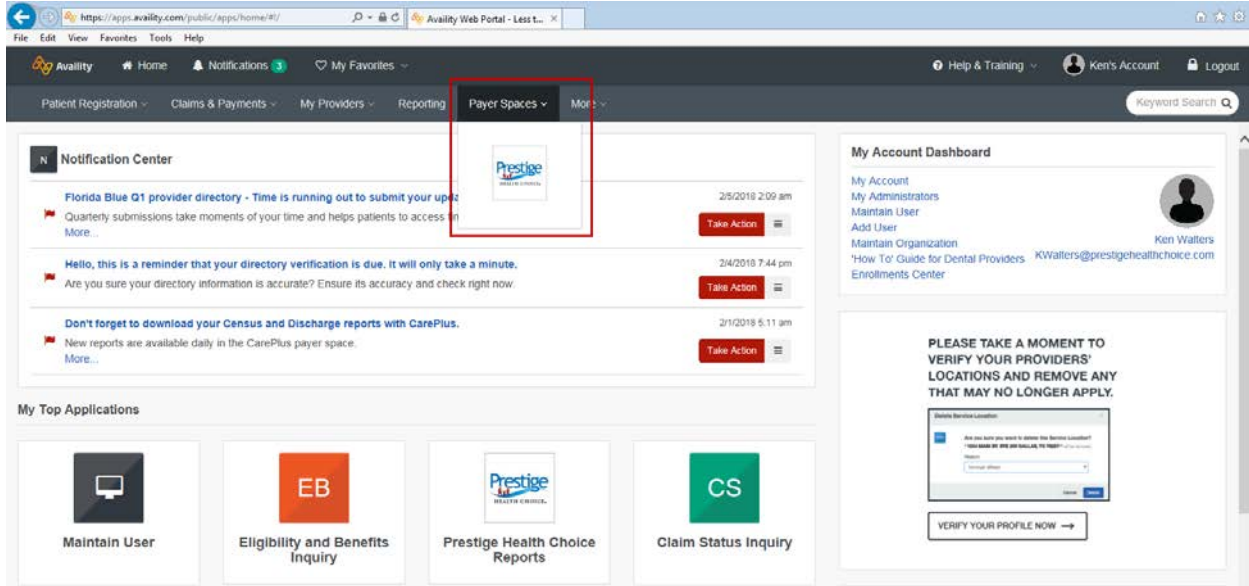


Running a Care Gap Report from Availity

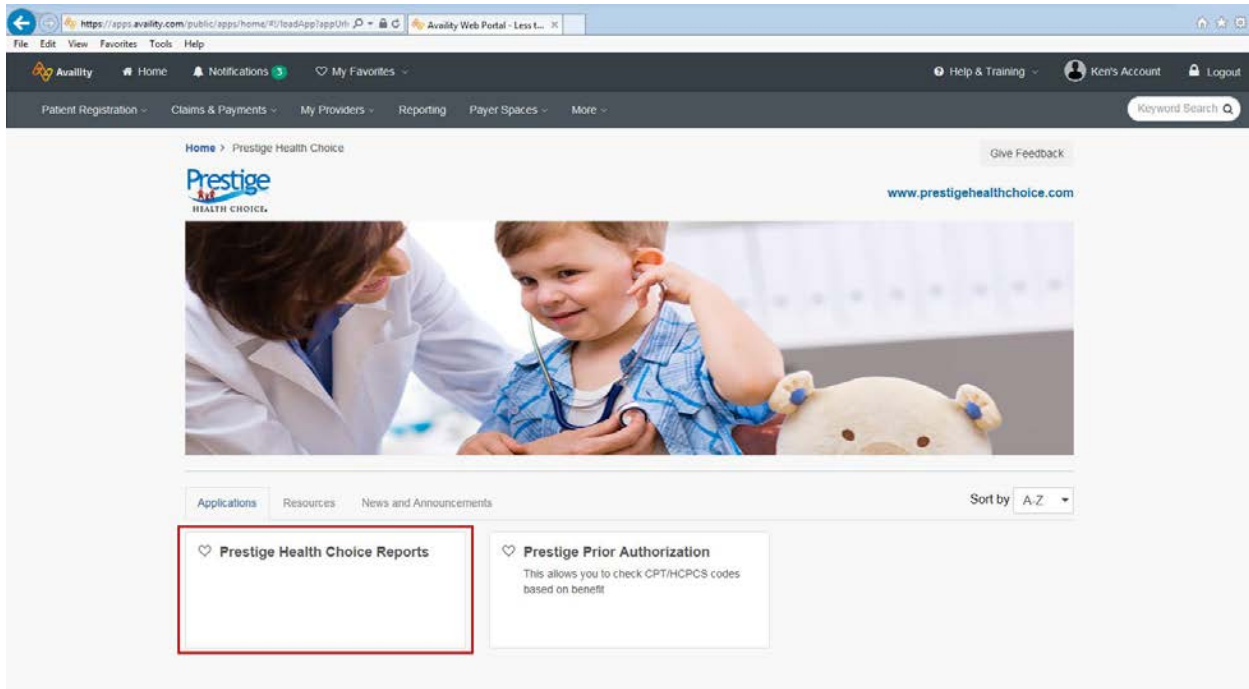


From Reports:

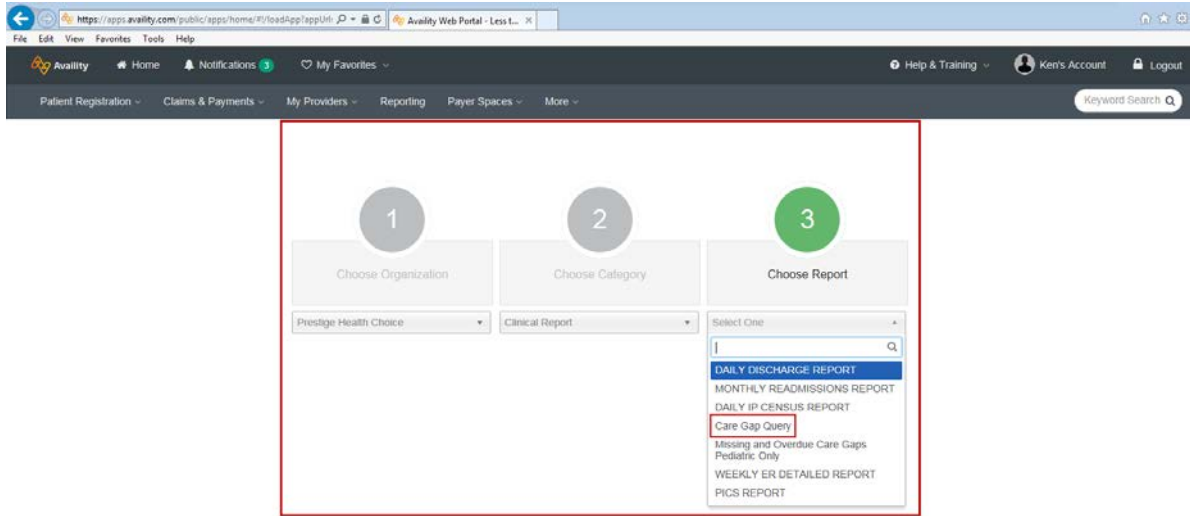
1. From the Availity home page, find the Prestige icon on the **Payer Spaces** menu.



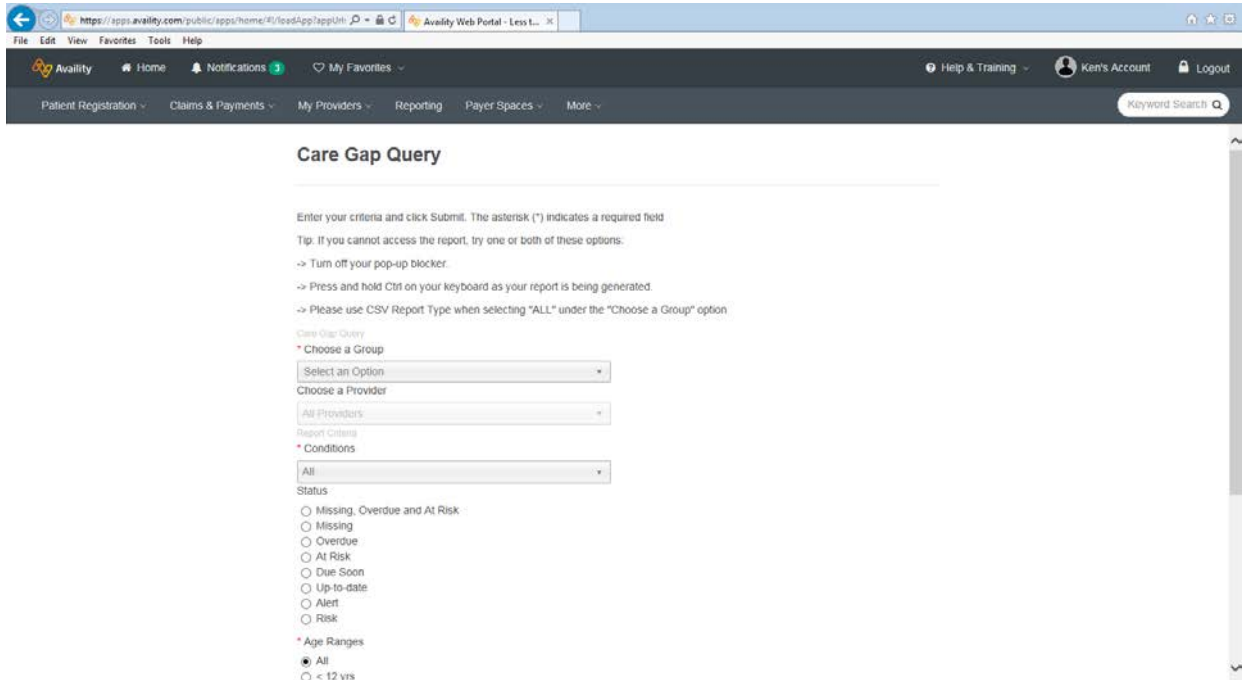
2. Find the **Prestige Health Choice Reports** on the bottom left of the screen.



3. Choose Organization, Category = **Clinical Report**, and Report = **Care Gap Query**.

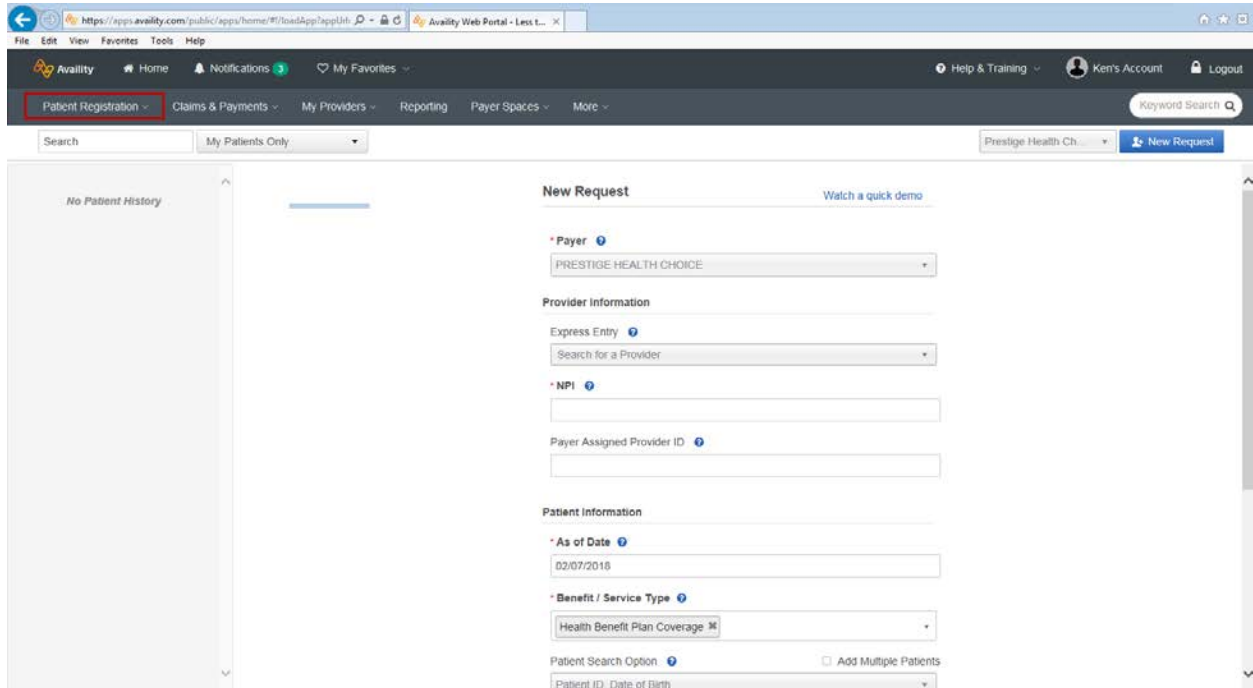


4. Choose your Prestige Provider Group ID. You can also choose specific providers within your group, specific status categories, or specific age ranges of members. You can choose to view a PDF or CSV version of the report. CSV can be viewed in Excel or as a data file.



From a Member Eligibility Lookup:

1. From your home page, find **Eligibility and Benefits Inquiry** in the **Patient Registration** pulldown. From here, once you enter your Provider and Patient information, you will find your patient's eligibility with Prestige Health Choice. Below that, you will see a list of associated Care Gaps for that member.



The screenshot shows the Availity web portal interface. The top navigation bar includes 'Patient Registration' (highlighted with a red box), 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. The main content area is titled 'New Request' and contains several sections: 'Payer' (set to 'PRESTIGE HEALTH CHOICE'), 'Provider Information' (with 'Express Entry' set to 'Search for a Provider'), 'NPI', 'Payer Assigned Provider ID', 'Patient Information' (with 'As of Date' set to '02/07/2018' and 'Benefit / Service Type' set to 'Health Benefit Plan Coverage'), and 'Patient Search Option' (with 'Add Multiple Patients' checked). A search bar is visible at the top left of the main content area.

Care Gap Reports Availability:

The care gap reports in Availity are available for all primary care providers to view. To ensure that all primary care providers can view the report, please contact the Primary Administrative Assistant (PAA) within your organization and have the PAA update each Availity user account accordingly.

1. Simply check the selection box for **Clinical Reports** and **Clinical Tools and Resources** and then save this particular change in the system. This will update the drop down options on the Reports page.
2. Then each user/provider will see the **Clinical Reports** selection option in the **Choose a Category** drop down box and will also see **Care Gap Query** in the drop down for **Choose a Report**. Note: All providers must ensure they have this function checked and turned on in their user set-up in order to see Care Gaps.

If you have any questions, please contact swright@prestigehealthcoice.com for more information.