

Patient Health Record FAQ

Dental

What does Patient Health Record do?

It provides access to your Wellpoint patient's medical profile, which can include relevant medical diagnoses, lab results, prescription medication history, and more.* The application also allows you to update information regarding your patients' medical conditions, such as diabetes and hypertension, as well as dental complications from these systemic conditions. You are also able to share patient vitals, including blood pressure, height, weight, BMI, etc. This data can identify at-risk patients and you can assist in co-managing these chronic conditions and help reduce severity of systemic disease. This is especially helpful when a patient regularly attends their dental exams but doesn't schedule regular medical check-ups. Every in-network healthcare provider participating in that patient's care will have the most up-to-date information.

When a patient with Wellpoint dental benefits also has medical benefits through one of our affiliated medical plans, we're able to capture important clinical and claims data and share it with in-network providers so everyone treating the patient is more informed about their medical status.

* This collaboration is allowed under the *Health Insurance Portability and Accountability Act (HIPAA)*.

Why is Wellpoint providing this information?

We're committed to holistic care for our members. We believe dental professionals should know as much as they can about their patients, whether it is their first visit or a patient of record. Since you are part of your patient's integrated care team, you are helping manage the process. We feel it is important to provide access to clinical information that is relevant to dental care. The power of Wellpoint's virtual collaboration gives providers the ability to identify potential gaps in patient care like diabetes or heart disease.

What patient information is available?

When you use Patient Health Record, you'll see relevant medical diagnoses, vital sign data, care gap feedback, results from prior applicable lab tests, and a list of current and previously dispensed prescription medications that could affect dental health — all of which can help you make more informed decisions about your patient's care. You'll also be able to see if your Wellpoint patient is enrolled in one of our care management programs and working with a case manager to help manage a chronic condition such as diabetes.

We capture data submitted through secure claims transmissions. This helps us identify members who may benefit from enrolling in one of our care management programs.

Patient Health Record does not list any patient health information that falls within the category of sensitive services (some examples may include, but are not limited to, records relating to HIV/AIDS, mental health, reproductive services, abuse, genetic information, and substance use disorder).

Can my office submit information into the Patient Health Record application?

It's not required that you provide information back to us. However, Patient Health Record gives you the option to update information regarding your patients' medical conditions — like diabetes and hypertension — as well as dental complications from these systemic conditions. You are also able to share patient vitals, including blood pressure, height, weight, BMI, etc. This data can identify at-risk patients, and you can assist in comanaging these chronic conditions and help reduce the severity of systemic disease.

How do I access the health information data for Wellpoint members?

We've made it easy for you by creating Patient Health Record, an application on the Eligibility and Benefits page of the Availity Essentials platform that will take you straight to your patient's clinical data. When you look up the Wellpoint dental member, the tool is in the upper left side of the page, near the member's name and demographic information. Patient Health Record can also be found on the lower right corner of the Payer Spaces page. If there are any care alerts, they will automatically display in a new window.

Note: Pop-ups accessed from the Availity Essentials platform, such as Availity Help topics and third-party websites, might not open if you have a pop-up blocker activated. Pop-up blockers can be part of your browser or a separate application such as a third-party browser toolbar or anti-spyware software.

Why/how would I use this information?

You should find this information helpful in several ways:

- Alerts and provider feedback regarding any current gaps in care will be brought to your attention.
- You will be able to see any recent diagnoses and vital sign data entered by other healthcare providers who treated your patient.
- You can share patient vitals, including blood pressure, height, weight, BMI, etc. This data can identify at-risk patients, and you can assist in co-managing these chronic conditions and help reduce the severity of systemic disease. This is especially helpful when a patient regularly attends their dental exams but doesn't schedule regular medical check-ups.
- You will be able to view medications that may have an effect on the patient's oral health. This can help confirm any information provided by the patient and could even aid you in clinical observations.
- You'll be more informed as to the patient's state of health when performing the dental exam, which can help you play a more active role in the patient's care.
- All this information makes it that much easier for you to establish the type of relationship that promotes continuity of care with your patients.

- Every in-network healthcare provider participating in the patient's care will have the most up-to-date information.

Do I have to use this information?

No, but it's certainly in your best interest to do so. It will save you time by validating the patient's medical history, increase the efficiency of the dental exam process, enhance the role you play in the patient's care, and promote continuity of care between you and the patient.

Which NPI should I use?

If you have different NPI numbers for your office, be sure to use the individual NPI, not the group NPI. Individual NPI is also called NPI 1. NPI 2 is considered the group NPI.

Is the data in compliance with *HIPAA*?

Yes, the medical data is delivered through the secure claims system and is compliant with *HIPAA* policies.

Is clinical data available for all Wellpoint members?

Clinical data is available **only** for Wellpoint members who also have one of our health plans.

Can I export the information into my practice management system or electronic healthcare records (EHR)?

At this time, it is not possible to export the electronic information into your practice management or EHR software, but you can download a PDF to upload to the EHR or to save offline. You can also print the information to insert in the patient's chart.

What if I click the Patient Health Record button and see a blank screen?

If you see a blank screen, close the window and try again.

What if I need to learn more about a particular diagnosis?

For more information about a listed diagnosis, you can search online for the definition at cms.gov/medicare-coverage-database/staticpages/icd-10-code-lookup.aspx.

Why are the diagnoses limited?

To protect the privacy of our members, we only share information that can be considered relevant to dental care.

To start, visit Availity.com.