

Wellpoint Community Care Patient360 User Guide Training

June 2021



Accessing Patient360 from Availity

1. From the Availity home page, select **Payer Spaces** from the top navigation.
2. Select the Wellpoint tile.
3. From the *Payer Spaces* home page, select the **Applications** tab.
4. Select the **Patient360** tile.

Note: Depending on your market/state, the logos may differ from the picture below.



Introduction to Patient360

Patient360 is a longitudinal patient record that allows care providers to access the complete view of information associated with a Wellpoint member, including:

- Gaps in care
- Claims
- Eligibility
- Utilization
- Pharmacy
- Labs
- Care management
- Communications
- Documents



Introduction to Patient360 (cont.)

Demoski, R D Currently Enrolled Alerts Exist No OHI

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | Documents More

Date Range: Oct 11, 2016 to Jul 11, 2017 Update

Active Alerts		
Source	Code	Description
Facets	Responsible Person	Ronnie Bell [11/1/2015 - 6/1/20...
HEDIS	CCA HEDIS Alert	Antidepressant Medication Manag...
HEDIS	CCA HEDIS Alert	Antidepressant Medication Manag...
HEDIS	CCA HEDIS Alert	Adult BMI Assessment - Pending

ICT/IDT	
Sequence	Name
No ICTD Data	

Lab Results				
Date	Type	Value	Acuity	Trend
No lab results found				

Inpatient			
Admit Date	Discharge Date	Facility Name	Primary Diag
03/02/2017	03/03/2017	Demoski, G	End stage renal disease
03/02/2017	03/03/2017	Demoski, G	Shortness of breath
02/07/2017	02/09/2017	Demoski, G	Shortness of breath
12/14/2016	12/16/2016	Demoski, G	Shortness of breath
12/14/2016	12/16/2016	Demoski, G	Shortness of breath

Emergency Department		
Date	Facility Name	Primary Diagnosis
03/02/2017	Demoski	Shortness of breath
03/01/2017	Demoski	Hypertensive chronic kidney...
03/01/2017	Demoski	Hypertensive chronic kidney...
02/24/2017	Demoski	Cocaine abuse, uncomplicated
02/24/2017	Demoski	Chest pain, unspecified

Pharmacy		
Date	Medication/Strength	Prescriber
03/24/2017	TRAMADOL HCL TAB 50MG	Demoski, G
03/22/2017	AMLODIPINE TAB 10MG	Demoski, A
03/22/2017	CALCITRIOL 0.25 MCG CA...	Demoski, A
03/22/2017	CLONIDINE TAB 0.1MG	Demoski, A
03/22/2017	HYDRALAZINE TAB 100MG	Demoski, A

Authorizations					
Auth Num	Start Date	End Date	Place of Service	Referred To Provider	Status
C05742...	03/02/2...	03/03/2...	Inpatient Ho...	Demoski, G	Disallo...
C05654...	02/07/2...	02/09/2...	Inpatient Ho...	Demoski, G	Dischar...
106346...	01/04/2...	07/03/2...	Community...	Demoski, G	Complete
C05457...	12/14/2...	12/16/2...	Inpatient Ho...	Demoski, G	Dischar...
C05394...	11/25/2...	11/26/2...	Inpatient Ho...	Demoski, G	Disallo...

Home Mods and Equipment Claims		
Date	Provider	Service
No data		

Office Visits		
Date	Provider	Primary Diagnosis
01/31/2017	Demoski, G	Unilateral inguinal hernia,...



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.

The arrow allows you to hide the banner page.

Demoski, M V [dropdown arrow]

Currently Enrolled [green dot] **No Alerts Exist** [green dot] **No OHI** [green dot]

Risk Score N/A Age / Gender 68 Female Medicare ID 1234567890 PCP N/A Plan RXXV0014 16 ANT...
Address 123 Main Street DOB 1/1/1900 SSN N/A Primary Case Mgr N/A Product N/A
City / State * MIDLOTHIAN VA Home Phone (555) 123-4567 Ethnicity N/A Secondary Case Mgr N/A Chronic Conditions Hyperlipidemia, H...
Zip 12345 Work Phone N/A Eligibility Status Active Eligibility End Date 06/09/2068
Spoken Language * English (Default) Written Language N/A

Enrollment status

Currently Enrolled [green dot] Dual Enrollment [blue dot] Member Not Enrolled [red dot]

Gap in care alerts

Alerts Exist [red dot] No Alerts Exist [green dot]

Other health insurance (OHI)

OHI Secondary [yellow dot] No OHI [green dot]

Traffic light status key

- [green dot] All clear; no concerns
- [yellow dot] Caution; there may be a concern
- [red dot] An immediate concern
- [blue dot] A dual member



Member Care Summary tab

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

Demoski, R D Currently Enrolled Alerts Exist No OHI

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | Documents More

Date Range: Oct 11, 2016 to Jul 11, 2017 Update

Active Alerts

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HEDIS	CCA HEDIS Alert	Antidepressant Medication Manag...
HEDIS	CCA HEDIS Alert	Adult BMI Assessment - Pending

ICT/IDT

Sequence	Name
No ICDT Data	

Lab Results

Date	Type	Value	Acuity	Trend
No lab results found				

Inpatient

Admit Date	Discharge D	Facility Name	Primary Diag
03/02/2017	03/03/2017	Demoski, G	End stage renal disease
03/02/2017	03/03/2017	Demoski, G	Shortness of breath
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Date	Facility Name	Primary Diagnosis
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02/24/2017	Demoski	Cocaine abuse, uncomplicated
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03/22/2017	CLONIDINE TAB 0.1MG	Demoski, A
03/22/2017	HYDRALAZINE TAB 100MG	Demoski, A

Authorizations

Auth Num	Start Date	End Date	Place of Serv	Referred To Provider	Status
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C05654...	02/07/2...	02/09/2...	Inpatient Ho...	Demoski, G	Dischar...
106346...	01/04/2...	07/03/2...	Community...	Demoski, G	Complete
C05457...	12/14/2...	12/16/2...	Inpatient Ho...	Demoski, G	Dischar...
C05394...	11/25/2...	11/26/2...	Inpatient Ho...	Demoski, G	Disallo...

Home Mods and Equipment Claims

Date	Provider	Service
No data		

Office Visits

Date	Provider	Primary Diagnosis
01/31/2017	Demoski, G	Unilateral inguinal hernia,...



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

Member Care Summary tab (cont.)

The *Date Range* field allows users to identify the range of data displayed in Patient360. The default range is six months. Selecting the last option, **Date Range**, will open up two date range calendars. This will allow the user to select a specific **start** and end date.

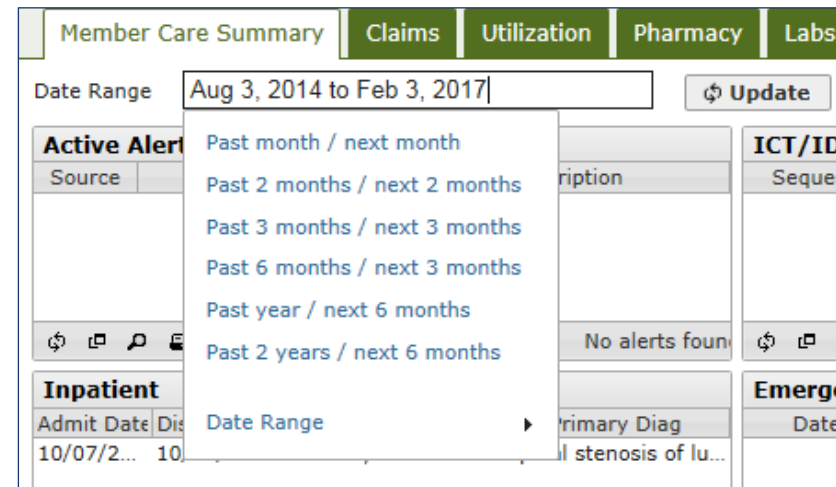
Define the Date Range

- Use the default ranges to select the desired date range or customize your date range with the Date Range option.
- Once you select the range, select the **Update** icon next to the *Date Range* field. Patient360 will update the records and display any information within the selected range.



Member Care Summary | Claims | Utilization | Pharmacy | Labs | Care Management

Date Range: Aug 3, 2014 to Feb 3, 2017 [Update]



Member Care Summary | Claims | Utilization | Pharmacy | Labs

Date Range: Aug 3, 2014 to Feb 3, 2017 [Update]

Active Alert

Source	Description	ICT/IDT
		Sequen

No alerts found

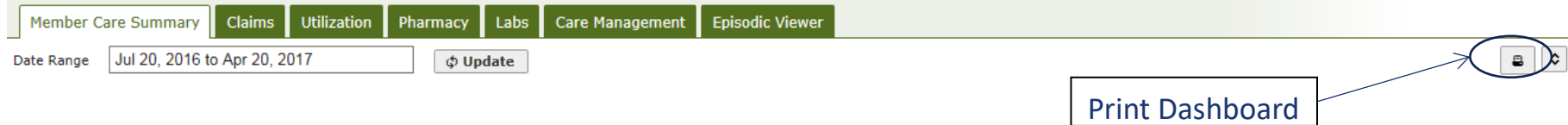
Inpatient

Admit Date	Dis	Primary Diag	Emerge
10/07/2...	10	stenosis of lu...	Date



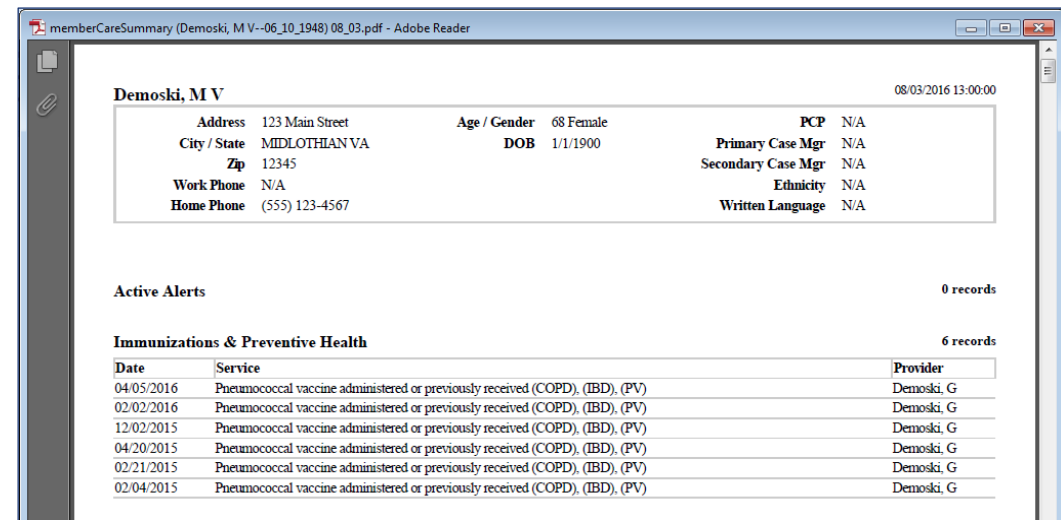
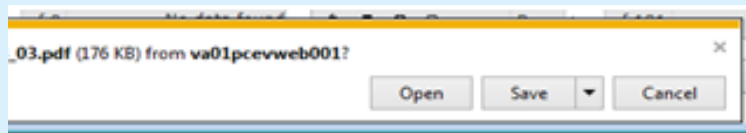
Member Care Summary tab (cont.)

The print dashboard icon is an option that allows for printing information to be viewed.



Print dashboard

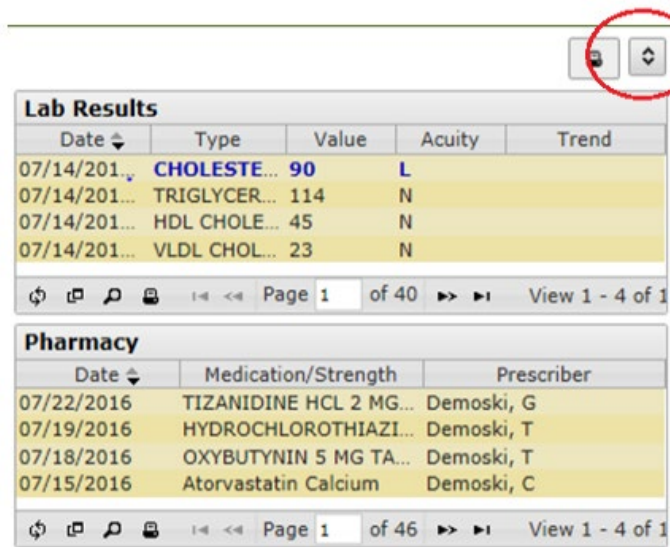
- Select the print dashboard icon.
- A prompt will appear to open or save the file.
- The PDF file will appear.



Member Care Summary tab (cont.)

Selecting the display density icon condenses the individual displays to only show the most recent record for **each** display.

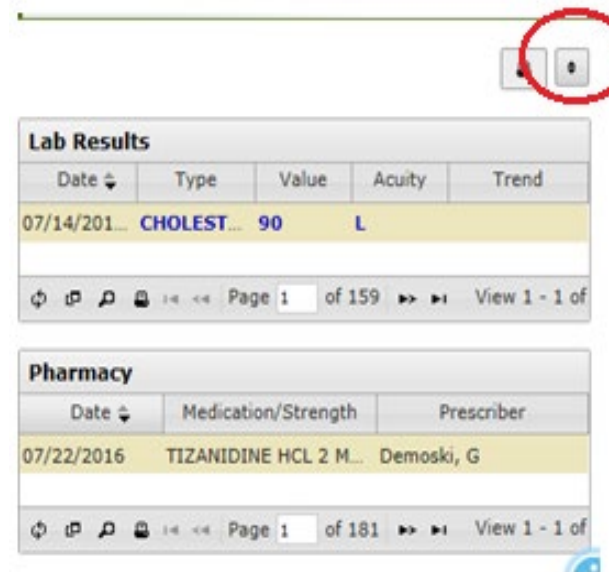
Before selecting display density



Date	Type	Value	Acuity	Trend
07/14/201...	CHOLESTE...	90	L	
07/14/201...	TRIGLYCER...	114	N	
07/14/201...	HDL CHOLE...	45	N	
07/14/201...	VLDL CHOL...	23	N	

Date	Medication/Strength	Prescriber
07/22/2016	TIZANIDINE HCL 2 MG...	Demoski, G
07/19/2016	HYDROCHLOROTHIAZI...	Demoski, T
07/18/2016	OXYBUTYNIN 5 MG TA...	Demoski, T
07/15/2016	Atorvastatin Calcium	Demoski, C

After selecting display density



Date	Type	Value	Acuity	Trend
07/14/201...	CHOLEST...	90	L	





Date	Medication/Strength	Prescriber
07/22/2016	TIZANIDINE HCL 2 M...	Demoski, G

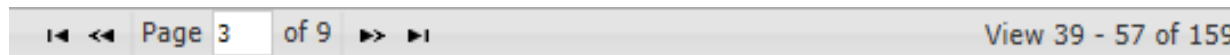


Member Care Summary tab (cont.)

The features below are available in each tab in Patient360.



-  • Reload grid: This option will reload the grid with either the same data or any new data.
-  • Expand grid: This option will expand the selected grid to a full-screen view.
-  • Search grid: This option will allow the user to search the current grid for specific data.
-  • Print grid: This option will allow the user to print the current grid. The print option will open a new screen and display all data for that grid.



- Page option: This option will allow the user to move through the selected grid. The user can jump to the end of the date or move through each page of the grid. This option works best when the user selects the expand grid option.



Eligibility tab

The *Enrollment History* section displays the eligibility time span for the member. The *Additional Contacts* section contains information about other contacts the member has provided. It displays contact information that has been collected about the member from the Wellpoint care management application. It would typically include an alternate phone number that may be present in the Wellpoint enrollment system.



Eligibility tab (cont.)

Demoski, R D Currently Enrolled Alerts Exist No OHI

Member Care Summary | Eligibility | **Claims** | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | Documents | Raw Data Viewer | Lab Reports | CareMore Dashboard

Date Range: Sep 30, 2016 to Jun 30, 2017 Update

Subscriber Information

Name Bell, Ronnie D	Street 2628 Downing Ave	SSN xxx-xx-8268
Gender M	City Dallas	Home Phone (555) 123-4567
Birthdate 09/06/1961	State/Zip TX 12345	Updated Phone (555) 123-4567

Relationships

Name	Status	Relationship
Demoski, R D	Inactive	Unknown
Demoski, R D	Inactive	Unknown
Demoski, R D	Active	Self

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Enrollment History

Enroll ID	Status	Plan	Plan Type	Segment	Effective Date	End Date
606579000	Primary	TX NON DUAL CFC SPW 21 AND OLDER	MDCD	Internal	07/01/2016	06/01/2079
2525	Primary	Scott And White Health Plan	C	Ext	01/01/2016	06/30/2016
606579000	Secondary	TX NON DUAL CFC OTHER COMMUNITY 21 AND OLDER	MDCD	Internal	06/07/2016	06/30/2016

Page 1 of 2 View 1 - 3 of 4

Additional Contacts

Contact	ContactType	Phone	Fax	Address	Email	Updated Date
Ronnie Bell	Mailing	(555) 123-4567	(555) 123-4567	2628 Downing Ave, Dallas, TX 12345	N/A	03/27/2017

Page 1 of 1 View 1 - 1 of 1



Claims tab

The *Claims* tab provides claim details for up to two years, including:

- Claim status
- Assigned diagnoses
- Services rendered

Member Care Summary | Eligibility | **Claims** | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | Documents

Date Range: Oct 11, 2016 to Jul 11, 2017 [Update]

DOS	Claim #	Provider	Status	Diagnosis
10/15/2...	136832357...	Demoski, A F	Process...	Chest pain...
11/19/2...	141112063...	Demoski, M L	Comple...	End stage...
03/06/2...	140201479...	Demoski, G	Comple...	End stage...
03/06/2...	140201479...	Demoski, G	Comple...	End stage...
03/06/2...	140201479...	Demoski, G	Comple...	End stage...
03/06/2...	140201479...	Demoski, G	Comple...	End stage...
03/22/2...	140663866...	Demoski, G	Comple...	End stage...
03/25/2...	140744171...	Demoski, G	Process...	End stage...
03/30/2...	140896014...	Demoski, G	Comple...	End stage...

Claim Detail

Claim Status: Processed

Provider: **M Demoski** Pay To Pri

Group ID

NPI

Specialty: Emergency Medicine Spe

Status: Non-Participating Ac

Address: 123 Main Street, Anytown, XX 12345

Phone: (555) 123-4567



Utilization tab

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

1. Active authorizations: Authorizations for which the member is currently receiving care.
2. Inactive authorizations: Authorizations that have expired or for which care has already been rendered.



Utilization tab (cont.)

Member Care Summary | Eligibility | Claims | **Utilization** | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | Documents | Raw Data Viewer

Date Range: Oct 11, 2016 to Jul 11, 2017

Active Authorizations

Start Date	End Date	Auth Number	Status	Template
01/04/2017	07/03/2017	106346985	Complete	Community Mental

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Inactive Authorizations

Start Date	End Date	Auth Number	Status	Template
03/02/2017	03/03/2017	C05742227	Disallowed	Inpatient Hospital
02/07/2017	02/09/2017	C05654167	Discharged	Inpatient Hospital
12/14/2016	12/16/2016	C05457622	Discharged	Inpatient Hospital
11/25/2016	11/26/2016	C05394678	Disallowed	Inpatient Hospital

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Authorization Detail

Authorization ID: 106346985
Source: Facets
Status: Complete
Admit Date:
Discharge Date:
Effective Date: 01/04/2017
End Date: 07/03/2017
Days Authorized:
Days Denied:
Assigned To: Demoski, K
Next Review Date: 01/10/2017
UM Template: Community Mental Health Center

Referred From: N/A
Address: 123 Main Street, Anytown, XX 12345

Referred To: **G Demoski**
ID: 10022471
NPI: 1023239886
Specialty: Psychiatry
Status: Participating
Address: 123 Main Street, Anytown, XX 12345
Phone: (555) 123-4567
Fax: (555) 123-4567

Selecting an Active or Inactive Authorization line will display the Authorization Detail.



Pharmacy tab

The *Pharmacy* tab includes all pharmacy information from CarelonRX, Inc. and other third-party pharmacies.

1. Status: Status of the specified pharmacy transaction.
2. Pharmacy Detail: Details of the selected pharmacy item, including:
 - Medication quantity
 - Days supplied
 - Prescribing physician
 - Pharmacy location



Pharmacy tab (cont.)

Date Range: Oct 11, 2016 to Jul 11, 2017 [Update]

Date	Medication/Strength	Quantity	Pharmacy Location	Status
03/24/2017	TRAMADOL HCL...	30.00	123 Main Street,...	Paid
03/22/2017	AMLODIPINE TAB...	30.00	123 Main Street,...	Paid
03/22/2017	CALCITRIOL 0.25...	30.00	123 Main Street,...	Paid
03/22/2017	CLONIDINE TAB...	90.00	123 Main Street,...	Paid
03/22/2017	HYDRALAZINE T...	90.00	123 Main Street,...	Paid
				Paid
				Paid
				Paid
				Denied

Selecting a Pharmacy line will display the Pharmacy Detail.

Pharmacy Detail

Date: 03/22/2017
Medication / Strength: CALCITRIOL 0.25 MCG CAPSULE
Therapeutic Class: VITAMIN D
Status: Paid
Brand / Generic: Generic
Quantity: 30
Days Supplied: 30
Refill Number: 0
Refills: 3
Billed Amount: \$7.94
Paid Amount: [blank]
Denial Reason: [blank]
Source: GBD ESI
Prescriber: Demoski, A
Specialty: Nephrology
Phone: (555) 123-4567
NPI: 1689712945
DEA: FB0486630

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Labs tab

The *Labs* tab includes lab results from LabCorp* and Quest Diagnostics.* This tab also allows for tracking and trending specific lab results as well as viewing labs that fall outside of the normal range.



Labs tab (cont.)

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | **Labs** | Care Management | Episodic Viewer | Communication | Documents

8/23

← First Cols | < Prev Cols | << Shift Col

Date: Search

Showing column 1 of 1 (8/23/2016 22:00 to 8/23/2016 22:00)

Blood Count; Complete Cbc, Automated (Hgb, Hct, Rbc, Wb

<input type="checkbox"/> Check/uncheck all rows	Most Recent	8/23/2016 22:00
<input type="checkbox"/> Albumin, Serum	3.4	3.4
<input type="checkbox"/> B-Type Natriuretic Peptide	H 1017.0	H 1017.0
<input type="checkbox"/> BUN	32	32
<input type="checkbox"/> Creatinine Ratio	11	11
<input type="checkbox"/> ...um, Serum	8.4	8.4
<input type="checkbox"/> ...on Dioxide, Total	26	26
<input type="checkbox"/> ...ide, Serum	104	104
<input type="checkbox"/> ...tinine, Serum	2.95	2.95
<input type="checkbox"/> Glucose, Serum	84	84
<input type="checkbox"/> Hematocrit	29.6	29.6
<input type="checkbox"/> Hemoglobin	9.3	9.3
<input type="checkbox"/> MCH	29.4	29.4
<input type="checkbox"/> MCHC	31.4	31.4

Hierarchy Options

Select Hierarchy:

Selected Hierarchy Name:

Report-based:

Time Compression:

Timeline Order:

Page Actions

Display Most Recent Co

Organize All Panels:

Legend

- A** Abnormal
- AA** Critically Abnormal
- H** High
- HH** Critically High

Acuity is set by LabCorp and Quest.

Hover over values for additional detail.



Labs tab (cont.)

10) Bilirubin, total (82247)

glycosylated (A1C)
nt detection by nucleic
(NA)
nd
Ex

POTASSIUM

Date	Value	Units	Normal	Location	Ordering Provider	Accession #	Comment
3/13/2016 22:00	4.9		3.5 - 5.2	Unspecified	Unspecified	607443669740	

AMERICAN

eGFR If NonAfricn Am

Hovering over the selected item will automatically expand and show the details for that item.

N O S A J J M A M F J D N O S A J J M A M F J D N O S A J J M A M F J D N O S A J J M A M F J D N O S A J J M A M F J

'16 '15 '14 '13 '12

◀ First Cols ◀ Prev Cols ◀◀ Shift Col Date: Search ▶▶ Shift Col ▶ Next Cols ▶ Last Cols ▶

The columns are listed by month for the selected year. The user will be able to shift the view by selecting the **Shift Col** option.

(3/31/2016 23:00 to 11/30/2016 22:00)



Labs tab (cont.)

Legend	
A	Abnormal
AA	Critically Abnormal
H	High
HH	Critically High
L	Low
LL	Critically Low
>	Above Absolute High

<input type="checkbox"/>	CREATININE	H	2.80
<input type="checkbox"/>	GLOBULIN		2.5
<input type="checkbox"/>	GLUCOSE	H	134
<input type="checkbox"/>	POTASSIUM		4.9
<input type="checkbox"/>	PROTEIN, TOTAL		6.4
<input type="checkbox"/>	SODIUM		139
<input type="checkbox"/>	UREA NITROGEN (BUN)	H	50
<input type="checkbox"/>	eGFR AFRICAN AMERICAN	L	27
<input type="checkbox"/>	eGFR If NonAfrican Am	L	23

Panel Shortcuts	
CM Diabetes	
Comprehensive metabolic panel This panel must include the following: Albumin (82040) Bilirubin, total (82247) Calcium, t	
DM Diabetes	
Infectious agent detection by nucleic acid (DNA or RNA); hepatitis C, reverse transcription and quantification	
Protein, Total, Except By Refractometry; Urine	
Renal function panel This panel must include the following: Albumin (82040) Calcium, total (82310) Carbon dioxide (bicar	
Thyroid Stimulating Hormone (Tsh)	
Urine Analysis	

The user has the ability to use Panel Shortcuts to access a specific lab record. Selecting this link will take the user directly to that lab record.

Selecting the last option, **Date Range**, will open two date range calendars. This will allow the user to select specific start and end dates.

ift Col Date: Shift Col >> Ne:

Columns 1-6 of 35 (3,000)

played because the

9/30/2016 - 10/31/2016

November 2016

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



Care Management tab

The *Care Management* tab provides a graphical representation of when an assessment, enrollment into a care management/disease management program, or case occurred. This tab provides the granular information provided in the graphical view.

The screenshot displays the 'Care Management Summary' interface. At the top, a navigation bar includes tabs for Member Care Summary, Eligibility, Claims, Utilization, Pharmacy, Labs, Care Management (selected), Episodic Viewer, Communication, and Documents. The left sidebar contains 'Care Plan & Assessments' with a 'Summary' link, 'Assessments (5)' table, and 'Cases (6)' table. The main area features a 'Care Management Summary' timeline chart and a 'Tasks' table.

Assessments (5)

Name	Date
GBD Adult CM Initial Assessment	03/22/2017
GBD Adult CM Initial Assessment	03/21/2017
GBD Adult CM Initial Assessment	02/22/2017
AGP TX STARPLUS MNLOC	04/29/2016
Addendum to Form H2060	04/29/2016

(only two years displayed)

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Cases (6)

Name	Date
CM End stage renal disease	03/21/2017
CM End stage renal disease	02/14/2017
CM End stage renal disease	12/27/2016
CM End stage renal disease	11/08/2016
CM PDM Subdural Hemorrhage	08/19/2016

Care Management Summary

Timeline chart showing Identifications, Assessments, CM Program Enrollment, and DM Program Enrollment from 2014 to 2020. The x-axis is labeled with dates: Feb 19, Feb 26, Mar 5, Mar 12, Mar 19, Mar 26, Apr 2.

Tasks

Due Date	Subject	Assigned To	Created By	Created Date	Status
04/01/2017	Adult BMI Assessment	HEDIS Task	HEDIS Task	03/31/2017	Pending
03/23/2017	Antidepressant Medication Management	HEDIS Task	HEDIS Task	03/22/2017	Pending
03/23/2017	Antidepressant Medication Management	HEDIS Task	HEDIS Task	03/22/2017	Pending
11/07/2016	CM Referral/Transition Note	Melissa Thompson	Melissa Thompson	11/07/2016	Pending

Page 1 of 1 View 1 - 4 of 4



Care Management tab (cont.)

Under the *Assessment* section, users can access the detailed assessment data that was captured by double-clicking **Assessment**. All assessment questions and answers are recently completed by the patient and the assigned care manager.

The screenshot displays a software interface for 'Care Plan & Assessments'. On the left, a table lists several assessments. The first row, 'AGP CM Diabetes Follow Up' dated '09/23/2016', is highlighted in yellow and circled in blue. A blue callout box with an arrow points to this row, containing the text: 'Select an Assessment line to display the detail for that item.' Below this table is a section for 'Cases (8)' with a similar table. On the right, the detailed view for the selected assessment is shown. It includes the title 'AGP CM Diabetes Follow Up', registrar information 'Registrar: Ms. Ji Won Yeon', date 'Date: 9/23/2016', and status 'Status: Complete'. Below this, the page title is 'Page: HgbA1C'. The assessment questions and answers are listed: 'If yes, enter the date of your last HgbA1C test result? 8/31/2015', 'Since we last spoke have you had an HgbA1C test performed? No', 'What was the result of your last HgbA1C test?', 'What was your most recent blood glucose reading? 9/23/2016', 'What is the range your physician wants you to keep your blood sugar? Less than 120 for fasting', and 'What was the result of your last blood glucose reading?'.

Name	Date
AGP CM Diabetes Follow Up	09/23/2016
AGP CM Diabetes Follow Up	07/22/2016
NJ LTSS Personal Care Assistant (PCA) Nursing	05/26/2016
AGP CM Diabetes	04/29/2016
AGP New Jersey/WA/VA Comprehensive Needs	04/22/2016

Name	Date
CM Hypertension	04/21/2016
CM-HEPATITIS C-HARVONI	07/28/2015
CM- DM	01/05/2015
CM- DM	01/05/2015

AGP CM Diabetes Follow Up

Registrar: Ms. Ji Won Yeon
Date: 9/23/2016
Status: Complete

Page: HgbA1C

If yes, enter the date of your last HgbA1C test result? 8/31/2015

Since we last spoke have you had an HgbA1C test performed? No

What was the result of your last HgbA1C test?

What was your most recent blood glucose reading? 9/23/2016

What is the range your physician wants you to keep your blood sugar? Less than 120 for fasting

What was the result of your last blood glucose reading?



Care Management tab (cont.)

Similar to the *Assessment* section, users can access the detailed case data that was captured by double-clicking the identified case.

The screenshot displays the 'Care Plan & Assessments' interface. On the left, there is a sidebar with a 'Cases (8)' section circled in blue. The main area shows details for a case: 'Problem: CM Hypertension N17.9', 'Created on: 4/21/2016', 'Closed on: 10/7/2016', 'Created by: Yeon, Ji Won', 'SSN: xxx-xx-0000', and 'DOB: 01/01/1900'. An 'Expand All Notes' button is circled in blue with a red arrow pointing to it. Below the problem statement, there are sections for 'Goals & Milestones', 'Goal', and 'Interventions'. A blue callout box explains the 'Expand All Notes' button's function.

Cases (8)

Name	Date
AGP CM Diabetes Follow Up	09/23/2016
AGP CM Diabetes Follow Up	07/22/2016
NJ LTSS Personal Care Assistant (PCA) Nursing	05/26/2016
AGP CM Diabetes	04/29/2016
AGP New Jersey/WA/VA Comprehensive Needs	04/22/2016
(only two years displayed)	
Page 1 of 1 View 1 - 5	

Problem: CM Hypertension N17.9

Created on: 4/21/2016
Closed on: 10/7/2016
Created by: Yeon, Ji Won

SSN: xxx-xx-0000
DOB: 01/01/1900

Expand All Notes

Goals & Milestones

Goal

Name	Priority
Member will verbalize their understanding of disease p	Goal

Interventions

Description	Due Date	Status
CM will evaluate member's understanding of the HTN		
CM will provide education about disease process/risk/ complications	07/22/2016	Met
CM will discuss when to call the MD	07/22/2016	Met
CM will discuss when to go to the ER	07/22/2016	Met
available resources	07/22/2016	Met

Expand All Notes

The Expand All Notes Case icon will allow the user to show all notes for the selected item that may be hidden. The user can select the icon again to collapse all notes.

Selecting a Case line will display the care plan detail for that item. Selecting the Case master heading will give a patient's comprehensive care plan.



Episodic Viewer tab

The *Episodic Viewer* tab is a graphical representation of the data displayed in the *Member Care Summary*, *Claims*, *Utilization*, *Labs*, and *Care Management* tabs. Each event is represented by a specific encounter (such as hospital, ER, etc.) and has the ability to drill down to the specifics of each encounter.

The screenshot displays the Episodic Viewer interface. At the top, there are navigation tabs: Member Care Summary, Eligibility, Claims, Utilization, Pharmacy, Labs, Care Management, Episodic Viewer, and Communication. Below the tabs is a calendar view for the year 2016, with a red bar indicating the current time frame. The main area is divided into a left sidebar with a tree view of 'PRIMARY PROBLEMS' and a central grid of events. A red arrow points from a text box to a red 'E' icon in the grid, which is selected. Another red arrow points from a text box to the bottom bar of the interface, which contains a timeline range bar and various filters.

Timeline – The bottom bar represents the current time frame of member care being reviewed. The Timeline range bar lets you change the time period being viewed.

Selecting an icon on the grid will open an expanded view of the item.

Problems:	Date	
R0789	Other chest pain	11/22/2015
I120	Hypertensive chronic kidney disease with stage 5 chronic kidney disease or end stage renal disease	11/22/2015
J810	Acute pulmonary edema	11/22/2015
N186	End stage renal disease	11/22/2015

Services:	Date	
9928525	Emergency department visit for the evaluation and management of a patient, which requires these 3 key components within the constraints imposed by the urgency of the patient's	
93010	Electrocardiogram, Routine W/At Least 12 Leads; Interpretation & Report Only	
9301051	Electrocardiogram, routine ECG with at least 12 leads; interpretation and report only	



Episodic Viewer tab (cont.)

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

2008 | 2009 | **2010's** | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017

2008 | 2009 | **2010's** | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017

PRIMARY PROBLEMS

- Other congenital anomalies
- Deficiency and other anemia
- Diseases of white blood cells
- Aortic an...
- Cardiac d...
- Congesti...
- Coronary
- Essential
- Hemorrh...
- Hyperten...
- Nonspec...
- Other an...
- Other cir...
- Other dis...
- Peri-; en...
- Peripheral and visceral atherosclerosis
- Phlebitis; thrombophlebitis and throm...
- Varicose veins of lower extremity
- Gastritis and duodenitis
- Other disorders of stomach and duode...

CCA Patient Record Authority
LabCorp Patient Record Authority
Facets NJ Medicaid Patient Record Authority
Quest Patient Record Authority

Filter by Data Sources ▾

H Inpt E ER Clinic/Office Home/Hospice

View: Patient Overview (Compressed)
Reconciliation
Reconciliation (Compressed)

Filter by Data Sources ▾ H Inpt E ER Clinic/Office Home/Hospice View: Patient Overview



Communications tab

The *Communications* tab will display direct contacts with the member. Communications may come from the Wellpoint communication systems. The *Communications* tab will include communications with the member or with someone about the member and communications with a provider involved in the member's care.

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | **Communication** | Documents

Date Range: Oct 11, 2016 to Jul 11, 2017 [Update]

Date	Source	Type
03/30/2017	CCA	Member Communication
03/30/2017	CCA	Member Communication
03/30/2017	CCA	Member Communication
03/30/2017	Appeal	Appeal Communication
03/28/2017	Appeal	Appeal Communication
03/22/2017	CCA	Member Communication
03/22/2017	CCA	Member Communication
03/17/2017	CCA	Member Communication
03/17/2017	CCA	Member Communication
03/14/2017	Facets	Authorization Communicati...

Contact Date: 03/30/2017
Call Manager: Mrs. Susana
Contact Type:
Contact Method:
Respondent: Vivrant HH
Purpose:
Outcome:
Notes: CM received call from Mrs. Susana, to inform the member's eligibility is showing to be expiring April 1st. She wanted to know if there was something CM can do. CM informed her that member has notified the state of his address change, new address noted in Facets, in AGP coverage area, but CM is unable to make changes in eligibility. CM asked her to call 211, and see if they would be able to provide further guidance.

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Documents tab

The *Documents* tab displays the documents received by the health plan from Wellpoint care providers (both internal and external, if applicable). Please contact your Wellpoint representative for more information. Clinical documents can include but are not limited to consolidated clinical data architecture (CCDAs), progress notes, assessments, discharge summaries, and emergency department notes and reports.

Member Care Summary | Eligibility | Claims | Utilization | Pharmacy | Labs | Care Management | Episodic Viewer | Communication | **Documents**

Reports Group By: Group Year
Expand All Collapse All
Q
▼ CCDAS
01/23/2017 02:15 Summary of Care: 1/7/17 - 1/9/17
04/10/2017 02:07 Summary of Care: 1/7/17 - 1/9/17
▼ DISCHARGE SUMMARIES
01/21/2017 20:19 Discharge Summary - Williams
▼ ED NOTES/REPORTS
01/07/2017 18:02 ED Report - Tzvetkova
▼ MISCELLANEOUS
FileNet
OnDemand

Summary of Care: 1/7/17 - 1/9/17
Created on January 23, 2017

Patient	DEB	Birthdate	November	Race	White/Caucasian		
Patient ID	1	Sex	Female	Ethnicity	Not Hispanic or Latino	Preferred Language	English
Address	4260 LOS ANGELES, CA, 90042-3898 tel.(323)-----	Care Team Member(s)	Todd 10 Congress Street Suite --- Pasadena, CA, 91105- tel.(626)	Guardian		Next of Kin	
		Other Caregivers(s)		Emergency Contact			

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Appendix

Patient banner

Item	Description
Traffic lights	The traffic lights are key status indicators that you can hover over to see information. The color green indicates all clear; there are no concerns. Yellow indicates caution; there may be a concern. Red means stop; there is an immediate concern. Blue indicates a dual member.
PCP	PCP indicates the member's primary care physician.
Case manager	Case manager indicates the case manager(s) coordinating the member's care.

Member Care Summary tab

Item	Description
Date range	The default range is six months, but up to two years of medical history data is available.
Active alerts	Active alerts indicate care gaps that need immediate attention.
Lab results	Lab results are shown with abnormal acuity identified in red.
Emergency department	Emergency department indicates the member's emergency department claims.
Expand grid icon	Select this icon to see an expanded view of the specified grid.



Appendix (cont.)

Patient banner

Item	Description
Traffic lights	The traffic lights are key status indicators that you can hover over to see information. The color green indicates all clear; there are no concerns. Yellow indicates caution; there may be a concern. Red means stop; there is an immediate concern. Blue indicates a dual member.
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Member Care Summary tab

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Emergency department	Emergency department indicates the member's emergency department claims.
Expand grid icon	Select this icon to see an expanded view of the specified grid.



Appendix (cont.)

Pharmacytab

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
Sensitive pharmacy data	Not displayed in Patient360; includes but is not limited to medications associated with behavioral health, HIV, and abortion

Care Management tab

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



Appendix (cont.)

Episodic Viewertab

Item	Description
Legend	Describes the meaning of each icon
Timeline — top bar	Lets you change the time period being viewed
Timeline — bottom bar	Represents the current time frame of member care being reviewed
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
Sensitive claim data	Not displayed in Patient360; includes but is not limited to behavioral health, HIV, and abortion





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