
Provider Portal's New Feature Allows You to Close Patient Care Gaps

Now you have an option for submitting documents to close your patients' care gaps inside the Florida Blue Provider Portal – where you go to manage your Florida Blue commercial and Medicare Advantage patient populations.

This new feature is available in the portal's ProviderVista (commercial) and Provider Link (Medicare Advantage) platforms. At first, you will be able to submit documents and enter information for select care measures, but by the end of 2020, all Healthcare Effectiveness Data and Information Set (HEDIS^{®1}) and Pharmacy Quality Alliance (PQA) quality measures will be actionable from within the dual platforms.

Here's How It Works

- Navigate to the *Care Gaps* page to see a list of open and closed measures. Actionable care gaps will have the vertical menu icon (:) at the end of the row with the patient's information (name, ID, date of birth, primary care provider, benefit plan, etc.).
- Select this icon to either view educational material about the measure or enter the *Care Gap* closure wizard (a multi-step dialog box).
- Once inside the wizard, you'll walk through a series of steps with criteria relevant to that quality measure.
- Upload documents to support the information you entered.
- Once the information is successfully submitted, the status will change to *Submitted* or yellow in color.

You can find more information on this new feature in the user guides for each platform found in the [Florida Blue Learning Center](#) in Availity^{®2}.

Clinical Quality Validation (CQV) Update

In the future, you'll close all your care gaps from within the provider portal, but until all care gaps are actionable in the provider portal and you learn how to use the new tool, there will be no change to the CQV process. These two tools will work in parallel.

Get Started Today

The provider portal is found in the Florida Blue Payer Space on [availity.com](#). We recommend using Google Chrome for the best results. Your Availity administrator can grant access to the portal by checking the *Provider Portal* role in your user profile. Once access is granted, sign in to [availity.com](#) with your existing user name and password to get started.

Don't forget that training materials are located on the Florida Blue Learning Center located within the Florida Blue Payer Space on Availity.

¹HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

²Availity, LLC is a multi-payer joint venture. For more information or to register visit [Availity.com](#).