

# Care Alerts

## Bridging Gaps for Better Patient Outcomes

Care Alerts are admit, discharge and transfer (ADT) messages that notify providers when an attributed patient has an emergency department visit or is admitted to or discharged from a hospital.

Care Alerts are sent to the provider whom the patient has seen the most in the last 14 months, based on claims data.

### Who Receives Care Alerts?

Physicians, nurse practitioners, nurse-midwives and physician assistants in the specialties listed below can subscribe to receive notifications about their patients:

- ▶ Family Practice
- ▶ General Practice
- ▶ Geriatrics
- ▶ Gynecology
- ▶ Internal Medicine
- ▶ OB-GYN
- ▶ Obstetrics
- ▶ Pediatrics
- ▶ Urgent Care

### Why are Care Alerts Important?

- ▶ Care Alerts raise awareness of patient care received outside your office, such as:
  - Being discharged from the emergency department or an inpatient stay
  - Any medication changes that may have occurred
  - Follow-up visits for transition of care management
- ▶ Care Alerts identify opportunities to close gaps in care for the following Quality measures:
  - Follow-up after emergency department visit for patients with multiple high-risk conditions (FMC)
  - Medication reconciliation



### What Information is in a Care Alert?

- ▶ Admitting diagnosis
- ▶ Facility name
- ▶ Event type: emergency, inpatient visit(s) or discharge
- ▶ Date
- ▶ ER history: admission date, diagnosis code, facility name

### Enrolling in Care Alerts

Website users can use the following steps to ensure you are receiving Care Alerts:

1. Log in to myBlue Provider.
2. Click Blue Advantage Resources from the left-side menu.
3. On the Patrius Health provider website, click Care Alerts Enrollment under Provider Tools in the main menu.
4. Enroll all qualifying providers in the following:
  - ▶ Select all three alert types:
    - Emergency
    - Inpatient
    - Discharge
  - ▶ Enroll for a minimum of two delivery methods:
    - Direct Messaging (Contact your EMR vendor to obtain a direct messaging address if you do not already have one.)
    - Secure Email
    - Fax

**Note:** Care Alerts enrollment is at the NPI level (not at tax ID level), so each provider must enroll individually.

**For more information search  
for “Care Alerts” on the  
Patrius Health provider website.**