New Member Snapshot Function and More Updates Now Available in Provider Link

The newest release of Provider Link (the official name of the Florida Blue Medicare provider platform – where you go to manage your Florida Blue Medicare Advantage patients) contains the following enhancements:

**Enhancement: Expanded Member Snapshot Functionality**

Several tiles have been added to the Member Snapshot page, allowing providers to manage their members’ care in one place, one patient at a time. These include the following:

**Appeals**

The Appeals tile provides a summary view of appeals associated with a member over the last 12 months:

![Member Snapshot Appeals Tile](image)

The Appeals tile shows providers which authorization request related to appeals requests have been approved or denied, even those made by other doctors.
Authorizations
The Authorizations tile provides a summary view of authorizations associated with a member over the last 12 months:

Member Snapshot Authorizations Tile
The Authorizations tile shows providers authorization requests for services made on behalf of their members, even if requested by another doctor, giving them insight into services a member may potentially have received. Each authorization can be expanded to see more details on three separate tabs.

Care Programs
The Care Programs tile provides a summary view of care programs associated with a member over the last 12 months:

Member Snapshot Care Programs Tile
The Care Programs tile helps providers see what care programs members are enrolled in, like Complex or Catastrophic Case Management and Readmission Prevention. Each care program can be expanded to see more details on five separate tabs.

Labs
The Labs tile provides a summary view of laboratory tests given to a member in the last 12 months:

The Labs tile gives providers a broad view of laboratory tests members have received, via HL7 ORU (Observation Result) messages from Quest Diagnostics and other participating testing facilities.

Pharmacies
The Pharmacies tile provides a summary view of pharmacies associated with a member over the past 12 months:

Member Snapshot Pharmacies Tile
The Pharmacies tile allows providers to know which pharmacy to call to fill prescriptions for their members. It also allows them to gauge how close a pharmacy is to a member (if adherence to medication is an issue).

**Prescriptions**
The Prescriptions tile provides a summary view of prescriptions given to a member in the past 12 months:

The Prescriptions tile shows providers all the prescriptions given to their members – not just by other doctors within their group, but by all physicians.

**Providers**
The Providers tile provides a summary view of providers currently associated with a member:
The Providers tile shows providers all the doctors who have attended to their members, including those outside of their group and specialists. It also displays the number of visits made to a doctor, the date of the last visit and the doctor’s phone number.

**Care Gaps**

In addition, the Care Gaps tile now allows providers to manage a member’s care gaps as if they were on the Tasks or Care Gaps page, by adding the same kebab menu on the right side of each row:

*Member Snapshot Care Gaps Tile*

**Enhancement: Educational Link Added to Care Gaps Wizard**

To help providers better manage care gaps, a link to Educational Materials (the one that links to the HEDIS®¹ (Healthcare Effectiveness Data and Information Set) Tip Sheet page from the Resource Links page) has been added for convenience to each tab of the Care Gaps Wizard:

*Care Gaps Wizard with Educational Links*

**Enhancement: Ability to Export Staff List**

Providers now can export the Staff List (the list of an organization’s primary care physicians (PCPs)) from the My Roster or New Members page, just as they can with the full provider list accessed from the View Providers icon at the top of each page.

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