

# QuickStart Guide

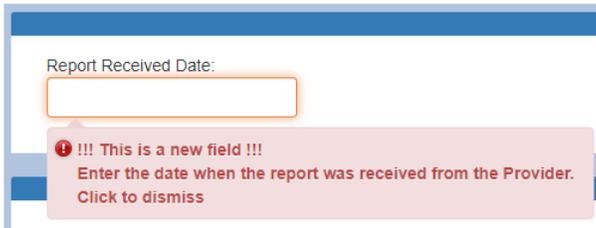
Incident, Accident and Death Reporting

## Approve IAD Report as Provider - 1

*Note: Test data/information is displayed in the screenshots listed in this document*

To create a new IAD Report/Case, Providers can navigate to <https://qmportal.azahcccs.gov/> to Sign In

New features and changes on the pages will be announced as the notifications that will appear next to the area in question, and need to be dismissed by clicking on the notification. This is not an error; it is just there to draw user attention to the new changes introduced in the new version.



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## 1. Verify Provider Account

Sign In to approve a case with a Clinical Director account that has the "Clinical Director" role.

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Thank you for visiting QM Portal. In order to use the site, you must have an active account. Please login or register a new account. For questions, please contact our Customer Support Center at (602) 417-4451.

FAQ

External User Log In	AHCCCS User Log In
<p><b>User Name</b> <input type="text" value="clinicaldirectorprovider2"/></p> <p><b>Password</b> <input type="password" value="*****"/></p> <p><a href="#">Sign In</a></p> <p>Forgot your Password? <a href="#">Click Here</a></p> <p>Create new account? <a href="#">Click Here</a></p> <p>Passwords are case-sensitive. After 3 failed attempts, within 15 minutes, your account will be locked out, and you will either need to contact your Master Account holder to unlock your account or use the Password Recovery feature.</p>	<p>If you are an AHCCCS employee</p> <p>AND you are currently logged onto the AHCCCS network</p> <p>AND you are accessing this application from a browser on your workstation</p> <p>Then click the button below to use this application with your network login credentials</p> <p><a href="#">AHCCCS Sign In</a></p>

Your web browser must have JavaScript enabled in order to use the QM portal.

Before continuing after login to approve an IAD Report/Case, verify the account has a "Clinical Director" role by:  
1. Navigate to the "User Admin" link in the upper-left side navigation

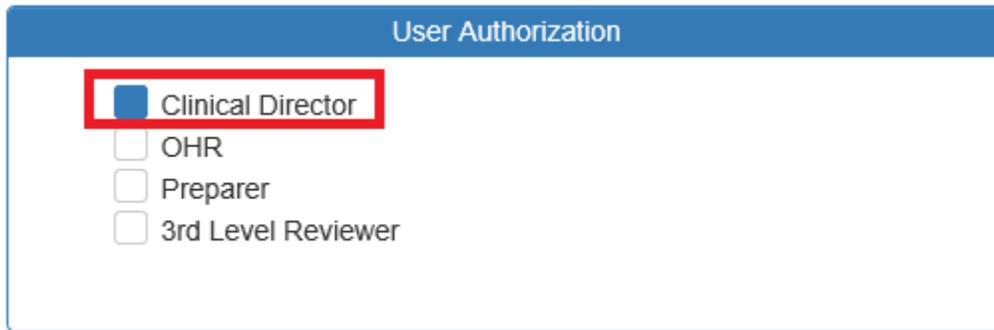


- Home
- User Admin**
- Search
- Create IAD
- FAQ
- Log Out

The QMS Portal is intended for the use of providers reporting IADs to Contractor/TRBHAs. This system is administered by the AHCCCS Behavioral Health.

On the User Admin page, verify the "Clinical Director" role is checked in the User Authorization section

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The screenshot shows a 'User Authorization' window with a blue header. Below the header, there are four radio button options. The first option, 'Clinical Director', is selected and highlighted with a red rectangle. The other three options, 'OHR', 'Preparer', and '3rd Level Reviewer', are unselected.

The role of a Clinical Director is to review the existing case prepared by a person registered in the “Preparer” role. The Clinical Director can review all the existing information by navigating through the IAD Wizard. Since the information had to be validated and signed by a Preparer in the previous step, the Clinical Director needs to add comments and review criteria to the case/report and then sign the case.

## 2. Search for an Existing Case

To review an existing case, the Clinical Director can first search on cases that are in the Provider affiliations for the account signed-in.

Provider Information associated with a case is populated via the affiliations based on the user account creating the case/report.

For example, for this Clinical Director, clinicaldirectorprovider2, the affiliations are 2 WALGREENS locations. This information is obtained from the “User Admin” link and in the section called “Click to view Provider Affiliations for user”. Affiliations can be updated from a Master Account (note: in this case, the Clinical Director is a sub-account and the save buttons to update affiliations are only provided with a Master Account).

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Click to view Provider Affiliations for user

COMM, A WALGREENS PHARMAC STE 136 1830 E BROADWAY BLVD TUCSON AZ 85719	X
WALGREEN #04298 WALGREENS #04298 29200 6 MILE RD LIVONIA MI 48152	X
WALGREEN ADVANCED #2651 2323 E. MAGNOLIA #103 PHOENIX AZ 85034	X
WALGREENS # 04506 8015 INDIAN SCHOOL RD SCOTTSDALE AZ 85251	X
WALGREENS # 00809 8911 N 7TH ST PHOENIX AZ 85020	X
WALGREENS # 00813 15442 N 99TH AVE SUN CITY AZ 85351	X
WALGREENS # 01076 333 E HUNT HWY QUEEN CREEK AZ 85143	X
WALGREENS # 02056	X

Next, the Clinical Director can review existing cases by navigating to the Search link as in the illustration below.



- Home
- User Admin
- Search**
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## Search for a Case

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Once on the Search Page, a Clinical Director can search on existing cases by clicking on the “Search for Reports” button. If the search needs to be filtered by Provider, then the lookup choice can be selected from the “Provider” field. Note that the default option here is “Search All” and in this scenario, all cases affiliated with that Provider would be listed in the Search Results.

Note the search criteria:

- Last Name – partial string search
- First Name – partial string search
- Date of Birth – date field
- Case Number – format: IAD-YYYY-123 (e.x. IAD-2018-123)
- Member ID – AHCCCS Id of the member
- Provider – choice list of affiliated providers
- Incident Date – date that the case/report incident occurred
- Status Value – choice list of the case status

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

### Incident Report Search

Please Enter Search Criteria

Last Name	<input type="text" value="Enter Last Name"/>	First Name	<input type="text" value="Enter First Name"/>
Date of Birth	<input type="text" value="D.O.B"/>	Case No.	<input type="text" value="Case No."/>
Incident Date(From)	<input type="text" value="Submitted(From)"/>	Incident Date(To)	<input type="text" value="Incident Date(To)"/>
Member ID	<input type="text" value="Member ID"/>	Provider	<input type="text" value="Search All"/>
Status Value	<input type="text" value="Search All"/>		

No criteria is required on the search. If the “Search for Reports” button is clicked, then all cases associated with the Provider account will be listed in the search results.

Case No.

Provider   
WALGREEN #04298  
WALGREEN ADVANCED #2651

Status Value

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The number of records returned is listed in the header of the search results. A specific case can be opened by clicking on the “Select” button listed on the right-side. If the PDF icon is clicked, the current report will be generated in Adobe Acrobat PDF format to download and review.

Also note from the figure below that the cases status is: “Pending E-Signature (Clin Dir)”. Any case that needs to be reviewed by a Clinical Director will have this status.

No. Of Records 265			
Search Results		Export All Results	
IAD-2019-10838	Select		
Member:	SMITH, JOE	AHCCCS ID:	A12345678
DOB:	01/15/1982	Incident Date:	COMM, A WALGREENS PHARMAC
Gender:	M	Status:	Draft
IAD-2019-10837	Select		
Member:	SMITHERS, SALLY	AHCCCS ID:	A00136336
DOB:	05/15/1996	Incident Date:	COMM, A WALGREENS PHARMAC
Gender:	F	Status:	Pending
IAD-2019-10836	Select		
Member:	TALLON, TOM	AHCCCS ID:	A12871827781
DOB:	08/20/1987	Incident Date:	COMM, A WALGREENS PHARMAC
Gender:	F	Status:	Pending

When the case loads in the IAD Wizard:

- The “Member Information” Step is initially loaded
- The status is listed in the header: “Pending E-Signature (Clin Dir)”
- The menu navigation has switched from left-hand-side navigation, to navigation along the top.

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### Incident Report

Case#: IAD-2019-10838 Provider: COMM, A WALGREENS PHARMAC Status: Pending E-Signature (Clin Dir)  
Member: JOE SMITH Contractor/TRBHA: CARE 1ST ARIZONA Report:

**Member Information**

SMITH, JOE  
DOB: 01/15/1982 Age at Incident:  
AHCCCS ID: A12345678

**Contractor/TRBHA**

Info! Member's Healthplans are highlighted with 'light blue' color inside this dropdown box. Please select one to confirm.  
010254 - CARE 1ST ARIZONA

**Eligibility Status**

Title 19

**COT** Yes **DDD** No **CMDP** Yes

**Category** Serious Mental Illness (SMI)

**Diagnoses**

Info! Please enter at least 3 character Code OR Description and then use Search. The suggestion list will display to choose from & your selection will be saved.

Code	Description

Search

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## 3. Clinical Director Review Step

The Clinical Director can review all the steps and then can navigate to the Clinical Director Review Step. This step is enabled for a Clinical Director and disabled for a Preparer. In order for a case to be signed by the Clinical Director, the review is required.

The screenshot shows the 'Incident Report' interface. On the left is a sidebar with two main sections: 'Administrative' and 'Incident Details'. Under 'Administrative', there are links for 'Member Information' and 'Provider Information'. Under 'Incident Details', there are links for 'Basic Incident Information', 'Description of the Incident', 'Member Condition', 'Medical Services', 'Witnesses', 'Provider Actions', 'Notifications', and 'Attachments'. Below these is an 'Incident Reviews' section with two items: 'Clinical Director Review' (highlighted with a red box) and 'Contractor/TRBHA Review'. The main content area is titled 'Incident Report' and includes a progress indicator (a circle with four segments, the first being green). It lists: Case#: IAD-2019-10838, Member: JOE SMITH, Provider: COMM, A WALGREENS PHARMAC, Contractor/TRBHA: CARE 1ST ARIZONA, Status: Pending E-Signature (Dir), and Report: [PDF icon]. Below this is a section titled 'Review of Incident, Actions Taken and/or Recommendation' with a text box containing the message: 'This is the review section for actions taken and/or recommendations for the case/report.'

If no review is entered and the director attempts to sign the case/report, a message will be displayed on the signing page as illustrated below.

The screenshot shows the 'E-Signature' page. At the top, there is a navigation bar with 'Create IAD', 'FAQ', and 'Log Out'. Below is the 'Incident Report' header with the same case information as the previous screenshot. The main content area is titled 'E-Signature' and features a large red error message box with an information icon and the text: 'Please complete the Clinical Director Review before signing'. At the bottom left, there is a 'Return To Main Menu' link, and at the bottom right, there is a 'Download a PDF of this Incident Report' link. A banner image of a diverse group of people is visible at the top left of the page.

To continue signing the case, click on the Next button. The review information will be saved and

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Navigation bar with buttons: ←Previous, Save, Next→ (highlighted with a red box)

## 4. Contractor/TRHBA Review Step

This step is disabled for a Clinical Director and to continue this case, can click Next.

Review Comments section (empty text area with a scrollbar)

Assigned Contractor/TRBHA section:

- none assigned
- Telephone #:
- Email:
- Assign IAD to User button

Navigation bar with buttons: ←Previous, Save, Next→ (highlighted with a red box)

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## 5. Report Validation Step

When a case goes through the workflow of the signing process:

Preparer -> Clinical Director -> Third-Level Reviewer (optional) -> TRBHA Review

The case needs to have all required information filled-out prior to signing as per the illustration below. The validation page provides a summary of the sections and whether or not the required information has been provided.

The screenshot displays a validation interface with three main sections:

- Member Information:** Lists 12 items, all with green checkmarks indicating they are complete: Last Name, First Name, DOB, AHCCCS ID, Health Plan, Eligibility Status, Category, Court Order Treatment(COT), Division of Developmental Disabilities(DDD), Comprehensive Dental and Medical Program(CMDP), and Diagnosis Code(s).
- Incident Details:** Lists 8 items, all with green checkmarks: Incident Type(s), Clinical Director, Location, Location Description, Incident Description, Member Condition Before Incident, Member Condition After Incident, Medical Services Received, and Recommended Actions.
- IAD Date Fields:** Lists 6 items, all with green checkmarks: Date of Last Clinical Visit, Date of BHMP, Date of Last PCP Visit, Date of Incident, Time of Incident, and Reported Date to Provider.

At the bottom, there is a "Change Report Status" section with three buttons: "Lock Case" (blue), "Mark as Withdrawn" (orange), and "Return to Preparer" (red). Below this are navigation buttons: "←Previous" (white), "Save" (blue), and "Next→" (white, highlighted with a red box).

Note: In the “Change Report Status” section there are 3 buttons that can change the workflow of the case/report.

- “Lock Case” – locks the case/report from further editing
- “Mark as Withdrawn” – at any point in time, the case can be marked as withdrawn which stops the review process.
- “Return to Preparer” – A Clinical Director can return the case/report to the Preparer and the person will be notified that further information is required prior to the director approving the case/report.

If all the validation criteria is met, the Clinical Director can click on the “Next” button to navigate to the next step.

## 6. Electronically Sign Report Step

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Note: In navigating to the next step, the Report Signatures page was skipped. Initially there are no signatures yet for a case that hasn't been signed. The application moves to the electronically sign step or e-signature step.

Note 2: Notice that there is no Previous, Save and Next buttons here on this step.

The credentials used to initially sign-in to the Qm Portal and needed here for the password. Once the password is entered, the "E-Sign Report" button can be clicked.

The screenshot shows a web form with two main sections. The top section is titled "E-Signature" and contains the instruction "Please Enter Your Password then Click E-Sign Report". Below this is a password input field with a red border and a blue "E-Sign Report" button, also with a red border. The bottom section is titled "Proxy Signatures (Optional)" and contains a checkbox with the text: "This report is being submitted by a Quality Risk Manager. Risk Manager or other designated individual on behalf of the provider and individuals names below. This IAD was originally prepared and signed by the following individuals by hand or other secure electronic format:". Below the checkbox are two rows of input fields. The first row is for the "Preparer" and includes fields for "Preparer Name & Credentials", "Title", and "Date Signed". The second row is for the "Clinical Director" and includes fields for "Clinical Director Name & Credentials", "Title", and "Date Signed".

### Proxy signatures:

An optional feature is the ability to provide proxy signatures if the report is being submitted by a Quality Risk Manager. (see screenshot above). If that is the case, the checkbox is checked and the Preparer and Clinical Director information can be provided:

1. Name and Credentials
2. Title
3. Date Signed

Once the case/report has been signed as a Clinical Director, a successful validation message will be displayed noting that the case can now be reviewed for a "QM / RM Review" (optional) which is a Third-level Reviewer.