Wellpoint Community Care Patient360 User Guide Training

June 2021

Wellpoint

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.)

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

Currently Enrolled   No Alerts Exist   No OHI

Risk Score N/A
Address 123 Main Street
City / State * MIDLOTHIAN VA
Zip 12345
Spoken Language * English (Default)
12345 FDW HRSPatientAuthority

Age / Gender 68 Female
DOB 1/1/1900
Home Phone (555) 123-4567
Work Phone N/A
Written Language N/A

Medicare ID 1234567890
SSN N/A
Ethnicity N/A

PCP N/A
Primary Case Mgr N/A
Secondary Case Mgr N/A
Eligibility Status Active
Eligibility End Date 06/09/2068

Plan RXXV0014 16 ANT...
Product N/A
Chronic Conditions Hyperlipidemia, H...

Enrollment status

Currently Enrolled   Dual Enrollment   Member Not Enrolled

Gap in care alerts

Alerts Exist   No Alerts Exist

Other health insurance (OHI)

OHI Secondary   No OHI

Traffic light status key

All clear; no concerns

Caution; there may be a concern

An immediate concern

A dual member

5

TNWP-CD-031415-23

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.

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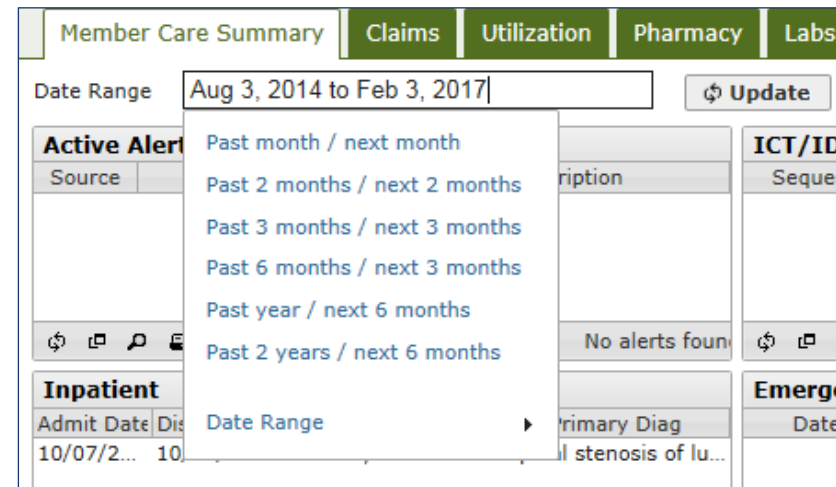
Define the Date Range
- Use the default ranges to select the desired date range or customize your date range with the Date Range option.
- Once you select the range, select the **Update** icon next to the *Date Range* field. Patient360 will update the records and display any information within the selected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

Member Care Summary tab (cont.)

The print dashboard icon is an option that allows for printing information to be viewed.
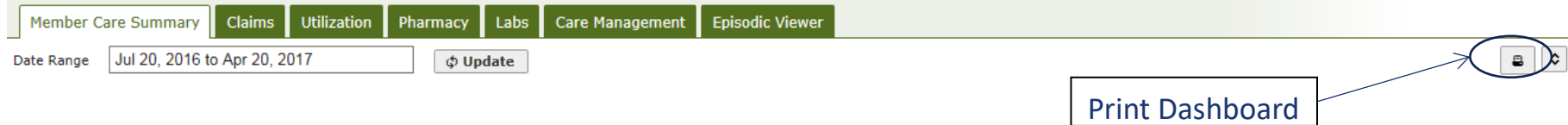
Print dashboard
- Select the print dashboard icon.
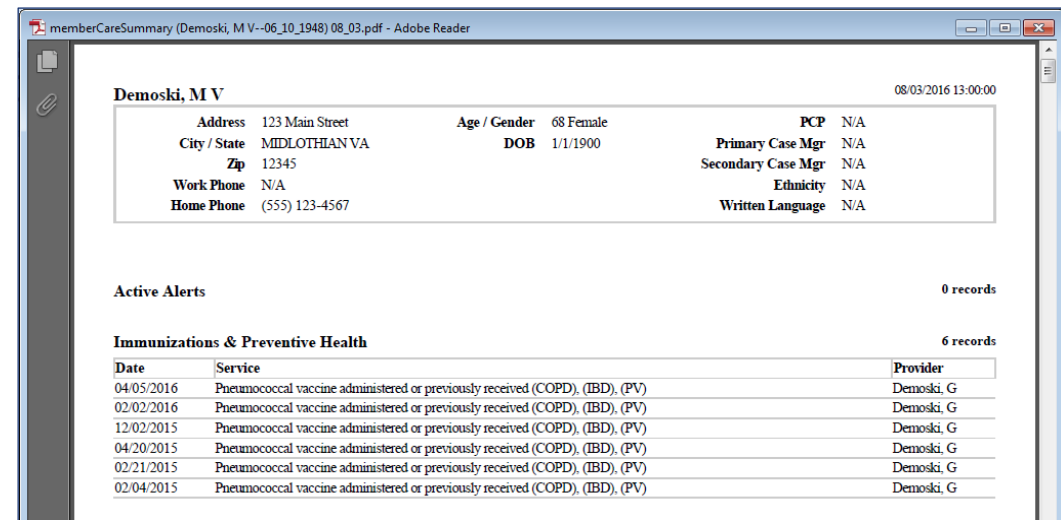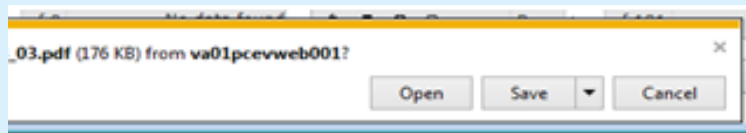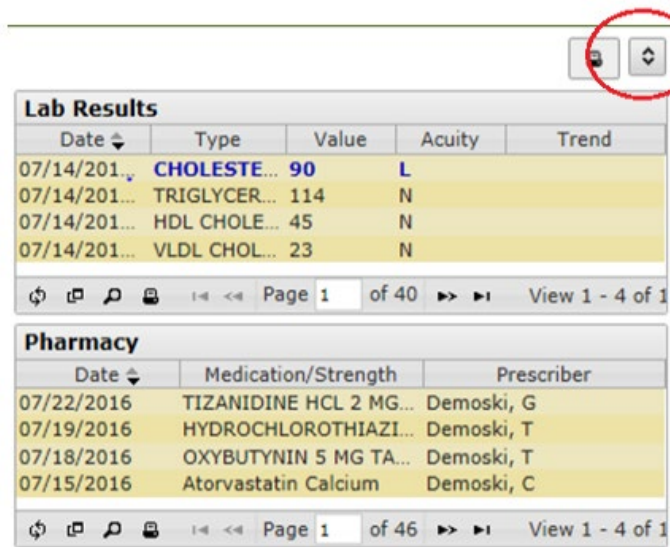- A prompt will appear to open or save the file.
- The PDF file will appear.

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Member Care Summary tab (cont.)

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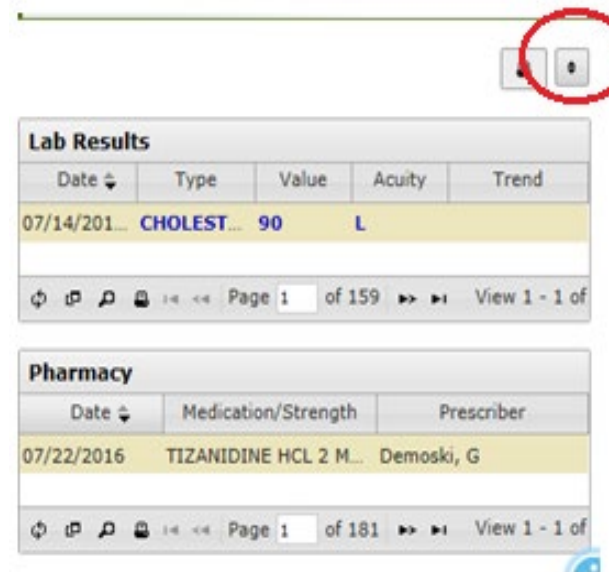
Before selecting display density

After selecting display density

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.
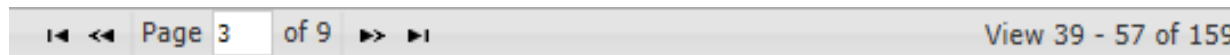

- Page option: This option will allow the user to move through the selected grid. The user can jump to the end of the date or move through each page of the grid. This option works best when the user selects the expand grid option.

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.)

Claims tab

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

- Claim status

- Assigned diagnoses

- Services rendered

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.)

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

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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.)

Selecting a Pharmacy line will display the Pharmacy Detail.

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.)

Labs tab (cont.)

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

CHLORIDE								H	2.80
CREATININE									2.5
GLOBULIN									
GLUCOSE								H	134

POTASSIUM

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

						4.9
						6.4
						139
						50
						27

AMERICAN

| eGFR If NonAfricn Am | | | | | | | | L | 23 |

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: [____] | Shift Col ▶▶ | Next Cols › | Last Cols ▶ |

Search

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

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.

20

Labs tab (cont.)

Legend

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

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

☐ CREATININE	H	2.80
☐ GLOBULIN		2.5
☐ GLUCOSE	H	134
☐ POTASSIUM		4.9
☐ PROTEIN, TOTAL		6.4
☐ SODIUM		139
☐ UREA NITROGEN (BUN)	H	50
☐ eGFR AFRICAN AMERICAN	L	27
☐ eGFR If NonAfricn Am	L	23

ift Col   Date: [   ]   Shift Col ▶▶   Ne

umns 1-6 of 35 (3,   00)

played because the

	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			

9/30/2016 –
10/31/2016

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

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.

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.

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.

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 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.

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.

Episodic Viewer tab (cont.)

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.

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.

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.)

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Appendix (cont.)

***Pharmacy* tab**

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 Viewer tab

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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