the log-in screen.
- Select **Log in**.



- The secure Iowa provider welcome page will open.
- Choose **Members**, then **Patient360** from the menu on the left.



- Fill in the *Member Last Name*, *Member ID* and *Date of Birth* fields.
- Review the attestation and disclaimer.
- Choose **Find Member**.
- To see a standard member record: Choose **Continue** and skip remaining steps.
- To see sensitive services: Choose **Want to view sensitive information if available?**
- Review the Sensitive Services Terms and Conditions.
- Check the box indicating **I agree to the Sensitive Services Terms and Conditions**.

Reading and using the Patient360 tool

Patient360 has six tabs of data for each member record. A screenshot of each tab and a key describing the items within that tab are listed below in the order shown in the tool. Use this information to help providers navigate the tool and find specific medical information about our members.

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.

Demoski, W

Currently Enrolled Alerts Exist No OHI

Risk Score: Group 3, 20.45, CO... Age / Gender: 59 M
 Address: 123 Main Street DOB: 1/1/1900
 City / State: Burlington NJ Home Phone: (555) 123-4567
 Zip: 12345 Work Phone: N/A
 Spoken Language: N/A Written Language: English

Member ID: 1234567890 PCP: MD, A Demoski
 Medicaid ID: 1234567890 Primary Case Mgr: Hernandez, Sarah...
 Medicare ID: N/A Secondary Case Mgr: Aynbinder, Svetlan...
 SSN: 123-45-6789 Eligibility Status: Active
 Ethnicity: Black Eligibility End Date: 6/1/2079

Plan: NJ NON-DUAL BLIN...
 Product: NJ MEDICAID PLAN...
 Chronic Conditions: Acquired deform.-t...

Item	Description
Traffic lights	Used to quickly determine key information about a member: green signifies an OK status, while red requires provider attention
PCP	The member's primary care physician
Case manager	The case manager(s) coordinating the member's care

Member Care Summary tab

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

The screenshot displays the Patient360 Member Care Summary interface. At the top, there are navigation tabs: Member Care Summary (selected), Claims, Utilization, Pharmacy, Care Management, and Episodic Viewer. Below the tabs, a date range is set to 'Aug 25, 2012 to Feb 25, 2015' with an 'Update' button. The main content area is divided into several sections:

- Active Alerts:** A table with columns for Source, Code, and Description. It lists several HEDIS alerts related to Diabetes-HbA1c and Diabetes-LDL.
- Immunizations & Preventive Health:** A table with columns for Date, Service, and Provider. It shows records for unspecified viral hepatitis.
- Lab Results:** A table with columns for Date, Type, Value, Acuity, and Trend. It lists results for Cholesterol (162), Triglycerides (159), HDL Cholesterol (45), LDL Cholesterol (32), and Glucose (178). Abnormal acuity levels are highlighted in red.
- Inpatient:** A table with columns for Admit Date, Discharge Date, Facility Name, and Primary Diagnosis. It shows several inpatient stays at Demoski, G.
- Emergency Department:** A table with columns for Date, Facility Name, and Primary Diagnosis. It lists emergency visits for conditions like closed fracture and cellulitis.
- Pharmacy:** A table with columns for Date, Medication/Strength, and Prescriber. It shows various medications like LANTUS INJ and TRUETEST TES.
- Authorizations:** A table with columns for Auth Num, Start Date, End Date, Place of Service, Referred To, Provider, and Status. It lists various authorization records.
- Home Mods and Equipment Claims:** A table with columns for Date, Provider, and Service.
- Office Visits:** A table with columns for Date, Provider, and Primary Diagnosis. It shows office visits for various conditions.

Item	Description
Date range	Default range is six months, but up to two years of medical history data is available
Active alerts	Care gaps that need immediate attention
Lab results	Lab results, with abnormal acuity identified in red
Emergency department	The member's emergency department claims
Expand grid icon	Click here to see an expanded view of the specified grid

*HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

Claims tab

The next tab shows claim details for up to two years, including claim status, assigned diagnoses and services rendered.

Member Care Summary **Claims** Utilization Pharmacy Care Management Episodic Viewer

Date Range: Aug 25, 2012 to Feb 25, 2015

DOS	Claim #	Provider	Status
08/07/2014	121150059500	Demoski, J M	Completed
08/05/2014	121121286500	Demoski, P	Completed
07/31/2014	121052396300	Demoski, T L	Completed
07/08/2014	120766180700	Demoski, T L	Completed
07/07/2014	120766178000	Demoski, J M	Completed
07/02/2014	121097358500	Demoski, G	Processed
07/01/2014	120683321500	Demoski, G	Completed
06/27/2014	120643509300	Demoski, A D	Completed
06/24/2014	120614649800	Demoski, S	Completed
06/14/2014	120486653500	Demoski, C S	Completed
06/12/2014	120786338500	Demoski, T L	Completed
06/09/2014	120338450200	Demoski, G	Completed
06/06/2014	120319651300	Demoski, G	Completed
06/04/2014	120338495400	Demoski, G	Completed

Claim Detail

Date of Service: 8/7/2014
Claim Status: Completed

Provider: **J Demoski**
ID: 01382394
NPI: 1588635296
Specialty: Sports Medicine
Address: 123 Main Street, Anytown, XX 12345
Phone: (555) 123-4567
Fax: (555) 123-4567

Pay To Provider: **G Demoski**
ID: 01354859
NPI: 1649226515
Specialty: General Practice
Address: 123 Main Street, Anytown, XX 12345
Phone: (555) 123-4567
Fax: (555) 123-4567

Diagnoses

Diagnosis	Description	Dx Qualifier
7048	Other specified disease of hair and hair follicles	01

Services

From Dat	To Date	Code	Description	Status	POS	Cc	Units
8/7/2014	8/7/2014	99213	Office or other outpatient visit for the evaluation and management of an established patient, whic	Completed	11		1

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Item	Description
Status	Status of the specified claim
Claim detail	Details of the selected claim, including the diagnoses assigned and the services rendered

Utilization tab

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

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

Date Range: Aug 25, 2012 to Feb 25, 2015 [Update]

Active Authorizations

Start Date	End Date	Auth Number	Status	Template

No active authorizations

Inactive Authorizations

Start Date	End Date	Auth Number	Status	Template
05/24/2014	07/22/2014	TH0004102	Complete	Outpatient Hospital
04/30/2014	04/30/2014	103946363	Complete	Patient's Home
03/23/2014	05/21/2014	TH0001866	Complete	Patient's Home
03/21/2014	06/18/2014	103986247	Complete	Patient's Home
01/30/2014	03/20/2014	103909659	Discharged	Skilled Nursing Faci...
01/20/2014	01/30/2014	C01548408	Discharged	Inpatient Hospital

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Authorization ID 103946363
Status Complete
 Effective Date 4/30/2014
 End Date 4/30/2014
 Assigned To Demoski, S
 Next Review Date 2/22/2014
 UM Template Patient's Home

Referred To **G Demoski**
 ID 01422667
 NPI 1003965344
 Specialty Home Health
 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

Assigned Diagnoses

Diag Code	Description	Dx Qualifier
78099	Other general symptoms	Authorization

Assigned Services

Code	Code Type	Description	Status	Units	UnitsUsed	Med Director
78099		Other general symptoms	Complete	1	0	Demoski, G

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 services	The services assigned to the selected authorization

Pharmacy tab

The *Pharmacy* tab includes all the pharmacy information associated with claims we have received. Sensitive information is not displayed.

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

Date Range: Aug 25, 2012 to Feb 25, 2015 Update

Date	Medication/Strength	Quantity	Prescriber	Status
08/14/2014	LANTUS INJ 100/...	10.00	Demoski, A	Paid
08/14/2014	TRUETEST TES	100.00	Demoski, A	Paid
08/07/2014	MINOCYCLINE C...	31.00	Demoski, J	Paid
08/05/2014	CLOBETASOL CR...	60.00	Demoski, M	Paid
07/26/2014	ZETIA TAB 10MG	30.00	Demoski, A	Paid
07/25/2014	APIDRA INJ U-100	10.00	Demoski, A	Paid
07/25/2014	LANTUS INJ 100/...	10.00	Demoski, A	Paid
07/25/2014	METOPROL TAR T...	60.00	Demoski, A	Paid
07/25/2014	HYDRALAZINE TA...	90.00	Demoski, A	Paid
07/24/2014	MUPIROCIN OIN...	110.00	Demoski, J	Paid
07/22/2014	DILTIAZEM CAP...	30.00	Demoski, A	Paid
07/22/2014	BUMETANIDE TA...	34.00	Demoski, M	Paid
07/15/2014	FAMCICLOVIR TA...	21.00	Demoski, J	Paid
07/15/2014	ACYCLOVIR OIN...	30.00	Demoski, J	Paid

Date: 8/14/2014
 Medication / Strength: TRUETEST TES
 Therapeutic Class: DIABETES MELLITUS
 Status: Paid
 Brand / Generic: Brand
 Quantity: 100
 Days Supplied: 33
 Refill Number: 1
 Refills: 5
 Denial Reason:
 Source: CMRXX
 Prescriber: Demoski, A
 Specialty: FM
 Phone: (555) 123-4567
 NPI: 1003805763
 DEA: BI8880507
 Pharmacy: Demoski
 Address: 123 Main Street, Anytown, XX 12345
 Phone: (555) 123-4567
 Identifier:

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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

Care Management tab

All care management activities are shown here, including assessments, care plan goals and initiatives.

The screenshot displays the 'Care Management' tab in a software interface. At the top, there is a navigation menu with options: Member Care Summary, Claims, Utilization, Pharmacy, Care Management (selected), and Episodic Viewer. Below the menu, the 'Care Management Summary' section is highlighted. It features a summary chart with a legend for Identifications, Assessments, CM Program Enrollment, DM Program Enrollment, and Cases. The chart shows data points from 2011 to 2018. Below the chart, there are three sections: 'Assessments (12)', 'Cases (4)', and 'Tasks'. The 'Assessments' section lists items like 'AGP CM Diabetes Follow Up' with dates. The 'Cases' section lists 'CM - PVD' and other conditions with dates. The 'Tasks' section is a table with columns for Due Date, Subject, Assigned To, Created By, Created Date, and Status.

Due Date	Subject	Assigned To	Created By	Created Date	Status
03/08/2014	Diabetes- HbA1c Testing	HEDIS Task	HEDIS Task	03/07/2014	Pending
03/08/2014	Diabetes- LDL Screening	HEDIS Task	HEDIS Task	03/07/2014	Pending
03/08/2014	Diabetes- HbA1c > 9	HEDIS Task	HEDIS Task	03/07/2014	Pending
10/14/2013	Diabetes- HbA1c between 8-9	HEDIS Task	HEDIS Task	10/13/2013	Pending
10/14/2013	Diabetes- LDL < 100	HEDIS Task	HEDIS Task	10/13/2013	Pending

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

Episodic Viewer tab

The final tab graphically shows the member's medical history over time.



Item	Description
Legend	Describes the meaning of each icon
Timeline	The bottom bar represents the current time frame of member care being reviewed The top bar lets you change the time period being viewed
Primary problems	The primary problems associated with the member's care along with the type and date of care
Grid	A graphical view of the member's care over time, offering an at-a-glance overview of the patient's medical history
Body system	Primary problems categorized by the identified body system