

Updates for Care Programs in Provider Portal

Member Filter, Export, and Medicare Care Programs Tile and Column

We are pleased to share the latest updates to care programs within the Provider Portal. We are introducing a member filter based on care programs and improving the functionality of the PDF export data in both the ProviderVista (Commercial member data) and Provider Link™ (Medicare Advantage member data) platforms. Additionally, the Clinical Insights section in Provider Link has been updated with two new features. Details about the latest updates are included below.

Enhancement: Member Filter Based on Care Programs

ProviderVista and Provider Link will have the ability to refine member searches by care programs. Users can conveniently multi-select from the three options shown below.

Care Program

Digital Mental Well-Being Solution

Lucet Behavioral Health Care Program

In-Home High Complexity Care Program

Provider Link/ProviderVista > Clinical Insights

Enhancement: PDF Export of Care Program Names

Both ProviderVista and Provider Link will have the feature to export care program names for each member under the Clinical Insights section. The export contains contact information for the member so the provider can reach out to them as necessary. The member contact information can be generated by exporting and filtering members based on the selected care program or filtering for the care program prior to exporting. As a result, the export will present users with members actively participating in the specified care program.

N	O	P	Q	R	S	
Member Plan	Group N	FB	Readmit	Chronic Cor List	Chronic conditions	Care Partner Care Programs
01/01/2023				3	Coronary Artery Disease(CAD)	
01/01/2023						
01/01/2023				3	Congestive Heart Failure(CHF)	
01/01/2023				3	Congestive Heart Failure(CHF)	
01/01/2023				3	Chronic Obstructive Pulmona	
01/01/2023				1	Hypertension	
01/01/2023				3	Coronary Artery Disease(CAD)	
01/01/2023				1	Coronary Artery Disease(CAD)	
01/01/2023				4	Chronic Obstructive Pulmona	In-Home High Complexity Car
01/01/2023				3	Asthma,Diabetes,Hypertensio	
01/01/2023				4	Chronic Obstructive Pulmona	
01/01/2023				2	Congestive Heart Failure(CHF)	In-Home High Complexity Car
01/01/2023			0			
01/01/2023				3	Coronary Artery Disease(CAD)	
01/01/2023				2	Coronary Artery Disease(CAD)	
01/01/2023				3	Coronary Artery Disease(CAD)	
01/01/2023				1	Hypertension	
01/01/2023				3	Congestive Heart Failure(CHF)	In-Home High Complexity Car

Provider Link/ProviderVista > Clinical Insights > PDF Export Care Program Names

Enhancement: Medicare Care Program Tile and Column

In the Clinical Insights section of the Provider Link platform, we have introduced two new features:

1. **Care Program Tile:** Positioned at the top of Clinical Insights, this tile provides users with a quick overview, displaying the count of members participating in a care program.
2. **Care Program Column:** This column indicates the number of care programs each member is enrolled in. Additionally, users can hover over the number to access a detailed view of the specific care program(s) associated with each member.

The screenshot shows the 'Clinical Insights' dashboard. At the top, there are summary tiles for various metrics: FB Readmit Risk Score (0), Chronic Conditions (2056), Care Programs (483), Overdue Refills (283), Recent Labs (990), New Members (1954), and Telehealth Visits (662). Below these is a table with columns for Member Name, Member ID, DOB, Network, PCP Name, Group Name, FB Readmit Risk Score, Chronic Conditions, Care Programs, Overdue Refills, Recent Labs, New Members, and Telehealth Visits. The 'Care Programs' column is highlighted with a red box, and a specific row for 'In-Home High Complexity Care Program' is also highlighted with a red box, showing a value of 1.

Member Name	Member ID	DOB	Network	PCP Name	Group Name	FB Readmit Risk Score	Chronic Conditions	Care Programs	Overdue Refills	Recent Labs	New Members	Telehealth Visits
			BlueMedicare PPO			-	3	0	0	Y	Y	0
			BlueMedicare HM...			-	0	0	0	Y	N	0
			BlueMedicare PPO			-	3	0	0	N	Y	1
			BlueMedicare HMO			-	3	0	1	N	N	1
			BlueMedicare PPO			-	1	0	1	N	Y	2
			BlueMedicare PPO			-	3	0	0	N	Y	2
			BlueMedicare PPO			-	1	0	0	N	Y	0
			BlueMedicare HMO			-	3	0	0	N	N	0
			BlueMedicare HMO			-	In-Home High Complexity Care Program	1	0	Y	N	0
			BlueMedicare PPO			-	3	0	0	Y	Y	0
			BlueMedicare HM...			-	4	0	0	N	N	0

Provider Link > Clinical Insights > Care Program Tile/Column

Need Access to our Provider Portal?

Simply ask your Availity^{®1} Primary Access Administrator (PAA) to select the Provider Portal role in your profile. You will find the Provider Portal tile in the Florida Blue or Truli for Health Payer Space.