



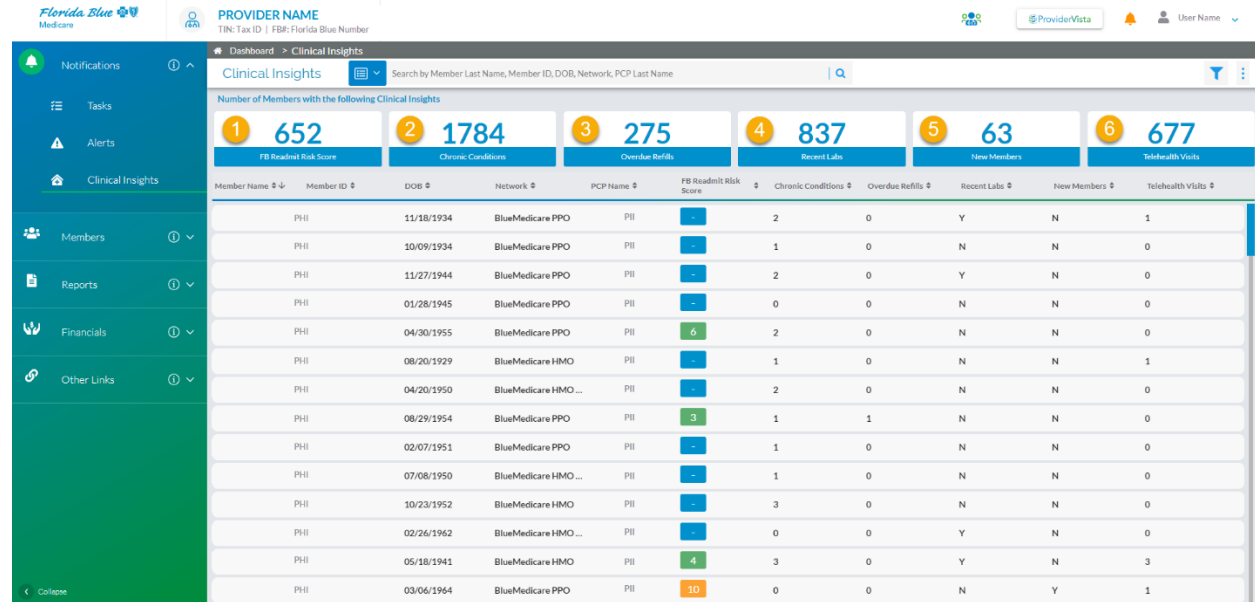
Provider Link™ Update: Clinical Insights for Patients Who May Need Immediate Attention

The newest release of Provider Link (the official name of the Florida Blue Medicare provider platform) consists of a new feature called **Clinical Insights** which is an option in the **Notifications module**.

The Clinical Insights option displays a list of members with clinically significant circumstances – such as Overdue Refills or Recent Labs - who may require some action on your part. **This feature allows you to quickly and easily focus on patients who may need immediate attention.** The data displayed on this page goes back 12 months and is updated on a daily rolling schedule. Clicking on this option brings up the Clinical Insights page shown below:



From Florida Blue  MEDICARE



Member Name	Member ID	DOB	Network	PCP Name	FB Readmit Risk Score	Chronic Conditions	Overdue Refills	Recent Labs	New Members	Telehealth Visits
PHI		11/18/1934	BlueMedicare PPO	PHI	-	2	0	Y	N	1
PHI		10/09/1934	BlueMedicare PPO	PHI	-	1	0	N	N	0
PHI		11/27/1944	BlueMedicare PPO	PHI	-	2	0	Y	N	0
PHI		01/28/1945	BlueMedicare PPO	PHI	-	0	0	N	N	0
PHI		04/30/1955	BlueMedicare PPO	PHI	6	2	0	N	N	0
PHI		08/20/1929	BlueMedicare HMO	PHI	-	1	0	N	N	1
PHI		04/20/1950	BlueMedicare HMO	PHI	-	2	0	N	N	0
PHI		08/29/1954	BlueMedicare PPO	PHI	3	1	1	N	N	0
PHI		02/07/1951	BlueMedicare PPO	PHI	-	1	0	N	N	0
PHI		07/08/1950	BlueMedicare HMO	PHI	-	1	0	N	N	0
PHI		10/23/1952	BlueMedicare HMO	PHI	-	3	0	N	N	0
PHI		02/26/1962	BlueMedicare HMO	PHI	-	0	0	Y	N	0
PHI		05/18/1941	BlueMedicare HMO	PHI	4	3	0	Y	N	3
PHI		03/06/1964	BlueMedicare PPO	PHI	10	0	0	N	Y	1

Clinical Insights Page

This page identifies in a single glance the number of patients who providers might want to focus their attention on in the near future. The panels displaying numerical totals act as filters, so the list of members can be easily filtered on one or more insight. Here is what each insight tells you:

- 1 **FB Readmit Risk Score** – the total number of members on your roster with FB Readmit Risk Scores. These scores – from Low to Very High - rank patients on the likelihood of being readmitted following an acute inpatient stay (excluding rehabilitation, skilled nursing facility and long-term acute care).

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- ② **Chronic Conditions** – the total number of members on your roster who have been diagnosed with certain chronic conditions (congestive heart failure, hypertension, coronary artery disease, diabetes and chronic obstructive pulmonary disease).
- ③ **Overdue Refills** – the total number of members on your roster who have prescriptions that have not been refilled on time (based on regularly updated pharmacy claims data).
- ④ **Recent Labs** – the total number of members on your roster who have been given lab tests in the last 90 days.
- ⑤ **New Members** – the total number of members on your roster that are new (added in the last 30 days) and have one or more concerns displayed in other clinical insights.
- ⑥ **Telehealth Visits** – the total number of members on your roster who have had a telehealth visit in the past year (whether they were made by your organization or another).

How to Access Provider Link

Provider Link is in the Florida Blue Payer Space on availity.com. Your practice administrator for Availity^{®1} can grant access to the tool by checking the Provider Link box in the user profile. Once access is granted by the Availity administrator, sign in to Availity with your existing username and password to get started.

The Provider Link User Guide is available for your reference in the Florida Blue Learning Center. You can access it through Payer Spaces on availity.com or through the Florida Blue Learning Center direct link, <https://floridablue.learnupon.com>.

If you are not currently registered with Availity, follow the instructions to register at availity.com. You will need to define your users' roles in addition to your own role. For questions on registering, call 800-282-4548.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availity.com.