

Care Programs Now Displayed in Provider Portal

We are pleased to share the latest enhancements to our Provider Portal. We have added member care program information and made a slight format change to the PDF export data in both the ProviderVista (Commercial member data) and Provider Link™ (Medicare Advantage member data) platforms.

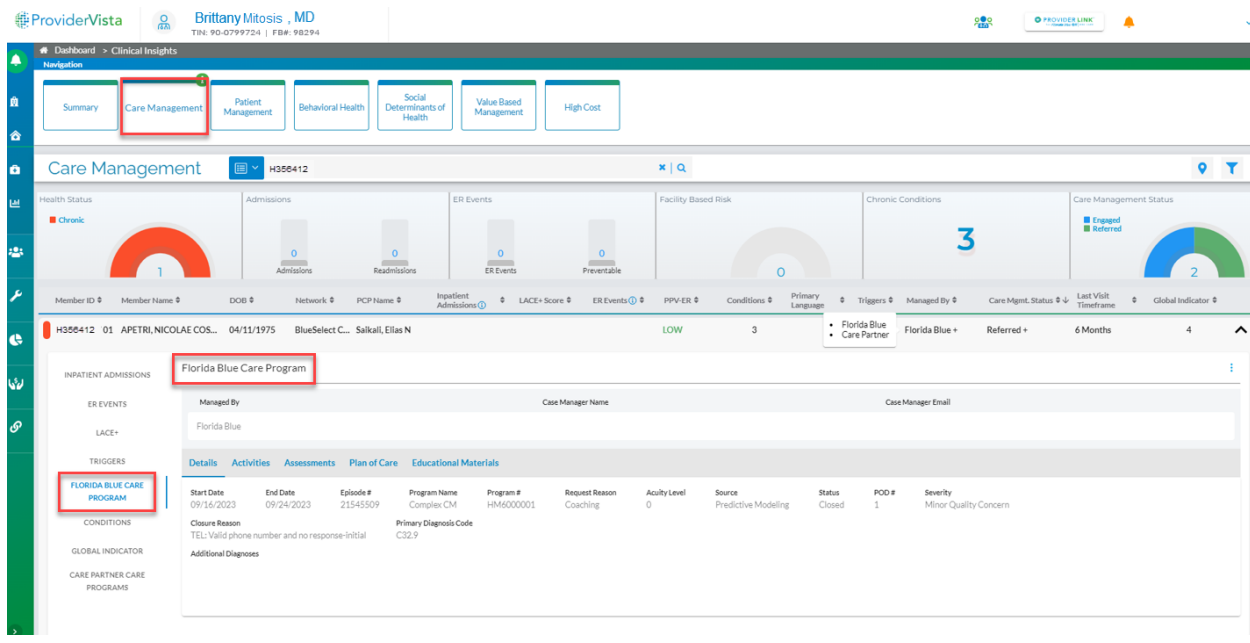
The following care programs are currently visible in the Provider Portal:

- Advanced Care Planning
- Low Acuity Hypertension
- Chronic Kidney Disease
- Digital Mental Well-Being Solution (meQuilibrium)
- Dental
- Lucet Behavioral Health Care program
- In-Home High Complexity Care
-
- Low Acuity Diabetes

You will be able to see which care program a member has registered for as well as related information in the *Managed By* and *Care Management Status* columns. Where and how to access care program features is explained below. For illustration purposes, we are sharing ProviderVista screen captures.

Enhancement: Care Programs added under Clinical Insights

In the *Clinical Insights* section in **ProviderVista**, we have added care programs labeled as **Florida Blue Care Programs** and **Care Partner Care Programs** in a view called **Care Management**. In this view, users can see the care programs available to Florida Blue patients.



Clinical Insights > Care Management > Florida Blue Care Programs

ProviderVista | Brittany Mitosis, MD | TIN: 90-0799724 | FB#: 98294

Dashboard > Clinical Insights

Care Management | H356412

Health Status: Chronic (1)

Admissions: 0

ER Events: 0

Facility Based Risk: 0

Chronic Conditions: 3

Care Management Status: Referred (2)

Member ID #	Member Name #	DOB #	Network #	PCP Name #	Inpatient Admissions #	LACE+ Score #	ER Events #	PPV-ER #	Conditions #	Primary Language #	Triggers #	Managed By #	Care Mgmt. Status #	Last Visit Timeframe #	Global Indicator #
H356412	01	APETRL,NICOLAE COS...	04/11/1975	BlueSelect C...	Salkali,Elias N	LOW	3					Florida Blue Care Partner +	Referred +	6 Months	4

Care Partner Care Programs

Program Name	Behavioral Health Indicator	Status	Enrolled Date	Disenrollment Date	Cleanings Eligible	Cleanings Received
Digital Mental Well-Being Solution	Behavioral Health Indicator: Y	Status: Active	Enrolled Date: 02/01/2023	Disenrollment Date:	Cleanings Eligible: 4	Cleanings Received: 0
Embedded Dental	Behavioral Health Indicator: N	Status: Active	Enrolled Date: 02/01/2023	Disenrollment Date:	Cleanings Eligible: 4	Cleanings Received: 0
Advanced Care Planning (ACP) Living Well	Behavioral Health Indicator: N	Status: Inactive	Enrolled Date:	Disenrollment Date: 04/09/2023	Cleanings Eligible:	Cleanings Received: 0

Clinical Insights > Care Management > Care Partner Care Program

Each Clinical Insights category displays patient data related to each care program including the program status, behavioral health indicator(s), and historical enrollment details. This allows you to address any changes or risks associated with your patient.

Enhancement: Care Programs added under Member Snapshot

In the *Member Snapshot* view in both **ProviderVista** and **Provider Link**, we have added **Florida Blue Care Programs** and **Care Partners Care Programs** tiles. Users will have the ability to view additional care program details by individual program. Also, a status pie chart has been added to indicate the program includes Behavioral Health and overall care program status. To access the Member Snapshot view, simply click anywhere within the individual member line throughout any of the portal categories in Clinical Insights.

ProviderVista | Brittany Mitosis, MD | TIN: 90-0799724 | FB#: 98294

Dashboard > Clinical Insights > Member Snapshot

Patient: Patricia

ID: H27160255-01
AGE: 28
GENDER: Female
DOB: 01/23/1989
GROUP: 23456

LAST SEEN: 01/18/2012
SINCE: 08/01/2014
EFFECTIVE: 01/01/2018
PCP ASSIGNMENT: Yes
PLAN: BlueSelect HMO

PHONE: 904-123-4561
METAL LEVEL: Silver
EMAIL: patientx@yahoo.com
ADDRESS: 355 Johns Creek Pkway Jacksonville FL, 32211

Behavioral Health: 17 (Yes/No)

Program Name	Behavioral Health Indicator	Status	Targeted Date	Engaged Date
Advanced Care Planning (ACP) Palliative Care	Behavioral Health Indicator: Y	Status: Active	Targeted Date: 5/7/2021	Engaged Date:
Embedded Dental	Behavioral Health Indicator: Y	Status: Active	Targeted Date: 02/10/2022	Engaged Date: 12/10/2022
Lucet Behavioral Health Care Program	Behavioral Health Indicator: Y	Status: Active	Targeted Date: 02/10/2022	Engaged Date: 12/10/2022
Low Acuity Diabetes	Behavioral Health Indicator: Y	Status: Active	Targeted Date: 02/10/2022	Engaged Date: 12/10/2022

Member Snapshot > Care Partner Care Programs

HMO coverage is offered by TruLi for Health and Florida Blue HMO, affiliates of Florida Blue. Florida Blue offers health insurance. These companies are independent licensees of the Blue Cross and Blue Shield Association.
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ProviderVista | Brittany Mitosis, MD | TIN: 90-0799724 | FB#: 98294

Dashboard > Clinical Insights > Member Snapshot

Authorizations | Benefits | Care Gaps | Care Partner Programs | **Florida Blue Care Programs** | Census | Coding Opportunities

Patient: Patricia

ID: H27160255-01
 AGE: 28
 GENDER: Female
 DOB: 01/23/1989
 GROUP: 23456

LAST SEEN: 01/18/2012
 SINCE: 08/01/2014
 EFFECTIVE: 01/01/2018
 PCP ASSIGNMENT: Yes
 PLAN: BlueSelect HMO

PHONE: 904-123-4561
 METAL LEVEL: Silver
 EMAIL: patientx@yahoo.com
 ADDRESS: 355 Johns Creek Pkway Jacksonville FL, 32211

Behavioral Health: Yes/No (17)

Florida Blue Care Programs

Start Date	End Date	Episode#	Episode Type	Program Name	Program#	Primary Diagnosis	Status
2019-01-07	2019-01-07	14389804	Case Management	General CM	HM5000028	C90.00 - Multiple Myeloma...	Closed

Type	Name	Added	Scheduled	Closed
Phone Call	Phone Call/Member	01/15/2019	01/22/2019	
Phone Call	Phone Call/Member	01/08/2019	01/15/2019	01/15/2019
Care Plan	Patient Education/Validation of Knowledge	12/27/2018	01/22/2019	12/27/2019
Care Plan	Patient Education/Validation of Knowledge	12/27/2018	01/22/2019	12/27/2019
Care Plan	Patient Education/Validation of Knowledge	12/27/2018	01/22/2019	12/27/2019
Phone Call	Initial Assessment Due	12/27/2018	12/27/2018	01/08/2019
Care Plan	Discuss Benefit Plan With Patient	12/27/2018	12/27/2018	12/27/2018

Member Snapshot > Florida Blue Care Programs

Format Change: Clinical Insights and Member Snapshot Care Program PDF Export
 We have made a slight format change to the Clinical Insights and the Member Snapshot PDF Exports data. Similar care programs data is displayed differently in each section. See below.

Clinical Insights

Member Snapshot

McGee, Bobbie S

DATE: 08/17/2023-9:36 AM | Member ID: | DOB: |
 PLAN: BlueSelect Bronze 2139 | PCP: |
 OFFICE LOCATION: |

Inpatient Admissions

ER Events

Conditions

Condition Name
Diabetes
Hyperlipidemia
Hypertension

Triggers

Florida Blue Care Program

Managed By: Florida Blue	Case Manager Name:	Case Manager Email:
Start Date: 09/16/2023	End Date: 09/24/2023	Episode #:
Program Name: Complex CM	Program #: HM6000001	Request Reason: Coaching
Acuity Level:	Source: Predictive Modeling	Status: Closed
POD #: 1	Severity: Minor Quality Concern	Closure Reason: TEL: Valid phone number and no response-initial
Primary Diagnosis Code: C32.9		

Global Indicator

Report

Social Determinants of Health

Patient Management

Value Based Management

Care Management

LACE+

Care Partner Care Programs

Behavioral Health	Program Name	Status
Y	Digital Mental Well-Being Solution	Eligible
N	Embedded Dental	Active
N	Advanced Care Planning (ACP) Living Well	Inactive

Snow, John

DATE: 08/17/2023-9:40 AM | MEDICARE BENEFICIARY ID: | ID: |
 DOB: | AGE: 72 | GENDER: M |
 METAL LEVEL: N/A | GROUP: 99966 | PLAN: BlueMedicare HMO Plus H1035-034

LAST SEEN: 02/23/2023 | EFFECTIVE: 01/01/2023 | PCP ASSIGNMENT: Y

PHONE: |
 EMAIL: |
 ADDRESS: |
 OFFICE LOCATION: |

CARE PARTNER CARE PROGRAMS

Behavioral Health	Program Name	Status
Y	Digital Mental Well-Being Solution	Eligible
N	Advanced Care Planning (ACP) Living Well	Completed LW Program
N	Embedded Dental	Inactive

CARE PARTNER CARE PROGRAMS COUNTS

Completed LW Program	Eligible	Inactive	Total
1	1	1	3

FLORIDA BLUE CARE PROGRAMS

Start Date	End Date	Episode #	Episode Type	Program Name	Program #	Primary Diagnosis	Status
04/26/2023	05/04/2023		Case Management	Member Engagement	HM6000090	HM6000090 - Member Engagement	Closed

FLORIDA BLUE CARE PROGRAMS COUNTS

Closed
1

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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.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [Availity.com](https://www.availity.com).