Upload Instructions for Quality Reviews (HCBS State Transition Plan and Settings Rule)

Providers are required to submit member records and other documents requested by Alliant. Providers should submit this information by uploading the records/documentation via the Georgia Web Portal/Medical Review Portal.

When a provider logs into the portal, the provider ID from the web portal session is validated against existing quality reviews to ensure that there is a current review associated with the Provider ID. Attachments are not allowed if the review is completed.

As with other file uploads/attachments via the *Medical Review Portal*, the following general attachment rules apply:

- Files up to **20 MB in size** may be attached. If the file is very large, the file may need to be split.
- The following file types may be attached: TXT, DOC, DOCX, PDF, TIF, TIFF, EXCEL, JPG, JPEG, and JPE. When possible, it is recommended to attach PDF files.
- Do not include the following symbols in the file name: /, \ ,#, <, >, ‘,“.
- Multiple files may be attached but each file must be attached separately.
- If more than one file is attached to the same review or member, the file names must be different. Also, each file attached to a member should only include information for that specific member.

Note: Please include documents to cover the duration of the review period; this may include multiple documents that may overlap.

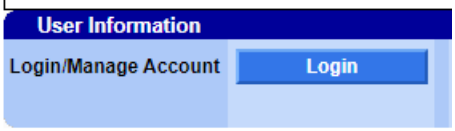
Signed copies of documents should be submitted for review, but original/clear copies may also be submitted and are appreciated, especially in instances where the signed copies of documents are difficult to read.

Note: If you have questions about the upload process, please send your questions via Contact Us on the Medical Review Portal. Select Quality Assurance from the dropdown list for the *Contact For* field. Your Review Number can be found on your letter and begins with a Q. Please fill out all fields on the screen and click the Submit Information button to send your message.

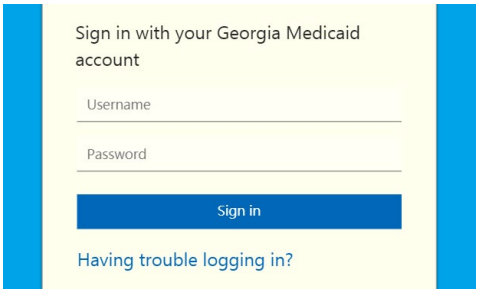
You may also call the dedicated helpline at 888.418.6952.

HOW TO LOG INTO THE GAMMIS PROVIDER WEB PORTAL

1. Go to the GAMMIS Home page.
2. Click **Login**.



3. Enter Username and Password for the provider ID associated with your review. Click **Sign in**.



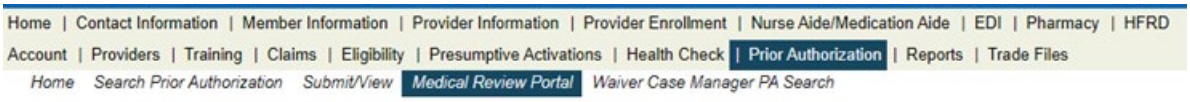
- Log into the GAMMIS Provider Web Portal with the username and password for the **Provider ID associated with your Quality Review.**

Note: MFA (Multi-factor Authentication) for GAMMIS - Whenever you log in, you will also need to use an authenticator application on an Android, iOS device or on your computer. It will give you a 6-digit code that you need to enter into GAMMIS to verify that it really is you trying to log in.

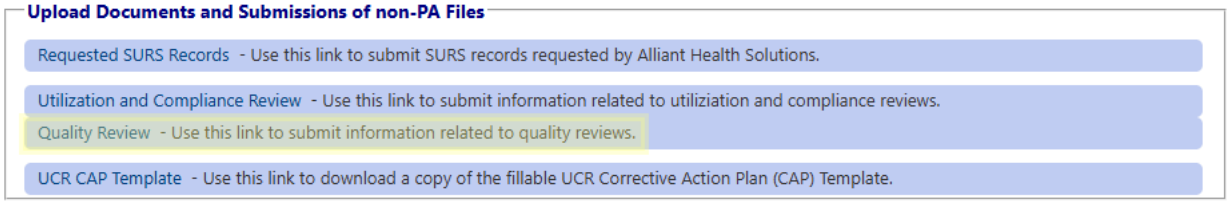
If you experience issues logging into your Georgia Medicaid account through GAMMIS, you may call the Provider Contact Center for assistance at 800.766.4456 or you may select "Having a technical problem" from the pulldown list on the Contact Us section and choose your preferred contact method from GAMMIS Support/Gainwell Technologies.

HOW TO ACCESS YOUR QUALITY REVIEW IN THE MEDICAL REVIEW PORTAL

1. Log into the GAMMIS Provider Web Portal.
2. On the Secure Home page, click the **Prior Authorization** tab and then click **Medical Review Portal**.



3. On Workspace page, scroll down to the **Upload Documents and Submissions of non-PA Files** Section and click **Quality Review**.

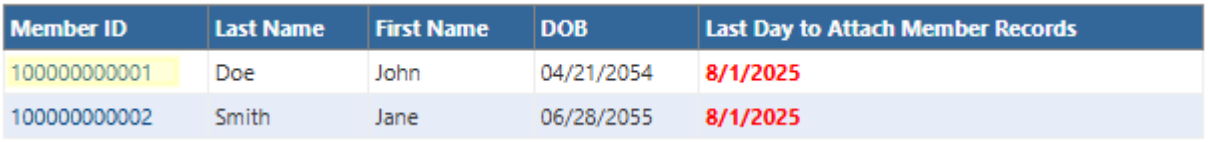


4. The Quality Review page will open.
   - Directions are at the top of the page followed by the review specific information.
   - The Provider ID, Review Number, and member list will be visible on the page.

HOW TO ATTACH MEMBER RECORDS

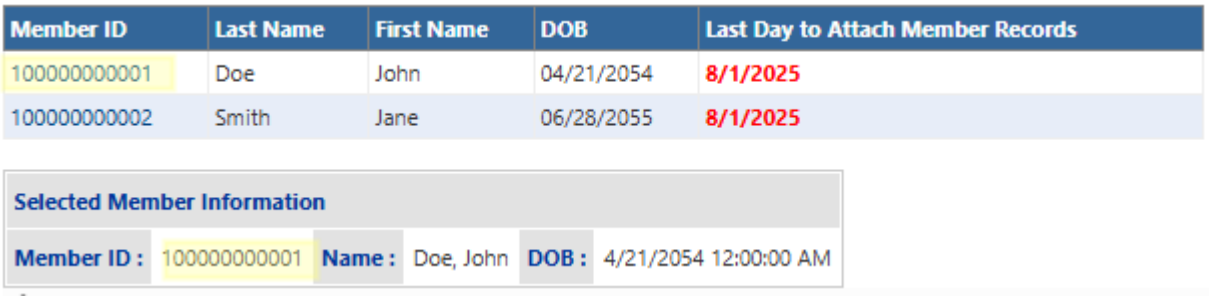
Member files are to be uploaded under the specific member; records attached to a member should ONLY relate to that one member. Attachments are not allowed if the review is completed.

1. To attach documents to a member, first click on the **Member ID** (underlined in blue) to the left of the member's name you wish to select.



Member ID	Last Name	First Name	DOB	Last Day to Attach Member Records
100000000001	Doe	John	04/21/2054	8/1/2025
100000000002	Smith	Jane	06/28/2055	8/1/2025

2. Once selected, the member's information is displayed below the member list in the **Selected Member Information** box. Check to be sure that the correct member was selected.

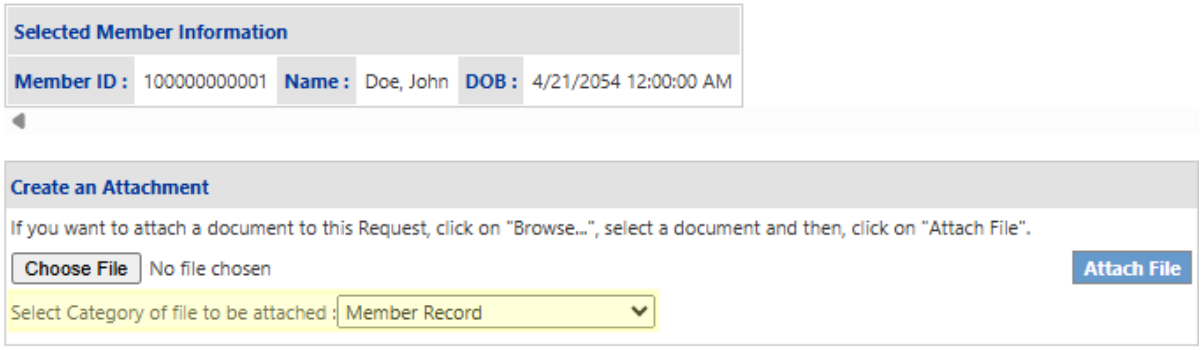


Member ID	Last Name	First Name	DOB	Last Day to Attach Member Records
100000000001	Doe	John	04/21/2054	8/1/2025
100000000002	Smith	Jane	06/28/2055	8/1/2025

Selected Member Information

Member ID : 100000000001 Name : Doe, John DOB : 4/21/2054 12:00:00 AM

3. When the member is selected, the system defaults the category of attachment to Member Record (see screen shot below, highlighted in yellow). The only attachment type applicable for a member is a member record.



Selected Member Information

Member ID : 100000000001 Name : Doe, John DOB : 4/21/2054 12:00:00 AM

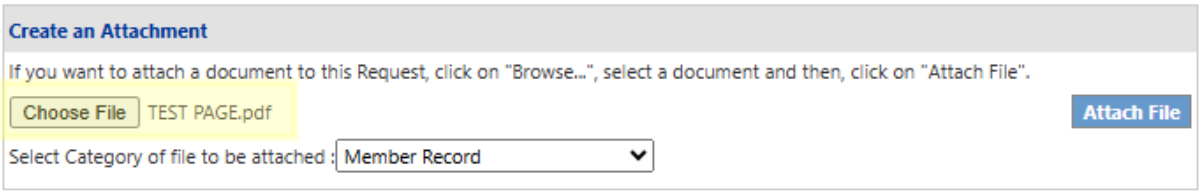
Create an Attachment

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

Choose File No file chosen Attach File

Select Category of file to be attached : Member Record

4. Under the *Create An Attachment* Section, click on the **Choose File** button and select member record from your computer. The selected file name will appear beside the Choose File button.



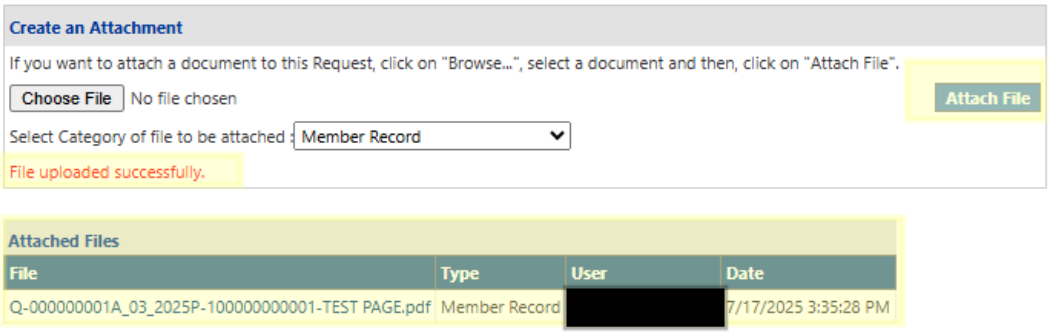
Create an Attachment

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

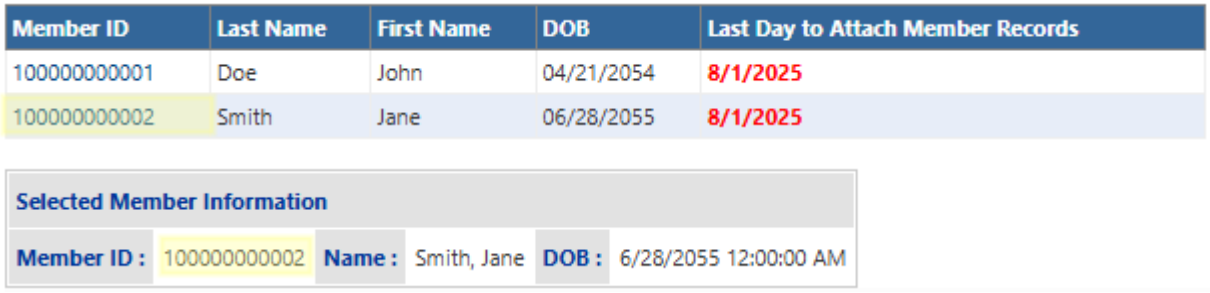
Choose File TEST PAGE.pdf Attach File

Select Category of file to be attached : Member Record

5. Click the **Attach File** button. The member record is attached and displays in the *Attached Files* table.



6. To attach another file for the same member, click **Choose File** again and follow the same process.
7. Attach all member records for member. If more than one file is attached to the same member, the file names must be different.
8. To attach documents to a different member, click on the **Member ID** next to the member you wish to upload documents for, and the **Selected Member Information** box will reflect the newly selected member. Follow the same attachment process.



Member ID	Last Name	First Name	DOB	Last Day to Attach Member Records
100000000001	Doe	John	04/21/2054	8/1/2025
100000000002	Smith	Jane	06/28/2055	8/1/2025

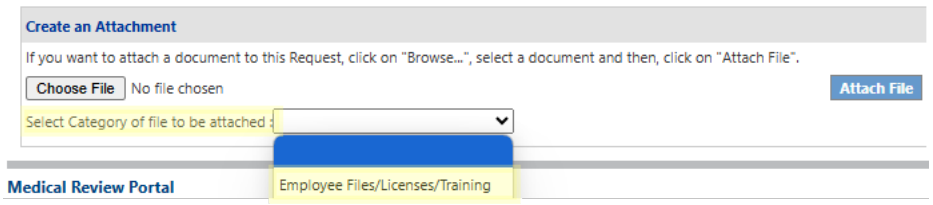
HOW TO ATTACH OTHER DOCUMENTS (EMPLOYEE FILES, LICENSES, TRAINING & POLICIES AND PROCEDURES)

Non-Member records are attached to the review as a whole and are not related to only one member.

To attach other documents (not member records) to the Review, do not select a member. First, select an attachment category from the pull-down menu and then attach the document.

Follow these steps to attach documents (excluding member records) to a review:

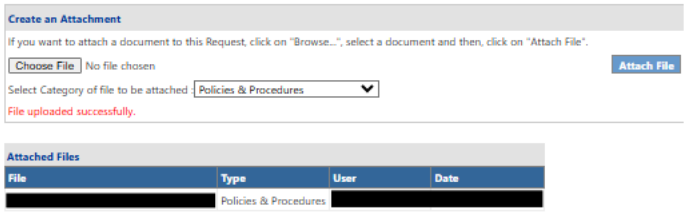
1. **Do not select a Member Medicaid ID number**. Instead, go to the bottom of the page and select Employee Files/Licenses/Training or Policies & Procedures from the category drop list under the *Create An Attachment* Section.



2. Under the *Create An Attachment* Section, click on the **Choose File** button and select the file

from your computer. The selected file name will appear beside the Choose File button.

3. Click the **Attach File** button. The file is attached and displays in the *Attached Files* table.



4. To attach another file for the same attachment category, click **Choose File** again and follow the same process. If more than one file is attached to the review, the file names must be different.
5. To attach a file for a different attachment category, select a different attachment type and follow the same attachment process.