

MEDICAID PROVIDER BULLETIN

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Patient360 lets you access member records in just a few clicks

We've added a new feature to our provider website that lets you quickly and easily retrieve records about your Anthem Blue Cross and Blue Shield Medicaid (Anthem) patients. The dashboard gives you a robust picture of a patient's health and treatment history and will help you facilitate care coordination.

What is Patient360?

Patient360 is a read-only dashboard available through our secure provider website that gives you instant access to detailed information about your Anthem Medicaid patients. By clicking on each tab in the dashboard, you can drill down to specific items in a patient's medical record:

- Demographic information — member eligibility, other health insurance, assigned PCP and case managers
- Care summaries — emergency department visit history, lab results, immunization history, and due or overdue preventive care screenings
- Claims details — status, assigned diagnoses and services rendered
- Authorization details — status, assigned diagnoses and assigned services
- Pharmacy information — prescription history, prescriber, pharmacy and quantity
- Care management-related activities — assessment, care plans and care goals

Additional benefits

Patient360 is a multifaceted perspective on member utilization and pharmacy patterns. With this level of detail at your fingertips, you can avoid duplicating services, identify care gaps and trends, and coordinate care more effectively. In addition, accessing this data electronically will help reduce the number of faxes sent between PCPs and case managers and help protect patient confidentiality.

To access Patient360

- Log in to our secure provider website at **www.Anthem.com/KYMedicaiddoc**.
- Select **Member Information** from the left navigation.
- Select **Patient360**.
- Enter a specific Anthem Medicaid member's information.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-855-661-2028**.

www.Anthem.com/KYMedicaiddoc

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