



Mississippi Medicaid:

Telligen Provider Portal Training:

For a member currently in a facility
or for an extension of the stay

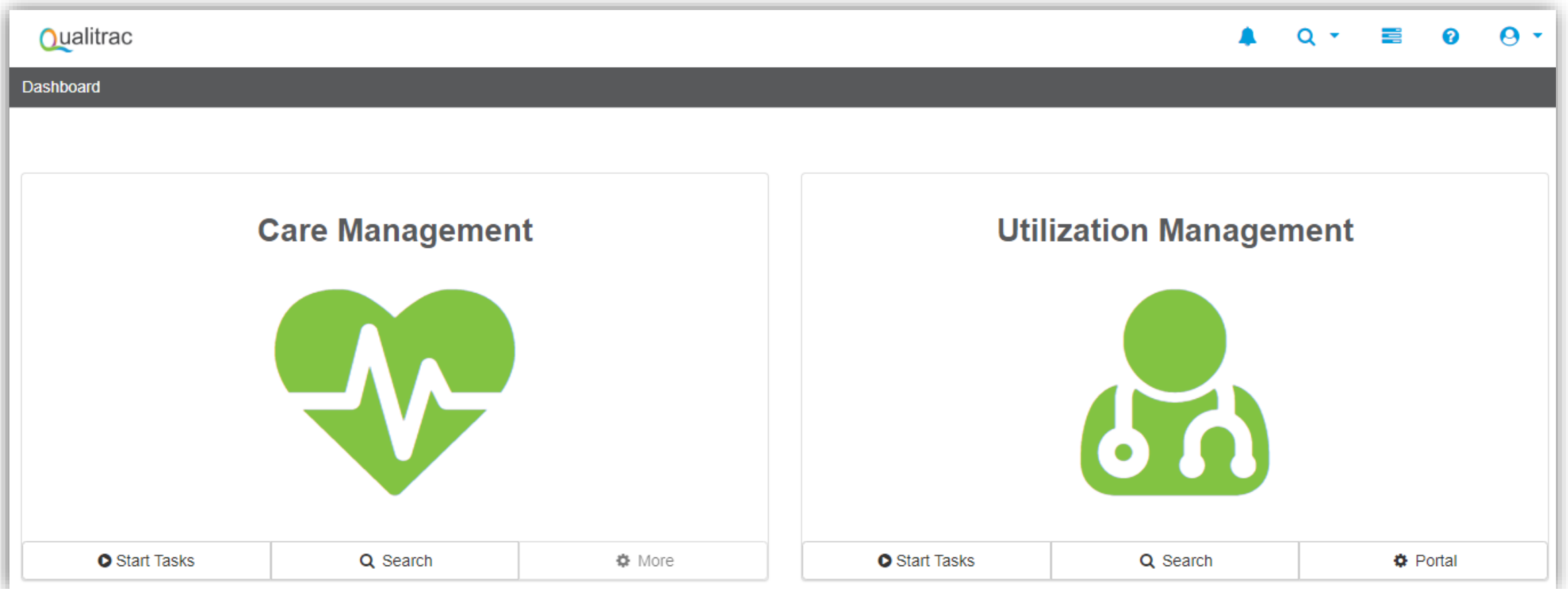


Agenda



- How to enter a review for a member currently in a facility
- Submitting an Extended Stay Review
- E-mail notifications
- Questions





The screenshot shows the Qualitrac Dashboard interface. At the top left is the Qualitrac logo. The top right contains navigation icons: a bell for notifications, a magnifying glass for search, a hamburger menu, a help icon, and a user profile icon. Below the navigation bar is a dark grey header with the word "Dashboard". The main content area is divided into two large white panels. The left panel is titled "Care Management" and features a green heart icon with a white ECG line. The right panel is titled "Utilization Management" and features a green icon of a person with a stethoscope. At the bottom of each panel is a white bar with three buttons: "Start Tasks" (with a play icon), "Search" (with a magnifying glass icon), and "More" (with a gear icon). The "Utilization Management" panel's "More" button is labeled "Portal".



Provider Portal: Landing Page



This is the Telligen 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 at in the system.



The bell icon notifies the user of notifications and system messages



The “magnifying glass” icon will open search options for you to search for a specific case or a specific member to view the details.



This icon allows for quick access to the users Task List



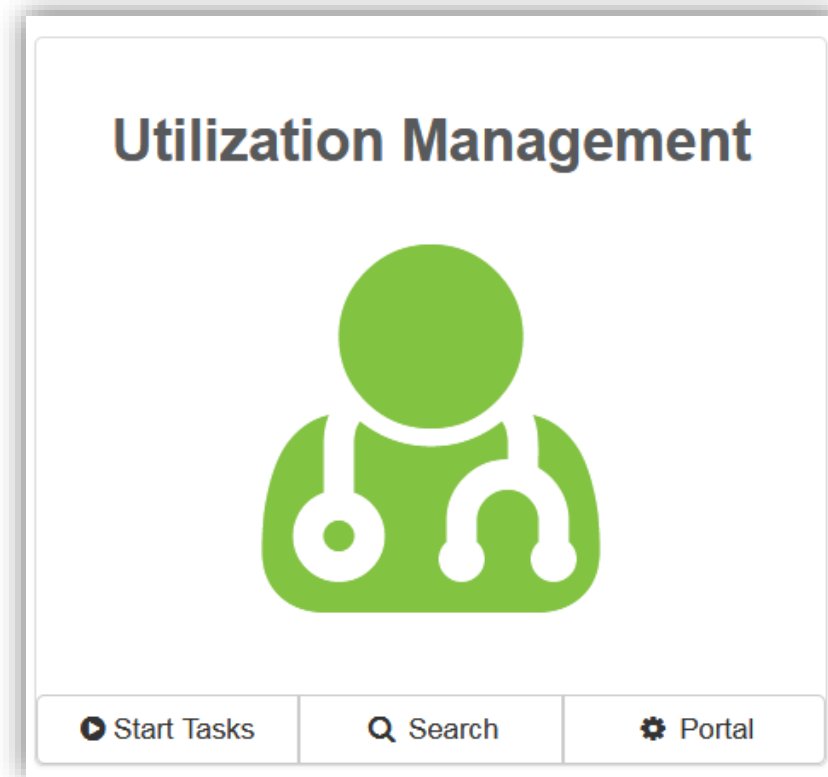
This is utilized to view and manage your profile. If your phone number or email address changes, you can use this section to update the details.



Telligen Provider Portal – Landing Page



- **Start Tasks** will take you to the task queue to view any reviews where additional information has been requested
- **Search** will allow you to search for a member or a case. Just like the magnifying glass at the top of the page.
- **Portal** will take you to the portal or to the task queue.

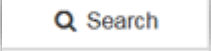



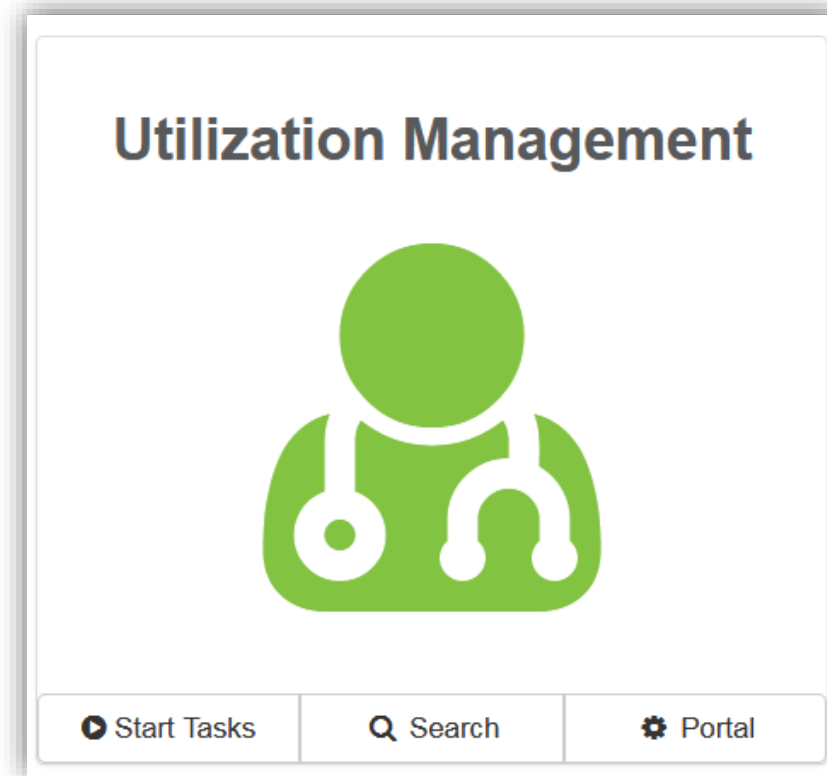
**Adding a Review for a member
currently in a facility or to continue
care for a length of stay not previously
submitted to Telligen**



Telligen Provider Portal – Adding a New Review



Click on the  box or the “magnifying glass” icon  in the tool bar to access the member search screen to look for information on a member or to start a new review.



Telligen Provider Portal – Adding a New Review



How To Locate a Member:

- Enter the Member's ID and Date of Birth
- Enter the member's First name, Last name and date of Birth
- **NOTE:** The Member ID and the Date of Birth must match with what is on file to locate the member information or to begin a new review for that member.

A screenshot of the Qualitrac web application interface. The top navigation bar includes the 'Qualitrac' logo and several utility icons (notifications, search, menu, help, user profile). Below the navigation bar, a breadcrumb trail shows 'Dashboard / Task Queue'. A horizontal menu contains four tabs: 'Scheduled Tasks', 'Member Search' (which is highlighted in blue), 'Cases', and 'Case/Request/Claim Search'. The main content area displays the heading 'Please search for the member by completing one of the following'. Below this heading are two search options separated by 'OR'. The first option consists of a 'Member ID *' field with a placeholder 'Member ID', a 'Date Of Birth *' field with a placeholder 'MM/DD/YYYY', and a blue 'Search' button. The second option consists of a 'First Name *' field with a placeholder 'First Name', a 'Last Name *' field with a placeholder 'Last Name', a 'Date Of Birth *' field with a placeholder 'MM/DD/YYYY', and a blue 'Search' button.

Telligen Provider Portal – Adding a New Review



- The member(s) matching the criteria entered will populate
- Select the appropriate 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 ID * Date Of Birth *

OR

First Name * Last Name * Date Of Birth *

| Member ID | Last Name | First Name | Middle Name | Date Of Birth | Gender |
|-----------|-----------|-------------|-------------|---------------|--------|
| 100101882 | WILLIAMS | QUEANTRAYIS | | 12/15/2003 | Female |

Show entries Showing 1 to 1 of 1 entries Previous Next



Telligen Provider Portal – Adding a new review



■ The Member Hub:

- The Telligen Provider Portal allows you to view information related to this member based on rights of your role
- You will be able to see their contact information
- You will be able to see any reviews that have been submitted for them on behalf of your organization.

QUEANTRAYIS WILLIAMS [View Member Details](#)

Member ID: 100101882 Date of Birth: 12/15/2003 Phone Number: Client: Mississippi

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 Is Complete | 27816 | 27828 | Hospice Services | Concurrent | WILSON, SARAH | CLINIC | 01/15/2024 | | Approved | ... |
| Request Is Complete | 26952 | 26977 | Inpatient Hospital | Continued Stay Review | SMITH, KARENLYN | MEDICAL CENTER OF PETAL | 12/25/2023 | 12/27/2023 | Approved | ... |
| Request Is Complete | 26952 | 26964 | Inpatient Hospital | Prospective | SMITH, KARENLYN | MEDICAL CENTER OF PETAL | 12/25/2023 | 12/27/2023 | Approved | ... |

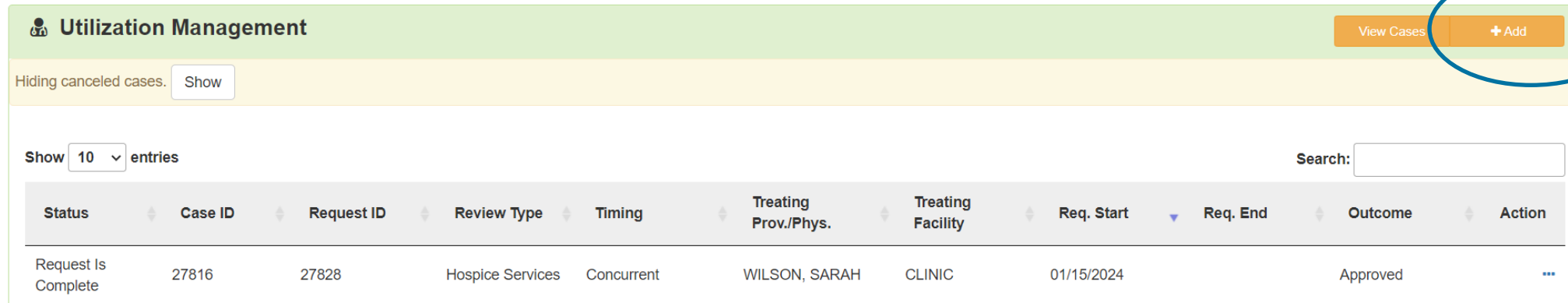


Telligen Provider Portal – Utilization Management Panel



The **Utilization Management Panel** will contain all information related to all UM reviews submitted for the member on behalf of your organization or those that were shared with your organization through the provider visibility panel

- Use the  button to start a new request

A screenshot of the Utilization Management Panel interface. The header is green and contains the title 'Utilization Management' on the left and two buttons, 'View Cases' and '+ Add', on the right. The '+ Add' button is circled in blue. Below the header is a yellow banner with the text 'Hiding canceled cases.' and a 'Show' button. Underneath is a section for 'Show 10 entries' with a search box. The main content is a table with columns: Status, Case ID, Request ID, Review Type, Timing, Treating Prov./Phys., Treating Facility, Req. Start, Req. End, Outcome, and Action. A single row of data is visible, showing a 'Request Is Complete' status for Case ID 27816 and Request ID 27828, reviewed for 'Hospice Services' by 'WILSON, SARAH' at a 'CLINIC' facility, starting on 01/15/2024 and resulting in an 'Approved' outcome.

| Status | Case ID | Request ID | Review Type | Timing | Treating Prov./Phys. | Treating Facility | Req. Start | Req. End | Outcome | Action |
|---------------------|---------|------------|------------------|------------|----------------------|-------------------|------------|----------|----------|--------|
| Request Is Complete | 27816 | 27828 | Hospice Services | Concurrent | WILSON, SARAH | CLINIC | 01/15/2024 | | Approved | ... |

Telligen Provider Portal – Add New Request



To begin a new request, fill in the **Authorization Request** panel.

- Date will prepopulate with the current date

Authorization Request

| | | | |
|-------------------------------------------------------|----------------------------------------------|---------------------------------------------------|--------------------------------------------------|
| Date Request Received * 06/14/2022 12:41 pm | Review Type * <input type="text"/> | Place of Service * <input type="text"/> | Type of Service * <input type="text"/> |
| Timing * <input type="text"/> | | | |



Authorization Request Panel cont.



- **Review Type:** The type of review that is being submitted.
- **Place of Service:** This is where you will select the place where care is being given.
- **Type of Service:** This is where the type of care if being provided.
- **Timing:** This is where you will select Prospective, Concurrent, or Retrospective
- Select **Add New Request** to complete the process.
 - If this was entered in error, you can select Cancel to remove the request



Authorization Request Panel- Review Type



- Review Type: Select the applicable review type. This example shows Inpatient Hospital
- Select the applicable Place of Service and Type of Service.
- The last option is Timing

QUEANTRAYIS WILLIAMS Member ID: 100101882 DOB: 12/15/2003

Phone Number: Client: Mississippi

Authorization Request

| | | | |
|-------------------------------------------------------|--------------------------------------------|-------------------------------------------------|-------------------------------------------------|
| Date Request Received * 01/29/2024 05:05 pm | Review Type * Inpatient Hospital | Place of Service * Inpatient Hospital | Type of Service * Inpatient Admission |
| Timing * | | | |

Cancel Add New Request



Authorization Request Panel cont.



- **Timing:** This is where you will select
 - Concurrent (This is for members in the facility that are still receiving services. This will also apply if you submitted a request to the previous vendor and need to continue those services.)
- This training is focusing on the Concurrent timing option to ensure that users know how to submit a request that may have been submitted to the previous vendor but are still receiving care and that care needs to be extended.
- For the initial review that will be sent to Telligen, submit the request using the Concurrent timing option.



Authorization Request Panel- Review Type




- See the Concurrent timing option selected in the image below.
- Enter the Admission date in the Admission and Discharge panel.


Authorization Request

Actions ▾

| Case Id | Request ID | Date Request Received | Review Type | Place of Service | Type of Service |
|---------|------------|-----------------------|--------------------|--------------------|---------------------|
| 27888 | 27900 | 01/29/2024 05:13 pm | Inpatient Hospital | Inpatient Hospital | Inpatient Admission |

Timing
Concurrent 

Admission and Discharge

Admission Date * 

Admission Type * ▾

Admission Source ▾



Telligen Provider Portal – Required sections



The following panels will be required for your request:

- **Coverage**
- **Providers**
- **Provider Organization Visibility**
- **Diagnosis**
- **Procedures**
- **Documentation**

These panels have been covered in previous training and will not be included in these slides.



Where Did My Review Go?

- Once a review has been submitted, you can find the review by:
 - searching for the Case ID
 - searching for the member and looking at the UM panel in the Member Hub.
- **Member Hub functions:**
 - Allows the user to look at the Review to check for determination and any correspondence
 - Submit a Reconsideration which is titled 1st Level Appeal
 - Delete a review that was submitted incorrectly



Continued Stay Review



Continued Stay Review



- To submit a **Continued Stay Review** for an admission review:
 - Go to the UM panel in the member hub
 - Click on the blue ellipsis within the case to open the action menu
 - Once there, select **continued stay review** from the menu

QUEANTRAYIS WILLIAMS View Member Details

Member ID: 100101882 Date of Birth: 12/15/2003 Phone Number: Client: Mississippi

Utilization Management View Cases + Add

Hiding canceled cases. Show

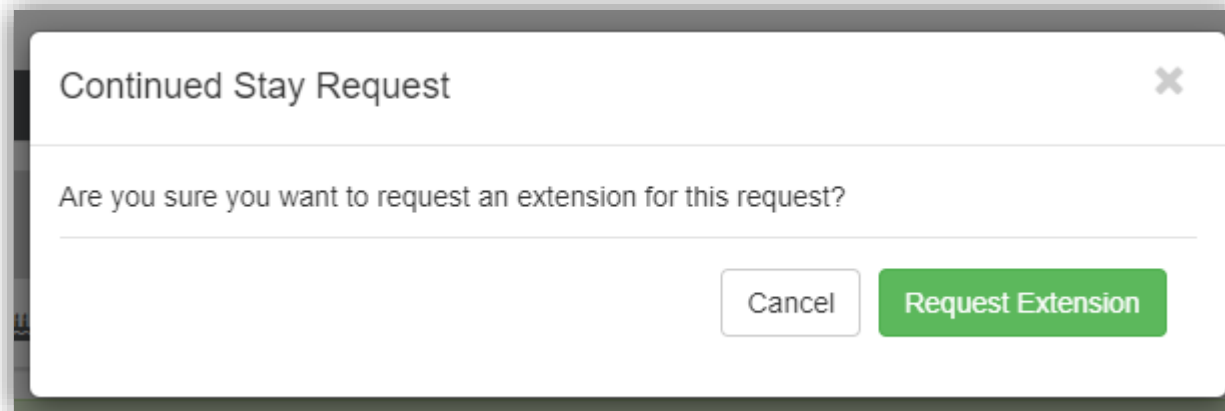
Show entries Search:

| Status | Case ID | Request ID | Review Type | Timing | Treating Prov./Phys. | Treating Facility | Req. Start | Req. End | Outcome | Act |
|---------------------|---------|------------|--------------------|-----------------------|----------------------|-------------------------|------------|------------|----------|--------------------------------------------------------------------------------------------|
| Not Submitted | 27888 | 27900 | Inpatient Hospital | Concurrent | | | | | | |
| Request Is Complete | 27816 | 27828 | Hospice Services | Concurrent | WILSON, SARAH | CLINIC | 01/15/2024 | | Approved | ⋮ |
| Request Is Complete | 26952 | 26977 | Inpatient Hospital | Continued Stay Review | SMITH, KARENLYN | MEDICAL CENTER OF PETAL | 12/25/2023 | 12/27/2023 | Ap... | <ul style="list-style-type: none">View RequestContinued Stay Review |



Continued Stay Review

- The system will validate that you want to request an extension
- Click the green button for **request extension**
- If this was done in error, click cancel

A screenshot of a web dialog box titled 'Continued Stay Request'. The dialog has a close button (X) in the top right corner. Below the title bar, the text asks 'Are you sure you want to request an extension for this request?'. At the bottom of the dialog, there are two buttons: a white 'Cancel' button and a green 'Request Extension' button.

Continued Stay Request ✕

Are you sure you want to request an extension for this request?



Continued Stay Review



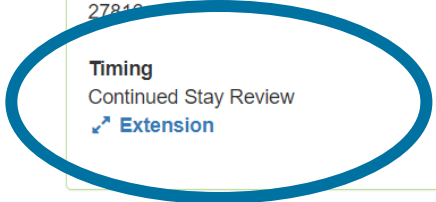
- The system user will be directed to update and complete the extension request
- The timing section of the **Authorization Request panel** will indicate you are completing a continued stay review extension

QUEANTRAYIS WILLIAMS Member ID: 100101882 DOB: 12/15/2003

Phone Number: Client: Mississippi

Authorization Request Actions ▾

| Case Id | Request ID | Date Request Received | Review Type | Place of Service | Type of Service |
|-----------------------------------------------------------------------|------------|-----------------------|------------------|------------------|-----------------|
| 27819 | 27902 | 01/29/2024 05:23 pm | Hospice Services | Hospice | Hospice |
| Timing Continued Stay Review ↗ Extension | | | | | |

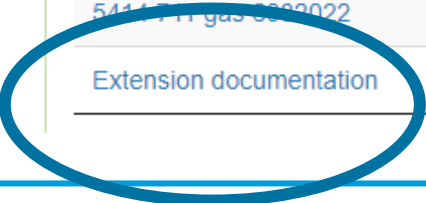


Continued Stay Review



- The User will review all the panels and update appropriately
 - Update any new diagnosis to support the extension in the diagnosis panel
 - Provide supporting documentation in the Documentation Panel to indicate the need for an extension
 - Click **Continue**

| Documentation + Add | | | | | |
|--------------------------------------------------------|----------|--------------------------|------------|------------------------------|--------|
| Show 10 entries | | | | Search: <input type="text"/> | |
| Name | Category | Topic | Date Added | Uploaded By | Action |
| 5411771 gas 0000022 | Clinical | Psychological Evaluation | 06/15/2022 | sfarreIIMD | |
| Extension documentation | Clinical | Psychological Evaluation | 06/15/2022 | sfarreIIMD | |



Continued Stay Review



- The User will need to repeat the InterQual process:

Dashboard / Task Queue / Member Hub / Clinical Guidelines QUEANTRAYIS WILLIAMS - 100101882 - 12/15/2003

Clinical Guidelines

99233 - Subsequent hospital care, per day, for the evaluation and management of a patient, which requires at least 2 of these 3 key components: A detailed interval history; A detailed examination; Medical decision making of high complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the patient is unstable or has developed a significant complication or a significant new problem. Typically, 35 minutes are spent at the bedside and on the patient's hospital floor or unit.

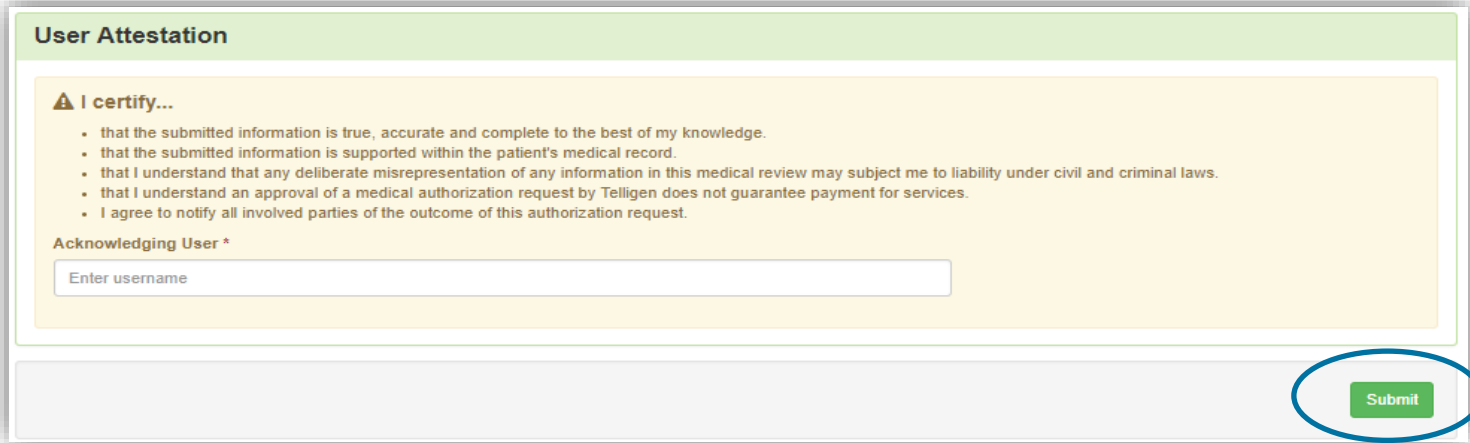
[Document InterQual® Guidelines](#)

[Exit](#) [Continue](#)



Continued Stay Review Attestation

- The last piece of submission is to enter your **Username** in the attestation section



The screenshot shows a web form titled "User Attestation" with a light green header. Below the header is a yellow box containing a warning icon and the text "I certify...". Underneath are four bullet points: "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.", and "that I understand an approval of a medical authorization request by Telligen does not guarantee payment for services." Below the bullet points is the text "Acknowledging User *" followed by a text input field with the placeholder "Enter username". At the bottom right of the form is a green "Submit" button, which is circled in blue.

- Click the **Submit** button to send the review to Telligen
- Await a response for the extension request



E-mail Notifications



- Users will receive email notifications when:
 - Reviews are received from the portal
 - Reviews are updated/changed in status
- To ensure everyone in your organization receives an email notification for reviews (as needed), please select the organization or facility in the Provider Organization Visibility panel.

