# GA Web Portal FFS Outlier Web Entry Manual

Provider User Manual



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## 1.0 Overview

Providers must submit requests for Outlier, via the *Medical Review Portal* (<a href="www.mmis.georgia.gov">www.mmis.georgia.gov</a>). Supporting documentation must be electronically attached to the request. The system will let you know what documentation needs to be attached to the request. At a minimum, the itemized bill is to be attached. Once the provider Outlier request is submitted, the provider will be able to view the decision over the web portal.

# 2.0 Outlier Request Web Entry

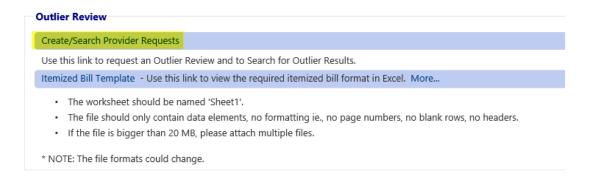
# 2.1 Outlier Request Guidelines

- Claims qualifying for an outlier review, will have edit 4399 post to the RA.
- An Outlier review request must be electronically requested via the web portal/Medical Review Portal (<u>www.mmis.georgia.gov</u>).
- Providers must electronically attach all supporting documentation, and this can be done on submission of the request and any time thereafter while in pending status. Once a decision has been rendered, additional documentation cannot be attached to the request. A new request will need to be submitted.
- Once the electronic request is submitted, providers will receive a Case ID.
- The specific documentation will need to be attached will be indicated when the request is submitted and a case ID is assigned. At a minimum, the itemized bill must be submitted.
- The itemized bill must be submitted in an Excel file and the system will validate policy adherence. Specifics about the Excel file format are below.
- The Outlier review request must be submitted within three (3) months from the remittance advice (RA) date. Edit 4399 must be present on the RA.
- For further information, please refer to the DCH Part II, Hospitail Policies & Procedures Manual, Appendix L, Reimbursement for Outlier Cases.
- Paper requests will **NOT** be accepted and will be discarded.

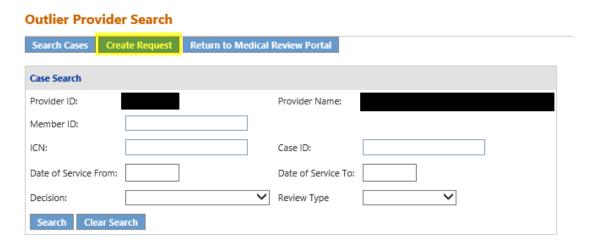
#### 2.2 Outlier Submission Instructions

# **Initial Requests**

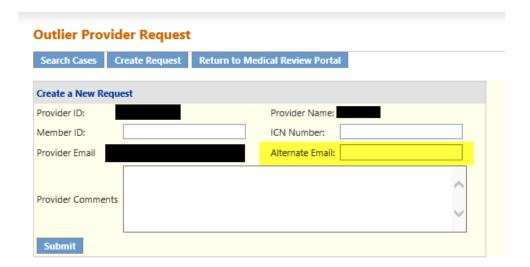
- 1. Go to the Webportal/Medical Review Portal: www.mmis.georgia.gov
- 2. From the *Medical Review Portal*, scroll down to the *Outlier Review* section and select *Create/Search Provider Request*.



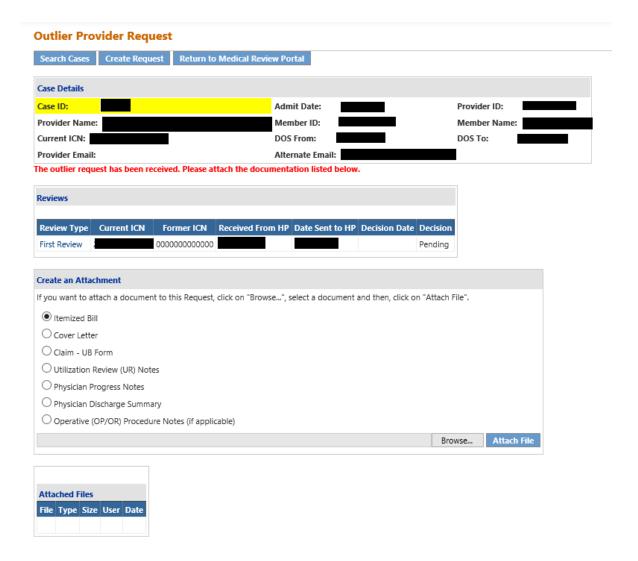
3. The *Outlier Review Request/Search page is* displayed.



- 4. The provider ID and provider name will auto populate.
- 5. Select Create Request to display the Outlier Review Request Page.
- 6. If your e-mail does not automatically populate, please enter the information. If your e-mail is not the default e-mail, please enter your e-mail in order to be notified of the review decision.



- 7. Enter the member ID and the ICN Number and select *Submit*.
- 8. The system will create a Case ID and return the the CASE ID along with the Case Details and Review History, if applicable.



• The system will prompt you what documentation is required. At a minimum, the itemized bill in an Excel format should be attached. The provider can attach documentation upon submission and up to the time the case is under review.

#### 9. Excel File Format:

- The Excel file can be named as you choose (ie. member name Itemized Bill, member initials Itemized Bill, etc).
- Excel Worksheet should be named "Sheet1"

ACCOUNT_	DATE_OF_	REVENUE				
NUMBER	SERVICE	_CODE	ITEM_NUMBER	DESCRIPTION	QUANTITY	AMT_BILLED
123456789	1/12/2020	164	16000000	ISOLATION MED SURG	1	\$2,100.00
123456789	1/13/2020	164	16000000	ISOLATION MED SURG	1	\$2,100.00
4	Sheet1	<b>(+)</b>				

The Excel Worksheet should be named: Sheet1

- The **column headers** should be as follows:
  - ACCOUNT\_NUMBER, DATE\_OF\_SERVICE, REVENUE\_CODE, ITEM\_NUMBER, DESCRIPTION, QUANTITY, AMT\_BILLED
- Files should only contain data elements only (no formatting, ie. no blank rows, no page numbers, headers, footers, etc.)

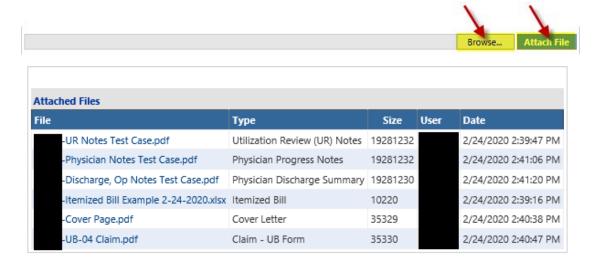
#### Example:

ACCOUNT_	DATE_OF_	REVENUE				
NUMBER	SERVICE	_CODE	ITEM_NUMBER	DESCRIPTION	QUANTITY	AMT_BILLED
123456789	1/12/2020	164	16000000	ISOLATION MED SURG	1	\$2,100.00
123456789	1/13/2020	164	16000000	ISOLATION MED SURG	1	\$2,100.00
123456789	1/12/2020	113	15000000	HCHB R&B PRIVATE	1	\$938.00
123456789	1/13/2020	113	15000000	HCHB R&B PRIVATE	1	\$938.00
123456789	1/12/2020	250	24000000	OMEPRAZOLE 40 MG CAP, DELAYED RELEASE	1	\$25.75
123456789	1/13/2020	250	24000000	OMEPRAZOLE 40 MG CAP, DELAYED RELEASE	1	\$25.75
123456789	1/13/2020	270	20000000	BIOPSY SET, LIVER	1	\$1,950.00
123456789	1/12/2020	301	30000000	COMPREHENSIVE METABOLIC PANEL	1	\$251.00
123456789	1/13/2020	301	30000000	COMPREHENSIVE METABOLIC PANEL	1	\$251.00
123456789	1/13/2020	360	36000000	BIOPSY LIVER NEEDLE PERC	1	\$1,600.00

#### 10. Attaching supporting documentation for review:

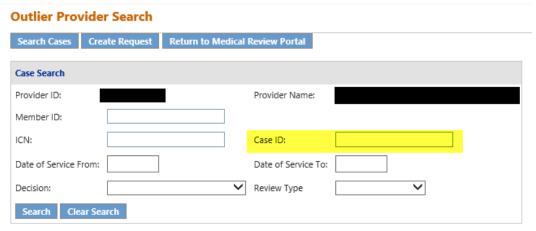
In order to attach a document to a request, the document must be saved to one of the provider's system drives.

- The following file types are acceptable for attachments: TXT, DOC, DOCX, PDF, TIF, TIFF, JPG, JPEG, and JPE. The Itemized bill must be an Excel document
- Do not include the following symbols as part of the file name: \, /, #, >, <, ', ".
- The name of the file to be attached cannot have the same name of a file that is already attached.
- The file size for an individual attachment MUST be less than 20 MB in size; so if a file is especially large, divide the file into two files.
- Click **Browse** to find the file to be attached.
- To select a file, highlight the file and click **Open**, or double click the file.
- The file name will appear in the box next to browse.
- Click Attach File. If the file is uploaded, the 'File uploaded successfully' message displays, and a link to the attachment will display in the Attached Files table.

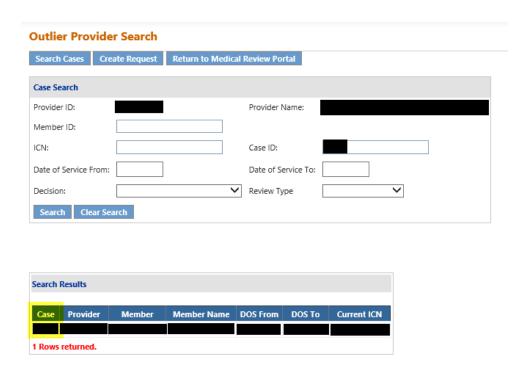


# **Second Requests**

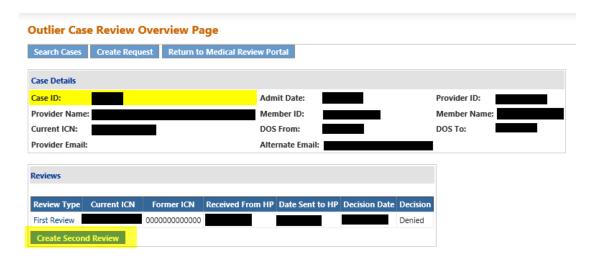
 In order to submit a second Outlier request, please enter the Case ID # on the Outlier Provider Search Screen. Please note that you have 30 calendar days from the RA date to submit a second request.



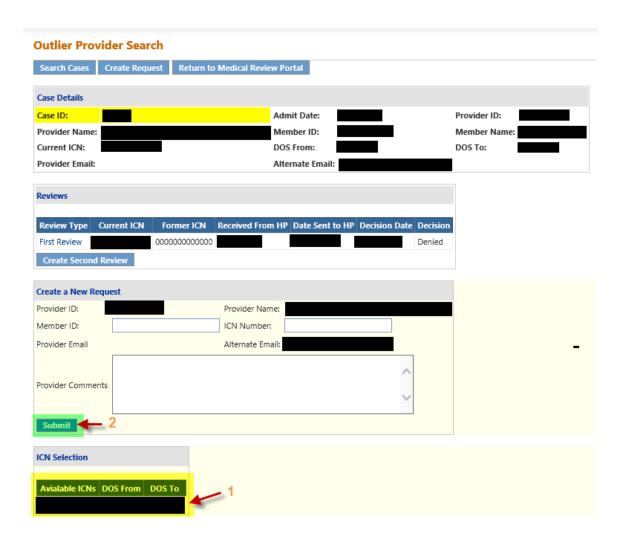
2. Next, click on the Case ID # under the Search Results.



3. The next page that will be displayed is the Outlier Case Review Overview Page. From this page you can click on create Second Review.



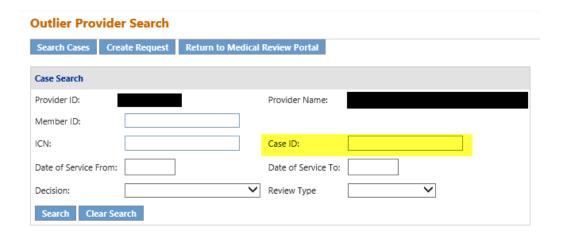
- 4. Please select the ICN # that you are requesting a second review on from the ICN Selection box.
  - a. If the second review request is on an approved initial review, please select the **adjusted** ICN. This ICN will start with **52**....
- 5. The system will enter the ICN # in the box. (See #1 below.)
- 6. Next click on Submit. (See #2 below.)



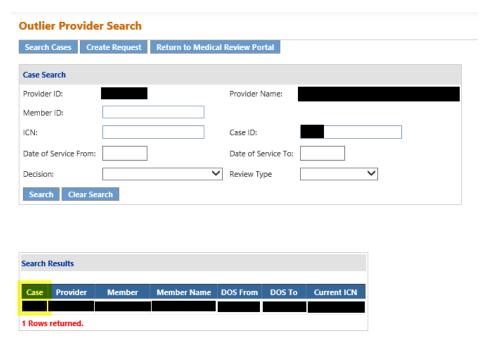
7. Please attach your supporting documentation for the second review request. This is the same process as indicate in the intial request.

# Administrative Requests

1. In order to submit an administrative Outlier request, please enter the Case ID # on the Outlier Provider Search Screen. Please note that you have 30 calendar days from the RA date to submit an administrative request.

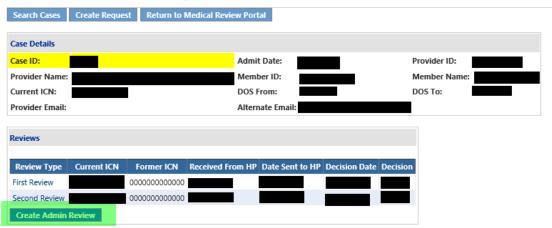


2. Next, click on the Case # under the Search Results.

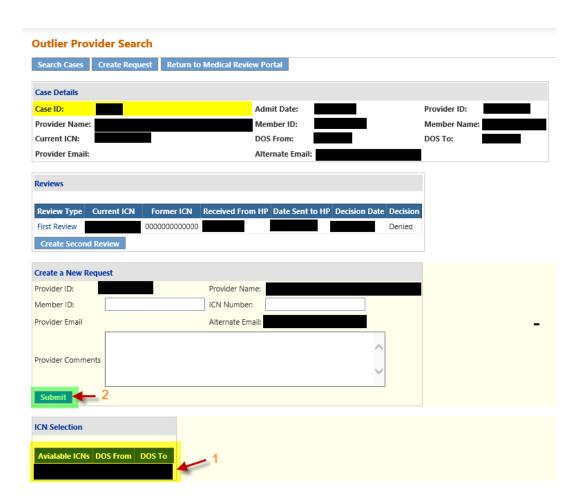


3. The next page that will be displayed is the Outlier Case Review Overview Page. From this page you can click on create Administrative Review.

#### **Outlier Case Review Overview Page**



- 4. Please select the ICN # that you are requesting a second review on from the ICN Selection box.
  - a. If the administrative review request is on an approved initial or second review, please select the **adjusted** ICN. This ICN will start with **52**....
- 8. The system will enter the ICN # in the box. (See #1 below.)
- 9. Next click on Submit. (See #2 below.)



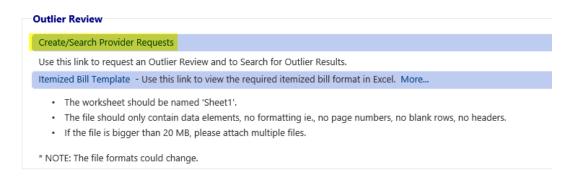
5. Please attach your supporting documentation for the administrative review request. It is the same process as indicate in the intial request.

# 3.0 Outlier Request Search

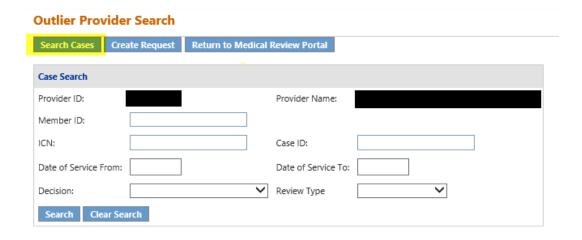
#### 3.1 Search Instructions

Follow these instructions to search for a provider Outlier decision.

1. From the *Medical Review Portal*, scroll down to the *Outlier Review* section and select *Create/Search Provider Request* to display the Outlier Search screen.



2. Select Search Cases to display all the Cases submitted by the provider.

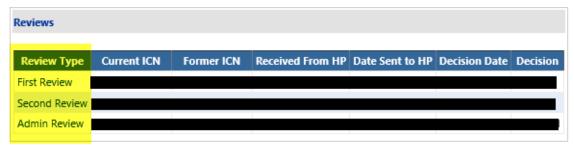


- 3. To narrow your search, your may search for an Outlier Review Case by:
  - Member ID
  - ICN
  - Case ID
  - Date of Serivce

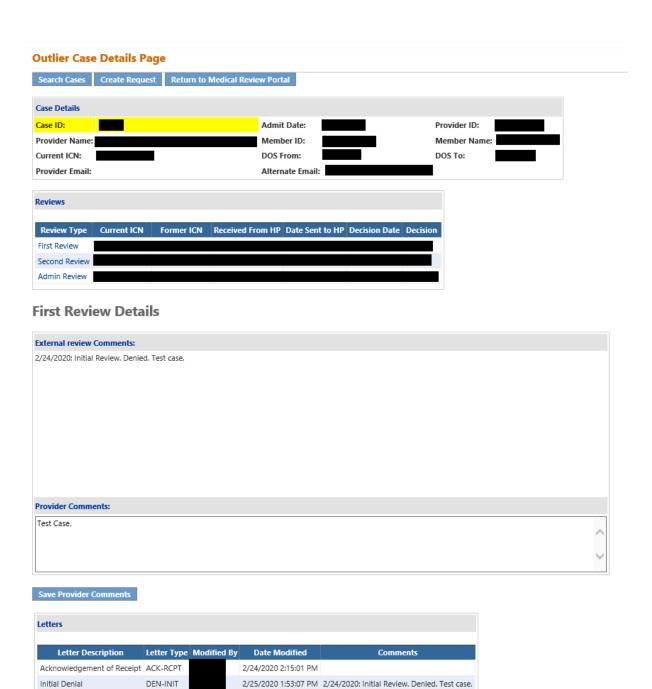
- Decision
- Review Type
- 4. The system will display the search results. Next, click on the **Case Number (ie 12345)** indicated to view the case details.



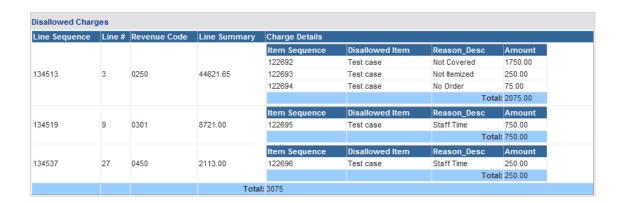
5. The page will display the list of reviews performed. Click on the specific review type (*first review, second review, administrative review*) to view the case details.



6. The review decision and decision letter will be displayed.



- 7. For approved reviews, the disallowed charges will be viewable.
- 8. Click on the "display disallowed charges" to view the details.



# 4.0 Notification of Decisions

Providers will receive a *No-Reply Email* when an Outlier Request has been received in the **Outlier** system, and also when a decision has been rendered on the outlier request. A decision letter detailing the decision and related information will also be provided. Approved outlier cases will be sent to HPE for reprocessing.

# 4.1 No-Reply Emails

When providers submit a request for an Outlier review, or when a decision is rendered on a
review, a No-Reply Email will be sent to the email address noted on the request. The message
will contain the Case ID that can be used to search for the request and decision letter if
applicable. The email is also posted to the Review Details Page for future reference.

#### Example – Receipt of Outlier Request

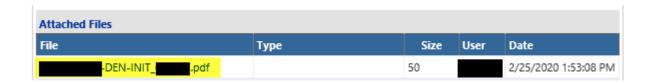


#### Example - Notification of Decision



# 4.1 Response Letters

• The decision letters for the Outlier case will be posted under the attached files section. The letter is a viewable PDF document.



# 5.0 Contacting Alliant/ALLIANT

### **Purpose**

*Provider Correspondence* functionality allows Providers to submit questions to Alliant reviewers via the *Medical Review Portal*. The medical review portal 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 review portal locations:
  - o Bottom of the Medical Review Portal page, under the Help & Contact Us section.
  - o Provider Inquiry Form (DMA-520A) submission page and search page.
  - o *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 medical review portal page and may be used to search for all correspondence associated with a provider's ID number.



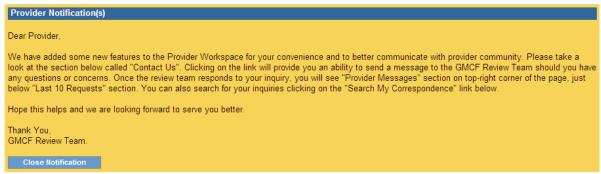
• **Provider Messages:** A 'Provider Messages' drop list has been added to the top of the medical review portal.

This list displays the **last 10** processed and unprocessed correspondences submitted by the provider, or created and submitted to the provider by ALLIANT staff. 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.



Notification Alert: The following alert notification has been posted to the top of the
medical review portal page announcing the new correspondence functionality. Providers
can remove by clicking Close Notification.



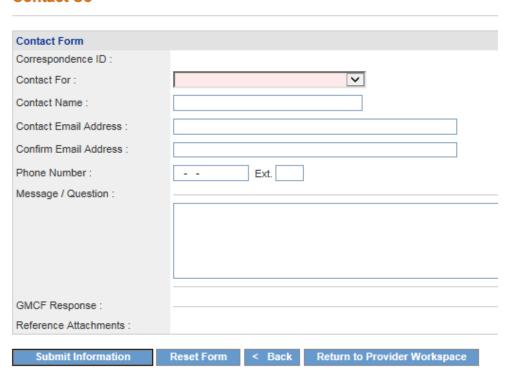
## **5.1 Instructions**

## **Submit a Correspondence**

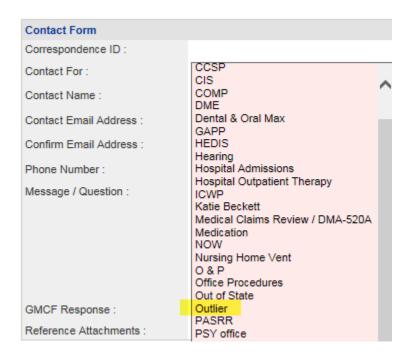
Follow this procedure to submit a correspondence to ALLIANT:

1. Click Contact Us on the Medical Review Portal to open the correspondence contact form.

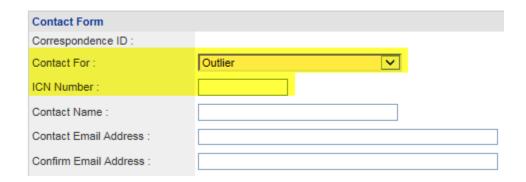
#### **Contact Us**



2. Select a 'Contact For' category:



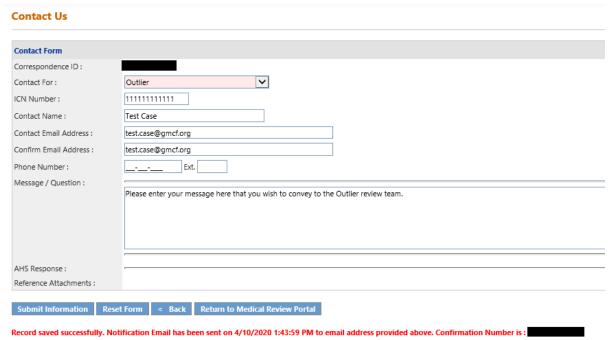
3. If the 'Contact For' category selected is for Medical Claims, a box will display for the Inquiry Number as shown below.



- 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**. If the submission is successful, a message displays in red below the contact form. The message includes the correspondence ID. Providers can use the

correspondence ID to later search for the correspondence and view the ALLIANT response.



9. The message also indicates that an email has been sent to the contact email address. The email notifies the provider that the question has been received. This email is strictly a notification. Do not respond to the email.

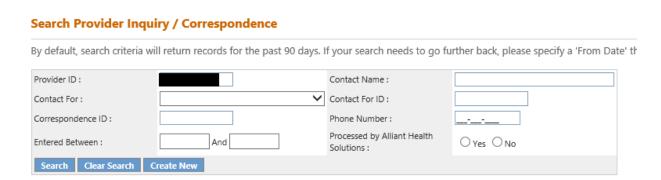
Here is a sample of the email:



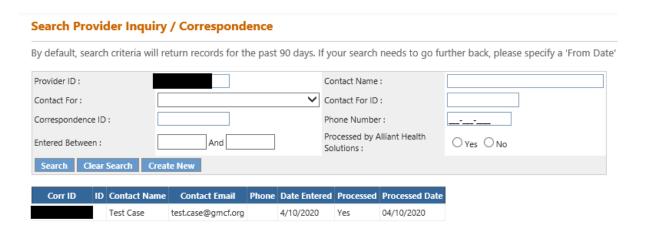
# **5.2 Search for Correspondence and ALLIANT Responses**

Follow this procedure to find correspondences and view ALLIANT responses:

- If the correspondence was submitted recently, first check the 'Provider Messages' drop list at the top of the medical review portal 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 medical review portal to open the *Search Provider Inquiry/Correspondence* page. The provider ID is inserted by the system.

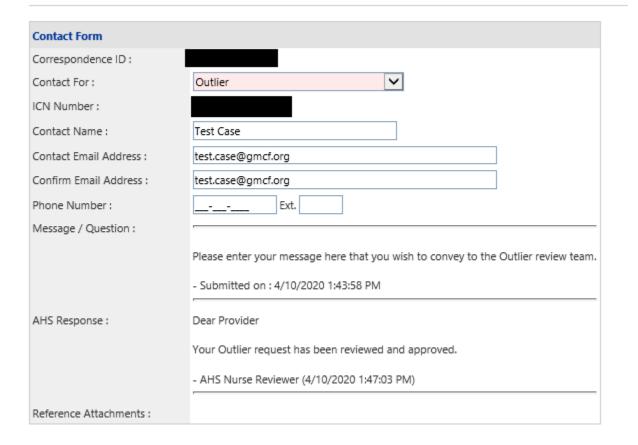


3. Click **Search**. The correspondence will display in the search results table.



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

#### Contact Us



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

