Request for Information

What is an RFI Request?

When a Reviewer needs additional clinical documentation to make a determination, the submitter will be notified that additional Information is needed.

Notification Methods

-Email to user that they have a request for more information
-A task will populate in the Qualitrac system

User Steps to View Request

- Log into Qualitrac
- Proceed to scheduled task.
- Click on the ellipsis to the left of the page, to start the task.
- Scroll down the summary page of the review.
- Proceed to the correspondence section.
- Click on the blue name of the letter to open it and see what information is being requested.

User Steps to Upload Requested Documents

- Scroll up to the documentation panel to attach additional information.
- Click the Add button to attach additional clinical documentation to the review.
- Once you have added the additional information, the system will return you to the Scheduled tasks queue and the task will no longer be visible for the user.

Common RFIs for all Types of Cases

- Why is the case being submitted as retro?
- Order requirements
- Treatment plan requirements
- Documentation requirements
- Sufficient MSRP/Invoice is needed for DMEPOS that does not have an allowed amount on the fee schedule.