



Behavioral Health

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Purpose



- To provide education on the ability to differentiate between traditional outpatient therapy or outpatient therapy while residing in a facility such as a group home, residential treatment center or a juvenile detention facility.
- To show providers how to utilize the new option in Qualitrac
- To remind everyone of the documentation that needs to be submitted with each case **(the documentation requirements are not changing)**



- **Questions**

- Please enter all questions into the chat
- Time at the end of the training will be used for answering chat questions
- Any questions that were not answered from the chat will be posted to the website

- **Content availability**

- Presentation will be recorded and available to view at <https://wymedicaid.telligen.com> as well as the slides

- **Survey**

- Email from Survey Monkey
- Feedback on content
- Constructive feedback
- Any additional training you would like to see presented in the future



Care Management



Start Tasks

Search

More

Utilization Management



Start Tasks



Search

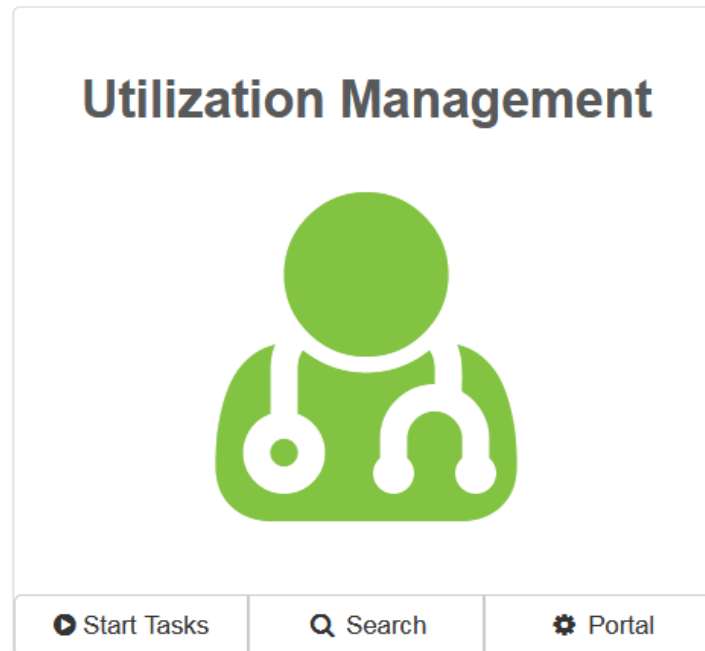
Portal



Telligen Provider Portal –Adding a New Review



- Click on the  box or the  “magnifying glass” icon in the tool bar 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




How To Locate a Member:

- Enter the Member's ID and Date of Birth
- Enter the member's First name, Last name and date of Birth
- **NOTE:** The Member ID and the Date of Birth must match with what is on file to locate the member information or to begin a new review for that member

The screenshot shows the Qualitrac web application interface. At the top left is the Qualitrac logo. To the right are navigation icons for notifications, search, menu, help, and user profile. Below this is a breadcrumb trail: "Dashboard / Task Queue". A horizontal menu contains four tabs: "Scheduled Tasks", "Member Search" (which is highlighted in blue), "Cases", and "Case/Request/Claim Search". Below the menu, a heading reads "Please search for the member by completing one of the following". There are two search options presented in separate boxes. The first box is for searching by Member ID and Date of Birth. It contains a text input field labeled "Member ID *", a date input field labeled "Date Of Birth *" with a placeholder "MM/DD/YYYY", and a blue "Search" button. The second box is for searching by First Name, Last Name, and Date of Birth. It contains three text input fields: "First Name *", "Last Name *", and "Date Of Birth *" with a placeholder "MM/DD/YYYY", and a blue "Search" button. The word "OR" is placed between the two search boxes. The bottom of the page features a blue footer with a white Telligen logo.

Telligen Provider Portal –Utilization Management Panel



- The **Utilization Management Panel** will contain all information related to all UM reviews submitted for the member on behalf of your organization or those that were shared with your organization through the provider visibility panel
- Use the  button to start a new request.

Utilization Management View Cases + Add

Hiding canceled cases. Show

Show entries Search:

Status	Case ID	Request ID	Review Type	Timing	Treating Prov./Phys.	Treating Facility	Req. Start	Req. End	Outcome	Action
Request Has Been Submitted	21735	21747	Behavioral Health Residential	Concurrent	WEBER, TAMRA	WYOMING BEHAVIORAL INSTITUTE	06/06/2022			...

Showing 1 to 1 of 1 entries Previous 1 Next



Telligen Provider Portal –Required sections



The following panels will be required for your request:

- **Authorization Request**
- **Dates of Service**
- **Coverage**
- **Providers**
- **Provider Organization Visibility**
- **Diagnosis Code(s)**
- **Procedure Code(s)**
- **Documentation**



Telligen Provider Portal –Add New Request



To begin a new request, fill in the **Authorization Request** panel.

- Date will prepopulate with the current date

Authorization Request

Date Request Received *

06/14/2022 12:41 pm



Review Type *

Place of Service *

Type of Service *

Timing *

Cancel

Add New Request



Authorization Request Panel-Review Type



- You will want to select Behavioral Health Outpatient Review type

Review Type *  Review Type is a required field

▼

- Acute Behavioral Health
- Behavioral Health Outpatient
- Behavioral Health Residential
- Dental
- Durable Medical Equipment
- Genetic Testing
- Home Health
- Nursing Facility
- Occupational Therapy (OT)
- Physical Therapy (PT)
- Procedures (Inpatient)
- Procedures (Outpatient)
- Speech Therapy (ST)
- Transplant
- Vision
- Waiver Skilled Care

Te



Authorization Request Panel cont.



- **Place of Service:** This is where you will select the place where care is being given.
- **Type of Service:** This is the type of care being provided.
- **Timing:** This is where you will select Prospective, Concurrent or Retrospective
- Select **Add New Request** to complete the process.
 - If this was entered in error, you can select Cancel to remove the request

Authorization Request

Date Request Received * 01/01/2023 12:00 am	Review Type * Behavioral Health Residential	Place of Service * Other Residential Treatment Center	Type of Service * Outpatient Therapy
Timing * Prospective	<input type="checkbox"/> Is this Request Urgent?		

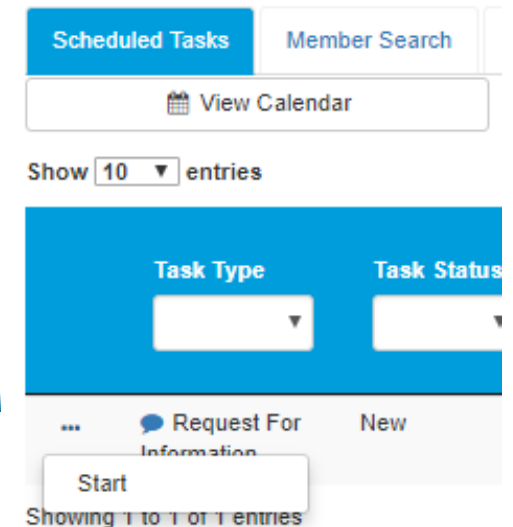
Cancel Add New Request



Request for Information









- 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:
 - Log into Qualitrac
 - Proceed to scheduled tasks
 - 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.

Correspondence + Add

Search:

Letter	Addressee	Date Sent
DRG Request for Information   	Treating Facility: UMEHR Test Provider 6 NPI: 8888888806	06/16/2022 10:57:18
DRG Request for Information   	Ordering Provider: PhysicianLastName5, PhysicianFirstName5 NPI: 8888888815	06/16/2022 10:57:18

Show entries Showing 1 to 2 of 2 entries Previous Next



Request for Information Continued



- Scroll down to the Documentation panel to attach additional information.
- Click on the Add button, as was demonstrated earlier in the presentation, to attach additional clinical documentation to the review.

Documentation + Add

Search:

Name	Category	Topic	Date Added	Uploaded By	Action
Commit to a Goal	Clinical	Medical & Treatment History	02/17/2019	swilsonMD	

Show entries Showing 1 to 1 of 1 entries Previous Next



Request for information Continued



- Once you have added all the necessary information, the system will trigger a task for the reviewer
- 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.
- ****Do NOT start a new review** to submit additional clinical that was requested. This will delay the response. Please follow the steps we just outlined when a Request for Information task is available in the task queue.



Helpful Tips/Links



Links-

- [2018 09 05 13 23 Documentation Standards - YouTube](#)
- [Documentation-Standards-2.pdf \(telligen.com\)](#)
- [Behavioral-Health-Provider-Bulletin-2-2022.pdf \(telligen.com\)](#)
- [Telligen Provider Manual](#)
- [CMS-1500-Provider-Manual](#)
 - Chapter 13

Tips

- Be sure to upload all documentation for a prompt review

Telligen's Wyoming Call Center & Provider Help Desk
Email Support wymedicaidum@telligen.com
Toll-Free Phone: (833) 610-1057



