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Overview

- Providers can retrieve detailed records for Amerigroup Kansas, Inc. members through the provider self-service website using Patient360.
- Patient360 is a member centric dashboard that provides a robust picture of a member's health and treatment history and will help health home partners coordinate member services.
- Drill down to specific member details:
 - Demographic information (additional address/phone number)
 - Care summaries
 - Claims, authorizations
 - Pharmacy
 - Care management activities



Accessing Patient360

- To access the tools of the Amerigroup provider web portal website, the provider must be a registered user.
- The provider web portal is accessed by going to the following URL: <https://providers.amerigroup.com>

Amerigroup provider website

Amerigroup RealSolutions
in healthcare

contact us state sponsor sites login

Partner With Us Login Help Quick Tools Find a Doctor

Providers

How Can We Help You?

Amerigroup & You

Providing care for those who need it most requires a team effort and there's no more critical person on this team than you the provider. Our challenge is to find ways to help you use your resources as efficiently and productively as possible. And that begins by listening to the problems you encounter and the ideas you have to make the system work better. Together we can find the real solutions that can make a difference in people's lives.

Join Our Network

Interested in joining the Amerigroup network?

[Get Started](#)

The States We Serve

Amerigroup currently operates in 12 states and is growing!

Florida	Maryland	New York
Georgia	Nevada	Tennessee
Kansas	New Jersey	Texas
Louisiana	New Mexico	Washington

[Login](#)

Looking for [Virginia](#) (now INTotal Health) or

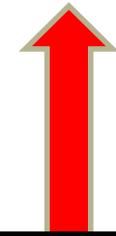
[Watch our Real Stories](#)

Provider web page: Amerigroup Kansas, Inc.

News & Announcements

- [Lock-In program update](#)
- [Bone-anchored hearing aid \(BAHA\) billing clarification](#)
- [Revised diagnosis related group rates and weights for fiscal year 2015](#)
- [Q1 Medical Policies and Clinical Utilization Management Guidelines Update](#)

Login



Click here to log into Availity

Provider Resources & Documents

- Behavioral Health & Screening Tools
- Claims Submission and Reimbursement Policy
- Clinical Practice Guidelines
- Disease Management Centralized Care Unit
- Emergency Transportation Billing
- EPSDT

Do more online by registering for Provider Self-Service

Through Provider Self-Service, you can:

- File and check the status of medical claims
- Verify eligibility
- Request precertification
- And much more!

To log in, use your Availity ID and password. If you need an Availity ID, visit www.Availity.com to register today.



Logging into the provider portal

- Providers may log into the portal (Availity) by entering their User ID and Password, then click on **Log In** .

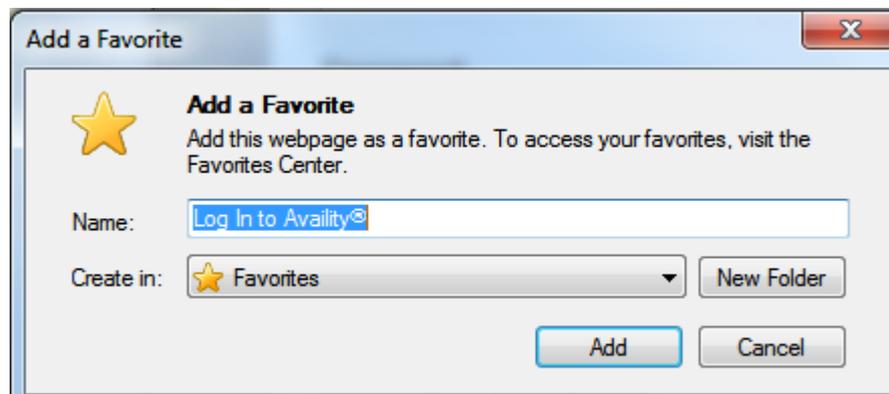


The image shows a screenshot of the Availity login portal. The header features the Availity logo, which consists of two interlocking orange rings followed by the word "Availity" in white text on a dark grey background. Below the header, there are two input fields: "User ID:" and "Password:". The "Password:" field has a small eye icon to its right. Below the password field is a checkbox labeled "Show password as I type". At the bottom left of the form is a blue link that says "Help! I can't log in!". At the bottom right is an orange button with the text "Log In" in white. Below the button, there is a small line of text: "Log in to Amerigroup Provider Self Service using your Availity user ID and password."

Time saving step

We recommend saving the Availity log in page as a favorite in your web browser.

1. Click on Favorites
2. Choose add a favorite
3. Name your favorite webpage and select **Add**



Provider portal welcome page

▶ Home

Claims

Precertification

Medical

Pharmacy

Members

Provider Education

Account Management

Find a Doctor

Select **Members** to expand this section

News & Announcements

Prior authorization for I/DD HCBS waiver services and I/DD TCM services

Effective with dates of service July 1, 2015, Amerigroup Kansas, Inc. will lift the waiver on prior authorization(s) for I/DD home and community based services (HCBS) and for I/DD targeted case management (TCM) services. [Learn more](#)

E&M codes billed with respiratory services

Effective with claims processed on and after August 3, 2015, evaluation and management (E&M) services (99201-99499) will not be paid when billed on the same day of service as diagnostic and therapeutic respiratory services (94010-94799) for the same member, by the same rendering provider, unless the appropriate billing modifier of 25 is appended. [Learn more](#)

Useful Publications
Provider Updates & Communications ▶

Provider Manuals & Quick Reference Guides ▶

Viewing

Kansas

Use the select above to choose another state ⓘ

Government Resources

[KanCare](#)

[Kansas Department of Health and Environment](#)

[Kansas Medical Assistance Program](#)



Welcome page for Patient360

Home

Claims

Precertification

Medical

Pharmacy

▶ Members

PCP Member Listing

Member Reports

Member Health
Assessment

Health Action Plan

Personal Disaster
Plan

Member Rights &
Responsibilities

Eligibility

Patient360

Provider
Education

Account
Management

Find a Doctor

Patient 360

Use our lookup tool to see if a member is registered for Patient 360:

Patient360 is a read only dashboard that will simplify administration through coordinating access to member-centric patient information allowing providers who are part of a patient's care and [...Read More](#)

Use our lookup tool to see if a member is registered for Patient 360:

All fields required

Last Name:

Member ID:

Date of Birth:

Disclaimer: The clinical data displayed may not reflect all of the services, treatments, drugs, or tests delivered/administered. Access, use, or disclosure of information related to certain sensitive medical services, including but not limited to services related to mental health, reproductive health, pregnancy, HIV status, and drug and alcohol abuse treatment, is strictly limited by federal and state laws. Information about such sensitive services will not be displayed in the tool.

You must read and agree to this statement before proceeding.

By utilizing the Patient360 (Clinical Data Look-up) Tool on this site, you attest that your organization is a healthcare entity that utilizes this information for recognized healthcare, treatment of payment purposes only. In addition, you are confirming that you have a valid healthcare relationship with the member whose past or present clinical data you are accessing.

I have read and agree to this statement

Find Member



Three factor member data verification

All fields required

Last Name:	<input type="text" value="Smith"/>
Member ID:	<input type="text" value="717777777"/>
Date of Birth:	<input type="text" value="01/01/1970"/>

Disclaimer: The clinical data displayed may not reflect all of the services, treatments, drugs, or tests delivered/administered. Access, use, or disclosure of information related to certain sensitive medical services, including but not limited to services related to mental health, reproductive health, pregnancy, HIV status, and drug and alcohol abuse treatment, is strictly limited by federal and state laws. Information about such sensitive services will not be displayed in the tool.

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I have read and agree to this statement

Find Member

- Enter member's last name
- Enter the Amerigroup ID #
- Date of birth must include forward slashes
- Check the box to agree to this statement
- Click **Find Member**



Confirmation of member data

Patient 360

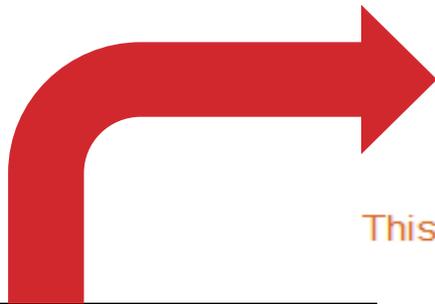
Use our lookup tool to see if a member is registered for Patient 360:

You entered:

Last Name:

Member ID:

Date of Birth:



This member is registered for Patient 360

[Continue to Patient 360](#)

- ▶ [Want to view sensitive information, if available?](#)

Confirm the member data displayed is correct and then select

Continue to Patient360

Sensitive terms and conditions

Sensitive Services Terms and Conditions

Access, use, or disclosure of information related to certain sensitive medical services is strictly limited by federal and state laws. Such information may only be accessed, used, or disclosed by Patient360 users with the authorization of the patient or for treatment purposes.

Drug and Alcohol abuse treatment records may only be accessed, used, or disclosed with the consent of the patient or to the extent necessary to respond to a bona fide medical emergency.

By selecting the checkbox, you are certifying that you are accessing sensitive service information with the express written authorization of the patient, or his/her parent or guardian, or that in your professional judgment such information is needed for treatment purposes. If you are accessing, drug or alcohol abuse treatment information, you certify that you are accessing such information with the express written consent of the patient or to respond to a bona fide medical emergency.

Accessing sensitive service information or drug and alcohol abuse treatment records outside of the requirements listed above is prohibited.

I agree to the Sensitive Services Terms and Conditions

Sensitive claim data is not displayed in Patient360. This includes but is not limited to Behavioral Health, HIV, abortion, etc...

Patient360 display

Patient360

Patient Banner: Provides the demographic information that Amerigroup has on file for the member.

Demoski, W <input type="button" value="v"/>	Currently Enrolled 	Alerts Exist 	No OHI 	
Risk Score Group 3, 20.45, CO...	Age / Gender 59 M	Member ID 1234567890	PCP MD, A Demoski	Plan NJ NON-DUAL BLIN...
Address 123 Main Street	DOB 1/1/1900	Medicaid ID 1234567890	Primary Case Mgr Hernandez, Sarah...	Product NJ MEDICAID PLAN...
City / State Burlington NJ	Home Phone (555) 123-4567	Medicare ID N/A	Secondary Case Mgr Aynbinder, Svetlan...	Chronic Conditions Acquired deform.-t...
Zip 12345	Work Phone N/A	SSN 123-45-6789	Eligibility Status Active	
Spoken Language N/A	Written Language English	Ethnicity Black	Eligibility End Date 6/1/2079	

Item	Description
Traffic Lights	Used to quickly determine key information about a member. Green signifies an okay status while Red requests your attention.
PCP	Used to view the member's Primary Care Physician
Case Manager	Identifies the Case Manager coordinating the member's care.

Member care summary

Member care summary: This page provides a summary of important aspects of the member's care.

Member Care Summary | Claims | Utilization | Pharmacy | Care Management | Episodic Viewer

Date Range Aug 25, 2012 to Feb 25, 2015 Update

Active Alerts

Source	Code	Description
HEDIS	CCA HEDIS Alert	Diabetes- HbA1c between 8-9 - Pe...
HEDIS	CCA HEDIS Alert	Diabetes- LDL < 100 - Pending
HEDIS	CCA HEDIS Alert	Diabetes- HbA1c Testing - Pending
HEDIS	CCA HEDIS Alert	Diabetes- LDL Screening - Pending
HEDIS	CCA HEDIS Alert	Diabetes- HbA1c > 9 - Pending

Immunizations & Preventive Health

Date	Service	Provider
03/01/2014	Unspecified viral hepatitis w...	Demoski, G
02/20/2014	Unspecified viral hepatitis w...	Demoski, G
02/01/2014	Unspecified viral hepatitis w...	Demoski, G
01/30/2014	Unspecified viral hepatitis w...	Demoski, G

Lab Results

Date	Type	Value	Acuity	Trend
07/01/2014 0...	CHOLESTER...	162	No Acuit...	162-212
07/01/2014 0...	TRIGLYCERL...	159	H	159-255
07/01/2014 0...	HDL CHOLE...	45	No Acuit...	34-52
07/01/2014 0...	VLDL CHOLE...	32	No Acuit...	32-51
07/01/2014 0...	LDL-CHOLE...	85	No Acuit...	85-127
06/05/2014 0...	GLUCOSE	178	High	100-250
06/05/2014 0...	UREA NITR...	55	High	33-73

Inpatient

Admit Date	Discharge D:	Facility Name	Primary Diag
01/20/2014	01/30/2014	Demoski, G	N/A
01/09/2014	01/14/2014	Demoski, G	Cellulitis and abscess o...
07/03/2013	07/06/2013	Demoski, G	N/A
12/08/2012	12/14/2012	Demoski, G	Unspecified peripheral...
11/29/2012	12/03/2012	Demoski, G	Hyperpotassemia

Emergency Department

Date	Facility Name	Primary Diagnosis
01/19/2014	Demoski	Closed fracture of intertrocha...
01/09/2014	Demoski	Cellulitis and abscess of foot,...
08/24/2013	Demoski	Chest pain, unspecified
08/24/2013	Demoski	Precordial pain
07/03/2013	Demoski	Diabetes with other specified...
07/03/2013	Demoski	Diabetes with other specified...
12/08/2012	Demoski	Unspecified peripheral vascul...

Pharmacy

Date	Medication/Strength	Prescriber
08/14/2014	LANTUS INJ 100/ML	Demoski, A
08/14/2014	TRUETEST TES	Demoski, A
08/07/2014	MINOCYCLINE CAP 100MG	Demoski, J
08/05/2014	CLOBETASOL CRE 0.05%	Demoski, M
07/26/2014	ZETIA TAB 10MG	Demoski, A
07/25/2014	APIDRA INJ U-100	Demoski, A
07/25/2014	LANTUS INJ 100/ML	Demoski, A

Authorizations

Auth Num	Start Date	End Date	Place of Serv	Referred To	Provider	Status
TH0004...	05/24/2...	07/22/2...	Outpatient H...	Demoski, G	Demoski, G	Complete
103946...	04/30/2...	04/30/2...	Patient's Home	Demoski, G	Demoski, G	Complete
TH0001...	03/23/2...	05/21/2...	Patient's Home	Demoski, G	Demoski, G	Complete
103986...	03/21/2...	06/18/2...	Patient's Home	Demoski, G	Demoski, G	Complete
103909...	01/30/2...	03/20/2...	Skilled Nursi...	Demoski, G	Demoski, G	Dischar...
C01548...	01/20/2...	01/30/2...	Inpatient Hos...	Demoski, G	Demoski, G	Dischar...
103895...	01/15/2...	01/29/2...	Patient's Home	Demoski, G	Demoski, G	Complete

Home Mods and Equipment Claims

Date	Provider	Service
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Office Visits

Date	Provider	Primary Diagnosis
08/07/2014	Demoski, J M	Other specified disease of...
08/05/2014	Demoski, P	Rash and other nonspecific...
07/31/2014	Demoski, T L	Unspecified peripheral vas...
07/07/2014	Demoski, J M	Other psoriasis
06/27/2014	Demoski, A D	Essential hypertension, be...
06/24/2014	Demoski, S	Pain in joint, pelvic region...
06/14/2014	Demoski, C S	Difficulty in walking

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Claims tab

Claims: This tab provides claim details to include the status, assigned diagnoses, and services rendered.

Member Care Summary **Claims** Utilization Pharmacy Care Management Episodic Viewer

Date Range

Claims			
DOS	Claim #	Provider	Status
08/07/2014	121150059500	Demoski, J M	Completed
08/05/2014	121121286500	Demoski, P	Completed
07/31/2014	121052396300	Demoski, T L	Completed
07/08/2014	120766180700	Demoski, T L	Completed
07/07/2014	120766178000	Demoski, J M	Completed
07/02/2014	121097358500	Demoski, G	Processed
07/01/2014	120683321500	Demoski, G	Completed
06/27/2014	120643509300	Demoski, A D	Completed
06/24/2014	120614649800	Demoski, S	Completed
06/14/2014	120486653500	Demoski, C S	Completed
06/12/2014	120786338500	Demoski, T L	Completed
06/09/2014	120338450200	Demoski, G	Completed
06/06/2014	120319651300	Demoski, G	Completed
06/04/2014	120338495400	Demoski, G	Completed

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Claim Detail

Date of Service 8/7/2014
Claim Status Completed

Provider J Demoski	Pay To Provider G Demoski
ID 01382394	ID 01354859
NPI 1588635296	NPI 1649226515
Specialty Sports Medicine	Specialty General Practice
Address 123 Main Street, Anytown, XX 12345	Address 123 Main Street, Anytown, XX 12345
Phone (555) 123-4567	Phone (555) 123-4567
Fax (555) 123-4567	Fax (555) 123-4567

Diagnoses

Diagnosis	Description	Dx Qualifier
7048	Other specified disease of hair and hair follicles	01

Services

From Dat	To Date	Code	Description	Status	POS Cc	Units
8/7/2014	8/7/2014	99213	Office or other outpatient visit for the evaluation and management of an established patient, whic	Completed	11	1

Authorizations

Authorizations: Are stored on the Utilization tab in Patient360. It provides details regarding active and inactive authorizations on file for the member.

Member Care Summary | Claims | **Utilization** | Pharmacy | Care Management | Episodic Viewer

Date Range: Aug 25, 2012 to Feb 25, 2015 Update

Active Authorizations

Start Date	End Date	Auth Number	Status	Template

Page 1 of 0 No active authorizations

Authorization ID 103946363

Status Complete

Effective Date 4/30/2014

End Date 4/30/2014

Assigned To Demoski, S

Next Review Date 2/22/2014

UM Template Patient's Home

Referred To **G Demoski**

ID 01422667

NPI 1003965344

Specialty Home Health

Address 123 Main Street, Anytown, XX 12345

Phone (555) 123-4567

Fax (555) 123-4567

Inactive Authorizations

Start Date	End Date	Auth Number	Status	Template
05/24/2014	07/22/2014	TH0004102	Complete	Outpatient Hospital
04/30/2014	04/30/2014	103946363	Complete	Patient's Home
03/23/2014	05/21/2014	TH0001866	Complete	Patient's Home
03/21/2014	06/18/2014	103986247	Complete	Patient's Home
01/30/2014	03/20/2014	103909659	Discharged	Skilled Nursing Faci...
01/20/2014	01/30/2014	C01548408	Discharged	Inpatient Hospital

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Assigned Diagnoses

Diag Code	Description	Dx Qualifier
78099	Other general symptoms	Authorization

Assigned Services

Code	Code Type	Description	Status	Units	UnitsUsed	Med Director
78099		Other general symptoms	Complete	1	0	Demoski, G

Care management tab

Care Management: Allows the provider to see care management-related activities for the member.

Member Care Summary | Claims | Utilization | Pharmacy | **Care Management** | Episodic Viewer

Care Plan & Assessments <

Summary

Assessments (12)

Name	Date
AGP CM Diabetes Follow Up	04/16/2014
AGP New Jersey/WA/VA Comprehensive Needs	04/16/2014
AGP NJ PCA Beneficiary Assessment Tool	03/27/2014
AGP CM Diabetes Follow Up	11/22/2013
AGP New Jersey/WA/VA Comprehensive Needs	11/22/2013

(only two years displayed)

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Cases (4)

Name	Date
CM - PVD	06/26/201
CM Unspecified peripheral vascular disease	12/17/2012
CM - Unspecified peripheral vascular disease	12/11/2012
CM FACETS	10/29/2009

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Care Management Summary

Tasks

Due Date	Subject	Assigned To	Created By	Created Date	Status
03/08/2014	Diabetes- HbA1c Testing	HEDIS Task	HEDIS Task	03/07/2014	Pending
03/08/2014	Diabetes- LDL Screening	HEDIS Task	HEDIS Task	03/07/2014	Pending
03/08/2014	Diabetes- HbA1c > 9	HEDIS Task	HEDIS Task	03/07/2014	Pending
10/14/2013	Diabetes- HbA1c between 8-9	HEDIS Task	HEDIS Task	10/13/2013	Pending
10/14/2013	Diabetes- LDL < 100	HEDIS Task	HEDIS Task	10/13/2013	Pending

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Episodic viewer

Episodic viewer: Provides a graphical overview of the member's medical history over time.



Pharmacy tab

Pharmacy: This tab displays pharmacy information associated with claim data received.

Member Care Summary | Claims | Utilization | **Pharmacy** | Care Management | Episodic Viewer

Date Range: Aug 25, 2012 to Feb 25, 2015 Update

Date	Medication/Strength	Quantity	Prescriber	Status
08/14/2014	LANTUS INJ 100/...	10.00	Demoski, A	Paid
08/14/2014	TRUETEST TES	100.00	Demoski, A	Paid
08/07/2014	MINOCYCLINE C...	31.00	Demoski, J	Paid
08/05/2014	CLOBETASOL CR...	60.00	Demoski, M	Paid
07/26/2014	ZETIA TAB 10MG	30.00	Demoski, A	Paid
07/25/2014	APIDRA INJ U-100	10.00	Demoski, A	Paid
07/25/2014	LANTUS INJ 100/...	10.00	Demoski, A	Paid
07/25/2014	METOPROL TAR T...	60.00	Demoski, A	Paid
07/25/2014	HYDRALAZINE TA...	90.00	Demoski, A	Paid
07/24/2014	MUPIROCIN OIN...	110.00	Demoski, J	Paid
07/22/2014	DILTIAZEM CAP...	30.00	Demoski, A	Paid
07/22/2014	BUMETANIDE TA...	34.00	Demoski, M	Paid
07/15/2014	FAMCICLOVIR TA...	21.00	Demoski, J	Paid
07/15/2014	ACYCLOVIR OIN...	30.00	Demoski, J	Paid

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Date: 8/14/2014
Medication / Strength: TRUETEST TES
Therapeutic Class: DIABETES MELLITUS
Status: Paid
Brand / Generic: Brand
Quantity: 100
Days Supplied: 33
Refill Number: 1
Refills: 5
Denial Reason:
Source: CMRKX

Prescriber: Demoski, A
Specialty: FM
Phone: (555) 123-4567
NPI: 1003805763
DEA: BI8880507

Pharmacy: Demoski
Address: 123 Main Street, Anytown, XX 12345
Phone: (555) 123-4567
Identifier:

Trouble Shooting

- Pop up blocker must be turned off
- If member is not found, check member data and health home provider assignment
- If no member data displays, check for other health insurance
- If recent utilization activity does not display, the claim may not be processed
- Contact: Provider Services Unit at 1-800-454-3730 or the Availity help desk at 1-800-282-4548



Q and A

KSHealthHome@amerigroup.com

