

Mountain-Pacific
Quality Health

Montana Medicaid:

Provider Portal Training for Out-of-State Inpatient Reviews

November 2019

1


1

Agenda

- Website
- How to log in
- How to enter a review (quick review)
- How to search for a review
- View outcomes
- Continued Stay Review (CSR)
- Request for Information tasks
- Discharge Info tasks
- Email notifications
- Questions

2

2



Mountain-Pacific
Quality Health

**PROVIDER PORTAL
TRAINING:
SUBMITTING AN OUT-OF-
STATE INPATIENT REVIEW**

3

3

Provider Portal

- Web application that allows health care providers to submit review requests
- Please bookmark:
<http://www.mpqh.org/corporate/medicaid-portal-home/>
- Fill out and mail Security Administrator Packet to begin submitting reviews via provider portal
- Use log-in link in top right corner of webpage
- Continue to check website for information pertaining to provider portal and review processes

4

4

The screenshot shows the homepage of the Mountain-Pacific Quality Health Medicaid Utilization Review and Ambulance Provider Portal. At the top left is the logo for Mountain-Pacific Quality Health. To the right of the logo is the text "Medicaid Utilization Review and Ambulance Provider Portal" and a "Portal Sign In" button. Below this is a navigation menu with buttons for Home, Document Library, Education & Training, FAQs, Provider News, and Contact Us. Each button has a corresponding icon. Below the navigation menu is a "Home" section with a welcome message and a list of services. At the bottom of the page is a footer with various links and the copyright notice "© 2018 Mountain-Pacific Quality Health. All rights reserved."

5

Provider Portal

- Log-in page has **Reset Password** link under black sign-in box
- Click link to start reset process

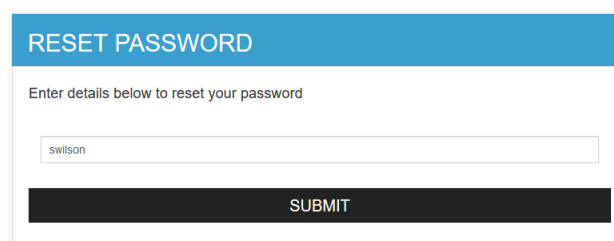
The screenshot shows the sign-in page of the Provider Portal. It features a "SIGN IN" header, two input fields for "Username" and "Password", a checkbox for "Remember me on this computer", and a black "SIGN IN" button. Below the button is a blue link labeled "Reset Password". A blue arrow points from the text in the list to this link.

Do not bookmark this page!
Security around log-in page will cause issues the next time you log in.

6

Provider Portal

- When Reset Password modal opens, please enter your username (not your email address).
- System will recognize your user id, find the email address 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

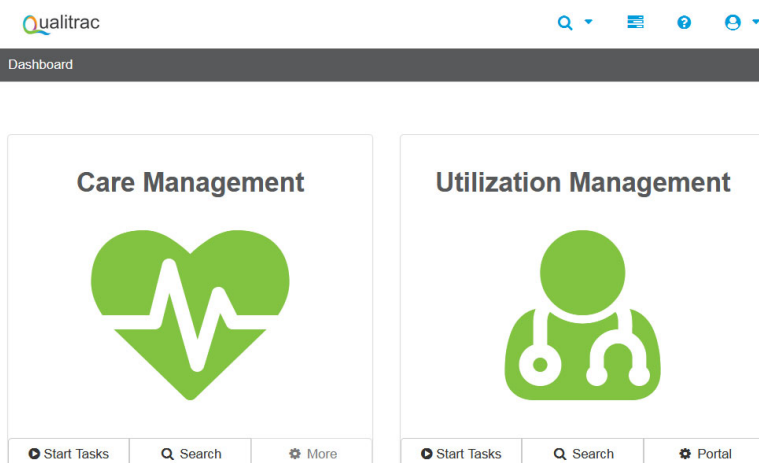
swilson

SUBMIT

7

7

Provider Portal: Landing Page



Qualitrac

Dashboard

Care Management

Utilization Management

Start Tasks Search More

Start Tasks Search Portal


8


8


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.

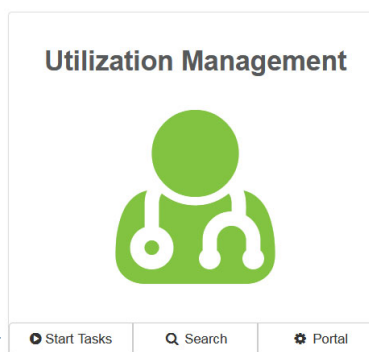
 This icon is used to view and manage your profile. If your phone number or email address changes, you can use this section to update the details.

9

9

Provider Portal: Landing Page

Start Tasks will take you to the task queue to view any reviews where additional information has been requested.



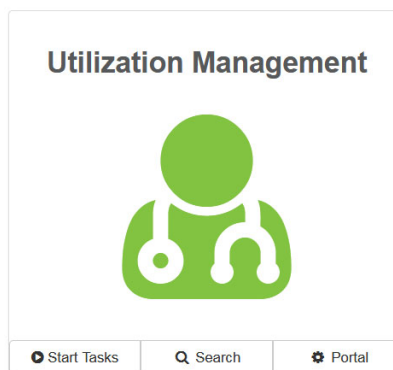
Search will allow you to search for a member or a case, just like the magnifying glass at the top of the page.

10

10

Provider Portal: Adding a New Review

Click **Search** to look for information on a member or to start a new review.



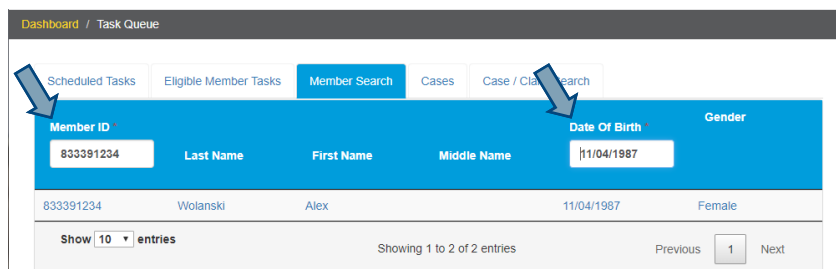
11

11

Provider Portal: Adding a New Review

Enter **Member ID** and **Date Of Birth** to start search.

Member ID and Date Of Birth must match eligibility file to locate member information or begin a new review.



12

12

Provider Portal: Adding a New Review

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

Member ID	Last Name	First Name	Middle Name	Date Of Birth	Gender
833391234	Wolanski	Alex		11/04/1987	Female

13

13

Provider Portal: Adding a New Review

Member Hub

Allows you to view any related information to this member, including contact information and any submitted reviews

Qualtrac

Dashboard / Task Queue / Member Hub

Alex Wolanski - 833391234 - 11/04/1987

Alex Wolanski

Member Trends View Member Details

Member ID: 833391234 Date of Birth: 11/04/1987 Phone Number: Client: Montana - Mountain Pacific

Utilization Management View Case Add

Show 10 entries Search:

Status	Case ID	Request 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

14

14

Provider Portal: View Member Details

Clicking on **View Member Details** opens new tab to provide more information.

Alex Wolanski

Member Trends Hide Member Details

Member ID: 833391234 Date of Birth: 11/04/1987 Phone Number: Client: Montana - Mountain Pacific

Phone: Home, Cell, Work, Other

Mailing Address: 6057 Spruce Lane, PIGEON, MI 48755

Preferred Contact Information: Method, Language (Not Supplied), Notes

Physical Address

Email: Home, Work

View Even More Member Details

Hide Member Details minimizes panel to just see top line information.

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

15

15

Provider Portal: Utilization Management Panel

Contains all information related to any submitted UM reviews for member

- You **MUST** check here before submitting a new request, as a request might have already been entered as a prospective case, and now the member is being admitted.
- Per this example, this member has not had any UM requests submitted for him/her.
- Use the **Add** button to start a new request.

Utilization Management + Add

No Authorization Requests.

16

16

Provider Portal: Add New Request

To begin a new request, first fill in
Authorization Request fields.

Authorization Request

Date Request Received * 11/18/2018 12:04 pm

Review Type *

Place of Service *

Type of Service *

Timing *

Cancel

17

17

Authorization Request Panel: Review Type

- Review Type: Select type of review for which you are submitting the review.
- Out of State (Inpatient) should always be selected when requesting days for inpatient stay.

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

18

18

Authorization Request Panel

- **Place of Service** – Where care is being given
- **Type of Service** – Type of care being provided
- **Timing** – Select Prospective (Prior Authorization), Concurrent or Retrospective

Once all selections are made, select Cancel to remove the request or select Add New Request to complete this step.

19

19

Timing

Prospective

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

Concurrent

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

Continued Stay

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

Retrospective

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

20

20

Admission and Discharge Panel

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

Admission and Discharge

Admission Date * <input type="text" value="MM/DD/YYYY"/>	Admission Type * <input type="text"/>	Admission Source <input type="text"/>
--	---	---

21

21

Coverage Panel

Details information about member's eligibility

Medicare Indicator and Third-Party Liability will default to No/Not Supplied unless there is information from the eligibility 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 * <input type="text" value="Both Part A and Part B"/>	Third Party Liability * <input type="text" value="No"/>
--	---

Eligibility Comment *

22

Coverage Panel

If you see **Member Not Eligible** banner, use **Eligibility Comment** box to enter information related to member's eligibility and to proceed with request.

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 10 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 *

Both Part A and Part B
No

Eligibility Comment *

23

Entering Physician and Facility Information

- The next sections ask for information related to **Ordering Physician**, **Treating Physician** and **Treating Facility**.
- Click **Add** button on each box to fill in necessary provider information.

Providers *

Type	Name	NPI	Address	Phone	Primary Taxonomy	PPO Redirect Reason	Comments	Action
Treating Physician *					Not Supplied			+ Add
Treating Facility *					Not Supplied			+ Add
Ordering Provider *					Not Supplied			+ Add

24

24

Entering Physician and Facility Information

- Clicking **Add** button opens a search box.
- Enter **NPI Number** or by filling in any information in boxes provided. (Entering NPI # is quickest!)
- Click **Search** to locate physician/facility.
 - If NPI # has more than one result, enter correct provider ID in **Other ID Number** box and click **Search** again.

25







25

Entering Physician and Facility Information

Use green plus box to left of provider/facility name to select for the review.

Show 10 entries

Search:

Name	Network	NPI	Other ID	Type	Primary Practice Address	Phone	Primary Taxonomy	Source
 WILSON, DOUGLAS	Montana (Out of state provider code = Y)	1679502918	0000283036		229 S 8th St St Maries, ID, 00000	(208) 245- 7684		Provider File
 WILSON DENTAL PLLC		1265935902			10497 W Garverdale Ct Ste 107 Boise, ID, 837045468	(208) 375- 5720	Clinic/Center, Dental	NPPES
 WILSON POLITO INC		1285170696			1844 W Pullman Rd Moscow, ID, 838434014	(208) 883- 1800	Optometrist	NPPES

26

26

Entering Physician and Facility Information

- Physician or facility name and information will populate in corresponding panel.
- If you selected incorrectly, you can use the Remove button to delete.
 - Use Add button to search and find new physician/facility to replace deleted physician/facility.

Type	Name	NPI	Address	Phone	Primary Taxonomy	PPO Redirect Reason	Comments	Action
Treating Physician	WILSON, DOUGLAS	1679502918	229 S 8th St St Maries, ID, 00000	(208) 245-7684		No redirection - service already initiated		Remove
Treating Facility *					Not Supplied			Add
Ordering Provider *					Not Supplied			Add

27

27

Entering Physician and Facility Information

- Once the Treating Physician has been set, the Ordering Provider allows the Treating Physician to be copied to that line, if they are the same.
 - Use Add button to open drop down menu and select .

Type	Name	NPI	Address	Phone	Primary Taxonomy	PPO Redirect Reason	Comments	Action
Treating Physician	WILSON, DOUGLAS	1679502918	229 S 8th St St Maries, ID, 00000	(208) 245-7684		No redirection - service already initiated		Remove
Treating Facility *					Not Supplied			Add
Ordering Provider *					Not Supplied			Add

+ Add New
Copy Treating Physician to Ordering Provider

28

28

Provider Organization Visibility

Fill in this field to share this review with everyone in the organization with applicable privileges.

Provider Organization Visibility ⓘ

Wilson, Stephanie, User

ST LUKE'S REGIONAL MEDICAL CENTER

29

29

Diagnosis

Enter diagnosis information related to review.

- Use **Add** button to add new diagnosis to panel.
- Enter as many diagnoses as needed.
- If more than one diagnosis is entered, you have the ability to drag and drop to reorder them.

Diagnosis ⓘ Add

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

30

30

Diagnosis

Once you click Add, you can search for a diagnosis by **Code** or **Term**.

Example of searching by code:

The screenshot shows a search interface with the following elements:

- Method:** Radio buttons for "Search By Code" (selected) and "Search By Term".
- Search By Code:** A text input field containing "r69" and a blue "Search" button.
- Results:** A table with columns "Code" and "Description". One entry is shown: "R69" with the description "ILLNESS UNSPECIFIED".
- Navigation:** "Showing 1 to 1 of 1 entries", "Previous", "1", "Next", "Cancel", "Submit and Add Another", and "Submit" buttons.

31

31

Diagnosis

- After selecting radio button next to Diagnosis you want to add, select **Submit** or **Submit and Add Another**.
 - **Submit** adds the diagnosis to the review.
 - **Submit and Add Another** allows you to submit the diagnosis to the review and re-open the window to search for another diagnosis.
- If diagnosis is entered incorrectly, use trash can icon to delete.

The screenshot shows a table titled "Diagnosis" with an "Add" button in the top right corner. The table has the following columns: Seq., Code, Description, Final Dx, POA, NOS, and Action. A blue arrow points to a trash can icon in the Action column of the first row.

Seq.	Code	Description	Final Dx	POA	NOS	Action
1	R69	ILLNESS UNSPECIFIED	<input type="radio"/>	<input type="checkbox"/>		

32

32

Procedures

Where stay information related to this review is located

- Contains defaulted procedure for your use
- Procedure code SHOULD NOT be changed or any other procedures added 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				1	day(s)		

33

33

Documentation

Final panel to submit the review

Upload any clinical documentation related to/ necessary for review to be processed.

Documentation + Add					
Name	Category	Topic	Date Added	Uploaded By	Action
No data available in table					
Show 10 entries		Showing 0 to 0 of 0 entries		Previous Next	

34

34

Documentation

Click **Add** button on Documentation panel.

Clicking Add opens modal where you can drag and drop files. You can also select **Click here** to open directory and find necessary files.

35

35

Documentation

Please note:

- Documents must be a PDF or Word document.
- File name cannot have any special characters in it except for an underscore, i.e., _.
- File name can be changed in the **Name** field, if needed.

36

36

Documentation

Please note:

- **Category** allows you to select the document type. This will most always be Clinical.
- **Topic** further identifies document.
- Click **Upload** to attach file.
- Repeat upload process as many times as necessary to submit all relevant documentation.

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
sample health record.docx	12 KB	

Name *

sample health record

Category *

Clinical

Topic *

Medical & Treatment History

Close Upload

37

37

Continue

Once all panels are completed, click **Continue** to finalize review.

Documentation + Add

Search:

Name	Category	Topic	Date Added	Uploaded By	Action
sample health record	Clinical	Medical & Treatment History	06/20/2019	swilsonMOID	

Show 10 entries

Showing 1 to 1 of 1 entries

Previous 1 Next

Continue

38

38

Attestation

FINAL STEP: Enter your username in **User Attestation** section. Click **Submit** button to send review request to Mountain-Pacific.

39

39

Comments

- Users have the option to add comments to the review before sending.
- A modal opens where additional information related to the review can be typed into Comments field.
- This is not required to complete submission.

40

40

Summary

- After selecting **Submit** on the Comments modal, you will be taken to a summary of the review.
- You can edit, delete or leave the review.
- To leave, scroll down through the entered information and confirm everything looks correct. Click the **Task Queue** button at the bottom of the page.



- This will take you back to the Tasks page, where you can begin a new search and submit other reviews.

41

41



**SEARCHING FOR
A REQUEST**

42

Review

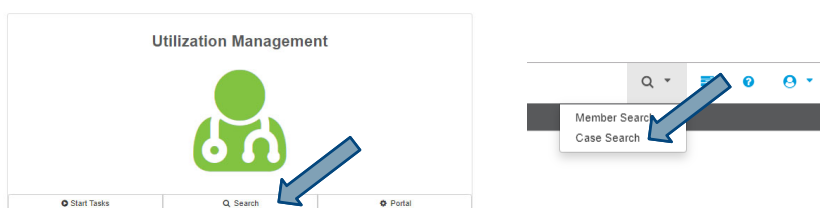
- After you submit a review, you can find it by searching for the Case ID or by searching for the member and looking at the UM panel in the Member Hub.
- When you locate the review in the Member Hub, you can:
 - **View the Review** to check for determination and any correspondence
 - **Submit a Continued Stay Review** for inpatient reviews
 - **Delete** a review that was submitted incorrectly

43

43

Case Search

- Find the review by searching by Case ID
- Two options to navigate Case Search:



44

44

Case Search

- Enter **Case ID** in field and click **Search**.
- Click on any of the blue text to select.

The screenshot shows a web application interface for searching cases. At the top, there are tabs for 'Scheduled Tasks', 'Member Search', 'Cases', and 'Case / Claim Search'. Below the tabs, there is a search form with a 'Client' dropdown, a 'Method' section with radio buttons for 'Search By Case ID', 'Search By Authorization ID', and 'Search By Claim Number', and a 'Case ID' input field containing '2332'. A blue 'Q Search' button is to the right. Below the search form, there is a table with columns: 'ID', 'Request ID', 'Review Type', 'Timing', 'Case Status', and 'Date Request Received'. The table contains one row with values: '2332', '2344', 'Acute Medical Surgical', 'Retrospective', 'Case Creation', and '07/06/2019'. Blue arrows point to the search field, the search button, and each of the table columns. The page number '45' is in the bottom right corner.

45

Review Summary

Once you locate the review using Case Search, you will be taken to Review Summary.

The screenshot shows the 'Review Summary' page for Case ID 2332. The page header includes 'Qualtrac' and navigation links like 'Dashboard / Task Queue / Member Hub / Summary'. The main content area shows the member's name 'Olivia Barth' and details: 'Member ID: 30412332000', 'Date of Birth: 05/19/1947', 'Phone Number', and 'Client: MARYLAND'. Below this, there is a section for 'Authorization Request (Case Id : 2332)' with 'Delete' and 'Edit' buttons. The details are as follows:

Date Request Received 07/06/2019 09:55 am	Review Type Acute Medical Surgical	Place of Service Inpatient Hospital	Type of Service Medical Care
Timing Retrospective	Request ID 2344		

Below the authorization request is an 'Admission and Discharge' section with the following details:

Admission Date 06/10/2019	Actual Discharge Date 06/17/2019	Admin Days 2	Length Of Stay 7
Admission Type Urgent	Admission Source	Discharge Disposition Discharged to home/self care "routine charge"	DRG

The page number '46' is in the bottom right corner.

46

View Determination

- Scroll down to **Outcomes** panel.
- Click on dark brown section of panel to view details.



47

47

View Determination

The screenshot shows a detailed view of the 'Outcomes' panel. At the top, it says 'Outcomes' and 'Review Outcome: Denied'. Below that is a dark brown bar with '(HCPCS) 99233 - SBSQ HOSPITAL CARE/DAY 35 MINUTES' and 'Outcome: Denied'. The main content area has two tabs: 'Requested' (highlighted in a darker gray) and 'Final Recommendation'. A blue arrow points to the 'Requested' tab. Below the tabs is a form with the following fields:

Requested	Final Recommendation
Case ID:	
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	


Panel defaults to show what was **Requested** in the review (darker gray panel).

48

48

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 Final Recommendation to see determination.

49

49

View Determination

You can also scroll down to **Correspondence** to find the attached letter with the determination.

Correspondence			+ Add
Letter	Addressee	Date Sent	Search: <input type="text"/>
Approval Provider MedNec	Treating Physician	11/04/2019 09:03:44	
Approval Provider MedNec	Member	11/04/2019 09:03:43	

Show 10 entries Showing 1 to 2 of 2 entries Previous 1 Next

50

50

Member Hub

- From Review Summary, you can go to Member Hub to take next steps on a review.
- You can also do a member search (shown earlier) to get to Member Hub.

Qualtrac

Dashboard / Task Center / Member Hub / Summary

Oliva Barth

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

Authorization Request (Case Id : 2332) Delete Edit

Date Request Received	Review Type	Place of Service	Type of Service
07/06/2019 09:55 am	Acute Medical Surgical	Independent Hospital	Medical Care

Timing: Retrospective Request ID: 2344

Admission and Discharge

Admission Date	Actual Discharge Date	Admin Days	Length Of Stay
06/17/2019	06/17/2019	2	7

Admission Type: Urgent Admission Source: Discharge Disposition: Discharged to home/self care 'routine charge' DRG:

51

51

Review

- In Member Hub, click on ellipsis to open menu.

Oliva Barth View Member Details

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

Utilization Management View Cases Add

Show 10 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		View Request Delete

Showing 1 to 1 of 1 entries

- If the review does not have a decision, you can view or delete the request.
- If the review is complete and a decision made, you can view the request and outcome (approved, denied, partial denial, technical denial).

52

52




CONTINUED STAY REVIEW SUBMISSION


53

Continued Stay Review (CSR) Submission


If you have submitted a Prospective or Concurrent review, you can search for the review in the Member Hub (**Action** menu) and submit a CSR.



Can request additional days for member to stay in hospital for services related to Prospective of Current request.



Additional CSRs can be submitted until member has been discharged.

 **NOTE: DO NOT** enter new CSR until due date! Previous review will instruct you on when next CSR is due (under Outcomes panel or in letter under Correspondence).

54

54

Continued Stay Review (CSR)

Utilization Management View Cases +Add

Show 10 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		View Request Delete Continued Stay Review
Request Is Complete	812	Acute Medical Surgical	Retrospective	WILSON MD, DOUGLAS	JOHN HOPKINS MOORE CL MAC	02/04/2019	02/08/2019	Denied	...

Showing 1 to 3 of 3 entries Previous 1 Next

55

55

Continued Stay Review (CSR)

Clicking Continued Stay Review in Action menu opens modal to confirm you want to submit a CSR.

Continued Stay Request ✕

Are you sure you want to request an extension for this request?

56

56

Continued Stay Review (CSR)

- 1 Click Request Extension button to finalize review.
 - 2 System will copy all information from Prospective/Concurrent review.
 - 3 You are required to add clinical documentation to support CSR request.
 - 4 Submit review to Mountain-Pacific.
- Additional CSR reviews are submitted the same way until member is discharged.

57

57

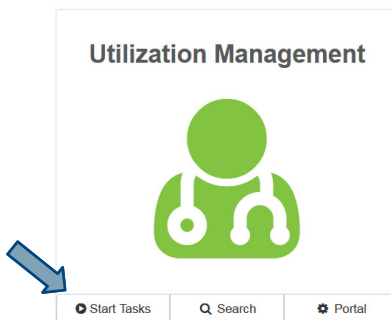


**REQUEST FOR
INFORMATION**

58

Request for Information

- When review coordinator needs additional clinical documentation to make a determination, the user will be emailed.
- To provide documentation, log in to Qualitrac.
- Click **Start Tasks** button.

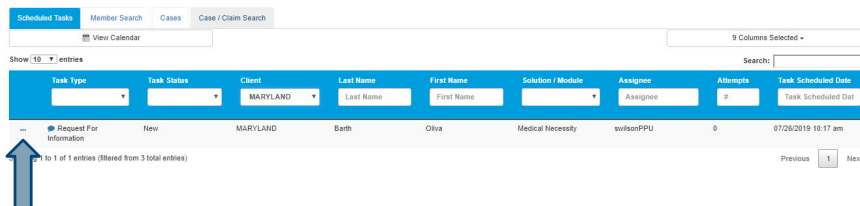


59

59

Request for Information

- In **Scheduled Tasks** queue, you will see Request For Information task.
- Click on ellipsis to the left of the task.



60

60

Request for Information

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

Correspondence			Search:
Letter	Addressee	Date Sent	
Request for Information	Treating Facility	07/06/2019 10:17:53	
Show 10 entries		Showing 1 to 1 of 1 entries	
		Previous	1 Next

61

61

Request for Information

- Scroll up to the Documentation panel.
- Click Add button (shown earlier) to attach additional clinical documentation for reviewer.

Documentation						+ Add
Name	Category	Topic	Date Added	Uploaded By	Action	Search:
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		

62

62

Request for Information

- Scroll to bottom of page and click **Done** button. This will finalize the request, sending it back to the reviewer.
- You will be returned to Scheduled Tasks queue, where the Request For Information task should no longer be visible.



Do **NOT** start a new review to submit requested additional clinical documentation, or the response will be delayed. Please follow these steps.

63

63



DISCHARGE STATUS TASK

64

Discharge Status Task

Created for inpatient stays

- Allows you to enter discharge date and status and final diagnosis to review.
- Click ellipsis to left of task.
 - Anyone in your facility can start/complete the task.
 - Do NOT start the task unless you can enter DC info.

Task Type	Task Status	Client	Member ID	Last Name	First Name	Solution / Module	Review Type	Case ID	Assigned By	Assignee	Attempts	Task Scheduled Date	Task Due Date
...	Discharge Status	New	IDAHO	ID0002299900	TAKEUCHI	Harold	Medical Necessity	Acute Medical Surgical (Inpatient)	124	scooley	scooley	0	11/02/2018 12:00 am
↑	Discharge Status	New	IDAHO	ID0000125425	MABEY	COLLIN	Medical Necessity	Acute Medical Surgical (Inpatient)	783	jshavOM	jshavOM	0	02/13/2019 12:00 am

65

65

Discharge Status Task

Discharge Info

Indicate member has left the hospital, discharge date and discharge disposition

Diagnosis

Indicate final diagnosis

Documentation

Upload any final documentation (e.g., discharge instructions)

All discharge information should be submitted by the facility via the portal. DO NOT submit via fax.

66

66

Discharge Status Task

Discharge Info

Is the Patient still in the Hospital? * Actual Discharge Date * Discharge Disposition *

Diagnosis

Seq.	Code	Description	Final Dx	POA	NOS
1	R69	ILLNESS UNSPECIFIED	<input type="checkbox"/>	<input type="checkbox"/>	

Documentation

Search:

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

Show 10 entries Showing 0 to 0 of 0 entries Previous Next

REMINDER:

The authorization number is on the case from the beginning but does not transmit for payment until discharge info is entered.

67

67

Discharge Status Task

Discharge Info

Is the Patient still in the Hospital? * Actual Discharge Date * Discharge Disposition *

Diagnosis

Seq.	Code	Description	Final Dx	POA	NOS
1	R69	ILLNESS UNSPECIFIED	<input type="checkbox"/>	<input type="checkbox"/>	

Documentation

Search:

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

Show 10 entries Showing 0 to 0 of 0 entries Previous Next

Do NOT use the authorization number as a reference number. **Always use the Case ID** sent to you in your original email after case submission.

68

68

Email Notifications

- You will receive email notifications when:
 - Reviews are received from the portal
 - Reviews are updated/changed in status
- Emails will be sent to the person who submitted the request
 - If someone else needs to respond, forward it to the appropriate person
- Emails do NOT contain PHI, just the Case ID

69

69

Important Information



Website:

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



Call us:

Portal technical assistance: 1-800-497-8232 (option 2)

– Trouble logging in, error messages

Hospitals: 1-800-262-1545

70

70



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QUESTIONS?



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.

71