



What is the Qualitrac portal?

The Qualitrac portal is used for submitting and reviewing service requests that Telligen needs to authorize for the Idaho Medicaid program. Qualitrac is not used for submitting claims.

What types of services does Telligen authorize?

Telligen reviews and authorizes the following services: surgery, acute inpatient hospital stays, acute psychiatric hospital stays, genetic testing, durable medical equipment, children's outpatient therapy (CHIS), psychiatric residential treatment facility stays, undocumented alien eligibility (eMed), and post-payment retrospective audits.

Do I use Qualitrac to submit authorization requests for pharmaceuticals?

No, Telligen does not review for pharmaceuticals. Pharmacy claims will continue to be submitted the same way as always. However, pharmacies that need an authorization for durable medical equipment, do need to submit those authorization requests to Qualitrac, as Telligen does review for DME.

Where can I find an updated list of services Telligen needs to authorize?

Please check the Idaho Medicaid Fee Schedule. Because the Fee Schedule updates periodically, please make sure you consult the Fee Schedule that was current for your dates of service. The Fee Schedules can be found here:

<https://publicdocuments.dhw.idaho.gov/WebLink/Browse.aspx?id=3488&dbid=0&repo=PUBLIC-DOCUMENTS&cr=1>

Does Qualitrac indicate if no prior authorization is required for a CPT code?

No, you can enter a request for services that Telligen does not need to review.

How long does it take Telligen to complete a service review?

A table with our turnaround times for reviews can be found on our website here:
<https://idmedicaid.telligen.com/faqs/>



If I am registered as an Authorized Official for my organization, can I set up a coworker as a second Authorized Official?

No, each employee who needs Authorized Official access to Qualitrac needs to submit a provider portal registration application to Telligen.

Do I use the same registration application for each employee who needs to be an Authorized Official?

Yes, the provider portal registration application is the same. You can enter more than one Authorized Official per application. It is located on our website here:

<https://idmedicaid.telligen.com/>

What should I do if a Qualitrac user is no longer with my organization?

Authorized Officials can deactivate user accounts for employees who are no longer with their organization. If an Authorized Official has moved on, please contact Telligen and ask us to deactivate the employee's Authorized Official account. Telligen ph: 866-538-9510; Telligen email: IDMedicaidSupport@telligen.com

How can I find out if my organization is already registered to use Qualitrac?

Please contact Telligen and ask us to look up this information for you. We will ask for your organization's NPI number. Telligen ph: 866-538-9510; Telligen email:

IDMedicaidSupport@telligen.com

Can I submit a retrospective request in the Qualitrac portal?

Yes, you can submit a request in the portal for a service that has already been rendered. There is no time limit on submitting retrospective requests. For example, you can submit a retrospective request for services rendered two years in the past.

If my team loads notifications only, and our support team submits clinicals, how can I submit notification without clinical?

Qualitrac won't allow you to submit a notification, or case, without uploading clinicals. Remember that inpatient notification isn't required for many hospitals because most hospitals are reimbursed for inpatient services according to the DRG rules and don't need to obtain an authorization from Telligen.



[Are we required to submit a prior authorization form with our clinical documentation?](#)

No. When service requests were faxed to Telligen, a prior authorization form was necessary for filing. Now that service requests are submitted in the Qualitrac portal, the prior authorization form is no longer needed.

[Can I find a provider located outside the state of Idaho in the Qualitrac portal?](#)

Yes, many out-of-state providers are already registered with the Idaho Medicaid program and are in Qualitrac's provider database. You can also find an out-of-state provider who is not registered with Idaho Medicaid, because the portal also includes provider information from the NPES registry.

[How do I enter a discharge notification?](#)

Telligen does not require discharge notification for acute inpatient hospital stays.

[What do Telligen's authorization numbers look like?](#)

Telligen authorization numbers are 7-digits long. The word "Auth" is not included in the authorization number.

[Will the training slides and a recording of this meeting be available?](#)

Yes, both the training slides and recording are posted on our website here:
<https://idmedicaid.telligen.com/education-training/>