Provider Link Medicare Advantage Patient Platform Enhancements at a Glance

As we look to 2021 with great optimism, we thought it would be helpful to remind you of the major enhancements made to Provider Link™ in 2020. These upgrades, initiated to help you more easily manage your Medicare Advantage patients in 2021, included the following:

New Members: A roster of members assigned or attributed to a provider or organization in the last 30 days can be accessed from the home page or the side navigation menu.

Provisional Care Gap Closure: A feature allowing providers to provisionally close certain care gaps through the SDS (Supplemental Data Submission) process using a five-step wizard. It is accessible from the kebab menu in a member row on the Tasks and Care Gaps pages.

Member Snapshot: A member-centric page enabling providers to see all of the administrative and clinical information related to their particular patient in one place. Options include Tasks and Alerts, Appeals, Authorizations, Care Gaps, Care Team, Care Journey, Care Programs, Coding Opportunities, Labs, Pharmacies and Prescriptions and Providers.

Clinical Insights: A feature allowing providers to perform complex queries on specific clinical indicators to stratify and better understand their member population.

Capitation and Prepayment Reports: A feature that displays a list of members for service to whom providers have received payments related to their value-based care.

Additional Filter Options: A feature that allows users to better filter their results on any given member list for attributes like DSNP (Dual-Eligible Special Needs Plan) and New Members. The new options appear in the Filter Window accessible from most pages.

Greater Export Capability: Most pages containing member information (such as Tasks, Alerts, Member Snapshots and more) can now be exported to Excel.

Expanded Banner Carousel: Up to six banners are now being displayed at any given time in Provider Link to keep providers informed about new features, new health programs and public service announcements.

How to Access Provider Link
Provider Link is in the Florida Blue Payer Space on availity.com. Your practice administrator for Availity[1] can grant access to the tool by checking the Provider Link box in the user profile. Once access is granted by the Availity administrator, sign in to Availity with your existing username and password to get started.

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The **Provider Link User Guide** is available for your reference in the Florida Blue Learning Center. You can access it through Payer Spaces on availity.com or through the Florida Blue Learning Center direct link, https://floridablue.learnupon.com.

If you are not currently registered with Availity, follow the instructions to register at availity.com. You will need to define your users' roles in addition to your own role. For questions on registering, call 800-282-4548.

[1]Availity, LLC is a multi-payer joint venture company. To register or for more information, visit Availity.com