

# MANAGING DISCUSSIONS IN THE PAYER PORTAL



The Discussions page allows Healthy Blue Employees to manage and prioritize inbound communications, act on critical tasks, and communicate internally and externally with Provider Agencies to ensure issues are resolved.

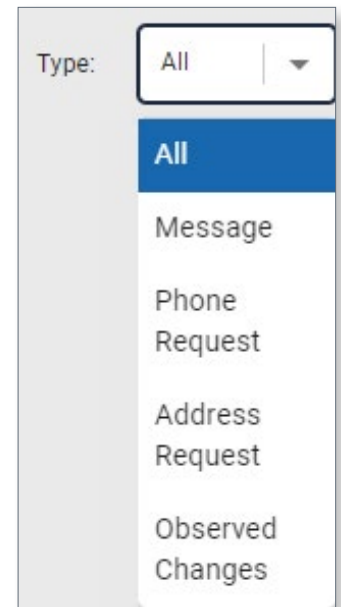
## DISCUSSIONS NAVIGATION

On the Discussions page, you will see a list of all discussions that can be filtered by **Assigned to**, **Status**, **Type**, and **Internal/External**. Clicking the **expand arrow** next to the **Status drop-down** will allow you to search for a discussion by Member name or filter the list by either the date the discussion was created or last updated.

## DISCUSSION TYPES

The CareBridge Portal has four different types of discussions:

- **Message:** This discussion type is used for general purpose communication either internally between Healthy Blue Employees or externally between Healthy Blue and Provider Agency Employees.
- **Phone Request:** This discussion type allows Provider Agencies to request to add a new or updated Member phone number from Healthy Blue. When Providers request to update or add a phone number, a discussion is automatically generated and sent to the Discussions page for both the Provider Agency and Healthy Blue. Healthy Blue must approve the request before the Provider Agency can use the new phone number. If Healthy Blue has not configured the requests for auto-approval, an Accept/Reject button will be in the details card and one option must be selected. Once the request is approved, change the status to Closed. This action does not affect the Member file sent from Healthy Blue.
- **Address Request:** This discussion type allows Provider Agencies to request the addition of a new or updated Member address from Healthy Blue. When Provider Agencies request to add an address in the Member's details, a discussion is automatically generated and sent to the Discussions page for both the Provider Agency and Healthy Blue. Healthy Blue must approve the request before the new address is active. If Healthy Blue has not configured the requests for auto-approval, an Accept/Reject button will be in the details card and one option must be selected. Once the request is approved, change the status to Closed. This action does not affect the Member file sent from Healthy Blue. North Carolina has opted for auto approval of address change requests.
- **Observed Changes:** This discussion type allows Caregivers to communicate changes in the Member's condition to Healthy Blue. Observed Changes discussions are created when a Caregiver answers "yes" to an Observed Changes question during a visit. When an Observed Changes question is answered with a "yes", a discussion is automatically generated and sent to the Discussions page of both the Provider Agency and Healthy Blue. You will want to monitor this regularly.



## DISCUSSION DETAILS

Clicking on a discussion will display the discussion's details. From the discussion **DETAILS** tab, you can add information or update the discussion.

There are multiple actions that can be taken from the discussion **DETAILS** tab:

- **Status:** To manage your discussions and track their progress, you can update their Status. Statuses available are **Open**, **In Progress**, and **Closed**. It is important to update the status of a discussion so all users can see the current progress.
- **Assigned to:** To manage tasks across your organization, assign discussions to the appropriate Employee.
- **Approve/Reject:** If manually responding to an address or phone change request, click the **Approve** or **Reject** button, then **Close** the discussion.

- **Internal/Shared:** If you need to send the discussion to the Member's Provider Agency, select the Provider Agency from the **Share with provider** drop-down.
- **Comments:** At the bottom of the discussion, you can leave comments and correspond. If the discussion is internal, there will only be one tab: **INTERNAL**. If the discussion is shared, it will have both an **INTERNAL** and a **SHARED** tab. Both tabs allow for separate communication channels within the discussion. Internal comments will not be visible to the Provider Agency. The **SHARED** tab will only be available if the discussion has been shared with the Member's Provider Agency.

DETAILS
APPOINTMENTS
VISITS

**Corabella Verdey** ⋮

MemberID: 06532798195257745   Primary Phone: 615-580-0848   Primary Address: 37154 6TH PASS

<small>Created by:</small>	Gwyneth Mceuen	<small>Created date:</small>	08/15/2020 3:23 PM
<small>Type:</small>	Observed Changes	<small>Last Updated Date:</small>	08/15/2020 6:17 PM
<small>Subject:</small>	Unusual Behavior	<small>Status:</small>	Open <span style="font-size: 0.8em;">▾</span>
<small>Description:</small>	Is the member looking or acting different than they usually do?	<small>Assigned to:</small>	Select... <span style="font-size: 0.8em;">▾</span>
		<small>Share with provider:</small>	CNG Mobile Home Health

INTERNAL
SHARED

**Leave a comment**

Enter a comment

📎 Attach file
CANCEL   SEND

Anthem TestUser

6:17 PM, August 15, 2020

This is an internal comment for test purposes.