

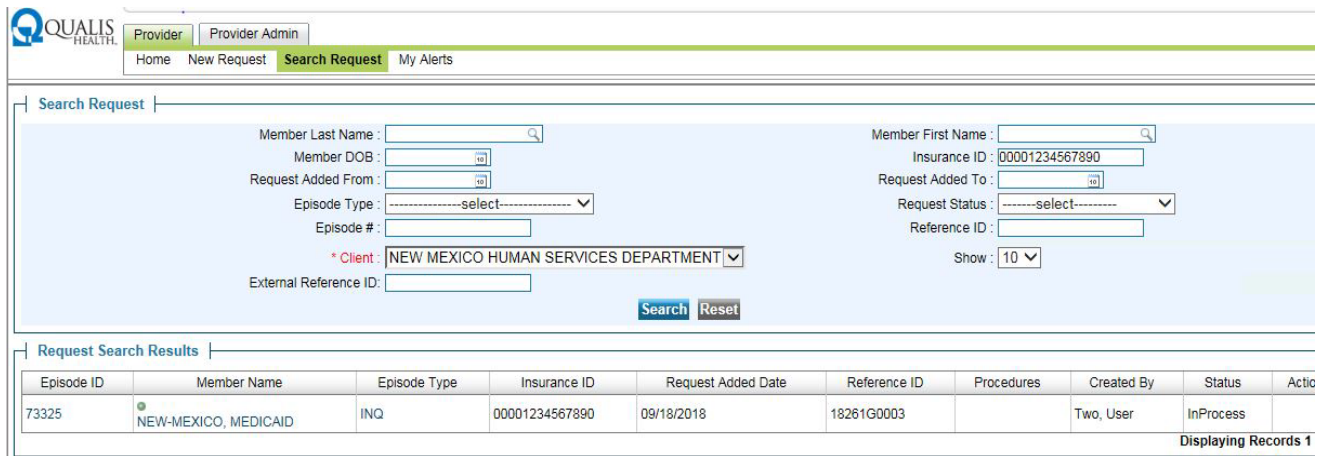
Purpose: To provide instruction to Developmental Disabilities Waiver (DDW) case managers on how to successfully submit a Level of Care (LOC) packet to an established episode in the Qualis Health Provider Portal (QHPP).

Note: Effective July 1, 2018, all Home & Community-Based Waiver LOC annual reviews will be built by Qualis Health staff prior to the LOC expiration date. Reminder notices will be sent to waiver clients 90 and 45 days prior to LOC expiration. Case managers will receive alerts of notices via the QHPP.

If the client is newly allocated to the program or if you do not have access to the episode, please contact Customer Service at 1-866-962-2180 to request a reference ID number.

SEARCHING FOR ASSIGNED EPISODES:

- Under the Search Request tab, select New Mexico Human Services Department as the Client from the drop-down and add the New Mexico Medicaid ID # for the selected participant. Please make sure to add the four leading zeros when adding the New Mexico Medicaid ID.



Search Request

Member Last Name: Member First Name:

Member DOB: Insurance ID:

Request Added From: Request Added To:

Episode Type: Request Status:

Episode #: Reference ID:

* Client: Show:

External Reference ID:

Request Search Results

Episode ID	Member Name	Episode Type	Insurance ID	Request Added Date	Reference ID	Procedures	Created By	Status	Action
73325	NEW-MEXICO, MEDICAID	INQ	00001234567890	09/18/2018	18261G0003		Two, User	InProcess	

Displaying Records 1

New Mexico Medicaid QUICK START GUIDE

Home & Community-Based Waiver - LOC Submissions



October 2018

- o Check the Request Added Date for the annual year of the LOC you are searching for.
- o Enter episode by clicking on the INQ hyperlink under the Episode Type column.

The screenshot shows the 'Search Request' page. It features a search form with fields for Member Last Name, Member First Name, Member DOB, Insurance ID, Request Added From, Request Added To, Episode Type (a dropdown menu), Episode #, Reference ID, and External Reference ID. A 'Client' dropdown is set to 'NEW MEXICO HUMAN SERVICES DEPARTMENT'. The 'Show' dropdown is set to '10'. There are 'Search' and 'Reset' buttons at the bottom of the form.

Episode ID	Member Name	Episode Type	Insurance ID	Request Added Date	Reference ID	Procedures	Created By	Status	Actio
73325	NEW-MEXICO, MEDICAID	INQ	00001234567890	09/18/2018	18261G0003		Two, User	InProcess	

Displaying Records 1

- o To add the LOC packet to the episode, select the Clinical Documents tab from the left-side navigational panel.
- o Select Add Document.

The screenshot shows the 'Add Document' page. A sidebar on the left lists steps from 'Step 1: Edit Request' to 'Step 9: Submit Request', with 'Step 8: Add Documents' highlighted. The main content area displays member information for MARVEL, MACY, including Insurance ID, DOB, Address, Age, and Eligibility dates. A 'Documents' section shows a table with one document entry: 'MAD 378' added on 08/22/2017 by 'One, User'. There is an 'Add Document' button at the bottom.

Document Name	Document Type	Date Added	Added Nurse	Description	Actions
MAD 378		08/22/2017	One, User		

Displaying Records 1 - 1 of 1

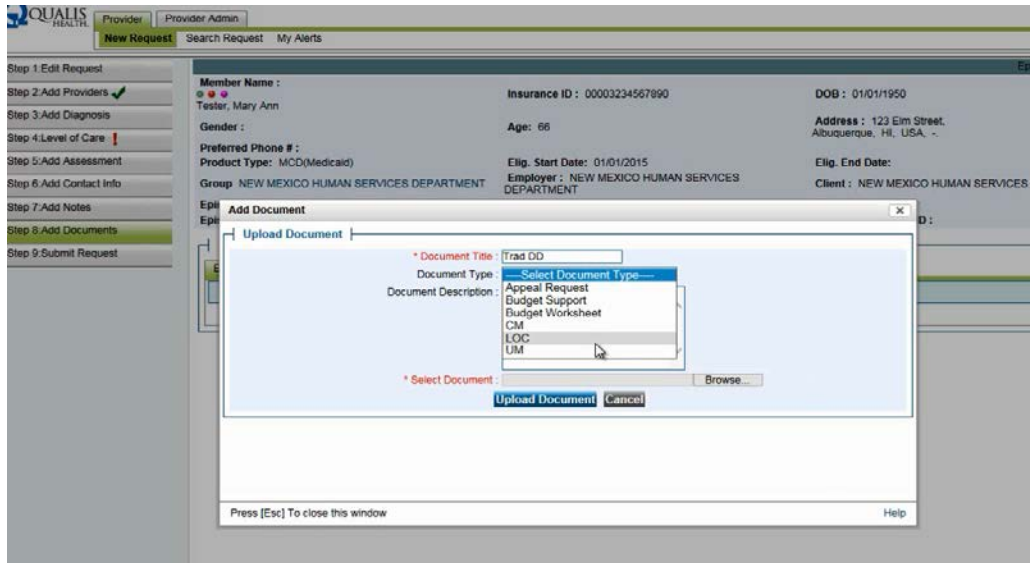
New Mexico Medicaid QUICK START GUIDE

Home & Community-Based Waiver - LOC Submissions

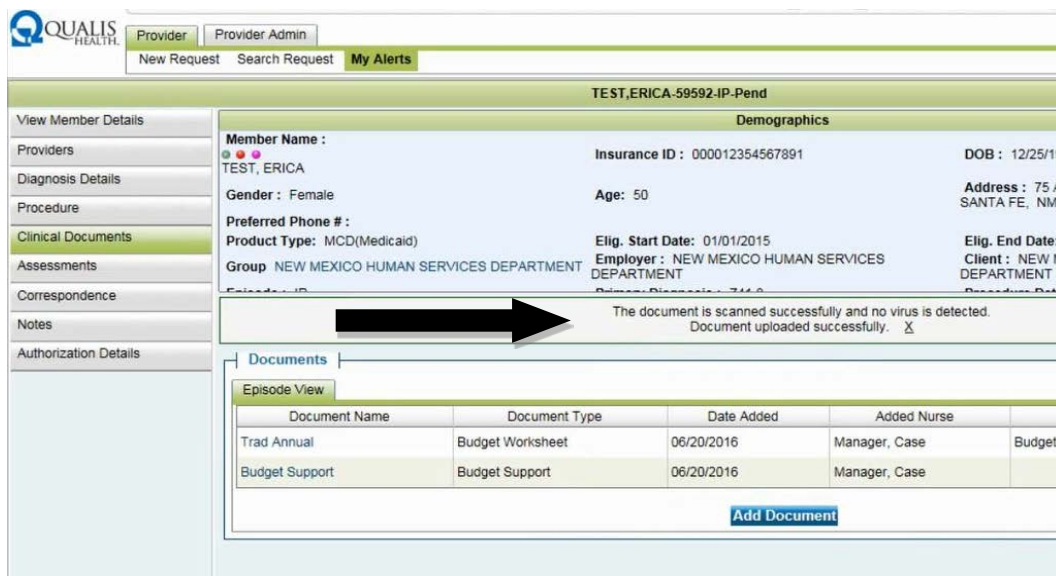


October 2018

- A pop-up box will appear. Add the title(s) of the document(s) that are being submitted to Qualis Health.
- Select LOC from the Document Type drop-down list.

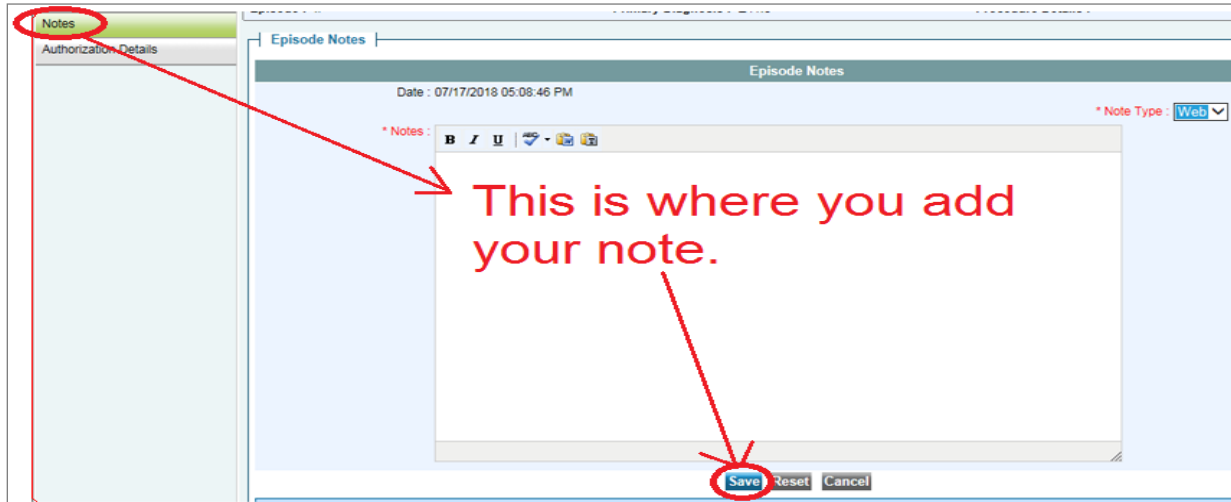


- Add Document Description and LOC dates.
 - Example: 09/01/2018-08/31/2019 LOC Packet
- Search for the document by selecting Browse to locate the document on your computer.
- Click on Upload Document to attach the item.
- After you have selected Add Document, a message will appear in the middle of the page with the status of the upload.
- Repeat until you have attached all necessary documents.



ADDING NOTES:

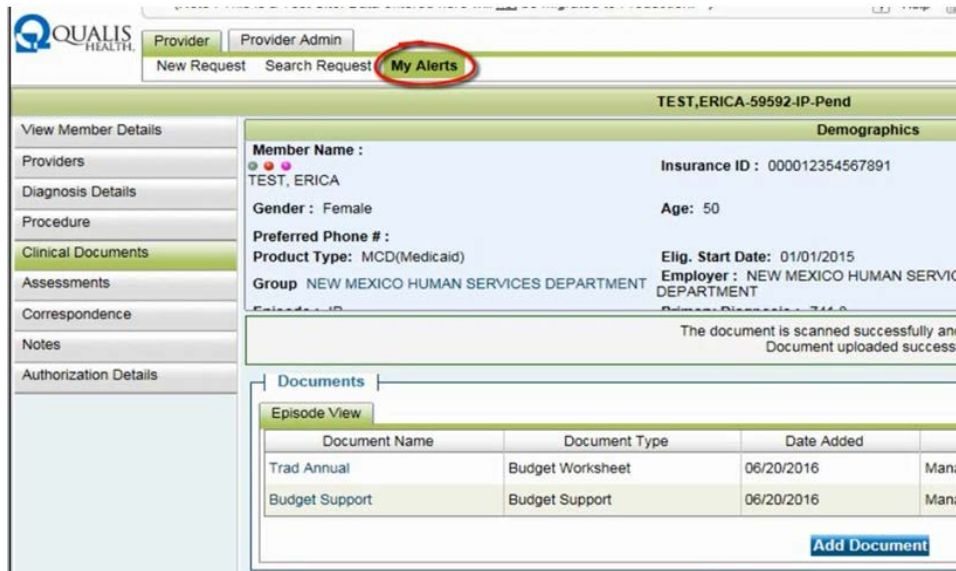
- Using the left-side navigational panel, select the Notes tab.
- Enter a note after you upload your document(s), then click Save. This automatically sends an alert to Qualis Health.



- If you have a question for Qualis Health for this episode, you can use this Notes section as long as the episode is still open. Once the episode is closed, the Notes will no longer create an alert and you will need to call Qualis Health.

ALERTS:

- Log into the QHPP daily to ensure that you receive all of your alerts timely.
- Alerts will be sent for:
 - 90 and 45 day LOC notices
 - Request for Information (RFI)
 - Completed requests



QHPP TECHNICAL ASSISTANCE: 1-866-962-218

LINK to QHPP RESOURCES and LOG-ON:

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

(scroll down to "Qualis Health Provider Portal" section)