



Telligen®



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Introduction to Telligen



Thank You!



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Thank you! I have to say that Telligen has been so easy to work with. Please let anyone that needs to know that the whole system is so appreciated.

- Colorado Stakeholder (June 2021)



50 years providing expertise and solutions that produce measurable, meaningful results



More than **600 clinical and technical professionals** supporting clients nationwide



100-percent employee-owned company. Our employee-owners drive our business, our solutions and share in our success

About Us

*Telligen provides sophisticated analytics, population health management services, and IT solutions to more than **36M covered lives** in the Medicare, Medicaid & commercial markets*

Key Market Segments



Health & Well-Being Solutions

- Working with employers, unions and Taft-Hartley plans to understand their population and provide solutions to reduce costs and obtain better health outcomes

Client types include self-funded employers, unions & municipalities

State Health Solutions

- Configurable cost-containment strategies that help state Medicaid agencies meet their goals related to the health of their populations and improved care delivery

Working with state Medicaid agencies in 10 states: Colorado, Idaho, Iowa, Maryland, Massachusetts, Mississippi, Montana, Nebraska, Oklahoma, Virginia & Wyoming

Federal Health Solutions

- Supporting value-based care transformation, including alternative payment models, as well as quality improvement, learning systems, data analytics and IT solutions for federal agencies and national programs

Federally designated Quality Improvement Organization for Iowa, Illinois, Colorado & Oklahoma



Introduction to 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



- Beginning , Mississippi January 16, 2024 providers will submit review requests using the Qualitrac system via a Provider Portal.
- **Your Organization** must first complete the online registration process and designate one or more individuals within your organization to be an Authorized Official who will create user accounts for individuals within your organization.
- Instructions regarding the online registration process are provided in this training
- Once registered, you will receive a username and instructions to create a unique password.
- You will access the Qualitrac Provider Portal at: <https://msmedicaid.telligen.com/>

Introduction to Authorized Official Registration



Provider Portal Registration



- The Provider Portal Registration process is completed entirely online.
- The information can be found on the website at <https://msmedicaid.telligen.com>
- Click on the “Register” link in the middle grey section of the website.

The screenshot displays the Telligen website interface. At the top, there is a blue navigation bar with the text "TELLIGEN WEBSITE" and "MS DEPARTMENT OF MEDICAID". Below this is the Mississippi Division of Medicaid logo and a navigation menu with links for "DOCUMENT LIBRARY", "EDUCATION & TRAINING", "FAQS", "PROVIDER NEWS", and "CONTACT".

The main content area is titled "Telligen UM, CM, and QIO Services for the State of Mississippi". Below the title is a welcome message: "Welcome to the Telligen website supporting Utilization Management, Care Management, and Quality Improvement Organization (QIO) services for the Mississippi Division of Medicaid. This site is built to provide easy access to the Qualitrac provider portal for submitting clinical cases, as well as current news and resources that pertain to the Telligen contract with the state. Please use the [Contact](#) page if you have any questions or encounter issues with the website."

The central section features three main options:

- Qualitrac Login**: A button labeled "LOGIN" with the description: "Web application used by healthcare providers to submit clinical care requests for review."
- Provider Portal Registration**: A button labeled "REGISTER" with the description: "New users need to register to gain access to Qualitrac. Registration takes less than 10mins." A blue arrow points to this button.
- Support Options**: Two buttons labeled "FREQUENT QUESTIONS" and "CHECK REVIEW STATUS".

At the bottom left, there is a blue box titled "Stay Updated with the Latest Provider News" with a "Read More" button. At the bottom right, there is a section titled "Upcoming Events" with the text "There are no upcoming events at this time."

- The Registration Process is completed in three easy steps.
 1. The Provider Executive, i.e., the duly authorized representative permitted to bind your organization, agrees to the terms and conditions of the Provider Portal Agreement.
 2. The Provider Executive designates one or more Authorized Officials for your organization. These individuals will manage provider accounts within your organization.
 3. The Authorized Official(s) complete the Authorized Official Agreement and Registration Form.

- All forms are completed online.
- Using DocuSign technology, the documents are routed via email to the appropriate parties for signature.
- Once everyone has signed, both the Provider Executive and the Authorized Official receive a fully executed agreement for their records.
- The Qualitrac Registration team will then complete the registration process and provide instructions to the Authorized Official.
- The Authorized Official from your organization will then need to create and manage provider accounts within your organization.

- Two emails will be sent to the Authorized Official once the registration packet is processed
 - One from QTRegistration@telligen.com with user name and link to portal
 - One from the Qualitrac system with a link to activate your account and create your password
- **Emails will not be sent until the second week in January**
 - The portal will not be accessible until January 16. The activation link in the password is only good for 7 days.
- Once the Authorized Official is logged in to the system, they can set up accounts for other individuals in the organization to access and use the portal

Authorized Official Training



- The Authorized Official training user guide can be found on the website in the Documents Library page.
- The User Guide provides guidance on:
 - Adding additional Users
 - Viewing user account details
 - How to help with password resets
 - Deactivating users
- Please use this link to find the latest Authorized Official Training Guide
 - <https://msmedicaid.telligen.com/document-library/>

How to get assistance



Website: <https://msmedicaid.telligen.com/>

Mississippi Call Center & Provider Help Desk

- Email: msmedicaidum@telligen.com
- Toll-Free Phone: 855-625-7709
- Fax: 800-524-5710

Portal Registration Questions

- Email: qtregistration@telligen.com
- Toll-Free Phone: (833) 610-1057



Questions

