

QuickStart Guide

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 Contractor/TRBHA Account

Sign In to approve a case with a Contractor/TRBHA account that has the "IAD Reviewer" 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.

External User Log In	AHCCCS User Log In
<p>User Name <input type="text" value="HPlan_Master1"/></p> <p>Password <input type="password" value="*****"/></p> <p>Sign In</p> <p>Forgot your Password? Click Here</p> <p>Create new account? Click Here</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>AHCCCS Sign In</p>

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

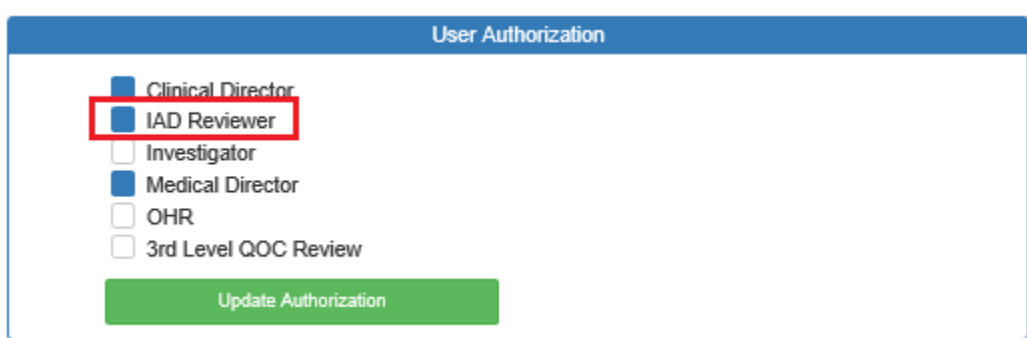
Before continuing after login to create an IAD Report/Case, verify the account has a "Preparer" role by:

1. Navigate to the "User Admin" link in the upper-left side navigation

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On the User Admin page, verify the "IAD Reviewer" role is checked in the User Authorization section



2. Search for an Existing Case

Once on the Search Page, a Health Plan or Contractor/TRBHA account can search on existing cases by clicking on the "Search for Reports" button. If the search needs to be filtered by Provider, then the Provider Name can be entered 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)

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- Member ID – AHCCCS Id of the member
- Incident Date – date that the case/report incident occurred
- Provider – Name of the Provider
- Submitted (From)
- Submitted (To)
- Status Value – choice list of the case status
- Category
- Eligibility
- Allegation
- Assigned to
- DDD
- CMDP

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

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: “unreviewed” Any case that needs to be reviewed by a Health Plan or Contractor/TRBHA will have this status.



When the case loads in the IAD Wizard:

- The “Member Information” Step is initially loaded
- The status is listed in the header: “unreviewed”
- The menu navigation has switched from left-hand-side navigation, to navigation along the top.
- The information in wizard is “locked” and cannot be updated

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Click on the “Contractor/TRBHA Review” step in the left-hand-side navigation.

3. Contractor/TRBHA Review Step

Once a case has been approved/signed by a Clinical Director and Third-level Reviewer(if there exists one or more for that entity), then a case can be reviewed by a TRBHA and/or Health Plan.

For a review, the following information is required:

- Review of Incident– Required multi-line textbox
- Comment Visibility –
 - Visible to Provider - required
 - Hidden from Provider - required
- New Case Status – Assigned, Under Review, Unreviewed, Return to Provider, Rejected- Not Eligible, Hold for Information, QOC, Closed - No Action, Closed with Recs - required

A TRBHA or Health Plan can add one or more comments and also change the status of the case.

It is important to note that for a Provider the case will be listed as “Submitted to T/RBHA”. When a TRBHA or other account such as AHCCCS reviews the case, the status will be what the TRBHA status levels are such as “Under Review” from the screenshot below.

Contractor/TRBHA Review

This status is under review...

Current Status: Draft

Comment Visibility: Visible to Provider

New Case Status: Under Review

Add Cancel

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Review Comments

IOC Documentation ✎ Add a Review

Entered By: trbhammic
Status: QOC
Comment: copy to QOC 1

Date: 01/31/2018
Visibility: Provider Visible

←Previous Save Next→

Review Comments Listing

The current assignee to the case is displayed in the Assigned Contractor/TRBHA Panel/Section as per the figure below. Note that this information might not be filled-out yet if there isn't a resource assigned to the case.

Assigning a Contractor/TRBHA to the case

Assigned a resource to the case by clicking on the "Assign IAD to User" button

Assigned Contractor/TRBHA

trbhammic3 trbhammic3

Telephone #: 602-417-1234

Email: trbhammic3@test.com

Assign IAD to User

A modal will then be displayed with a dropdown of available Contractor/TRBHA resources listed to choose from

- Assigned User to the Case – auto generated list of all available/registered Contractor/TRBHA resources available based on the entity identifying information (NPI, Tax and AHCCCS Ids)

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Incident, Accident and Death Reporting

Review IAD Report as Contractor/TRBHA - 6

The screenshot displays a software interface for reviewing IAD reports. A modal dialog titled "Contractor/TRBHA Review" is open, containing a sub-dialog "Assign User to Case" with a dropdown menu showing "-- Please Select --" and "OK" and "Cancel" buttons. The background interface shows a "Review Comments" section with a table of entries and an "Assigned Contractor/TRBHA" section with a red-bordered "Assign IAD to User" button.

Review Comments	
Add a Review	
Entered By: trbhammic Status: Assigned Comment: 1st review test	Date: 01/26/2018 Visibility: Provider Visible
Entered By: trbhammic Status: Under Review Comment: not visible to provider test	Date: 01/26/2018 Visibility: TRBHA and AHCCCS Visible
Entered By: trbhammic Status: QOC Comment: escalate test to QOC	Date: 01/26/2018 Visibility: Provider Visible
Entered By: trbhammic Status: QOC Comment: test QOC copy 2	Date: 01/31/2018 Visibility: Provider Visible

Assigned Contractor/TRBHA	
trbhammic3	trbhammic3
Telephone #:	602-417-1234
Email:	trbhammic3@test.com
Assign IAD to User	