Montana Medicaid:
Provider Portal Training
Physician Administered Drugs

July 2020

Agenda

- Qualitrac
- Provider Portal
- Submit a Review Request
- View Request Status and Outcomes
- Authorized Official training

QUALITRAC

Our System: Qualitrac

Web-based health management system, built and maintained by our team of clinical and technical experts featuring:

– 24/7 Provider Access

– Streamlined review process with all necessary information contained on one-page

– Secure electronic upload of clinical documentation

– Provider ability to track progress of submitted requests

QualiTrac™

Utilization Mgmt
Evaluate services for necessaty, appropriateness & efficiency

Population Health Analytics
Aggregate & analyze patient data sets to improve health outcomes

Performance Mgmt
Improve compliance with evidence-based guidelines

Case Mgmt
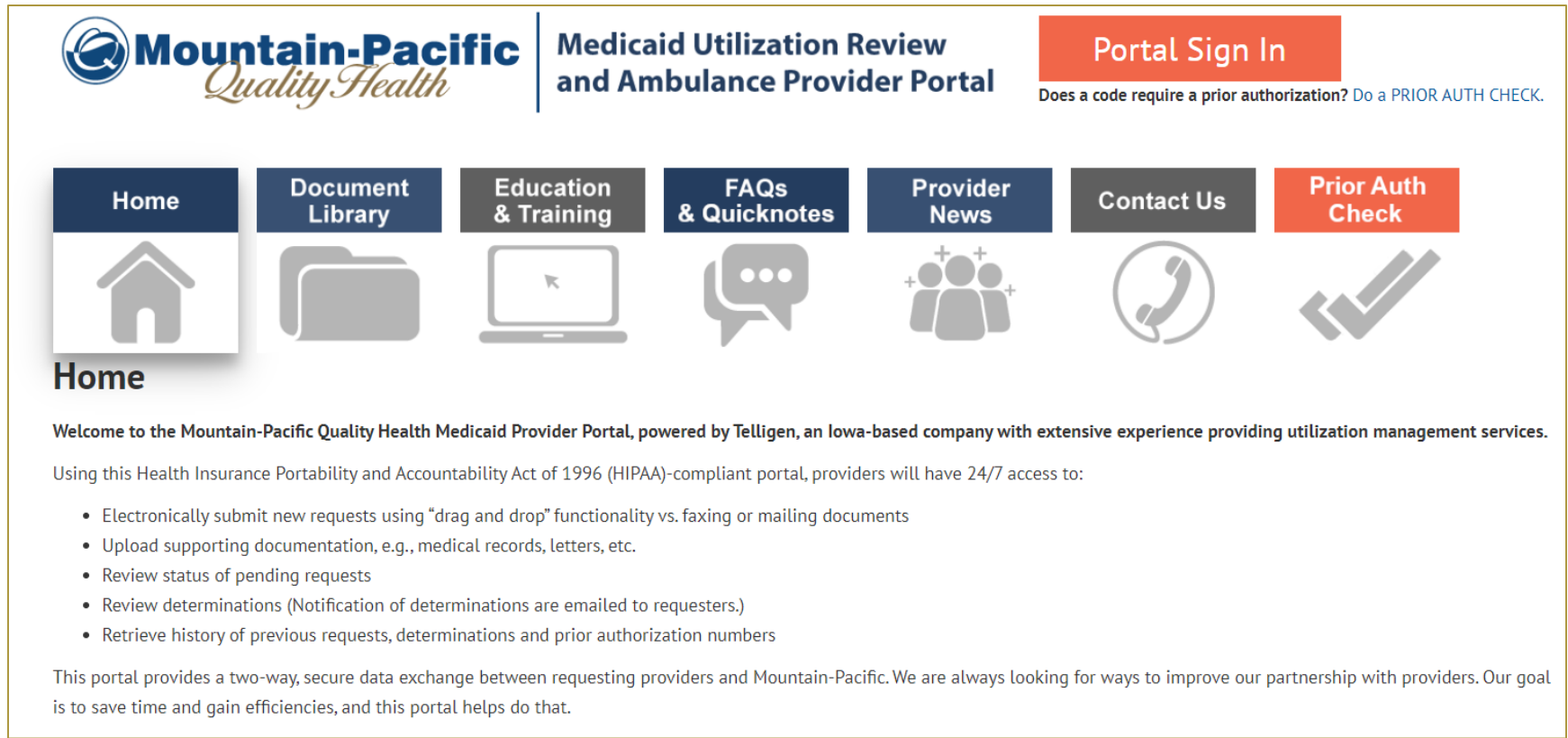*Improving outcomes & lowering costs for high-risk participants*

4

PROVIDER PORTAL

Provider Portal

- Beginning **Monday, August 10, 2020**, users who have completed an Authorized Official Packet and have received their credentials will login to the system to begin submitting review requests for Physician Administered Drugs.

- Providers will access the Qualitrac system via the Provider Portal

- Please bookmark

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

- Use the log-in link on the top right-hand corner of the website.

- Monitor this website for ongoing information pertaining to the Provider Portal and the review process.

Please bookmark this site:
http://www.mpqhf.org/corporate/medicaid-portal-home/

Provider Portal Access

- 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 (Authorized Official).

- Each facility is required to have at least one Authorized Official.

- The Authorized Official will:
  - Be the point of contact for the organization
  - Add, remove or edit Provider Users accounts

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

Provider Portal

- Your Authorized Official will create your user profile in the Qualitrac system

- You will receive an email with your username and a temporary link to the portal.

- Click on the link within the email to be directed to the reset password modal. There you will enter your username and establish your password using the password criteria shown on the page.

- NOTE: If you do not receive the email, please check your junk email box and/or contact your organization's IT department to ensure the email is not being blocked by your own security regulations.

- You must establish your password within 24 hours of receipt of the email. For security reasons, the link will expire after 24 hours.

SUBMITTING A REVIEW REQUEST

Provider Portal

- To get started, navigate to the website: http://www.mpqhf.org/corporate/medicaid-portal-home/
- Click on **Portal Sign In** at the top right-hand corner to log in to the portal.

Provider Portal

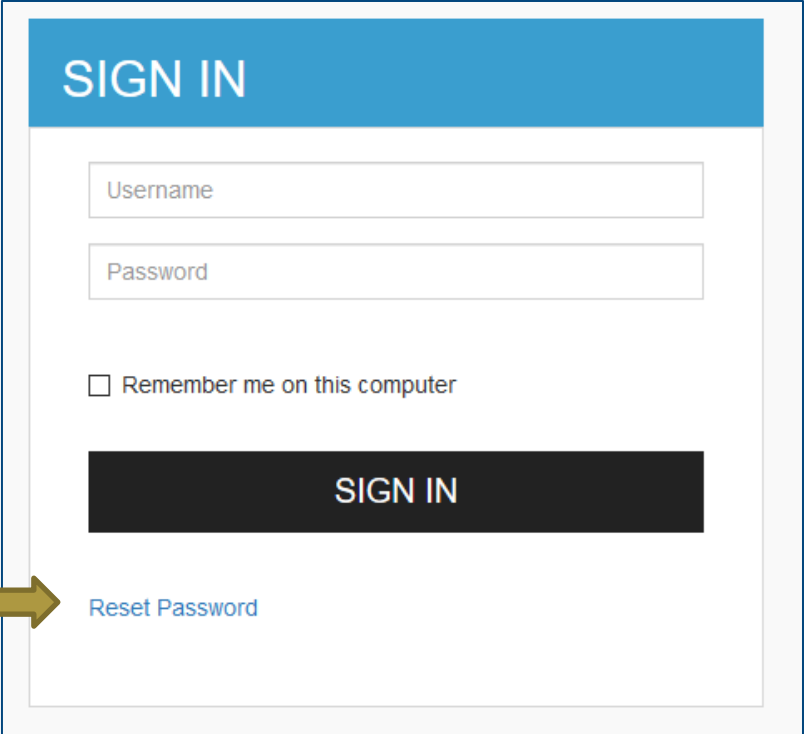**On the sign-in page:**

1. Enter the username you were assigned.

2. Use the password you established.

3. Click **SIGN IN** to access the system.

SIGN IN

Username

Password

☐ Remember me on this computer

SIGN IN

Reset Password

Provider Portal

- There is a blue "Reset Password" link below the sign-in button. This can be used to change/reset your password whenever needed, including IF your initial temporary link expired.

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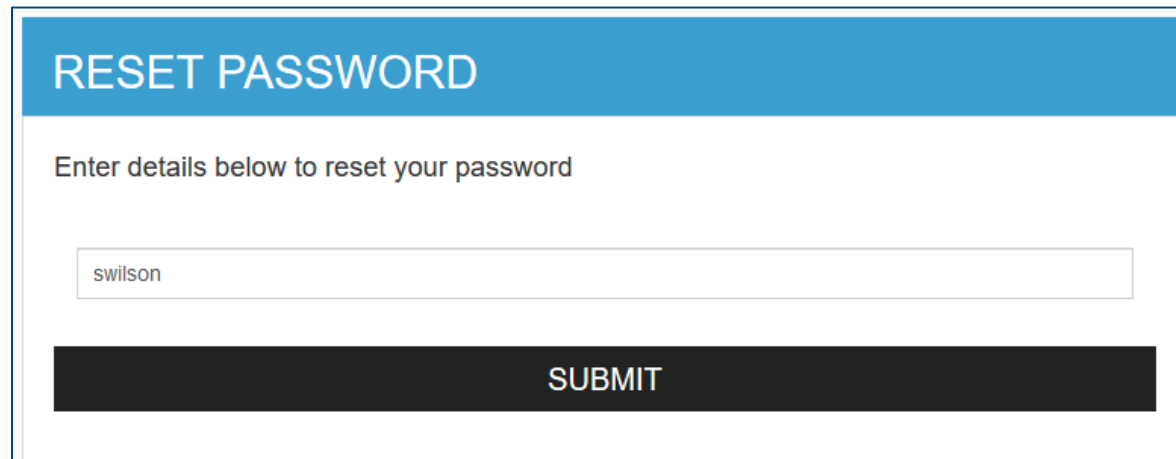

SIGN IN

Username

Password

☐ Remember me on this computer
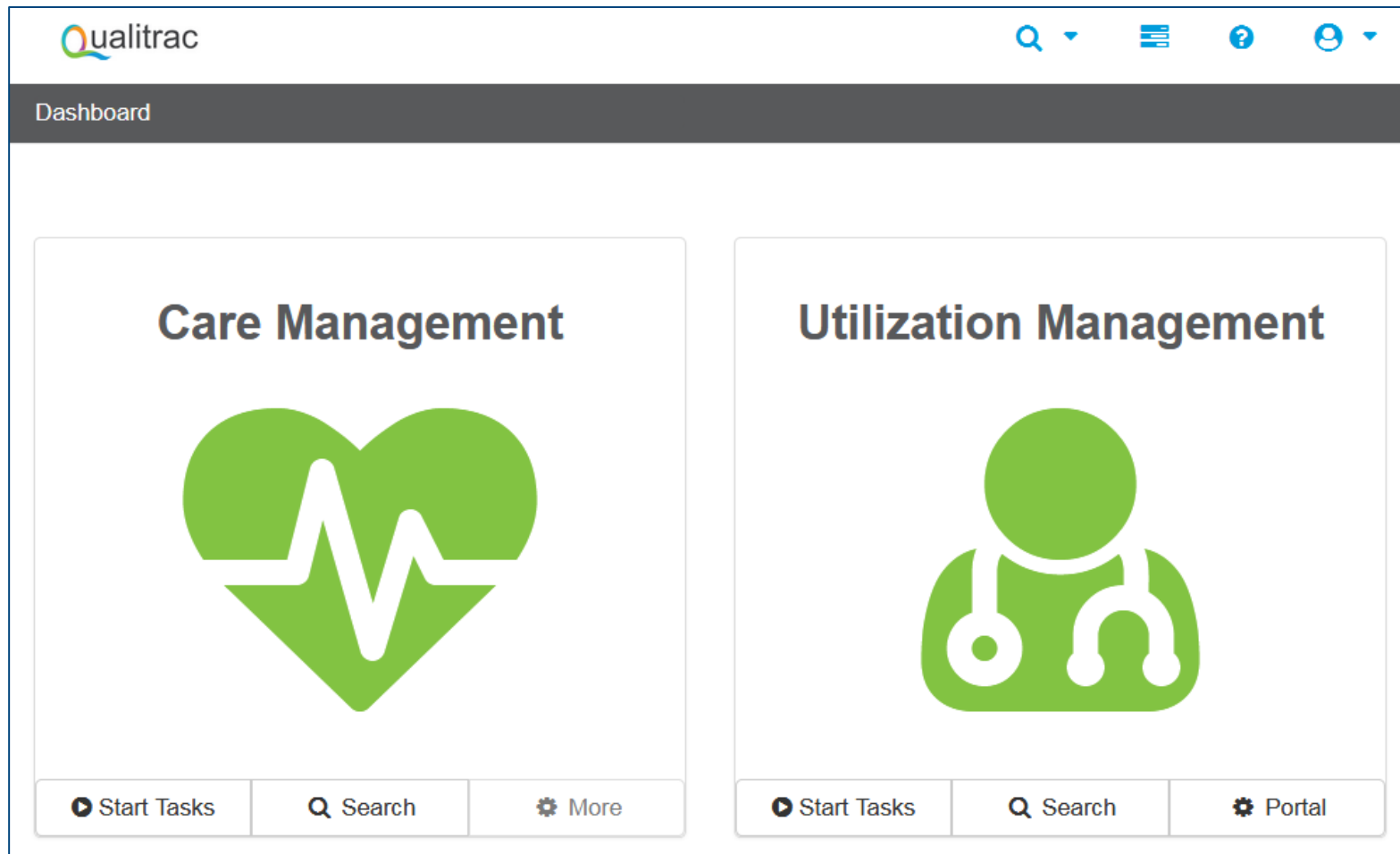
SIGN IN

Reset Password

Provider Portal

- The Reset Password modal will open. It will ask you to enter your username. Please enter the username you utilize to log in to the system. Do not enter your email address.

- The system will recognize your user id, find the email associated to your account and send you an email with a link to reset your password.
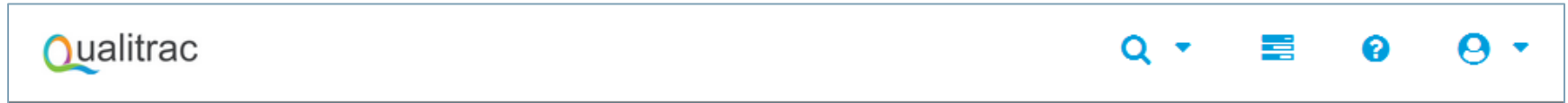

RESET PASSWORD

Enter details below to reset your password

swilson

SUBMIT

Qualitrac Landing Page

Navigational Tools

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.

The "magnifying glass" will open search options for you to search for a specific case or a specific member.

This icon indicates the task queue. This is where you will go to complete any assigned tasks such as Requests for Information.

This icon will take you to the Knowledge Center. The Knowledge Center provides user guides, FAQs and Tip Sheets.

Selecting this icon will allow you to view and manage your profile. Here you can make changes to your phone number, email address, etc.

Utilization Management Module

- **Start Tasks** will take you to the task queue to view tasks that have been assigned to you, such as requests for additional information.

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

Utilization Management

| ▶ Start Tasks | Q Search | ⚙ Portal |
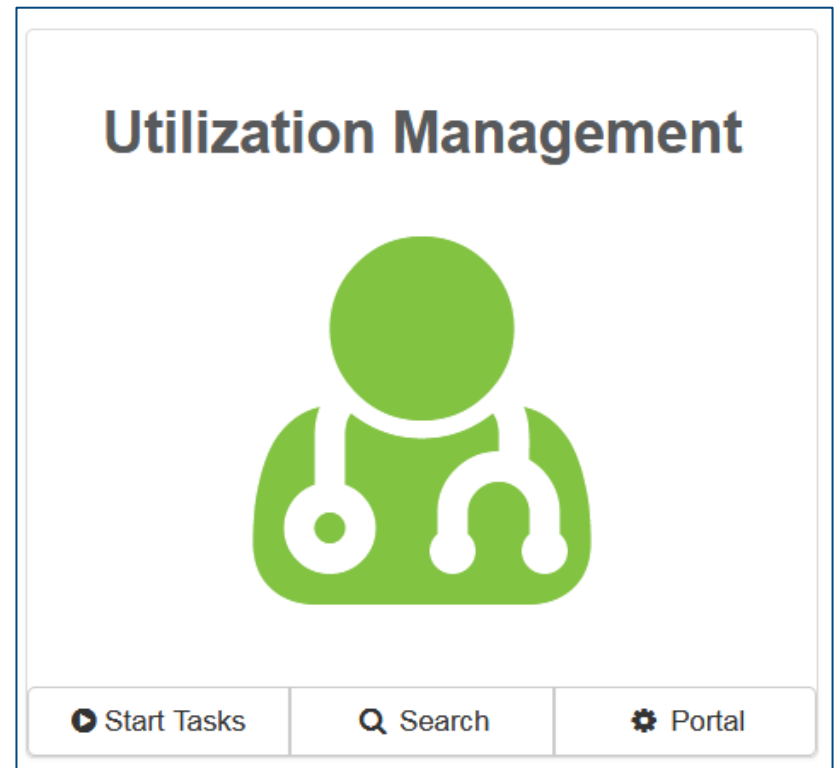
Find a member

Click on **Search** to find a member and start your review request.
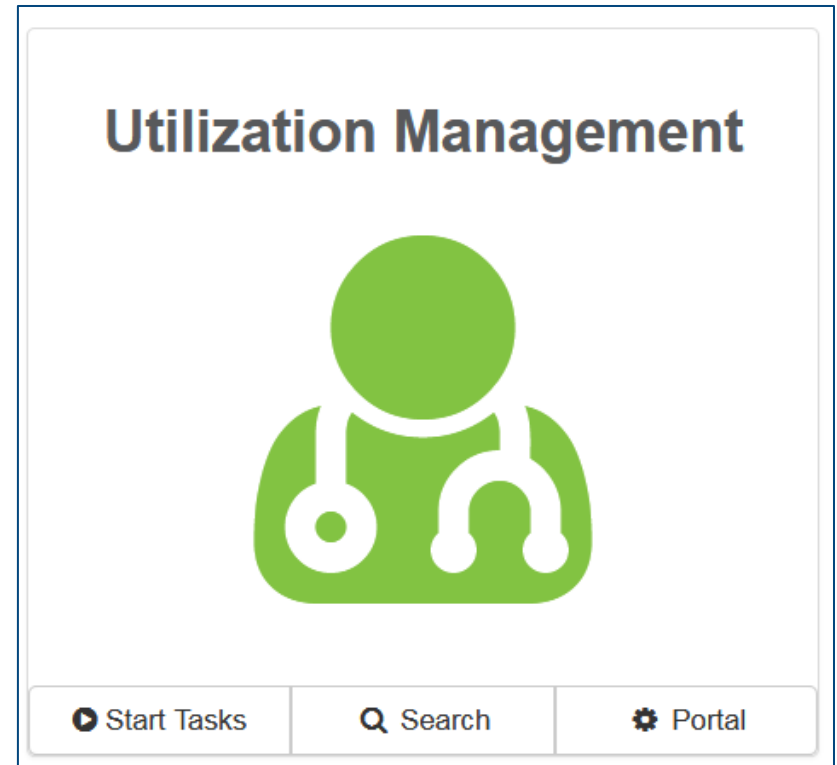
Find a member

Enter the **Member ID** and **Date Of Birth** to start the search. The Member ID and the Date of Birth must match the member data in in our system. If it does not match, please confirm the member information and try again.

Dashboard / Task Queue						
Scheduled Tasks	Member Search	Cases	Case/Request/Claim Search			
Member ID *					**Date Of Birth** *	**Gender**
423076646	Last Name	First Name	Middle Name		07/17/1991	

Find a member

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

Member Hub

Clicking on the member link will bring you to the Member Hub. The Member Hub organizes the request workflow and the member information into several panels. Here you will be able to view information related to this member including his/her contact info and any review requests that have been previously submitted.

👤 Alex Smith - 423076646 - 07/17/1991

👤 Alex Smith

View Member Details

🏷 **Member ID:** 423076646   🎂 **Date of Birth:** 07/17/1991   📞 **Phone Number:**   **Client:** Montana - Mountain Pacific

👥 Utilization Management

View Cases   **+** Add

Hiding original requests for adjustments.   Show

Show [10 ▾] entries   Search: [＿＿＿＿＿＿]

Status	Case ID	Request ID	Review Type	Timing	Treating Prov./Phys.	Treating Facility	Req. Start	Req. End	Outcome	Action
Not Submitted	3543	3555	Physician Administrative Drug	Retrospective						...

Showing 1 to 1 of 1 entries   Previous [1] Next

View Member Details

Clicking on the **View Member Details** box opens the window to provide more information regarding the member.

Hide Member Details will minimize the panel.

View Even More Member Details will provide additional info such as member eligibility information.

Utilization Management Panel

The Utilization Management Panel will display information related to any UM review requests previously submitted for the member.

Use the **Add** button to start a new request.

Add New Review Request

To begin a new request, you will first fill in the Authorization Request panel. The date and time of your request is completed for you.

Review Type

- **Review Type**: Select the type of review you are requesting.

- Select Physician Administered Drugs

Review Type *

Acute Medical Surgical
Ambulance Air
Ambulance Ground
Behavioral Health Inpatient
Behavioral Health Outpatient
Behavioral Health Residential
DME
Genetic Testing
Home Health Care
Medical Surgical (Outpatient)
Out of State (Inpatient)
PASRR Level 1
Physician Administered Drugs
Private Duty

Place of Service

- **Place of Service** is where the care is provided. Please select from the drop-down options.

Type of Service
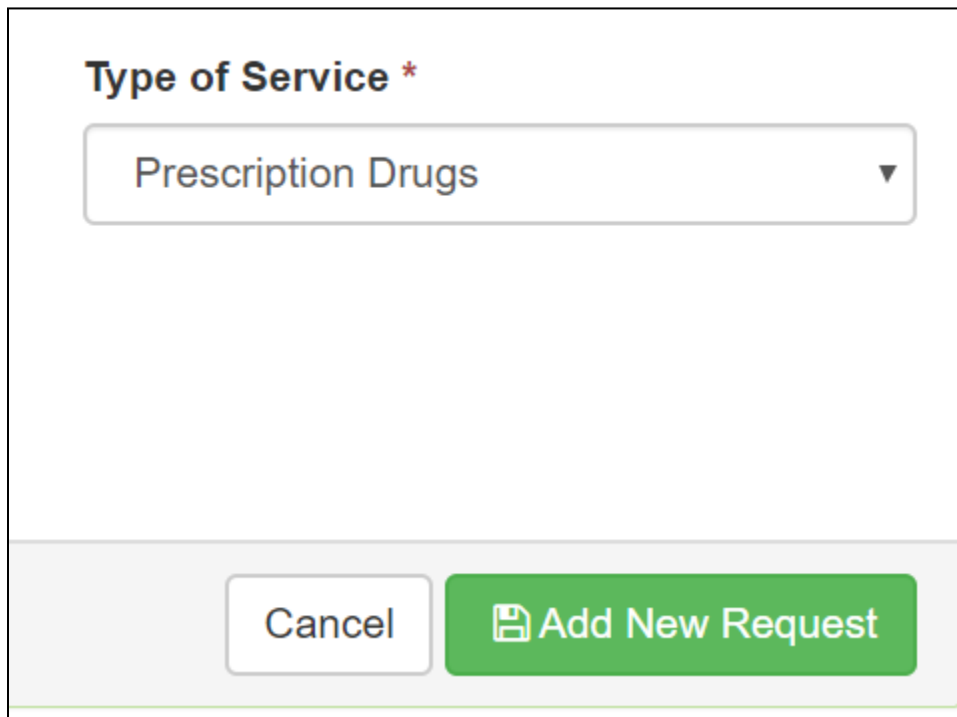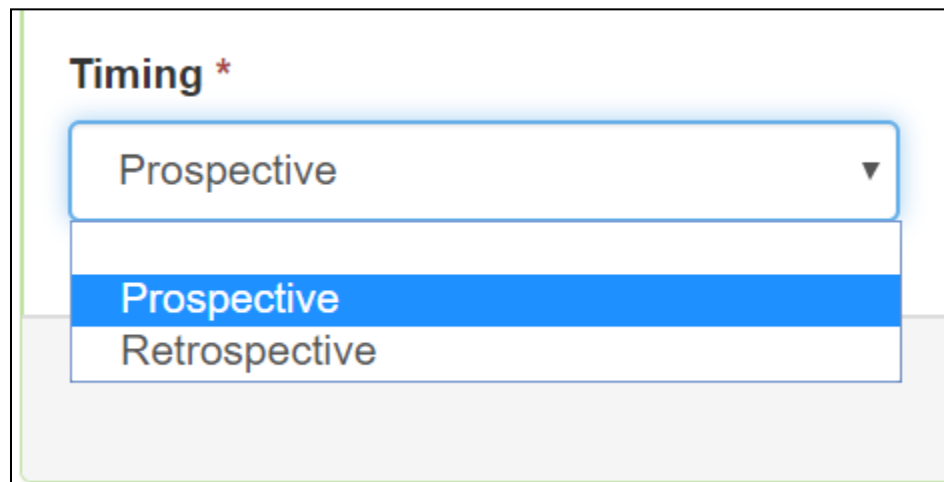
- **Type of Service** is what type of care is being provided. Here you will select Prescription Drugs.

Timing

- **Timing** indicates when you are notifying us of the request.

  – For Physician Administered Drugs you will select either Prospective or Retrospective

  – Prospective - A review request submitted prior to starting services

  – Retrospective - A review request submitted after all services have been provided

Authorization Request Panel

- When all the selections are complete, you will select **Add New Request**.

- You can select **Cancel** if you've made the request in error.

Dates of Service

- Next, you will indicate the Service Start Date and the Service End Date

Coverage Panel

- The Coverage Panel will display information about the member's coverage and eligibility.
- The Medicare Indicator, Third-Party Liability and EPSDT Indicator will default to No/Not Supplied unless there is information in our system from the State eligibility file.

Coverage					
Group	**Section**	**Plan**		**Start Date**	**End Date**
Montana		Full Medicaid		09/01/2010	06/30/2020
Montana		Managed Care		10/01/2018	06/30/2020
Montana		Healthy Kids		05/01/2020	06/30/2020

Medicare Indicator *
Not Supplied

Third Party Liability *
No

EPSDT Indicator *
○ Yes ● No

Coverage Panel

If the information we have in the system indicates the member does not have eligibility coverage, you will be alerted that the member is not eligible AND you will be required to provide a reason for continuing with your review request.

Entering Provider Information

The next sections ask for information related to the Treating Provider and the Ordering Provider. You will click the **Add** button on each line to provide the necessary information.

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

Entering Provider Information

- Clicking **Add** will open a search box. You can search for providers by entering an NPI or by filling in any of the information boxes provided.

- When you have entered the necessary information, click **Search** to locate the physician or facility.

NPI Number ⓘ	Other ID Number ⓘ	Last / Organization Name	First Name
		wilson	doug

City	State	Zip Code	Taxonomy
	Maryland ▼		▼

Search using NPPES ⓘ [ON]

🔍 Search

Entering Provider Information

- Clicking **Search** will return any results that meet the criteria you entered.

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

Entering Provider Information

- If the Ordering Provider and the Treating Provider are the same, you can select **Copy Treating Provider to Ordering Provider** and the system will prepopulate the information for you.

Providers *

Type	Name	NPI	Address	Phone	Primary Taxonomy	PPO Redirect Reason	Comments	Action
Treating Provider	🏢 WILSON & CHIZMAR PHYSICAL THERAPY ASSOCIATES PA	1396870283	8114 Sandpiper Cir Suite #106 Nottingham, MD, 21236	(410) 933-3737	Physical Therapist			🗑 Remove
Ordering Provider *			Not Supplied					+ Add ▾

+ Add New
📋 Copy Treating Provider to Ordering Provider

Provider Organization Visibility ❓

Entering Provider Information

- You will now see the Treating Provider and the Ordering Provider information populated in the Providers panel.

- You can select **Remove** if you've made a selection in error.

Providers

Type	Name	NPI	Address	Phone	Primary Taxonomy	PPO Redirect Reason	Comments	Action
Treating Provider	WILSON & CHIZMAR PHYSICAL THERAPY ASSOCIATES PA	1396870283	8114 Sandpiper Cir Suite #106 Nottingham, MD, 21236	(410) 933-3737	Physical Therapist			🗑 Remove
Ordering Provider	WILSON, DOUGLAS	1679797260	54 Hospital Dr Osage Beach, MO, 65065	(573) 348-8000	Emergency Medicine			🗑 Remove
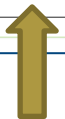
Provider Organization Visibility

To ensure all applicable end users have access to the review in the Qualitrac system, please select the organization or facility in the Provider Organization Visibility panel.

Provider Organization Visibility ❓

Wilson, Stephanie, User

ST LUKE'S REGIONAL MEDICAL CENTER ▾

Diagnosis
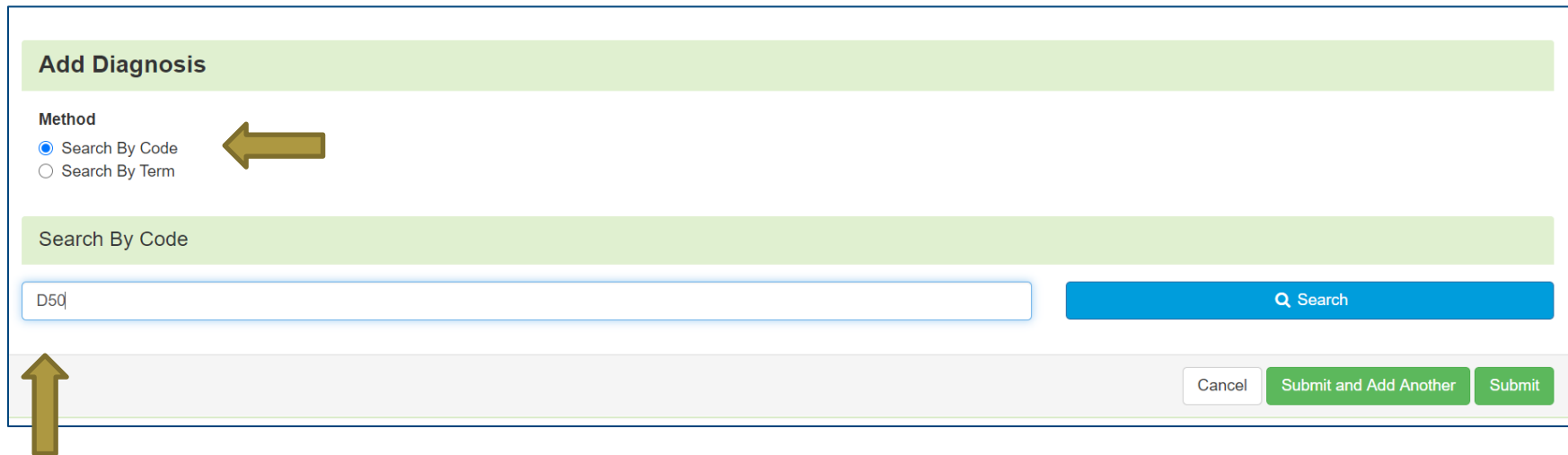
- The Diagnosis panel is where you enter the diagnosis information related to this review.

- Use the **Add** button to add a new diagnosis to the panel.

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

Diagnosis

- You can search 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.

Add Diagnosis

Method
- ● Search By Code
- ○ Search By Term

Search By Code

D50

Q Search

Cancel   Submit and Add Another   Submit

Diagnosis

The system will then provide a list of results to select from. Select the one you want added to the review by clicking on the radio button to the left of the code.

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 repeat the process and search for another diagnosis.

Diagnosis

- If more than one diagnosis is entered, you do have the ability to drag and drop to reorder them.

- 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	D50	IRON DEFICIENCY ANEMIA	○	☐		🗑
2	D75.82	HEPARIN INDUCED THROMBOCYTOPENIA HIT	○	☐		🗑

Procedure/HCPCS Codes

- The Procedures panel is where you will enter the HCPCS Code information related to this review.

- Use the **Add** button to add a new code to the panel.

- You can search 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.

Procedures + Add

Seq.	Code	Description	NOS	Mod. 1	Mod. 2	Qty.	Frequency	Cost	Action
			No Procedures Supplied						

Add Procedure

Method:
- ● Search by Code
- ○ Search by Term

Search By Code

96372

Q Search

Procedure/HCPCS Codes

- This process 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 to select from. Select the one you want added to the review by clicking on the radio button to the left of the code.

Procedure/HCPCS Codes

- Indicate modifiers if applicable – (this is not a required field)

- Indicate the number of units you are requesting.

- Select **Submit** or **Submit and Add Another**

Documentation

The next panel is the Documentation panel. This is where you will upload any related clinical documentation necessary for the review to be processed. To submit documentation, click **Add.**

Documentation					+ Add
				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

Documentation

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 on your system.

Documentation Panel

Please note:

- Documents must be in PDF or Word format.

- The file name cannot contain spaces or special characters.

- The name of the document can be edited in the Name box as applicable.

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

- **Category** allows you to select the type of document you are attaching. This will most always be clinical.

- **Topic** further defines the type of clinical information you are attaching.

- Click **Upload** to attach the information to the review.

- This can be repeated as many times as necessary to attach all relevant documentation to your request.

ⓘ File Upload Restrictions
- Extensions: pdf, gif, jpg, jpeg, png, bmp, rtf, doc, docx, xls, xlsx, txt, xps, csv
- Size: Less than or equal to 300 Mb

Drop a file here or **Click here** to Upload

File Name	Size	Remove
History and Physical.docx	12 KB	🗑

Name *

History and Physical

Category *

Clinical ⌄

Topic *

Medical & Treatment History ⌄

Close   Upload
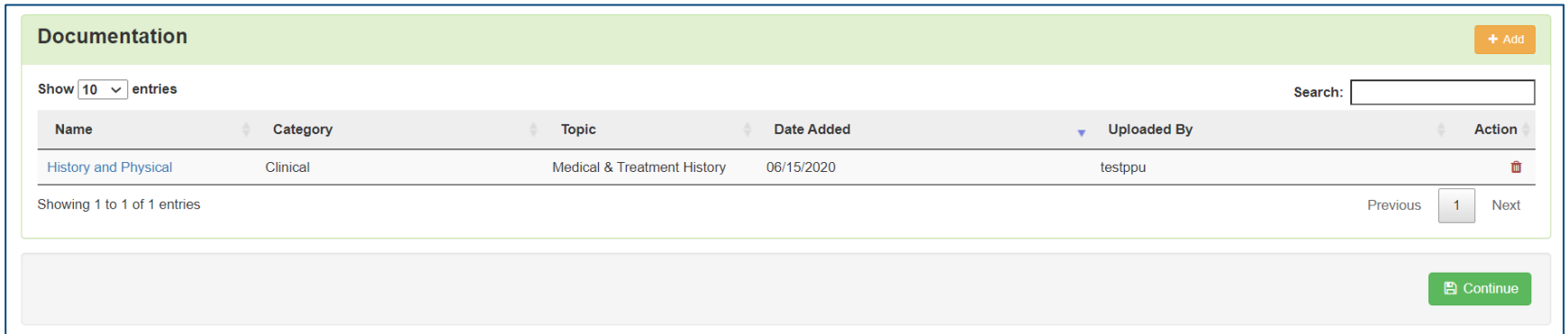
Documentation Panel

When all the request steps have been completed, click **Continue** in the bottom right corner of the page.

Documentation					+ Add
Name	**Category**	**Topic**	**Date Added**	**Uploaded By**	**Action**
History and Physical	Clinical	Medical & Treatment History	06/15/2020	testppu	🗑

Show 10 entries — Search: _____

Showing 1 to 1 of 1 entries — Previous | 1 | Next

💾 Continue

MCG

- When you have entered all the requested information and click **Continue**, the system will next take you to the MCG tool (formerly known as Milliman Care Guidelines).
- MCG Guidelines do not apply to Physician Administered Drug requests.
- Click **Submit Request** to close this section.

Attestation

The last step in the submission process is to certify that all information is accurate and complete. After reading the certification statement, you will enter your username in the Acknowledging User 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 *

Enter username

Submit

Comments

- After completing the attestation, users have the option to add a comment to the request if applicable.

- A comments modal will open, and the user can enter additional information related to the review.

- This is optional and not required to complete the review.

- Click **Submit**.

Summary

- After submitting your review request, you will be routed back to the Summary page. Here you can review all the details regarding the request as you submitted it.
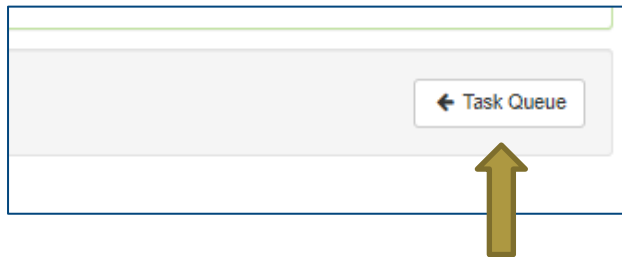
- Select **Task Queue** at the bottom of the page to begin a new search and submit other reviews.

- Or you can use the links or icons at the top of the page to navigate through the Qualitrac system.

VIEW REQUEST STATUS AND OUTCOMES

Email Notifications

- Users will receive email notifications when:
  - Review Requests are received from the portal
  - You have started a review request but did not yet submit it
  - Additional information is requested
  - A review outcome is rendered

View Status and Outcomes

- After a review has been submitted, you can find the review by clicking on the magnifying glass and completing either a Member Search or a Case Search.
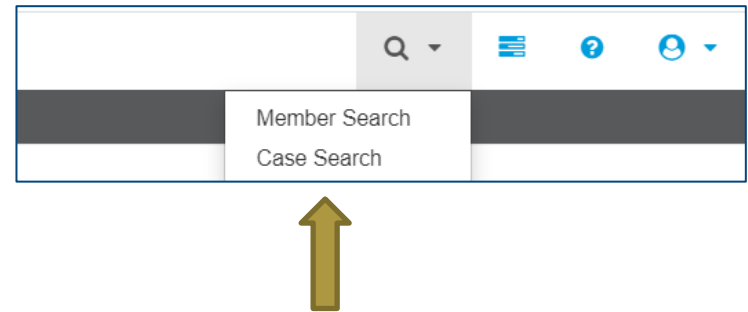
View Status and Outcomes

Case Search

- If you are searching by Case ID, simply enter the Case ID in the box and click **Search**.
- Click on the blue link to be directed to that specific review.
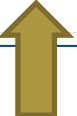
View Status and Outcomes

Member Search

- If searching by using the Member Search function, you will be directed to the Member Hub.
- Click on the … ellipsis to the right of the review you are searching for.
- Click on **View Request** to see the status and details of that review.
- If the request has not yet been reviewed by our clinical team, users also have the option to delete the request.

Request for Information

- If our clinical team determines additional information is needed before proceeding with the review, the Provider will receive an email and a Request for Information task in the Scheduled Task queue.

- Users can access the Scheduled Task Queue two ways.

From the top navigation bar
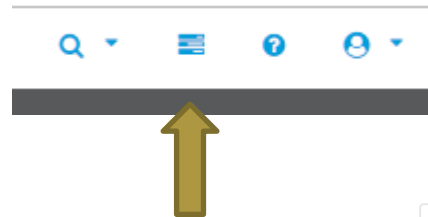
Or from Start Tasks button on the landing page

Utilization Management

| Start Tasks | Search | Portal |

Request for Information

- At the scheduled task queue, you will see all tasks currently assigned to you.

- HELPFUL TIP: If you click on the blue comment bubble to the left of the Request for Information task, a modal will open with a note from the reviewer indicating what information they are requesting.

- Click on the ellipsis to the left of the page, to start the task

Request for Information

- Scroll to the Correspondence Panel to view the Request for Information letter.

- Click on the blue letter link to open it and see what information is being requested.

Request for Information

- To attach additional information to the request, scroll to the Documentation panel.

- Click on the **Add** button, as was demonstrated earlier in the presentation, to attach the additional clinical documentation.

Request for Information

- When you have added the necessary information, scroll to the bottom of the page and click the **Done** button. This will finalize the request and send it back to the clinical team to finish the review.

- When you click **Done**, the system will return you to the Scheduled tasks queue, and the task will no longer be visible.

- **Please do <u>NOT</u> start a new review request** when asked for additional clinical information. This will create a duplicate request and will delay the review process.

View Outcome

- To view the outcome or determination of your request, go the Member Hub, find the review in the Utilization Management panel, click on the ellipsis to the right and select **View Request.**

View Outcome

- Scroll down the page to the Outcomes panel.

- The determination will be displayed on the right.

- Click on the dark brown section of the panel to expand and view the details.

View Outcome

The Requested tab will display what was requested in the review.

View Outcome

Outcomes	Review Outcome: Approved

| (HCPCS) 96372 - THERAPEUTIC PROPHYLACTIC/DX INJECTION SUBQ/IM | Outcome: Approved |

Requested		Final Recommendation	
Outcome		Outcome	Approved
Authorization Number		Authorization Number	123456789
Start Date	05/01/2020	Start Date	05/01/2020
End Date	05/31/2020	End Date	05/31/2020
Modifier 1		Modifier 1	
Modifier 2		Modifier 2	
Units	1 unit(s)	Approved	1 unit(s)
Frequency		Frequency	
Total Cost		Total Cost	
		Letter Rationale: Medical criteria has been met	

The Final Recommendation tab will display the determination and the authorization number.

69

AUTHORIZED OFFICIAL TRAINING

Roles

- There are three roles required within an organization in order to access and utilize the provider portal.

  - **Provider Executive**
  - **Authorized Official**
  - **Provider Users**

Provider Executive

- **The Provider Executive** is the duly authorized representative of your organization permitted to bind your organization to the terms and conditions of Provider Portal Agreement.

- **The Provider Executive** must designate, in writing, one or more Authorized Officials for the organization.

- **The Provider Executive** cannot be an Authorized Official

Authorized Official

- Each facility is required to have at least one Authorized Official.

- **The Authorized Official(s)** will serve as point of contact for the organization and be responsible for managing Provider User Accounts.

- **The Authorized Official** will be responsible for adding or removing Provider Users as required to support the organization.

- **The Authorized Official** must complete the Authorized Official Agreement and the Authorized Official Registration Form.

  NOTE: Signature of this form must be witnessed by a notary public.

Provider Users

- **Provider Users** will access the Provider Portal to submit and view Clinical Review requests.

- **Provider User** access will be granted by the Authorized Official.

- **Provider Users** will be required to accept the Provider Portal Terms of Use prior to initial login.

Registration Process

- The registration packet can be downloaded from the website at: http://www.mpqhf.org/corporate/medicaid-portal-home/

- All Registration Packets must contain the following:
  - Provider Executive Agreement
  - Authorized Official Agreement
  - Authorized Official Registration Form

Submitting Registration Forms

- Mail forms via US Mail to:

    Telligen

    Attn: Qualitrac Registration Team

   **1776 West Lakes Parkway**

    West Des Moines, IA 50266

- Registrations will be processed within 5-7 business days from receipt.

Authorized Official Training

- When we have received and processed your registration packet, the Authorized Official (AO) will receive two emails
  1) Email #1 will contain your username
  2) Email #2 will contain the link to the portal to establish your unique password.

- Click on the link within the email and you will be required to establish your password for the Qualitrac system.

- You must establish your password within 24 hours of receipt of the email. For security reasons, the link will expire after 24 hours.

- NOTE: If you do not receive the email, please check your junk email box and/or contact your organization's IT department to ensure the email is not being blocked by your own security regulations.

Authorized Official Training

- Authorized Officials will see an additional icon in the top menu
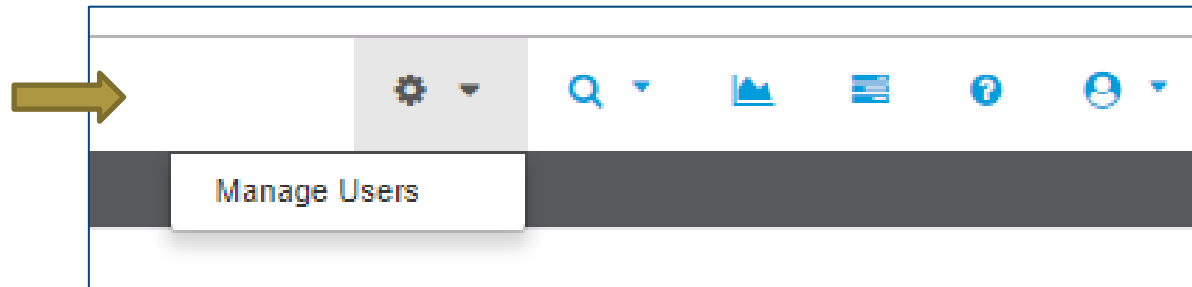
- Click on the tool icon and select **Manage Users**

Authorized Official Training

- The Authorized Official will be able to see all users associated with any organizations/providers that the AO is associated to.

- The AO can click on any of the blue links to access the details for that individual user.

Client	User Name	First Name	Last Name	Email Address	Phone Number
Client Name	User Name	First Name	Last Name	Email Address	Phone Number
MARYLAND	swilsonMD	Stephanie	Wilson	swilson@telligen.com	(515) 555-5555
MARYLAND	swilsonAO	Stephanie	Wilson	swilson@telligen.com	(515) 555-5555

Add User

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

Authorized Official Training

- The AO can now view all contact information regarding the selected user

Authorized Official Training

- The Authorized User can edit all user information (address, phone, last name, etc.) except for the username field.

- Once a username is created, it cannot be changed. The username would need to be deactivated and a new one established for that user.

- All usernames must be unique within the system. If the username is not unique, the system will alert the AO and an alternate username will need to be established.

Create a New User

- To create a new user, click the **Add User** button the top right corner of the Manage User page.

Create a New 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.

- When all required information has been entered, click Save to continue.

Create a New User

- After clicking **Save**, the system will direct the AO to the Reset Password page.

- The username field will pre-populate. Click **Submit**.

- The system will send a link to the email address associated to that user so they can establish their unique password.

RESET PASSWORD

Enter details below to reset your password

swilsonPPU

SUBMIT

Create a New User

- The email link will direct the user to the reset password page.

- The user will then create their password using the criteria listed and click **Submit**.

Deactivate users

- To deactivate a user, simply go to the Manage Users tab, find the username you need to access and click **Deactivate User**.

Important Information

🖥️ Website:

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

☎️ Call us:

Portal technical assistance: 1-800-433-4020 (option 2)

Physician Administered Drugs:

406-443-4020 or toll free 1-800-497-8232

THE END