



MONTANA HEALTHCARE PROGRAMS NOTICE

May 17, 2021

Swing Bed, Hospice, and Nursing Facility Providers

Effective June 1, 2021

Process to Enter PASRR requests through the Qualitrac portal

Mountain-Pacific Quality Health, in partnership with Telligen, is providing the utilization management and review services for the Pre-Admission Screening and Annual Resident Review (PASRR) program and will be transitioning to portal submission for all Level I PASRR requests.

Telligen's industry-leading technology platform, called Qualitrac, offers a secure, HIPAA-compliant portal that allows providers to submit Level I PASRR requests and receive determinations. Benefits of the portal include:

- 24/7 provider access to:
 - Submit new requests electronically – drag and drop as opposed to faxing documents
 - Electronically upload supporting documentation, e.g., History & Physical, medication list, etc.
 - Review status of pending requests in real-time
 - Review determinations (notification that reviews are completed is emailed to requester)
 - Retrieve history of previous requests and determinations.
- Two-way, secure data exchange between Mountain-Pacific and the requesting provider
- Efficiencies, time saved and reduced number of telephone calls

Implementation:

- Implementation for PASRR submissions via Qualitrac is on track for **June 1, 2021**.
- WebEx provider training sessions are scheduled for:

AUTHORIZED OFFICIAL TRAINING:

- **Wednesday May 12, 2021 at 10am or Tuesday May 18, 2021 at 2pm** (same training only need to sign up for one)
- Authorized Officials are the individuals for your organization who will manage provider accounts within your organization. They are appointed by a Provider Executive, e.g., the duly authorized representative permitted to bind your organization and agree to the terms and conditions of the Provider Portal Agreement (e.g., CEO, CIO, etc.).
- All organizations will need at least one (1) Authorized Official
- Registration links:
 - **May 12th:**
 - [Register for May 12 Authorized Official Training](#)
 - **May 18th:**
 - [Register for May 18 Authorized Official Training](#)

PROVIDER USER TRAINING:

- **Tuesday May 25, 2021 at 11am** or **Thursday May 27th, 2021 at 2pm**
(same training only need to sign up for one)
 - Provider users are those who will be entering Level 1 PASRR requests daily. You can have as many users as your organization allows.
 - Registration links:
 - **May 25th:**
 - [Register for May 25 Authorized Official Training](#)
 - **May 27th:**
 - [Register for May 27 Authorized Official Training](#)
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- Training sessions will be recorded and available to view on-demand (at the website below, under the Education & Training tab)
 - Once the new process is fully implemented and **no later than August 1, 2021**, Mountain-Pacific will not accept faxed or mailed requests from providers unless a provider seeks and is granted an exemption from the Montana Department of Public Health and Human Services.

[Mountain-Pacific has developed a dedicated webpage https://www.mpqhf.org/corporate/medicaid-portal-home/](https://www.mpqhf.org/corporate/medicaid-portal-home/) that houses provider education materials, user guides, PowerPoint presentations, provider registration, and a link to access the portal. We look forward to “seeing” you at the trainings!

Contact Information

Mountain-Pacific Quality Health at (800) 219-7035

For claims questions or additional information, contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email [Montana Provider Relations Helpdesk](#).

[Visit the Montana Healthcare Programs Provider Information website at https://medicaidprovider.mt.gov](https://medicaidprovider.mt.gov).