

To review a IAD and IRF Report/Case, provider, Contractor/TRBHA and AHCCS QM Team staff can navigate to <https://qmportal.azahcccs.gov/> to Sign In

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1. IAD Communication Log

An IAD Communication Log will be provided on the IAD side of the QM Portal under Incident Reviews and below Contractor/TRBHA Status Review. The side-panel link and communication form will be titled IAD Communication Log (*Figure 1.0*).

The log will allow a Health Plan to inform a Provider of required actions and allow the Provider to acknowledge the communication and provide updates on completed case actions.

Figure 1.0

The screenshot displays a software interface with a blue sidebar containing several menu categories and their corresponding options:

- Administrative** (person icon):
 - Member Information
 - Provider Information
- Incident Details** (document icon):
 - Basic Incident Information
 - Description of the Incident
 - Member Condition
 - Medical Services
 - Witnesses
 - Provider Actions
 - Notifications
 - Attachments
- Incident Review** (document icon):
 - Clinical Director Review
 - Contractor/TRBHA Status Review
 - IAD Communication Log** (highlighted with a red box)
- Electronic Submission** (document icon):
 - Report Validation
 - Report Signatures
 - Electronically Sign Report
 - Report Generation

For Health Plan Users:

For Health Plan users, a log entry is made, and the Provider contact that submitted the case will also be receive an email notification. (Figure 1.1).

The Health Plan may choose to add recipient(s) from its QM Department to the communication using this dropdown option.

Figure 1.1

QM Portal> Home User Admin Create ... Search ... OHR My Exports FAQ Technical Assistance Log Out

Administrative

Member Information

Provider Information

Incident Details

Basic Incident Information

Description of the Incident

Member Condition

Medical Services

Witnesses

Provider Actions

Notifications

Attachments

Incident Reviews

Clinical Director Review

Contractor/TRBHA Status Review

IAD Communication Log

Electronic Submissions

Report Validation

Report Signatures

Incident Report

Case#: IAD-2026-129

Member:

Provider:

Contractor/TRBHA:

Status: Draft

Report:

IAD Communication Log

To: Satish Namjoshi

Notification will be sent to the case submitter.

Add Entry

	Date Submitted	Message	Submitted By
Details	09/02/2026 14:16 PM	sending email to snamjoshi	Mercy Health
Details	09/02/2026 14:15 PM	sending message in the log - no email	Satish Namjoshi

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After a user enters a message in the communication log field, selecting **Add Entry** will save and send the communication (Figure 1.1). The IAD Communication Log will not contain separate Save or Reply buttons.

NOTE: The communication will be sent to the Case Submitter of the provider (Figure 1.2).

Figure 1.2

The screenshot shows the 'Incident Report' interface. At the top left is a circular logo with four colored segments (red, yellow, green, blue). To its right is the title 'Incident Report'. Below the title, there are two rows of information: 'Case#: IAD-2026- [redacted]' and 'Member: [redacted]' on the left; and 'Provider: [redacted]' and 'Contractor/TRBHA: [redacted]' on the right. A blue horizontal bar below this section is labeled 'IAD Communication Log'. Under this bar, there is a 'To:' label followed by a text input field containing '[redacted]'. A yellow tooltip box with the text 'Notification will be sent to the case submitter' points to the input field. Below the input field is a large, empty text area for the message. At the bottom left of the interface is a button labeled '←Previous'.

For Provider Users:

For Provider users, an entry will be made in the communication log and the assigned health plan will not be notified via email notification (Figure 1.3).

After a user enters a message in the communication log field, clicking **Add Entry** will save and send the communication (Figure 1.3). The IAD Communication Log will not contain separate Save or Reply buttons.

The communication will be sent to the Health Plan contact(s) that submitted the communication to the Provider.

Figure 1.3

QM Portal> Home User Admin Search Create IAD OHR Waitlist My Exports FAQ Technical Assistance Log Out

Incident Report

Case#: IAD-2026-129 Provider: [Redacted] Status: Draft
 Member: [Redacted] Contractor/TRBHA: [Redacted] Report: [Redacted]

IAD Communication Log

this is a new communication log Add Entry

	Date Submitted	Message	Submitted By
Details	09/02/2026 14:16 PM	sending email to snamjoshi	Mercy Health
Details	09/02/2026 14:15 PM	sending message in the log - no email	Satish Namjoshi

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For Health Plan and Provider Users:

The log listing of all the communications sent from the health plan and the provider is available and can be viewed in the “Details” section by both Users as shown below in the form. See *Figure 1.4* as an example.

Figure 1.4

QM Portal> Home User Admin Search Create ... OHR My Exports FAQ Technical Assistance Log Out

Incident Report

Case#: IAD-2026-129 Provider: [Redacted] Status: Draft
 Member: [Redacted] Contractor/TRBHA: [Redacted] Report: [Redacted]

IAD Communication Log

To: Satish Namjoshi
 Notification will be sent to the case submitter. Add Entry

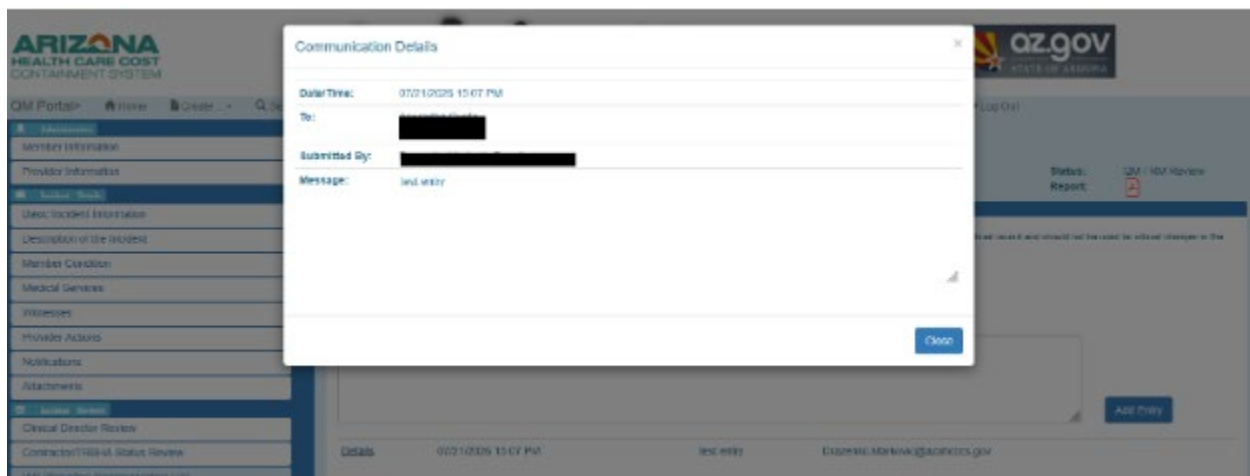
	Date Submitted	Message	Submitted By
Details	09/02/2026 14:16 PM	sending email to snamjoshi	Mercy Health
Details	09/02/2026 14:15 PM	sending message in the log - no email	Satish Namjoshi

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The IAD Communication Log character limit will match the QOC Communication Log of 4000 characters. Long communications will display the first few words followed by an ellipsis, with the complete communication being available for view through “Details.”

If the “Details” section is clicked for one of the entries, the “Communication Details” will be displayed to show: Date/Time, To (Recipients), Submitted By, and Message (full message details) (*Figure 1.5*).

Figure 1.5



A Health Plan user can reply to a provider in the communication log field as illustrated below with the entry form (*Figure 1.6*).

NOTE: For Health Plan users, a log entry will be updated as well an email notification sent to the submitter of the IAD case (see the To: field below).

The communication will create a new log entry and also send an email notification to the Provider by clicking **Add Entry**.

Figure 1.6

Incident Report

Case#: IAD-2026-129
Member: [REDACTED]

Provider: ARBOR MEDICAL PARTNER LLC
Contractor/TRBHA: MERCY CARE PLAN

Status: Draft
Report: [REDACTED]

IAD Communication Log

To: Satish Namjoshi
Notification will be sent to the case submitter.

Add Entry

	Date Submitted	Message	Submitted By
Details	09/02/2026 14:16 PM	sending email to snamjoshi	Mercy Health
Details	09/02/2026 14:15 PM	sending message in the log - no email	Satish Namjoshi

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Clicking on the “Details” displays the health plan communication.

2. [Communication Log Email](#)

Sending an IAD Communication Log entry to a Provider will generate an email (*Figure 2.0*) to the recipient(s). The email will display the Date, From, To, Case ID, Case Status, Subject, and Comments. Names in the From and To fields will appear in first-name last-name order. The subject will display Quality Management - IAD Communication Log, and the Comments field will contain the full communication.

NOTE: The user recipient will need to respond and communicate through the QM Portal IAD Communication Log of the IAD case as described in Section 1 above of this document, and *not* through the email received.

The email is generated only to notify the recipient that a communication message was entered into the QM Portal for the IAD case.

Figure 2.0

From: DoNotReply@azahcccs.gov <DoNotReply@azahcccs.gov>

Sent: Friday, August 28, 2026 10:51 AM

To: [REDACTED]

Subject: Quality Management - IAD Communication Log

Quality Management Portal IAD Notification	
Date	8/28/2026
From	[REDACTED]
To	Multiple recipients
Case ID	[REDACTED]
Case Status	QM / RM Review
Subject	Quality Management - IAD Communication Log
Comments	testing a new email template - test test
This email was sent from the Arizona Health Care Cost Containment System	