



Patient Care Summary Report in Blue e

Access · Navigation · Content

The Patient Care Summary for Blue Cross and Blue Shield of North Carolina (BCBSNC) members brings you essential information that helps you deliver the care most appropriate for your patients.

You will be able to review a three-year history of your patients' care – including who they saw, where they were seen and the diagnosis code or code for the visit. You will also have a 12 month record of your patients' prescription history, including refills.

Table of Contents

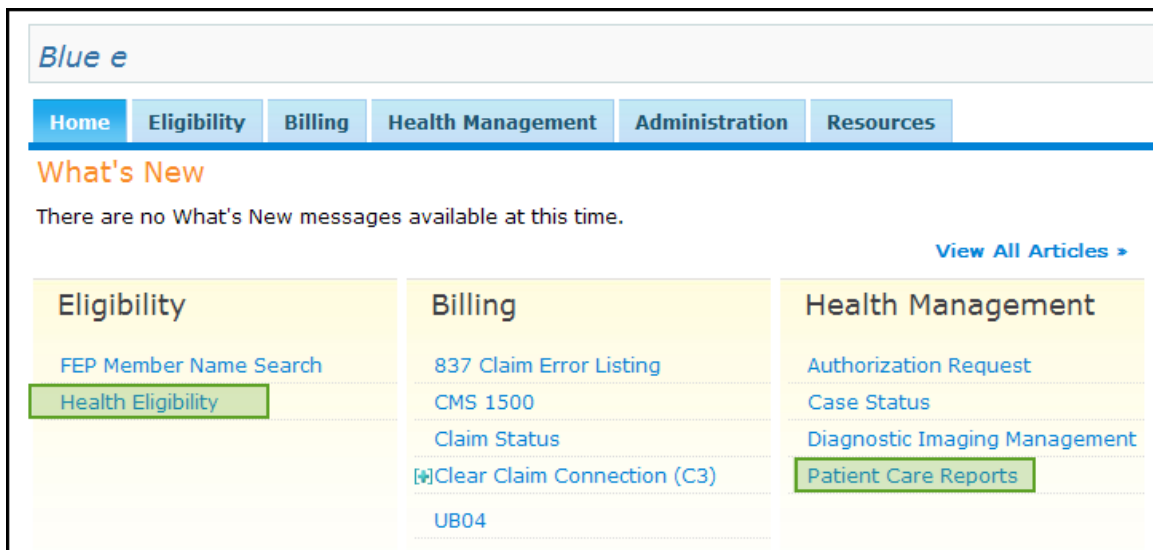
- Page 1 - Accessing the Report
- Page 3 – The Patient Care Summary Report
- Page 4 – Patient Care Summary Report Navigation
- Page 4 – The Patient Care Summary Detail Report

Accessing the Report

Note: Internet Explorer is suggested. Firefox and other browsers are not supported.

The Patient Care Summary Report is accessible on the *Home page* of *Blue e*
Log in to: <https://providers.bcbsnc.com/>

- 1) Select either the **Health Eligibility** or **Patient Care Reports** link. Both of these links will direct you to the same pages within the system.





- 2) The *Health Eligibility* page opens. From here:
 - A. Select the **Provider Number**.
 - B. Search for a member by their **Member Number...or...**
 - C. Search for the member by their full name and date of birth.
 - D. Enter the **Date of Service**.
 - E. Click **Search**.

Home » Eligibility » Health Eligibility

Please enter the member number and/or the member last name, first name, and date of birth. A member number state members. You may enter a single date for the date of service, or if left blank, it will search on today's date.

Note: To access Patient Care Summary, enter the NPI and member number, then click search.

* Required fields

A * **Provider Number**

B **Member Number** and **C** **Member Last Name**

Member First Name

Member Date of Birth

D **Date of Service**

E **Search**

Note: The **date of service** must be entered for the system to process the PCS report. The **generated report will not be specific to the date entered here**; rather, the report will provide a three-year history of your patients' medical care. Also, information for services may not appear if rendered after the report was last updated (refreshed).

- 3) The *Display Page* opens. From here you may:
 - A. Search for another member through the **Search Criteria...or...**
 - B. Click **Patient Care Summary** to open the report.

Home » Eligibility » Health Eligibility » Display Page Health Eligibility Training

Search Criteria

Provider Number	Member Number	Last Name	First Name	Date of Birth	Date of Service	Search
WAKE UNIVERSITY P (1003803032)	YPPW12345678001	<input type="text"/>	<input type="text"/>	<input type="text"/>	02112011	<input type="button" value="Search"/>

[View FEP/Out of State Search Results](#)

Member Policy Effective Dates : 08/01/2010 - 07/31/2011

B **Patient Care Summary**



The Patient Care Summary Report:

The Patient Care Summary Report provides the user with a snapshot of the member's most recent care experience on a single page.



NOTICE: The following includes confidential personal health information that is subject to the Health Insurance Portability and Accountability Act, the Health Information Technology for Economic and Clinical Health Act, North Carolina Consumer and Customer Information Privacy Act and all other applicable laws.

Patient Care Summary

04/18/2012 10:58 AM

Last Name	First Name	DOB	Gender	Subscriber ID
PUBLIC	JOHN	01/01/1957	M	YPPW0123456701

Summary Refresh Date: 03/25/2012 - Information herein is based on BCBSNC Claims Data only and is refreshed monthly

Demographics

Basic information such as Name, DOB, Age, etc.

Potential Gaps

Gaps identified as past due per BCBSNC's Claims data and evidence based.

Potential Gaps in Evidence Based Care: Identified as past due

Condition	Potential Gap	Months Overdue
Diabetes	Diab: Retinal Eye Exam	17
Diabetes	Diab:Medical Attention for nephropathy	17
Preventive	Colorectal Cancer Screen	16

Prescriptions: Ten most recent unique medications in the last 12 months. Rx used to treat substance abuse are omitted due to privacy regulations.

Prescriptions

Up to 10 unique prescriptions over the past 12 months. Medications ordered but not filled are noted as such. Medications with generic alternatives available are noted.

Latest Fill	Prescriber	Medication	Dose	Days Supply (#)
02/11/2012	Ralph P. Sample, M.D.	GEMFIBROZIL	600 MG	30 (60)
02/11/2012	Ralph P. Sample, M.D.	VITAMIN D	50000 UNIT	4 (4)
12/09/2011	Ralph P. Sample, M.D.	LIPITOR (generic available)	20 MG	30 (30)
12/05/2011	Ralph P. Sample, M.D.	APAP/HYDROCODONE BITARTRATE	7.5-500 MG	30 (90)
12/05/2011	Ralph P. Sample, M.D.	CEPHALEXIN (Rx not picked up)	500 MG	0 (0)
09/15/2011	Sarah T. Example, M.D.	TRAMADOL HYDROCHLORIDE	50 MG	10 (40)
09/02/2011	Ralph P. Sample, M.D.	PREDNISONE	10 MG	8 (20)
06/23/2011	Ralph P. Sample, M.D.	AZITHROMYCIN	250 MG	5 (6)

Medical care: Claims identified up to a maximum of 10 over the past 36 months - labs, substance abuse, abortion, DME, radiology, anesthesiology, and pathology claims omitted.

Medical Care

Provides information on the last 10 instances of medical care for the member over the last 36 months, including diagnosis and provider history, as well as places of service.

Date of Visit	Provider	Specialty	Place of Service	Diagnosis Codes
12/09/2011	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	250.00
12/05/2011	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	250.00
09/21/2011	Leanne K. Test, M.D.	NEUROLOGY	OUTPATIENT HOSPITAL	355.5
09/21/2011	FACILITY	GENERAL ACUTE CARE HOSPITAL	OUTPATIENT HOSPITAL	729.5 825.25
09/02/2011	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	724.3
06/23/2011	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	466.0
05/09/2011	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	250.00
01/17/2011	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	466.0
10/22/2010	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	250.0
08/13/2010	Lawrence A. Quiz, M.D.	UROLOGY	OFFICE	592.1

Provider Alerts

BCBSNC is actively trying to reach this patient for Care Management assistance. Please encourage this patient to contact us at 1-800-218-5295, option 3.

This patient may have the opportunity to save out-of-pocket costs by switching to a generic medication.

Provider Alerts

Actionable Alerts

The Cross and Shield are registered marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association serving residents of North Carolina.

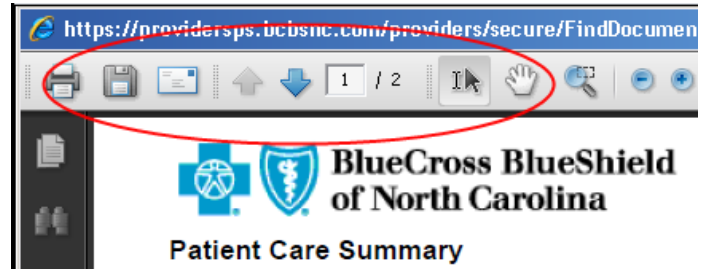
This informational report is provided as a convenience and is based solely on available BCBSNC claims data. The report may not be complete or current during periods when the patient was not a BCBSNC member or covered under a health plan prohibiting such reporting. It is not a professional medical consultation. It has no bearing on the patient's eligibility or benefits. For inquiries regarding the report, please contact BCBSNC Provider Blue Line® at 1-800-214-4544.

Note: If you find that a patient's Care Gap information should be changed, locate the **Patient Care Summary - Care Gap Change Request Form** on the **Blue E homepage** under the **Related Links** section.



Patient Care Summary Report Navigation:

A toolbar will appear on the top or bottom of your report depending on your PDF software version. From it you may navigate through the pages using the up and down arrows. You may also print and save the report from here.



The Patient Care Summary Detail Report:

The PCS Detail Report captures all claim activity for prescriptions in the past 12 months and medical care in the past 36 months. The Detail Report appears subsequent to the summary information.

Prescription Detail Report

The **Prescription Detail Report** displays a complete 12-month prescription history, including refills and prescriptions that were never filled.

Patient Care Summary

04/18/2012 10:58 AM

Last Name	First Name	DOB	Gender	Subscriber ID
PUBLIC	JOHN	01/01/1957	M	YPPW0123456701

Summary Refresh Date: 03/25/2012 - Information herein is based on BCBSNC Claims Data only and is refreshed monthly

Detail Report

Prescriptions Detail: Rx claims identified in the last 12 months. Rx to treat substance abuse are omitted due to privacy regulations.

Latest Fill	Prescriber	Medication	Dose	Days Supply (#)
02/11/2012	Ralph P. Sample, M.D.	GEMFIBROZIL	600 MG	30 (60)
02/11/2012	Ralph P. Sample, M.D.	VITAMIN D	50000 UNIT	4 (4)
01/11/2012	Ralph P. Sample, M.D.	VITAMIN D	50000 UNIT	4 (4)
12/09/2011	Ralph P. Sample, M.D.	GEMFIBROZIL	600 MG	30 (60)
12/09/2011	Ralph P. Sample, M.D.	LIPITOR (generic available)	20 MG	30 (30)
12/05/2011	Ralph P. Sample, M.D.	APAP/HYDROCODONE BITARTRATE	7.5-500MG	30 (90)
12/05/2011	Ralph P. Sample, M.D.	CEPHALEXIN (Rx not picked up)	500 MG	0 (0)
11/20/2011	Ralph P. Sample, M.D.	VITAMIN D	50000 UNIT	4 (4)
11/06/2011	Ralph P. Sample, M.D.	LIPITOR	20 MG	30 (30)
10/24/2011	Ralph P. Sample, M.D.	GEMFIBROZIL	600 MG	30 (60)
10/08/2011	Ralph P. Sample, M.D.	VITAMIN D	50000 UNIT	4 (4)
10/04/2011	Ralph P. Sample, M.D.	LIPITOR	20 MG	30 (30)
09/16/2011	Ralph P. Sample, M.D.	VITAMIN D	50000 UNIT	4 (4)
09/15/2011	Sarah T. Example, M.D	TRAMADOL HYDROCHLORIDE	50 MG	10 (40)
09/02/2011	Ralph P. Sample, M.D.	APAP/HYDROCODONE BITARTRATE	7.5-500MG	10 (30)
09/02/2011	Ralph P. Sample, M.D.	LIPITOR	20 MG	30 (30)
09/02/2011	Ralph P. Sample, M.D.	PREDNISONE	10 MG	8 (20)
08/12/2011	Ralph P. Sample, M.D.	GEMFIBROZIL	600 MG	30 (60)
07/01/2011	Ralph P. Sample, M.D.	VITAMIN D	50000 UNIT	4 (4)
06/23/2011	Ralph P. Sample, M.D.	AZITHROMYCIN	250 MG	5 (6)
06/10/2011	Ralph P. Sample, M.D.	GEMFIBROZIL	600 MG	30 (60)
05/09/2011	Ralph P. Sample, M.D.	APAP/HYDROCODONE BITARTRATE	7.5-500MG	30 (30)
04/23/2011	Ralph P. Sample, M.D.	GEMFIBROZIL	600 MG	30 (60)
04/23/2011	Ralph P. Sample, M.D.	VITAMIN D	50000 UNIT	4 (4)



Medical Care Detail Report

The **Medical Care Detail Report** displays all medical claims, including diagnosis and procedure codes, from the past 36 months. In addition, the detail report includes labs, radiology, DME, anesthesiology and pathology claims.

Medical care: Claims identified over the past 36 months - substance abuse and abortion claims omitted.

Date of Visit	Provider	Specialty	Place of Service	Diagnosis Codes	Procedure Codes
12/09/2011	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	250.00	83036
12/05/2011	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	250.00	99213
09/21/2011	Leanne K. Test, M.D.	NEUROLOGY	OUTPATIENT HOSPITAL	355.5	95904
09/21/2011	FACILITY	GENERAL ACUTE CARE HOSPITAL	OUTPATIENT HOSPITAL	729.5 825.25	N/A
09/02/2011	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	724.3	99213
06/23/2011	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	466.0	99213
05/09/2011	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	250.00	99213
01/17/2011	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	466.0	99213
10/22/2010	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	250.00	99213
08/13/2010	Lawrence A. Quiz, M.D.	UROLOGY	OFFICE	592.1	99214
08/09/2010	John E. Final, M.D.	DIAGNOSTIC RADIOLOGY	OFFICE	789.07	74150
08/09/2010	Lawrence A. Quiz, M.D.	UROLOGY	OFFICE	592.0	99214
07/23/2010	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	681.1	99211
07/19/2010	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	681.1	99213
06/18/2010	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	250.00	99213
04/07/2010	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	719.41	99213
02/19/2010	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	724.2	82306
01/08/2010	Ralph P. Sample, M.D.	INTERNAL MEDICINE	OFFICE	250.00	99213

Procedure and Diagnosis Code Description(s) Detail Report

The **Procedure and Diagnosis Code Description(s) Detail Report** provides descriptions of all diagnosis and procedure codes found in the report.

Patient Care Summary

04/18/2012 10:58 AM

Last Name	First Name	DOB	Gender	Subscriber ID
PUBLIC	JOHN	01/01/1957	M	YPPW0123456701

Summary Refresh Date: 03/25/2012 - Information herein is based on BCBSNC Claims Data only and is refreshed monthly

Detail Report

Procedure and Diagnosis Code Description(s): Unique procedure and diagnosis codes identified for this member over the last 36 months. Substance abuse and abortion claims omitted.

Code	Description
83036	HEMOGLOBIN; GLYCATEDHEMOGLOBIN; GLYCATED
250.00	DIABETES, UNCOMPLICATED, TYPE
99213	OFFICE OR OTHER OUTPATIENT VISIT FOR THE EVALUATION ANDMANAGEMENT OF AN ESTABLISHED PATIENT, WHICH REQUIRES AT LEAST TWO OF THESE THREE KEY COMPONENTS:
95904	NERVE CONDUCTION, AMPLITUDE AND LATENCY/VELOCITY STUDY, EACHNERVE, ANY/ALL SITE(S) ALONG THE NERVE; SENSORY
355.5	TARSAL TUNNEL SYNDROME
729.5	PAIN IN LIMB
825.25	FX METATARSAL, CLOSED
724.3	SCIATICA
466.0	ACUTE BRONCHITIS
99214	OFFICE OR OTHER OUTPATIENT VISIT FOR THE EVALUATION ANDMANAGEMENT OF AN ESTABLISHED PATIENT, WHICH REQUIRES AT LEAST TWO OF THESE THREE KEY COMPONENTS:
592.1	CALCULUS OF URETER
74150	COMPUTERIZED AXIAL TOMOGRAPHY, ABDOMEN; WITHOUT CONTRASTMATERIAL
789.07	ABD PAIN GENERALIZED
592.0	CALCULUS OF KIDNEY
99211	OFFICE OR OTHER OUTPATIENT VISIT FOR THE EVALUATION ANDMANAGEMENT OF AN ESTABLISHED PATIENT, THAT MAY NOT REQUIRE THE PRESENCE OF A PHYSICIAN.
681.10	CELLULITIS, TOE NOS
719.41	PAIN IN JOINT, SHOULDER
82306	VITAMIN D; 25 HYDROXY, INCLUDES FRACTION(S), IF PERFORMED
724.2	LUMBAGO