

Beginning in April: Access Patient360 directly through the Availity Web Portal

Summary: In mid-April 2017, Amerigroup Community Care made it even easier for you to access Patient360 by giving you two navigation options within the Availity Web Portal. You are still able to access Patient360 through our secure self-service website; however, we are now offering you the opportunity to easily access records for your TennCare and Amerigroup Amerivantage (Medicare Advantage) members when you are checking member eligibility and benefits in the Availity Web Portal.

About Patient360

Patient360 is a real-time dashboard that gives you a robust picture of your TennCare and Amerigroup Amerivantage patients' health and treatment history as well as helps 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 as well as pull member lists of HEDIS gaps in care to support outreach efforts.

Accessing Patient360 within the Availity Web Portal

You must first be assigned the Patient360 role in the Availity Web Portal; administrators can make this assignment within the *Clinical Roles* options. Then, navigate to Patient360 using one of the methods outlined below:

- **Method one:**
 - Select **Patient Registration** from the top menu bar in the Availity Web Portal.
 - 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's information in the required fields.
- **Method two:**
 - Select **Payer Spaces** from the top menu bar in the Availity Web Portal.
 - Choose the **Amerigroup Community Care** tile.
 - Select **Patient360** located on the *Applications* page.
 - Enter the member's information in the required fields.

Registering for the Availity Web Portal

To gain access to the Availity Web Portal:

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

For assistance

If you have questions about Patient360, contact your local Provider Relations representative. If you have questions about registering for the Availity Web Portal, contact Availity Client Services at 1-800-282-4548.

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>

Amerivantage is a DSNP plan with a Medicare contract and a contract with the State Medicaid program.