

My Health 360 Quick Reference Guide

1. Getting Started

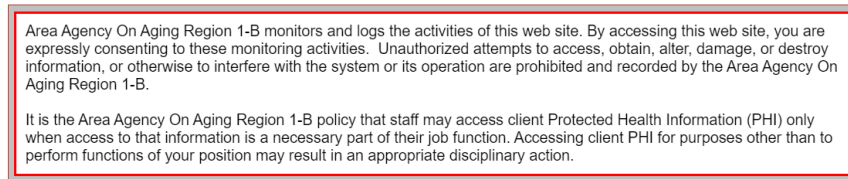
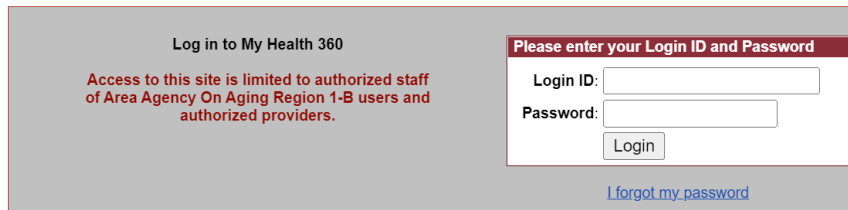
- Open Internet Browser
- Enter My Health 360 URL in the address field in your browser –

<https://www.pcesecure.com/myhealth360>


- Press the “Enter” key on your keyboard. The Sign-In screen will be displayed

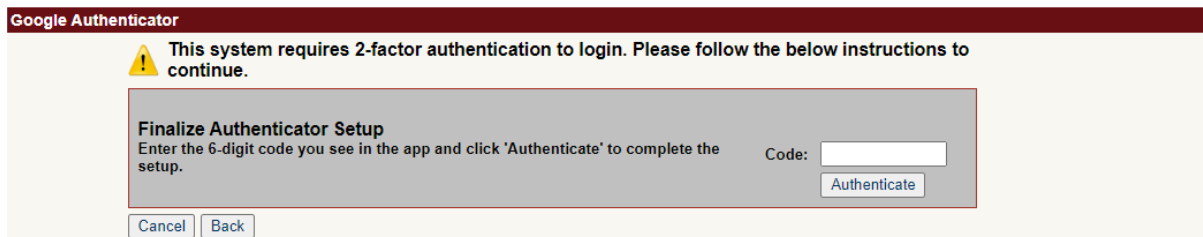


LOGIN



This site is best viewed and operated with version 8.0 or higher of Microsoft Internet Explorer, Chrome or Firefox

- Enter your Login ID & password
- Click the  button
- Following the entry of Login ID/ Password, enter the 6-digit code from the authentication app



2. Resetting Your Password

- Upon your first login to My Health 360 you will be asked to reset your password
- You will be prompted to change your password every 90-days • To reset your password

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Change Password


User ID: pce_clare

Old Password:

New Password:

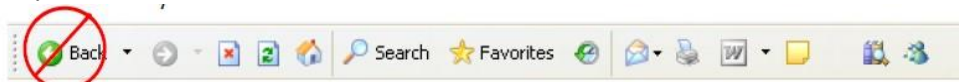
Re-type New Password:

Save Cancel

- Enter your current password in the “Old Password” field. Your password for your first login will be the same as your User ID
- Enter a new password in the “New Password” field. Remember these Do’s & Don’ts when creating a new Password. Remember passwords are case-sensitive & are stored EXACTLY as entered
 - **DO** select a password that contains at least 8 characters. A character can be a letter, number or symbol. **NO SPACES!**
 - **DO** include letters & numbers in your password
 - **DO** memorize your password.
 - Choose a password that is easy for you to remember
 - **DON’T SHARE YOUR PASSWORD WITH OTHERS!**
- Re-enter the new password in the “Re-Type New Password” field
- Click the  button

3. Navigating My Health 360

- Do not use your Browser’s “Back” button



- Navigation buttons are provided in the upper left-hand corner of My Health 360



The **Back** Button will ignore any changes made to the screen and take you back one page. Back = Cancel.

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Home

The **Home** Button will return you to the Home screen. The Home screen is where you find the Main Menu. Your Home screen will depend upon the User Group to which you are assigned.

Logout

The **Logout** Button will log you out of My Health 360. Always logout of My Health 360 before you close your internet browser or when leaving your computer unattended.

Help

The **Help** button will allow you to access My Health 360 User Manuals. Manuals are based on User Groups.


- Other icons used throughout My Health 360 & their function



Click to display requested reports generated through My Health 360



Click to search for other data in My Health 360, e.g., the correct zip code

Click to spell check data entry screens. Only fields with the  icon will be checked. Please note: Spell Check will only check the spelling on the current screen.



Click to create a “customized” menu page. The “My Page” link appears in the Main Menu.

Navigating Menus

- The Main Menu on the left-hand side of the screen acts as a table of contents
- Click the Main Menu links to view & click the Sub-Menu items

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The screenshot displays the My Health 360 user interface. At the top left is the My Health 360 logo. Below it are navigation buttons for Home, Logout, and Help. A notification bar indicates 'You have new To-Do items' and 'You have documents to sign'. A sidebar menu on the left lists: Assessments, Authorizations, Calendar, Case Load, and Claim Management (AP). The main content area shows three steps for claim submission: Step (1) - Enter New Claims, Step (2) - Review and Send Batch of Entered Claims to AAA 1B for Payment, and View Provider Claims by Participant. Each step includes a brief description and a link to '+ myPage'.

Claim Submission (AP)

Home Logout Help

You have new To-Do items

You have documents to sign

Assessments

Authorizations

Calendar

Case Load

Claim Management (AP)

Step (1) - Enter New Claims
View authorized service and enter claims. [+ myPage](#)

Step (2) - Review and Send Batch of Entered Claims to AAA 1B for Payment
View a list of claim batches that have been entered. You can review the claims in each batch and send batches to AAA 1B to request payments. [+ myPage](#)

View Provider Claims by Participant
View a list of provider claims for Participants that are authorized to receive services from logged-in provider. Only the claims made by this provider will be displayed. [+ myPage](#)

General Navigation Information

- All of the links in My Health 360 will appear in **BLUE**.
- Do not double click links or buttons. **SINGLE CLICK ONLY!** □
- Be sure to read the on-screen instructions provided. The instructions are written to help you navigate & enter data correctly.

4. Saving Data in My Health 360

(There are several ways to save information in My Health 360)

Save Button

- The most obvious is the **Save** button
- The **Save** button will always be located in the lower left- hand side of the data entry screens
- This button will save the information in the current data entry screen & return you to the “List” screen

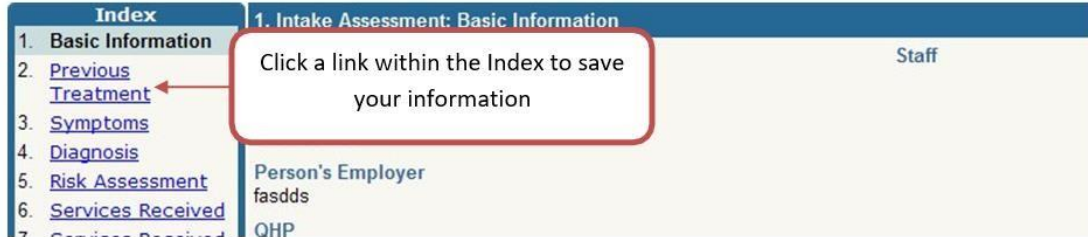
Save and Continue Button

- Another method of saving data is related to the above-mentioned multiple page documents
- In these documents you can use the **Save and Continue** button also located in the lower left- hand corner of the data entry screen
- This button will save the information in the current data entry screen & take you to the next “page” in the document
- Using the **Save and Continue** button is like turning the pages of a book

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On-Screen Index

- You will notice that some of the documents in My Health 360 have multiple pages, for these documents there will be an index on the left-hand side of the screen



- Click a link within the Index to save the information in the current data entry screen & continue to another page within the document
- This method is helpful when you want to “skip around” a document, e.g., not enter data in the order of the screens

5. Consumer Header

- The Participant Header appears at the top of every Participant specific screen, i.e. Participant Chart, Assessments, Incident Reports, etc.
- The Participant Header will display some specific information about the Participant, see below for examples:
 - Consumer Name
 - Member ID
 - Date of Birth & Age
 - Address
 - Gender
 - Home Phone
 - Current Assignments
 - Eligibility/ Insurance Information – The Consumer’s Medicaid Eligibility & other Insurance information can be accessed via the [View Eligibility/Insurance Info](#) link in the Participant Header

The screenshot shows the 'My Health 360' logo and 'Participant Chart' title. Below the logo are navigation buttons: Back, Home, Logout, Help, and an email icon. The main header area contains:
Name: Sheldon Cooper (76/M)
Date of Birth: 09/17/1946
Address: 2223 Pasa Robles Monroe, MI 48161
Primary Phone: (734) 222-1111
Cell: [blank]
Alternate Phone: [blank]
Case #: 000106
Case Status: Open
Current Admission: 3 Doves Home Assistance, LLC
Primary Program: [blank]
Case Holder: James Luckey IT Director
*** NON-MEDICAID PARTICIPANT ***
Navigation links: Chart Documents, Eligibility/Insurance, Health/PHCP Info, Participant Calendar, No Alerts, Contacts, Document Due Dates.

6. Help/Resources

- There are numerous resources/guides/manuals in My Health 360 located under the

Help



Participant Chart

- For general My Health 360 questions, contact the My Health 360 Helpdesk at myhealth360help@aaa1b.org

7. Logging Out of My Health 360

- When you are finished using My Health 360 make sure to log out of the System to ensure that the data is protected
- To log out follow the below steps
 - If you are in a data entry screen, click the



button

- Once you have saved any data you are working on click the

Logout

in the upper left-hand corner of My Health 360, the following screen will be displayed



LOGOUT

You have successfully logged out from My Health 360
Click [here](#) to return to My Health 360 login page.