

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.

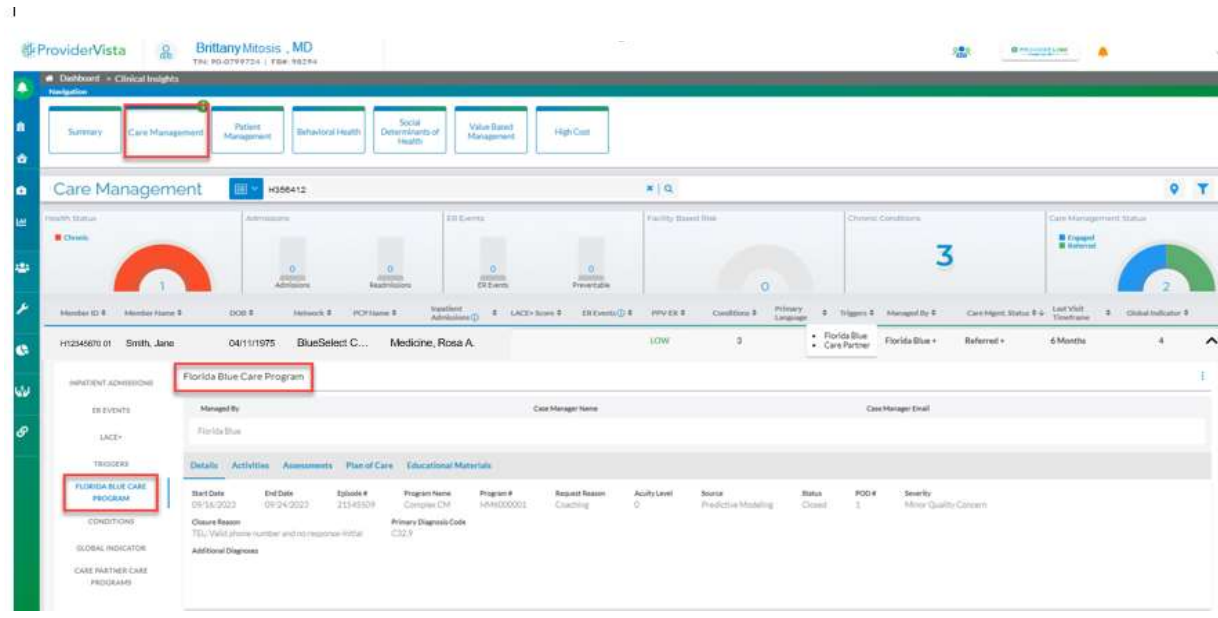
The following care programs are currently visible in the Provider Portal:

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

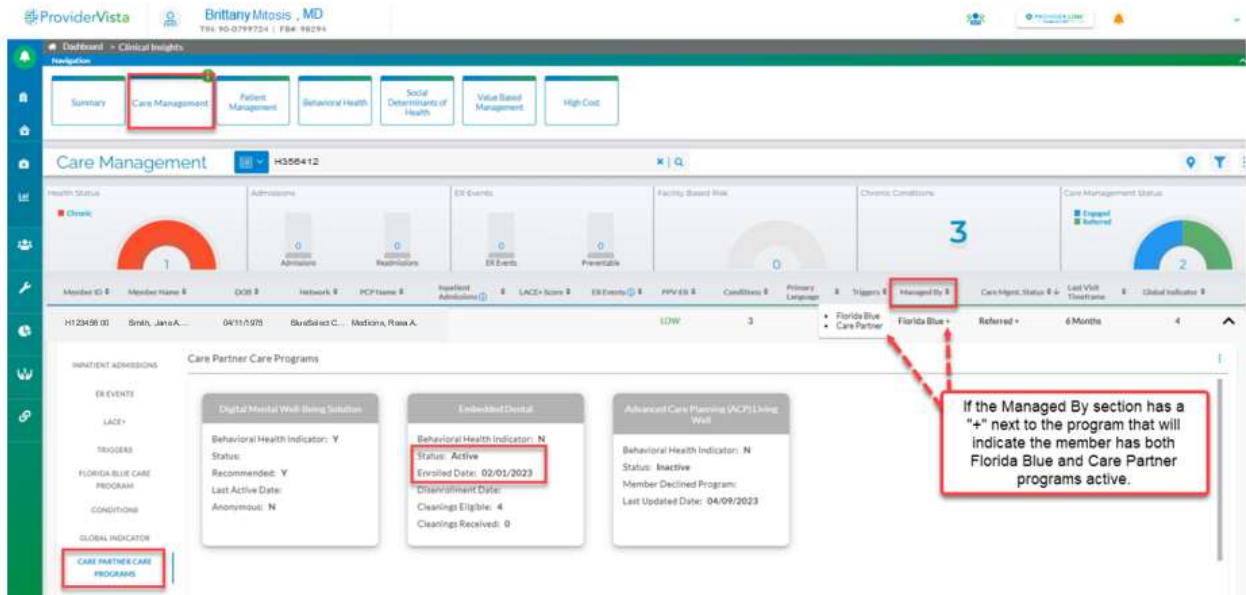
You will be able to see which care program a member has registered for as well as related information in the *Managed By* and *Care Management Status* columns. Where and how to access care program features is explained below. For illustration purposes, we are sharing ProviderVista screen captures.

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

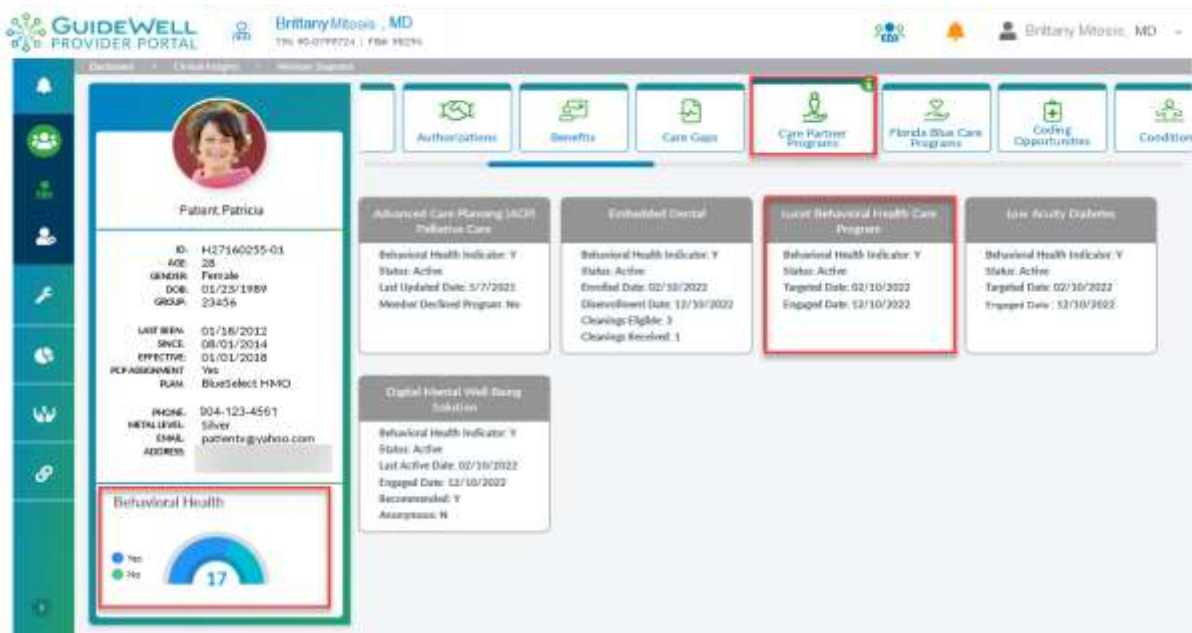


Clinical Insights > Care Management > Care Partner Care Programs

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.

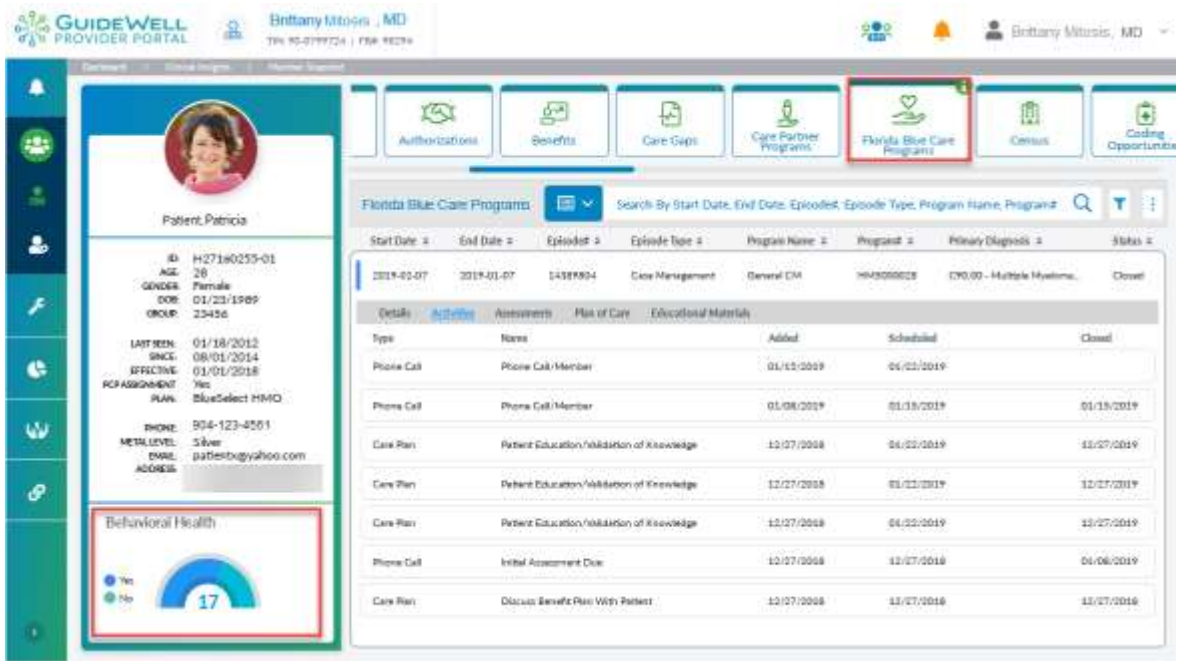
Enhancement: Care Programs added under Member Snapshot

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.



Member Snapshot > Care Partner Care Programs

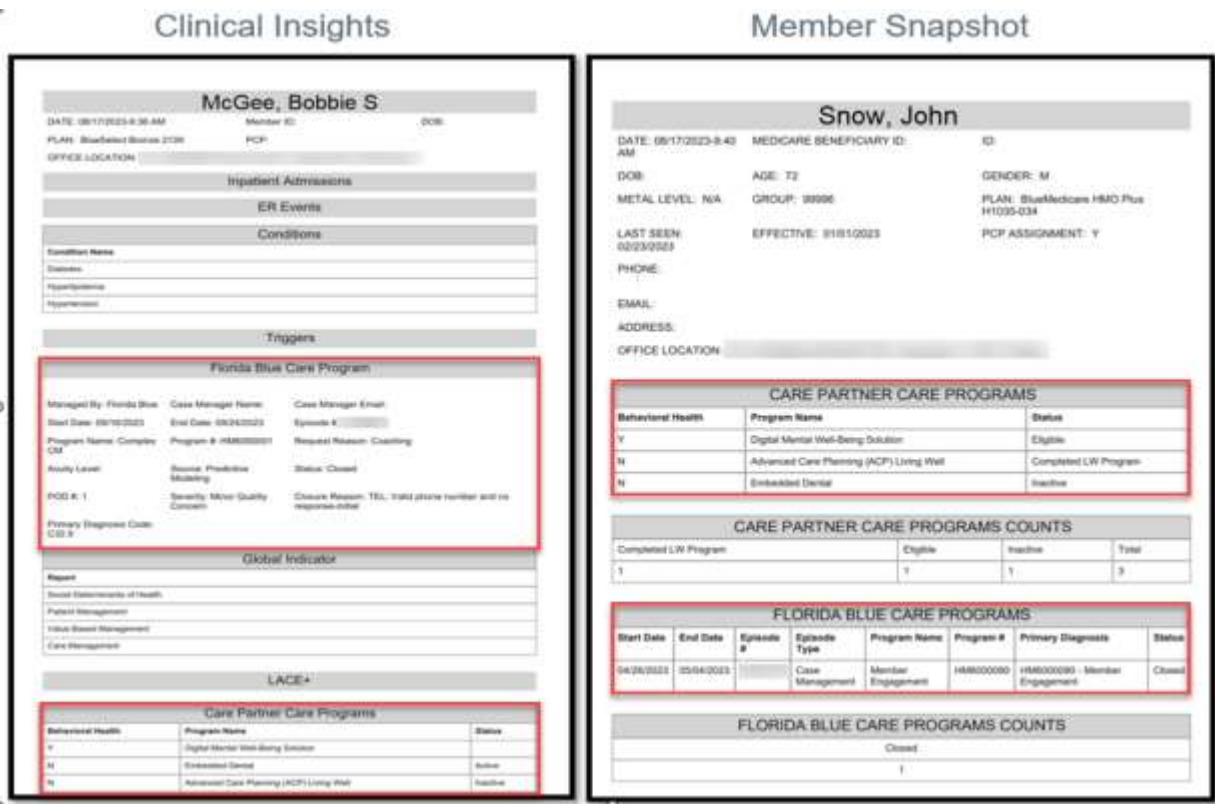
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Member Snapshot > Florida Blue Care Programs

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.



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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).

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