



Idaho Medicaid:
Telligen Provider Portal

Updates to the System
November 2018





Agenda

- Website
- How to log-in
- Data Migration
- How to enter a review
- E-mail notifications
- Questions



Overview

Our mission is to improve quality and cost effectiveness of healthcare for consumers and providers

- **Why update the Telligen Provider Portal:** As technology continues to advance and security regulations continue to increase, Telligen is working to stay ahead of the curve. The Portal updates allow for continued advancement in the market.
- The enhancements allow for the Provider Portal to stay ahead of the stringent security rules and regulations necessary to keep personal information safe.
- Streamlined review process with all necessary information contained on one page.
- Increased security around medical documentation uploads.

**Combining extensive clinical and technical expertise
to solve complex healthcare challenges**

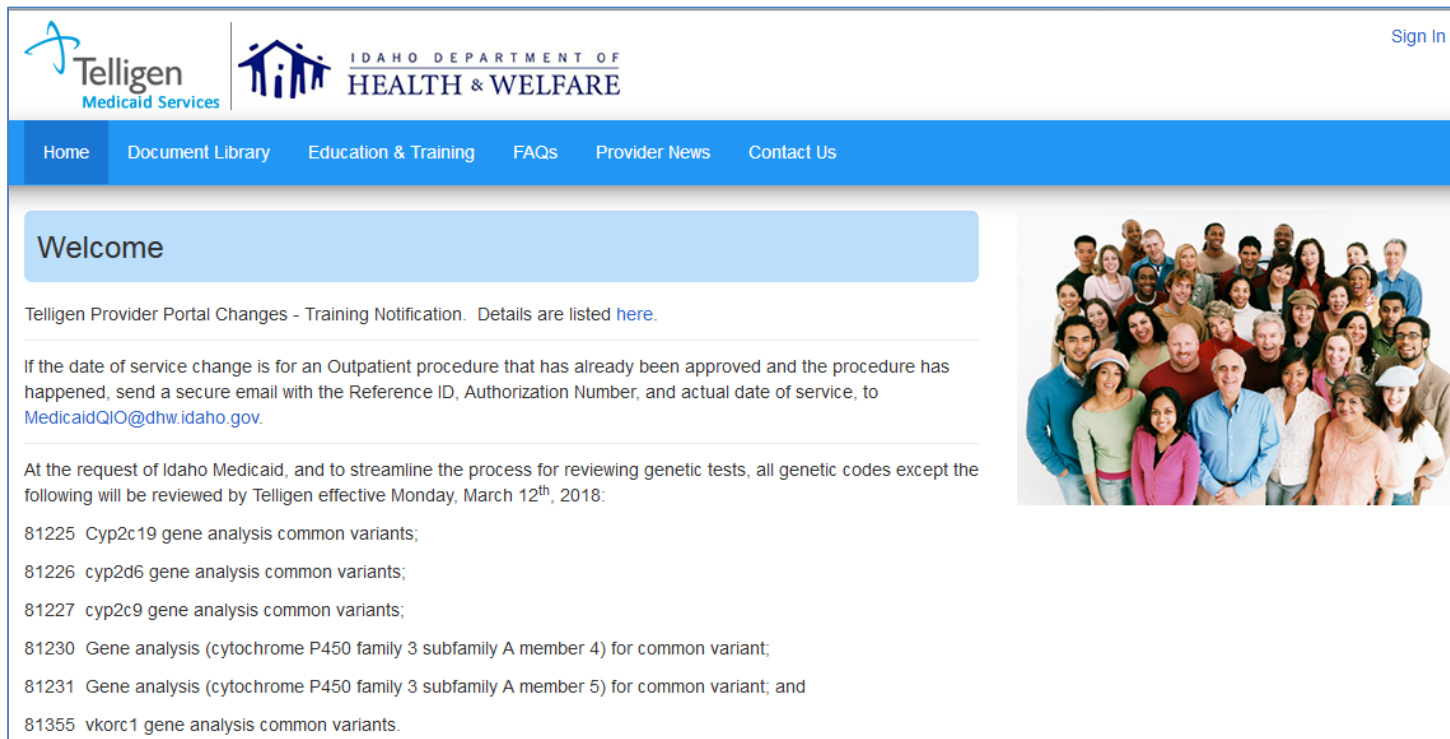
Website



Telligen Provider Portal

- The Telligen Provider Portal is a web application that allows healthcare providers to submit review requests.
- Please bookmark the idmedicaid.Telligen.com webpage.
- Starting on Monday, December 3, 2018, the id.Qualitrac.com will no longer allow you to log in.
- Use the Log-In link on the top right-hand corner of the website.
- Continue to check the website for information pertaining to the Telligen Provider Portal and the review process.

Please bookmark this site: idmedicaid.Telligen.com



The screenshot shows the Telligen Medicaid Services website. The header includes the Telligen Medicaid Services logo, the Idaho Department of Health & Welfare logo, and a "Sign In" link. A blue navigation bar contains links for Home, Document Library, Education & Training, FAQs, Provider News, and Contact Us. The main content area features a "Welcome" section with a light blue background. Below this, there is a notification about Telligen Provider Portal Changes - Training Notification, with details listed [here](#). A paragraph of text provides instructions for sending a secure email with Reference ID, Authorization Number, and actual date of service to MedicaidQIO@dhw.idaho.gov. A second paragraph states that, at the request of Idaho Medicaid, all genetic codes except the following will be reviewed by Telligen effective Monday, March 12th, 2018:

- 81225 Cyp2c19 gene analysis common variants;
- 81226 cyp2d6 gene analysis common variants;
- 81227 cyp2c9 gene analysis common variants;
- 81230 Gene analysis (cytochrome P450 family 3 subfamily A member 4) for common variant;
- 81231 Gene analysis (cytochrome P450 family 3 subfamily A member 5) for common variant; and
- 81355 vkorc1 gene analysis common variants.

On the right side of the page, there is a large group photo of diverse people of various ages and ethnicities.

- **Provider Portal Training- How to log in**



Telligen Portal

- **USER NAME:** All current user names will be redirected to the new portal for you. If the new security standards require you to have a new user name, I will contact you directly through email.
- **PASSWORD:** You will receive an email indicating you have requested a password change. Please follow the link and update your password to one that fits the security requirements and will be easily remembered.



Key points for Review Submission

1. Remember to utilize the <http://idmedicaid.telligen.com> website to log in to the Portal.
2. Effective Monday, December 3rd, log in using your user name and new password
3. One year of historical reviews/data will be available to you in the Portal so that you can look back at completed reviews or reviews that are still in progress.

- **Provider Portal Training- The new look**



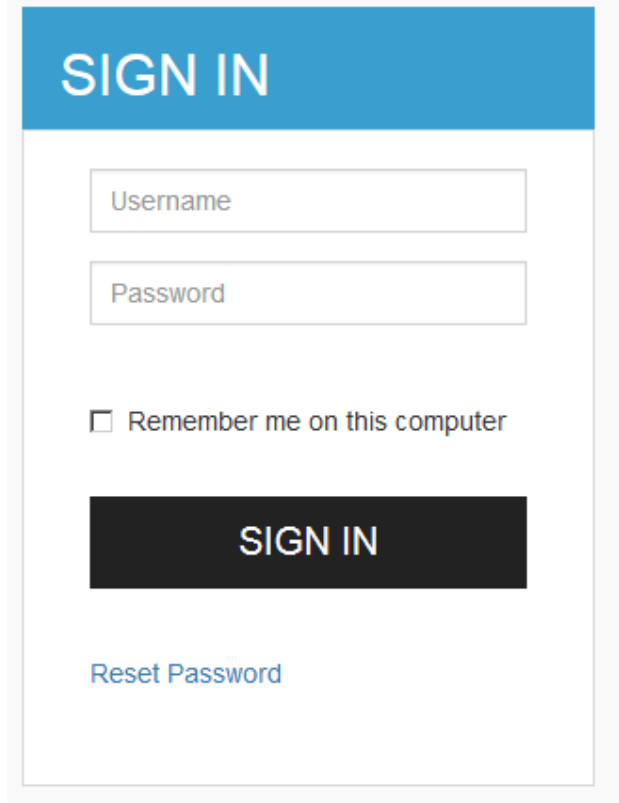
Provider Portal

- To get started, navigate to the website: <http://idmedicaid.telligen.com>
- Utilize the “Login” option in the top right-hand corner to log into the Patient Portal.

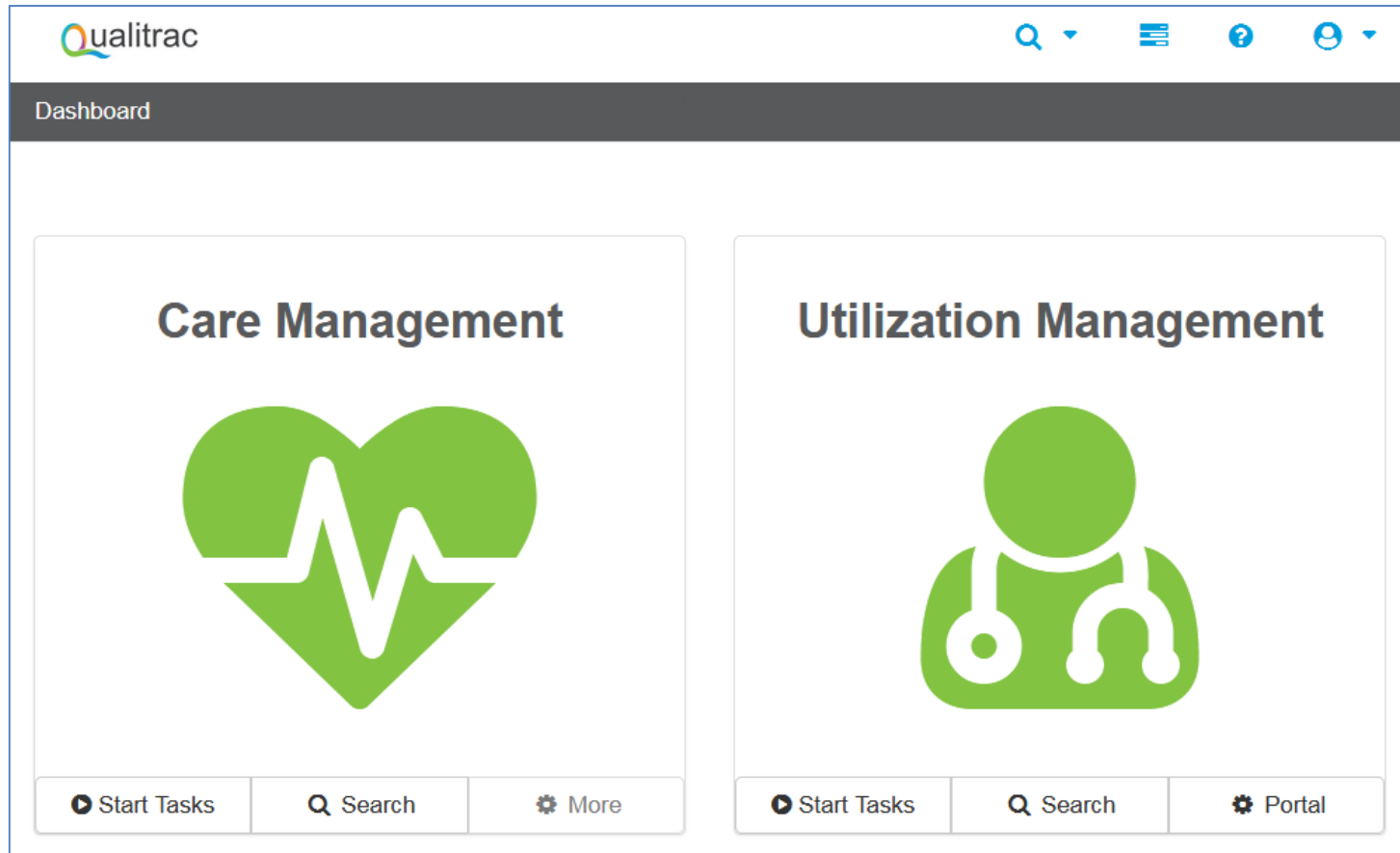
Provider Portal

On the sign-in page:

1. Use the user name that you were using previously unless you hear from me directly.
2. Use the password that you set up from the email.
3. Click Sign In to access the system
4. There is a blue “Reset Password” link below the sign-in button. This can be used to change/reset your password whenever it is needed.

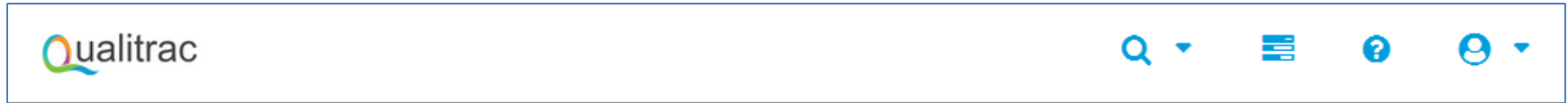
A screenshot of a web sign-in form. At the top is a blue header with the text 'SIGN IN' in white. Below the header are two input fields: 'Username' and 'Password'. Under the password field is a checkbox labeled 'Remember me on this computer'. Below the checkbox is a large black button with the text 'SIGN IN' in white. At the bottom of the form is a blue link labeled 'Reset Password'.

Provider Portal: Landing Page





The screenshot displays the Qualitrac Provider Portal landing page. At the top left is the Qualitrac logo, and at the top right are navigation icons for search, menu, help, and user profile. Below the header is a dark grey bar labeled "Dashboard". The main content area features two large white cards. The left card is titled "Care Management" and contains a green heart icon with a white ECG line. Below the icon are three buttons: "Start Tasks", "Search", and "More". The right card is titled "Utilization Management" and contains a green icon of a person with a stethoscope. Below the icon are three buttons: "Start Tasks", "Search", and "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.

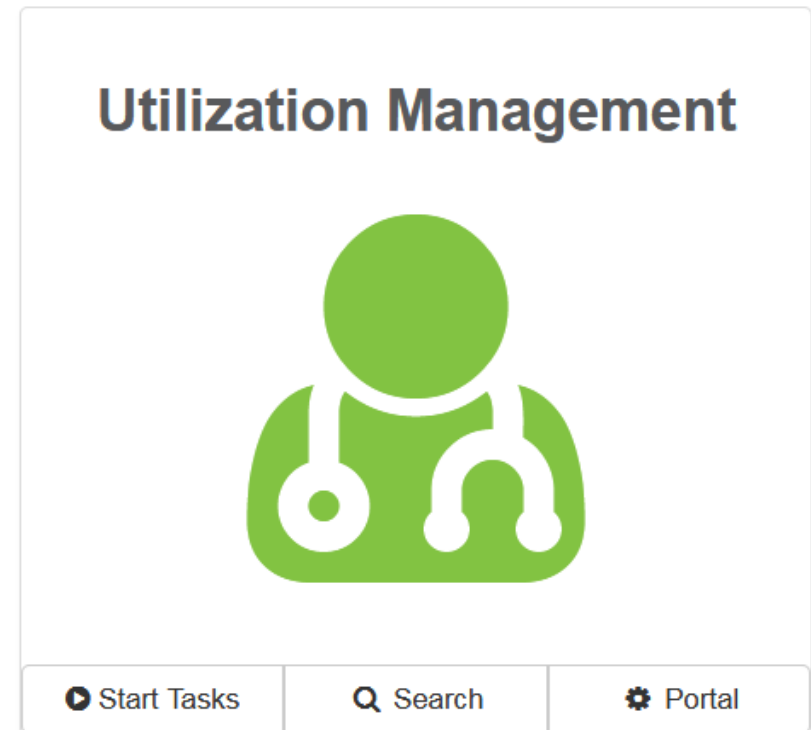
 The Qualitrac Logo will take you back to the landing page from wherever you are currently working at in the system.

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

 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.

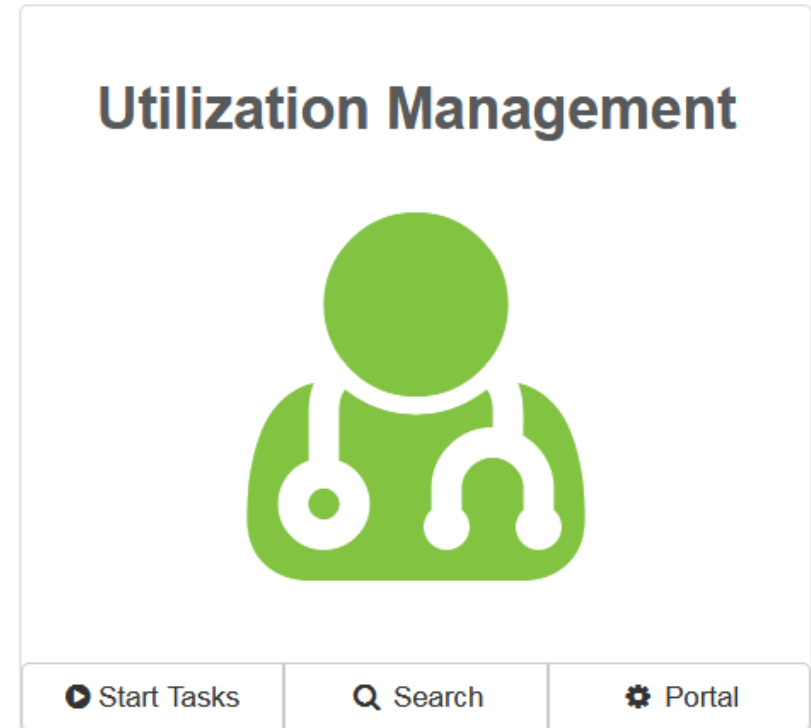
Telligen Provider Portal – Landing Page

- 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.



Telligen Provider Portal – Adding a New Review

Click on the box 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

Enter the Member ID and Date of Birth to start the search. As in the previous system, the Member ID and the Date of Birth must match what is on file to locate the member information or to begin a new review for that member.

| Member ID * | | Date Of Birth * | | |
|-------------|------------|-----------------|------------|--------|
| Last Name | First Name | Middle Name | Gender | |
| 0001005718 | RILLERA | ASHLEE | 01/01/1970 | Female |

Show entries

Showing 1 to 1 of 1 entries

Previous Next

Telligen Provider Portal – Adding a New Review

Click on any of the data fields in blue to access the member information or to start a new review for the member.

| Scheduled Tasks | | Member Search | | Case / Claim Search | |
|---|-----------|---------------|-------------|---|--------|
| Member ID * | Last Name | First Name | Middle Name | Date Of Birth * | Gender |
| <input type="text" value="0001005718"/> | | | | <input type="text" value="01/01/1970"/> | |
| 0001005718 | RILLERA | ASHLEE | | 01/01/1970 | Female |

Show entries

Showing 1 to 1 of 1 entries


Previous Next







Telligen Provider Portal – Adding a new review

You will now be at the Member Hub. This is a new feature to the Telligen Provider Portal that allows you to view any information related to this member. You will be able to see their contact information and any reviews that have been submitted for them.

Dashboard / Task Queue / Member Hub ASHLEE RILLERA - 0001005718 - 01/01/1970

 **ASHLEE RILLERA** View Member Details

| | | | |
|--|---|--|----------------------|
|  Member ID: 0001005718 |  Date of Birth: 01/01/1970 |  Phone Number: | Client: IDAHO |
|--|---|--|----------------------|


 **Utilization Management** + Add

No Authorization Requests.

Telligen Provider Portal – View Member Details

- Clicking on the View Member Details box opens the window to provide the user with more information for the member.

Dashboard / Task Queue / Member Hub ASHLEE RILLERA - 0001005718 - 01/01/1970

 ASHLEE RILLERA
Hide Member Details

| | | | |
|---------------------------------|-------------------------------------|----------------------|----------------------|
| Member ID: 0001005718 | Date of Birth: 01/01/1970 | Phone Number: | Client: IDAHO |
|---------------------------------|-------------------------------------|----------------------|----------------------|

| | | | | | | | | | | |
|--|--|--|---------------|-----------------|--|---------|--------------|--|--|--|
| Phone Home: (888) 323-2150 Cell: Work: Other: | Mailing Address 1776 West Lakes Pkwy WEST DES MOINES, IA 50266 Physical Address , | Preferred Contact Information <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Method</td> <td style="width: 50%;">Language</td> </tr> <tr> <td> </td> <td>English</td> </tr> <tr> <td colspan="2">Notes</td> </tr> <tr> <td colspan="2"> </td> </tr> </table> | Method | Language | | English | Notes | | | |
| Method | Language | | | | | | | | | |
| | English | | | | | | | | | |
| Notes | | | | | | | | | | |
| | | | | | | | | | | |

[View Even More Member Details](#)

Hide Member Details will minimize the panel to just see information across the top line.

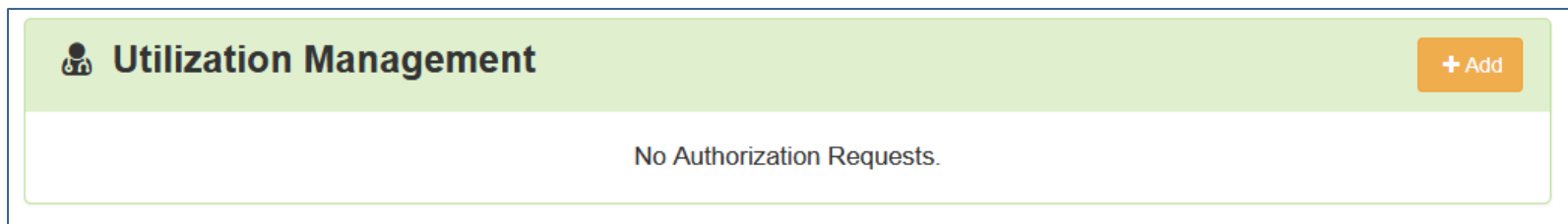
View Even More Member Details will take the user to view member eligibility.


Telligen Provider Portal – Utilization Management Panel

The Utilization Management Panel will contain all information related to any UM reviews submitted for the member.

Per the panel, this member has not had any UM requests submitted for them.

Use the Add button to start a new request.

A screenshot of a web interface for Utilization Management. It features a light green header bar with a person icon, the text "Utilization Management", and an orange "+ Add" button. Below the header is a white content area with the text "No Authorization Requests." centered.


 **Utilization Management** + Add

No Authorization Requests.

Telligen Provider Portal – Add New Request

To begin a new request, you will first fill in the Authorization Request panel.

Authorization Request

| | | | |
|---|--|---|--|
| Date Request Received * 11/18/2018 12:04 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: Review Type






- Review Type: This is where you will select the type of review you are requesting.
- This may look slightly different than before. We have added more options to allow for more detailed review processing.
- Optional review types are listed:

| |
|-------------------------------|
| Acute Behavioral Health |
| Acute Chemical Dependency |
| Acute Medical Surgical |
| Acute Rehabilitation |
| Focused Studies (Inpatient) |
| Focused Studies (Outpatient) |
| Genetic Testing |
| Imaging |
| Medical Surgical (Outpatient) |
| Procedures |

Authorization Request Panel

- Place of Service: This is where you will select where the care is or will be given.
- Type of Service is what type of care is being provided.
- Timing is either Prospective (Prior Authorization), Concurrent, or Retrospective
- Once all the selections are filled in, select Add New Request to complete the process.
- You can also cancel the request by selecting Cancel


Authorization Request

| | | | |
|---|--|---|--|
| Date Request Received * 11/18/2018 12:04 pm  | Review Type * Acute Medical Surgical  | Place of Service * Inpatient Hospital  | Type of Service * Surgical  |
| Timing * Prospective  | | | |

Admission and Discharge Panel

- Once you select Add New Request, the page opens to fill in all the remaining information necessary to process the request.
- Admission and Discharge panel is used to enter Admission and Discharge information.

Admission and Discharge

Admission Date *
 

Admission Type * **Admission Source**

Coverage Panel

- The Coverage Panel will detail information about the member's eligibility.
- The Medicare Indicator and Third Party Liability will default to No/Not Supplied unless there is information from the file stating that the member has Medicare.

| Group | Section | Plan | Start Date | End Date |
|---|---------|---|------------|------------|
| Idaho Department of Health and Wellness | | Aid Perm&Totally Disab-Medicaid only or Medicaid & Cash A | 02/01/2016 | 12/31/2078 |

Showing 1 to 1 of 1 entries

Previous 1 Next

Medicare Indicator *

Third Party Liability *

Eligibility Comment *

Coverage Panel

- There is an Eligibility comment box where you can enter information related to the member's eligibility.

| Group | Section | Plan | Start Date | End Date |
|---|---------|---|------------|------------|
| Idaho Department of Health and Wellness | | Aid Perm&Totally Disab-Medicaid only or Medicaid & Cash A | 02/01/2016 | 12/31/2078 |

Showing 1 to 1 of 1 entries

Previous **1** Next

Medicare Indicator *

Third Party Liability *

Eligibility Comment *

Entering Physician and Facility Information

The next sections ask for information related to the Ordering Physician, Treating Physician, and Treating Facility as was done previously. You will click the Add button on each box to fill in the necessary provider information.

Ordering Provider + Add

| Name | NPI | Type | Address | Phone | Primary Taxonomy | Action |
|-------------------------------|-----|------|---------|-------|------------------|--------|
| No Ordering Provider Supplied | | | | | | |

Treating Physician + Add

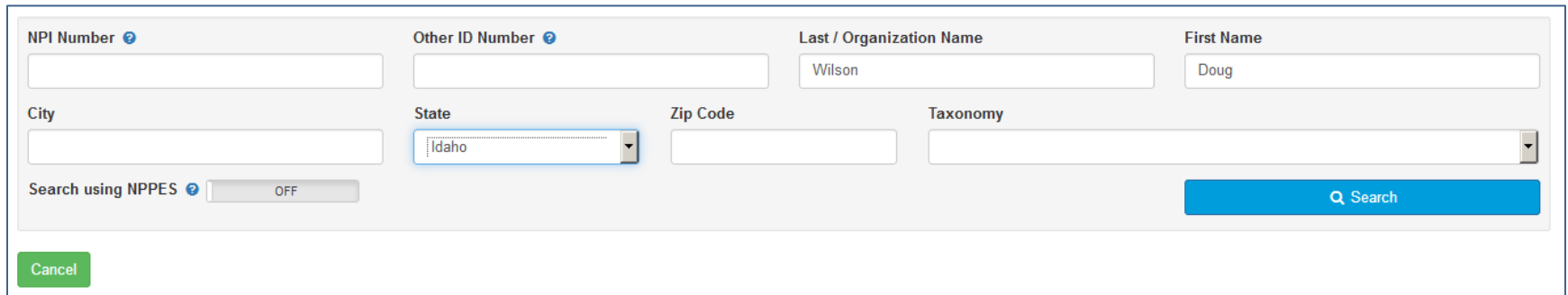
| Name | NPI | Type | Address | Phone | Primary Taxonomy | Action |
|--------------------------------|-----|------|---------|-------|------------------|--------|
| No Treating Physician Supplied | | | | | | |

Treating Facility + Add

| Name | NPI | Type | Address | Phone | Primary Taxonomy | Action |
|-------------------------------|-----|------|---------|-------|------------------|--------|
| No Treating Facility Supplied | | | | | | |

Entering Physician and Facility Information

- Clicking Add will open a search box. You can search by entering an NPI number or by filling in any of the information boxes provided.
- Once you have entered the necessary information, press search to locate the physician or facility you are looking for.





The form contains the following fields and controls:

- NPI Number**: Text input field.
- Other ID Number**: Text input field.
- Last / Organization Name**: Text input field containing "Wilson".
- First Name**: Text input field containing "Doug".
- City**: Text input field.
- State**: Dropdown menu with "Idaho" selected.
- Zip Code**: Text input field.
- Taxonomy**: Dropdown menu.
- Search using NPPES**: Toggle switch currently set to "OFF".
- Search**: Blue button with a magnifying glass icon.
- Cancel**: Green button.




Entering Physician and Facility Information

- Pressing search will return any results that meet your entered criteria.
- Use the green plus (+) box next to the name to select the provider/facility that you need for the review.



| Name | Network | NPI | Other ID | Type | Primary Practice Address | Phone | Primary Taxonomy | Source |
|--|--|------------|------------|--|---|----------------|------------------|-------------|
|  WILSON, DOUGLAS | Idaho Department of Health and Welfare | 1679502918 | 1679502918 |  | 229 S 8th St Saint Maries, ID, 83861 | (208) 245-2591 | Surgery | Client File |

Showing 1 to 1 of 1 entries

 Previous Next

Entering Physician and Facility Information

- You will see the physician name or facility name and information populated in the corresponding panel.
- You can use the trash can to the right of the line to delete if you selected it incorrectly.
- You can use the add button to search and find a new physician/facility for the one that was deleted.

| Ordering Provider | | | | | | |
|-------------------|------------|---|---|----------------|------------------|---|
| Name | NPI | Type | Address | Phone | Primary Taxonomy | Action |
| WILSON, DOUGLAS | 1679502918 |  | 229 S 8th St Saint Maries, ID, 83861 | (208) 245-2591 | Surgery |  |

Provider Organization Visibility

- This box will need to be filled in to allow you to share this review with everyone in the organization you are submitting it for.
- This will also allow you to share the review and allow it to be seen by the Treating Providers organization for their knowledge and information

Provider Organization Visibility ?

Wilson, Stephanie, User

ST LUKE'S REGIONAL MEDICAL CENTER

Diagnosis

- The Diagnosis Panel is where you can enter the diagnosis information related to this review.
- You will use the Add button to add a new diagnosis to the panel.
- You can enter as many diagnosis as needed.
- You can also drag and drop to reorder if more than one diagnosis is entered.

| Diagnosis | | | | | | | + Add |
|-----------------------|------|-------------|----------|-----|-----|--------|-----------------------|
| Seq. | Code | Description | Final Dx | POA | NOS | Action | |
| No Diagnoses Supplied | | | | | | | |

Diagnosis

- Once you click add, you will have the ability to search for a diagnosis either by Code or by Term.
- Searching by code will let you enter a code directly and search for it, as shown in the example below.

Diagnosis + Add

| Seq. | Code | Description | Final Dx | POA | NOS | Action |
|-----------------------|------|-------------|----------|-----|-----|--------|
| No Diagnoses Supplied | | | | | | |

Add Diagnosis

Method

Search By Code
 Search By Term

Search By Code

Enter Full ICD Code

Diagnosis

- After entering a code or term to search by and clicking search, the system will provide you a list of results you can select from. Select the one that you want added to the review by clicking on the radio button to the left of the code.

Q Search

Show 10 entries
Search:

| | Code | Description |
|-----------------------|---------|--|
| <input type="radio"/> | C43.7 | MALIGNANT MELANOMA OF LOWER LIMB INCL HIP |
| <input type="radio"/> | C43.70 | MALIGNANT MELANOMA UNS LOWER LIMB INCLUDING HIP |
| <input type="radio"/> | C43.71 | MALIGNANT MELANOMA OF RIGHT LOWER LIMB INCL HIP |
| <input type="radio"/> | C43.72 | MALIGNANT MELANOMA OF LEFT LOWER LIMB INCL HIP |
| <input type="radio"/> | C44.7 | OTH UNS MAL NEOPLASM OF SKIN LOWER LIMB INCL HIP |
| <input type="radio"/> | C44.70 | UNSPECIFIED MAL NEOPLSM SKIN LOWER LIMB INCL HIP |
| <input type="radio"/> | C44.701 | UNS MALIG NEOPLASM SKIN UNS LOWER LIMB INCL HIP |
| <input type="radio"/> | C44.702 | UNS MALIG NEOPLASM SKIN RT LOWER LIMB INCL HIP |
| <input type="radio"/> | C44.709 | UNS MALIG NEOPLASM SKIN LT LOWER LIMB INCL HIP |
| <input type="radio"/> | C44.71 | BASAL CELL CARCINOMA SKIN LOWER LIMB INCL HIP |

Showing 1 to 10 of 1,705 entries

Previous
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2 3 4 5 ... 171 Next


Diagnosis

- After selecting the diagnosis you want added to the review, 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 search for another diagnosis.
- You can use the trash can icon on the right side of the diagnosis to delete anything entered incorrectly in this panel.

| Diagnosis + Add | | | | | | | |
|--|-------|---|-----------------------|--------------------------|-----|-----------------------|--|
| Seq. | Code | Description | Final Dx | POA | NOS | Action | |
| 1 | C43.7 | MALIGNANT MELANOMA OF LOWER LIMB INCL HIP | <input type="radio"/> | <input type="checkbox"/> | | <input type="trash"/> | |

Procedures

- The Procedures Panel is where you can enter the procedure information related to this review.
- You will use the Add button to add a new procedure to the panel.
- You can enter as many procedures as needed.
- You can also drag and drop to reorder if more than one procedure is entered.
- If you are entering a review for an inpatient stay, there will be a stay procedure code defaulted in the Procedures panel for you to use. This can be deleted if a different stay code is required.


| Procedures + Add | | | | | | | | | | |
|---|-------|--|-----|--------|--------|----------|-----------|------|---|--|
| Seq. | Code | Description | NOS | Mod. 1 | Mod. 2 | Qty. | Frequency | Cost | Action | |
| 1 | 99233 | SBSQ HOSPITAL CARE/DAY 35 MINUTES | | | | 1 day(s) | | |  | |

Procedure

- Once you click add, you will have the ability to search for a procedure either by Code or by Term.
- This works the same as in the Diagnosis panel.
- After entering a code or term to search by and clicking search, the system will provide you a list of results you can select from. Select the one that you want added to the review by clicking on the radio button to the left of the code.

Procedure

- After selecting the procedure you want added to the review, you can select Submit or Submit and Add Another.
- Submit will add the procedure to the review.
- Submit and Add Another will allow you to submit the procedure to the review and re-open the window where you can search for another procedure
- You can use the trash can icon on the right side of the procedure to delete anything entered incorrectly in this panel.

| Procedures + Add | | | | | | | | | |
|---|-------|--|-----|--------|--------|------|-----------|------|---|
| Seq. | Code | Description | NOS | Mod. 1 | Mod. 2 | Qty. | Frequency | Cost | Action |
| 1 | 99233 | SBSQ HOSPITAL CARE/DAY 35 MINUTES | | | | | 1 day(s) | |  |

Documentation Panel

- The Documentation Panel is the final panel on the page to submit the review. This is where you will upload any clinical documentation related and necessary for the review to be processed.

Documentation

+ Add

Search:

| Name | Category | Topic | Date Added | Uploaded By | Action |
|----------------------------|----------|-------|------------|-------------|--------|
| No data available in table | | | | | |

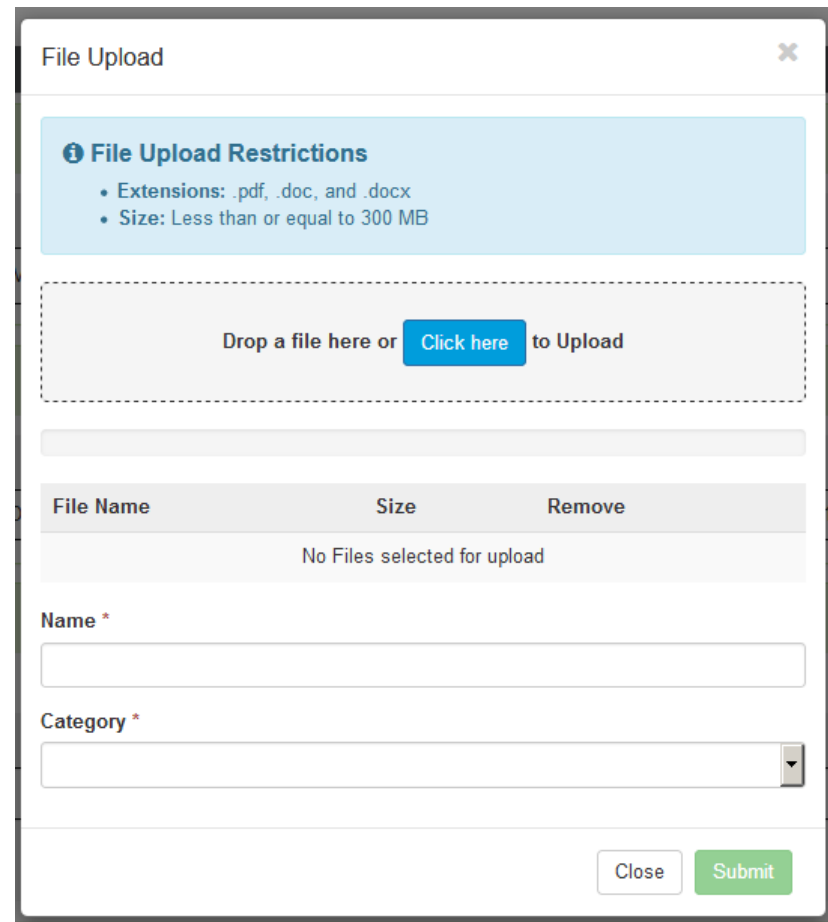
Show entries

Showing 0 to 0 of 0 entries

[Previous](#) [Next](#)

Documentation Panel

- To submit documentation, click the Add button on the Documentation Panel. This will open a modal where you can drag and drop files or select Click here to open a windows directory and find the necessary files.



File Upload ✕

File Upload Restrictions

- Extensions: .pdf, .doc, and .docx
- Size: Less than or equal to 300 MB

Drop a file here or [Click here](#) to Upload

| File Name | Size | Remove |
|------------------------------|------|--------|
| No Files selected for upload | | |

Name *

Category *

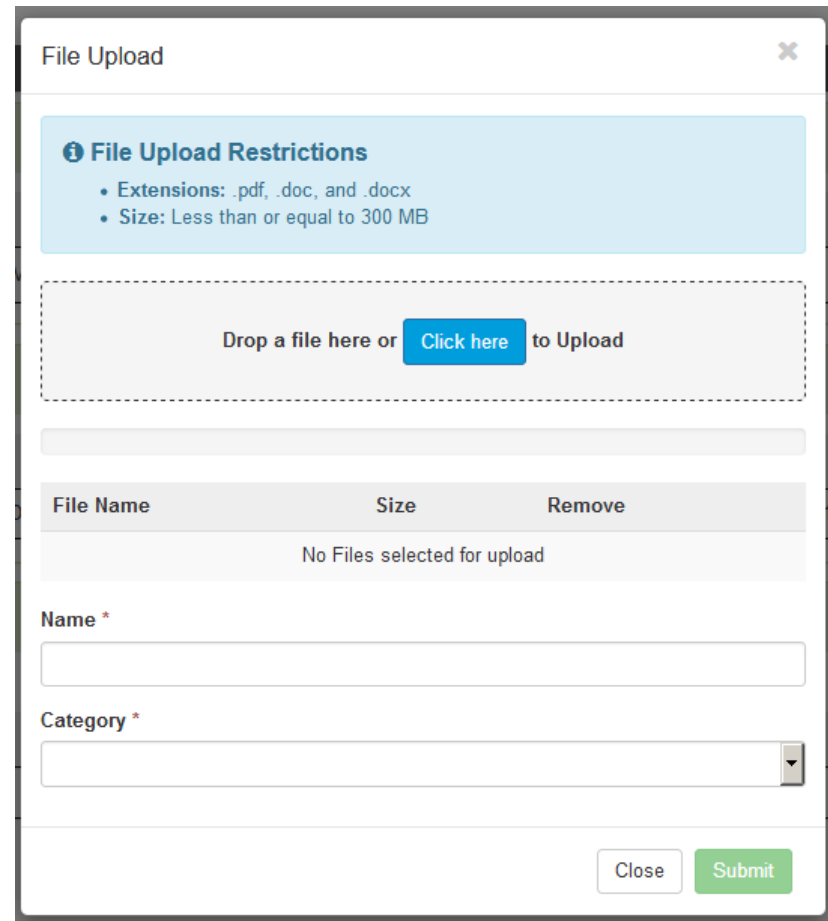
Close

Submit

Documentation Panel

Please note:

- Documents must be a .pdf or word document.
- The file name cannot have any spaces or special characters in it.
- The name can be changed in the Name box to what makes sense if needed.



The screenshot shows a 'File Upload' dialog box with the following elements:

- File Upload** title bar with a close button (X).
- File Upload Restrictions** section with an information icon (i) and two bullet points:
 - Extensions: .pdf, .doc, and .docx
 - Size: Less than or equal to 300 MB
- A dashed box containing the text: "Drop a file here or [Click here](#) to Upload".
- A horizontal separator line.
- A table with three columns: **File Name**, **Size**, and **Remove**. The table body contains the text "No Files selected for upload".
- A **Name *** text input field.
- A **Category *** dropdown menu.
- At the bottom right, there are **Close** and **Submit** buttons.

Documentation Panel


Please note:

- The Category allows you to select the type of document that you are attaching. This will most always be clinical.
- The topic is the type of clinical.
- Click Upload to attach the information to the review.
- This can be repeated as many times as necessary to get all relevant documentation added.

File Upload Restrictions

- Extensions: .pdf, .doc, and .docx
- Size: Less than or equal to 300 MB

Drop a file here or [Click here](#) to Upload

| File Name | Size | Remove |
|------------------------|------|---|
| SmokingStopSmoking.pdf | 1 MB |  |

Name *

Category *

Topic *

[Close](#) [Upload](#)

Continue

- Once all the panels have been filled out, click Continue in the bottom right of the page to complete the review.

Documentation + Add

Search:

| Name | Category | Topic | Date Added | Uploaded By | Action |
|--------------------------------------|----------|-----------------------------|------------|-----------------|--------|
| Smoking Stop Smoking | Clinical | Medical & Treatment History | 11/18/2018 | swilsonexternal | |

Show entries Showing 1 to 1 of 1 entries Previous Next

Continue

MCG and Attestation

- Click Continue to take you to the end of the review process.
- The system will take you through the MCG process to determine if the review can be approved without going to a Nurse for review.
- Following that process, you will need to enter your user name for the attestation. This is just as you have done previously.
- You will then Submit the review request.

Review

- Once a review has been submitted, you can find the review in the Member Hub.
- Here you can add another review for this member
- You can also view the submitted review in more detail by clicking on the dark grey line with the review details.

| | | | |
|-------------------------------------|--|---------------|-------------------------------------|
| ASHLEE RILLERA | | | View Member Details |
| Member ID: 0001005718 | Date of Birth: 01/01/1970 | Phone Number: | Client: IDAHO |
| Utilization Management | | | + Add |
| Acute Medical Surgical (352) | Treating Facility: ST LUKES MAGIC VALLEY REGIONAL MEDICAL CENTER LTD | | |

Review

- Once in the review detail, you can click on the ellipsis at the right side of the line to open a menu. This menu will allow you to view the request in more detail, submit a CSR, Submit a reconsideration (1st Level Appeal), and other options.

ASHLEE RILLERA View Member Details

Member ID: 0001005718 Date of Birth: 01/01/1970 Phone Number: Client: IDAHO

Utilization Management + Add

Acute Medical Surgical (352) Treating Facility: ST LUKES MAGIC VALLEY REGIONAL MEDICAL CENTER LTD

Show 10 entries Search:

| Module | Timing | Status | Submission Date | Case Completed | Action |
|-------------------|-------------|--------------------|-----------------|----------------|-------------------|
| Medical Necessity | Prospective | Requestor Creation | 11/18/2018 | | ⋮ View Request |

Showing 1 to 1 of 1 entries

E-mail Notifications

- Users will continue to receive email notifications when:
 - Reviews are received from the portal
 - Reviews are updated/changed in status
- To make sure that everyone in your organization that should receive email notification for reviews does get one, please select the organization or facility in the Provider Organization Visibility panel.



Questions

