August 11, 2021

Patient360 Enhancement for Minnesota Health Care Programs Members

Patient360 is a real-time dashboard that can be accessed through the Availity Portal. Patient360 gives providers a full 360° view of Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) Minnesota Health Care Programs (MHCP) patients' health and treatment history and will help facilitate care coordination. Providers are able to drill down to specific items in a patient's medical record to retrieve demographic information, care summaries, claims details, authorization details, pharmacy information and care management-related activities.

Medical providers now have the option to include feedback for Blue Cross MHCP patients who have gaps in care. Providers can locate these gaps in care in the Active Alerts section on the Member Care Summary page of the Patient360 application.

Once all the required fields have been completed on the Availity Portal to access Patient360, providers will land on the Member Summary page of the application. To provide feedback, select the **Clinical Rules Engine (CRE)** within the *Active Alerts* section. This will open the *Care Gap Alert Feedback Entry* window. Providers can choose the feedback menu option that applies to the patient's care gap.

Providers using Patient360 for the first time can easily access Patient360 on the Availity Portal.

The Availity administrator at the clinic must assign individuals to a Patient360 role which can be located within the *Clinical Roles* options.

When the Availity role assignments have been completed, navigate to Patient360 through the Availity Portal by selecting the application on Blue Cross Payer Spaces or by choosing the Patient360 link located on the patient's benefits screen.

The **Patient360 Navigation Overview** illustrates the steps to access Patient360 through the Availity Portal and offers instructions on how to provide feedback for patients who are displaying a Care Gap Alert. This reference is available online through the **Custom Learning Center**.

1) From the Availity home page, select Payer Spaces > Blue Cross payer tile > Applications > Custom Learning Center
2) Select **Resources** from the menu located on the upper left corner of the page
   (To use the catalog filter to narrow the results, select **Payer Spaces** from the **Category** menu.)
3) Select **Download** to view and/or print the reference guide

Questions?
If you have questions for a member enrolled in a MHCP plan, please contact provider services at **1-866-518-8448**.