

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

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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.



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>User Name <input type="text" value="clinicaldirectorprovider2"/></p> <p>Password <input type="password" value="*****"/></p> <p style="text-align: center;"><input type="button" value="Sign In"/></p> <p>Forgot your Password? Click Here</p> <p>Create new account? Click Here</p> <p style="font-size: small;">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 style="text-align: center;"><input type="button" value="AHCCCS Sign In"/></p> |

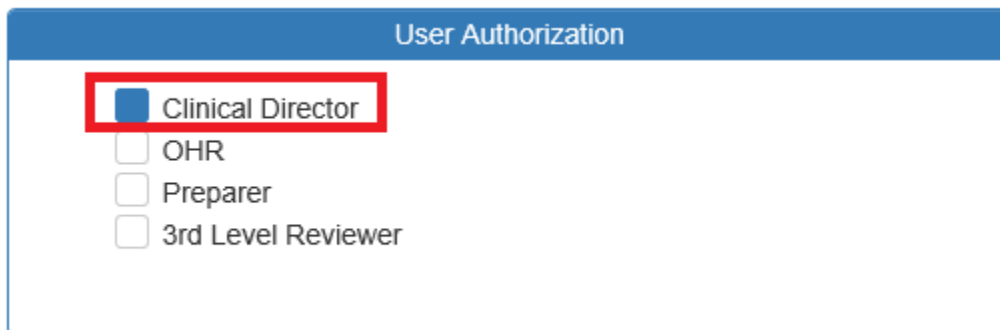
Your web browser must have JavaScript enabled in order to use the QM portal.

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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



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



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

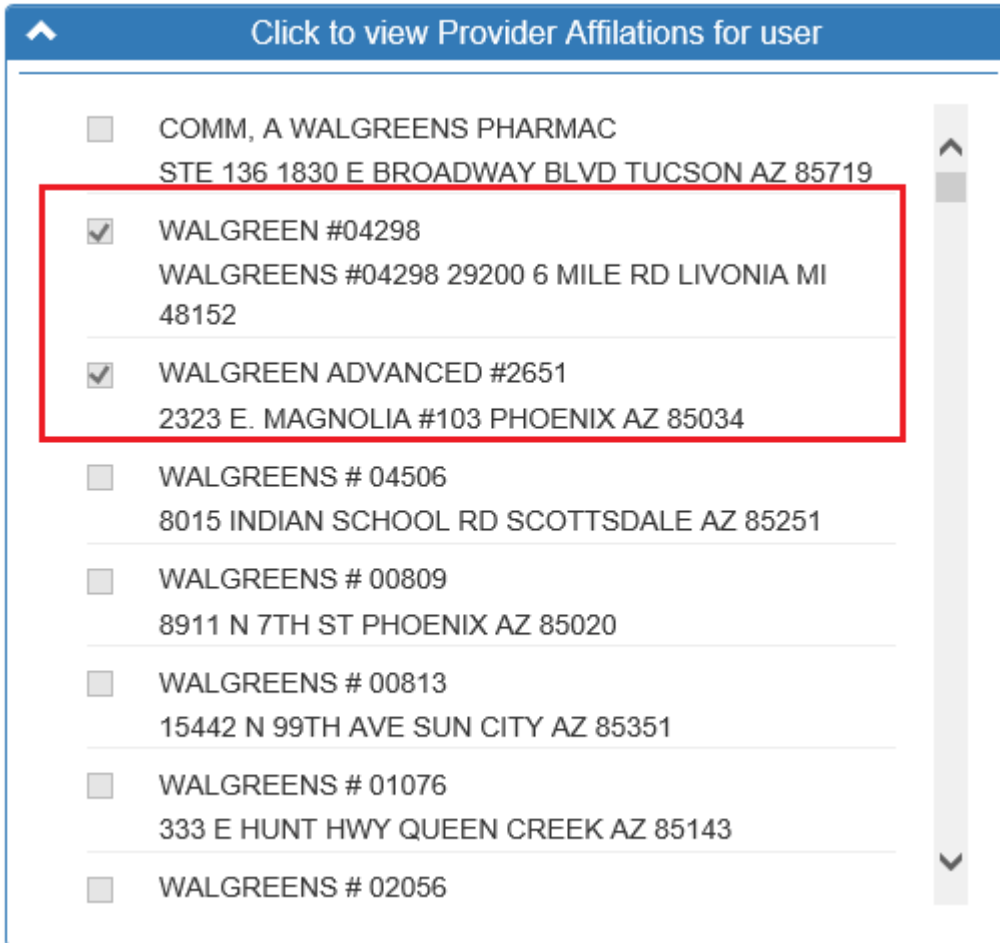
To review an existing case, the Clinical Director can first search on cases that are in the Provider affiliations for the account signed-in.

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

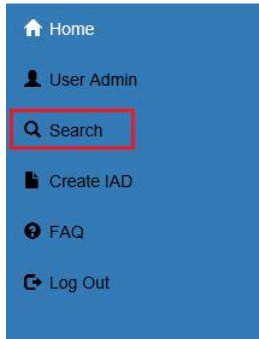
For example, for this Clinical Director, clinicaldirectorprovider2, the affiliations are 2 WALGREENS locations.

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).



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

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Search for a Case

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

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QM Portal> Home User Admin Search Create IAD FAQ 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."/> |
| Member ID | <input type="text" value="Member ID"/> | Provider | <input type="text" value="Search All"/> |
| Incident Date | <input type="text" value="Incident Date"/> | Status Value | <input type="text" value="Please make a selection"/> |

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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. | <input type="text" value="Case No."/> |
| Provider | <input type="text" value="Search All"/> WALGREEN #04298 WALGREEN ADVANCED #2651 |
| Status Value | <input type="text" value="Please make a selection"/> |

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.

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| No. Of Records 13 | | | | | |
|--|-----------------------------------|--------------------------|------------------------|--|--|
| Search Results | | | | | |
| SMITH, JOE | Incident Date: 03/16/2018 | Report No.: IAD-2018-297 | Select | | |
| DOB: 01/15/1982 AHCCCS ID: A12345678 | Facility: WALGREEN ADVANCED #2651 | | | | |
| GENDER: F Status: Pending E-Signature (Clin Dir) | | | | | |
| SMITH, JOE | Incident Date: 03/28/2018 | Report No.: IAD-2018-296 | Select | | |
| DOB: 01/15/1982 AHCCCS ID: A12345678 | Facility: WALGREEN ADVANCED #2651 | | | | |
| GENDER: F Status: Pending E-Signature (Clin Dir) | | | | | |
| SMITH, JOE | Incident Date: 03/14/2018 | Report No.: IAD-2018-292 | Select | | |
| DOB: 01/15/1982 AHCCCS ID: A12345678 | Facility: WALGREEN ADVANCED #2651 | | | | |
| GENDER: F Status: Pending E-Signature (Clin Dir) | | | | | |
| LAVOIE, ROBIN | Incident Date: 03/14/2018 | Report No.: IAD-2018-291 | Select | | |

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.

QM Portal > Home User Admin Search Create IAD FAQ Log Out

Administrative

- Member Information*
- Provider Information

Incident Details

- Basic Incident Information
- Description of the Incident
- Member Condition
- Medical Services
- Witnesses
- Provider Actions

Incident Report

Case#: IAD-2018-297 Provider: WALGREEN ADVANCED #2651 Status: Pending E-Signature (Clin Dir)

Member: SMITH, JOE Contractor/TRBHA: none assigned Report: PDF

Member Information

| | | |
|--------------|------------|-----|
| LAVOIE,ROBIN | 01/15/1982 | AGE |
| DOB: | | |
| AHCCCS ID: | A12345678 | |

HealthPlans and T/RBHA

Info! Member's current Healthplans are highlighted with 'light blue' color inside this dropdown box. Please select one to confirm.

000675 - PRESUMPTIVE ELIGIBILITY

Eligibility Status

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.

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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.

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

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4. Contractor/TRHBA Review Step

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

The screenshot shows a software interface for reviewing contractor information. At the top, there is a blue header bar labeled "Review Comments" with a vertical scrollbar on the right. Below this is a large white rectangular area, currently empty. Underneath is a section titled "Assigned Contractor/TRBHA" with a blue header. Inside this section, the text "none assigned" is displayed, followed by labels for "Telephone #:" and "Email:". Below these labels is a light gray input field. A blue button labeled "Assign IAD to User" is positioned below the input field. At the bottom of the interface, there are three buttons: "←Previous" on the left, "Save" in the center, and "Next→" on the right. The "Next→" button is highlighted with a red rectangular border.

5. Report Validation Step

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

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

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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 page for an IAD report. It is divided into several sections:

- Member Information:** Lists 12 validation items, all marked with a green checkmark: 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 validation items, all marked with a green checkmark: 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 validation items, all marked with a green checkmark: Date of Last Clinical Visit, Date of BHMP, Date of Last PCP Visit, Date of Incident, Time of Incident, and Reported Date to Provider.
- Change Report Status:** Contains three buttons: "Lock Case" (blue), "Mark as Withdrawn" (orange), and "Return to Preparer" (red).
- Navigation:** At the bottom, there are four buttons: "←Previous" (light blue), "Save" (blue), "Next→" (light blue, highlighted with a red border), and "Next→" (light blue).

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

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.

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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, titled "E-Signature", 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, titled "Proxy Signatures (Optional)", contains a checkbox and a paragraph of 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 this text 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.