BlueCross BlueShield of North Carolina **MEDICARE**

Blue Cross® and Blue Shield® of North Carolina (Blue Cross NC) | Healthy Blue + Medicare℠ (HMO-POS D-SNP)

Enhance Patient Coordination with Total Member View

At a Glance:
- Total Member View (TMV) provides a full 360-degree view of patient health and treatment history.
- Easily identify and provide feedback on patients missing essential preventive screenings, follow-up appointments, or necessary treatments.
- User-friendly guides available for seamless navigation and usage of TMV.

TMV is a dashboard you can access through *Payer Spaces* in the Availity Essentials platform that gives you a full 360-degree view of your patient's health and treatment history to help you facilitate care coordination. You can drill down to specific items in a patient's medical record to retrieve demographic information, care summaries, claims details, authorization details, pharmacy information, and care management-related activities.

TMV is replacing the previous Patient 360 (P360) dashboard that you may have used to access your patient's medical records. The TMV user interface is purple and says Total Member View in the upper right corner. TMV highlights include viewing your patients who have a care gap and providing feedback on care gaps. If you were a user of the P360 dashboard, moving to Total Member View will be a simple transition.

Viewing Your Patients Who Have a Care Gap:
- After selecting the **Total Member View application tile** in *Payer Spaces*, you will be taken to the *Summary* tab.
- Within the *Summary* tab, locate and select the **care gap alert name** on the *Active Alerts* card.

Providing Feedback on Care Gaps:
- Click the line item of the care gap on the *Active Alerts* card you would like to provide feedback on. A *Care Gap Alert Feedback Entry* dialog box will display.
- From the *Latest Feedback* field, select the **drop-down arrow**, then select the **type of feedback** you would like to provide (for example, My Patient is compliant with message suggestion, My Patient will not likely comply with this suggestion).
- Once selected, choose **Save**.

User Guide

The *Total Member View Availity User Guide* illustrates step-by-step instructions on accessing and navigating through the Availity Essentials platform and how to use the system. This guide is available through the Availity Essentials Custom Learning Center:

- After logging into **Availity Essentials**, select **Payer Spaces** from the top menu bar, then select the **Blue Cross NC - Healthy Blue payer tile**.
- Once in *Payer Spaces*, select the **Custom Learning Center application**, then select the **Resources** section.
- To use the catalog filter to narrow the results, select **Payer Spaces** from the *Category* menu.
- Select download to view and/or the reference guide.