Eyeglasses/Contacts Prior Authorization Process

PROVIDER PORTAL TRAINING

SEPTEMBER 26 & 28, 2023

Mountain Pacific
INNOVATING BETTER HEALTH

Agenda

- Qualitrac
- Submitting an Eyeglasses/Contacts request
- View request status and outcomes

Qualitrac

Our System: Qualitrac (QT)

Web-based health management system, built and maintained by a team of clinical and technical experts at Telligen 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

Provider Portal

- Beginning **October 1, 2023**, eyeglass and contact providers will begin submitting requests using the Qualitrac (QT) Portal
- Providers must complete the online registration process prior to submitting requests
  - Please refer to: *May 2022 – Montana Medicaid: Qualitrac Authorized Official Training* located on our portal webpage
  - **Only codes that require a PA per the eyeglass and optometric fee schedule are to be submitted**
- Once registered, you will receive a username and instructions to create a unique password.

Click on the “Portal Sign In” link on the top right-hand corner of the website to access Qualitrac

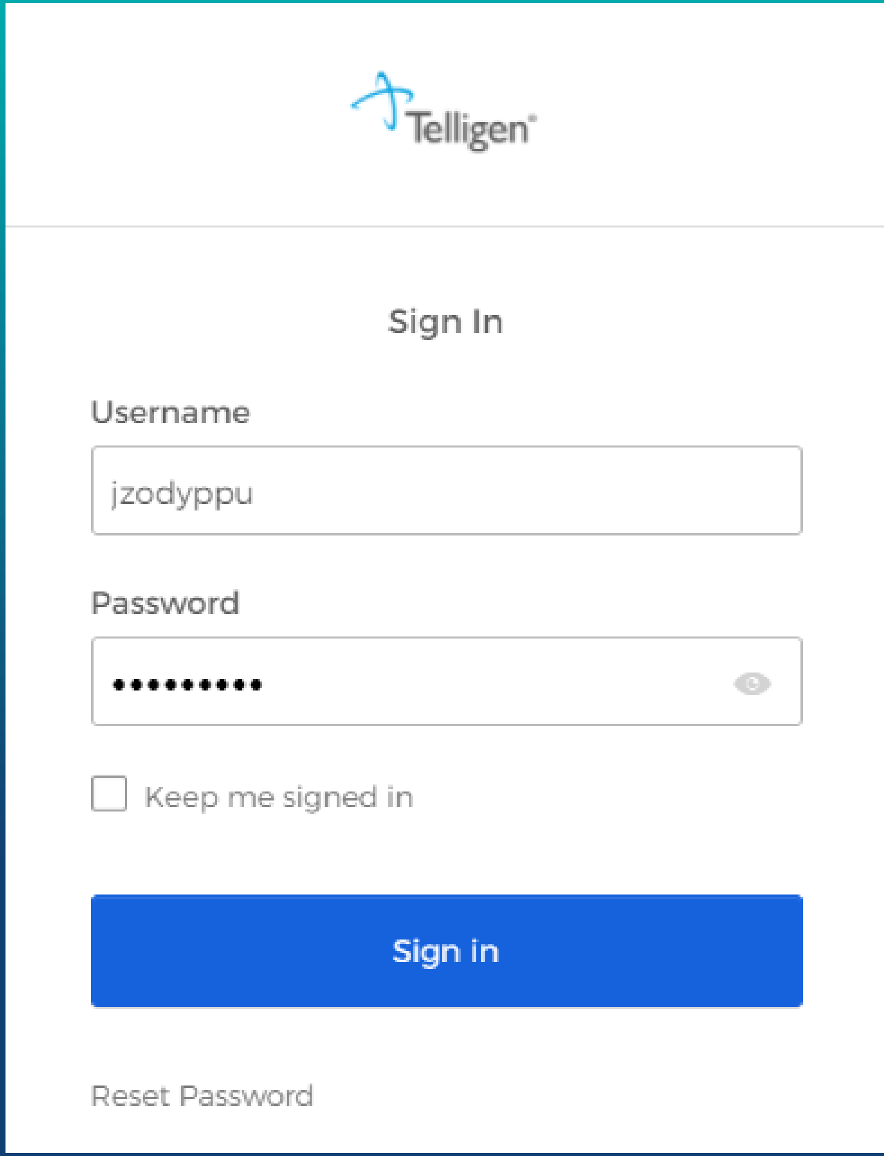
http://www.mpqhf.org/corporate/medicaid-portal-home

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

Provider Portal

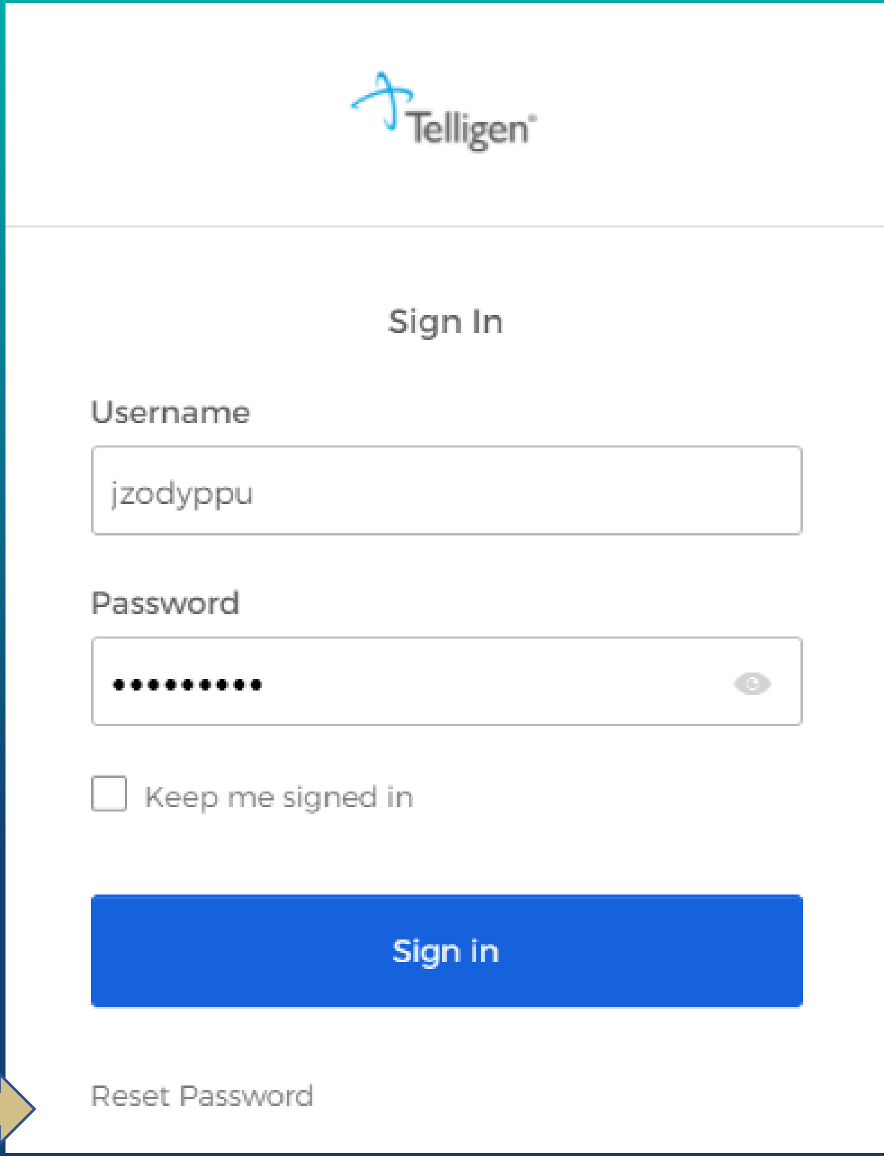
On the sign-in page:

1. Enter the username you were assigned.
2. Use the password you established.
3. Click **SIGN IN** to access the system.



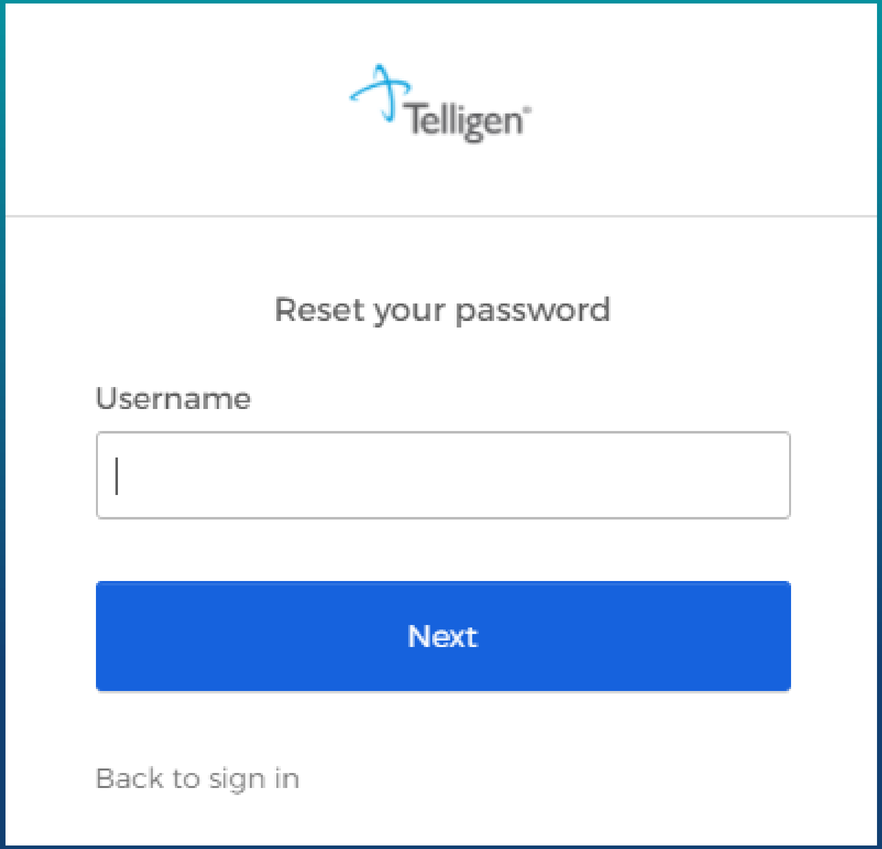
Provider Portal

- There is a blue “Reset Password” link below the sign-in button. This can be used to change/reset your password whenever needed.
- **Do not** bookmark this page. The security around the log-in page will cause issues the next time you log in.

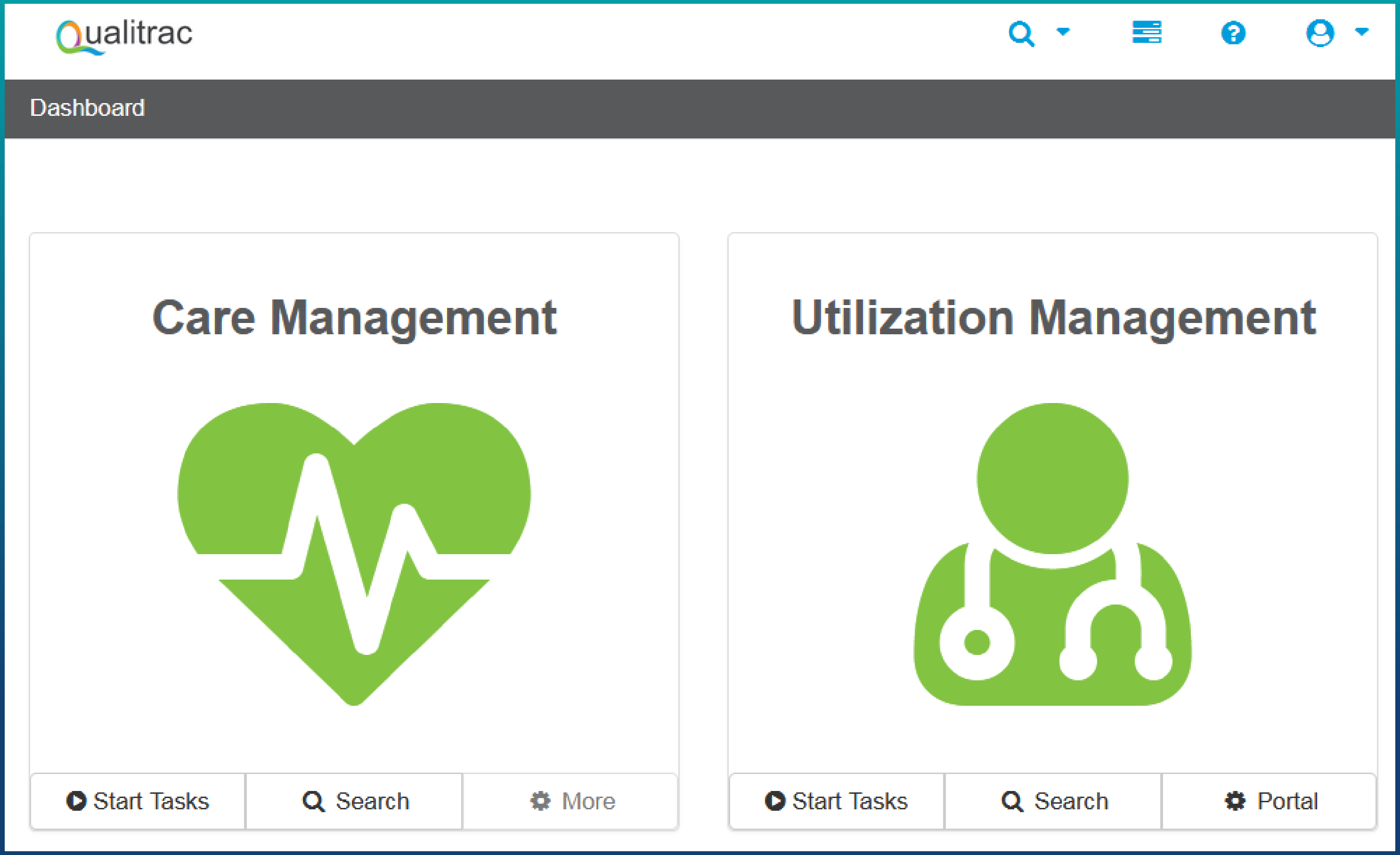


Provider Portal

- The Reset Password box will open and 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.



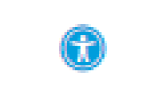
Qualitrac Landing Page



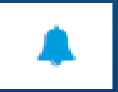
Navigational Tools

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

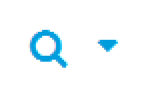
The Qualitrac logo will take you back to the landing page from wherever you are currently working in the system.



‘User Way’ – Accessibility Menu (i.e. screen reader, larger text, dictionary)

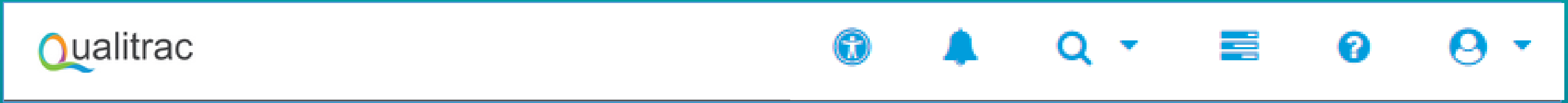


Messages – Any messages posted by the Qualitrac support team in the last 30 days can be viewed here



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

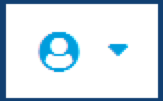
Navigational Tools



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

Task queue – This is where you will go to complete any assigned tasks such as requests for information.

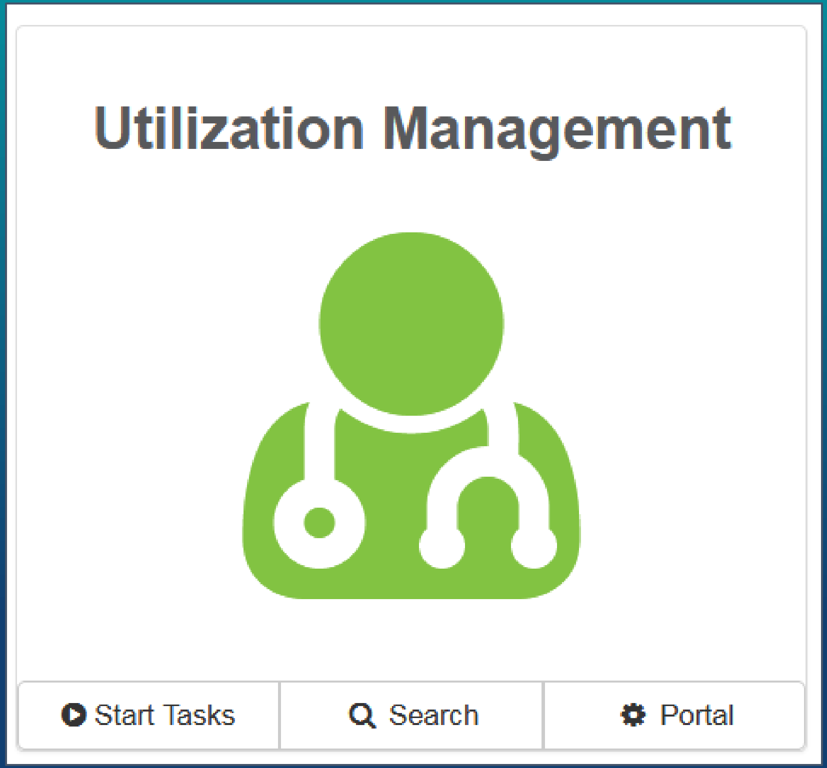
Knowledge Center – The Knowledge Center provides user guides, FAQs and tip sheets.



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

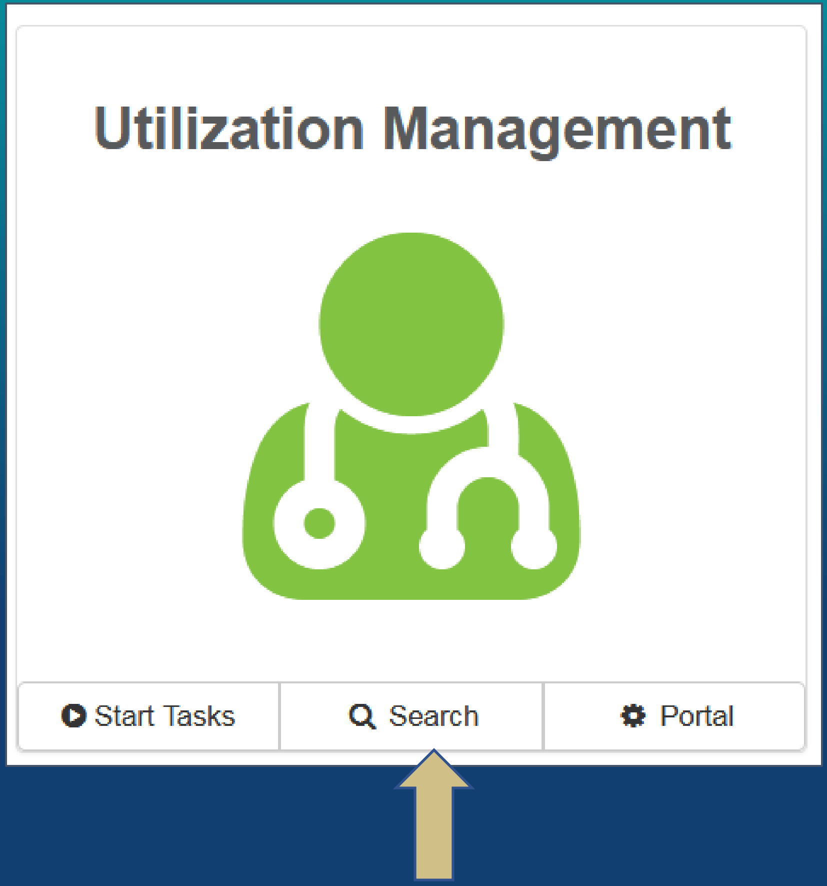
Utilization Management Module

- **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.



Find a Member

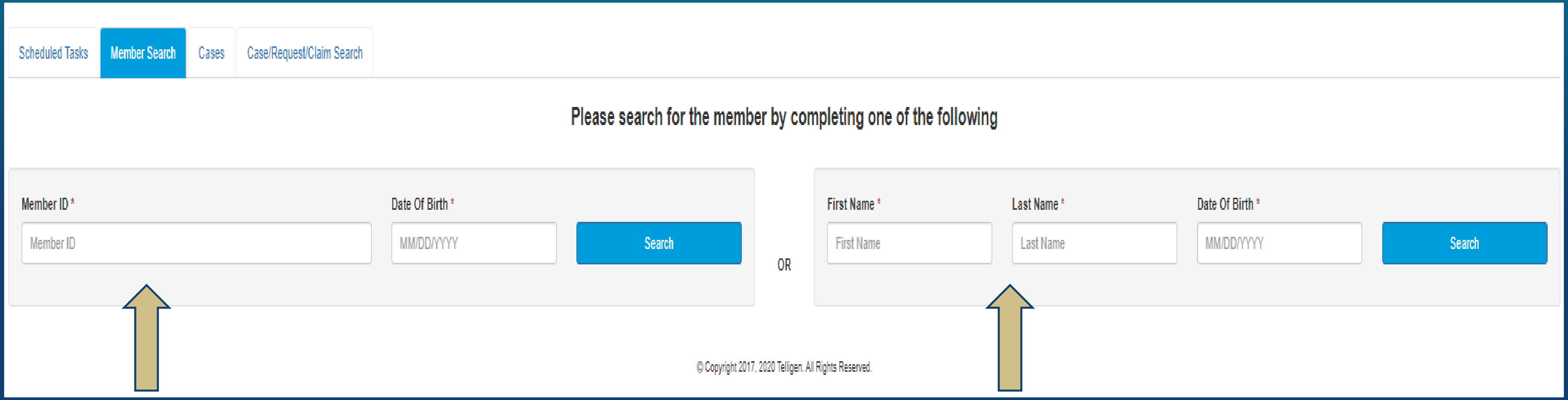
Click on **Search** to find a member and start your review request.



Find a Member

There are two ways to find the member in our system:

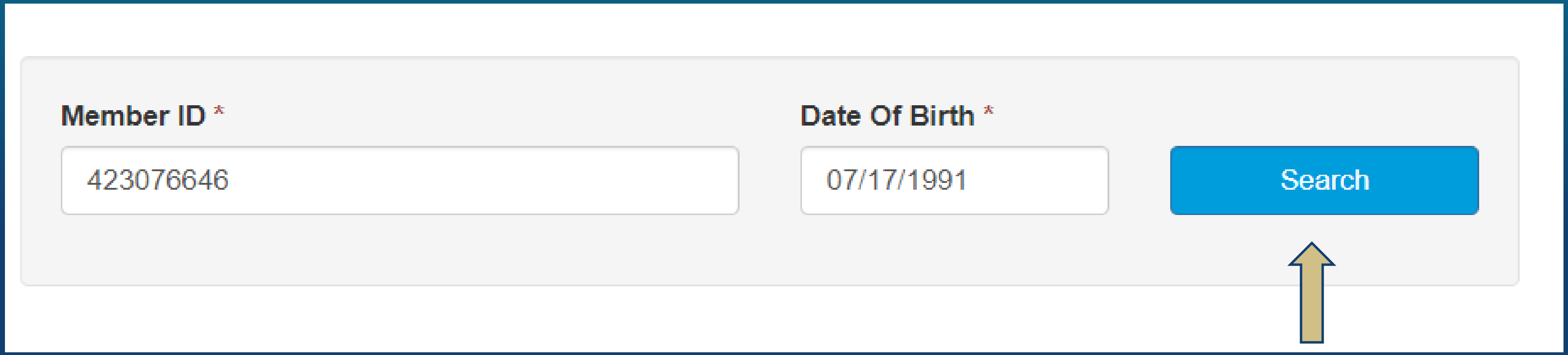
1. Enter the **Member ID** and **Date Of Birth**
2. Enter the **Member First Name**, **Last Name** and **Date of Birth**.



Find a Member

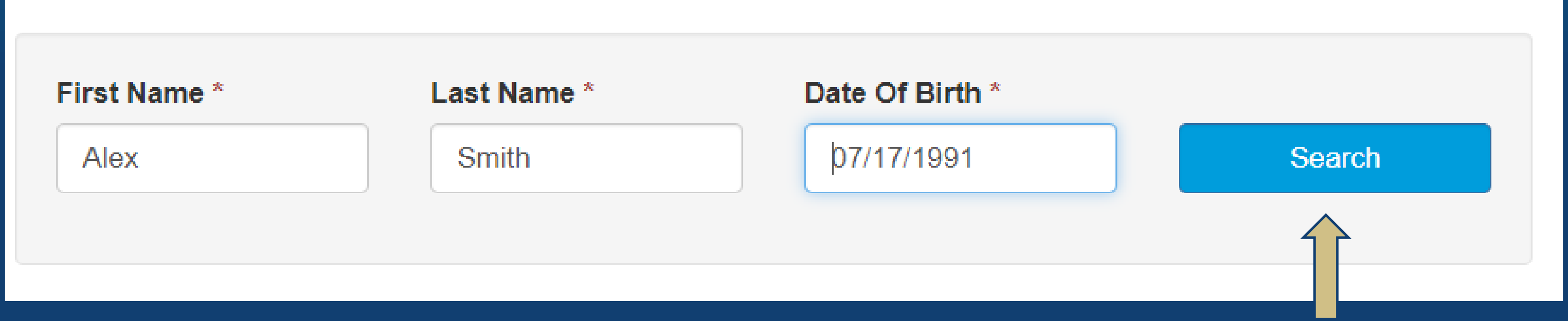
Member ID and Date of Birth

1. Enter the **Member ID** and **Date Of Birth** and then click **Search.**
2. The Member ID and the Date of Birth must match the member data in our system. If it does not match, please confirm the member information and try again.



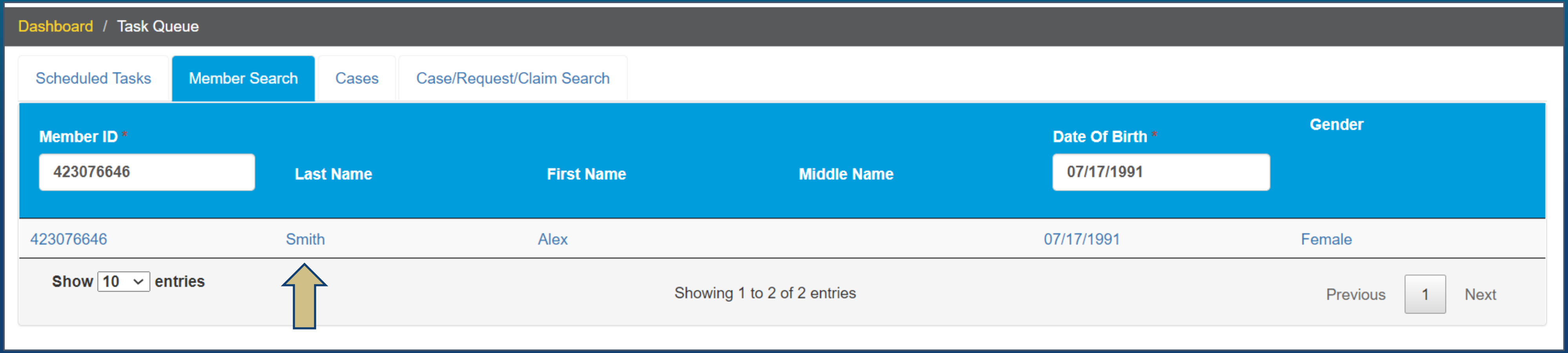
Find a Member
Member Name & DOB

1. Enter the member's **First Name**, **Last Name** and **Date of Birth** and then click **Search.**
2. The information must match the member data in our system. If it does not match, please confirm and try again.
3. Note: Many first names have various versions i.e., James, Jim, Jimmy. Your entry must match our system data



Find a Member

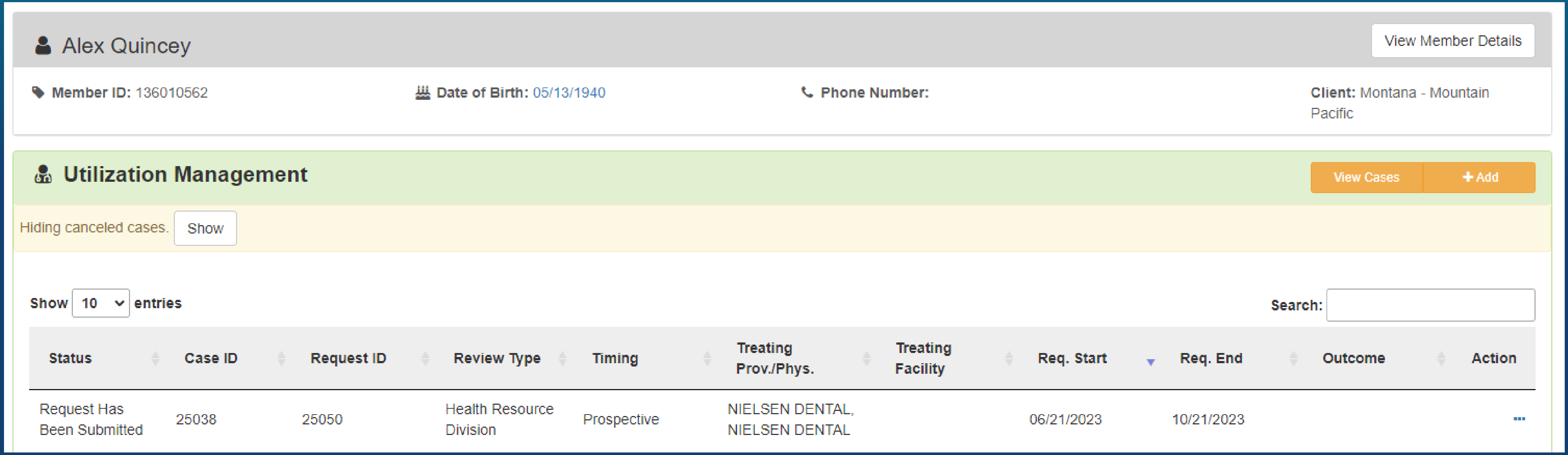
If the member exists in the system, the search results will be listed here. Click on any of the data fields in blue to access the member information or to start a new review for the member.



Member Hub

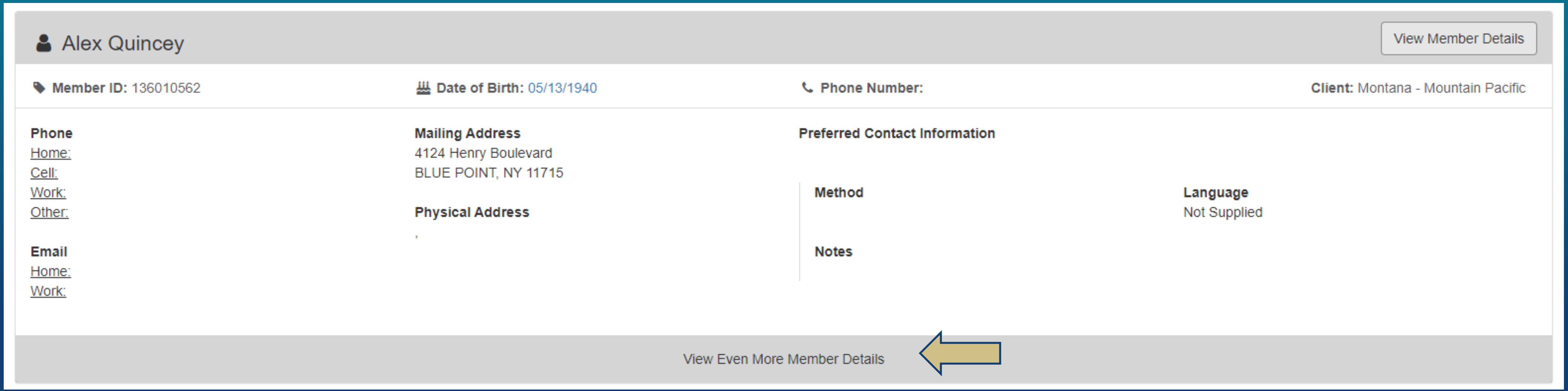
Once the member has been found, you will be directed to the Member Hub.

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 by your organization.



View Member Details

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



View 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 by your organization.

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

Utilization Management

View Cases | + Add

Hiding canceled cases. Show

Show 10 entries

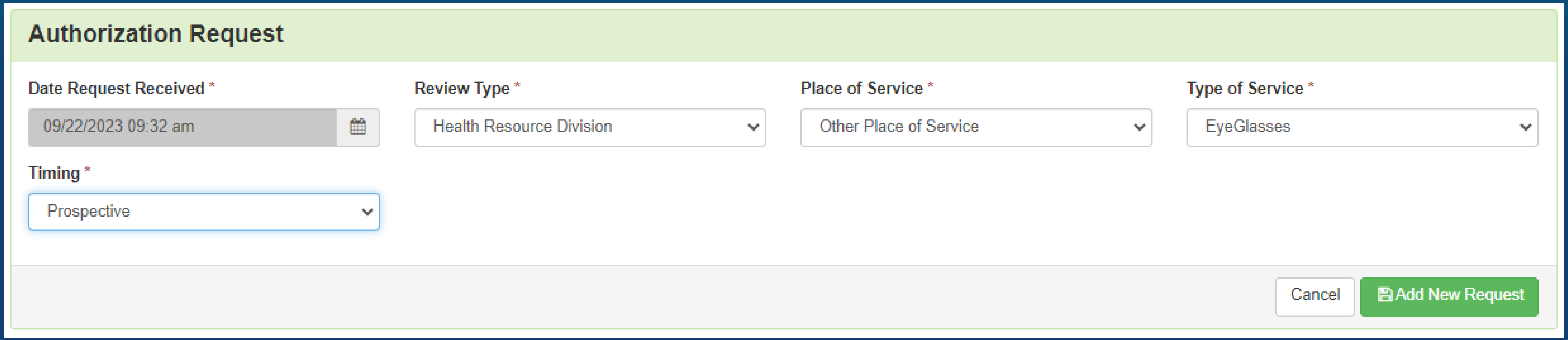
Search:

Status	Case ID	Request ID	Review Type	Timing	Treating Prov./Phys.	Treating Facility	Req. Start	Req. End	Outcome	Action
Request Has Been Submitted	25038	25050	Health Resource Division	Prospective	NIELSEN DENTAL, NIELSEN DENTAL		06/21/2023	10/21/2023		...

Add New Review Request

Authorization Request Panel

- The date and time of your request will auto-populate
- Review Type = **Health Resource Division**
- Place of Service = **Other Place of Service** (auto-populates)
- Type of Service = **Eyeglasses** OR **Contact Lenses**
- Timing = **Prospective**



- Select **Add New Request.**
- **Cancel** if you have made the request in error.

Date of Service, Coverage, and Personal Representative Panels

Dates of Service

Start Date = Date of request

End Date = Expected end date of treatment

Coverage

Displays 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.

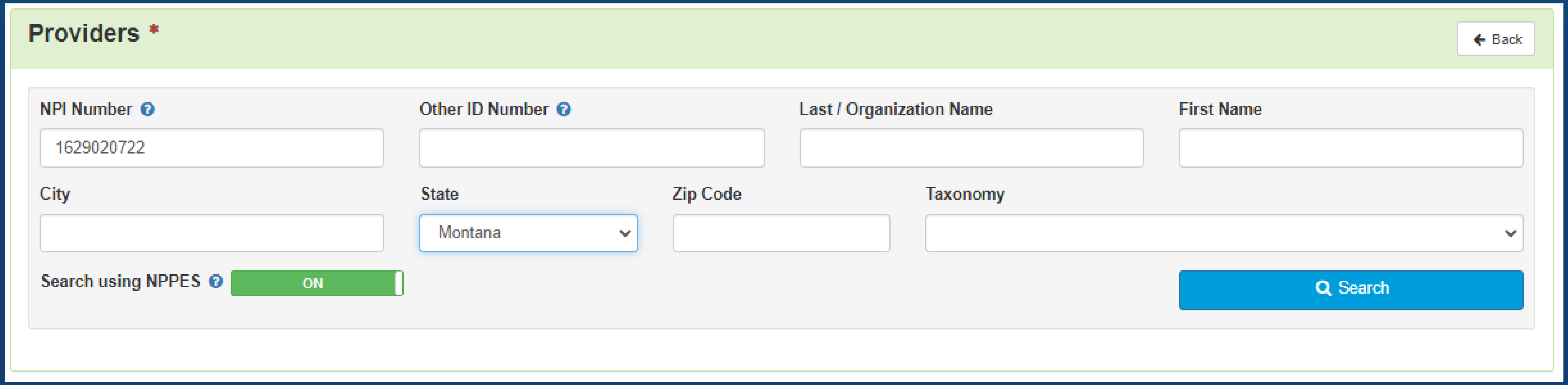
If the 'Member not Eligible' message appears, you must enter a comment in the Eligibility Comment box to continue

Personal Representative

Not needed, leave blank

Provider Panel

- 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.
- Helpful Tip: Entering just the NPI or Provider ID renders the quickest results. Less is more!



Provider Panel (cont)

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

Show 10 entries

Search:

	Name	NPI	Primary Number	Other ID	Type	Address	Phone	Primary Taxonomy	Source
+	MONTANA EYECARE, MONTANA EYECARE	1629020722	0000244283	1629020722		550 North Montana Avenue Helena, MT, 00000			Provider File

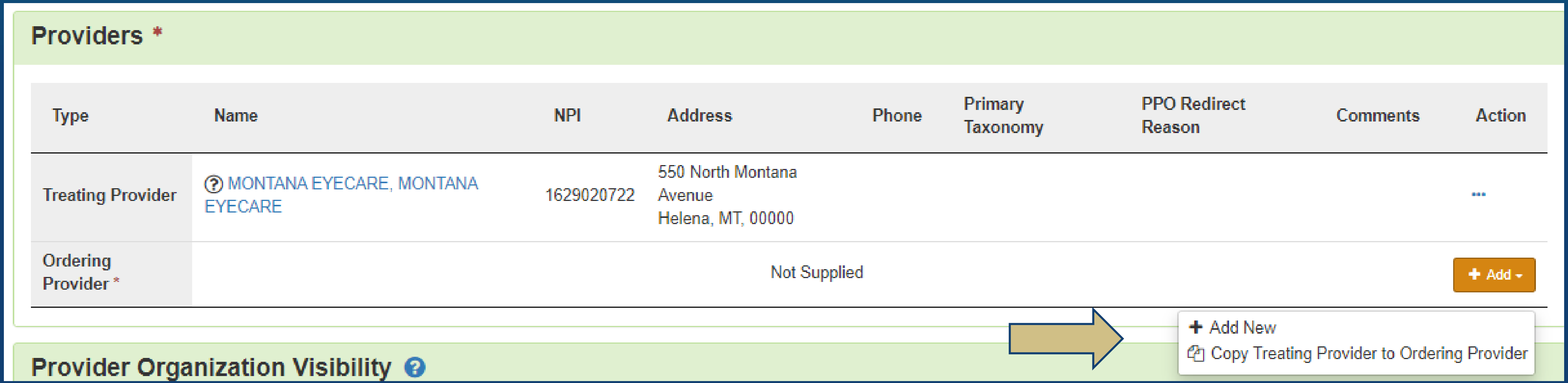
Showing 1 to 1 of 1 entries

Previous 1 Next

- If you have multiple options, you must select the **ACTIVE** provider ID (primary number)

Provider Panel (cont)

- After clicking the green + box, the Treating Provider will be added to the Provider section
- Next, add the Ordering Provider
  - If the Treating Provider and Ordering Provider are the same (both an individual provider and not a group facility), you may use the *Copy Treating Provider to Ordering Provider* feature when adding the Ordering Provider.
  - If the treating provider is a group NPI then the ordering provider will be the individual provider. In this situation, Select *Add New* to add the Ordering Provider (HCP)



Provider Panel (cont)

- The **Treating Provider** and the **Ordering Provider** information is now populated in the Providers panel.
- You can select **Delete** if you have chosen in error.

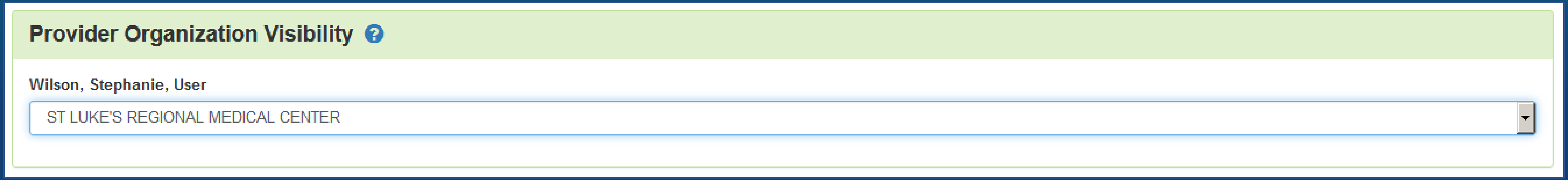
Providers

Type	Name	NPI	Address	Phone	Primary Taxonomy	PPO Redirect Reason	Comments	Action
Treating Provider	MONTANA EYECARE, MONTANA EYECARE	1629020722	550 North Montana Avenue Helena, MT, 00000					...
Ordering Provider	HASQUET WILLIAM J OD, WILLIAM J HASQUET OD	1730139577	550 N Montana Ave Helena, MT, 00000					...

Delete

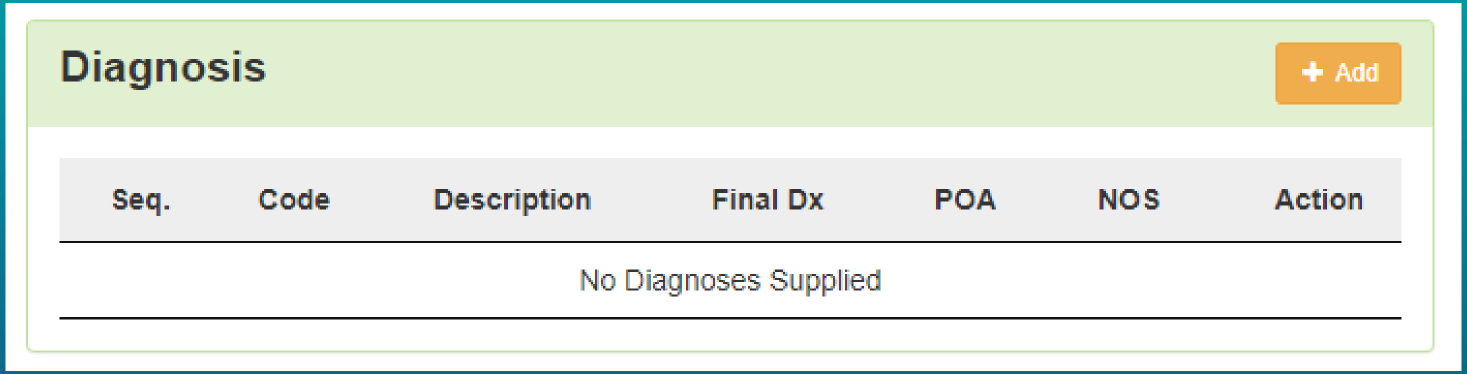
Provider Organization Visibility Panel

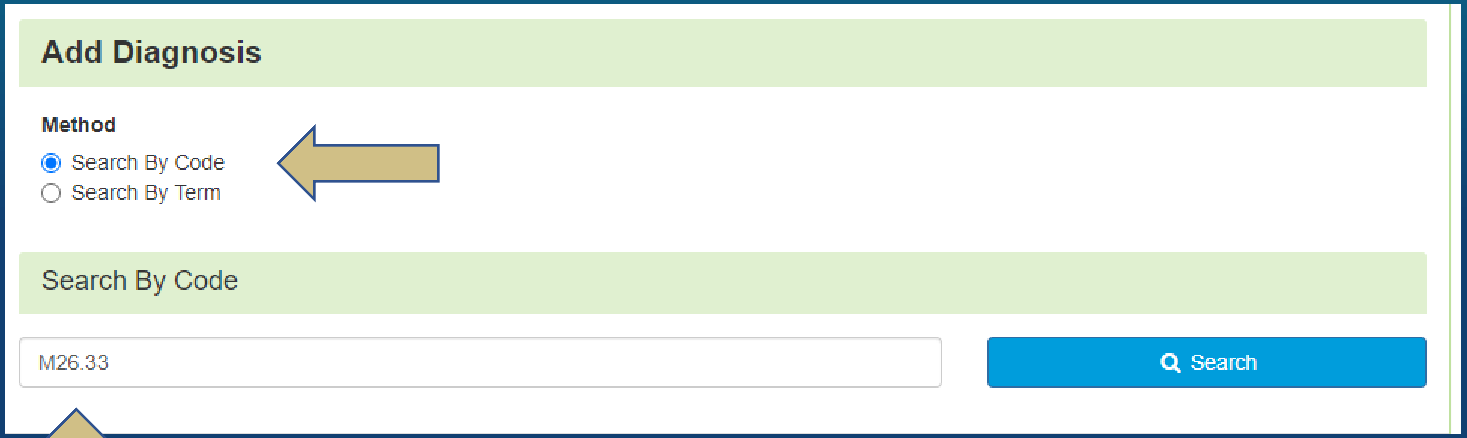
- **MUST** select your organization so others can see the request
- If you do not select your organization, then only the person who submits the request can see it
- If a person only has an individual NPI and is set up in Qualitrac without a group NPI number, then you won't have anything to select in this drop-down



Diagnosis Panel

- 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.
- You can search by the ICD-10 Code or by a Term. Searching by code will let you enter the code directly and search for it as shown in the example.

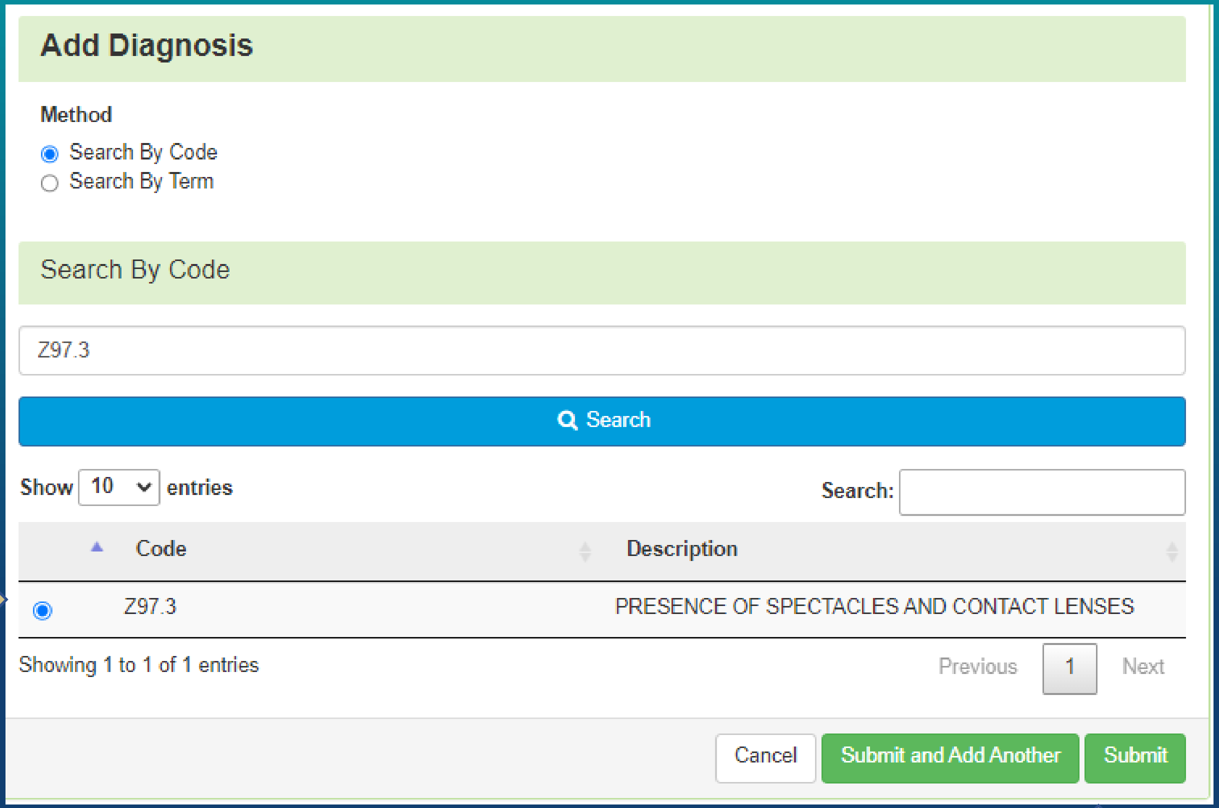




Diagnosis Panel (cont)

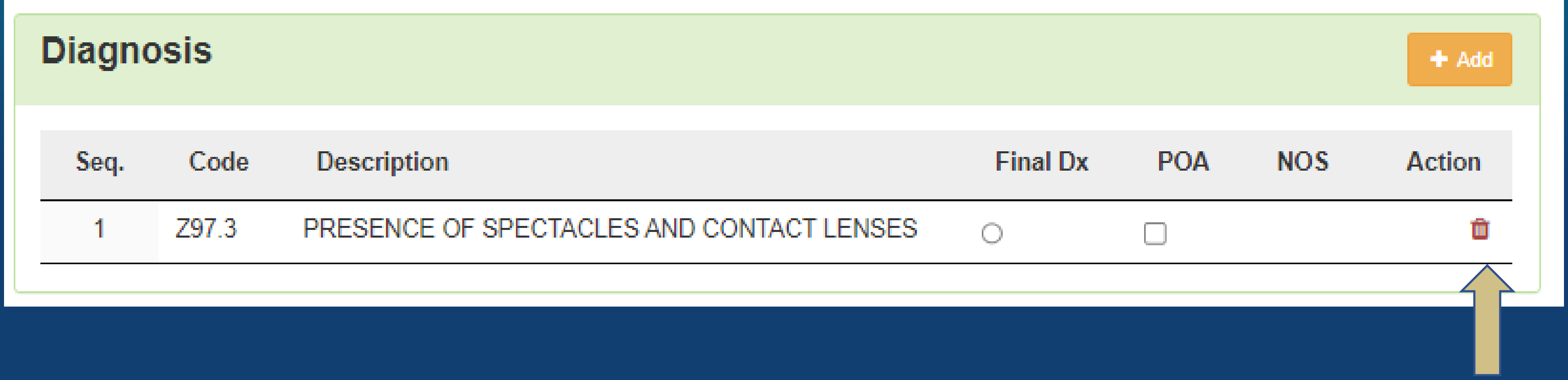
The system will provide a list of results to select from. Select the one you want by clicking on the radio button to the left of the code.

- After selecting the diagnosis, 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.



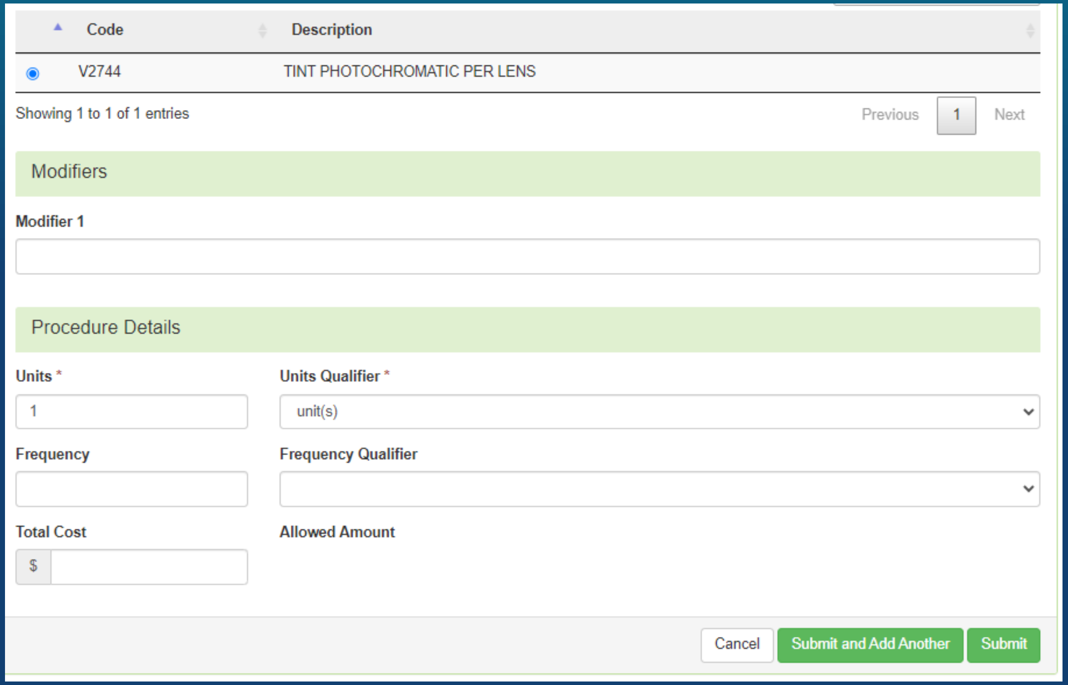
Diagnosis Panel (cont)

- 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.



Procedure Panel

- Enter the procedure code you are requesting PA for
- Use the Add button to add a new procedure to the panel.
  - Process is identical to adding a diagnosis that was just discussed
- 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 need to include a modifier or more than one unit, you will add that here



!! **ONLY** include codes that require PA based on the state's fee schedules

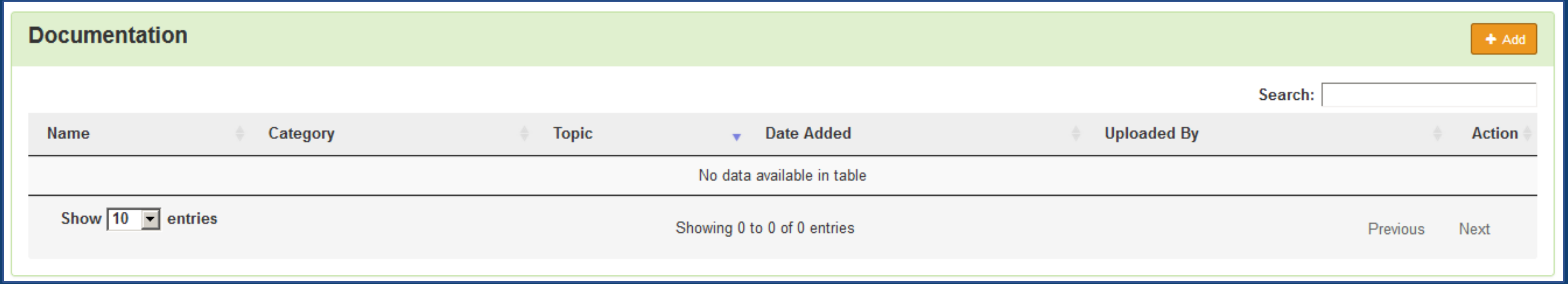
Eyeglasses: https://medicaidprovider.mt.gov/47

Contacts: https://medicaidprovider.mt.gov/21

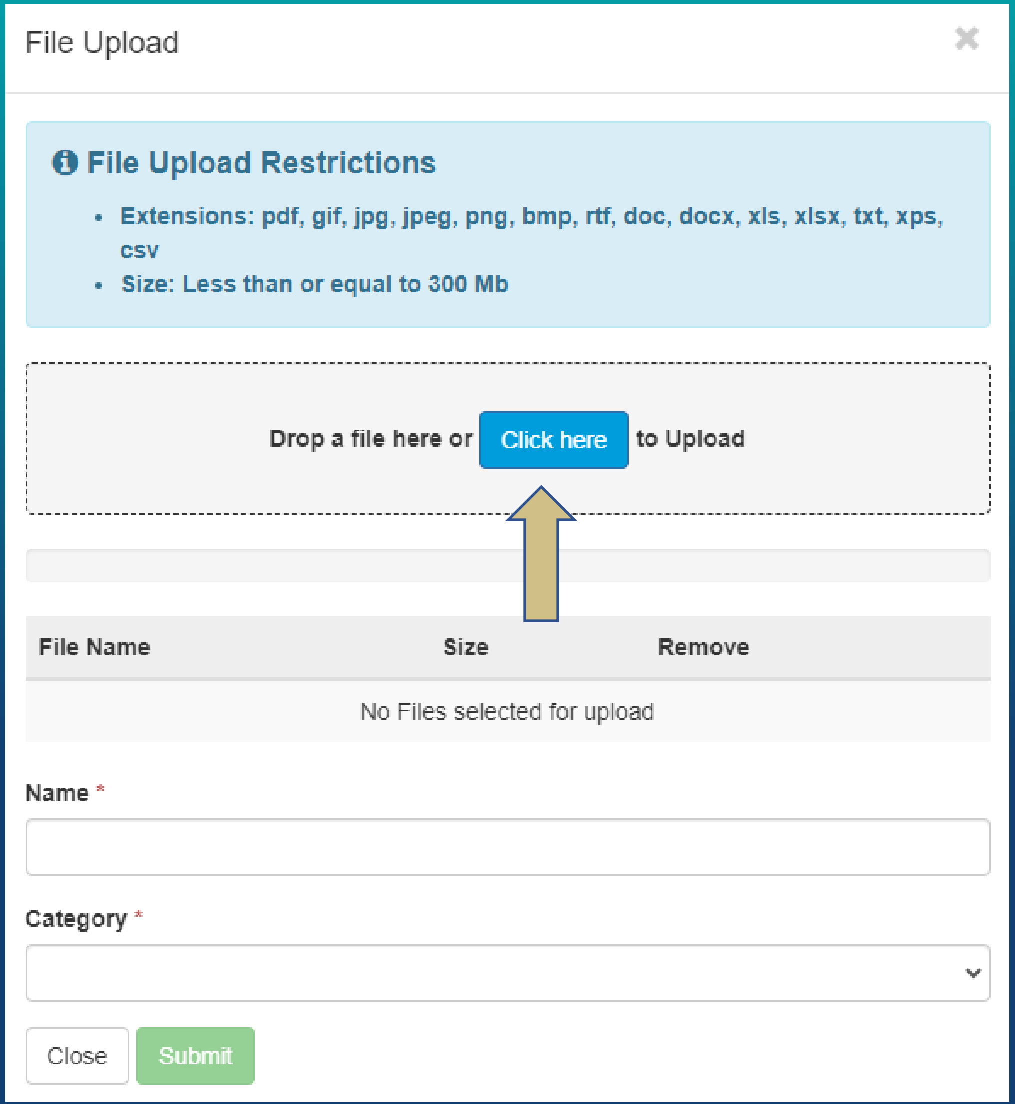
Documentation Panel

- You **MUST** attach documentation to submit the request for review
- Just as in the paper process, you are required to submit:
  - Any medical records to support the request
  - For Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) reviews, the EPSDT Prior Authorization and Certificate of Medical Necessity form is required
  - Please refer to the Provider Notice posted on September 18, 2023

    https://medicaidprovider.mt.gov/docs/providernotices/2023/NewContactLensandEyeglassReviewandApprovalProcessThroughtheQualitracPortal.pdf
  - To submit documentation, click **Add**



Documentation Panel (cont)

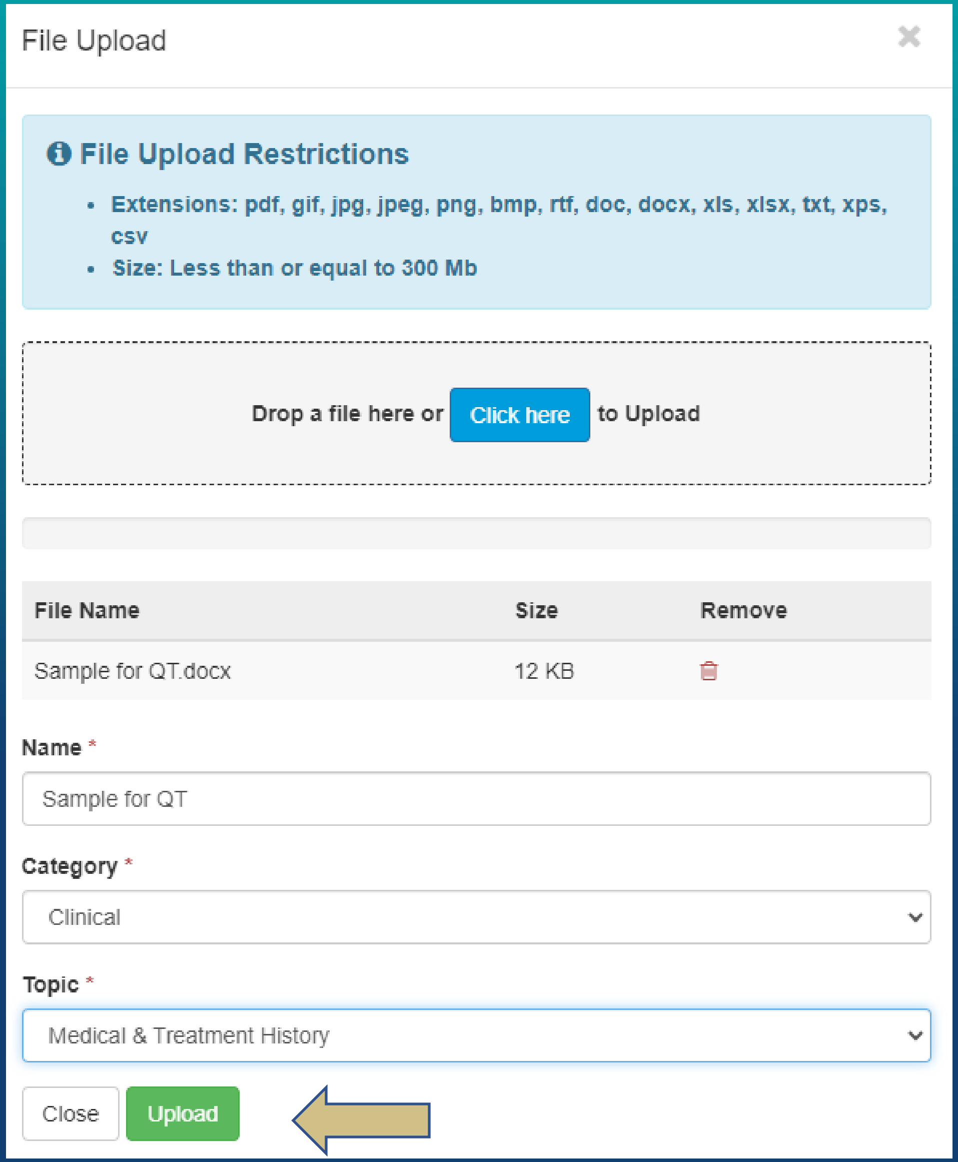


A modal will open where you can drag and drop files or select **Click here** to open a Windows directory and find the necessary files on your system.

Please note:

- Documents must be one of the file formats listed. Most common are PDF or Word.
- The file name cannot contain special characters.
- The name of the document can be edited in the Name box as applicable.

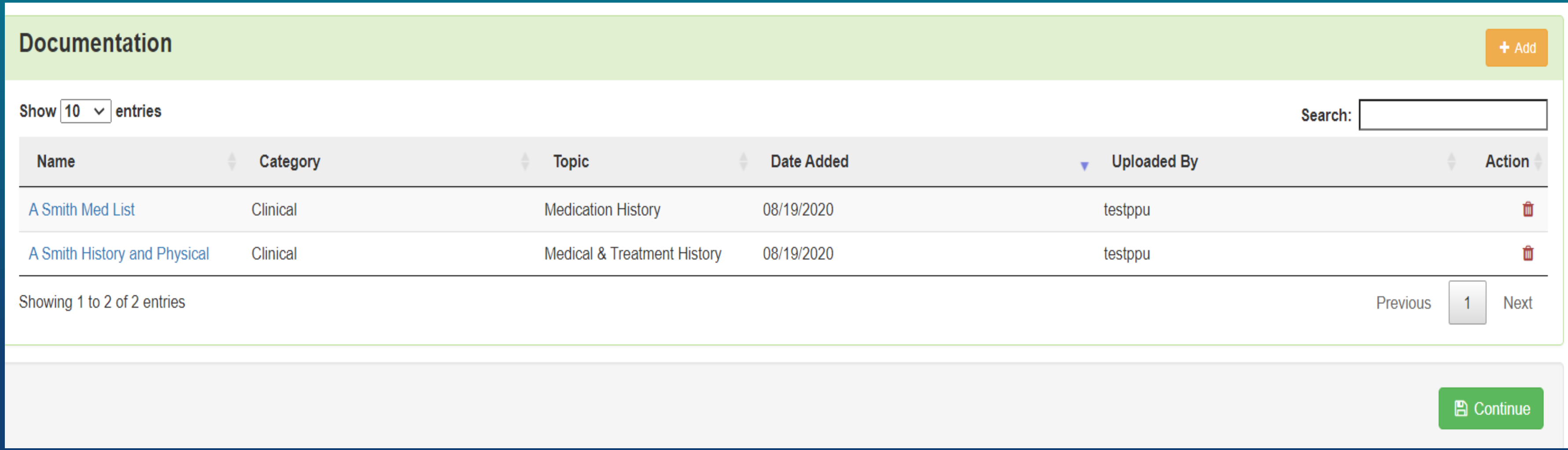
Documentation Panel (cont)



- **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.

Documentation Panel (cont)

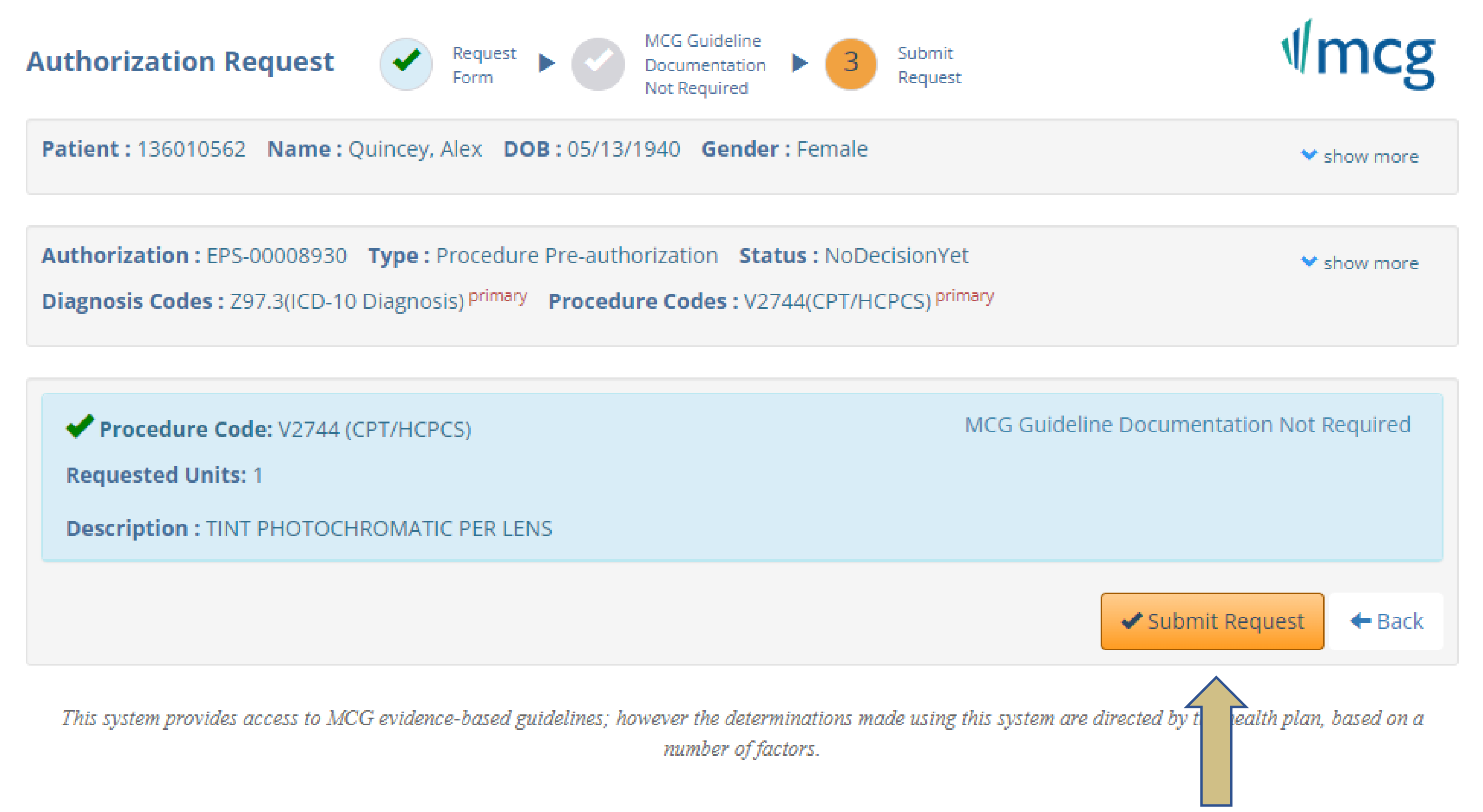
Once you attach documentation and all request steps have been completed, click **Continue** in the bottom right corner of the page.



Milliman Care Guidelines (MCG)

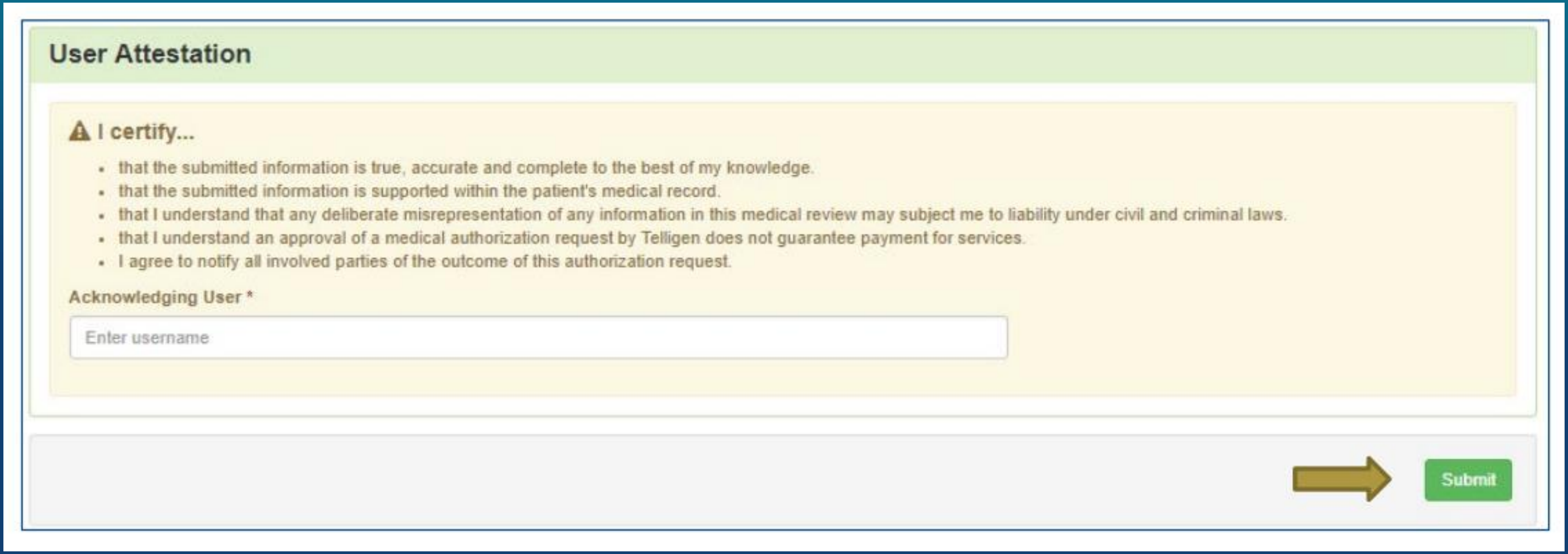
- The system will take you to the MCG tool (formerly known as Milliman Care Guidelines).

- MCG Guidelines do not apply to Eyeglass/Contact Lens requests
- Click **Submit Request** to close this section.



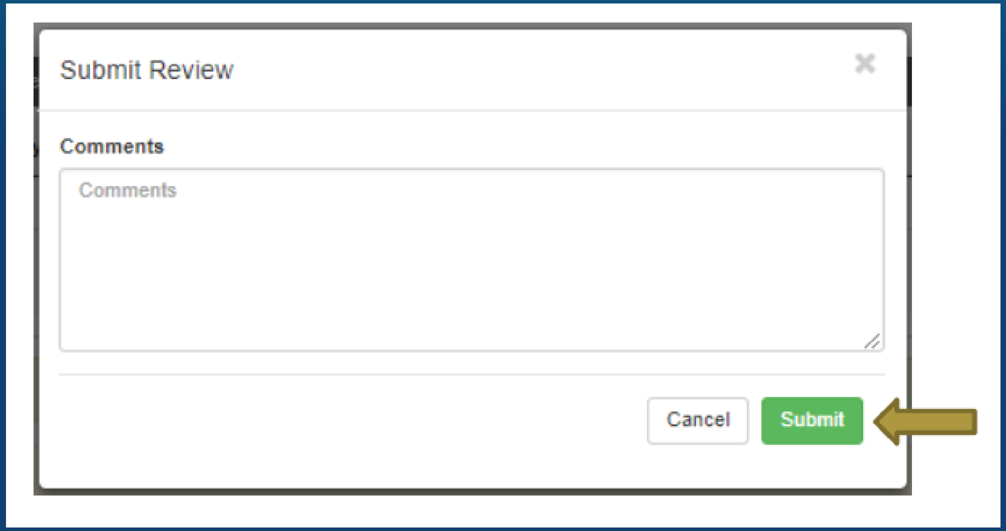
Attestation

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



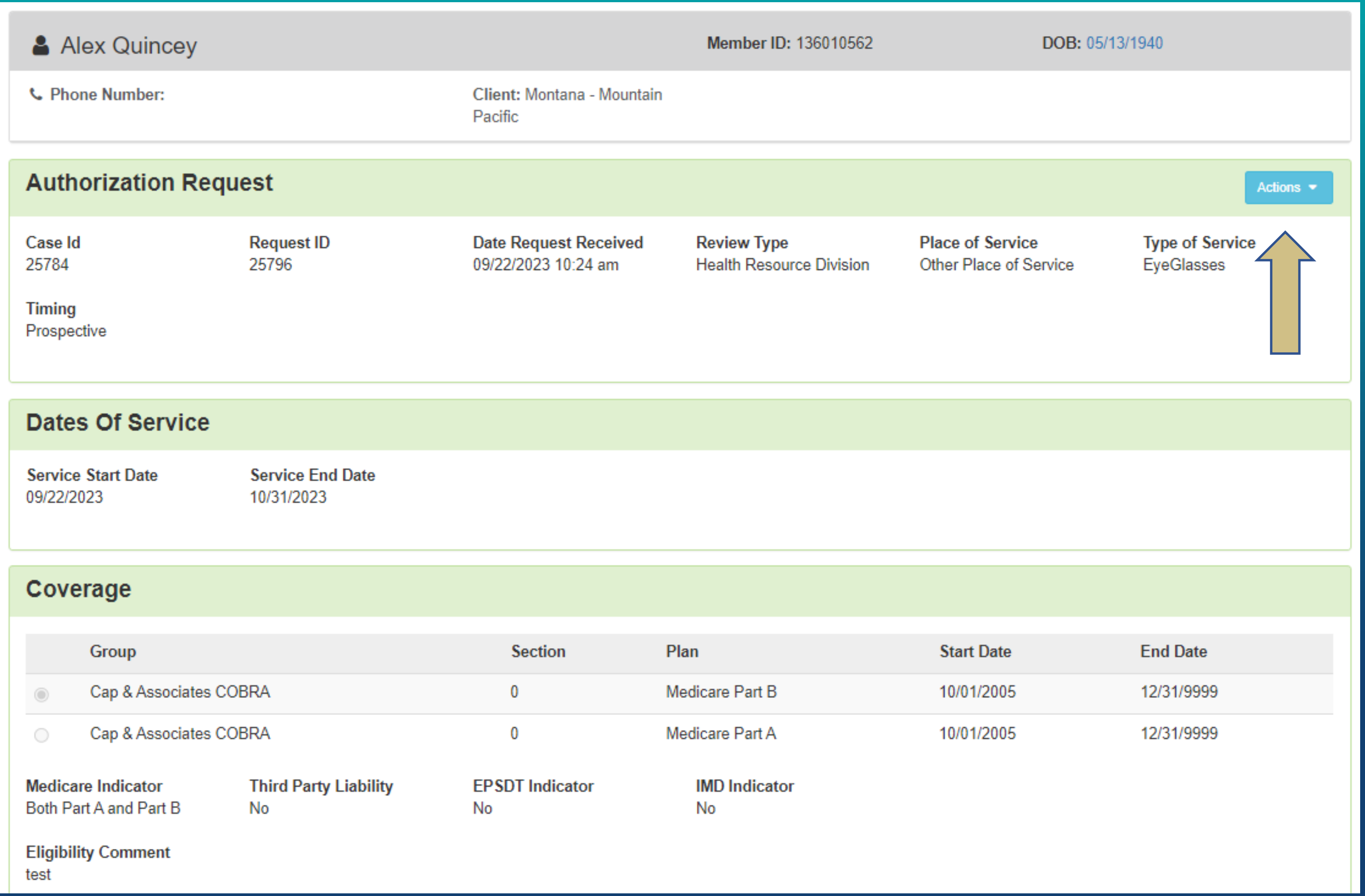
Comments

- 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** 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. If you find an error, you can correct it any time before we start the review. Click on the Blue Actions button and Edit. If it looks good, you are done.



View Request Status And Outcomes

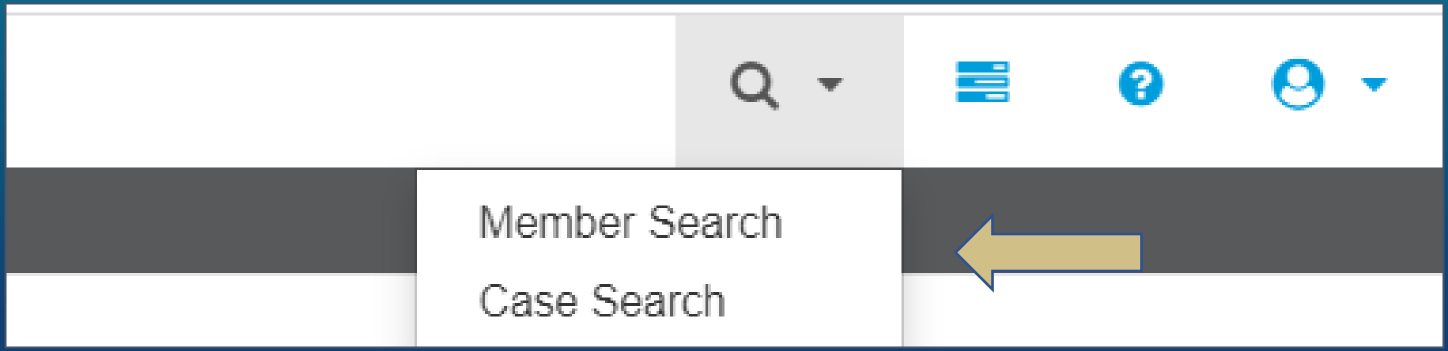
Email Notifications

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
  - You will continue to get a daily email until you either complete the request and submit it for review or delete it
- Additional information is requested
- A review outcome is rendered

View Request Status And Outcomes

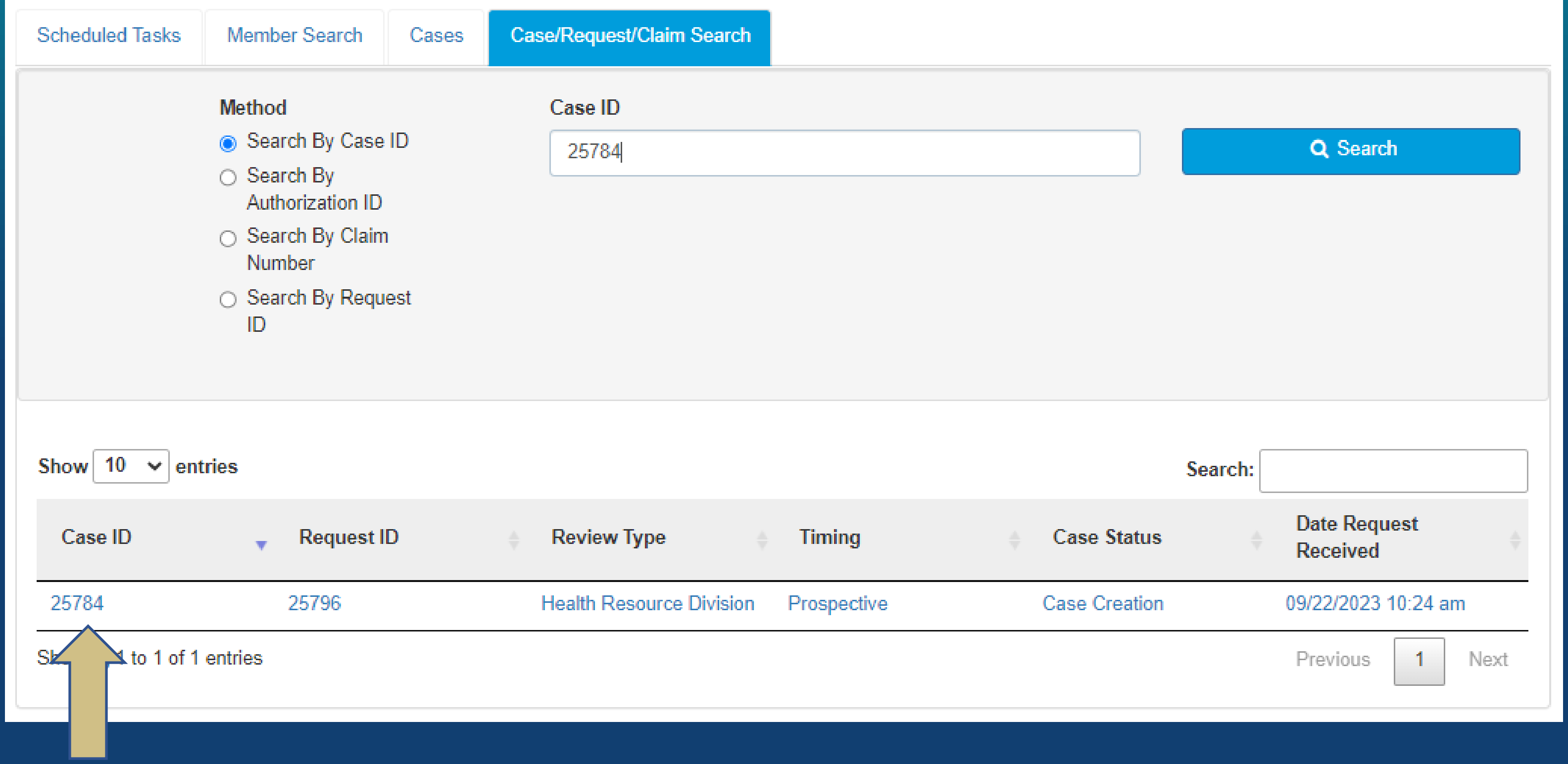
After a review has been submitted, you can find the review by clicking on the magnifying glass and completing either a Member Search or a Case Search.



View Request 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 Request Status And Outcomes

Member Search

- If you are 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.

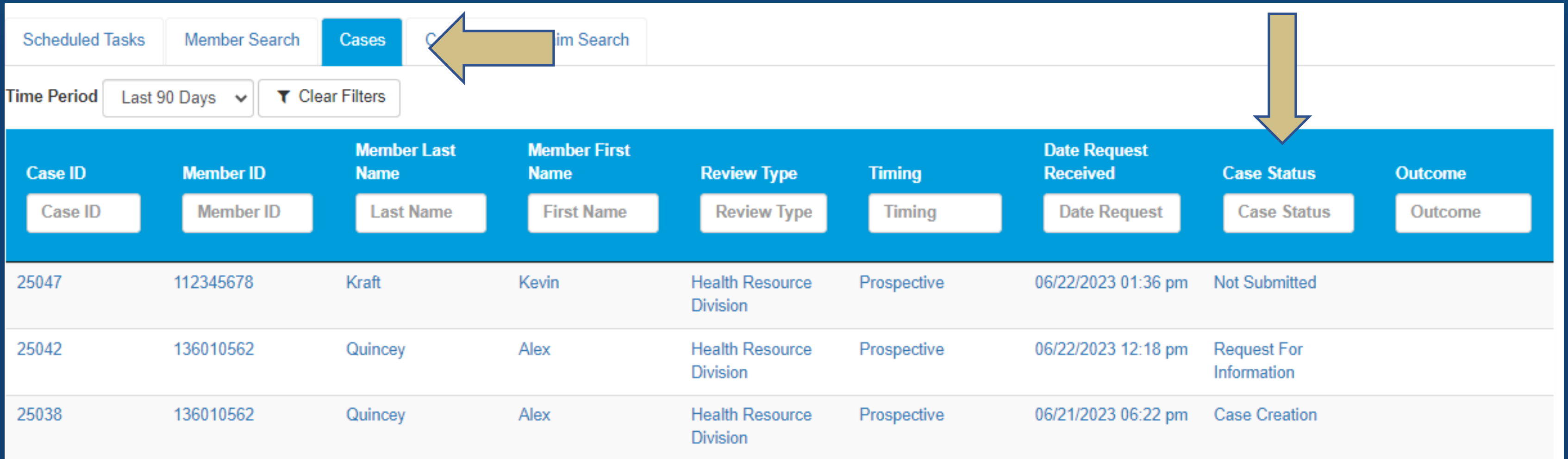
Status	Case ID	Request ID	Review Type	Timing	Treating Prov./Phys.	Treating Facility	Req. Start	Req. End	Outcome	Action
Request Has Been Submitted	25784	25796	Health Resource Division	Prospective	MONTANA EYECARE, MONTANA EYECARE		09/22/2023	10/31/2023		...

View Request
Delete

View Request Status And Outcomes

Using the Cases Tab

- The easiest way to find a case you have started or submitted is to click on the Cases Tab after selecting Case or Member Search
- This will show you all cases your organization has started and what the case status is.
  - **Not Submitted** – Case started by provider but has not completed/submitted it
  - **Case Creation** – Case has been submitted, but review has not started yet
  - **Under Review** – Case is currently being worked
  - **Request for Information** – Case has been sent back to requestor for more documentation
  - **Complete** – Case has been completed and an outcome rendered

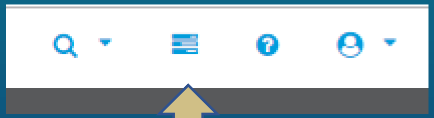


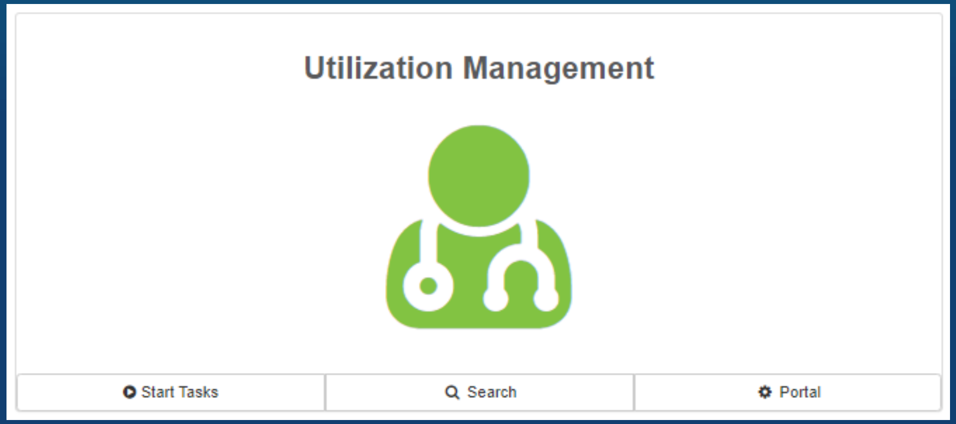
Case ID	Member ID	Member Last Name	Member First Name	Review Type	Timing	Date Request Received	Case Status	Outcome
25047	112345678	Kraft	Kevin	Health Resource Division	Prospective	06/22/2023 01:36 pm	Not Submitted	
25042	136010562	Quincey	Alex	Health Resource Division	Prospective	06/22/2023 12:18 pm	Request For Information	
25038	136010562	Quincey	Alex	Health Resource Division	Prospective	06/21/2023 06:22 pm	Case Creation	

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

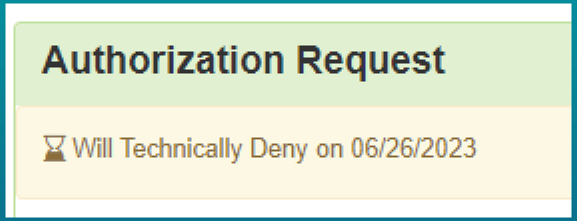
Request for Information

- 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.

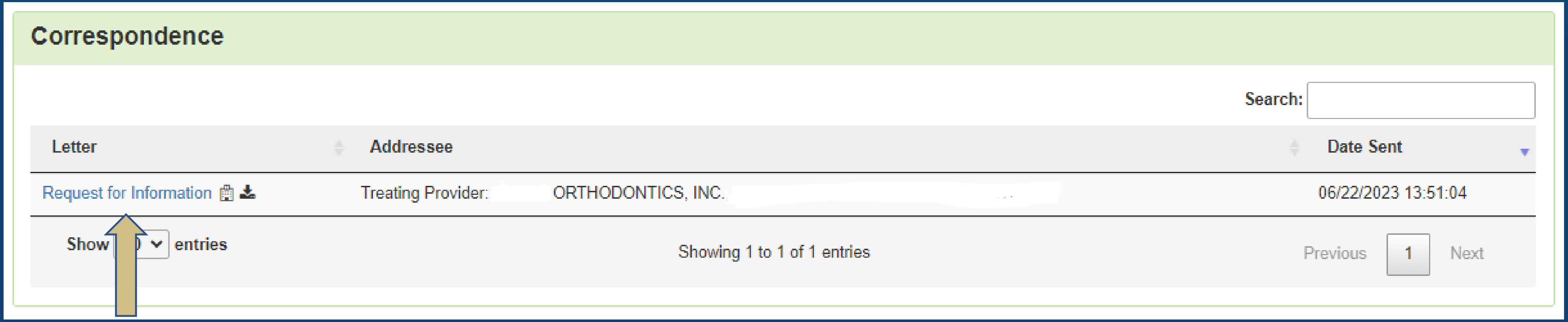
	Task Type	Task Category	Task Status	Client	Last Name	First Name	Solution / Module	Assignee	Attempts	Task Scheduled Date
					Last Na	First Na		Assignee	#	Task Sched
...	Request For Information		New	Montana - Mountain Pacific	Quincey	Alex	Medical Necessity	jzodyPPU	0	06/26/2023 05:00 pm

Request for Information (cont)

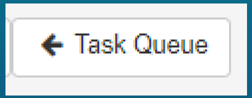
- In the task queue or once you start the task, you will see the due date to respond to the RFI (3 business days)



- 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.



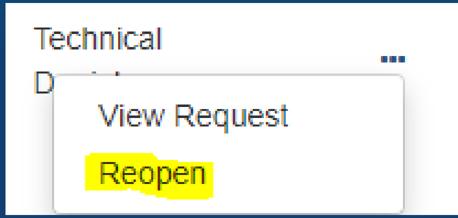
Request for Information (cont)

- 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.
  - You **MUST** attach documentation to send the case back for review
- When you have added the necessary information, click the 

button and the case will automatically be sent back to the clinical team to finish the review.
  - When you return to the Scheduled task queue, the task will no longer be visible, and you will know you've completed the RFI task.
- **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.

Request for Information (cont)

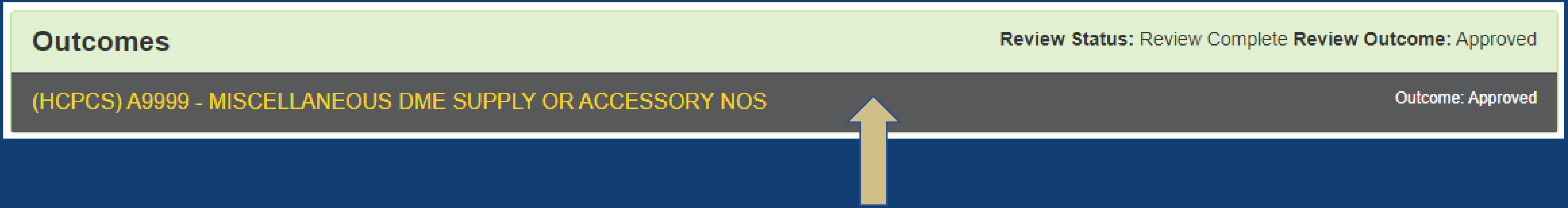
- If you do not respond to the RFI task by the due date, the system will auto-close the case and attach an **Administrative Denial** letter under the Correspondence Panel
  - This is NOT a denial
  - Up to 30 days after the case goes into a technical denial status, you can Reopen the case
    - **PLEASE** Reopen the case instead of starting a new case as starting a new case will slow down the process
    - To Reopen the case, go into the member hub, click on the ellipsis (…) on the right and select **Reopen**



  - If it is more than 30 days, a new request will need to be submitted

View Outcome

- 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.**
  - The **Cases** Tab will also show the 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

Outcomes — **Review Outcome:** Approved

(HCPCS) A9999 - MISCELLANEOUS DME SUPPLY OR ACCESSORY NOS — Outcome: Approved

Requested	
Outcome	
Authorization Number	
Start Date	05/30/2023
End Date	08/31/2023
Modifier 1	
Modifier 2	
Units	1 unit(s)
Frequency	
Total Cost	

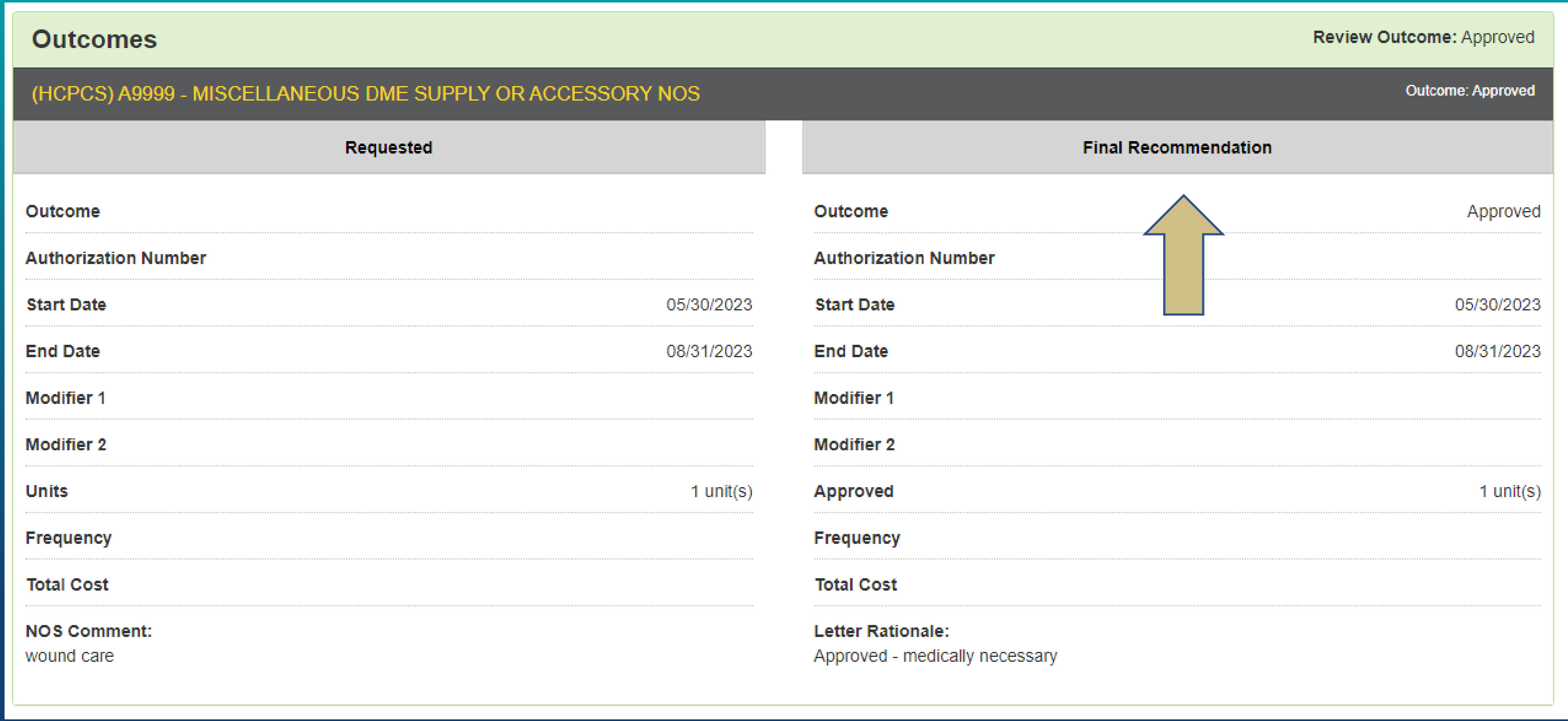
NOS Comment:
wound care

Final Recommendation	
Outcome	Approved
Authorization Number	
Start Date	05/30/2023
End Date	08/31/2023
Modifier 1	
Modifier 2	
Approved	1 unit(s)
Frequency	
Total Cost	

Letter Rationale:
Approved - medically necessary

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

View Outcome



Outcomes — **Review Outcome:** Approved

(HCPCS) A9999 - MISCELLANEOUS DME SUPPLY OR ACCESSORY NOS — Outcome: Approved

Requested	
Outcome	
Authorization Number	
Start Date	05/30/2023
End Date	08/31/2023
Modifier 1	
Modifier 2	
Units	1 unit(s)
Frequency	
Total Cost	

NOS Comment:
wound care

Final Recommendation	
Outcome	Approved
Authorization Number	
Start Date	05/30/2023
End Date	08/31/2023
Modifier 1	
Modifier 2	
Approved	1 unit(s)
Frequency	
Total Cost	

Letter Rationale:
Approved - medically necessary

The Final Recommendation tab will display the determination.

Print Determination form

- There will be a determination letter attached under the Correspondence section. Click on the blue link to preview the letter and if needed, print for the member’s records

Determination form

The requested service and outcome is listed below.

Member Name: Alex Quincey	DOB: 05/13/1940	Medicaid ID #: 136010562	Case ID: 24953
Requested Service (1)			

Request Type: Prospective	Review Type: Nursing Facility
Treating Provider: EAGLE CLIFF MANOR EAGLE CLIFF MANOR (1750376299)	Treating Facility:
Date(s) of Service: 05/30/2023 - 08/31/2023	Quantity: 1 unit(s)

Proc Code: A9999	Modifier:	Procedure Description: MISCELLANEOUS DME SUPPLY OR ACCESSORY NOS

Determination (1)		
Dates(s) of Service Approved: 05/30/2023 - 08/31/2023	#Approved: 1 unit(s)	Authorization #:

Proc Code: A9999	Modifier:	Procedure Description: MISCELLANEOUS DME SUPPLY OR ACCESSORY NOS

Determination: Approved	Rationale: Approved - medically necessary

- First section will show what was requested
- Second section will show the determination

Appeals

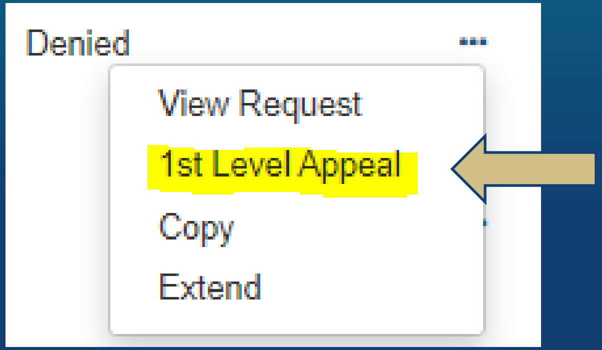
- If the request was denied, the determination letter will have appeal rights listed at the end

APPEAL PROCESS

In accordance with ARM 37.5.310 you have the right to request an Administrative Review to appeal the determination made. To request an Administrative Review, the request must be in writing, must state in detail your objections, and must include any substantiating documents and information which you wish the Department to consider in the Administrative Review. The request must be submitted via the Qualitrac Portal at: https://www.mpqhf.org/corporate/medicaid-portal-home/

The request for administrative review must be received by Mountain-Pacific within 30 days of the date of this written determination.

- To submit an appeal, find the case in the member hub and select **1st Level Appeal**
  - **MUST** attach a letter and **NEW** documentation that has not already been reviewed



Contact Us

- Website: http://www.mpqhf.org/corporate/medicaid-portal-home/
- Call us: 1-800-219-7035

Thank you!

QUESTIONS?

Mountain Pacific

INNOVATING BETTER HEALTH