



Mountain-Pacific
Quality Health

Montana Medicaid: Provider Portal Training

March 2019

Agenda

- Website
- How to log-in
- Data migration
- How to enter a review
- View outcomes
- Appeals
- Continued stay review
- Email notifications
- Security admin training
- Questions

Our System: Qualitrac

Web-based health management system built and maintained by our 200+ person information technology department featuring:

- Step-by-step instruction through evidence-based guidelines
- Automation that streamlines review process
- Secure electronic upload of medical records
- Allow providers to track progress of submitted requests
- Access 24/7



Utilization Mgmt

Evaluate services for necessity, appropriateness & efficiency

Population Health Analytics

Aggregate & analyze patient data sets to improve health outcomes

Performance Mgmt

Improve compliance with evidence-based guidelines

Case Mgmt

Improving outcomes & lowering costs for high-risk participants



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WEBSITE

Provider Portal

- The Provider Portal is a web application that allows healthcare providers to submit review requests.
- Please bookmark <http://www.mpqhf.org/corporate/medicaid-portal-home/>.
- Starting on April 1, 2019, users who have completed a Security Administrator Packet and have received their credentials will be able to begin submitting reviews utilizing the Provider Portal.
- Use the log-in link on the top right hand corner of the website.
- Continue to check the website for information pertaining to the Provider Portal and the review process.



Please bookmark this site:

<http://www.mpqhf.org/corporate/medicaid-portal-home/>

You are here: [Home](#) / [Medicaid Portal](#) – Home

**Medicaid Utilization Review
and Ambulance Provider Portal**

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Home

Welcome to the Mountain-Pacific Quality Health Medicaid Provider Portal, powered by Telligen, an Iowa-based company with extensive experience providing utilization management services.

This provider portal is for durable medical equipment, hospital, medical, surgical, private duty nursing, ambulance and home health reviews. Using this Health Insurance Portability and Accountability Act of 1996 (HIPAA)-compliant portal, providers will have 24/7 access to:

- Electronically submit new requests using "drag and drop" functionality vs. faxing or mailing documents
- Upload supporting documentation, e.g., medical records, letters, etc.
- Review status of pending requests
- Review determinations (Notification of determinations are emailed to requesters.)
- Retrieve history of previous requests, determinations and prior authorization numbers

This portal provides a two-way, secure data exchange between requesting providers and Mountain-Pacific. We are always looking for ways to improve our partnership with providers. Our goal is to save time and gain efficiencies, and this portal helps do that.

This project is funded in whole or in part under a Contract with the Montana Department of Public Health and Human Services. The statements herein do not necessarily reflect the opinion of the Department.

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SECURITY REGISTRATION

Provider Portal Security

- The Provider Portal is a web application that allows health care providers to submit review requests.
- The Provider Portal utilizes a delegated security model.
 - A delegated security model requires an organizational executive (Provider Executive) to “delegate” administrative rights to one or more individuals within their organization (Security Administrator).
- There should be one Security Administrator per facility. The Security Administrator will:
 - Be the point of contact for the organization
 - Add, remove or edit Provider Users accounts

PLEASE NOTE - HIPAA and DHMH compliance require all staff entering reviews or accessing the portal MUST have their own log-in and password. Do not create generic log-ins.

Registration Process Overview

- The registration packet can be downloaded from the website at:
<http://www.mpqhf.org/corporate/medicaid-portal-home/>
- Once downloaded, three sections will need to be completed.
 - Section 3: Executive Agreement
 - Section 4: Security Administrator Agreement
 - Section 5: Security Administrator Registration Form
- To comply with security requirements for HIPAA hitech standards, we do require that page 5 of the request be notarized.

Methods of Submission of Provider Registration

- U.S. Mail – Telligen, Inc.
Attn: Stephanie Wilson
1776 West Lakes Parkway
West Des Moines, IA 50266
- Telligen will need a hard copy of your notarized form sent to the above address.
- An email will be sent with the security administrator's log-in and temporary password within 3 business days of receipt.



Mountain-Pacific
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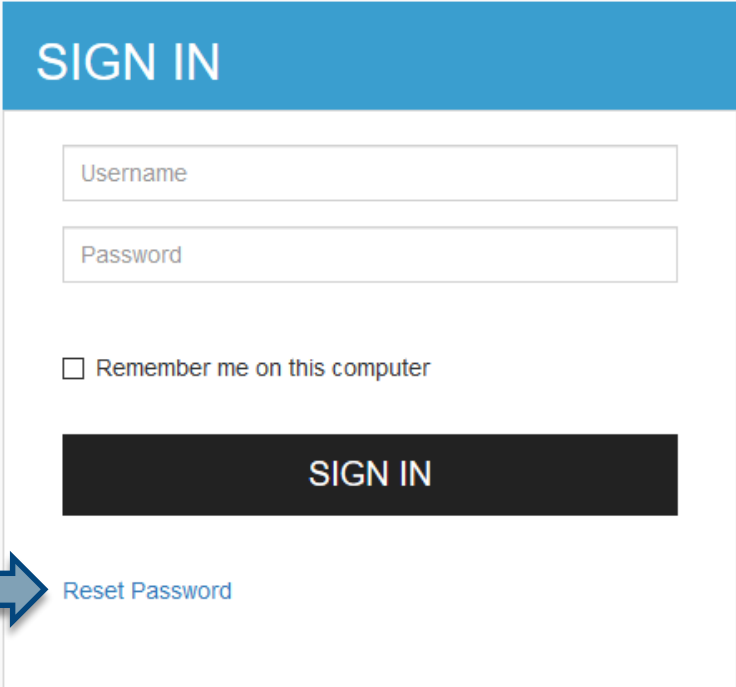
PROVIDER PORTAL TRAINING: HOW TO LOG IN

Provider Portal

- Everyone will be assigned a user name for the portal.
- Please go to <http://www.mpqhf.org/corporate/medicaid-portal-home/> and use the sign-in link in the top right-hand corner. This will take you to the portal starting April 1, 2019.

Provider Portal

- On the log-in page is a Reset Password link under the black sign in box. Click that link to start the process to reset your password.
- Do not bookmark this page. The security around the log-in page will cause issues the next time you log in.



SIGN IN

Username

Password

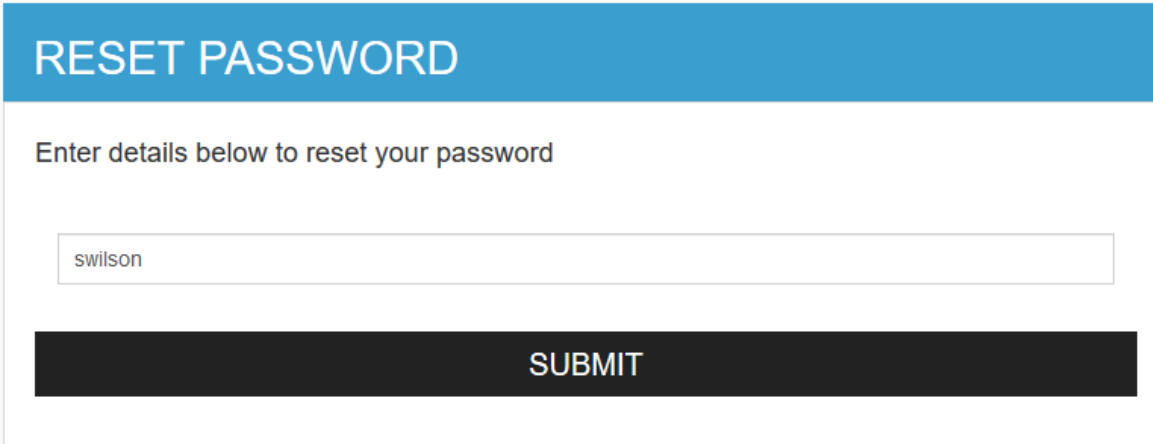
Remember me on this computer

SIGN IN

[Reset Password](#)

Provider Portal

- The Reset Password modal will open. It will ask you to enter your user name. Please enter the user name you utilize to log in to the system. Do not enter your email address.
- The system will recognize your user id and find the email associated to your account and send you an email with a link to reset your password.



RESET PASSWORD

Enter details below to reset your password

SUBMIT



Mountain-Pacific
Quality Health

**PROVIDER PORTAL
TRAINING:
SUBMITTING A
REVIEW**

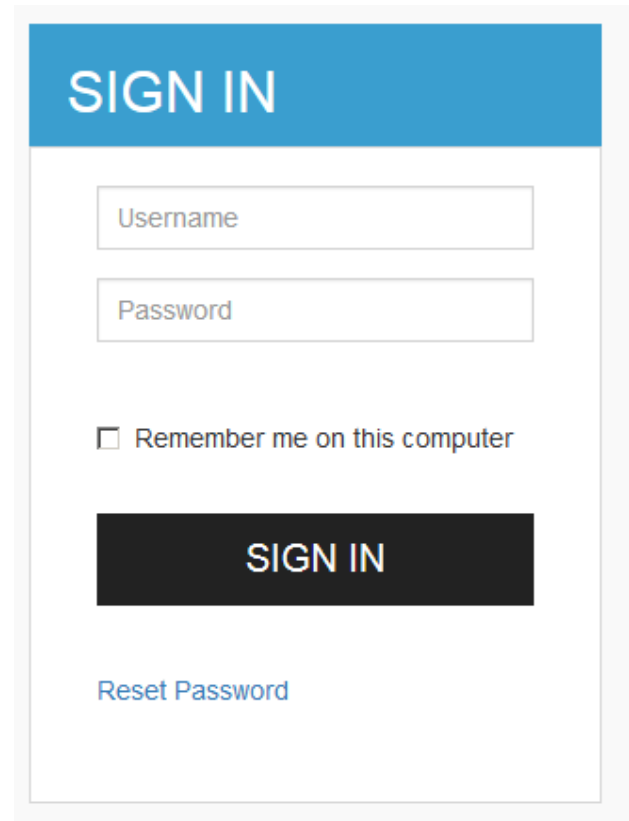
Provider Portal

- To get started, navigate to the website:
<http://www.mpqhf.org/corporate/medicaid-portal-home/>
- Utilize the “Login” option in the top right-hand corner to log in to the portal.

Provider Portal

On the sign-in page:

1. Enter the user name you were assigned.
2. Use the password you set up from the email.
3. Click **SIGN IN** to access the system.
4. There is a blue “Reset Password” link below the sign-in button. This can be used to change/reset your password whenever needed.



The screenshot shows a sign-in form with a blue header containing the text "SIGN IN". Below the header are two input fields: "Username" and "Password". Underneath the password field is a checkbox labeled "Remember me on this computer". A large black button with the text "SIGN IN" in white is positioned below the checkbox. At the bottom of the form is a blue link labeled "Reset Password".

Provider Portal: Landing Page

Qualitrac



Dashboard

Care Management



▶ Start Tasks

🔍 Search

⚙️ More

Utilization Management

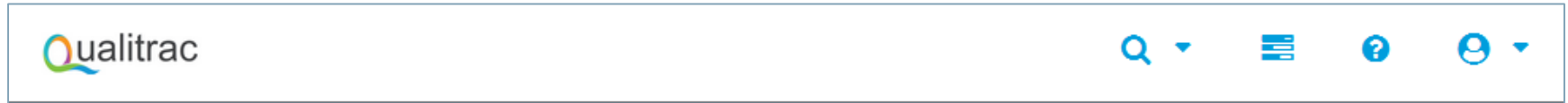


▶ Start Tasks




🔍 Search

⚙️ Portal

Provider Portal: Landing Page

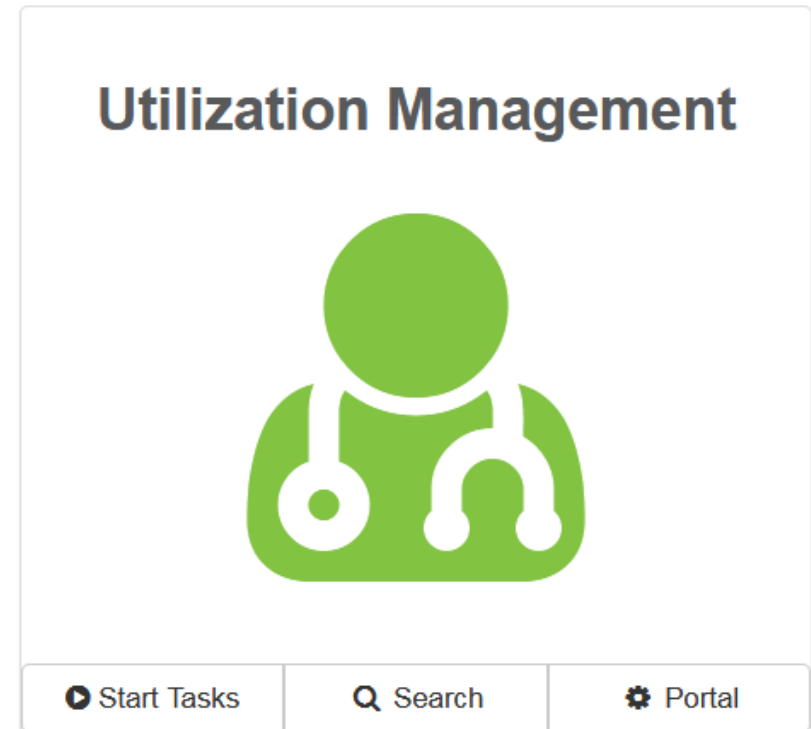


This is the Provider Portal Menu Bar. This will remain available to you wherever you are in the system.


-  The Qualitrac logo will take you back to the landing page from wherever you are currently working in the system.
-  This magnifying glass icon will open search options for you to search for a specific case or a specific member to view the details.
-  This icon is utilized to view and manage your profile. If your phone number or email address changes, you can use this section to update the details.

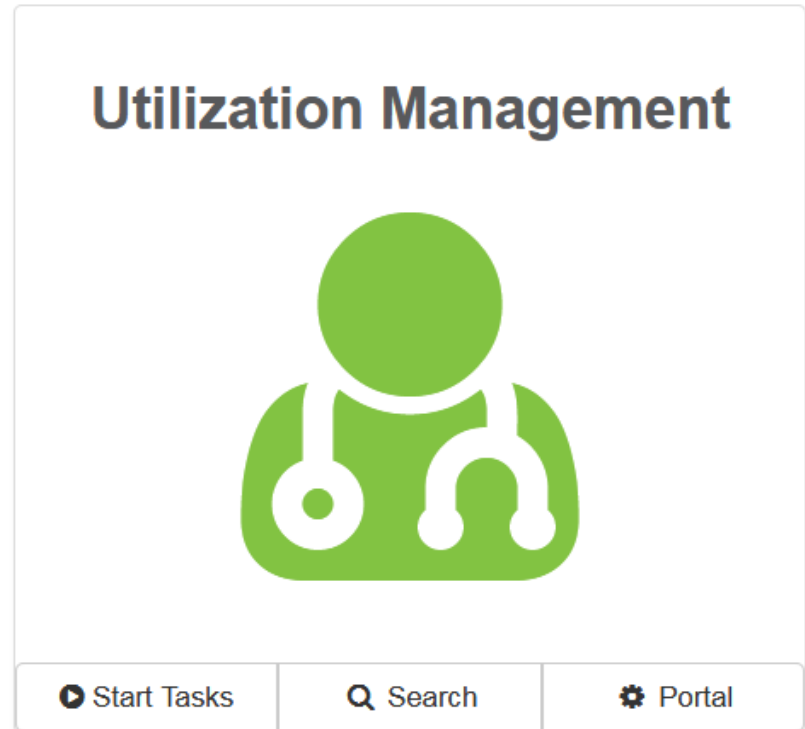
Provider Portal: Landing Page

- Start Tasks will take you to the task queue to view any reviews where additional information has been requested.
- Search will allow you to search for a member or a case, just like the magnifying glass at the top of the page.



Provider Portal: Adding a New Review

Click on the  Search box to access the member search screen to look for information on a member or to start a new review.



Provider Portal: Adding a New Review

Enter the **Member ID** and **Date Of Birth** to start the search. As in the previous system, the Member ID and the Date of Birth must match with what is on file to locate the member information or to begin a new review for that member.

The screenshot shows the 'Member Search' tab selected in the navigation bar. The search criteria are: Member ID: 30412332000, Date Of Birth: 05/19/1947. The search results table is as follows:

Member ID *	Last Name	First Name	Middle Name	Date Of Birth *	Gender
30412332000	Barth	Oliva		05/19/1947	Female

At the bottom, there is a pagination control: 'Show 10 entries', 'Showing 1 to 1 of 1 entries', and 'Previous 1 Next'.

Provider Portal: Adding a New Review


Enter the Member ID and Date of Birth to start the search. As in the previous system, the Member ID and the Date of Birth must match with what is on file to locate the member information or to begin a new review for that member.

Click on any of the data fields in blue to access the member information or to start a new review for the member.

Scheduled Tasks **Member Search** Cases Case / Claim Search

Member ID *	Last Name	First Name	Middle Name	Date Of Birth *	Gender
<input type="text" value="30412332000"/>				<input type="text" value="05/19/1947"/>	
30412332000	Barth	Oliva		05/19/1947	Female

Show entries Showing 1 to 1 of 1 entries Previous Next



Provider Portal: Adding a New Review

You will now be at the Member Hub. This is a feature of the provider portal that allows you to view any related information to this member. You will be able to see his/her contact information and any reviews that have been submitted for him/her.

The screenshot displays the Member Hub for Oliva Barth. At the top, there is a header with the member's name and a "View Member Details" button. Below this, a row of member information includes the Member ID (30412332000), Date of Birth (05/19/1947), Phone Number, and Client (MARYLAND). The main section is titled "Utilization Management" and includes a "View Cases" button and a "+ Add" button. A search bar is present, and the table shows 0 entries. The table headers are: Status, Case ID, Review Type, Timing, Treating Prov./Phys., Treating Facility, Req. Start, Req. End, Outcome, and Action. The footer of the table area shows "Showing 0 to 0 of 0 entries" and navigation buttons for "Previous" and "Next".

Member Details:

- Name: Oliva Barth
- Member ID: 30412332000
- Date of Birth: 05/19/1947
- Phone Number: [Redacted]
- Client: MARYLAND

Utilization Management

View Cases + Add

Show 10 entries Search: [Input Field]

Status	Case ID	Review Type	Timing	Treating Prov./Phys.	Treating Facility	Req. Start	Req. End	Outcome	Action
No data available in table									

Showing 0 to 0 of 0 entries Previous Next

Provider Portal: View Member Details

Clicking on the View Member Details box opens the window to provide the user with more information for the member.

Oliva Barth Hide Member Details

Member ID: 30412332000 Date of Birth: 05/19/1947 Phone Number: Client: MARYLAND

Phone	Mailing Address	Preferred Contact Information	
<u>Home:</u> (371) 303-1134 <u>Cell:</u> <u>Work:</u> <u>Other:</u>	6684 Spruce Lane , 21231	Method	Language Not Supplied
<u>Email Home:</u> <u>Work:</u>	Physical Address	Notes	

View Even More Member Details

View Even More Member Details will take the user to view member eligibility.

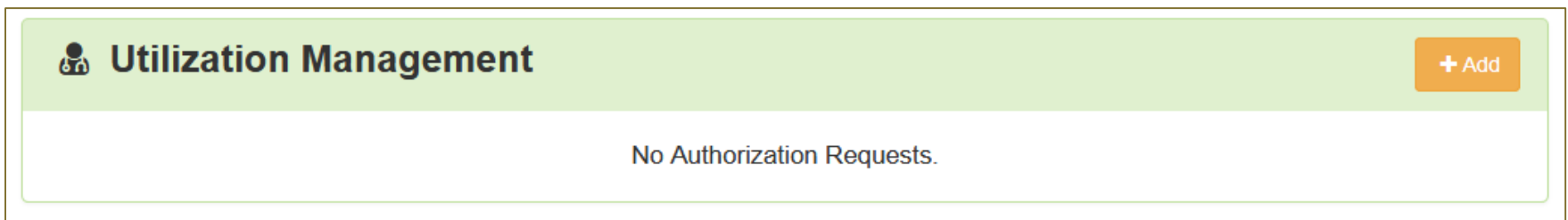
Hide Member Details will minimize the panel to just see information across the top line.

Provider Portal: Utilization Management Panel

The Utilization Management Panel will contain all information related to any UM reviews submitted for the member.

Per the panel, this member has not had any UM requests submitted for him/her.


Use the Add button to start a new request.



Provider Portal: Add New Request


To begin a new request, you will first fill in the Authorization Request panel.

Authorization Request

Date Request Received * 11/18/2018 12:04 pm 	Review Type * <input type="text"/>	Place of Service * <input type="text"/>	Type of Service * <input type="text"/>
Timing * <input type="text"/>			

Authorization Request Panel: Review Type

- Review Type: This is where you will select the type of review for which you are submitting the review.

Review Type *  Review Type is a required field

▼

Acute Medical Surgical

Ambulance Air

Ambulance Ground


DME

Home Health Care

Medical Surgical (Outpatient)

Out of State (Inpatient)

Private Duty




Authorization Request Panel: Review Type

- Acute Medical Surgical – Inpatient Procedures
- Ambulance Air
- Ambulance Ground
- DME
- Home Health Care
- Medical Surgical Outpatient – Outpatient Procedures
- Out of State Inpatient
- Private Duty

Authorization Request Panel

- **Place of Service** is where you will select the place where care is being given.
- **Type of Service** is what type of care if being provided.
- **Timing** is where you will select Prospective (Prior Authorization), Concurrent or Retrospective
- Once all the selections are filled in, you can select Cancel to remove the request, or you can select Add New Request to complete the process.

Authorization Request

Date Request Received *	Review Type *	Place of Service *	Type of Service *
02/17/2019 02:24 pm 	Acute Medical Surgical ▼	Inpatient Hospital ▼	Medical Care ▼
Timing *			
Retrospective ▼			

Timing

Prospective

A review timing submitted prior to any services starting or before any type of inpatient stay

Concurrent

First review submitted if services have started or the member is in a facility for a stay that was not prior authorized

Continued Stay

A review timing used to extend member's stay if the prospective or concurrent review has been submitted; cannot be the first review timing submitted for a member.



Retrospective

A review timing submitted after all services have been provided or the member has been discharged from the facility

Admission and Discharge Panel

- Once you select Add New Request, the page opens to fill in all the remaining information necessary to process the request.
- If you have selected Out of State Inpatient Review Type, the Admission and Discharge panel is used to enter admission and discharge information for inpatient reviews.

Admission and Discharge



Admission Date *	Actual Discharge Date	Length Of Stay
<input type="text" value="MM/DD/YYYY"/> 	<input type="text" value="MM/DD/YYYY"/> 	
Admission Type *	Admission Source	Discharge Disposition *
<input type="text"/>	<input type="text"/>	<input type="text"/>

Dates of Service Panel

- Once you select Add New Request, the page opens to fill in all the remaining information necessary to process the request.
- If you have selected any of the other review types, the Dates of Service panel is used to enter start and end dates.

Dates of Service

Service Start Date * Service End Date *

MM/DD/YYYY  MM/DD/YYYY 

Coverage Panel

- The Coverage Panel will detail information about the member's eligibility.
- The Medicare Indicator and Third Party Liability will default to No/Not Supplied unless there is information from the file.

Coverage

⚠ Member Not Eligible
The member does not meet eligibility requirements. Please provide a reason to explain why you are continuing with this authorization request.

Show entries Search:

Group	Section	Plan	Start Date	End Date
No data available in table				

Showing 0 to 0 of 0 entries Previous Next

Medicare Indicator * Third Party Liability *

Eligibility Comment *

Coverage Panel

There is an Eligibility comment box where you can enter information related to the member's eligibility.

Coverage

⚠ Member Not Eligible
The member does not meet eligibility requirements. Please provide a reason to explain why you are continuing with this authorization request.

Show entries Search:

Group	Section	Plan	Start Date	End Date
No data available in table				

Showing 0 to 0 of 0 entries Previous Next

Medicare Indicator * Third Party Liability *

Eligibility Comment *

Entering Physician and Facility Information

The next sections ask for information related to the Ordering Physician, Treating Physician and Treating Facility. You will click the Add button on each box to fill in the necessary provider information.

Ordering Provider

[+ Add](#)

Name	NPI	Type	Address	Phone	Primary Taxonomy	Action
No Ordering Provider Supplied						

Treating Physician

[+ Add](#)

Name	NPI	Type	Address	Phone	Primary Taxonomy	Action
No Treating Physician Supplied						

Treating Facility

[+ Add](#)

Name	NPI	Type	Address	Phone	Primary Taxonomy	Action
No Treating Facility Supplied						

Entering Physician and Facility Information

- Points to Remember:
 - For Out of State Inpatient reviews, you will need to fill in all three panels
 - For all other review types, you will see Ordering Provider and Treating Provider.
 - For Ambulance Reviews – The Ordering and the Treating may both be filled in with the service provider if there is not an Ordering Provider.

Entering Physician and Facility Information





- Clicking Add will open a search box. You can search by entering an NPI or by filling in any of the information boxes provided.
- Once you have entered the necessary information, click **Search** to locate the physician or facility.

The screenshot shows a search form with the following fields and controls:

- NPI Number**: Text input field.
- Other ID Number**: Text input field.
- Last / Organization Name**: Text input field containing the value "wilson".
- First Name**: Text input field containing the value "doug".
- City**: Text input field.
- State**: Dropdown menu with "Maryland" selected.
- Zip Code**: Text input field.
- Taxonomy**: Dropdown menu.
- Search using NPES**: A green toggle switch currently set to "ON".
- Search**: A blue button with a magnifying glass icon and the text "Search".



Entering Physician and Facility Information

- Clicking Search will return any results that meet your entered criteria.
- Use the green plus box to the left of the name to select the provider/facility you need for the review.

Name	Network	NPI	Other ID	Type	Primary Practice Address	Phone	Primary Taxonomy	Source
 WILSON & CHIZMAR PHYSICAL THERAPY ASSOCIATES PA		1396870283			8114 Sandpiper Cir Suite #106 Nottingham, MD, 212364934	(410) 933-3737	Physical Therapist	NPPEs
 WILSON MD, DOUGLAS	A-NO PAY,RENDERING ONLY	1679797260	215410200		Clinic #: 00 Addr: 9901 Medical Center Drive Rockville, MD, 20850	(240) 826-7550		Provider File

Entering Physician and Facility Information

- You will see the physician name or facility name and information populated in the corresponding panel.
- You can use the trash can to the right of the line to delete if you selected incorrectly.
- You can use the add button to search and find a new physician/facility for the one that was deleted.

Ordering Provider						
Name	NPI	Type	Address	Phone	Primary Taxonomy	Action
WILSON MD, DOUGLAS	1679797260		Clinic #: 00 9901 Medical Center Drive Rockville, MD, 20850	(240) 826-7550		

Provider Organization Visibility

This box will need to be filled in to allow you to share this review with everyone with applicable privileges in the organization for which you are submitting it.

Provider Organization Visibility ?

Wilson, Stephanie, User

ST LUKE'S REGIONAL MEDICAL CENTER

Diagnosis

- The Diagnosis panel is where you can enter the diagnosis information related to this review.
- Use the Add button to add a new diagnosis to the panel.
- You can enter as many diagnoses as needed.
- If more than one diagnosis is entered, you do have the ability to drag and drop to reorder them.

Diagnosis							+ Add
Seq.	Code	Description	Final Dx	POA	NOS	Action	
No Diagnoses Supplied							

Diagnosis

- Once you click Add, you will have the ability to search for a diagnosis either by Code or by Term.
- Searching by code will let you enter a code directly and search for it, as shown in the example below.

Diagnosis + Add

Seq.	Code	Description	Final Dx	POA	NOS	Action
No Diagnoses Supplied						

Add Diagnosis

Method

Search By Code
 Search By Term

Search By Code

Enter Full ICD Code

Diagnosis

- After entering a code or term to search by and clicking search, the system will provide you a list of results you can select from. Select the one you want added to the review by clicking on the radio button to the left of the code.

brain


Show **10** entries

Code	Description
<input type="radio"/> C43.7	MALIGNANT MELANOMA OF LOWER LIMB INCL HIP
<input type="radio"/> C43.70	MALIGNANT MELANOMA UNS LOWER LIMB INCLUDING HIP
<input type="radio"/> C43.71	MALIGNANT MELANOMA OF RIGHT LOWER LIMB INCL HIP
<input type="radio"/> C43.72	MALIGNANT MELANOMA OF LEFT LOWER LIMB INCL HIP
<input type="radio"/> C44.7	OTH UNS MAL NEOPLASM OF SKIN LOWER LIMB INCL HIP
<input type="radio"/> C44.70	UNSPECIFIED MAL NEOPLSM SKIN LOWER LIMB INCL HIP
<input type="radio"/> C44.701	UNS MALIG NEOPLASM SKIN UNS LOWER LIMB INCL HIP
<input type="radio"/> C44.702	UNS MALIG NEOPLASM SKIN RT LOWER LIMB INCL HIP
<input type="radio"/> C44.709	UNS MALIG NEOPLASM SKIN LT LOWER LIMB INCL HIP
<input type="radio"/> C44.71	BASAL CELL CARCINOMA SKIN LOWER LIMB INCL HIP

Showing 1 to 10 of 1,705 entries Previous **1** 2 3 4 5 ... 171 [Next](#)


Diagnosis

- After selecting the diagnosis you want added to the review, you can select **Submit** or **Submit and Add Another**.
 - **Submit** will add the diagnosis to the review.
 - **Submit and Add Another** will allow you to submit the diagnosis to the review and re-open the window where you can search for another diagnosis.
- You can use the trash can icon to the right of the diagnosis to delete anything entered incorrectly in this panel.

Diagnosis + Add						
Seq.	Code	Description	Final Dx	POA	NOS	Action
1	C43.7	MALIGNANT MELANOMA OF LOWER LIMB INCL HIP	<input type="radio"/>	<input type="checkbox"/>		

Procedures

- The Procedures panel is where you can enter the procedure information related to this review.
- Use the Add button to add a new procedure to the panel.
- You can enter as many procedures as needed.
- If more than one procedure is entered, you do have the ability to drag and drop to reorder them.
- If you are entering a review for an inpatient stay, there will be a stay procedure code defaulted in the Procedures panel for you to use. This can be deleted if a different stay code is required.


Procedures + Add									
Seq.	Code	Description	NOS	Mod. 1	Mod. 2	Qty.	Frequency	Cost	Action
1	99233	SBSQ HOSPITAL CARE/DAY 35 MINUTES				4 day(s)			46 

Procedures

- Once you click Add, you will have the ability to search for a procedure either by Code or by Term.
- This works the same as in the Diagnosis panel.
- After entering a code or term to search by and clicking search, the system will provide you a list of results you can select from. Select the one you want added to the review by clicking on the radio button to the left of the code.

Procedures

- After selecting the procedure you want added to the review, you can select Submit or Submit and Add Another.
 - **Submit** will add the procedure to the review.
 - **Submit and Add Another** will allow you to submit the procedure to the review and re-open the window where you can search for another procedure
- You can use the trash can icon to the right of the procedure to delete anything entered incorrectly in this panel.

Procedures + Add									
Seq.	Code	Description	NOS	Mod. 1	Mod. 2	Qty.	Frequency	Cost	Action
1	99233	SBSQ HOSPITAL CARE/DAY 35 MINUTES				4 day(s)			

Durable Medical Equipment

- The Durable Medical Equipment panel is where you can enter the procedure information related to this review.
- Use the Add button to add a new DME item to the panel.
- You can enter as many items as needed.
- If more than one item is entered, you do have the ability to drag and drop to reorder them.

Durable Medical Equipment								+ Add
Code	Description	NOS	Modifier 1	Modifier 2	Quantity	Frequency	Cost	Action
No DME Supplied								

Durable Medical Equipment

- Once you select a DME item, you will also need to enter the Modifier, Units, Units Qualifier, Frequency and a Total Cost.

Modifiers

Modifier 1 *

NU - New equipment

Modifier 2

Durable Medical Equipment Details

Units *

1

Units Qualifier *

unit(s)

Frequency

Frequency Qualifier


Total Cost

\$ 150.00

Cancel Add Another Add

Durable Medical Equipment

- After selecting the item you want added to the review, you can select **Submit** or **Submit and Add Another**.
 - **Submit** will add the item to the review.
 - **Submit and Add Another** will allow you to submit the DME item to the review and re-open the window where you can search for another item to add.
- You can use the trash can icon to the right of the item to delete anything entered incorrectly in this panel.

Durable Medical Equipment									+ Add
Code	Description	NOS	Modifier 1	Modifier 2	Quantity	Frequency	Cost	Action	
E0950	WHEELCHAIR ACCESSORY TRAY EACH		NU		1 unit(s)		\$150.00		

Documentation

The Documentation panel is the final panel on the page to submit the review. This is where you can upload any clinical documentation related and necessary for the review to be processed.

Documentation + Add

Search:

Name	Category	Topic	Date Added	Uploaded By	Action
No data available in table					

Show entries

Showing 0 to 0 of 0 entries Previous Next

Documentation

To submit documentation, click the Add button on the Documentation panel.

This will open a modal where you can drag and drop files or select **Click here** to open a windows directory and find the necessary files.

File Upload

File Upload Restrictions

- Extensions: .pdf, .doc, and .docx
- Size: Less than or equal to 300 MB

Drop a file here or [Click here](#) to Upload

File Name	Size	Remove
No Files selected for upload		

Name *

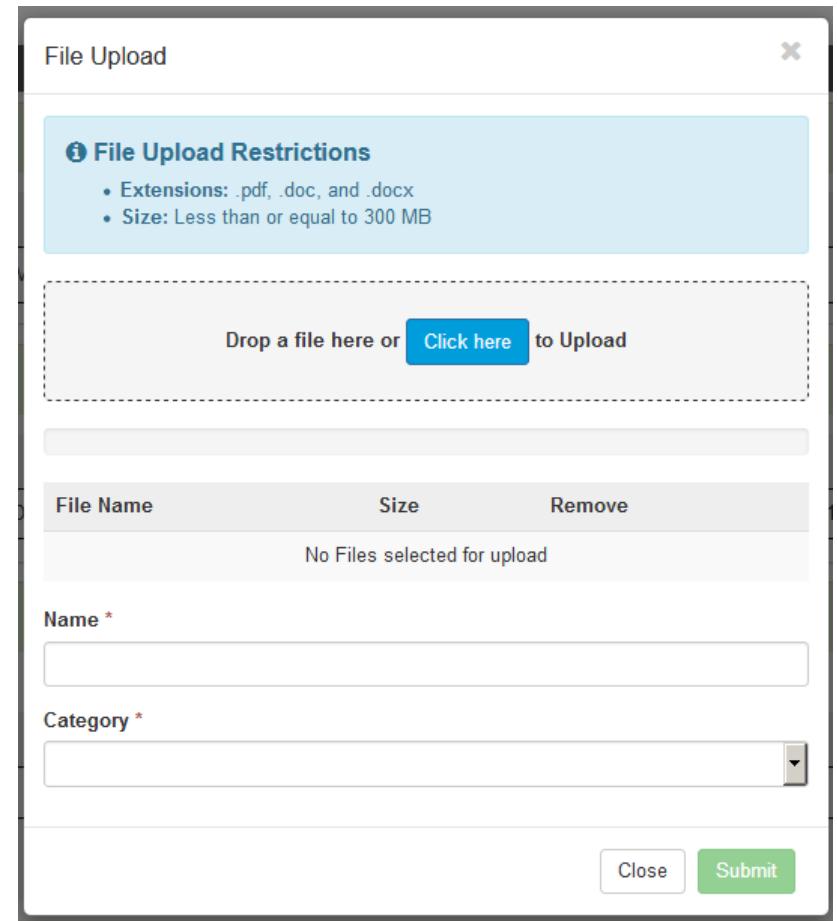
Category *

Close Submit

Documentation Panel

Please note:

- Documents must be a PDF or Word document.
- The file name cannot have any spaces or special characters in it.
- The name can be changed in the Name box to what makes sense, if needed.



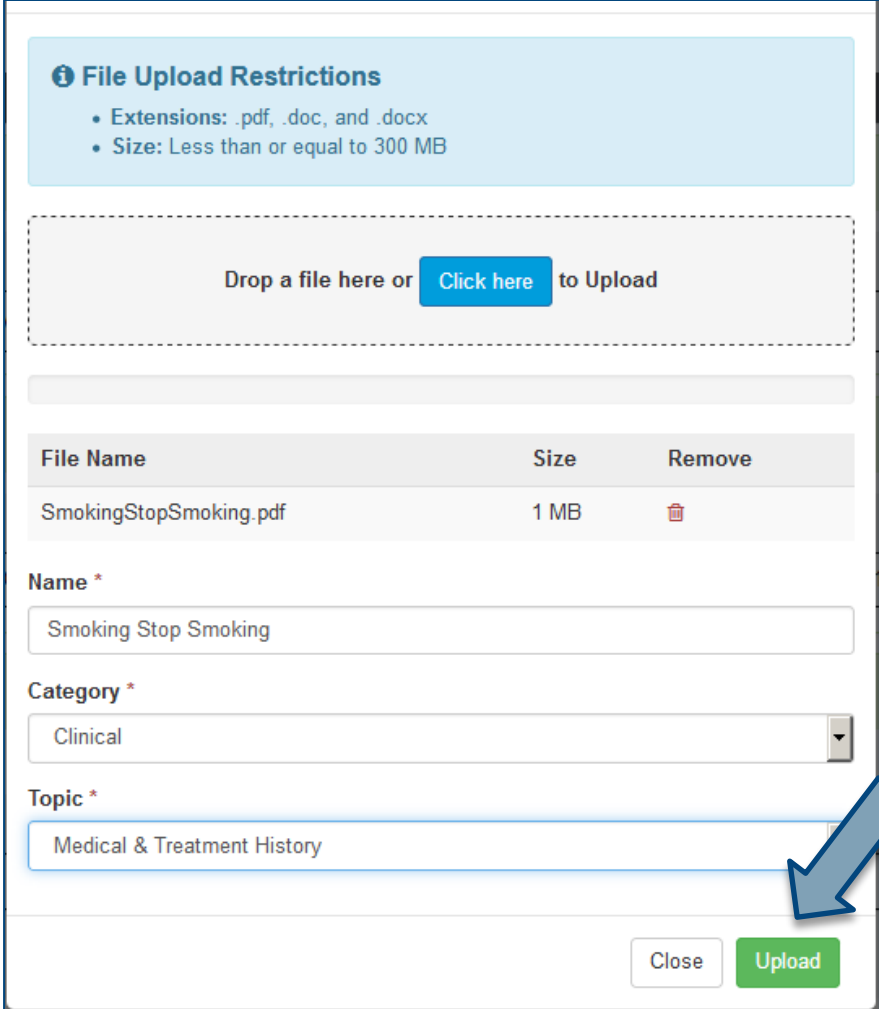
The screenshot shows a 'File Upload' dialog box with the following elements:

- Title Bar:** 'File Upload' with a close button (X) in the top right corner.
- Restrictions Section:** A light blue box with an information icon and the title 'File Upload Restrictions'. It contains two bullet points:
 - Extensions: .pdf, .doc, and .docx
 - Size: Less than or equal to 300 MB
- Drop Zone:** A dashed border area containing the text 'Drop a file here or [Click here](#) to Upload'. The 'Click here' text is a blue button.
- File List Table:** A table with three columns: 'File Name', 'Size', and 'Remove'. The table is currently empty, displaying the text 'No Files selected for upload' in the center.
- Form Fields:**
 - 'Name *': A text input field.
 - 'Category *': A dropdown menu.
- Buttons:** 'Close' and 'Submit' buttons located at the bottom right of the dialog.

Documentation Panel

Please note:

- Category allows you to select the type of document you are attaching. This will most always be clinical.
- Topic is the type of clinical.
- Click **Upload** to attach the information to the review.
- This can be repeated as many times as necessary to get all relevant documentation added.



File Upload Restrictions

- Extensions: .pdf, .doc, and .docx
- Size: Less than or equal to 300 MB

Drop a file here or [Click here](#) to Upload

File Name	Size	Remove
SmokingStopSmoking.pdf	1 MB	

Name *

Category *

Topic *

[Close](#) [Upload](#)

Continue

Once all the panels have been filled out, click **Continue** in the bottom right of the page to finalize the review.

Documentation + Add

Search:

Name	Category	Topic	Date Added	Uploaded By	Action
Smoking Stop Smoking	Clinical	Medical & Treatment History	11/18/2018	swilsonexternal	

Show entries Showing 1 to 1 of 1 entries Previous Next

[Continue](#)



Attestation

The last piece of submission is to enter your username in the attestation section and click the **Submit** button to send the review to Mountain-Pacific.

User Attestation

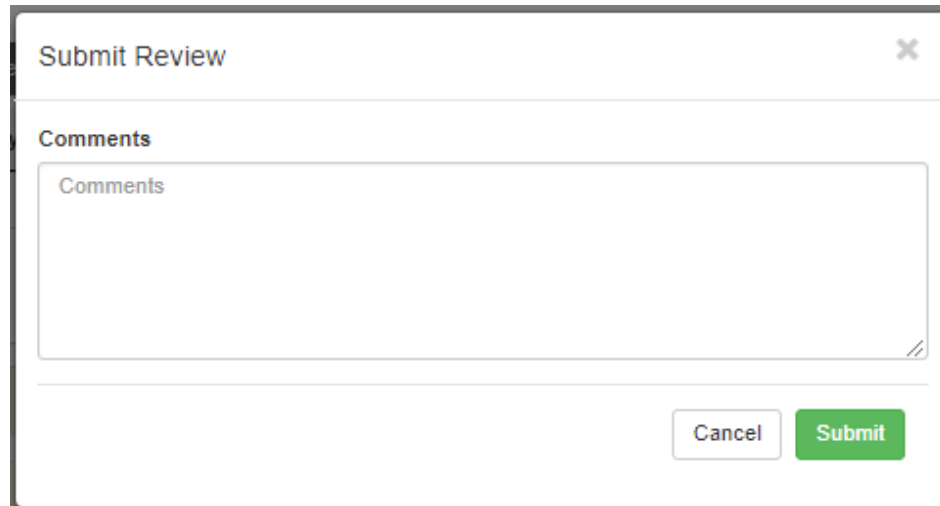
⚠ I certify...

- that the submitted information is true, accurate and complete to the best of my knowledge.
- that the submitted information is supported within the patient's medical record.
- that I understand that any deliberate misrepresentation of any information in this medical review may subject me to liability under civil and criminal laws.
- that I understand an approval of a medical authorization request by Telligen does not guarantee payment for services.
- I agree to notify all involved parties of the outcome of this authorization request.

Acknowledging User *

Comments

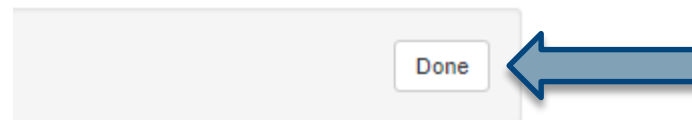
- Users do have the option to add comments to the review before it is sent to Mountain-Pacific.
- A comments modal will open and the user can enter additional information related to the review.
- This is not required to complete the submission of the review.



The image shows a screenshot of a web application modal titled "Submit Review". The modal has a close button (an 'x' icon) in the top right corner. Below the title, there is a section labeled "Comments" which contains a large, empty text input area. At the bottom of the modal, there are two buttons: a "Cancel" button and a "Submit" button. The "Submit" button is highlighted in green, indicating it is the primary action.

Summary

- After submitting or canceling the comment modal, you will be taken to a summary of the review.
- Users will have the option to edit, delete or leave the review.
- To leave, scroll down through the entered information and confirm that everything submitted looks correct. Click on the **Done** button at the bottom of the page.



- This will return you to the tasks page, where you can begin a new search and submit other reviews.

Review

- Once a review has been submitted, you can find the review by searching for the Case ID or by searching for the member and looking at the UM panel in the Member Hub.
- Once you have located the review in the Member Hub, you can take multiple actions on the review such as:
 - **View the Review** to check for determination and any correspondence
 - **Submit a Continued Stay Review** for inpatient reviews
 - **Delete** a review that was submitted incorrectly

Review

- Once in the review detail, you can click on the ellipsis at the right side of the line to open a menu.
- If the review does not have a decision, users will have the option to view the request or to delete the request.

Oliva Barth View Member Details

Member ID: 30412332000 Date of Birth: 05/19/1947 Phone Number: Client: MARYLAND

Utilization Management View Cases + Add

Show entries Search:

Status	Case ID	Review Type	Timing	Treating Prov./Phys.	Treating Facility	Req. Start	Req. End	Outcome	Action
Request Has Been Submitted	812	Acute Medical Surgical	Retrospective	WILSON MD, DOUGLAS	JOHN HOPKINS MOORE CL MAC	02/04/2019	02/08/2019		...

Showing 1 to 1 of 1 entries

View Request
Delete

Request for Information

- If a nurse looks at a review and needs additional clinical documentation to make a determination, a user will see a Request for Information task in the Scheduled Task queue.
- Click on the ellipsis on the left side of the page to start the task.

The screenshot displays a software interface for managing tasks. At the top, there are navigation tabs: 'Scheduled Tasks' (highlighted), 'Member Search', 'Cases', and 'Case / Claim Search'. Below these is a 'View Calendar' button and a '9 Columns Selected' dropdown. A search bar is located on the right. The main area shows a table of tasks with the following columns: Task Type, Task Status, Client, Last Name, First Name, Solution / Module, Assignee, Attempts, and Due Date. The first row of the table contains the following data: Task Type (dropdown), Task Status (dropdown), Client (MARYLAND), Last Name (Barth), First Name (Oliva), Solution / Module (Medical Necessity), Assignee (swilsonMD), Attempts (0), and Due Date (03/04/2019 03:31 pm). A blue arrow points to an ellipsis icon in the first row, which has a 'Start' tooltip. The interface also shows 'Showing 1 to 1 of 1 entries' and 'Previous 1 Next' navigation controls.

Task Type	Task Status	Client	Last Name	First Name	Solution / Module	Assignee	Attempts	Due Date
		MARYLAND	Barth	Oliva	Medical Necessity	swilsonMD	0	03/04/2019 03:31 pm

Request for Information

- Scroll down the summary page of the review to view the Correspondence section.
- Click on the blue name of the letter to open it and see what information is being requested.

Correspondence

Search:

Letter	Addressee	Date Sent
No data available in table		

Show entries

Showing 0 to 0 of 0 entries

Previous Next

Request for Information

- Scroll up to the Documentation panel to attach additional information.
- Click on the Add button, as was demonstrated earlier in the presentation, to attach additional clinical documentation to the review.

Documentation

+ Add

Name	Category	Topic	Date Added	Uploaded By	Action
Commit to a Goal	Clinical	Medical & Treatment History	02/17/2019	swilsonMD	


Show 10 entries Showing 1 to 1 of 1 entries Previous 1 Next

Request for Additional Information

- Once you have added the necessary information, scroll to the bottom of the page and click the **Done** button.
- Clicking the Done button will finalize the request and send it back to the nurse to finish the review.
- Once you click Done, the system will return you to the Scheduled tasks queue, and the task will no longer be visible.
- **Do NOT start a new review** to submit requested additional clinical information. This will delay the response. Please follow the steps we just outlined when a Request for Information task is available in the task queue.

View Determination

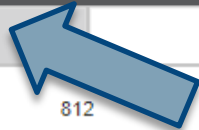
- Search for the case using the case ID or search for the member and go to the member hub.
- At the member hub, click on the ellipsis on the right side of the page in line with the review you are searching for and select View Review.
- Once the review is open, scroll down the page to the Outcomes panel.
- Click on the dark brown section of the panel to open it to view the details.



The screenshot shows a user interface for reviewing a case. It features a light green header bar with the text "Outcomes" on the left and "Review Outcome: Denied" on the right. Below this is a dark brown section containing the text "(HCPCS) 99233 - SBSQ HOSPITAL CARE/DAY 35 MINUTES" on the left and "Outcome: Denied" on the right. A blue arrow points downwards from the top of the dark brown section towards the text "(HCPCS) 99233 - SBSQ HOSPITAL CARE/DAY 35 MINUTES".

View Determination

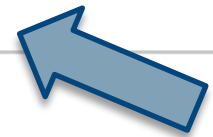
Outcomes		Review Outcome: Denied
(HCPCS) 99233 - SBSQ HOSPITAL CARE/DAY 35 MINUTES		Outcome: Denied
Requested	Final Recommendation	
Case ID:	812	
Outcome		
Authorization Number		
Start Date	02/04/2019	
Requested Discharge Date	02/08/2019	
Modifier 1		
Modifier 2		
Units		
Units Qualifier		
Frequency		
Frequency Qualifier		
Total Cost		



The panel defaults to showing what was requested in the review. The panel with Requested is a darker gray.

View Determination

Outcomes		Review Outcome: Denied
(HCPCS) 99233 - SBSQ HOSPITAL CARE/DAY 35 MINUTES		Outcome: Denied
Requested	Final Recommendation	
Case ID:	812	
Outcome		
Authorization Number		
Start Date	02/04/2019	
Requested Discharge Date	02/08/2019	
Modifier 1		
Modifier 2		
Units		
Units Qualifier		
Frequency		
Frequency Qualifier		
Total Cost		



Click on the bar with Final Recommendation to see the determination.

View Determination

Outcomes		Review Outcome: Denied
(HCPCS) 99233 - SBSQ HOSPITAL CARE/DAY 35 MINUTES		Outcome: Denied
Requested	Final Recommendation	
Case ID:	812	Letter Rationale: Member did not meet clinical requirements to be inpatient.
Outcome	Denied	
Authorization Number	E00000002	
Start Date	02/04/2019	
Calculated Discharge Date	02/08/2019	
Modifier 1		
Modifier 2		
Units	4	
Units Qualifier	day(s)	
Frequency		
Frequency Qualifier		
Total Cost		

Appeals

- Appeals will continue to be submitted as they are currently.
- There will be no change to the appeal process.

Continued Stay Review Submission

- If the user has submitted a Prospective or Concurrent inpatient review for a member, the user can search for that review in the member hub and use the action menu to submit a Continued Stay Review (CSR).
- A CSR provides the user the ability to submit a review to Mountain-Pacific asking for additional days for the member to stay in the hospital that is related to the initial Prospective or Current request.
- Additional CSRs can be submitted until the member has been discharged from the facility.

Continued Stay Review

Utilization Management

[View Cases](#)
[+ Add](#)

 Show entries

 Search:

Status	Case ID	Review Type	Timing	Treating Prov./Phys.	Treating Facility	Req. Start	Req. End	Outcome	Action
Request Has Been Submitted	813	Acute Medical Surgical	Prospective	WILSON MD, DOUGLAS	JOHN HOPKINS MOORE CL MAC	02/25/2019			...
Request Has Been Submitted	812	Acute Medical Surgical	Retrospective - 1st Level Appeal	WILSON MD, DOUGLAS	JOHN HOPKINS MOORE CL MAC	02/04/2019	02/08/2019		...
Request Is Complete	812	Acute Medical Surgical	Retrospective	WILSON MD, DOUGLAS	JOHN HOPKINS MOORE CL MAC	02/04/2019	02/08/2019	Denied	...

- View Request
- Delete
- Continued Stay Review

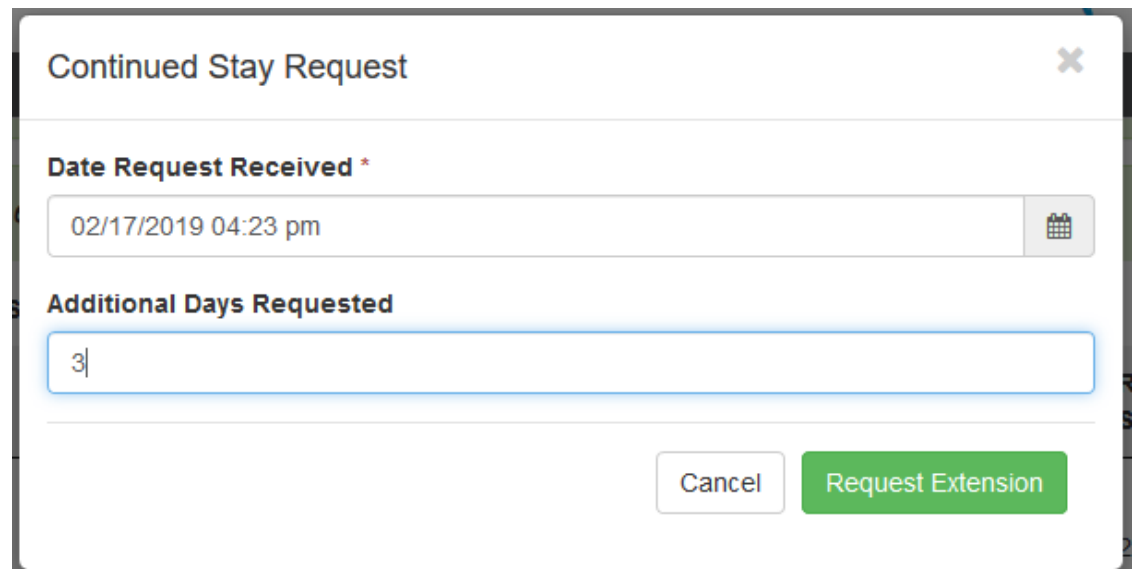
Showing 1 to 3 of 3 entries

[Previous](#)

[Next](#)

Continued Stay Review

- After clicking Continued Stay Review in the action menu, a modal will open.
- The date will default to the current date/time.
- The modal will ask you to select how many days you are requesting.



The image shows a modal window titled "Continued Stay Request" with a close button (X) in the top right corner. The form contains two main sections:

- Date Request Received ***: A text input field containing "02/17/2019 04:23 pm" and a calendar icon on the right.
- Additional Days Requested**: A text input field containing the number "3".

At the bottom right of the modal, there are two buttons: a white "Cancel" button and a green "Request Extension" button.

Continued Stay Review

- Click the **Submit Request** button to finalize the review.
- The system will copy all information from the Prospective/Concurrent review.
- You will have the option to add clinical documentation to the review to support the continuation request.
- Submit the review to Mountain-Pacific.
- Additional CSR reviews can be submitted in this way until the member is discharged from the facility.

Email Notifications

- Users will receive email notifications when:
 - Reviews are received from the portal
 - Reviews are updated/changed in status
- To make sure everyone in your organization who should receive email notification for reviews gets one, please select the organization or facility in the Provider Organization Visibility panel.

Security Administrator: Accessing the Portal

- The Security Administrator will receive two emails once his/her Provider Portal account set-up is complete.
 - 1) First will contain his/her username.
 - 2) Second will contain the link to the portal to set up the user's password.

Please Note: The second email is system-generated. Please check your junk or spam folder if you do not receive it within a few minutes of requesting the reset.

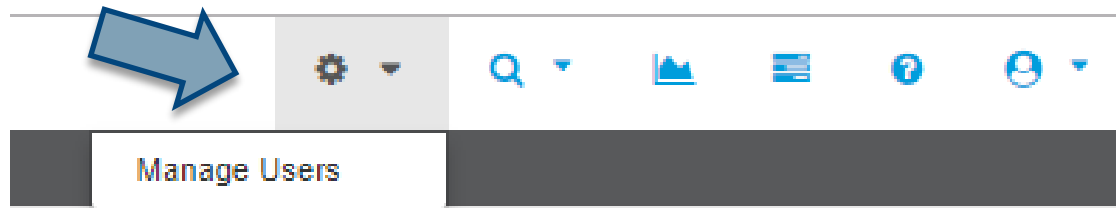
- First time accessing the Portal, the Security Administrator will change his/her password and Agree to the Terms of Use.

Security Administrator Training

- Security Administrators are called Authorized Officials.
- They will serve the following functions.
 - Ability to add and deactivate users
 - Reset passwords
 - Still able to submit and view reviews submitted by individuals in the same organization(s)

Security Administrator Training

Authorized Officials will see an option in the top menu that other users who are not Authorized Officials will not see.



Click on the tool icon to get the drop-down menu to appear and then click on Manage Users.

Security Administrator Training

- The Authorized Official will be able to see all users associated with any organizations/physicians associated with the AO.
- The AO can click on any of the blue links in the line to get to the user's details.

[User Org Report](#) [User Client Report](#) [Add User](#)

Client	User Name	First Name	Last Name	Email Address	Phone Number
<input type="text" value="Client Name"/>	<input type="text" value="swilsonmp "/>	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Email Address"/>	<input type="text" value="Phone Number"/>
Montana - Mountain Pacific	swilsonMP	Stephanie	Wilson	swilson@telligen.com	(515) 555-5555

Show entries Showing 1 to 1 of 1 entries [Previous](#) [Next](#)

Security Administrator Training

Qualitrac Account


Client * Montana - Mountain Pacific ▾	Organization * UNION MEMORIAL HOSPITAL ▾
First Name * Stephanie	Address Line 1 * 1776 West Lakes Parkway
Middle Name	Address Line 2
Last Name * Wilson	City * West Des Moines State * Iowa ▾ Zip * 50266
Display Name * Stephanie Wilson	Phone Number * (515) 555-5555 Ext Phone Type * Work ▾
Username * swilsonMPPPU	Preferred Contact Method *
Email * swilson@telligen.com	<input type="radio"/> Phone <input checked="" type="radio"/> Email

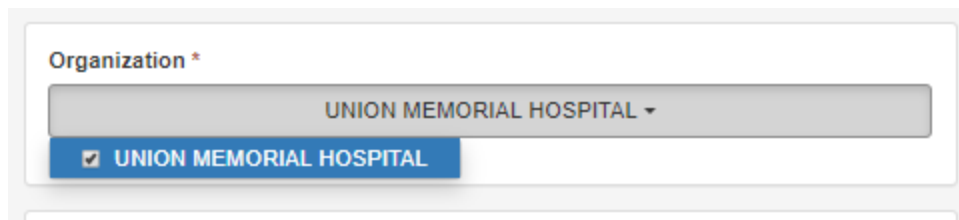
Cancel Save

Security Administrator Training

- The Authorized User and the User will be able to edit any of their information (address, phone, last name, etc.) except for the Username field.
- Once a username is created, it cannot be changed. The user would have to be deactivated and set up again to have a different username.
- Username must be distinct in the system. If another user is set up and matches on a username already in the system, the user will not be saved, and the AO will be forced to enter a new username that does not match with any others.

Security Administrator Training: Set Up a New User

- Click the Add User button the top right corner of the Manage User page.  An orange rectangular button with a white plus icon and the text "Add User".
- All fields with a red asterisk, *, are required fields.
- The Organization's drop-down will allow the AO to associate users to the organization(s)/physician group(s) that are available to the AO to select from. Check the box next to each one to select it.

 A screenshot of a web form. At the top, the label "Organization *" is displayed in a light gray font. Below it is a gray dropdown menu with the text "UNION MEMORIAL HOSPITAL" and a small downward arrow. Below the dropdown is a blue button with a white checkmark icon and the text "UNION MEMORIAL HOSPITAL".

Organization *

UNION MEMORIAL HOSPITAL ▾

UNION MEMORIAL HOSPITAL

Security Administrator Training: Set Up a New User

Qualtrac Account

Client *
Montana - Mountain Pacific ▾

Organization *
UNION MEMORIAL HOSPITAL ▾
 UNION MEMORIAL HOSPITAL

First Name *
Stephanie

Middle Name

Last Name *
Wilson

Display Name *
Stephanie Wilson

Username *
swilsonMPPPU

Email *
swilson@telligen.com

Address Line 1 *
1776 West Lakes Parkway

Address Line 2


City * West Des Moines **State *** Iowa ▾ **Zip *** 50266

Phone Number * (515) 555-5555 **Ext** **Phone Type *** Work ▾

Preferred Contact Method *

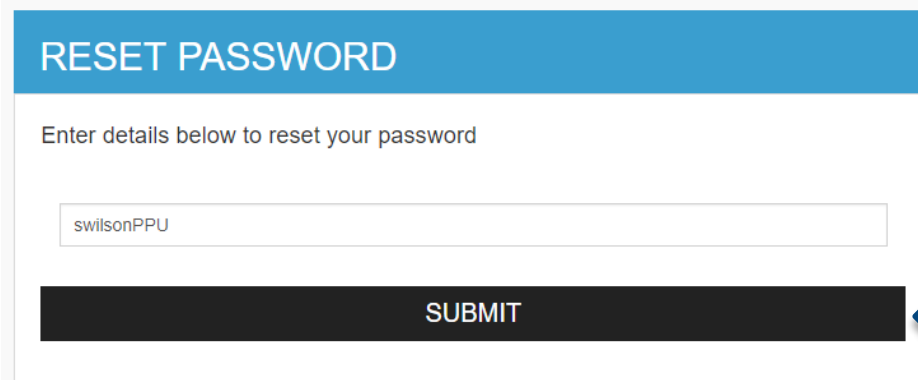
Phone
 Email

Cancel Save



Security Administrator Training: Set Up a New User

- After clicking save, the system will direct the AO to the Reset Password page.
- Username will be defaulted for the user. Any time a password needs to be reset, always enter the username and not an email address.
- This sends an email to the user with a link to reset his/her password to log in for the first time.



RESET PASSWORD

Enter details below to reset your password

SUBMIT

Security Administrator Training: Set Up a New User

Reply Reply All Forward IM



donotreply@telligen.com

Stephanie Wilson

11:27 AM

Qualitrac - Password Setup/Reset

We removed extra line breaks from this message.

Hi Stephanie,

We received a request to setup a new password or change the password on the swilsonPPU account associated with this e-mail address.

If you made this request, please click the link below to securely change your password:

https://sso-stage.myqualitrac.com/accountrecoveryendpoint/confirmrecovery.do?confirmation=6bc2465a-d5ed-4280-bb91-fc1be7494c4e&userstoredomain=PRIMARY&username=swilsonPPU&tenantdomain=carbon.super&callback=https%3A%2F%2Fstage.myqualitrac.com%2FTelliFrameCanvas%2Fqt%2Fmanage_user%2Fmanage_user

If clicking the link doesn't work, you can copy and paste the link into your browser's address window. You will need to paste the above link into the same browser that you used to request the password reset.

If you did not request to have your swilsonPPU password setup/reset, simply disregard this email and no changes to your account will be made.

Best Regards, Qualitrac Team

<https://myqualitrac.com>

Security Administrator Training: Set Up a New User

- The user will follow the link and be taken to the reset password page.
- Once a password is set up following the rules, the user will hit submit and be logged in to the system.

RESET PASSWORD

Enter New Password *

Confirm Password *

SUBMIT

- Password length should be six (6) to twelve (12) characters in length.
- Password should contain a digit [0-9].
- Password should contain a lower case letter [a-z].
- Password should contain an upper case letter [A-Z].
- Password should contain one of !@#%&* characters.

Important Information



Website:

<http://www.mpqhf.org/corporate/medicaid-portal-home/>



Call us:

- Portal technical assistance: 1-800-497-8232 (option 2)
DME or physician med/surg: 1-877-443-4021
Hospital, transplants, private duty nursing: 1-800-262-1545
Home health: 1-800-262-1545
Ambulance: 1-877-362-5861



QUESTIONS?

