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.

Contents

Signing in

You can use this direct link:

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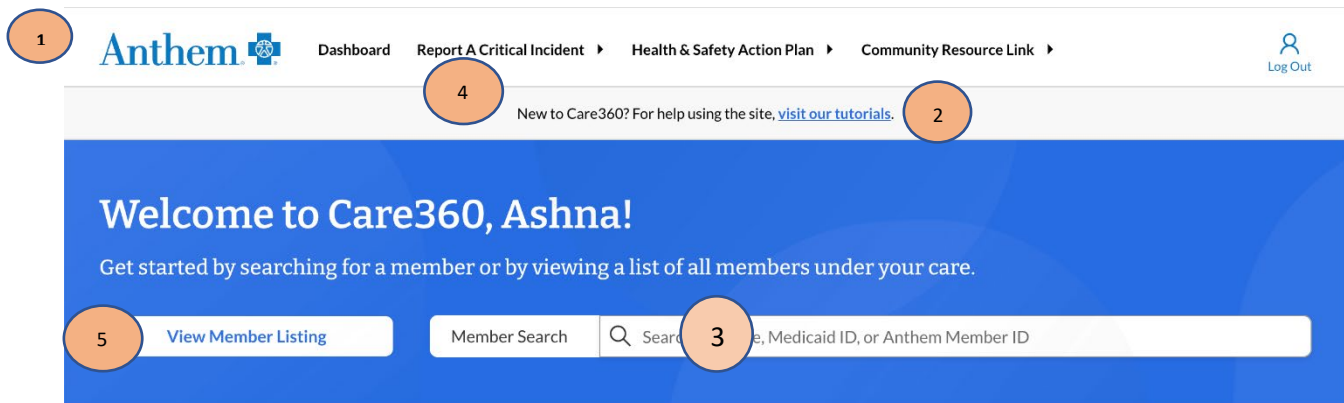

If you have trouble signing in:

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:

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.

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 000000000000

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.

Action Items

These members have action items that need your attention.

You're viewing 1 - 5 of 149 total action items.

Filter By
All

Sort By
Descending Due Date

∨ **Due Date** 4/22/23	**Clinical Intervention** Member I (Medicaid ID 0000000000000) `NOT STARTED`	Member Overview
∨ **Due Date** 4/22/23	**Clinical Intervention** Member I (Medicaid ID 0000000000000) `COMPLETED`	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.

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.

Member Overview

About BROOKE

| Overview | Alerts (0) | Policy Info | Consent Info | Value-Added Benefits |

Date Of Birth
01/01/2001

Address
0000, Street Name
City Name, State, 00000-0000

Ohio Risk Stratification
Low Risk [Tier 1]

Gender
Female

Care Coordination Status
Not Assigned

Programs and Waivers

Program Indicators

Waivers

Communication Preferences

Phone
000-000-0000

Phone Consent

Languages
English (primary)

Email Address

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
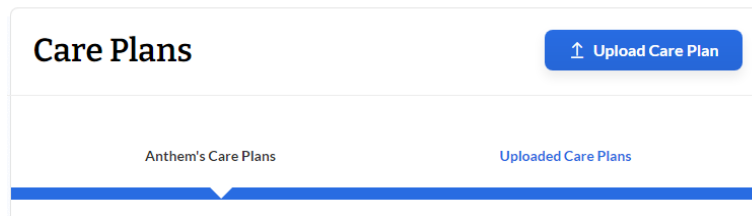
Conditions

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   ⬆ Upload Care Plan

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 –