



Mississippi Medicaid: Telligen Provider Portal Training – Qualitrac Q & A

June 2024

Agenda



- Purpose of Presentation
- Contact Information
- Review Timings
- Review Type – Outpatient services
- InterQual
- Questions



Purpose of the Presentation



- The purpose of this presentation is to:

Answer Qualitrac-specific questions

Troubleshoot where providers may be having difficulty submitting authorizations

Assist with navigating Qualitrac

We will not be addressing complaints during this presentation.



Contact Us



Education Manager – Primary Point of Contact

Katrina Merriwether

Program Manager

Ajae Devine

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



Housekeeping



- **Questions**

- Please enter all questions into the chat
- Time during the training will be reserved for questions
- Any unanswered questions will be answered and posted to the website

- **Content availability**

- Presentation will be posted to the website following the training
- **Website:** <https://msmedicaid.telligen.com/>
- Located in Education/Training

- **Survey**

- All registrants will be sent a Survey via email following today's training. Telligen welcomes your feedback and suggestions on future training opportunities.



Review Timings

Review Timings



The timing of a review in Qualitrac is determined by when the services are/were provided.

A member's eligibility does not impact review timing.



- **Prospective**—This is a review timing that is submitted before any services start or before any type of inpatient stay. **The requested start date must be in the future.**
- **Concurrent**—This is the first review submitted if services have started. The requested start date should be the day of the request or any day in the past. The services are still in progress and have not ended.
- **Retrospective** – This review timing is submitted after all services have been provided. **The start date and the discharge/end date should both be prior to the request date.**



Continued Stay Reviews

- Used for an inpatient type of stay – Inpatient med-surg, Inpatient psychiatric stays, PRTFs, ICF's
- This type of review is built off of a prospective or concurrent review type
- It links all reviews for an entire hospitalization together under the same case ID.
- It copies over all of the information from the previous review
- The provider needs to enter the date for the continued stay and add additional documentation




Review Types

This review type is reserved for outpatient HOSPITAL procedures only
(medical/surgical and Dental outpatient procedures)



Review Types



MRI's, CT scans, PET scans  Non-Emergent Outpatient Advanced Imaging

Medications Physician Administered Drugs

PT/OT/ST Therapy

Genetic Tests Molecular (Genetic) Testing

ICF Level of Care

PRTF Psychiatric Residential Treatment Facility





InterQual

InterQual Process



- InterQual is integrated into Qualitrac to provide transparency into the clinical guidelines and criteria we use to review your authorization requests
- The system automatically takes the end user through the InterQual process
- **We have auto approvals in place for inpatient medical-surgical hospitalizations and inpatient psychiatric admissions, but only if you complete the InterQual steps.**



InterQual Process cont.



- After documentation is uploaded, the user will automatically be taken to the InterQual clinical guidelines.
- Click on the Document InterQual Guidelines button to get started.

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.

InterQual® Actions ▾



InterQual Process continued



- Guidelines available are based on the procedure codes and the diagnosis entered into Qualitrac.
- The system will pull the procedure and diagnosis codes into InterQual

Select Subset *Refine search with Product, Version, Category, Keywords or Medical Codes*

PRODUCT VERSION CATEGORY CLINICAL REFERENCE

Enter Keywords 99233,W34.00XA,S36.61 CLEAR ALL BOOKMARKS

Results Count: 46

| Subset 1 ↑ | Product | Version 2 ↓ |
|-------------------------|-----------------------|----------------|
| Anorectal Abnormalities | CP:Specialty Referral | InterQual 2024 |
| Anorectal Abnormalities | CP:Specialty Referral | InterQual 2023 |

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InterQual Process continued



- The criteria subset you can select from is in the lower box.
- The box is usually narrow, and arrows to the right allow you to scroll up and down.

Select Subset *Refine search with Product, Version, Category, Keywords or Medical Codes*

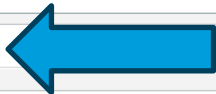
PRODUCT VERSION CATEGORY CLINICAL REFERENCE

Enter Keywords 99233,W34.00XA,S36.61 FIND SUBSETS CLEAR ALL BOOKMARKS

Results Count: 46

| Subset 1 ↑ | Product | Version 2 ↓ |
|-------------------------|-----------------------|----------------|
| Anorectal Abnormalities | CP:Specialty Referral | InterQual 2024 |
| Anorectal Abnormalities | CP:Specialty Referral | InterQual 2023 |

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InterQual Process continued

- If the system does not pull a subset of criteria that works for your patient, you can search for another subset.
- Clear the diagnosis codes that are entered.
- Enter a diagnosis in the keyword search box and click on Find Subsets

Select Subset Refine search with Product, Version, Category, Keywords or Medical Codes

PRODUCT VERSION CATEGORY CLINICAL REFERENCE

Enter Keywords 99233,W34.00XA,S36.61 **FIND SUBSETS** CLEAR ALL BOOKMARKS

Results Count: 46

| Subset | Product | Version 2 ↓ |
|-------------------------|-----------------------|----------------|
| | | |
| Anorectal Abnormalities | CP:Specialty Referral | InterQual 2024 |
| Anorectal Abnormalities | CP:Specialty Referral | InterQual 2023 |

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For this example:

I removed the diagnosis and procedure codes and entered sepsis

Clicked on Find subsets, and it returned the criteria for Infections.

I scrolled down to find Infection: General

Select Subset *Refine search with Product, Version, Category, Keywords or Medical Codes*

LOC:ACUTE ADULT ▾ 2024 ▾ MEDICAL ▾ **CLINICAL REFERENCE**

sepsis Enter Medical Codes **FIND SUBSETS** CLEAR ALL BOOKMARKS 📌

Results Count: 10

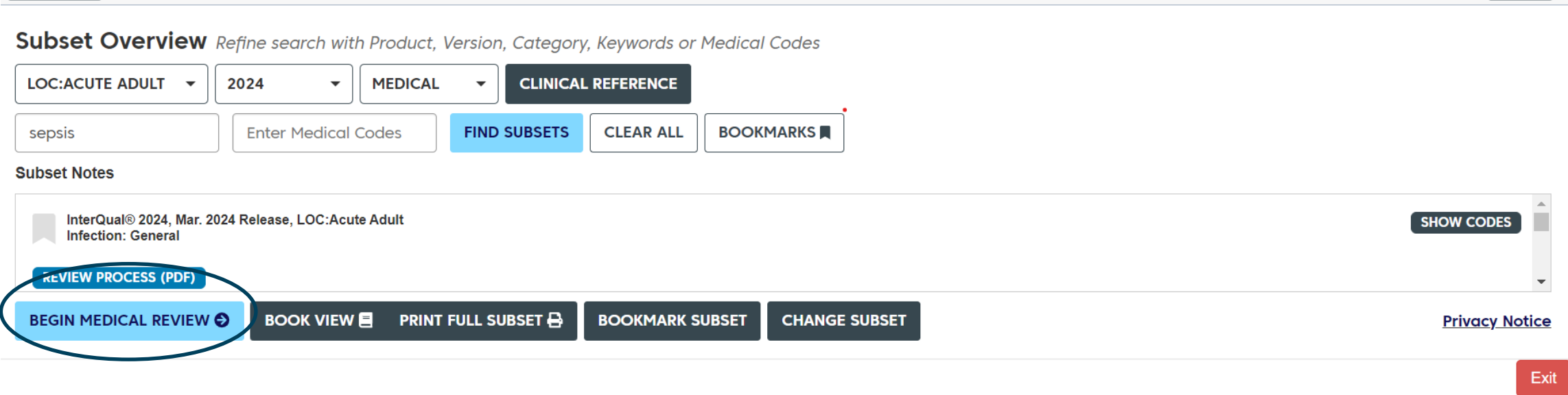
| Subset 1 ↑ | Product | Version 2 ↓ |
|--------------------|-----------------|----------------|
| | | |
| Infection: General | LOC:Acute Adult | InterQual 2024 |
| Infection: C/CMN | LOC:Acute Adult | InterQual 2024 |

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InterQual cont

- Once you click on the criteria that you want, you will be taken the screen shown below to begin documentation of the criteria the patient meets.
- Click Begin Medical Review.



Subset Overview *Refine search with Product, Version, Category, Keywords or Medical Codes*

LOC:ACUTE ADULT ▾ 2024 ▾ MEDICAL ▾ **CLINICAL REFERENCE**

sepsis Enter Medical Codes **FIND SUBSETS** CLEAR ALL BOOKMARKS ▾

Subset Notes

InterQual® 2024, Mar. 2024 Release, LOC:Acute Adult Infection: General **SHOW CODES**

REVIEW PROCESS (PDF)

BEGIN MEDICAL REVIEW → **BOOK VIEW** **PRINT FULL SUBSET** **BOOKMARK SUBSET** **CHANGE SUBSET** [Privacy Notice](#)

Exit

InterQual cont



- Click on each of the criteria items the patient meets and that there is documentation to support.

Medical Review *Infection: General* **CHANGE SUBSET** **CLINICAL REFERENCE**

INITIAL REVIEW ▾ CLEAR ALL EXPAND ALL COLLAPSE ALL COMMENTS 0 BENCHMARKS

Dengue actual or suspected and, **≥ One:**

Fever of unknown origin and, **Both:**

Select the criteria point immediately above and relevant underlying criteria to satisfy the rule.

Temperature > 101.0°F(38.3°C) ≥ 3 wks

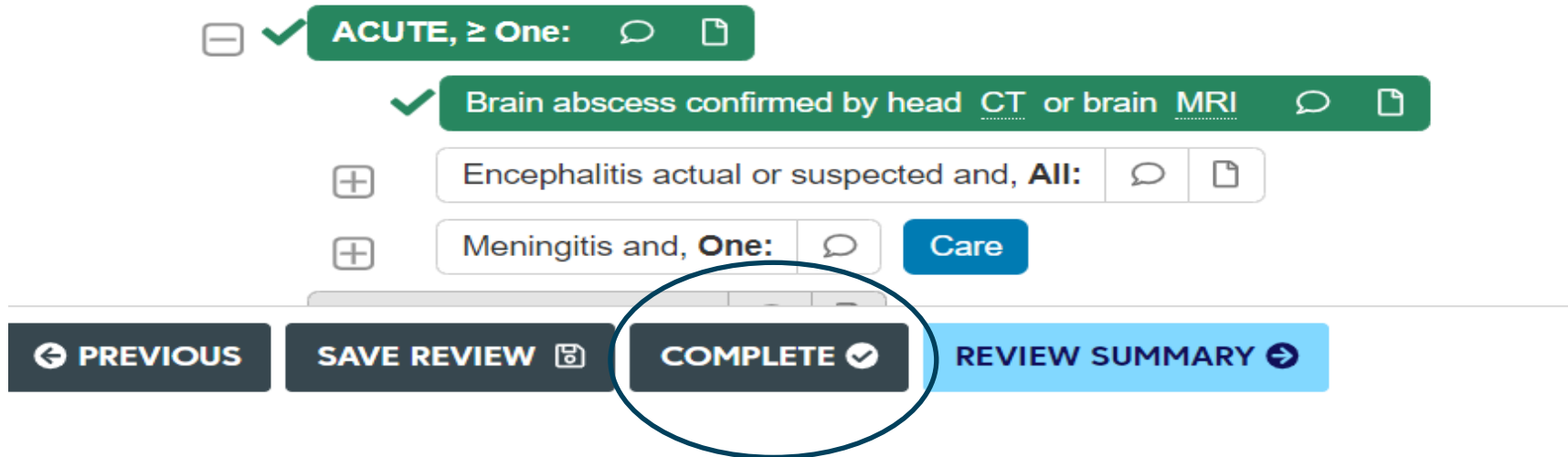
Outpatient work-up non-diagnostic

PREVIOUS **SAVE REVIEW** **COMPLETE** **REVIEW SUMMARY**



InterQual Process cont.

- Once all documentation is entered, click the **Complete button** to finish this section and return to finalizing the review.



The screenshot displays a list of medical conditions in a review interface. The conditions are:

- ACUTE, \geq One: (with a green checkmark, a speech bubble icon, and a document icon)
- Brain abscess confirmed by head CT or brain MRI (with a green checkmark, a speech bubble icon, and a document icon)
- Encephalitis actual or suspected and, All: (with a plus icon, a speech bubble icon, and a document icon)
- Meningitis and, One: (with a plus icon, a speech bubble icon, and a blue 'Care' button)

At the bottom, a navigation bar contains four buttons: 'PREVIOUS' (with a left arrow), 'SAVE REVIEW' (with a document icon), 'COMPLETE' (with a checkmark icon and circled in red), and 'REVIEW SUMMARY' (with a right arrow).

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