



Provider update

Access Patient360 for your patient records directly through the Availity Web Portal

Summary of change/update: We're making it even easier for you to access Patient360 by giving you two additional navigation options from the Availity Web Portal.

You'll still be able to access Patient360 through our secure self-service web site; however, we want to offer you the opportunity to easily access Amerigroup Amerivantage (Medicare Advantage) member records when you are on the Availity Web Portal checking their eligibility and benefits.

Never used Patient360?

Patient360 is a real time dashboard that gives you a robust picture of your Amerigroup Amerivantage (Medicare Advantage) patient's health and treatment history and will help you facilitate care coordination. You can drill down to specific items in a patient's medical record to retrieve demographic information, care summaries, claims details, authorization details, pharmacy information and care management-related activities.

Here's how to access Patient360 on the Availity Web Portal

First, Availity users need to be assigned to the Patient360 Role, which Availity administrators can locate within the Clinical Roles options.

Once you have the Availity role assignment, you may choose one of the two options listed below to navigate to Patient360:

Option 1

Select **Patient Registration** from Availity's top menu bar:

- Choose **Eligibility and Benefits**.
- Complete the required fields on the *Eligibility and Benefits* screen.
- Select the **Patient360** link on the member's benefit screen.
- Enter the member information in the required fields.

Option 2

Select Payer Spaces from Availity's top menu bar:

- Choose the **Amerigroup** tile.
- Select **Patient360** located on the *Applications* page.
- Enter the member information in the required fields.

The information in this update may be an update or change to your provider manual. Find the most current manual at <https://providers.amerigroup.com>.

In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc. In Washington, Amerigroup Washington, Inc.

Amerivantage is a D-SNP plan with a Medicare contract and a contract with the State Medicaid program. Enrollment in Amerivantage depends on contract renewal.

What if your organization is not registered on the Availity Web Portal?

- Go to <https://www.availity.com>.
- Select **Register**.
- Select **Get Started**.
- Complete the online registration form.

What if you need assistance?

Contact Availity Client Services at 1-800-282-4548.