The Availity Patient Care Summary (PCS) is an electronic health record sourced from claim-based information collected by Blue Cross and Blue Shield of Illinois (BCBSIL) from physicians, pharmacies, labs and other health care providers based on the last 24 months of claims data. Providers who are registered with Availity can use the PCS to obtain a consolidated view of a patient’s health history at the point of care. This information can help identify potential treatment issues, such as clinical gaps in recommended care services, missed prescription refills and possible drug interactions.

The PCS includes the following details:

- Demographic patient information, including date of birth, address and phone number
- The patient’s primary care physician (PCP) and other providers visited in the past 24 months
- Diagnoses and procedures submitted and reflected in the claims records
- Professional, hospital and emergency room services reflected in the claims records
- Prescriptions filled, including the class of the drug, total fills and last date filled
- Radiological and laboratory services reflected in the claim records

Getting Started

- Go to Availity
- Select Availity Portal Login
- Enter User ID and Password
- Select Log in

Note: Only registered Availity users can access the Patient Care Summary.

Availity Administrator: Access must first be granted to users by going to My Account Dashboard ➔ Maintain User or Add User ➔ select role Patient Care Summary

Accessing Patient Care Summary (option 1)

- Select Patient Registration from the navigation menu
- Select Patient Care Summary Inquiry

Quick Tip:

Refer to page 5 to access the Patient Care Summary using option 2.
Inquiry

- Complete the **Patient Care Summary Inquiry**
- **Select** Submit

### Patient Care Summary Inquiry

* indicates required fields

**Payer:** BCBSIL

**Provider Information**

*Organization:*

Express Entry - Provider: --- Select One ---

*NPI:* 1234567893

**Patient Information**

**Search Option:** Patient ID & DOB

*Patient ID:*

*Patient Date of Birth: * / * / *

[Submit] [Clear Page]

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Disclaimer

- After thorough review, select **I Agree**
- Once accepted, the PCS will populate on the screen with a summary of the requested patients information

*Note: This disclaimer will populate each time a PCS is requested for a patient.*

### Patient Care Summary Disclaimer

Information provided through the Patient Care Summary capability includes only information submitted to participating insurers for payment purposes.

1. **Terms and Conditions**

   In addition to the provisions of the Organizational Access Agreement, your use of the Patient Care Summary capability is subject to the following:
   - Only physicians treating the subject patient of this health record (or such physician’s designee) may access this information and they must only use it, and are responsible for ensuring that it is only used, for such treatment purposes.
   - Physicians must use their professional judgment to verify this information and should not exclusively rely on this information to treat their patients.

2. **Disclaimers**

   - The information is not a medical record, nor is it intended to be a complete record of a patient’s health information and may contain errors.
   - Certain information may have been intentionally excluded (due to its sensitivity - mental health, substance abuse, HIV/AIDS, sexually transmitted diseases, and abortion related data - or for other reasons).

3. **Confidential/Proprietary Information: Limited Use**

   The information contained in this Patient Care Summary is confidential and proprietary, protected by copyright and subject to protection under federal and state law. A printed copy may be included in the physician’s own medical file for the subject patient. No other distribution, transmission or copying is permitted.

   By clicking "I Agree" below, you confirm that you are a physician or a physician’s designee and acknowledge and accept the foregoing obligations.

[I Agree] [Print]
## Table of Contents

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- History of medication use
- Problem List
- History of Procedures
- Relevant diagnostic tests and/or laboratory data
- Encounters
- Immunizations
- Payers
- Plan of Care
- Social History
- Vital Signs

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### Allergies, adverse reactions, alerts

No Data Available

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### History of medication use

<table>
<thead>
<tr>
<th>Type (Brand</th>
<th>Generic)</th>
<th>Brand Name</th>
<th>Drug Description</th>
<th>Route</th>
<th>Fill Date</th>
<th>Amount</th>
<th>Days Supplied</th>
<th>Prescriber</th>
<th>Prescriber Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trademarked Name</td>
<td>EPIDUO GEL 0.1-2.5%</td>
<td>Adapalene Benzoyl Peroxide Gel 0.1-2.5%</td>
<td>External</td>
<td>2021-01-06</td>
<td>45</td>
<td>30</td>
<td>No Data</td>
<td>Available</td>
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</tr>
</tbody>
</table>

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### Problem List

<table>
<thead>
<tr>
<th>Type (Acute</th>
<th>Chronic)</th>
<th>Condition</th>
<th>Severity</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute</td>
<td>Back Disorder- Lumbar</td>
<td>Low</td>
<td>2020-04-25</td>
<td>2020-04-26</td>
<td></td>
</tr>
<tr>
<td>Acute</td>
<td>Inflammation and Infection of Skin and Subcutaneous Tissue, Other</td>
<td>Low</td>
<td>2020-05-09</td>
<td>2020-05-09</td>
<td></td>
</tr>
<tr>
<td>Acute</td>
<td>Lymphatic Disorder, Other</td>
<td>Low</td>
<td>2020-06-10</td>
<td>2020-06-10</td>
<td></td>
</tr>
<tr>
<td>Chronic</td>
<td>Epilepsy</td>
<td>High</td>
<td>2020-03-11</td>
<td>2020-07-01</td>
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</tbody>
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### History of Procedures

<table>
<thead>
<tr>
<th>Procedures</th>
<th>Procedure code</th>
<th>Service date</th>
<th>Servicing provider</th>
<th>Phone#</th>
</tr>
</thead>
<tbody>
<tr>
<td>EEG A WAKE AND ASLEEP</td>
<td>95019</td>
<td>2019-06-01</td>
<td>QUEST DIAGNOSTICS INC</td>
<td>800-899-8332</td>
</tr>
<tr>
<td>MRI BRAIN STEM WO &amp; WIDYE</td>
<td>70553</td>
<td>2019-12-25</td>
<td>QUEST DIAGNOSTICS INC</td>
<td>800-899-8332</td>
</tr>
</tbody>
</table>
### Relevant diagnostic tests and/or laboratory data

<table>
<thead>
<tr>
<th>Class</th>
<th>Test</th>
<th>Abnormal value</th>
<th>Result</th>
<th>Units</th>
<th>Ref Low</th>
<th>Ref High</th>
<th>Date</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chemistry</td>
<td>Alanine aminotransferase [Enzymatic activity/volume] in Serum or Plasma</td>
<td>l</td>
<td>16</td>
<td>UIL</td>
<td>9</td>
<td>46</td>
<td>2020-10-22</td>
<td>No Data Available</td>
</tr>
<tr>
<td>Chemistry</td>
<td>Albumin [Mass/volume] in Serum or Plasma</td>
<td>l</td>
<td>4.8</td>
<td>g/dL</td>
<td>3.6</td>
<td>5.1</td>
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<td>No Data Available</td>
</tr>
<tr>
<td>Chemistry</td>
<td>Albumin/Globulin [Mass Ratio] in Serum or Plasma</td>
<td>l</td>
<td>2.1</td>
<td>(calc)</td>
<td>1</td>
<td>2.5</td>
<td>2020-10-22</td>
<td>No Data Available</td>
</tr>
<tr>
<td>Chemistry</td>
<td>Alkaline phosphatase [Enzymatic activity/volume] in Serum or Plasma</td>
<td>l</td>
<td>50</td>
<td>UIL</td>
<td>40</td>
<td>115</td>
<td>2020-10-22</td>
<td>No Data Available</td>
</tr>
<tr>
<td>Chemistry</td>
<td>Aspartate aminotransferase [Enzymatic activity/volume] in Serum or Plasma</td>
<td>l</td>
<td>22</td>
<td>UIL</td>
<td>10</td>
<td>46</td>
<td>2020-10-22</td>
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</tr>
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</table>

### Encounters

<table>
<thead>
<tr>
<th>Type</th>
<th>Facility/Provider</th>
<th>Admit/Service Date</th>
<th>Discharge Date</th>
<th>LOS</th>
<th>Diagnosis/Specialty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialist Visit</td>
<td>QUEST DIAGNOSTICS INC</td>
<td>2020-10-01</td>
<td></td>
<td></td>
<td>NIA - LABORATORY</td>
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</table>

### Immunizations

No Data Available

### Payers

<table>
<thead>
<tr>
<th>Payers</th>
<th>Subscriber ID</th>
<th>Member ID</th>
<th>Group ID</th>
<th>Line of Business</th>
<th>Plan</th>
<th>Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0000001111111111</td>
<td>111111</td>
<td>123456</td>
<td>PPO</td>
<td>ABC1111</td>
<td>2020-01-01 – 9999-12-31</td>
</tr>
</tbody>
</table>

### Plan of Care

No Data Available

### Social History

No Data Available

### Vital Signs

No Data Available

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### Descriptions:

- **Allergies, adverse reactions, alerts** – Patient allergies or instances where the patient experienced an adverse reaction to one or more medications.

- **History of medication use** – Class of prescription drugs filled at retail pharmacies billed during the given time period. Prescriptions billed on non-pharmacy claims, such as hospital and physician claims, are not included. The number of times each prescription was filled and the last time it was filled is included.

- **Problem List** – All diagnosis by the service date. If more than one diagnosis was submitted on a claim, all of the diagnosis codes are listed.

- **History of Procedures** – Procedure types, codes and a description of each procedure.

- **Encounters** – Admissions to an inpatient facility, such as hospitals, rehabilitation centers and other similar facilities. The number of emergency room visits that were adjudicated during the given time period as well as all provider visits.

- **Plan of Care** – Treatment opportunities based on the clinical intelligence rules applied to the data. If the system detects a test that should be ordered, per evidence-based medicine, but no claim for that test was found during the time period, a message to the clinical staff displays in this section. (i.e., the patient has diabetes and no claims for an annual dilated eye exam or A1C test are found or have been performed in the appropriate time frame, a treatment opportunity flag displays.) This section also indicates any missing recommended preventive care opportunities, typically based on age and gender of the member as identified by clinical intelligence rules.
Accessing the Patient Care Summary (option 2)

- Select **Patient Registration** from the navigation menu

- Select **Eligibility and Benefits Inquiry**

- Complete the inquiry and select **Submit**

Quick Tip:

→ Refer to the *Eligibility and Benefits User Guide* to learn how to verify Eligibility & Benefits via Availity.

After completing an **Eligibility and Benefits Inquiry**, the Patient Care Summary will be available at the top of the response screen for **eligible** members

* See [page 6](#) for a list of exceptions
When a PCS return may be unavailable and/or exclude information:

→ Your Availity Administrator has not granted you access to the Availity Patient Care Summary.

→ The Eligibility and Benefits Inquiry was not returned successfully.

→ The patient is a twin for which the Eligibility and Benefits Inquiry requires the first name and last name to be entered.

→ The patient paid out-of-pocket and no claim is filed for the service; BCBSIL has no record of the service.

→ Claims were adjudicated by a payer or health plan other than BCBSIL that does not participate in the Availity Patient Care Summary program (out-of-state).

→ The patient has restricted access to his or her claim information.

→ Services were performed too far in the past. BCBSIL returns results from the past 24 months.

→ The patient is new and does not have claim history with BCBSIL.

→ The patient resides outside of the area where Availity Patient Care Summary has been implemented.

→ The service involves sensitive information, such as psychiatric treatment, substance abuse, genetic testing or HIV/AIDS-related treatment.

→ The patient is eligible for Medicare or has other primary health care coverage (coordination of benefits).

→ Claim data has not completed the clinical intelligence rules application. Claims processed within 90 days may not be available to view on the Patient Care Summary.

Have questions or need additional education? Email the Provider Education Consultants.

Be sure to include your name, direct contact information & Tax ID or billing NPI.