Patient Care Summary Overview

The Availity Patient Care Summary (PCS) is an electronic health record sourced from claim-based information collected by Blue Cross and Blue Shield of Oklahoma (BCBSOK) from physicians, pharmacies, labs and other health care providers based on the last 24 months of claims data. Providers who are registered with Availity can use the PCS to obtain a consolidated view of a patient's health history at the point of care. This information can help identify potential treatment issues, such as clinical gaps in recommended care services, missed prescription refills and possible drug interactions.

The PCS includes the following details:

- Demographic patient information, including date of birth, address and phone number
- The patient's primary care physician (PCP) and other providers visited in the past 24 months
- Diagnoses and procedures submitted and reflected in the claims records
- Professional, hospital and emergency room services reflected in the claims records
- Prescriptions filled, including the class of the drug, total fills and last date filled
- Radiological and laboratory services reflected in the claim records

Getting Started

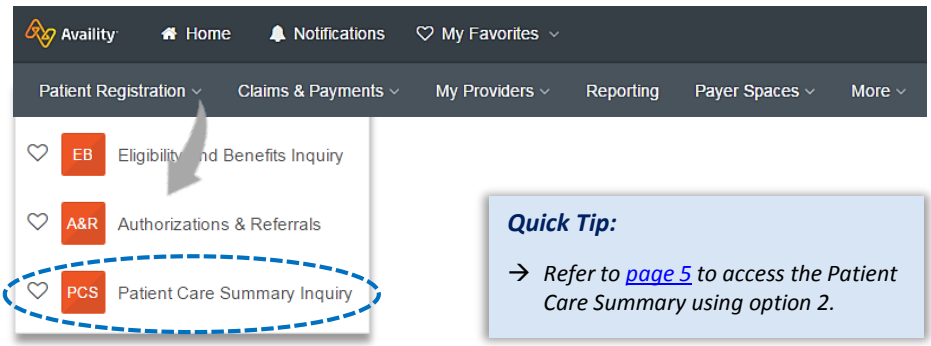
- Go to Availity
- Select **Availity Portal Login**
- Enter User ID and Password
- Select **Log in**

Note: *Only registered Availity users can access the Patient Carey Summary.*

Availity Administrator: Access must first be granted to users by going to ***My Account Dashboard*** → ***Maintain User*** *or* ***Add User*** → *select role* ***Patient Care Summary***

Accessing Patient Care Summary (option 1)

- Select **Patient Registration** from the navigation menu
- Select **Patient Care Summary Inquiry**



Quick Tip:

→ *Refer to page 5 to access the Patient Care Summary using option 2.*

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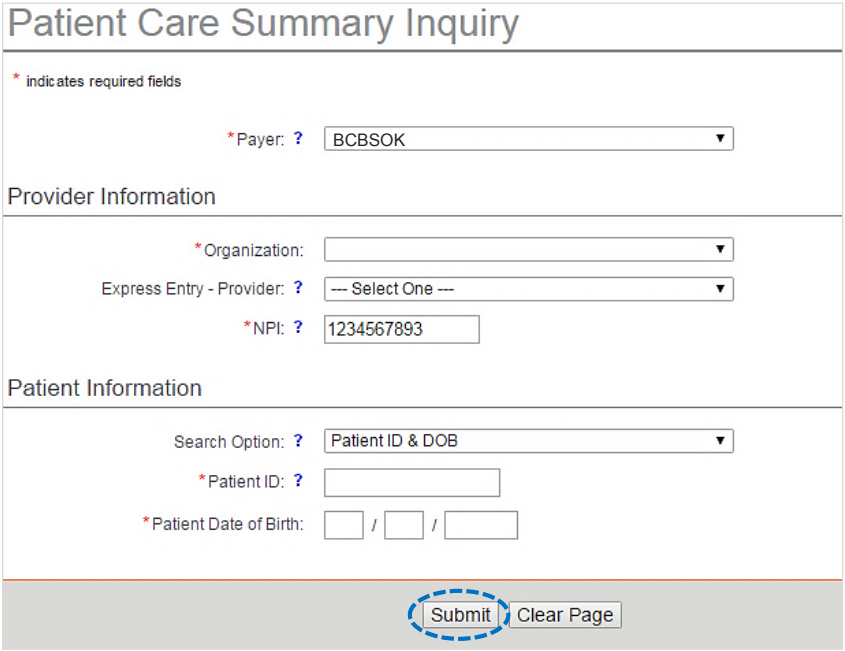
Inquiry

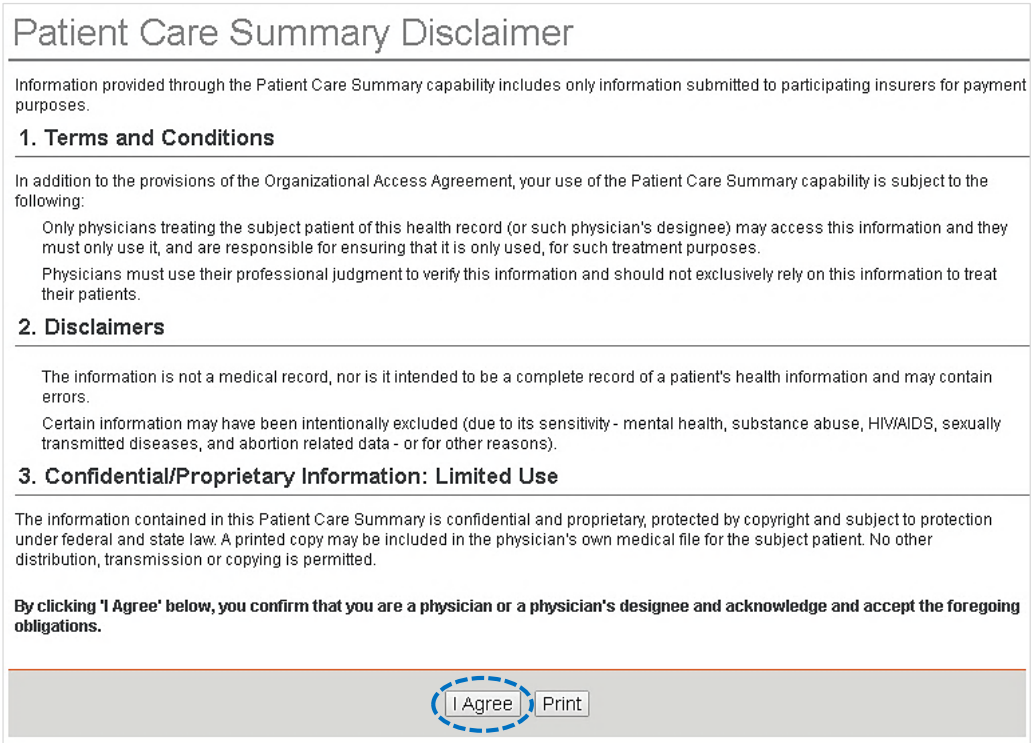
- Complete the **Patient Care Summary Inquiry**
- Select **Submit**



Disclaimer

- After thorough review, select **I Agree**
- Once accepted, the PCS will populate on the screen with a summary of the requested patients information

Note: *This disclaimer will populate each time a PCS is requested for a patient.*



Summary Report

Patient Care Summary

Payer:	BCBSOK	**Created On:**	January 10, 2021
Patient:	JANE DOE 124 N PARK ST. TEST, IL 12345 TEL: 999-999-9999	**Birthdate:**	March 30, 1984
		Gender:	Female

Patient Care Summary Disclaimer

Information provided through the Patient Care Summary capability includes only information submitted to participating insurance companies for payment purposes. The information is not a medical record, nor is it intended to be a complete record of a patient's health information. Certain information may have been intentionally excluded (due to its sensitivity - psychiatric, substance abuse, HIV/AIDS, sexually transmitted diseases, and abortion related data - or for other reasons) and the health record may also contain errors. Physicians must use their professional judgment to verify this information and should not exclusively rely on this information to treat their patients.

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Encounters
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Allergies, adverse reactions, alerts - Back to Table of Contents

No Data Available

History of medication use - Back to Table of Contents

Type (Brand | Generic)	Brand Name	Drug Description	Route	Fill Date	Amount	Days Supplied	Prescriber
Trademarked Name	EPIDUO GEL 0.1-2.5%	Adapalene-Benzoyl Peroxide Gel 0.1-2.5%	External	2021-01-06	45	30	No Data Available

Problem List - Back to Table of Contents

Problems				
Type (Acute| Chronic)	**Condition**	**Severity**	**Start Date**	**End Date**
Acute	Back Disorder- Lumbar	Low	2020-04-25	2020-04-26
Acute	Inflammation and Infection of Skin and Subcutaneous Tissue, Other	Low	2020-05-09	2020-05-09
Acute	Lymphatic Disorder, Other	Low	2020-06-10	2020-06-10
Chronic	Epilepsy	High	2020-03-01	2020-07-01

History of Procedures - Back to Table of Contents

Procedures				
Service	**Procedure code**	**Service date**	**Servicing provider**	**Phone#**
EEG AWAKE AND ASLEEP	95819	2019-06-01	QUEST DIAGNOSTICS INC	800-888-8333
MRI BRAIN STEM W/O & W/DYE	70553	2019-12-25	QUEST DIAGNOSTICS INC	800-888-8333

Summary Report *(continued)*

Relevant diagnostic tests and/or laboratory data - Back to Table of Contents

Laboratory Results								
Class	Test	Abnormal value	Result	Units	Ref low	Ref high	Date	Source
Chemistry	Alanine aminotransferase [Enzymatic activity/volume] in Serum or Plasma	!	16	U/L	9	46	2020-10-22	No Data Available
Chemistry	Albumin [Mass/volume] in Serum or Plasma	!	4.8	g/dL	3.6	5.1	2020-10-22	No Data Available
Chemistry	Albumin/Globulin [Mass Ratio] in Serum or Plasma	!	2.1	(calc)	1	2.5	2020-10-22	No Data Available
Chemistry	Alkaline phosphatase [Enzymatic activity/volume] in Serum or Plasma	!	58	U/L	40	115	2020-10-22	No Data Available
Chemistry	Aspartate aminotransferase [Enzymatic activity/volume] in Serum or Plasma	!	22	U/L	10	40	2020-10-22	No Data Available

Encounters - Back to Table of Contents

Type	Facility/Provider	Admit/Service Date	Discharge Date	LOS	Diagnosis/Specialty
Specialist Visit	QUEST DIAGNOSTICS INC	2020-10-01			N/A - LABORATORY

Immunizations - Back to Table of Contents

No Data Available

Payers - Back to Table of Contents

Payers					
Subscriber ID	Member ID	Group ID	Line of Business	Plan	Eligibility
0000000111111111	111111	123456	PPO	ABC1111	2020-01-01 – 9999-12-31

Plan of Care - Back to Table of Contents

No Data Available

Social History - Back to Table of Contents

No Data Available

Vital Signs - Back to Table of Contents

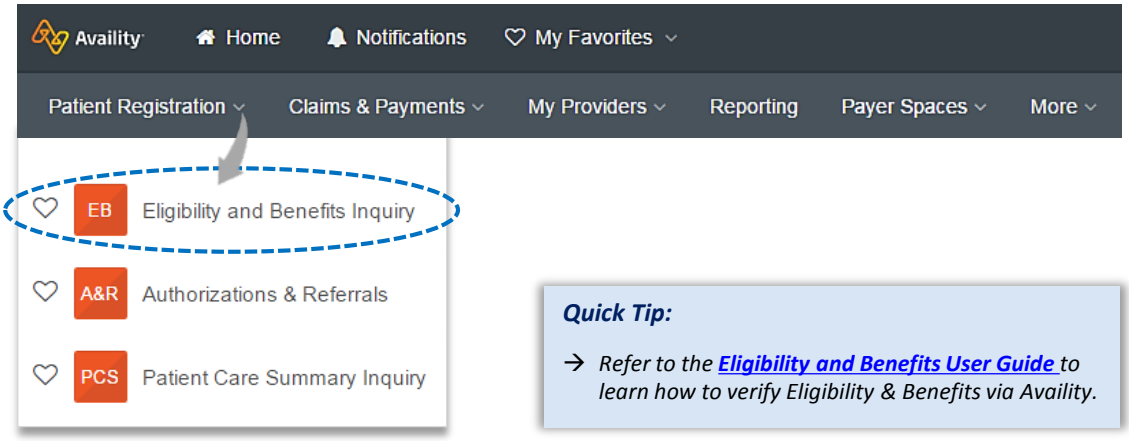
No Data Available

Descriptions:

- → ***Allergies, adverse reactions, alerts*** *– Patient allergies or instances where the patient experienced an adverse reaction to one or more medications.*
- → ***History of medication use*** *– Class of prescription drugs filled at retail pharmacies billed during the given time period. Prescriptions billed on non-pharmacy claims, such as hospital and physician claims, are not included. The number of times each prescription was filled and the last time it was filled is included.*
- → ***Problem List*** *– All diagnosis by the service date. If more than one diagnosis was submitted on a claim, all of the diagnosis codes are listed.*
- → ***History of Procedures*** *– Procedure types, codes and a description of each procedure.*
- → ***Encounters*** *– Admissions to an inpatient facility, such as hospitals, rehabilitation centers and other similar facilities. The number of emergency room visits that were adjudicated during the given time period as well as all provider visits.*
- → ***Plan of Care*** *– Treatment opportunities based on the clinical intelligence rules applied to the data. If the system detects a test that should be ordered, per evidence-based medicine, but no claim for that test was found during the time period, a message to the clinical staff displays in this section. (i.e., the patient has diabetes and no claims for an annual dilated eye exam or A1C test are found or have been performed in the appropriate time frame, a treatment opportunity flag displays.) This section also indicates any missing recommended preventive care opportunities, typically based on age and gender of the member as identified by clinical intelligence rules.*

Accessing the Patient Care Summary (option 2)

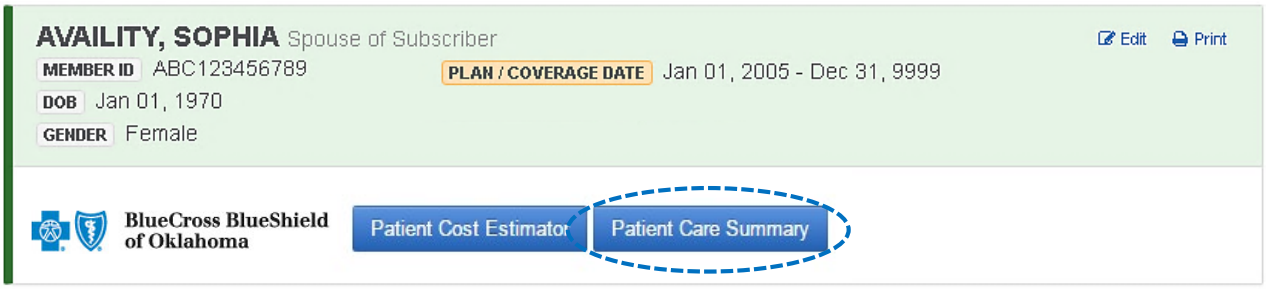
- Select **Patient Registration** from the navigation menu
- Select **Eligibility and Benefits Inquiry**
- Complete the inquiry and select **Submit**



Quick Tip:

→ *Refer to the **Eligibility and Benefits User Guide** to learn how to verify Eligibility & Benefits via Availity.*

- After completing an **Eligibility and Benefits Inquiry**, the Patient Care Summary will be available at the top of the response screen for **eligible*** members



**** See page 6 for a list of exceptions***

Patient Care Summary Exceptions

When a PCS return may be unavailable and/or exclude information:

- → Your Availity Administrator has not granted you access to the Availity Patient Care Summary.
- → The Eligibility and Benefits Inquiry was not returned successfully.
- → The patient is a twin for which the Eligibility and Benefits Inquiry requires the first name and last name to be entered.
- → The patient paid out-of-pocket and no claim is filed for the service; BCBSOK has no record of the service.
- → Claims were adjudicated by a payer or health plan other than BCBSOK that does not participate in the Availity Patient Care Summary program (out-of-state).
- → The patient has restricted access to his or her claim information.
- → Services were performed too far in the past. BCBSOK returns results from the past 24 months.
- → The patient is new and does not have claim history with BCBSOK.
- → The patient resides outside of the area where Availity Patient Care Summary has been implemented.
- → The service involves sensitive information, such as psychiatric treatment, substance abuse, genetic testing or HIV/AIDS-related treatment.
- → The patient is eligible for Medicare or has other primary health care coverage (coordination of benefits).
- → Claim data has not completed the clinical intelligence rules application. Claims processed within 90 days may not be available to view on the Patient Care Summary.

Have questions or need additional education? Email the Provider Education Consultants.

Be sure to include your name, direct contact information & Tax ID or billing NPI.

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