

# **Provider Correspondence via the Workspace**

## **Purpose**

*Provider Correspondence* functionality allows Providers to submit questions to Alliant Health Solutions (Alliant) reviewers via the *Medical Review Portal*. The workspace includes the following features to accommodate this type of correspondence.

- **Contact Us:** This link is used to submit a correspondence and is found in the following workspace locations: Bottom of the *Medical Review Portal* page
  - Provider Inquiry Form (DMA-520A) submission page and search page
  - *Review Request* page for a PA request. Search for a PA, open the *Review Request* page, and click **Contact Us**.
- Search My Correspondence: A correspondence search link is available at the bottom of the workspace page and may be used to search for all correspondence associated with a provider's ID number.
- **Provider Messages:** A 'Provider Messages' drop list has been added to the top of the workspace. This list displays the **last 10** processed and unprocessed correspondences submitted by the provider, or created and submitted to the provider by Alliant staff (see figure 1). Unprocessed correspondences are correspondences for which Alliant has not yet submitted a 'Alliant Response'; while processed correspondences are correspondences for which a 'Alliant Response' has been submitted.

	Test Data				
Provider Workspace	Last 10 Requests : 111050307826 - Denied 💙 S	Show			
	Provider Messages : C11071300024 - Unprocessed V S	Show			
Enter a New Authorization Request	CTTV/1500024 UtipiuCesseu 4				

Use this link to enter an authorization request. Select from the list of request types and you will be prompted to enter the Member ID; and, for some request types, you may be prompted to enter another provider ID. In order to submit a request, all required fields must be completed. If additional documentation is required for the request that you are submitting, you may attach the documentation at the time of submission. For some request types, required documentation will be represented as 'checklist' type items that can be associated with one or more documents.

Search for Authorization Requests and Edit Requests

Use this link to find requests that you previously submitted, and to edit requests previously submitted.

- Use the comprehensive search function to find your authorization requests. You will be able to review requests associated with your provider ID
  including the current status and any decision comments entered by the reviewer.
- If the request is still in pending status and has not been referred to a peer reviewer; you will be able to edit the request.

Figure 1

**Provider Correspondence** Page D Notification Alert: The following alert notification has been posted to the top of the workspace page announcing the new correspondence functionality. Providers can remove by clicking Close Notification.

Provider Notification(s)				
Dear Provider,				
We have added some new features to the Provider Workspace for your convenience and to better communicate with provider community. Please take a look at the section below called "Contact Us". Clicking on the link will provide you an ability to send a message to the GMCF Review Team should you have any questions or concerns. Once the review team responds to your inquiry, you will see "Provider Messages" section on top-right corner of the page, just below "Last 10 Requests" section. You can also search for your inquiries clicking on the "Search My Correspondence" link below.				
Hope this helps and we are looking forward to serve you better.				
Thank You, GMCF Review Team.				
Close Notification				
Figure 2				

# Instructions

### Submit a Correspondence

Follow this procedure to submit a correspondence to

Alliant: Click **Contact Us** on the workspace to open the correspondence contact form.

#### Contact Us

Contact Form					
Correspondence ID :					
Contact For :			~		
Contact Name :					
Contact Email Address :				]	
Confirm Email Address :					
Phone Number :		Ext.		3	
Message / Question :					
					~
					-
					<u>×</u>
GMCF Response :	-				
Reference Attachments :					
Submit Information	Reset Form	< Back	Return to Provider Works	space	

Figure 3

2. Select a 'Contact For' category. This is required.

Contact For :	X
Contact Name :	CIE:
Contact Email Address :	DME Dental & Oral Max
Confirm Email Address :	GAPP Hospital Admissions, Office Procedures, PSY office
Phone Number :	Hospital Outpatient Therapy
Message / Question :	Katie Beckett Medical Claims Review / DMA-520A
	0 & P, Radiology & Additional Office Visits
	Outlier
	PASRR, Swingbed & ICFMR Retrospective Review
	Transport, Medication, Hearing & Vision Services Utilization Review Plan

Figure 4

3. If the 'Contact For' category selected is for a prior authorization (PA)/waiver type or for Medical Claims, a box will display for the PA ID or Inquiry Number as shown in the following figures.

Contact For' is a PA Type	
Contact Form	
Correspondence ID :	
Contact For :	Hospital Admissions, Office Procedures, PSY office 💙
Prior Authorization Request ID :	
Contact Name :	
Contact Email Address :	
Confirm Email Address :	

Figure 5

Contact Form		
Correspondence ID :		
Contact For :	Medical Claims Review / DMA-520A	~
DMA-520A Inquiry Number :		
Contact Name :		
Contact Email Address :		
Confirm Email Address :		
	Figure 6	

NOTE: If the contact form is opened from the *Review Request* page for a specific PA, or from the Inquiry appeals page for a specific appeal inquiry, then the 'Contact For' type and PA ID or Inquiry ID will be populated by the system. Otherwise, the 'Contact For' type and PA ID or Inquiry Number should be entered.

- 4. Enter the name of the person submitting the correspondence in the 'Contact Name' box.
- 5. Enter the contact person's email address in the 'Contact Email Address' box, and then enter again in 'Confirm Email Address' box to verify (required).
- 6. Enter the contact person's phone number in the 'Phone Number' box.
- 7. Enter the message or question in the 'Message/Question' box.

(*Alliant Response and Reference Attachments*: Once Alliant submits a response; this section displays the Alliant response and any documents attached by staff.)

8. Click Submit Information.

- 9. If the contact submission is successful, a message displays in red below the contact form as shown in Figure 7. The message includes the correspondence ID and indicates that an email has been sent to the contact email address with the correspondence ID number. This email is a 'noreply' email as shown in Figure 8. The email directs the provider to go to the *Medical Review Portal* to find the Alliant response to the correspondence.
- 10. Once the contact is submitted, Georgia Pediatric Program (GAPP) and Independent Care Waiver Program (ICWP) providers may attach documents to the correspondence. **Attachments may be made for GAPP and ICWP contacts only.** The attachment process is similar to attaching documents to a PA request.

Contact Form		
Correspondence ID :		
Contact For :	Hospital Admissions, Office Procedures, PSY office 💌	
Prior Authorization Request ID :	111050307826 This screen shot includes test data	
Contact Name :	D. Brown	
Contact Email Address :	Dbrown@email address.org	
Confirm Email Address :	Dbrown@email address.org	
Phone Number :	444-444-4444 Ext.	
Message / Question :		
	This PA was denied for untimeliness but the member has retro eligibility for the PA date of service. What do I need to do to get this corrected?	2
		Y
GMCF Response :		
Reference Attachments :		
Cubmit Information	Denet Form & Dealth Detunction Medianana	

Record saved successfully. Notification Email has been sent on 7/13/2011 2:17:05 PM to email address provided above. Confirmation Number is : C11071300024.

Figure 7

#### **Alliant Health Solutions**

 This message was sent with High importance.

 From:
 no-reply@gmcf.org

 To:
 Darlene Barrett

 Cc:
 Subject:
 Message from GA MMIS Portal

\*\*\* DO NOT RESPOND TO THIS E-MAIL \*\*\*

Dear Provider - BARRETT HOSPITAL,

Thank you for contacting Alliant Health Solutions | Georgia Medical Care Foundation. We have received your message successfully. Your confirmation number is "C12052900047".

Once we process this message, we will again send you a notification email about that will be available on Provider Workspace section of Georgia MMIS portal: https://www.mmis.georgia.gov

Regards. Nurse Reviewer Team.

\*\*\* Please note: This e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message. \*\*\*

#### Figure 8

#### Search for Correspondence and Alliant Responses

Follow this procedure to find correspondences and view Alliant

response the correspondence was submitted recently, first check the 'Provider Messages' drop list at the top of the workspace page. Find the 'Correspondence ID'; highlight the ID; and click Show to open the contact form.

#### OR

2. Click **Search My Correspondence** at the bottom of the workspace to open the *Search Provider Inquiry/Correspondence* page. The provider ID is inserted by the system.

		This scree	en shot includes test data
Provider ID :	007100074A	Contact Name :	
Contact For :		Contact For ID :	
Correspondence ID :		Phone Number :	
Entered Between :	And	Processed by GMCF :	O Yes O No

Figure 9

Sent: Tue 5/29/2012 11:09

- 3. Although you may search using any of the search values, the best way is to use the correspondence ID provided in the email notification. Enter the correspondence ID in the 'Correspondence ID' box.
- 4. Click **Search**. The correspondence will display in the search results table.

Provider ID :		007100074A			Contact Name :		
Contact For :				Contact For ID :			
Correspondenc	e ID :	C11071300024			Phone Number :	-	
Entered Between : And				Processed by GMCF : O Yes O No			
Search	Clear Search	Create New					
Corr ID	ID	Contact Name	Contact Email	Phone	Date Entered	Processed	Processed Date
C11071300024	111050307826	D. Brown	darlene.barrett@omcf.org	444-444-4444	7/13/2011 2:17:05 PM	Yes	7/14/2011 3:47:57 PM



5. Click the Corr ID number underlined in blue font to open the contact form and view the GMCF response.

#### Contact Us

Contact Form	
Correspondence ID :	C11071300024
Contact For :	Hospital Admissions, Office Procedures, PSY office 💙
Prior Authorization Request ID :	111050307826
Contact Name :	D. Brown This screen shot includes test data
Contact Email Address :	darlene.barrett@gmcf.org
Confirm Email Address :	darlene.barrett@gmcf.org
Phone Number :	444-4444 Ext.
Message / Question :	
GMCF Response :	This PA was denied for untimeliness but the member has retro eligibility for the PA date of service. What do I need to do to get this corrected? - Submitted on : 7/13/2011 2:17:05 PM Dear Provider
	Member file does not show retro eligibility for PA dates of service. If you have documents to support retro eligibility, please submit a reconsideration of the denial and attach the documents. - GMCF Nurse Reviewer (7/14/2011 3:47:57 PM)
Reference Attachments :	
Dopot Form	Daturs to Brouidar Worksman

- 6. If staff attaches documents to the response, the files will be listed next to 'Reference Attachments'. Click the file name to open the attachment.
- 7. Click **Back** to return to correspondence search, or click **Medical Review Portal** to return to the workspace page.