Nursing Facilities Add-on Requests

Mountain Pacific

INNOVATING BETTER HEALTH

Agenda

1. Submitting an add-on request

2. View request status and outcomes

Provider Portal

- Beginning **June 1, 2023**, nursing facilities will begin submitting add-on requests using the Qualitrac (QT) portal.

- Providers must complete the online registration process prior to submitting add-on requests.

  - Because of PASRR submissions, all nursing facilities should already have access to QT.

  - If for some reason your facility does NOT have QT access, please refer to: May 2021 – Montana Medicaid: Preadmission Screening and Resident Review (PASRR) Authorized Official Training

Click on the "Portal Sign In" link in top right-hand corner of the website to access QT.

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

Provider Portal

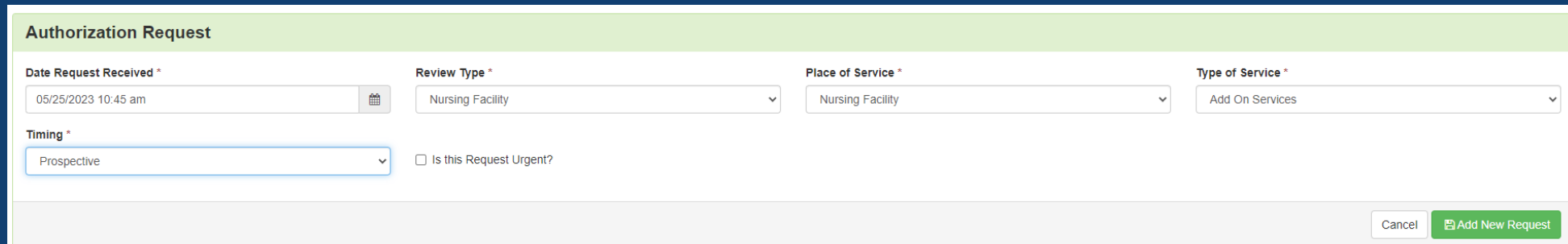For a refresher on logging into QT, navigating or searching for a member, please review the PASRR training:

- https://www.mpqhf.org/corporate/wp-content/uploads/2021/06/PASRR-Provider-training_May-2021-REVISED.pdf

- Slides 8-23

Add New Review Request

- To begin new request, click the ADD button in Utilization Management Panel
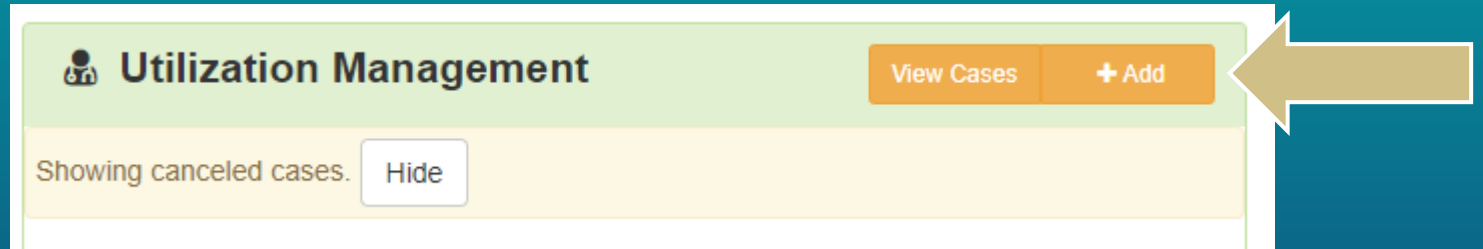
- Authorization Request Panel:
  - Date and time of request will auto-populate
  - Review type = Nursing facility
  - Place of service = Nursing facility (auto-populates)
  - Type of service = Add-on services (auto-populates)
  - Timing = Prospective

Add New Review Request (cont.)

Dates of Service

- Start date = date of request
- End date = depends on add-on requested
  - Wound care – 3 months
  - Behavior/traumatic brain injury (TBI) – 6 months
  - Bariatric – 12 months

Coverage

Reminder – if "Member not Eligible" message appears, you must enter comment in Eligibility Comment box to continue.

Personal Representative

Not needed, leave blank

Add New Review Request (cont.)

Providers

- **Treating provider:** Nursing facility that will bill for the add-on service
- **Ordering provider:** Health care professional for resident

Provider Organization Visibility

- **MUST** select your organization so others can see request.
- If you do not select your organization, only person who submits request can see it.

Diagnosis

- Search by ICD-10 code or term
- Code is easier

Add New Review Request (cont.)

Procedures

- Code will default to A9999

- **MUST** edit code to add note about specific add-on being requested

Procedures

Seq.	Code	Description	NOS	Mod. 1	Mod. 2	Qty.	Frequency	Cost	Action
1	A9999	MISCELLANEOUS DME SUPPLY OR ACCESSORY NOS	💬			1 unit(s)			✏️ 🗑️

- Click on **Edit** icon below Action (highlighted above)
- Enter note in not otherwise specified (NOS) Description box, then click **Update**
- If requesting more than one add-on, must add additional lines

NOS Description *

Add note here for specific add-on requested

Update

Add New Review Request (cont.)

- Documentation
  - MUST include:
    - The add-on request form
    - Clinical documentation supporting the request
  - Same documentation previously submitted to Senior and Long-Term Care (SLTC)
  - Cannot submit request without attaching documentation

*Refer to the PASRR training linked on slide five for more detailed information on each panel.

Milliman Care Guidelines (MCG)

- When you have entered all the requested information and click **Continue**, the system will take you to the MCG tool (formerly known as Milliman Care Guidelines).

  - MCG does not apply to Add-on requests
  - Click **Submit Request** to close section

Attestation

The last step in the submission process is certifying 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.
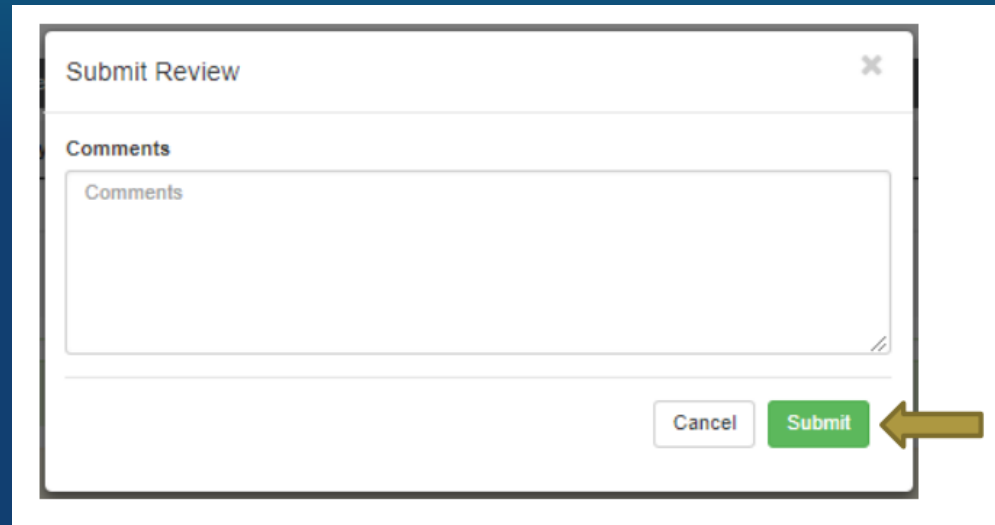
Comments

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

- A comments window 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** to send the review to Mountain Pacific.

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.

View Request Status and Outcomes

- To review information on email notifications, viewing the status and requests for information, please refer to the PASRR training linked on slide five.
  - Slides 58-67
- To view the outcome or determination of your request, go to the Member Hub, find the review in the Utilization Management panel, click on the ellipsis to the right and select View Request.

Status	Case ID	Request ID	Review Type	Timing	Treating Prov./Phys.	Treating Facility	Req. Start	Req. End	Outcome	Action
Request Has Been Submitted	24954	24966	Nursing Facility	Prospective	EAGLE CLIFF MANOR, EAGLE CLIFF MANOR		05/30/2023	08/31/2023		...

View Request
Delete

View Request Status and Outcomes

- Scroll down page to the Outcomes panel

- Determination will be displayed on the right

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

Outcomes	Review Status: Review Complete Review Outcome: Approved
(HCPCS) A9999 - MISCELLANEOUS DME SUPPLY OR ACCESSORY NOS	Outcome: Approved

View Request Status and Outcomes

Requested tab will display what was requested in the review.

View Request Status and Outcomes

Final Recommendation tab will display the determination.

Print Determination Form

- Determination letter attached under the Correspondence section

- Click the blue link to preview letter and, if needed, print for resident's records

Determination Form

This will be different than the format SLTC was sending.

Contact Us

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

Call us: 1.800.219.7035

Thank You!

QUESTIONS?

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