

QuickStart Guide

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

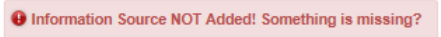
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1. General remarks

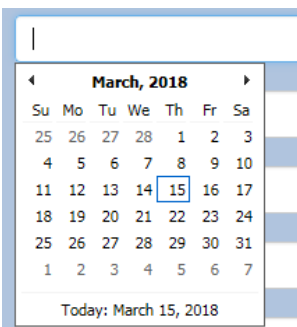
After each action, notification about the outcome with the appropriate message is displayed in the right upper corner of the screen. Successful actions will be in green and unsuccessful in red color. Message will automatically disappear from the screen after 5 seconds.



Validations are set for text fields that expect data input in certain format e.g. Date fields or number fields. If invalid data is entered in the field, error notification will appear next to the field in question and will be visible for 5 seconds. Field will be marked with red color drop shadow until error is corrected.

A screenshot of a form with three input fields. The first field is labeled "Incident Date (from):" and contains the text "25/48/1969". The second field is labeled "Document Date (from):" and has a red error message "Accepts valid date only!" displayed above it. The third field is labeled "Provider:" and contains the placeholder text "Enter Provider".

All Date fields are date pickers which functionality is activated by clicking anywhere on the field.



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2. Access Quality of Care Reports

Access to the Quality of Care Reports is allowed only to Contractor/TRBHA, Health Plan and AHCCCS users.

To access QOC reports, after logging in, follow “Search” link from the side menu, to enter the “Search Page”.



Once on the “Search Page”, search for existing cases by entering criteria in the available search fields and click on the “Search for Reports” button. If successful, results will be listed in the “Search Results” section of the page. Cases which are escalated to QOC will have button “QOC” on the right side. Click on that button next to the desired Report will open Quality of Care Report Page.

Search Results						
AVOIE, OBI	Incident Date:	01/31/2018	Report No.:	IAD-2018-123	IAD	QOC
DOB:	AHCCCS ID:	A2	Facility:	WALGREENS # 03789		
GENDER: F	CIS ID:		Status:	QOC - In Progress		

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3. Quality of Care Page

Separate portion of QM Portal is used to manage and produce Quality of Care reports.

QOC Report sections are divided into separate panels. To access and manage information for particular Reports section, click on the Title of the desired panel.



QM Portal> [Home](#) [Search](#) [FAQ](#) [Log Out](#)



Quality of Care - Case Manager

Case#:
Member:

Provider:
Contractor/TRBHA:

- Provider Information
- Member Information
- Clinical and Diagnosis
- Treatment Information
- QOC Referral Information
- Information Sources
- Timeline (optional)
- Allegations
- Case Summary
- Attachments
- Amendments
- Electronic Signatures
- QOC Tracking
- Human Rights Committee Document Redaction/Release

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4. Provider Information Panel

This panel contains information about Assigned Provider.

Assigned Provider Agency

ARIZONA MENTOR - OUTPATIENT
2700 N 3RD ST STE 4000
PHOENIX AZ 85004
AHCCCS ID: 488425
Phone: 6025672012
E-mail:

Behavioral Health Practitioner

Case Manager / Behavioral Health Tech

Assigned Acute Care Provider

Assigned Nurses

Other Agencies Involved

WALGREENS DS 04045	✘
CVS PHARMACY #16505	✘

Assigned Provider Agency information is read-only and cannot be changed.

Click on Other Involved Agency name will open new modal window containing detailed information about chosen Other Provider Agency.

Other Agency Details

MWANGAZA RESIDENTIAL CARE
4449 E. ELMWOOD ST.
TUCSON AZ 85711
AHCCCS ID: 674213
Phone:
E-mail:

Clicking on the ✘ next to the Other Involved Agency name, after user confirmation that action is desired, system will remove that Agency from the list.

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Quality Of Care Report

Adding new Involved Agency is done by clicking “Add Other Agency” button. New modal window is open, containing form to search for Agencies using Name or Ahcccs Id. Clicking “Select” will add chosen Agency to the list.

Search for a Provider Agency ✕

Provider Name: AHCCCS ID: Search

Provider	Street Address	City	AHCCCS ID	
WALGREENS #09742	2491 W. 24TH STREET	YUMA	023537	Select
WALGREENS #07623	1959 N GRAND AVE	NOGALES	030247	Select
WALGREENS DS 4102	6767 E. BROADWAY BLVD.	TUCSON	036279	Select
WALGREENS DS 0950	730 E GRANT RD	TUCSON	036287	Select
WALGREENS DS 04045	4685 E GRANT RD	TUCSON	036295	Select
WALGREENS #02451	4220 N. ORACLE RD	TUCSON	036302	Select
WALGREENS DS 0225	550 N SILVERBELL RD	TUCSON	036310	Select
WALGREENS DS 0949	3200 E SPEEDWAY	TUCSON	036336	Select
WALGREENS # 03097	7115 EAST TANQUE VERDE RD	TUCSON	036352	Select
WALGREENS DS 0952	605 W AJO WAY	TUCSON	036360	Select
WALGREENS DS 05892	3910 E. 22ND ST.	TUCSON	036378	Select
WALGREENS # 02219	2801 S 4TH AVE	YUMA	036576	Select

Close

Pressing “Save” button located in the footer section of the panel will store data entered in the Behavioral Health Practitioner, Case Manager / Behavioral Health Tech, Assigned Acute Care Provider, and Assigned Nurses sections.

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5. Member Information Panel

This panel contains information about Member.

The screenshot displays the 'Member Information' panel with the following sections:

- Member Information:** TEST, TESTERSON; 0000 E VAN BUREN; PHOENIX AZ 85008; DOB: 11/11/1111, Age at IAD: 60; AHCCCS ID: A0, CIS ID: N; Race:
- Member Programs:** Currently on COT: No; History of COT: ...; DDD: No; CMDP: No
- Contractor/TRBHA - GSA:** MMIC INTG
- Eligibility Status:** Title 19
- Category:** Serious Mental Illness (SMI)
- SMI Level of Care:** -- Please Select --

Member Information is read-only and cannot be changed.

Changing selection of the dropdown lists will instantly update information for that Case.

6. Clinical and Diagnosis Panel

This panel contains information about member’s diagnoses and clinical information.

The screenshot shows a web interface titled "Clinical and Diagnosis". It is divided into two main sections: "Psychiatric and Medical Diagnoses" and "Clinical Information".

Psychiatric and Medical Diagnoses: This section features a table with two columns: "Code" and "Description". There is an "Add Diagnose" button to the right of the description field. The table contains two entries:

Code	Description	
F60.5	OBSESSIVE-COMPULSIVE PERSONALITY DISORDER	✘
F11.1	OPIOID ABUSE	✘

Clinical Information: This section contains a large text area with the placeholder text "Test the next".

At the bottom right of the panel, there is a prominent orange "Save" button.

Psychiatric and Medical Diagnoses section lists all diagnoses member has at the time of the IAD.

Section allows adding new diagnoses by using ICD10 format only. Typing at least 3 characters in the Code field will open the dropdown list of diagnoses to choose from. When diagnosis is chosen, description field is populated. Clicking on the “Add Diagnose” button will confirm addition action.

Clicking on the ✘ next to the diagnose description, after user confirmation that action is desired, system will remove that diagnose from the list.

Data entered in the Clinical Information section is updated by pressing “Save” button located in the footer section of the panel

7. Treatment Information Panel

This panel contains information about member’s visits to the provider and treatment applied.

Treatment Information

Medications

Medication

Rx By

Dosage

Frequency

Last Fill Date

[Add Medication](#)

OXYCODONE-ACETAMINOPHEN 10-325	10mg-325mg	#20 - 2 da	12/12/2017	BHMP	✘
NORCO 5-325 MG	max 6 per day	1-2 tad	02/06/2018	Specialist	✘

Additional Treatment Information

Additional information is entered here in this box.
 In the multiline fashion.

Additional Information

Was CSPMP checked by the assigned provider?

Date of last Behavioral Health Provider visit prior to incident:

Date of last Acute Care Provider visit prior to incident:

[Save](#)

Medications section lists all medications member was prescribed at the time of the IAD. Section allows adding new medications. Typing at least 3 characters in the Medication field will open the dropdown list of medications for user to choose from. All fields in this section are required. Addition is confirmed by clicking on the “Add Medication” button.

Clicking on the ✘ next to the medication record, after user confirmation that action is desired, system will remove that medication record from the list.

Additional Treatment Information section and Additional Information section are updated by pressing “Save” button located in the footer section of the panel.

8. QOC Referral Information Panel

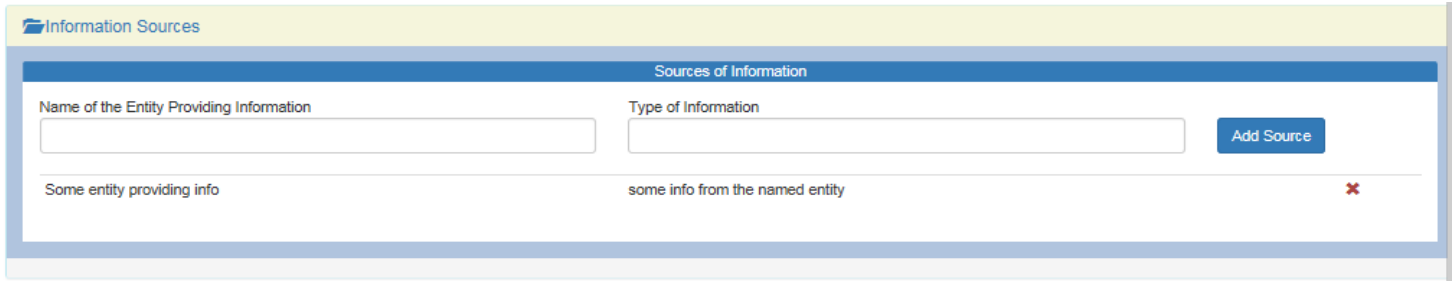
This panel contains information about reason for Quality of Care investigation, transferred from the IAD at the time of the escalation to QOC.

The screenshot shows a web interface titled "QOC Referral Information". Below the title bar is a section labeled "Reason for QOC Investigation". This section contains three input fields: "Source of the Referral" with the value "IAD-2018-123", "Date of Incident" with the value "01/31/2018", and "Opening Severity Level" with a dropdown menu showing "0 - Track and trend only". Below these fields is a large text area labeled "Description of the Incident" containing the text "Incident Description - sample info: 1/31/2018 3:56:47 PM". At the bottom right of the panel is an orange "Save" button.

All information is updated by pressing "Save" button located in the footer section of the panel.

9. Information Sources Panel

This panel lists all sources of information connected to the Case.



The screenshot shows a web interface titled "Information Sources". Below the title is a sub-header "Sources of Information". There are two input fields: "Name of the Entity Providing Information" and "Type of Information". To the right of these fields is a blue button labeled "Add Source". Below the input fields, there is a table with one row of data. The first column contains the text "Some entity providing info", the second column contains "some info from the named entity", and the third column contains a red "x" icon.

Name of the Entity Providing Information	Type of Information	
Some entity providing info	some info from the named entity	x

Section allows adding new sources of information. All fields in this section are required. Addition is confirmed by clicking on the "Add Source" button.

Clicking on the **x** next to the source of information record, after user confirmation that action is desired, system will remove that record from the list.

10. Timeline Panel

This panel lists all timeline events for the Case.

The screenshot shows a web interface for managing a timeline. At the top, there is a tab labeled "Timeline (optional)". Below this is a section titled "Create Timeline Event Entry" with a blue header. It contains two input fields: "Date of Event" (a text box) and "Description of Event" (a larger text area). Below these fields is a blue "Add Event" button. Underneath is a section titled "Timeline of Events" with a blue header. It displays a single event record with the date "02/11/2018" and the description "some event happened". To the right of the description is a red "X" icon for deletion.

Section Create Timeline Event Entry allows adding new events. All fields in this section are required. Addition is confirmed by clicking on the “Add Event” button.

Clicking on the **X** next to the timeline event record, after user confirmation that action is desired, system will remove that record from the list.

Clicking on either date or description of the event in the list of Timeline of Events, will open separate modal window with a prepopulated form to allow user to update selected event. Pressing “Save” button will apply changes.

The screenshot shows a modal window titled "Edit Timeline Event" with a close button (X) in the top right corner. It contains two input fields: "Date of Event" (a text box with the value "02/11/2018") and "Description of Event" (a text area with the value "some event happened"). At the bottom right of the modal are two buttons: a green "Save" button and a blue "Close" button.

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11. Allegations Panel

This panel lists all allegations as well as resolutions and actions connected to the Case.

All allegations are displayed as an array of sub-panels which holds specific information for that allegation. Those sub-panels are expandable and collapsible in the “accordion” manner.

Allegations

Fraud, Member, or Provider (Services Not Provided)	01/31/2018	
Neglect (Environmental Exposure)	02/01/2018	

Contractor/TRBHA Findings

Investigation Findings
ff efwefwfe efewfwe

Determination
Severity Level

Substantiated 0 - Track and trend only

Rationale for Determination
wefdwfweqfwe f csadcdssc

AHCCCS Findings

Investigation Findings

Determination
Severity Level

Rationale for Determination

Resolutions and Actions



Type	Resolution	Action	Status	Closure
System	Legal Action	fwefqweqewfge fwefewfwe eqwwqfwgthrye werfgregw Hyugyr fyufg ryefgyrfggk fjijfhjd jfi ihfhdiqh ishfuhf.	Open	


Add Resolution and Action

Add Allegation

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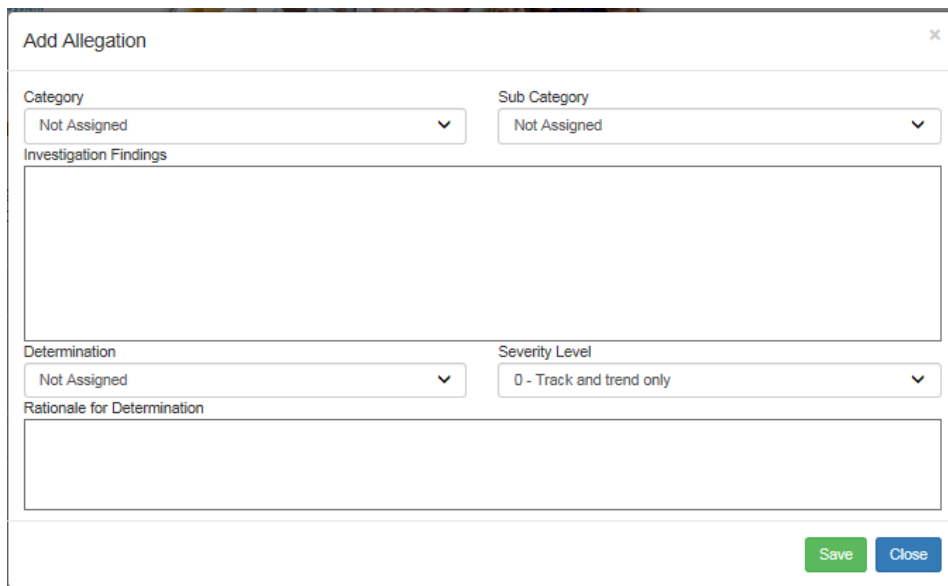
Header section of the subpanel information about allegation is displayed in the format of “Category (Sub Category)” and the date allegation was added. Two icons on the far right side of the sub-panel represent clickable links with following actions:

-  Edit allegation information
-  Remove allegation information

Clicking on the  icon, after user confirmation that action is desired, system will remove that allegation from the Case.




Adding allegation information is enabled by clicking on the button “Add Allegation” located on the bottom section of the Allegations main panel. This action will open separate modal window with a form to allow adding new allegation information. Information addition is restricted to logged-in user business entity. Contractor/TRBHA or AHCCCS users will be able to add only parts of the allegation information that belongs to them.



The screenshot shows a modal window titled "Add Allegation" with a close button (X) in the top right corner. The form contains several fields: "Category" and "Sub Category" are dropdown menus, both currently set to "Not Assigned"; "Investigation Findings" is a large text area; "Determination" and "Severity Level" are dropdown menus, with "Determination" set to "Not Assigned" and "Severity Level" set to "0 - Track and trend only"; "Rationale for Determination" is another large text area. At the bottom right of the form are two buttons: a green "Save" button and a blue "Close" button.

If Allegation Category “Unexpected Death” is chosen, form will present additional fields: “Cause of Death”, “Manner of Death” and “Location of Death”. Pressing “Save” button will apply changes.

Clicking on the  icon will open separate modal window with a prepopulated form to allow updating selected allegation information. Information update is restricted to logged-in user business entity. Contractor/TRBHA or AHCCCS users are able to update only parts of the information that belongs to them. Pressing “Save” button will apply changes.

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Edit Allegation
✕

Category
Unexpected Death

Sub Category
Accidental Overdose

Cause of Death

Manner of Death

Location of Death

Investigation Findings

ff efewfwe efewfwe

Determination
Substantiated

Severity Level
0 - Track and trend only

Rationale for Determination

wefewfweqfwe
csadcsc

Save
Close

Resolutions and Actions section of the Allegation sub-panel is in the form of the list, with two icons on the far right side representing clickable links with following actions:

- Edit resolutions and actions information
- Remove resolutions and actions information

Clicking on the icon, after user confirmation that action is desired, system will remove that action and resolution from the allegation.

Rationale for Determination

Resolutions and Actions

Type	Resolution	Action	Status	Closure
System	Legal Action	fwefqweqewfwe fwefewfwe eqwwqfwgthrye werfregw Hyugyr fyufg ryefgyrfggk fjfhfjd jfi ihfhdfioh ishfuhf.	Open	

Add Resolution and Action

Add Allegation


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Button “Add Resolutions and Action” located on the bottom of the section will open separate modal window with a form to allow adding new resolution and action for the allegation. Information addition is not restricted to logged-in user business entity. Pressing “Save” button will apply changes.

The screenshot shows a modal window titled "Add Allegation Resolution and Action" with a close button (X) in the top right corner. The form contains the following fields:

- Type:** A dropdown menu with "Not Assigned" selected.
- Resolution:** An empty dropdown menu.
- Action:** A large empty text area.
- Current Status:** A dropdown menu with "Open" selected.
- Expected Closure Date:** An empty date input field.

At the bottom right of the modal, there are two buttons: a green "Save" button and a blue "Close" button.

Clicking on the  icon will open separate modal window with a prepopulated form to allow user to update selected action and resolution record. Information update is not restricted to logged-in user business entity. Pressing “Save” button will apply changes.

The screenshot shows a modal window titled "Edit Allegation Resolution and Action" with a close button (X) in the top right corner. The form contains the following fields:

- Type:** A dropdown menu with "System" selected.
- Resolution:** A dropdown menu with "Legal Action" selected.
- Action:** A text area containing prepopulated placeholder text: "fwefqwewfqc fwefewfwe eqwwqfwgthrye werfgregw Hyugyr fyufg nyefgyrfggk fjijfhjd fj ihindhioh ishfuhf."
- Current Status:** A dropdown menu with "Open" selected.
- Expected Closure Date:** An empty date input field.

At the bottom right of the modal, there are two buttons: a green "Save" button and a blue "Close" button.

12. Case Summary Panel

This panel holds information about overall Case findings.

The screenshot shows a web interface for 'Case Summary'. At the top, there's a blue header with 'Overall Case Findings - Contractor/TRBHA'. Below that, a large white box labeled 'Summary of Findings' is mostly empty, with a link 'AHCCCS Findings' in the top right corner. Underneath the box are two dropdown menus: 'Determination' with 'Not Assigned' selected, and 'Severity Level' with '0 - Track and trend only' selected. Below these is a text input field for 'Expected Date of Resolution:'. At the bottom right, there is an orange 'Save' button.

It contains two sub-panels, one for each of the business entity: Contractor/TRBHA and AHCCCS. Initially, visible sub-panel will be one that corresponds with the logged-in user business entity, with a link in the upper right corner to show/hide other entity read-only overall Case findings.

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The screenshot displays a web interface for 'Case Summary'. At the top left, there is a 'Case Summary' header with a folder icon. Below this, the interface is divided into two main sections, each with a blue header bar. The first section is titled 'Overall Case Findings - Contractor/TRBHA'. It contains a 'Summary of Findings' text area on the left and a link for 'AHCCCS Findings' on the right. Below the text area are two dropdown menus: 'Determination' (set to 'Not Assigned') and 'Severity Level' (set to '0 - Track and trend only'). An 'Expected Date of Resolution' text input field is also present. The second section is titled 'Overall Case Findings - AHCCCS'. It has a similar layout with a 'Summary of Findings' text area, 'Determination' and 'Severity Level' dropdowns, and an 'Expected Date of Resolution' text input field. At the bottom right of the interface, there is an orange 'Save' button.

Information update is also restricted to logged-in user business entity. Contractor/TRBHA or AHCCCS will be able to update only panel which hold the information that belongs to them.

All information is updated by pressing “Save” button located in the footer section of the panel.

13. Attachments Panel

This panel purpose is to list all attachments for the Case.

The screenshot shows the 'Attachments' panel. At the top, there is a header 'Attachments'. Below it, the 'Add Attachment to QOC' section contains a 'Browse...' button, an 'Attachment Description' text box, and an 'Upload Attachment' button. The 'Report Attachments' section displays a list of attachments with their descriptions and a red 'x' icon for each.

Report Attachments	
autopsy	✘
Death Certificate	✘
QOC Resolution Report as Signed on 3/7/2016	✘
QOC Resolution Report as Signed on 3/7/2016	✘

Add Attachment to QOC section allows uploading files and attaching it to the Case. Maximum file size allowed for the upload is 12 MB. If the file size exceeds this value, error notification will be displayed. There are no limits for file type that can be uploaded. But system will refuse to upload files that are considered unsecure, such as HTML files or script files.

Using "Browse" button, user is able to choose file for upload from users local file system. Attachment Description is the single line text box, and it is required field. Upload action is confirmed by clicking on the "Upload Attachment" button.

Clicking on the ✘ next to the attachment, after user confirmation that action is desired, system will remove that attachment from the list.

Clicking on the attachment description in the list of Report Attachments, system will download selected attachment and offer user to open or save the downloaded file.

14. Amendments Panel

This panel lists all amendments to the Case.

The screenshot shows a web interface for managing amendments. At the top, there is a header bar with the title 'Amendments'. Below this, there are two main sections. The first section, 'Add Amendment', contains a text input field labeled 'Amendment text' with the value 'Test Amendment # 23' and a 'Save Amendment' button. The second section, 'Report Amendments', contains a table with two rows of data.

Report Amendments		
Test Amendment # 1	02/16/2018	HIC TRBHA Investigator
Test Amendment # 23	02/16/2018	HIC TRBHA Investigator

Section Add Amendment allows adding new amendments and contains one field Amendment Text. User can confirm addition action by clicking on the “Save Amendment” button.

Once added, amendment cannot be removed from the case!

In addition to the amendment text, Report Amendments list contains information about the date and user name who added the amendment.

15. Electronic Signatures Panel

This panel purpose is to list all signatories and allow user to sign the Quality of Care Report.

The screenshot shows the 'Electronic Signatures' panel. At the top, a green banner contains the message: 'You are signing this report as an Investigator. Please select Medical Director(s) for E-Signature notification.' Below this is the 'Electronically Sign Report' section, which includes: 'Electronically Sign this QOC Report as the Following Role:' with a dropdown menu set to 'Investigator'; 'New QOC Case Status:' with a dropdown menu set to 'QOC - Pending Med Dir E-Sig'; 'Please Select Signature Notifications:' with a checked checkbox for 'HIC TRBHA Medical Director'; and 'Please Type Your Password to Confirm E-Signature:' with an empty text input field. A blue 'E-Sign Report' button is positioned below the password field. At the bottom of the panel is the 'Electronic Signature History' section, which is currently empty.

Content of this panel depends on logged-in user business entity, status of the QOC Case signatures and user roles in the Contractor/TRBHA business entity. For AHCCCS users only list of signatories will be visible, while Contractor/TRBHA user will be able to sign the QOC Case Report.

If QOC Case is not yet signed by any of the Contractor/TRBHA users, user with the role of “Investigator” will be required to sign first. After him user with the “Medical Director” role will be required to sign. If the Contractor/TRBHA business entity employ “Third Level Review” role, then user who has that role is required to sign before QOC Case Report is sent to AHCCCS department. If not Report is sent after second level (“Medical Doctor”) signature.

Top portion of the panel (in green) will display messages according to the above mentioned rule.

Electronically Sign Report section fields: Role and Case Status are always disabled and will change according to above explained rule. Signature Notifications check box list will offer all users that may be necessary to inform after the QOC Case report was signed.

QOC Case Report is signed by user using their password used to log-in to the QM Portal. After verification, system will make all necessary changes to the Case, send an email correspondence to selected users, and create and attach to the Case Report in Microsoft Word format. Attached Report will be named “QOC Resolution Report as Signed on MM/DD/YYYY”.

16. QOC Tracking Panel

This panel purpose is to show/change Case status and users assigned to the Case, as well as list all internal communications between entities that concerns that Case.

The screenshot displays the QOC Tracking interface. The top section, titled "Status and Assignments", contains a form with the following fields:

- Contractor/TRBHA:** A text input field.
- Due Date:** A date input field.
- Assigned To:** A dropdown menu currently showing "Not Assigned".
- Current Status:** A dropdown menu currently showing "QOC - In Progress".
- AHCCCS:** A text input field.
- Closure Date:** A date input field.

Below the form are three links: "Create Redacted PDF for HRC", "Download QOC Report", and "Read Only View".

The bottom section, titled "Communication Log", includes a note: "The below communication log is used to capture communication between entities. The information captured in this communication log will not be part of the official record and should not be used for official changes in the QOC record".

The form in this section includes:

- To:** A dropdown menu with "-- Please Select --".
- Action:** A checkbox labeled "Change Report Status to 'Returned to Investigator'".
- CC:** Two checkboxes labeled "AHCCCS" and "Contractor/TRBHA".
- Add Entry:** A blue button to submit the communication log entry.

Status and Assignments section contains form with one set of fields for each user business type (Contractor/TRBHA and AHCCCS). Each business type can update just their set of the fields. Three links on the bottom of the section are used to:

- Create Redacted PDF for HRC link, loads page for uploading documents prepared for Human Rights Committees
- Download QOC Report link will create and download QOC Report in Microsoft Word format. User will be presented with a choice to open or save the downloaded document.
- Read Only View link, loads page that shows read-only version of the QOC Report.

Communication Log section is used for communication between users and business entities. Action field check box is used to change Case status to "Returned to Investigator" if left checked at the time of clicking "Add Entry" button. Clicking on "Add Entry" system will send the email message to selected parties and set Case status (if action check box is checked).

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17. QOC - Report - Read Only View

This is a separate page used to display read only information about the Case. That happens when status of the Case is set to one of the following:

- QOC - Administrative Close
- Resolution Report Sent to DBHS
- Response Letter Sent to AHCCCS
- AHCCCS Closure Letter Rcvd



Quality of Care - Case Manager

Case#: IAD-2018-123
Member: LAVOIE, ROBIN

Provider: WALGREENS # 03769
Contractor/TRBHA: PRESUMPTIVE ELIGIBILITY

- QOC Resolution Report
- QOC Tracking
- Attachments
- Amendments
- Human Rights Committee Document Redaction/Release

Whole on-screen read-only report will be visible by opening “QOC Resolution Report” panel
Other visible panels on this page have exactly the same functionality as on the QOC page, and are explained in detail earlier in the document.