

Care Alerts

Care Alerts notify providers when an attributed patient has an emergency room visit or is admitted to or discharged from a hospital.

Physicians and physician extenders in obstetrics-gynecology or a primary care field can subscribe to receive the types of alerts (emergency room visit, hospital admission, and/or hospital discharge) they want to receive about their patients and select how they'd like to receive them (Direct message*, secure email, and/or fax).

***ProviderAccess* Administrators: Enroll Providers Online for Care Alerts**

1. Log in to *ProviderAccess*.
2. Click "Users" in the upper right corner of screen.
3. Select the tab labeled, "Care Alerts."

*Direct messages are similar to email but are delivered right to your electronic health record (EHR) system securely and almost immediately. Contact your EHR vendor to obtain a Direct messaging address if you do not already have one.

Benefits of Receiving Care Alerts

- Patient care management is improved through:
 - Awareness of patient care received outside your office.
 - Identified opportunities to close patient gaps in care.
 - Better transition of care after hospital discharge.
- Potential improvement in these performance measures:
 - Plan All-Cause Readmissions (Hospital Readmissions)
 - Medication Reconciliation Post Discharge for Blue Advantage[®] Members

*Direct messaging is a technology standard required by the Office of the National Coordinator (ONC)-certified EHR solutions for the secure exchange of clinical information via the Internet.