Provider Correspondence SOURCE

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Provider Correspondence

Provider Correspondence is the process used on the web portal to submit SOURCE LOC questions and messages to Alliant reviewers.



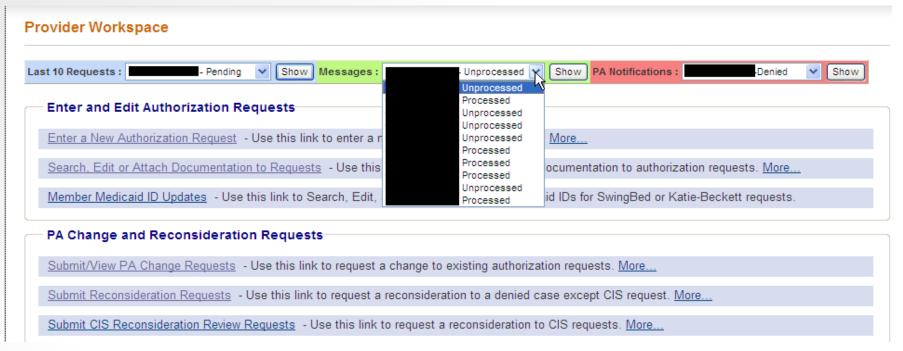
Correspondence Overview

- 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





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.



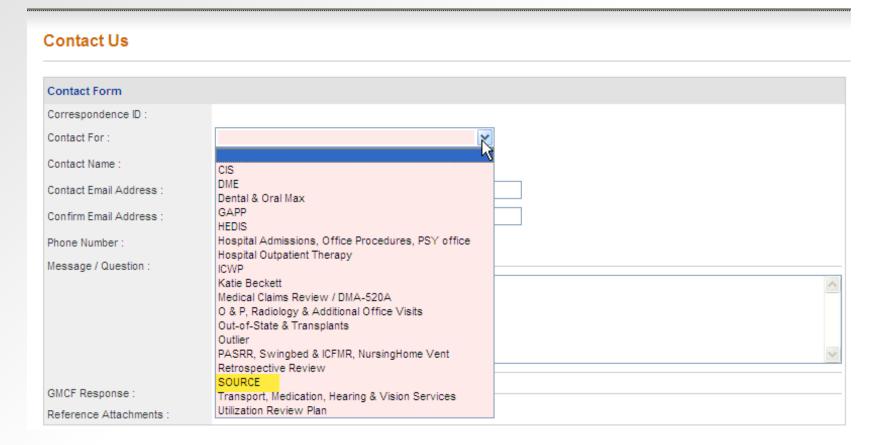
'Contact Us' Form

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 SOURCE as the Contact type.





Contact Us - continued

- Enter the SOURCE LOC request ID.
- Enter your contact name.
- Enter and confirm your email address.
- Then enter, the question or message.
- Click Submit.



(Screen contains test data)

Contact Form		
Correspondence ID :		
Contact For :	SOURCE	
Prior Authorization Request ID :	111050307826	
Contact Name :	D. Brown	
Contact Email Address :	Dbrown@email address.org	
Confirm Email Address :	Dbrown@email address.org	
Phone Number :	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?	^
		V
GMCF Response :		
Reference Attachments :		

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.

Reset Form

< Back

Submit Information



Return to Provider Workspace

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

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,

Thank you for contacting Alliant Health Solutions | Georgia Medical Care Foundation. We have received your message successfully. Your confirmation number is "C11071300024".

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. ***



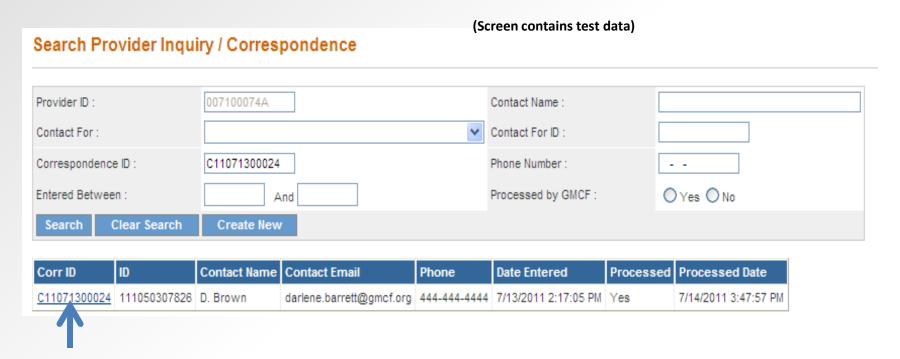
Sent: Wed 7/13/2011 2:17 PM

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.

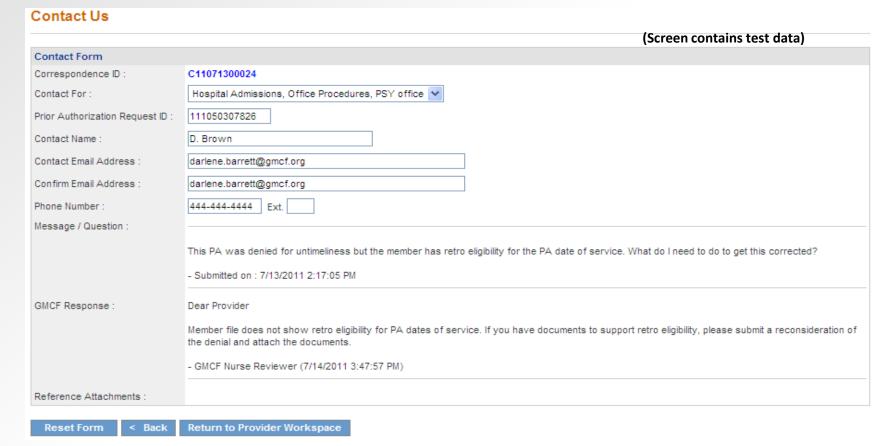


 If the correspondence has been processed, the Alliant response displays.



Alliant Response

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





Questions?

