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.
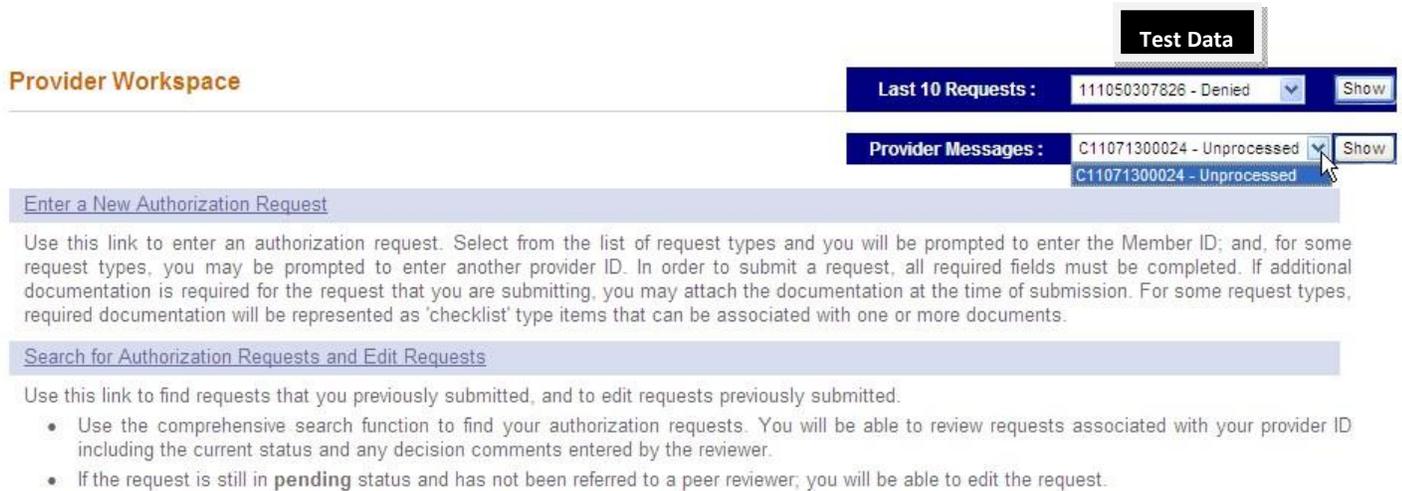
Figure 1

Provider Correspondence Page □ 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**.
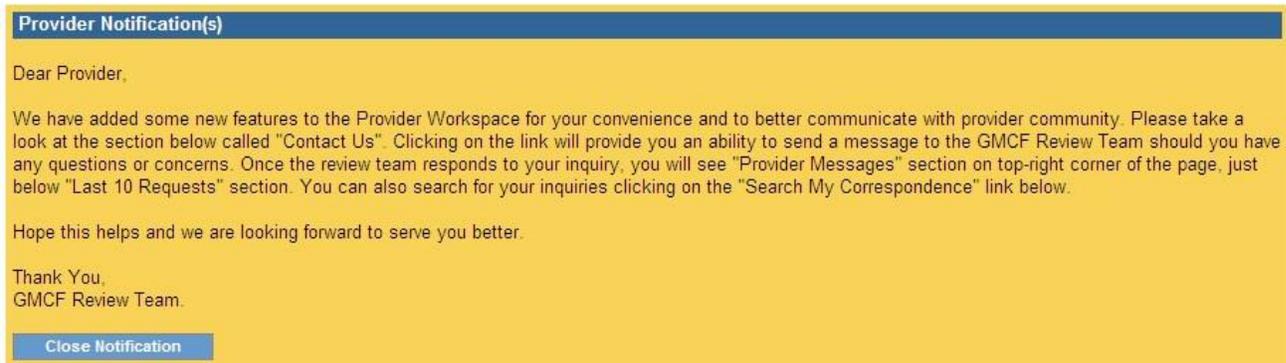
Figure 2

Instructions

Submit a Correspondence

Follow this procedure to submit a correspondence to

Alliant: 1. Click **Contact Us** on the workspace to open the correspondence contact form.

Figure 3

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

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

Figure 5

'Contact For' is Medical Claims

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 'no-reply' 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.

Figure 7

This message was sent with High importance.

From: no-reply@gmcf.org
To: Darlene Barrett
Cc:
Subject: Message from GA MMIS Portal

Sent: Tue 5/29/2012 11:09

*** 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. ***
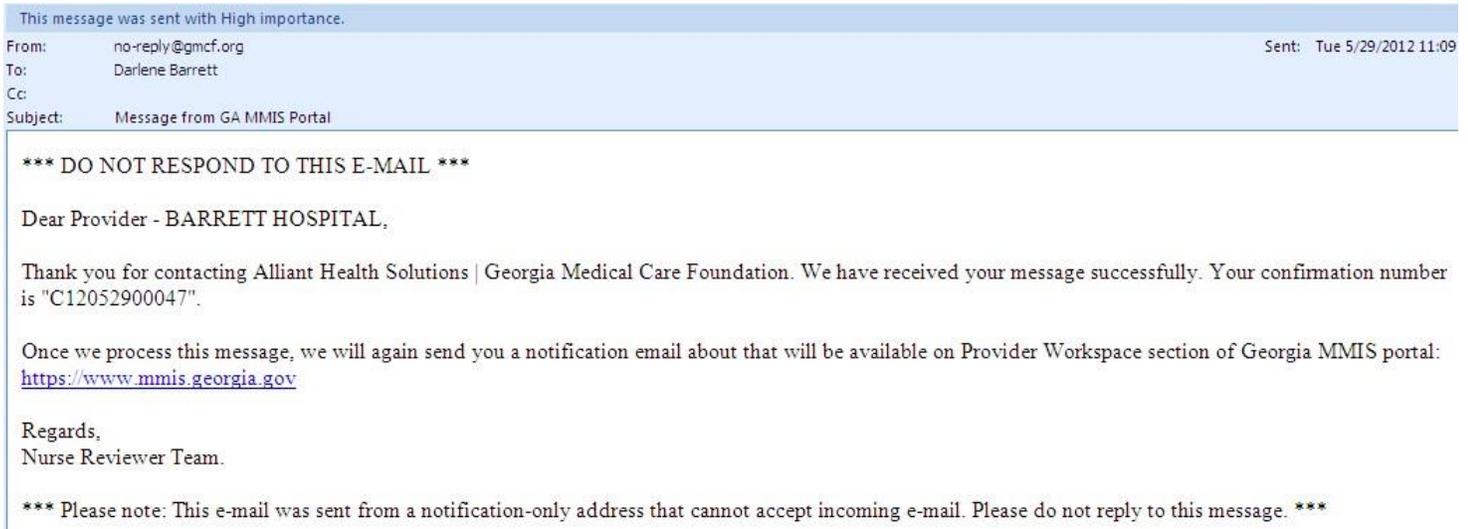
Figure 8

Search for Correspondence and Alliant Responses

Follow this procedure to find correspondences and view Alliant responses:

1. If 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.

Figure 9

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.

Figure 10

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

Figure 11

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.