Anthem Care Coordination Portal User Guide

User Roles with access include:

- Care Management Entities (CMEs)
- Managed Care Organizations (MCOs)
- Ohio Department of Medicaid (ODM)
- Community HUBs
- Comprehensive Primary Care CCPC)
- Public Children Services Association Agencies (PCSAs)

Overview

Notes:

• The features shown in this document may differ from the actual screens due to ongoing configuration. The data exposed is all manufactured, not real member data. Only authorized users will see all data, others will see only their member/patient's information.

Let's get started.

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Signing in

You can use this direct link:



1. Login – OH ID https://ohid.ohio.gov/wps/portal/gov/ohid

User ID

(

FORGOT YOUR USER ID?

Password



FORGOT PASSWORD?

🔒 Log In

Get login help

If you have trouble signing in:

- 1. Clear the cookies/cache on your system.
- 2. Email OHPHcasemanagement@anthem.com
- 3. Or call the Member Service at 1-844-912-0938 Hearing Impaired (TTY/TDD): 1-800-600-4441
- 4. Chrome is the preferred browser type.

Landing Page Once you are logged in, you will see the landing page:

Anthem 🕸	Dashboard Report A Critical Incident Health & Safety Action Plan Community Resource Link New to Care360? For help using the site, <u>visit our tutorials</u> .	Log Ou
Welcome t	to Care360, Ashna!	
Get started by searc	hing for a member or by viewing a list of all members under your care.	

- 1. Logo Return to the landing page from anywhere in the application.
- 2. Tutorials
- 3. Member Search
- 4. Report A Critical Incident
- 5. Member Listing

We strongly recommend you visit the tutorial page to learn how to log in to Care360 from the OH|ID website, getting to know the features of your dashboard and walking through the Member Overview page and learn how to navigate a member's record.

Tutorials	
We're Here To Help We'll be adding more tutorials here soon so you'll have access to help any time you need i	it. In the meantime, learn how to navigate the basics of Care360 with these
step-by-step videos.	
✓ Using The Dashboard	
✓ Navigating Members	

Recent Alerts

On the Welcome Page you will be able to view all Sentinel Events, Critical Incident, Behavioral Health Crisis and if an Ohio Health Risk Assessment is due

Recent Alerts	
All	
 Sentinel Event 	
 Critical Incident 	
 Behavioral Health Crisis 	
 Ohio Health Risk Assessment 	
04/22/2023	
Sentinel Event >	
Member First Name Last Name	
Medicaid ID 00000000000	
Event Admission -	

Action Items

On the Welcome Screen you will find the "Action Item list" of items that need your attention or to provide information for assist in care coordination. You can filter 1) All 2) Not Yet Started 3) In Progress, , 4) Completed. And further sort by Ascending or descending Due Date.

Acti These	on Items	ns that need your atter	ntion.	
You're vi	iewing 1 - 5 of 149 total act	tion items.	Filter By	Sort By Descending Due Date
~	Due Date 4/22/23	Clinical Intervent Member I (Medic NOT STARTED	tion aid ID 0000000000000)	Member Overview
~	Due Date 4/22/23	Clinical Intervent Member I (Medic COMPLETED	tion aid ID 000000000000)	Member Overview

Member Listing

(Currently available for PCSA users, Available for all users on 7/17/23)

To view all members, click the Member Listing. You can search a specific member by Name or Medicaid ID and click on the member to access the member overview.

Anthem. 💁 Dashboard Report A Critical Incident 🔸 Health & Safety Action Plan 🕨 Community Resource Link 🕨	A Log Out
New to Care360? For help using the site, visit our tutorials.	
Member Listing	
Your Care360 Members A list of all your active members are below. Select a member name to go to their details page. Search by Name Search by Name	
Search by Name	

NAME	MEDICAID ID	ANTHEM ID	DATE OF BIRTH
AL	089	73	020

Member's Overview

To view a member, you can search by the member name or click on the member overview in your Action Item List.

About BROOK				
Overview	Alerts (0)	Policy Info	Consent Info	Value-Added Benefits
Date Of Birth 01/01/2001		Address 0000, Street Name City Name, State, 00	Oh Lov 0000-0000	io Risk Stratification v Risk [Tier 1]
Gender Female		Care Coordination Not Assigned	Status	7
Programs and V Program Indicators	Vaivers 6	V	Vaivers	
Communication	Preference	s		
Phone 000-000-0000	5	Phone Consent	Lar Eng	iguages glish (primary)

When you are in a member's record, you will see these options relating to the member.

- 1. All Alerts
- 2. Policy: Benefits, Plan Details and Provider Details
- 3. Consent
- 4. All Value-Added Benefits
- 5. Communication Preferences
- 6. Program and Waivers
- 7. Risk Stratification

Member Details

All member details to provide care coordination activities

Member Details

Member Overview

Care Actions

Assessments

Communications

Care Notes

Documents

Care Coordination

Care Team

Care Plans

Care Gaps (0)

Clinical Summary

Conditions

Care Administration

Utilization Management

Claims

Grievances & Appeals

- 1. Member Details Care Actions, Completed Assessment, Care Notes and Documents
- 2. Care Coordination Care Team, Care Plan, Care Gaps

a To upload a Care Plan select Care Plan then click upload care plan

Care Plans	
Anthem's Care Plans	Uploaded Care Plans

- 3. Clinical Summary
 - a Medications List of members medications
- 4. Care Administration
 - a Utilization Management
 - b Claims
 - c Prior Authorization List of items submitted for authorization.
 - d Appeals & Grievances List of Member appeals and grievances -

Document information

Updated/Reviewed Date: 06/27/2023