Mississippi Medicaid:

Telligen Provider Portal Training – Qualitrac Q & A

May 2024

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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

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Mississippi Call Center & Provider Help Desk
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Portal Registration Questions
- Email: qtregistration@telligen.com
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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.

Timings

- **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**.

Review Timings cont

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

Outpatient Services

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

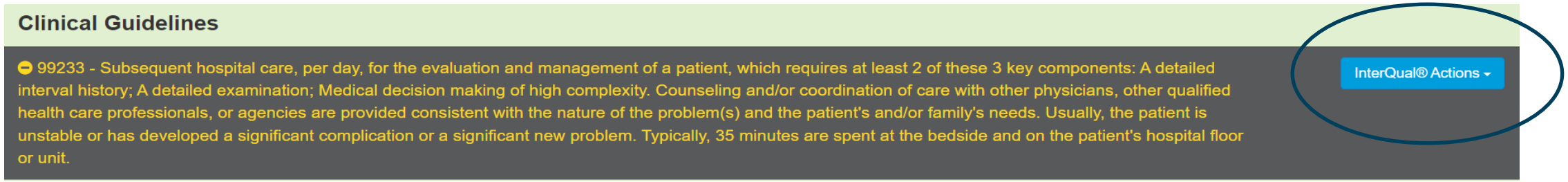
InterQual

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**.

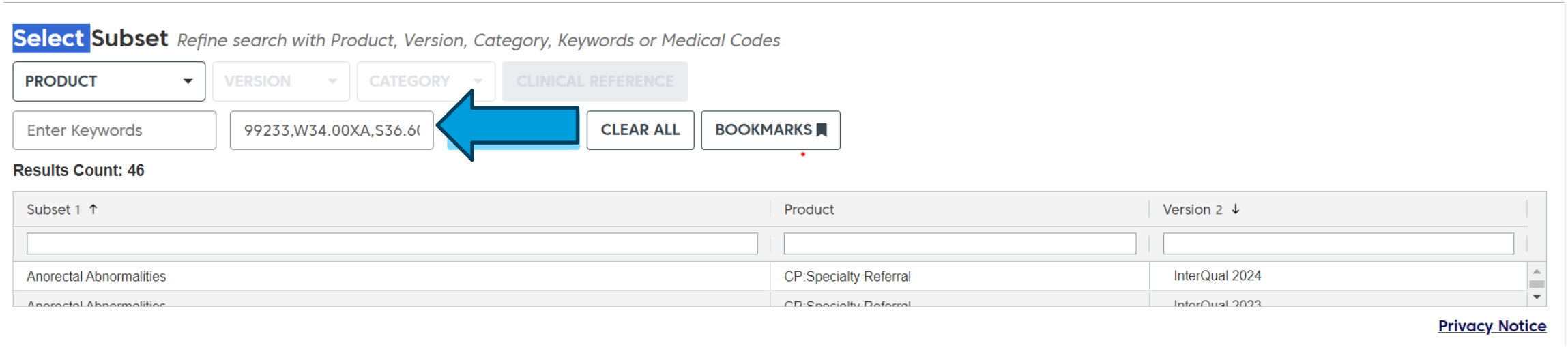
InterQual Process cont.

- 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.



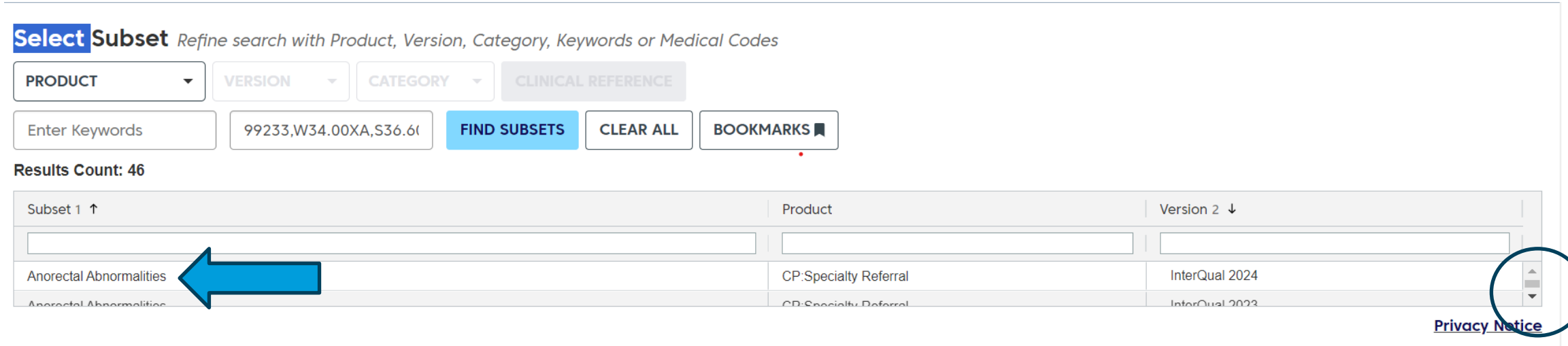
InterQual Process continued

- 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



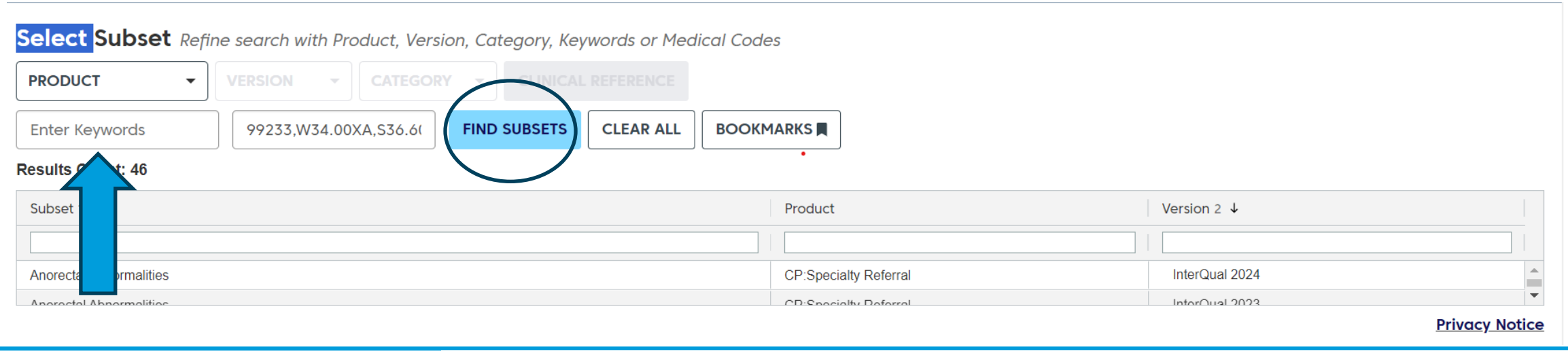
InterQual Process continued

- 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.



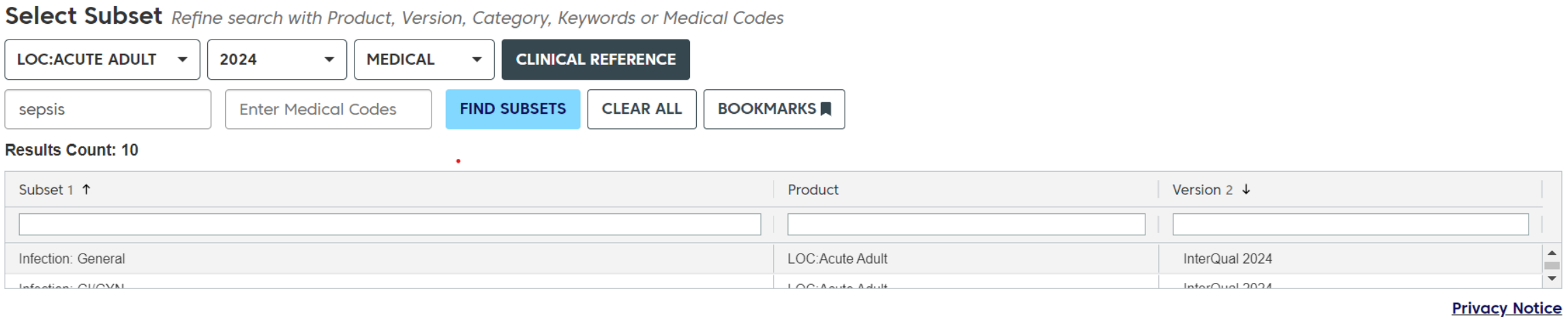
InterQual Process continued

- 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



InterQual con

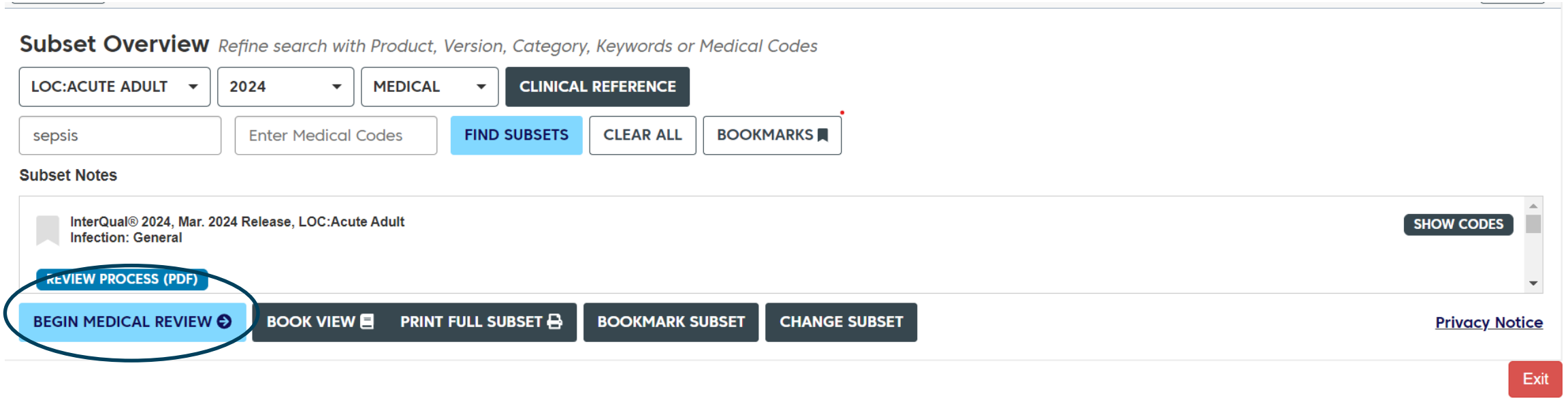
For this example:
I removed the diagnosis and procedure codes and entered sepsis
Clicked on Find subsets, and it returned the criteria for Infections.
I scrolled down to find Infection: General



InterQual cont

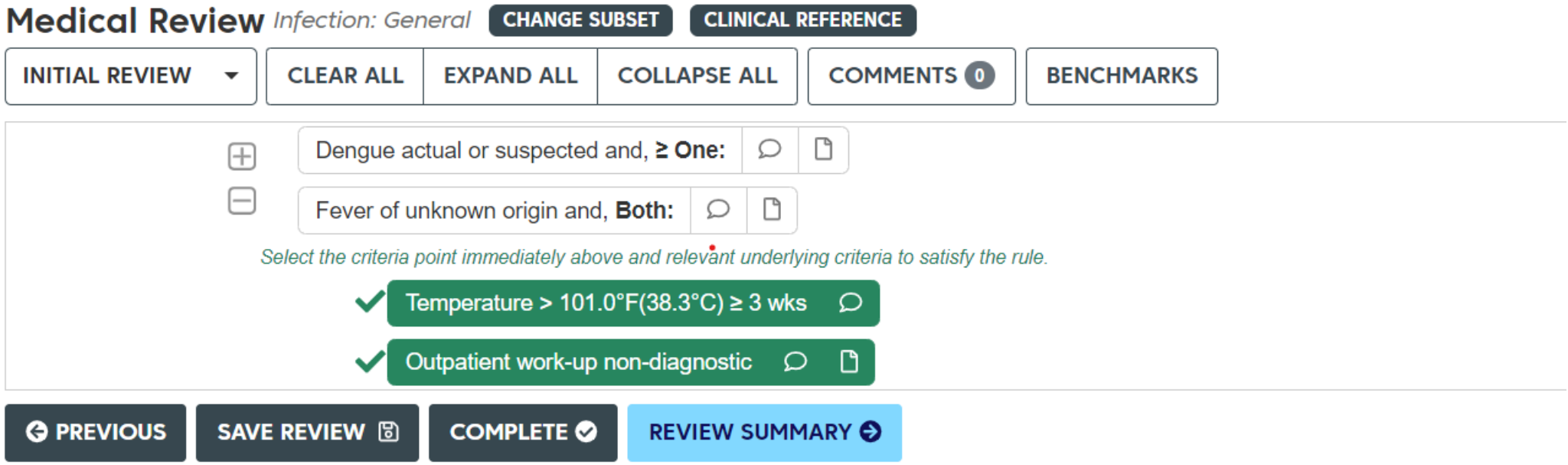
- Once you click on the criteria that you want, you will be taken the screen shown below to begin documentation of the criteria the patient meets.

- Click Begin Medical Review.



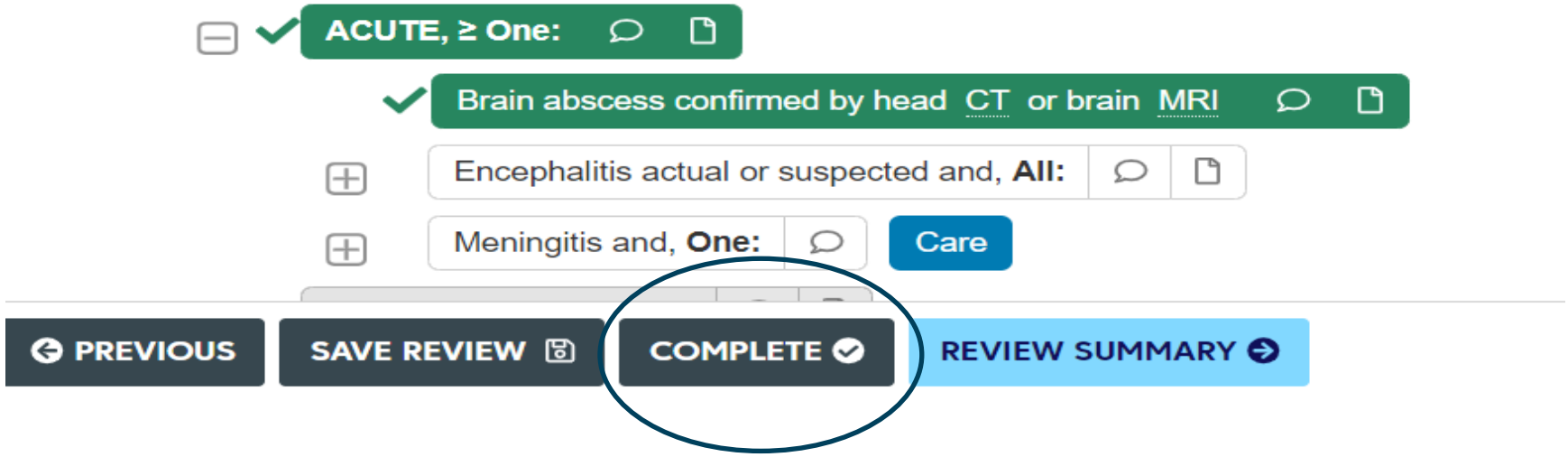
InterQual cont

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



InterQual Process cont.

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



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Questions