

# Provider Correspondence *CCSP*

September 24, 2014

Presented by Alliant/GMCF

# Provider Correspondence

*Provider Correspondence* is the process used on the web portal to submit CCSP LOC questions and messages to Alliant/GMCF reviewers.

# Correspondence Overview

- Provider Correspondence includes:
  - Current Message list
  - Contact Us
  - Search My Correspondence

# Provider Messages

- Last 10 processed/unprocessed messages display.
- To view, highlight and click **Show**

## Provider Workspace

Last 10 Requests : [Redacted] - Pending [v] Show Messages : [Redacted] - Unprocessed [v] Show PA Notifications : [Redacted] - Denied [v] Show

### Enter and Edit Authorization Requests

[Enter a New Authorization Request](#) - Use this link to enter a r

[Search, Edit or Attach Documentation to Requests](#) - Use this

[Member Medicaid ID Updates](#) - Use this link to Search, Edit,

- Unprocessed
- Unprocessed
- Processed
- Unprocessed
- Unprocessed
- Unprocessed
- Processed
- Processed
- Processed
- Unprocessed
- Processed

[More...](#)

ocumentation to authorization requests. [More...](#)

id IDs for SwingBed or Katie-Beckett requests.

### PA Change and Reconsideration Requests

[Submit/View PA Change Requests](#) - Use this link to request a change to existing authorization requests. [More...](#)

[Submit Reconsideration Requests](#) - Use this link to request a reconsideration to a denied case except CIS request. [More...](#)

[Submit CIS Reconsideration Review Requests](#) - Use this link to request a reconsideration to CIS requests. [More...](#)

# Contact Us

- Use 'Contact Us' to submit a question or message.
- The link for 'Contact Us' is available in the following *Provider Workspace* locations:
  - Help and Contact Us section
  - *PA Review Request* page
- When you click **Contact Us**, the contact form opens.

# 'Contact Us' Form

## Contact Us

### Contact Form

Correspondence ID :

Contact For :

Contact Name :

Contact Email Address :

Confirm Email Address :

Phone Number :

 - - Ext. 

Message / Question :

GMCF Response :

Reference Attachments :

[Submit Information](#)

[Reset Form](#)

[< Back](#)

[Return to Provider Workspace](#)

# Contact Us - Continued

- Select CCSP as the Contact type.

## Contact Us

**Contact Form**

Correspondence ID :

Contact For :

Contact Name :

Contact Email Address :

Confirm Email Address :

Phone Number :

Message / Question :

GMCF Response :

Reference Attachments :

**Contact Type Selection:**

- CCSP
- CIS
- DME
- Dental & Oral Max
- GAPP
- HEDIS
- Hospital Admissions, Office Procedures, PSY office
- Hospital Outpatient Therapy
- ICWP
- Katie Beckett
- Medical Claims Review / DMA-520A
- O & P, Radiology & Additional Office Visits
- Out-of-State & Transplants
- Outlier
- PASRR, Swingbed & ICFMR, NursingHome Vent
- Retrospective Review
- SOURCE
- Transport, Medication, Hearing & Vision Services
- Utilization Compliance Review Audit
- Utilization Review Plan

# Contact Us - continued

- Enter the CCSP LOC request ID.
- Enter your contact name.
- Enter and confirm your email address.
- Then enter, the question or message.
- Click **Submit**.
- Feature to be added: Ability to attach files to the contact.



(Screen contains test data)

## Contact Us

### Contact Form

Correspondence ID :	C14090200001
Contact For :	CCSP
Prior Authorization Request ID :	114090299999
Contact Name :	Darlene Barrett
Contact Email Address :	darlene.barrett@gmcf.org
Confirm Email Address :	darlene.barrett@gmcf.org
Phone Number :	666-777-8888 Ext. <input type="text"/>
Message / Question :	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;">Enter question or message in this box.</div>
GMCF Response :	
Reference Attachments :	

Submit Information

Reset Form

< Back

Return to Provider Workspace

Record saved successfully. Notification Email has been sent on 9/2/2014 8:07:49 AM to email address provided above. Confirmation Number is : C14090200001.

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- 'No reply' email notification with correspondence ID is sent to the provider email address.

Tue 9/2/2014 8:08 AM

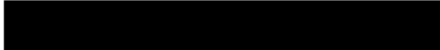
no-reply@gmcf.org

Message from GA MMIS Portal (TEST Portal)

To Darlene Barrett

 This message was sent with High importance.

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

Dear Provider - 

Thank you for contacting Alliant Health Solutions | Georgia Medical Care Foundation. We have received your message successfully. Your confirmation number is "C14090200001".

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. \*\*\*

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# Search My Correspondence

- Located in *Help and Contact Us* at the bottom of the *Workspace* page.
- Allows providers to search for all correspondence they submitted or submitted to them by a reviewer.
- Provider ID is system populated on the search page.
- Enter the 'Correspondence ID' and then click **Search**.

- Click the Corr ID underlined in blue to open the contact form.

(Screen contains test data)

### Search Provider Inquiry / Correspondence

By default, search criteria will return records for the past 90 days. If your search needs to go further back, please specify a 'From Date' that matches your needs.

Provider ID :	<input type="text" value="████████"/>	Contact Name :	<input type="text"/>
Contact For :	<input type="text"/>	Contact For ID :	<input type="text"/>
Correspondence ID :	<input type="text" value="C14090200001"/>	Phone Number :	<input type="text" value="- -"/>
Entered Between :	<input type="text"/> And <input type="text"/>	Processed by GMCF :	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Search"/> <input type="button" value="Clear Search"/> <input type="button" value="Create New"/>			

Corr ID	ID	Contact Name	Contact Email	Phone	Date Entered	Processed	Processed Date
<u>C14090200001</u>	114090299999	Darlene Barrett	darlene.barrett@gmcf.org	666-777-8888	9/2/2014	Yes	09/02/2014



- If the correspondence has been *processed*, the GMCF response displays.

# GMCF Response

- A document may be attached in 'Reference Attachments'.  
Click the file name to open the attachment.

## Contact Us

Contact Form	
Correspondence ID :	C14090200001
Contact For :	CCSP
Prior Authorization Request ID :	114090299999
Contact Name :	Darlene Barrett
Contact Email Address :	darlene.barrett@gmcf.org
Confirm Email Address :	darlene.barrett@gmcf.org
Phone Number :	666-777-8888 Ext. <input type="text"/>
Message / Question :	<p>Enter question or message in this box.</p> <p>- Submitted on : 9/2/2014 8:07:48 AM</p>
GMCF Response :	<p>Dear Provider</p> <p>GMCF will enter a response in this box.</p> <p>- GMCF Nurse Reviewer (9/2/2014 8:15:27 AM)</p>
Reference Attachments :	

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