

1. **Can two different consultant agencies or case management agencies have access to the same episode at the same time?** *(Example: When a client/recipient is switching agencies, can both agencies see the participant in the Qualis Health Provider Portal (QHPP)?)*

**Answer:** Yes, if both agencies are assigned as providers; however, this will require the new agency to call Qualis Health Customer Service at 1-866-962-2180 in order to be added.

2. **Do I see all of my agency's episode alerts?**

**Answer:** Yes. The best solution to keeping this resource useful and current is for each consultant/case manager to delete alerts that do not apply to them.

3. **How long does it take for a new action to be reported as an alert to the consultant/case manager?**

**Answer:** The information is delivered to the consultant/case manager instantly.

4. **Can you leave a note in the QHPP for Qualis Health to take an action if the episode is in closed status?** *(Example: An episode is closed, but the date on the approval is incorrect. Can a consultant/case manager enter a note in the QHPP to create an alert for Qualis Health to correct the date?)*

**Answer:** No. Once an episode is in closed or in voided status it no longer creates alerts for Qualis Health as it is considered completed. A **change request** must be made by calling or faxing Qualis Health.

5. **How can a consultant/case manager or provider successfully inquire about an episode that cannot be viewed in the QHPP?**

**Answer:** If a user is unable to view information in the QHPP, the user must call Qualis Health Customer Service at 1-866-962-2180.

6. **How can a consultant/case manager or provider successfully inquire about a closed episode without creating a new episode?**

**Answer:** The user must call Customer Service at 1-866-962-2180. Creating multiple episodes in the QHPP leads to voided episodes. By calling customer service, Qualis Health will be able to ensure that the episode is correctly built and assist the user with gaining access to the episode. If the episode is closed or voided, creating a new one is not the solution.

7. **Do I have access to episode documents, such as my submitted documents, Qualis Health letters and IHA referrals for Mi Via?**

**Answer:** Yes. Search for the desired episode and go to the [Correspondence \(Tab 7\)](#) to find the documents and letters related to the episode. (Resource: Mi Via LOC & Budget Video, which can be found at:

<http://www.qualishealth.org/healthcare-professionals/new-mexico-medicaid/provider-resources>).