

# OhioRISE FamilyCare Central PCSA User Guide

## Overview

- FamilyCare Central is Aetna Medicaid's person-centered tool that includes the features needed to support specialized care coordination activities.
- FamilyCare Central is an innovative solution that supports seamless coordination of care by making key information available to all authorized individuals in a Member's Care Circle.
- Data integration is key to continuity of care for physical health, behavioral health, and socially necessary services.
- It is a 'wrap' platform that provides alignment in services and goals.
- FamilyCare Central includes:
  - Member's Health record (Claims, Medications, Prior Authorizations)
  - Resources & documents (SDOH tools, Additional Care Coordination Benefits)
  - Care Planning (Care plans, assessments, appointments)
  - Secure messaging
  - And more

### **PLEASE NOTE:**

- The features shown in this document may differ from the actual screens due to new developments
- The data exposed is all manufactured, not real member data. Only authorized users will see all data, others will see sensitive data masked by a series of asterisks ("\*\*\*\*\*")

**Let's get started.**

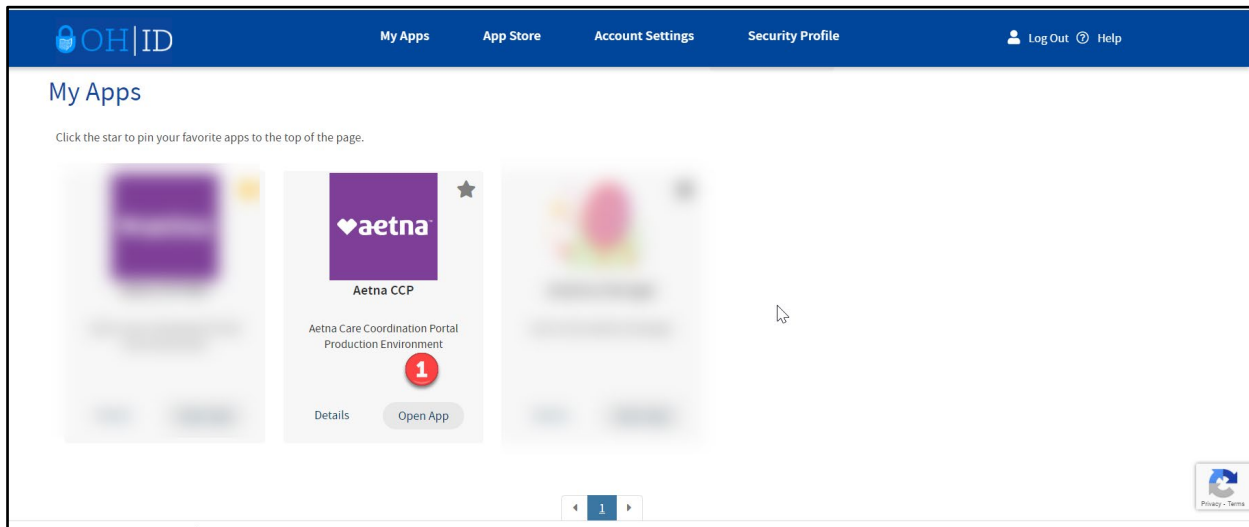
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## Signing in

Login from the Innovate Ohio Platform: [Ohio Portal URL](#)

1. Use your Innovate Ohio Platform (IOP) login credentials
2. Select the Aetna tile

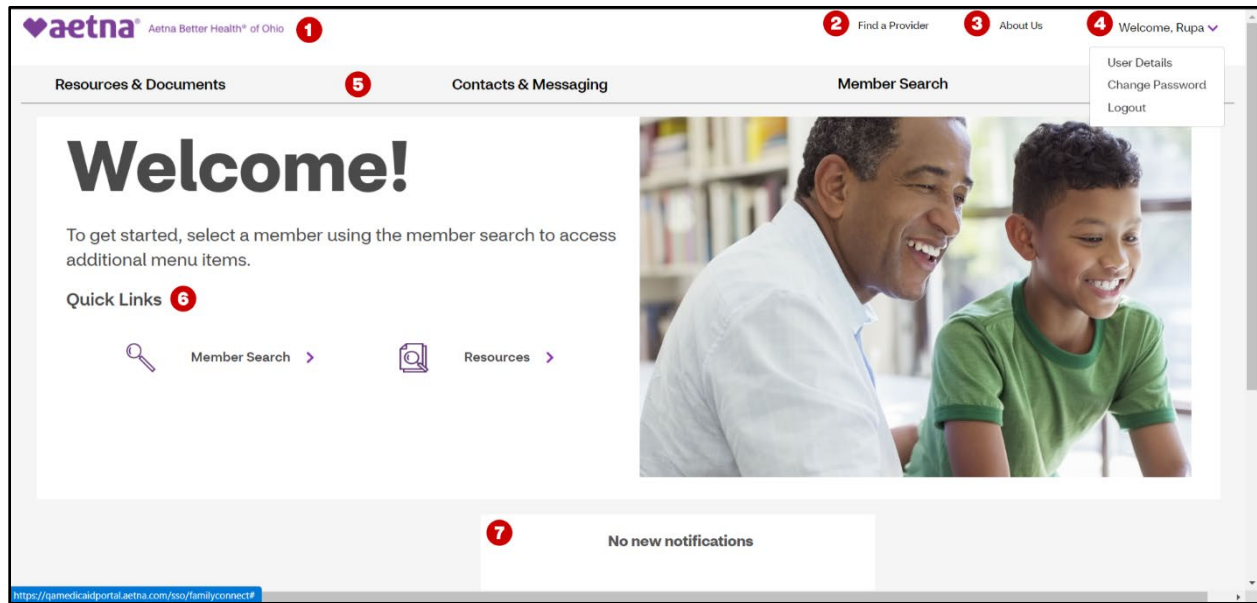


If you have trouble signing in:

1. Clear the cookies/cache on your system
2. Email [OhioRiseFamilyCareCentral@aetna.com](mailto:OhioRiseFamilyCareCentral@aetna.com) Full Name, your 8 digit Ohio ID and email address

# Landing Page

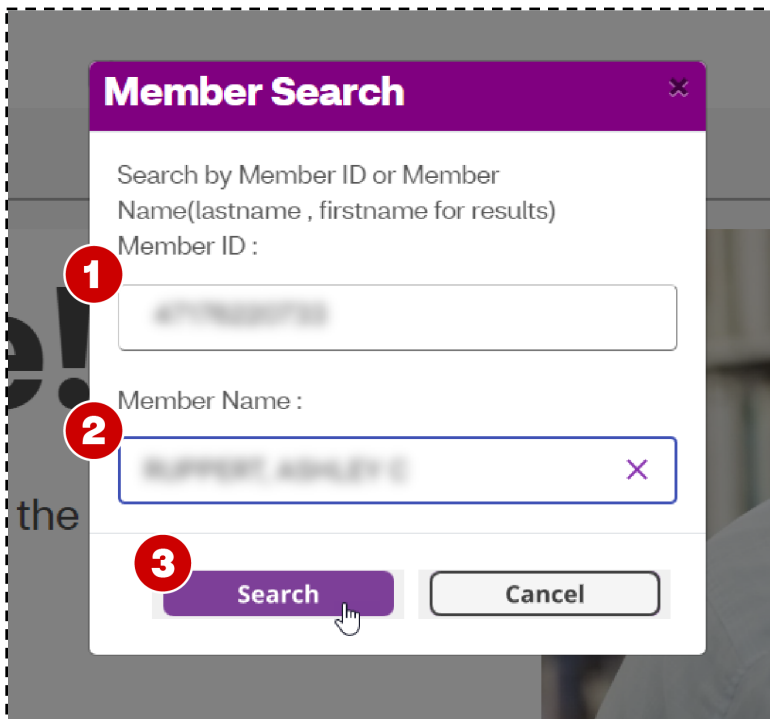
Once you are logged in, you will see the landing page.



- 1. Logo** – Return to the landing page from anywhere in the application
- 2. Find a Provider** – search for an OhioRISE network provider
- 3. About Us** – information on the OhioRISE program
- 4. Your Name** – Click here to:
  - View User details
  - Change Password
  - Logout
- 5. Top Link Menus** – *note: limited information is available until a member is selected*
  - Resources & Documents- Find general information
  - Contacts & Messaging – Find the phone number for managed care plans
  - Member Search – Find a member
- 6. Quick Links** – easy shortcuts to popular functions (*note: limited Quick Links are available until a member is selected*)
- 7. Notifications** – any ADT or other Notifications will appear linked in this field

## Member Search

You can search by Member ID **(1)** or Member Name **(2)**. Once a member is selected, click the Search button **(3)** and additional features will be available.



The image shows a 'Member Search' dialog box with a purple header and a white body. The dialog is titled 'Member Search' and has a close button in the top right corner. Below the title, there is a search instruction: 'Search by Member ID or Member Name(lastname , firstname for results)'. There are two input fields: 'Member ID :' and 'Member Name :'. The 'Member ID' field is empty, and the 'Member Name' field contains the text 'SUPPORT ADULTS'. Below the input fields, there are two buttons: 'Search' and 'Cancel'. A mouse cursor is pointing at the 'Search' button. Three red circular callouts with white numbers are overlaid on the dialog: '1' points to the 'Member ID' input field, '2' points to the 'Member Name' input field, and '3' points to the 'Search' button.

**1**

Search by Member ID or Member Name(lastname , firstname for results)

Member ID :

Member Name :

**2**

**3**

Search Cancel

# Assigned Member List

By clicking the User Details link in the Your Name menu, you will be able to see your user information, and a full list of your Assigned Members:

**User Details**

**Name:** CaseWorker, Name  
**Unique ID:** 00000000  
**Role:** Case Worker (CW)  
**Organization:** Lawrence County Department of Job and Family Services  
**Phone Number:** Not Available  
**Email:** caseworkern@domain.com

[Change Password](#)

**Assigned Members**

Filter by: **1** Member Name  **2** Member Id  **3** [Reset](#)  
Click Reset to clear selection

<b>4</b> Member ID	Member Last Name	Member First Name
XX123456789	MEMBER	OHIORISE
XX234567890	MEMBERA	OHIORISEA
XX345678901	MEMBERB	OHIORISEB
XX456789012	MEMBERC	OHIORISEC
XX567890123	MEMBERD	OHIORISED
XX678901234	MEMBERE	OHIORISEE
XX789012345	MEMBERF	OHIORISEF
XX890123456	MEMBERG	OHIORISEG
XX901234567	MEMBERH	OHIORISEH

< Previous **1** 2 ...10 Next >

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1. Filter by a specific member name
2. Filter by a specific member ID
3. Click **Reset** to clear the current filters
4. Sort the Assigned Member List by Member ID, Member's Last Name or Member's First name by clicking the down-arrow to the right of the column name

To choose a different Member from this view, click the blue Member ID link in the Assigned Members list:

Member ID	Member Last Name
<a href="#">XX123456789</a>	MEMBER
<a href="#">XX234567890</a>	MEMBERA

The new Member choice will automatically be selected and will appear at the top of the **User Details** screen (circled in **RED** below).

Member ID: MEMBERA, OHIORISEA (XX234567890)

Member Profile

Admits, Discharges & Transfers

Appeals & Grievances

Claims

Immunizations

Incidents

Medications

Pharmacy Claims

Prior Authorizations

Role: Case Worker (CW)

Organization: Lawrence County Department of Job and Family Services

Phone Number: Not Available

Email: caseworkern@domain.com

To view the newly selected member's information, click **Health Record** from the Top Link bar, and choose **Member Profile** (circled in **BLUE** above).

### Member Profile

**Member Information**

Member Name	MEMBERA, OHIORISEA	Member ID	XX234567890	Birth Date	08/25/2008
Address	54321 POST ROAD Citytown OH 45678	Phone	(555) 555-5555	Email Address	

**Eligibility Information**

Benefit: Aetna Better Health of Ohio - OHIORISEA    Member ID: XX234567890    Status: Active

Start Date: 07/01/2022    Term Date:    Renewal Date: NOT AVAILABLE

**Social Determinants**

	Community Risk Score	Individual Risk Score
Financial Strain:	3.8	3.0
Food Insecurity:	4.3	3.0
Health Literacy:	3.2	4.0
Housing Instability:	4.8	1.0
Transportation Barriers:	4.8	3.0

Scoring: 1=Low, 5=High

**Care Teams**

Team Member	Name	Contact Information	Email Address
Primary Care Coordinator	OHiorISE Manager Supervisor	(555) 555-5555	
Organization Responsible Party	THE BOARD OF DIRECTORS	(555) 555-5555	
	David Team	(555) 555-5555	
	John Team	(555) 555-5555	

**Care Coordination Information**

Care Coordination Tier: Tier 1    Care Coordination Status: Decline

**Care Coordination Dates & Events**

HRA Complete	Y - 01/21/2023	OHiorISE Supplemental Due Date:	NOT AVAILABLE
CANS Due Date:	NOT AVAILABLE	Care Plan Review Due Date:	11/09/2022
Interval Risk Screener Due Date:	11/09/2022		

Privacy Policy    Legal Statement    Nondiscrimination Notice

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# Member's Information

The screenshot displays the Aetna FamilyCare Central member portal. At the top, the Aetna logo and "Aetna Better Health® of Ohio" are on the left. On the right, the member ID "MEMBER, OHIORISE (XX123456789)", a "Find a Provider" link, "About Us", and a personalized "Welcome, Name" greeting are visible. A navigation bar below the header contains five numbered items: 1. Health Record, 2. Resources & Documents, 3. Care Coordination & Planning, 4. Contacts & Messaging, and 5. Member Search. The main content area features a large "Welcome!" heading, a brief introduction to FamilyCare Central, and a "Quick Links" section with five icons and text links: Member Search, Resources, Care Plan, Additional Resources, and Contact Care Coordinator. To the right of the text is a photograph of a smiling man and a young boy. Below the quick links is a notification box with a red "7" icon and the text "No new notifications". The footer includes the Aetna logo, "Aetna Better Health® of Ohio", and links for "Privacy Policy", "Legal Statement", and "Nondiscrimination Notice". A small disclaimer and copyright notice are also present at the bottom.

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

1. Health Record
2. Resources and Documents
3. Care Coordination & Planning
4. Contacts & Messaging
5. Search for a new member
6. See which member's records you are currently viewing
7. Notifications



# General Navigation

**1** Claim Status  
Pharmacy Claims

**2** Reset

**3** Prescription Number

Prescription Number	Drug Description	Date of service	Quantity	Days Supply	Pharmacy	Billed Amount
*****	BUPROPION HCL XL 150 MG TABLET	06/20/2023	90	90	CVS PHARMACY WESLEY	\$23.64
*****	ONETOUCH TES VERIO	06/05/2023	100	12	CVS PHARMACY WESLEY	\$31.99
*****	AMOXICILLIN CAP 500MG	06/05/2023	56	14	WALGREENS PHARMACY	\$3.40
*****	GUANFACINE HCL ER 3 MG TABLET	08/10/2022	30	30	PHILLIPS DRUG	\$21.45
*****	*****	08/10/2022	30	30	WALGREENS PHARMACY	\$11.43

**4** < Previous **1** Next >

**5** Print Download

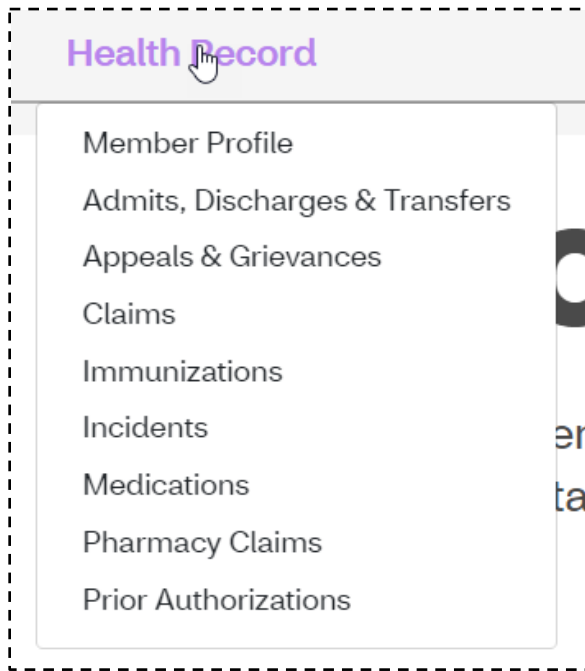
**4** < Previous **1** Next >

1. Tables on pages can often be filtered by certain criteria. If your table can be filtered, the available filter types will be shown above the table
2. Click the **Reset** button to clear any filtering you've applied
3. Tables can often be sorted alphabetically by column by clicking the down-arrow to the right of the column name. If there is no down-arrow, then this is not a sortable column
4. Click **Previous** and **Next** at the bottom of a table to move through multiple pages of that table
  - If **Previous** or **Next** is grayed out, you cannot navigate in that direction
  - If only the number "1" is shown below your table and both **Previous** and **Next** are grayed out, there is only one page of data in your table



5. If printing or downloading a page or table is available, these icons will appear at the bottom of the page

# Health Record



- 1.** Member Profile – Demographic and care management information
- 2.** Admits, Discharges and Transfers – List of inpatient activity
- 3.** Appeals & Grievances – List of Member appeals and grievances
- 4.** Claims – List of paid services
- 5.** Immunizations – List of Member’s immunizations
- 6.** Incidents – Reported incidents
- 7.** Medications – List of Member’s medications
- 8.** Pharmacy Claims – List of paid pharmacy claims
- 9.** Prior Authorizations – List of items submitted for authorization

# Member Profile

View information about the member to include demographics, eligibility, risk scores and care coordination tier as well as contacts for care coordination.

The screenshot shows the Aetna Member Profile page for a member with ID XX123456789. The page is divided into several sections, each highlighted with a red circle and a number:

- 1 Member Information:** Displays member name (MEMBER, OHIORISE), Member ID (XX123456789), Birth Date (08/25/2008), Address (12345 MAIN STREET, Township OH 45678), Phone, and Email Address.
- 2 Care Teams:** Lists team members including the Primary Care Coordinator (OhioRISE Manager Supervisor) and Responsible Parties (David Team and John Team) with their contact information and email addresses.
- 3 Eligibility Information:** Shows the member's benefit (Aetna Better Health of Ohio - OHIORISE), Member ID (XX123456789), Status (Active), Start Date (07/01/2022), Term Date, and Renewal Date (NOT AVAILABLE).
- 4 Care Coordination Information:** Indicates the Care Coordination Tier (Tier 1) and Care Coordination Status (Decline).
- 5 Social Determinants:** A table showing risk scores for various factors:

	Community Risk Score	Individual Risk Score
Financial Strain:	3.8	3.0
Food Insecurity:	4.3	3.0
Health Literacy:	3.2	4.0
Housing Instability:	4.8	1.0
Transportation Barriers:	4.8	3.0

Scoring: 1=Low, 5=High

- 6 Care Coordination Dates & Events:** Lists key dates such as HRA Complete (Y - 01/21/2023), OhioRISE Supplemental Due Date (NOT AVAILABLE), CANS Due Date (NOT AVAILABLE), Care Plan Review Due Date (11/09/2022), and Interval Risk Screener Due Date (11/09/2022).

1. Member information – Member Demographics
2. Care Teams – Who supports the member’s health
3. Eligibility Information – The member’s coverage
4. Care Coordinator Information – Member’s tier and status
5. Social Determinants – SDOH Risk scores ranked 1 lowest risk, to 5 highest risk
6. Care Coordination Dates & Events

# Admits, Discharges & Transfers

1. Filter by a pre-set date range, or choose a custom date range
2. Click **Reset Form** to clear the filter
3. Details of the admission, discharge, and/or transfer
4. Print or download the ADT list

# Appeals & Grievances

Appeals & Grievances includes information associated with an appeal or grievance that may have been filed with the health plan. You will find date, type, status, and outcome.

Aetna FamilyCare Central > Health Record > Appeals & Grievances

## Appeals & Grievances

For more information about Appeals and Grievances, Click Here

Filter by: **1** Date Range Select One From MM/DD/YYYY To MM/DD/YYYY **2** Reset

<b>3</b> Submission Date	<b>4</b> Type	<b>5</b> Status	<b>6</b> Outcome	<b>7</b>
9/26/2018	Member Appeal	Closed	Overtured	<b>7</b> >
9/26/2018	Member Appeal	Processing	Overtured	>
10/1/2018	Member Appeal	Closed	Overtured	>
10/1/2018	Member Appeal	Closed	Overtured	>
10/1/2018	Member Appeal	Closed	Upheld	>
10/16/2018	Member Appeal	Closed	N/A	>

< Previous **1** **2** ...5 Next >

**8** Print Download

1. Filter by a pre-set date range, or choose a custom date range
2. Click **Reset** to clear the filter
3. Submission Date – The date of the grievance was submitted
4. Type – Type of grievance
5. Status – current status of the grievance
6. Outcome – final decision made on the grievance
7. Click on the arrow to see details on the appeal or grievance
8. Print or download the list of appeals and grievances

## Appeals and Grievances Details

The screenshot displays the Aetna Member Portal interface for 'Appeals & Grievances Details'. At the top, the Aetna logo and 'Aetna Better Health® of Ohio' are visible on the left, and 'Member ID: MEMBER, OHIORISE (XX123456789)', 'Find a Provider', 'About Us', and 'Welcome, Name' are on the right. Below the header, there are navigation tabs: 'Health Record', 'Resources & Documents', 'Care Coordination & Planning', 'Contacts & Messaging', and 'Member Search'. The main content area is titled 'Appeals & Grievances Details' and contains a card for a 'Member Appeal for' with the following details:

- 1** Member Appeal for
- 2** Date Submitted: 09/26/2018
- 3** Decision Date: 10/22/2018
- 4** Status: Closed
- 5** Outcome: Overturned

A summary section contains placeholder text: 'Summary: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris justo risus, vulputate a arcu et, eleifend pulvinar dolor. Vivamus dapibus eros nibh. Curabitur erat arcu, dignissim quis convallis sed, bibendum vel ipsum. Mauris posuere neque ut ultrices varius. Nunc nisl erat, dignissim in eros vitae, suscipit porta magna. Quisque massa nibh, auctor in rhoncus in, posuere eget ligula. Proin ac gravida orci.' A link labeled '6' is provided for more information: 'For more information about Appeals and Grievances, Click Here'.

1. Member Information
2. Summary – Summary of the Grievance
3. Decision Date – the date the final decision/outcome was made
4. Status – status of the grievance
5. Outcome – Final decision/outcome on the grievance
6. When you “Click Here” you are able to more information about appeals and grievances

# Claims

View and search the member's medical and behavioral health claims; on the initial load, the user can view the most recent 90 days of claims history

The screenshot shows the Aetna OhioRISE Claims page. At the top, there is a navigation bar with the Aetna logo, member ID (MEMBER, OHIORISE (XX123456789)), and links for 'Find a Provider', 'About Us', and 'Welcome, Name'. Below this is a secondary navigation bar with tabs for 'Health Record', 'Resources & Documents', 'Care Coordination & Planning', 'Contacts & Messaging', and 'Member Search'. The main content area is titled 'OhioRISE Claims' and includes a sub-header 'Aetna FamilyCare Central > Health Record > OhioRISE Claims'. A note states: 'You can view 'OhioRISE Claims' and 'Physical Health Claims' on this page. Click on 'ClaimType' filter and select appropriate type.' Below the note is a filter section with the following elements: 1. 'Claim Type' dropdown menu (set to 'OhioRISE Claims'); 2. 'Date Range' dropdown menu (set to 'Select One'); 3. 'From' date field (MM/DD/YYYY) with a calendar icon; 4. 'To' date field (MM/DD/YYYY) with a calendar icon; 5. 'Claim Status' dropdown menu (set to 'SELECT ONE'); 6. A purple 'Reset' button. Below the filter section is a table with the following columns: 'Claim Id', 'Provider Name', 'Date of Service', 'Claim Status', 'Total Billed Amount', and 'Your Plan Paid'. The table contains three rows of data. The first row has a purple arrow icon next to it, labeled with a red '5'. Below the table is a pagination control with '< Previous' and 'Next >' buttons. At the bottom left of the main content area, there are 'Print' and 'Download' icons, labeled with a red '6'. The footer contains the Aetna logo, 'Aetna Better Health of Ohio', and links for 'Privacy Policy', 'Legal Statement', and 'Nondiscrimination Notice'. A copyright notice is also present: 'Aetna Better Health of Ohio follows state and federal civil rights laws that protect you from discrimination or unfair treatment. We do not treat people unfairly because of a person's age, race, color, national origin, religion, sex, gender identity, sexual orientation, religion, marital status, mental or physical disability, medical history, health status, genetic information, evidence of insurability, or geographic location. Copyright ©2021 Aetna Better Health of Ohio. All Rights Reserved.'

1. Filter by claim type
2. Filter by a pre-set date range, or choose a custom date range
3. Filter by claim status – Narrow your search using In Progress, Paid, Denied, or Unknown
4. Click **Reset** to clear the current filters
5. Click on the purple arrow next to a claim to see details
6. Print or download the list of claims

## Claim Details

View member claim details - claim header information to include billing information and status.

**Claim Details** [Have questions? Contact Member Services](#)

**1** **Payee Information**

Provider Name	Service Date From	Service Date to
MEMBER, OHIORISE	06/10/2022	11/30/2022

Claim ID	Claim Type
XXXXXXXXXX	Institutional

Member Name	Member ID
MEMBER, OHIORISE	XX123456789

**2** **Payer Information**

Name	Address
Ohio Rise	7400 West Campus Road

City, State and Zip Code
New Albany, OH, 43054

Contact Name	Contact Phone
Member/Provider Services	1 (833) 711-0773

**3** **Total cost breakdown for 6 services**

Total Billed Amount	Your Plan Paid	Claim Status
\$10054.00	\$0.00	IN PROGRESS

**4** **Decision Date**

Not Available

**5** **Benefit Details/Explanation of Benefits**

Service Code	Code Description	Service Date	Units	Billed Amount	Allowed Amount
64616	CHEMODENERV MUSC NECK DYSTON	05/06/2021	1	\$1568.00	\$0.00
64642	CHEMODENERV 1 EXTREMITY 1-4	05/06/2021	1	\$1568.00	\$0.00
64643	CHEMODENERV 1 EXTREM 1-4 EA	05/06/2021	1	\$1568.00	\$0.00
64646	CHEMODENERV TRUNK MUSC 1-5	05/06/2021	1	\$1568.00	\$0.00
J0588	INJECTION INCOBOTULINUMTOXIN 1 UNIT	05/06/2021	100	\$3374.00	\$0.00
95874	GUIDE NERV DESTR NEEDLE EMG	05/06/2021	1	\$408.00	\$0.00

1. Payee information – Who received the payment
2. Payer information – Who sent the payment
3. Total cost breakdown – Amounts billed and paid
4. Claim Status – Shows if the claim was paid, in progress or denied
5. Benefit Details/Explanation of Benefits – Shows details with codes and items billed and paid



# Immunizations

Aetna FamilyCare Central > Health Record > Immunizations

## Immunizations

Filter by: **1** Date Range **1** Select One **1** From **1** MM/DD/YYYY **1** To **1** MM/DD/YYYY **2** Reset

<b>3</b> Date of Service	CPTCode	Description	Vaccinator	Ordering Provider	Facility
10/31/2022	90687	IV4 VACCINE SPLT 0.25 ML IM	[REDACTED]	Big, Roy	Oliver Medical Plaza
10/31/2022	90687	IV4 VACCINE SPLT 0.25 ML IM	[REDACTED]	Ben, Thomas	Skidaway Medical, Skidaway

< Previous **4** Print Download Next >

1. Filter by a pre-set date range, or choose a custom date range
2. Click **Reset** to clear the filter
3. Details on each of the Member's immunizations
4. Print or download the list of immunizations

# Incidents

"Incident" means an alleged, suspected, or actual event that is not consistent with the routine care of – or service delivery to – a member that may have a negative impact on the health and welfare of the individual (such as abuse or neglect).

Care coordinators need to report and document an incident. They also work to support members and families to prevent future incidents and to assure the health and safety of members.

## Incidents

Member ID: MEMBER, OHIORISE (XX123456789) Find a Provider About Us Welcome, Name

Health Record Resources & Documents Care Coordination & Planning Contacts & Messaging Member Search

Aetna FamilyCare Central > Health Record > Incidents

### Incidents

"Incident" means an alleged, suspected or actual event that is not consistent with the routine care of, or service delivery to a member that may have a negative impact on the health and welfare of the individual such as abuse or neglect. Care coordinators need to report and document an incident. They also work to support members and families to prevent future incidents and to assure the health and safety of members.

Filter by: **1** Date Range Select One From MM/DD/YYYY To MM/DD/YYYY **2** Reset

<b>3</b> Incident Type	<b>4</b> Incident Date	<b>5</b> Referral Date	<b>6</b> Home Visit Completed	<b>7</b> Referral Description
Other	02/07/2023	02/07/2023	Yes	Test
Misappropriation over \$500	02/07/2023	02/07/2023	Yes	Test
Lost or missing	02/21/2023	02/20/2023	Yes	test

< Previous Next >

**8** Print Download

1. Filter by a pre-set date range, or choose a custom date range
2. Click **Reset** to clear the filter
3. Incident Type – Type of the incident to include reports of abuse, neglect, exploitation, or misappropriation of funds
4. Incident Date – Date the incident occurred
5. Referral Date – Date the referral occurred
6. Home Visit Completed
7. Referral Description – Details about referral
8. Print or download the list of incidents

# Medications

This page lists the member's active medications filled in the last 180 days.

Aetna FamilyCare Central > Health Record > Current Medications

## Current Medications

This page lists the member's active medications filled within the last 180 days. You can print or download the medication list using the icon links on the page.

1 Drug Description	2 Drug Strength	3 Quantity	4 Days Supply
AMOXICILLIN CAP 500MG	500.00	56	14
BUPROPION HCL XL 150 MG TABLET	NaN	90	90
ONETOUCH TES VERIO	0.00	100	12

< Previous | Next >

5 Print Download

1. Drug description – This is the name of the drug
2. Drug strength – How strong each pill is
3. Quantity – How many were given
4. Days' supply – How many days the bottle will last
5. Download or print the list of current medications

# Pharmacy Claims

View member's pharmacy claims and add filters for a more refined search.

The screenshot shows the Aetna member portal for Pharmacy Claims. At the top, there are navigation tabs: Health Record, Resources & Documents, Care Coordination & Planning, Contacts & Messaging, and Member Search. Below these is a breadcrumb trail: Aetna FamilyCare Central > Health Record > Pharmacy Claims. The main heading is "Pharmacy Claims". A sub-heading states: "This page lists the member's pharmacy claims. You can Print or Download the medication list using the icon links on the page." Below this is a filter section with three main areas: 1. "Claim Status" dropdown set to "Pharmacy Claims". 2. "Date Range" dropdown set to "Select One". 3. "From" and "To" date pickers (MM/DD/YYYY) and a "Reset" button. Below the filters is a table of claims with columns: Prescription Number, Drug Description, Date of service, Quantity, Days Supply, Pharmacy, and Billed Amount. The table contains 9 rows of data. At the bottom of the table are "Print" and "Download" icons. At the very bottom of the page is a footer with the Aetna logo, "Aetna Better Health of Ohio", and links for "Privacy Policy", "Legal Statement", and "Nondiscrimination Notice". A small purple box at the bottom contains a disclaimer and copyright notice.

Prescription Number	Drug Description	Date of service	Quantity	Days Supply	Pharmacy	Billed Amount
XXXXXXXXXXXX	BUPROPION HCL XL 150 MG TABLET	06/20/2023	90	90	CVS PHARMACY #0007	\$23.64
XXXXXXXXXXXX	ONETOUCH TES VERIO	06/05/2023	100	12	CVS PHARMACY #0007	\$31.99
XXXXXXXXXXXX	AMOXICILLIN CAP 500MG	06/05/2023	56	14	WALGREEN PHARMACY #1	\$3.40
XXXXXXXXXXXX	GUANFACINE HCL ER 3 MG TABLET	08/10/2022	30	30	PHILLIPS DRUG	\$21.45
XXXXXXXXXXXX	*****	08/10/2022	30	30	WALGREEN PHARMACY	\$11.43
XXXXXXXXXXXX	HUMULIN R 500 UNITS/ML KWIKPEN	08/10/2022	3	33	WALGREEN PHARMACY	\$285.70
XXXXXXXXXXXX	DOXEPIN 50 MG CAPSULE	08/10/2022	60	30	WALGREEN PHARMACY	\$0.00
XXXXXXXXXXXX	HUMULIN R 500 UNITS/ML KWIKPEN	08/10/2022	3	33	WALGREEN PHARMACY	\$0.00
XXXXXXXXXXXX	ATORVASTATIN 20 MG TABLET	08/10/2022	30	30	WALGREEN PHARMACY	\$12.32

1. Filter by Claim Type: OhioRISE Pharmacy or Historical
2. Filter by a pre-set date range, or choose a custom date range
3. Click **Reset** to clear the current filters
4. List of Member's pharmacy claims
5. Click the purple area next to a particular pharmacy claim to see details of the claim
6. Download or print the list of pharmacy claims

## Pharmacy Claim Details

View member demographics and pharmacy claim details and information.

**Claim Information**

<b>1</b> Prescription Number	<b>2</b> Date of Service
XXXXXXXXXX	06/20/2023
<b>3</b> Prescriber Name	<b>4</b> Prescriber NPI
DR. CHRISTOPHER MICHAEL LEE	XXXXXXXXXX
<b>5</b> Pharmacy Name	
CVS PHARMACY #0000000000	

**Member Information**

<b>Member Name</b>	<b>Date of Birth</b>
MEMBER, OHIORISE	08/25/2008
<b>Gender</b>	<b>Member ID</b>
M	XX123456789
<b>Member Policy Benefit</b>	<b>Eligibility Effective Date</b>
Aetna Better Health of Ohio - OHIORISE	01/01/2021

**Claim Details**

Prescription Number	Billed Amount	Drug Description
XXXXXXXXXX	\$23.64	BUPROPION HCL XL 150 MG TABLET

< Previous | Next >

**Footer:** Aetna Better Health of Ohio follows state and federal civil rights laws that protect you from discrimination or unfair treatment. We do not treat people unfairly because of a person's age, race, color, national origin, religion, sex, gender identity, sexual orientation, religion, marital status, mental or physical disability, medical history, health status, genetic information, evidence of insurability, or geographic location. Copyright ©2021 Aetna Better Health of Ohio. All Rights Reserved.

1. Prescription number
2. Date of Service – This is the date prescribed
3. Prescriber name – Who prescribed the drug
4. Prescriber NPI
5. Pharmacy name – Where the prescription was filled
6. Claim details – What the prescription was for, how much was billed, and what any copay is

# Prior Authorizations

Review the medical, surgical, and behavioral health services currently under clinician review.

The screenshot displays the Aetna Member portal interface for viewing prior authorizations. At the top, the navigation bar includes 'Health Record', 'Resources & Documents', 'Care Coordination & Planning', 'Contacts & Messaging', and 'Member Search'. The main heading is 'Prior Authorizations'. Below this, there is a filter section with the following components:

- 1 Authorization Type:** A dropdown menu with 'OhioRISE Authorizations' selected.
- 2 Date Range:** A field labeled 'Select One'.
- 3 Authorization Status:** A dropdown menu with 'Select One' selected.
- 4 Reset:** A button to clear the filters.
- 5 Authorization ID:** A dropdown menu for selecting a specific authorization.

The main content area is a table with the following columns: Authorization ID, Authorization Status, Authorization Type, Start Date, Submission Date, and Requesting Provider. The table contains 10 rows of data. A red circle with the number 6 is placed over the right side of the first row, indicating a detail view link. At the bottom of the table, there are 'Previous' and 'Next' navigation buttons. Below the table, there are 'Print' and 'Download' icons, with a red circle and the number 7 placed over the 'Print' icon.

The footer of the page includes the Aetna logo, 'Aetna Better Health of Ohio', and links for 'Privacy Policy', 'Legal Statement', and 'Nondiscrimination Notice'. A copyright notice is also present: 'Copyright ©2021 Aetna Better Health of Ohio All Rights Reserved.'

1. Authorization type (OhioRISE Authorizations, Physical Health Authorizations)
2. Filter by a pre-set date range, or choose a custom date range
3. Filter by Authorization status (Approved, Partially Approved, Denied, Pending)
4. Click **Reset** to clear the current filters
5. List of Member's prior authorizations
6. Click the arrow next to an authorization to see details
7. Print or download the list of prior authorizations

## Prior Authorization Details

Authorization details include information such as ID, status, service date, member information, requesting provider, servicing provider, diagnosis, and service line information.

**Authorization Information**

1 Authorization ID	2 Admit Date	3 Authorization Submission Date
MEMBER, OHIORISE	11/15/2022	11/15/2022
4 Authorization Status	Authorization Type	5 Requesting Provider Name
APPROVED	INPATIENT	HOSPITAL OF LISBON
Requesting Provider NPI		
MEMBER, OHIORISE		

**6 Member Information**

Member Name	Date of Birth	Gender
MEMBER, OHIORISE	08/25/2008	M
Member ID	Member Policy Benefit	Eligibility Effective Date
XX123456789	Aetna Better Health of Ohio - OHIORISE	01/01/2021

**7 Service Line Information**

#	Procedure Code	Description	Units	Service Provider Name	Service Provider NPI	Start Date	End Date	Status
1	99001	HANDLG&/OR CONVEY OF SPEC FOR TR FROM PT TO LAB	5	HOSPITAL OF LISBON	MEMBER, OHIORISE	11/15/2022	NOT AVAILABLE	APPROVED

**8 Medical Indications**

Diagnosis Code	Diagnosis Description
*****	*****

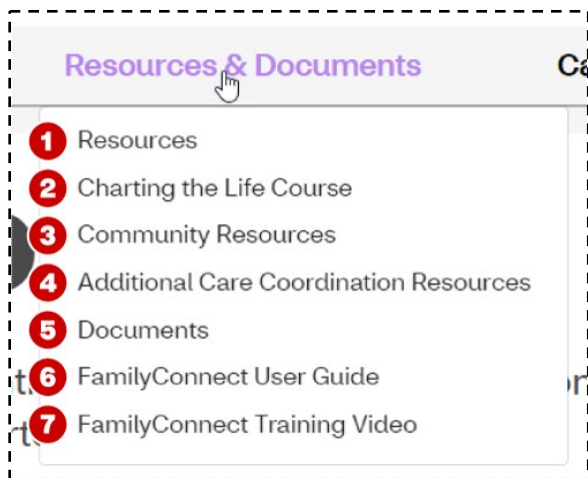
**Footer:** Aetna Better Health of Ohio. Privacy Policy | Legal Statement | Nondiscrimination Notice. Aetna Better Health of Ohio follows state and federal civil rights laws that protect you from discrimination or unfair treatment. We do not treat people unfairly because of a person's age, race, color, national origin, religion, sex, gender identity, sexual orientation, religion, marital status, mental or physical disability, medical history, health status, genetic information, evidence of insurability, or geographic location. Copyright ©2021 Aetna Better Health of Ohio. All Rights Reserved.

(bullet descriptions on next page)

- 1.** Authorization ID
- 2.** Admit date – The date of the service
- 3.** Authorization submission date – when the Prior Authorization request was submitted
- 4.** Status – Whether the authorization was approved, in progress or denied
- 5.** Requesting provider – Which doctor sent the authorization
- 6.** Member information
- 7.** Service line information – Information about each procedure in the authorization
- 8.** Medical Indications – Code and description related to the authorization



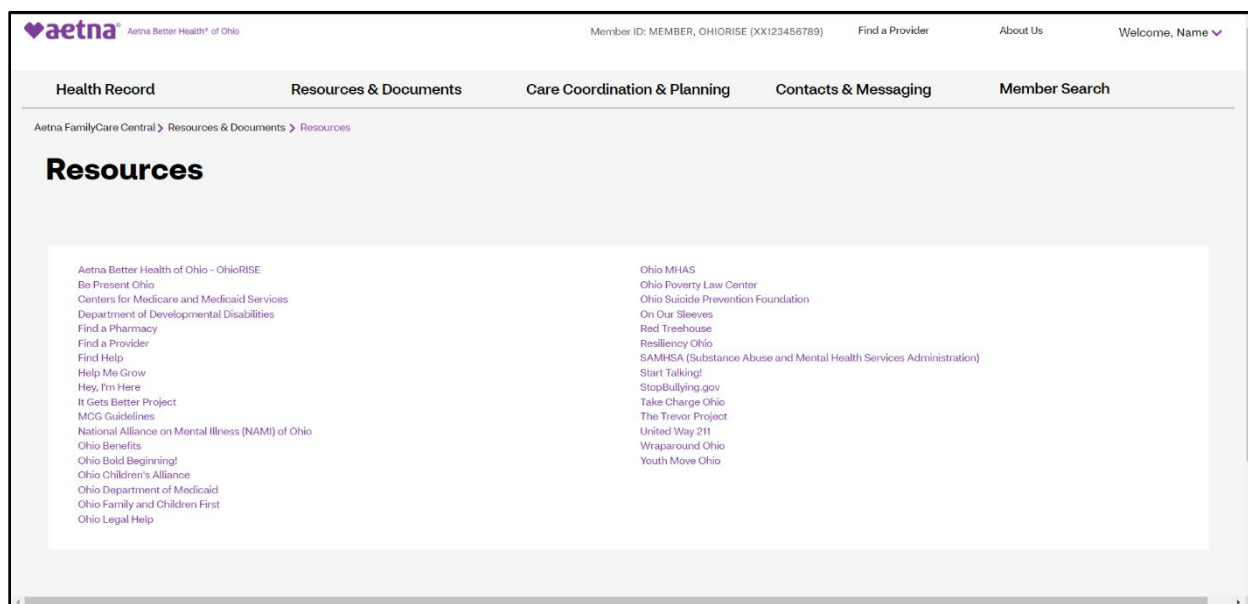
# Resources & Documents



1. Resources – Links to important resources from the state and community
2. Charting the Life Course -Tools for members Care team
3. Community Resources
4. Additional Care Coordination Resources
5. Documents – Document repository to include the CANS Assessment
6. FamilyCare Central User Guide
7. FamilyCare Central Training Video

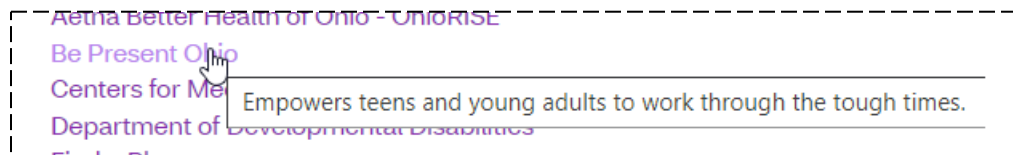
## Resources

The Resources page provides various helpful websites and training materials.



Click any of the links on this page to access information on that resource.

If you hover your mouse over a particular resource name (do not click the link) you'll see a brief description of the resource:



# Charting the Life Course

Charting the Life Course was made to help people of all abilities and ages create a vision of a good life. It is a way to find support and find what it takes to live the lives a member wants to live. There are several outreach tools for completion and uploading into the document repository.

**Charting The Life Course**

The Charting the LifeCourse Framework (CTLC) was made to help people of all abilities and ages create a vision of a good life. Also, it is a way to find supports and determine what it takes to live the lives people want to live. The core belief of CTLC is that everyone has the right to live, love, work, play, and pursue their life goals just as others do. This may include the making of a care plan.

CTLC was made through a joint process with families, led by the Institute for Human Development of Missouri-Kansas City. To learn more, please go to <http://www.lifecoursetools.com/>

Here are 5 CTLC tools that can be used to help people create their vision of a good life:

- Support (Integrated Support Star)** [Click on arrow to read more ▾](#)
- Planning (Life Trajectory)** [Click on arrow to read more ▾](#)
- Areas of Life (Life Domain Vision Tool)** [Click on arrow to read more ▾](#)
- Relationships (Mapping Reciprocal Roles)** [Click on arrow to read more ▾](#)
- One Page Summary (Portfolio)** [Click on arrow to read more ▾](#)

Click the down-arrow in any banner (circled above) to expand that banner as shown below:

**Support (Integrated Support Star)** [Click on arrow to read more ▲](#)

This tool helps people think about what support they have, and what support they may need. It can be used for planning, solving problems, and looking at current needs.

[More Information](#)

Click the **More Information** link in any expanded panel (circled above) to download the additional documents and materials associated with the topic.

# Community Resources

Community resources help the member stay as healthy as possible. These resources are selected for the member and can include groups that provide education, training and help for the member and their family.

Additionally, they cover topics like depression and substance use, as well as what to do in a crisis and how to help youth in their transition to adulthood.

Aetna FamilyCare Central > Resources & Documents > Community Resources

## Community Resources

For more information on Community Resources, [click here](#).

Filter by: **Date Range** Select One **From** MM/DD/YYYY **To** MM/DD/YYYY **Category** Select One **Search** **Reset**

Referral ID	Date Referral Initiated	Status	Vendor Consent	Program Connect Method	Program Name	Provider Name	Categories
No records found							

OhioRISE | Aetna

Provider site Contact us Search

Benefits and services Member resources **Community connections** Find a provider

## Your services and resources

Here are some resources to help you stay as healthy as possible. We cover topics like depression and substance use, as well as what to do in a crisis and how to help youth in their transition to adulthood.

### Services

- Rides  
Call 911 for emergencies. Ambulance rides.
- Languages and formats  
If you speak a language other than English,

Have a question?  
You can call Member Services at **1-833-711-0773** (TTY: )

# Additional Care Coordination Resources

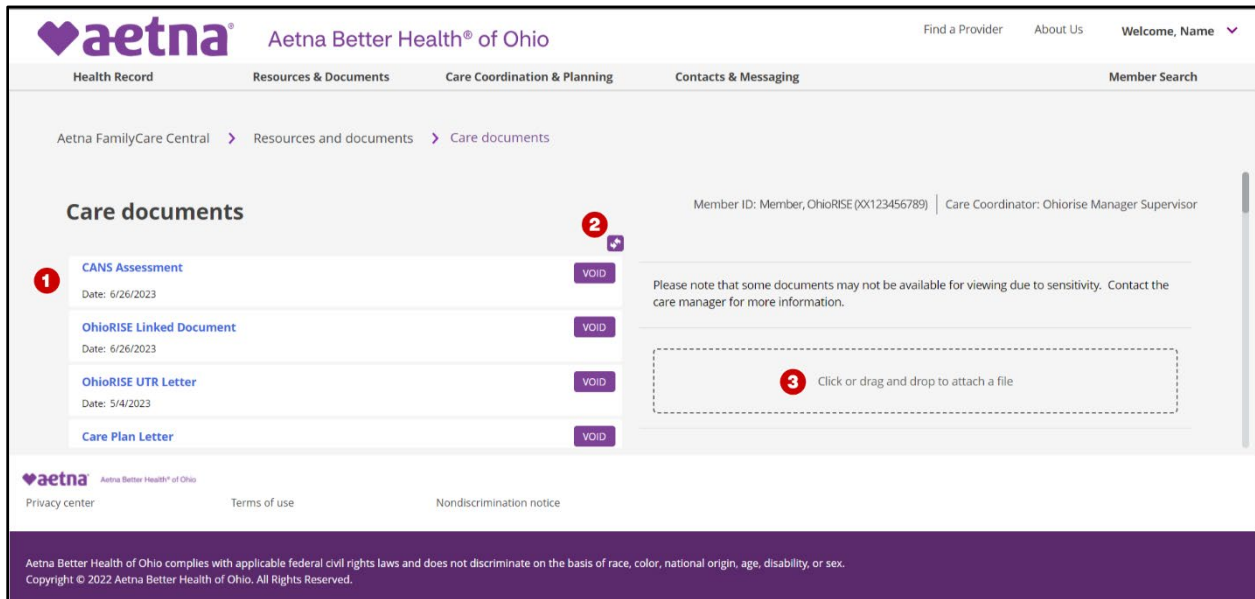
The screenshot shows the Aetna member portal interface. At the top, there is a navigation bar with the Aetna logo, member ID (MEMBER, OHIORISE (XX123456789)), and links for 'Find a Provider', 'About Us', and 'Welcome, Name'. Below this is a secondary navigation bar with tabs for 'Health Record', 'Resources & Documents', 'Care Coordination & Planning', 'Contacts & Messaging', and 'Member Search'. The main content area is titled 'Additional Care Coordination Resources' and includes a sub-header 'Aetna FamilyCare Central > Resources & Documents > Additional Care Coordination Resources'. A paragraph explains that members have access to services not generally covered through Medicaid-fee-for-service, and provides contact information for Member Services. The core of the page is a table with two columns: 'Eligible Benefits' (marked with a red '1') and 'Utilization Status' (marked with a red '2'). The table lists several benefits, each with a green dot indicating availability and a dropdown arrow. The 'Calming Comfort Collection' row is highlighted with a red '3' and an upward arrow, indicating it is the selected item. Below the table, there are links for 'Privacy Policy', 'Legal Statement', and 'Nondiscrimination Notice'. At the bottom, a purple footer contains a statement about Aetna's commitment to civil rights and a copyright notice for 2021.

1 Eligible Benefits	2 Utilization Status
Connections for Life	● Available
Calming Comfort Collection	● Available
Members who have experienced trauma or have anxiety can receive supplies to help calm the impact of trauma. Items include a sound machine, aroma therapy, light therapy products, and weighted pillows/blankets.	
Career & Life Skills Training & GED Support	● Available
myStrength	● Available
Healthy Living for Children	● Available
iFoster Devices	● Available

1. Eligible Benefits – additional benefits the Member is eligible for
2. Utilization Status – indicates if this benefit is available to the Member
3. Click the down-arrow to view the details of a particular benefit

# Documents

Document repository to share member's important care documents and view the member's CANS Assessment.



**Care documents**

Member ID: Member, OhioRISE (XX123456789) | Care Coordinator: Ohiorise Manager Supervisor

- 1** [CANS Assessment](#)  
Date: 6/26/2023 **2** VOID
- [OhioRISE Linked Document](#)  
Date: 6/26/2023 VOID
- [OhioRISE UTR Letter](#)  
Date: 5/4/2023 VOID
- [Care Plan Letter](#)  
VOID

Please note that some documents may not be available for viewing due to sensitivity. Contact the care manager for more information.

**3** Click or drag and drop to attach a file

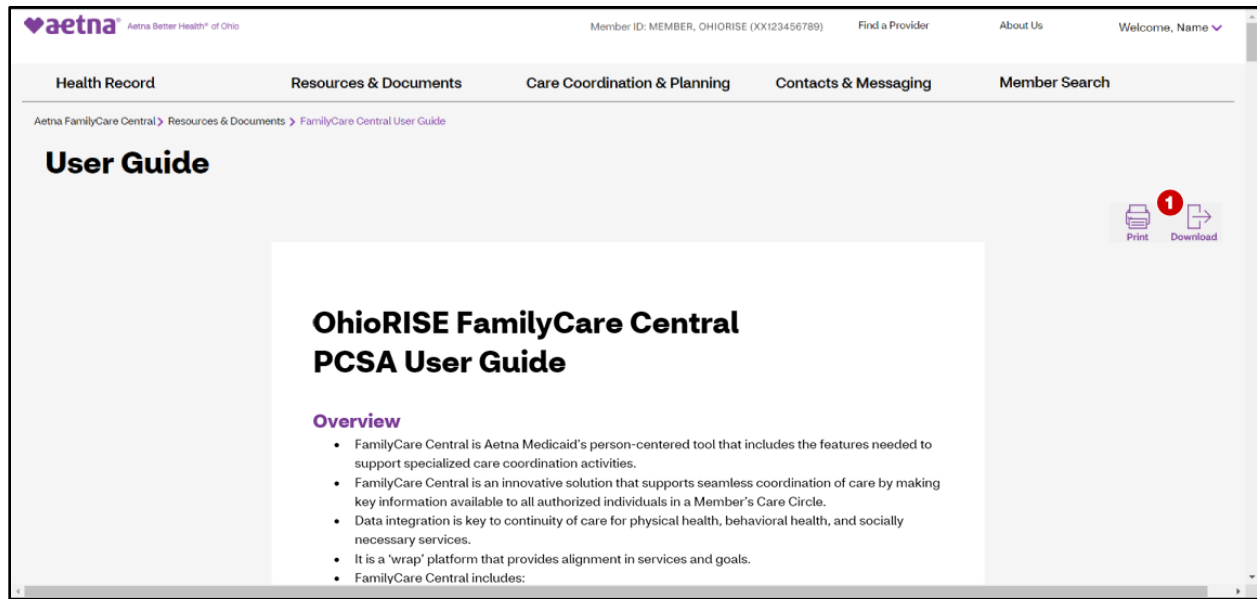
Privacy center | Terms of use | Nondiscrimination notice

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1. Click the blue link on any document to view it.
  - Note the availability of the CANS Assessment.
2. Click the purple button to refresh the Documents list
3. Drag a document from your Desktop to this section to upload it. You can also click on this box to open an upload dialog box

# FamilyCare Central User Guide

Click to open this user guide



The screenshot shows the Aetna FamilyCare Central user interface. At the top, there is a navigation bar with the Aetna logo and "Aetna Better Health® of Ohio" on the left, and "Member ID: MEMBER, OHIORISE (XX123456789)", "Find a Provider", "About Us", and "Welcome, Name" on the right. Below this is a secondary navigation bar with tabs for "Health Record", "Resources & Documents", "Care Coordination & Planning", "Contacts & Messaging", and "Member Search". The main content area has a breadcrumb trail: "Aetna FamilyCare Central > Resources & Documents > FamilyCare Central User Guide". The page title is "User Guide". On the right side, there are "Print" and "Download" icons, with a red circle containing the number "1" above the "Download" icon. The main content area features the title "OhioRISE FamilyCare Central PCSA User Guide" and an "Overview" section with a bulleted list of features.

**User Guide**

**OhioRISE FamilyCare Central PCSA User Guide**

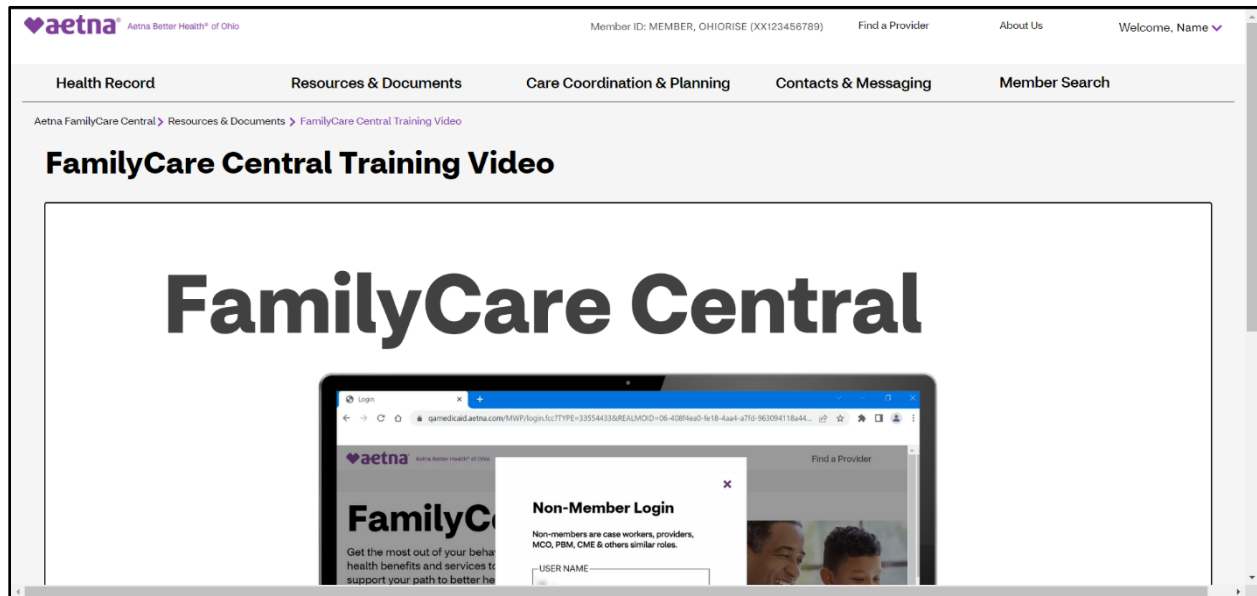
**Overview**

- FamilyCare Central is Aetna Medicaid's person-centered tool that includes the features needed to support specialized care coordination activities.
- FamilyCare Central is an innovative solution that supports seamless coordination of care by making key information available to all authorized individuals in a Member's Care Circle.
- Data integration is key to continuity of care for physical health, behavioral health, and socially necessary services.
- It is a 'wrap' platform that provides alignment in services and goals.
- FamilyCare Central includes:

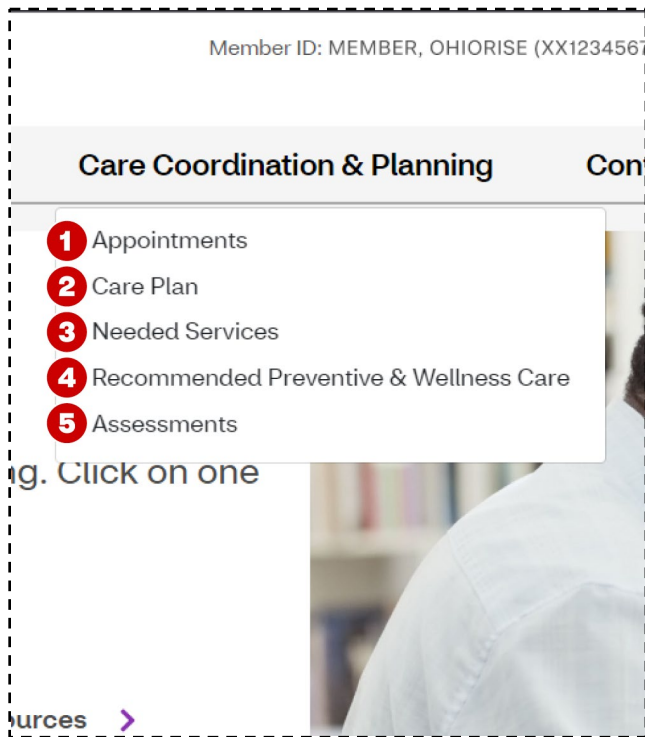
1. Download or print the user guide

# FamilyCare Central Training Video

Watch a video on using FamilyCare Central



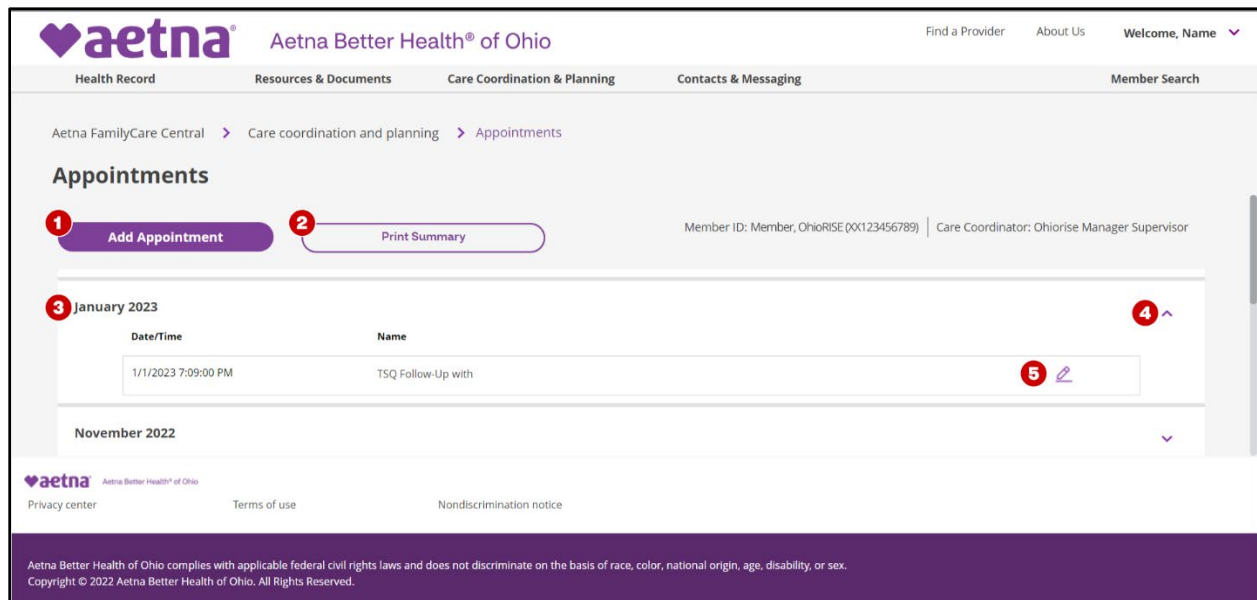
## Care Coordination & Planning



1. Appointments – Shows the member’s appointments by month
2. Care Plan – The member’s current care plan
3. Needed Services
4. Recommended Preventative & Wellness Care
5. Assessments – Forms completed by care coordinators

## Appointments

On this page, the user can view, add, or update an appointment and print the information.




1. Click the *Add Appointment* button to create a new appointment for the Member
2. Click the *Print Summary* button to print the Member’s list of appointments
3. Here you will see the Member’s upcoming appointments
4. Click the down-arrow in any month panel will expand it, showing all appointments for that month
5. Clicking the pencil icon will allow you to edit an appointment



# Care Plan

Member's most recent care plan is available for viewing and printing

Aetna Better Health® of OhioFind a ProviderAbout UsWelcome, Name ▾

[Health Record](#) [Resources & Documents](#) [Care Coordination & Planning](#) [Contacts & Messaging](#) [Member Search](#)


[Aetna FamilyCare Central](#) > [Care coordination and planning](#) > [Care plan](#)

Member ID: Member, OhioRISE (XX123456789) | Care Coordinator: Ohiorise Manager Supervisor

## View Care Plan

Print

Aetna Better Health® of Ohio  
7400 West Campus Road, Ste 200  
New Albany, OH 43054




11 January, 2023

Parent(s)/Guardian(s) of Mr. OhioRISE Member  
12345 MAIN STREET  
Township, OH 45678

### OhioRISE, specialized behavioral health care from Aetna Better Health® of Ohio Child and Family-Centered Care Plan

Dear OhioRISE,  
Thank you for talking with us today. This **Care Plan** is a summary of our discussion. Please use

Privacy center Terms of use Nondiscrimination notice

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# Needed Services

These are services that a member has not received that are recommended based upon their age and conditions.

The screenshot shows the Aetna FamilyCare Central website. The top navigation bar includes the Aetna logo, member ID, and links for finding a provider and about us. The main navigation menu includes Health Record, Resources & Documents, Care Coordination & Planning, Contacts & Messaging, and Member Search. The page title is 'Needed Services' under the 'Care Coordination & Planning' section. A brief explanation of needed services is provided. Below this is a table with three columns: 'Needed Services', 'Steps To Take', and 'Reason Why'. The table lists four services: 'Care within 30 Days of an ER Visit for Substance Use', 'Ongoing Care for Children on Medicine for ADHD', 'Ongoing Substance Use Care', and 'Teen Weight Assessment'. At the bottom left of the table, there are 'Print' and 'Download' icons, with a red circle containing the number '4' positioned over them.

1 Needed Services	2 Steps To Take	3 Reason Why
Care within 30 Days of an ER Visit for Substance Use	It's important to keep all your follow-up appointments. If you miss one, call your doctor and reschedule.	It's important to keep all your follow-up appointments. If you miss one, call your doctor and reschedule.
Ongoing Care for Children on Medicine for ADHD	Follow-up visits to the doctor are important when your child is taking medicine. Make sure to go to all your child's follow-up appointments.	The doctor needs to evaluate how the medicine is working and how your child feels on the medicine.
Ongoing Substance Use Care	It's important to keep all your follow-up appointments. If you miss one, call your doctor and reschedule.	It's important to keep all your follow-up appointments. If you miss one, call your doctor and reschedule.
Teen Weight Assessment	Has your child had a well checkup this year? If not, call your child's doctor today for an appointment.	Children should meet certain milestones as they grow. Yearly exams check for any problems and let the doctor check that your child is meeting milestones.

4 Print Download

1. Needed Services – A list of services recommended for the member
2. Steps to Take – What the Member should do to complete the needed service
3. Reason Why – Why it is recommended that the Member should complete the needed service
4. Print or download the list of needed services

# Recommended Preventive & Wellness Care

**1** Well-child checkup schedule

- Newborn/Early discharge visit (2-5days after bringing baby home)
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 20 months
- 24 months
- 3-20 years (one every year)

**2** Immunization schedule

**Birth**

- HepB

**1-2 months**

- HepB

**2 months**

- DTaP, Hib, IPV, PCV, RV

**4 months**

- DTaP, Hib, IPV, PCV, RV

**6 months**

- DTaP, Hib, PCV, RV

**6 months and annually**

- Influenza (flu)

**6-18 months**

- HepB, IPV

**12-15 months**

- Hib, MMR, PCV, chickenpox (varicella)

**12-23 months**

- HepA

**15-18 months**

- DTaP

**4-6 years**

- DTaP, MMR, IPV, varicella

**11-12 years**

- HPV, Tdap(tetanus, diphtheria, pertussis booster - also recommended during each pregnancy a woman has), meningococcal conjugate vaccine(a booster dose is also recommended at age 16)

**16-18 years**

- Meningococcal B Vaccine(MenB)

1. Well child checkup schedule – When checkups should happen
2. Immunization schedule – What immunizations are recommended and at what ages

# Assessments

The screenshot shows the Aetna Better Health of Ohio website. The header includes the Aetna logo, the text 'Aetna Better Health® of Ohio', and navigation links for 'Find a Provider', 'About Us', and 'Welcome, Name'. Below the header is a navigation bar with tabs for 'Health Record', 'Resources & Documents', 'Care Coordination & Planning', 'Contacts & Messaging', and 'Member Search'. The main content area shows a breadcrumb trail: 'Aetna FamilyCare Central > Care coordination and planning > Assessments'. The 'Assessments' section displays a list of assessments with the following details:

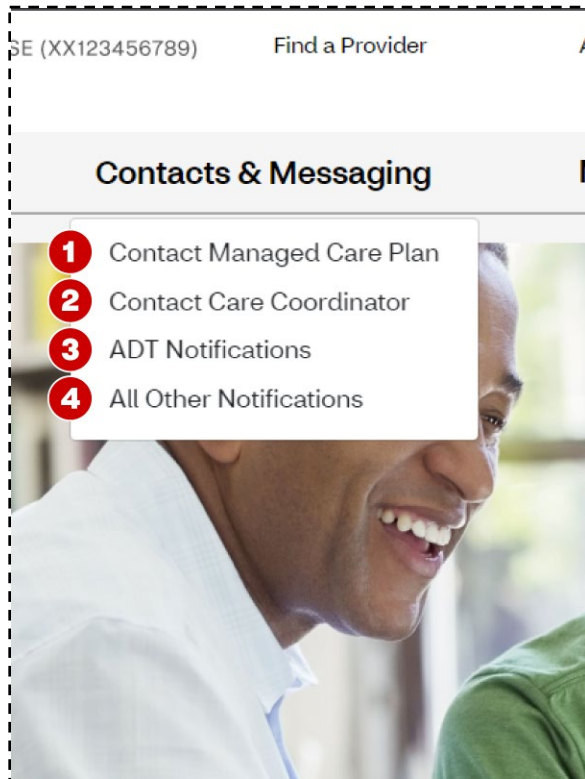
Date	Assessment Name
1/18/2023	
11/18/2022	
11/15/2022	<a href="#">UNCOPE</a>
10/26/2022	
10/21/2022	
	<a href="#">OhioRISE Interval Risk Screener</a>

Member ID: Member, OhioRISE (0X123456789) | Care Coordinator: Chiorise Manager Supervisor

At the bottom of the page, there is a footer with the Aetna logo, 'Aetna Better Health® of Ohio', and links for 'Privacy center', 'Terms of use', and 'Nondiscrimination notice'. A copyright notice and a URL are also present.

1. Click the blue link on any Assessment to view it
2. Click the purple button to refresh the Assessments list

# Contacts & Messaging



1. Contact Managed Care Plan
2. Contact Care Coordinator
3. ADT Notifications
4. All Other Notifications

## Contact Managed Care Plan

This brings up a list of Managed Care Plans and their contact information.

**aetna** Aetna Better Health<sup>®</sup> of Ohio Member ID: MEMBER, OHIORISE (XX123456789) Find a Provider About Us Welcome, Name ▾

Health Record Resources & Documents Care Coordination & Planning **Contacts & Messaging** Member Search

Aetna FamilyCare Central > Contacts & Messaging > Contact Managed Care Plan

## Contact Managed Care Plan

If you have questions about physical health benefits, primary care provider (PCP) or ID card, you can contact the managed care organization (MCO) below:

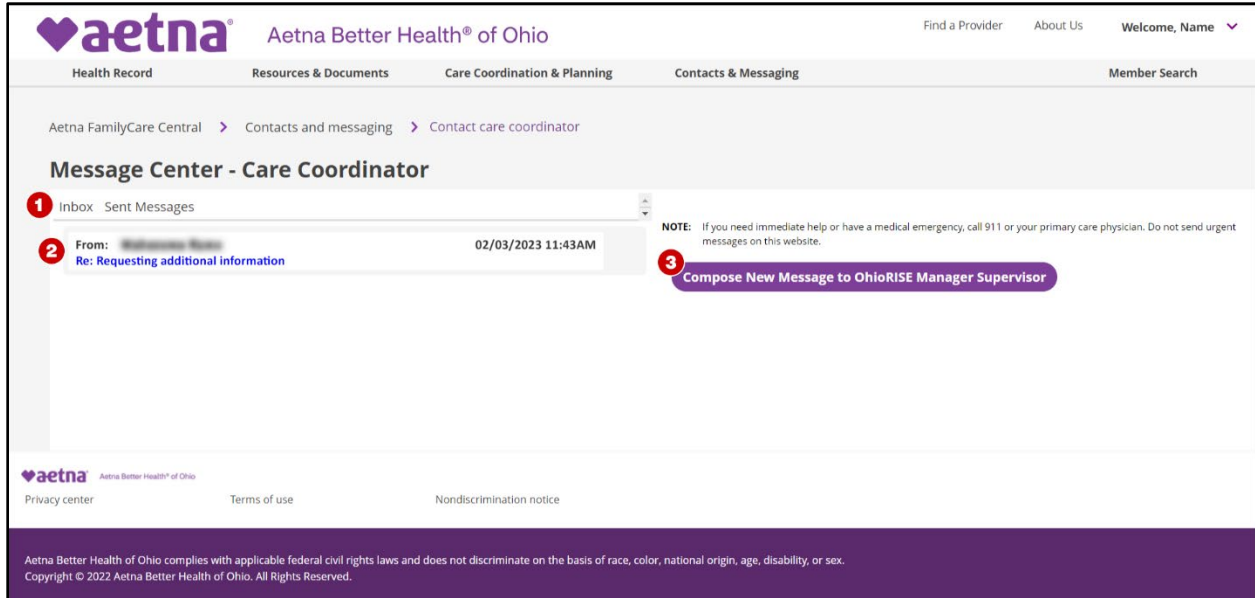
Managed Care Entity	Telephone Number	Website
Amerihealth Caritas	(833) 764-7700	<a href="http://www.amerithealthcaritasoh.com">www.amerithealthcaritasoh.com</a>
Anthem	(844) 912-0938	<a href="http://www.anthem.com/oh">www.anthem.com/oh</a>
Buckeye	(866) 246-4358	<a href="http://www.buckeyehealthplan.com">www.buckeyehealthplan.com</a>
CareSource	(800) 488-0134	<a href="http://www.caresource.com">www.caresource.com</a>
Humana	(877) 856-5702	<a href="http://www.humana.com/medicaid/ohio">www.humana.com/medicaid/ohio</a>
Molina	(855) 665-4623	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>
United	(800) 895-2017	<a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>

If you are not enrolled with an MCO and have questions about physical health benefits and ID cards:  
Contact the Medicaid Consumer Hotline at (800) 324-9690 Monday-Friday 7 a.m. – 8 p.m. and Saturday 8 a.m. – 5 p.m. ET.

<https://qmedicaidportal.aetna.com/ssso/familyconnect/ContactManagedCarePlan#>

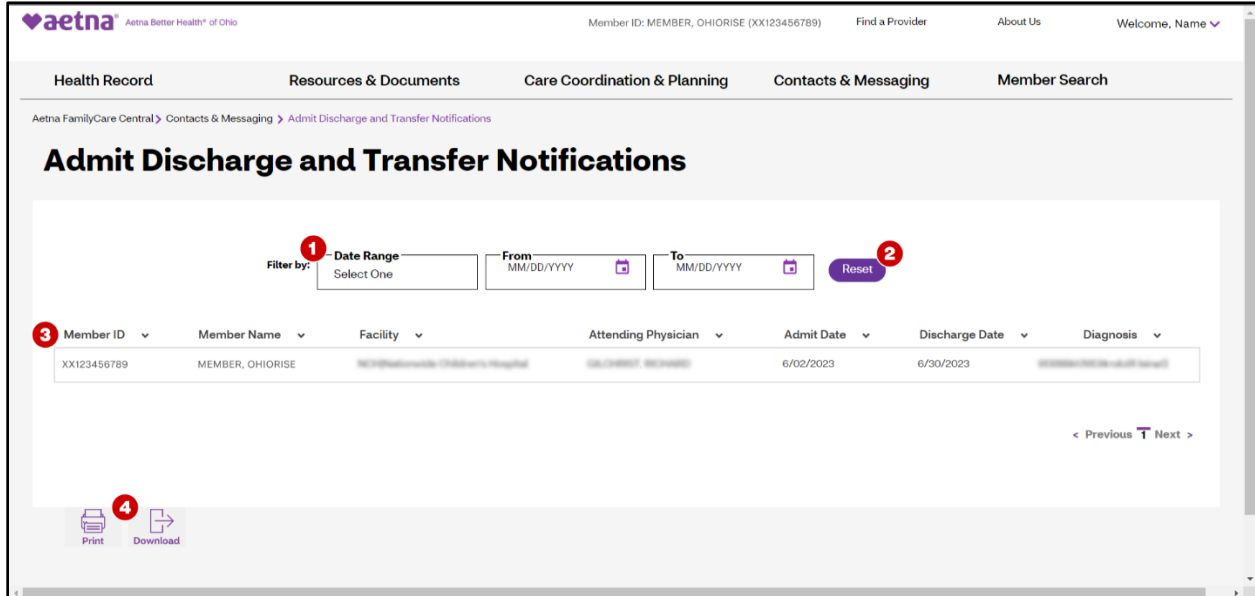
# Contact Care Coordinator

Secure messaging outreach to Member's Care Coordinator.



1. Switch between Inbox and Sent Messages
2. See all messages in current view (Inbox or Sent)
3. Click *Compose New Message* to start a new message to the Member's Care Coordinator

# ADT Notifications



1. Filter by a pre-set date range, or choose a custom date range
2. Click **Reset** to clear the filter
3. List of Member's admits, discharges, and transfers
4. Print or download the list of ADTs

# All Other Notifications

**All Other Notifications**

If you need to report a sentinel event, please contact the Member's Aetna Care Coordinator directly by phone or email. If you don't have the Aetna Care Coordinator's contact information, email our Care Coordination team at OhioRISECareCoordination@AETNA.com or call our Member Services Department at 1-833-711-0773 and ask to speak to someone on our Care Coordination team.

Filter by: **1** Notification Type **2** Date Range From MM/DD/YYYY To MM/DD/YYYY **3** Reset

<b>4</b> Member Name	Member ID	Care Coordinator	Notification Date	Notification Type	Brief Description
MEMBER OF CARE	MEMBERID	CARECOORD	05/10/2023 04:09:05 PM	Sentinel Placement	Residential Treatment Center
MEMBER OF CARE	MEMBERID	CARECOORD	05/10/2023 04:09:05 PM	Sentinel Placement	ED visit for BH
MEMBER OF CARE	MEMBERID	CARECOORD	05/10/2023 04:09:05 PM	Sentinel Placement	ED visit for BH
MEMBER OF CARE	MEMBERID	CARECOORD	05/10/2023 04:09:05 PM	Sentinel Placement	ED visit for BH
MEMBER OF CARE	MEMBERID	CARECOORD	05/10/2023 04:09:05 PM	Sentinel Placement	ED visit for BH
MEMBER OF CARE	MEMBERID	CARECOORD	05/10/2023 04:09:04 PM	Sentinel Placement	ED visit for BH
MEMBER OF CARE	MEMBERID	CARECOORD	05/10/2023 04:09:04 PM	Sentinel Placement	ED visit for BH
MEMBER OF CARE	MEMBERID	CARECOORD	05/10/2023 04:09:04 PM	Sentinel Placement	Qualified Residential Treatment Program
MEMBER OF CARE	MEMBERID	CARECOORD	05/10/2023 04:09:04 PM	Sentinel Placement	Psychiatric Residential Treatment Center (PRTF)

< Previous **2** ...4 Next >

**5** Print Download

1. Filter by Notification Type
2. Filter by a pre-set date range, or choose a custom date range
3. Click **Reset** to clear the current filters
4. List of notifications associated with the Member
5. Print or download the list of notifications

## Document information

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