



## ANNOUNCEMENT

TO: Montana Medicaid Ambulance Providers

FROM: Montana Medicaid Transportation Review Dept

DATE: October 7, 2021

RE: Appeal Submissions via the Portal

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**Effective immediately**, provider appeals for denied ambulance requests are to be submitted via the Qualitrac (QT) portal. We will no longer accept faxed or mailed requests and all requests **MUST** be submitted via our portal. Denial letters have been updated to reflect this as well.

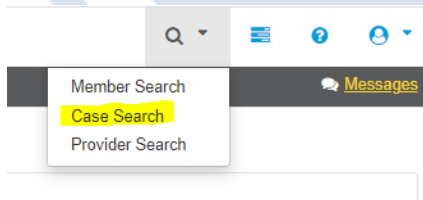
This change helps to streamline appeal requests, minimize provider and reviewer time, and provide a more effective communication between Mountain-Pacific and the ambulance provider.

While the process of submitting the appeal has changed, **the required documentation has not.** In order to submit an appeal, you still need to:

- Submit a letter stating why you disagree with the determination,
- Include a copy of the denial letter, **and**
- Submit any new information to support your appeal request.

To submit an appeal via QT:

1. From the main Dashboard, do a Case Search in the top right-hand corner



2. Enter in the Case ID of the denied case you wish to appeal OR look up case under the Cases tab

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

Method Case ID

Search By Case ID

Search By Authorization ID

Search By Claim Number

Search By Request ID

Case ID

Case ID

- Once in the case, go to the Member Hub (top left-hand side)

Qualitrac

Dashboard / Task Queue / **Member Hub** / Summary

- Find the case in the Utilization Management Panel, click on the ellipsis (...) under *Action* on the right-hand side, and select 1<sup>st</sup> Level Appeal

Outcome Action

Denied

View Request

**1st Level Appeal**

Copy

- In the pop-up module, click *Request 1<sup>st</sup> Level Appeal*.

1st Level Appeal

Are you sure you want to submit a 1st Level Appeal?

Cancel **Request 1st Level Appeal**

- Attach your appeal letter, copy of the denial letter, and additional documentation under the Documentation panel and then Submit.

**\*\*PLEASE NOTE:** If you do NOT submit the above requested documentation, the case will be returned to you and will not be reviewed until all documentation is received.

If you have further questions, please feel free to contact us at (877) 362-5861 with any questions or concerns.

A copy of this announcement can also be found on our portal website under **Provider News** at <https://www.mpqhf.org/corporate/medicaid-portal-home/medicaid-portal-provider-news/>.

Sincerely,



Jennifer Zody, RN  
Senior Manager, Patient Services Division  
Mountain-Pacific Quality Health