



## **Arizona Long-Term Care System – ALTCS Referral Application**

### ***Provider User Guide***



**Last Edited By:** *Misty Stevenson, Mercy Care Operations*

**Date Modified:** *01/20/2020*

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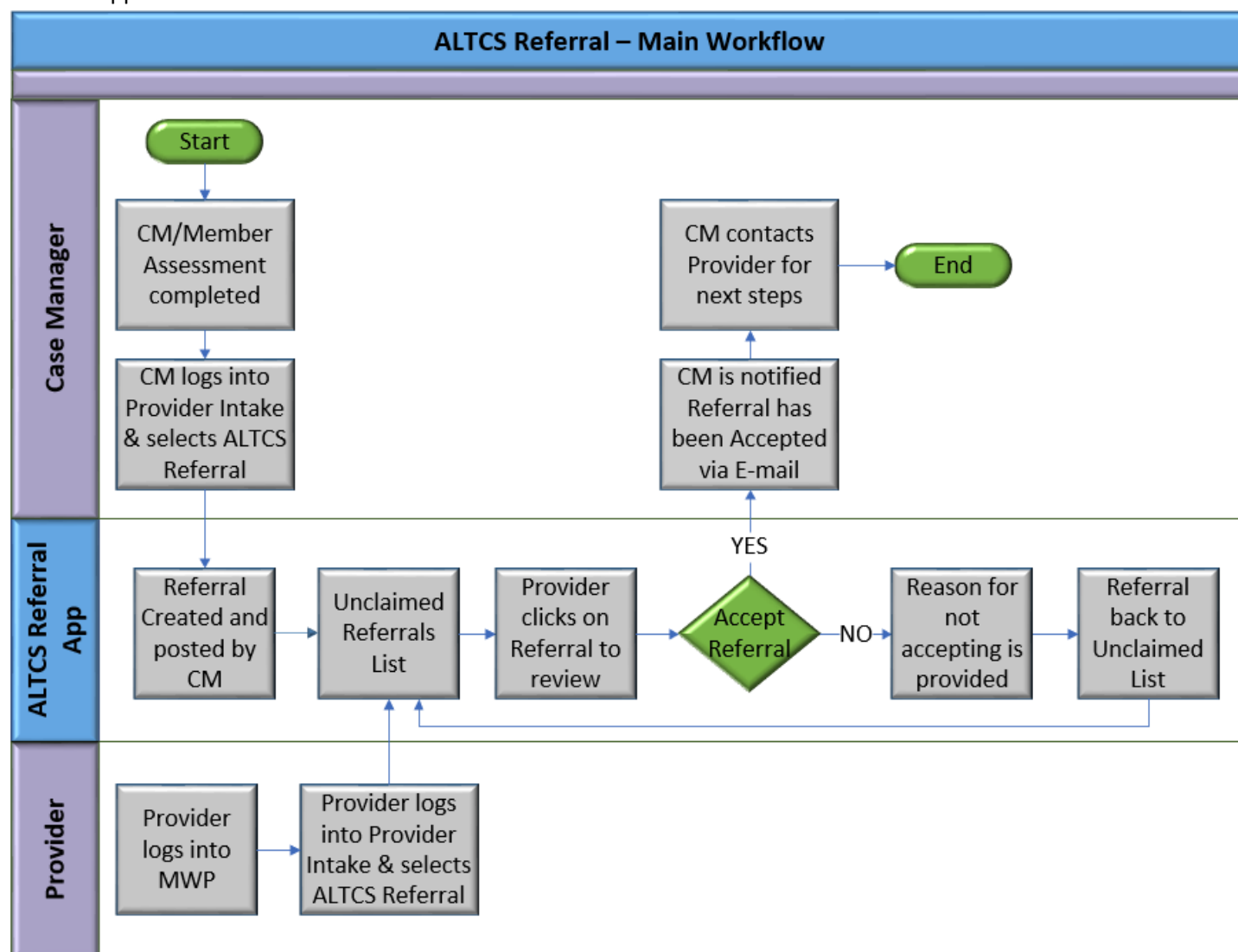
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## 1 Overview

Long Term Care case managers at Mercy Care spend significant time with the referral process of members to providers. Phone and voicemail exchanges back and forth make it difficult to align a member to a provider efficiently. There is a new solution that will allow case managers to create and manage referrals in the **ALTCS Referral** application.

The **ALTCS Referral** application is located within the existing **Provider Intake** application and can be accessed by case managers using a website URL. For providers, **Provider Intake** is accessed from the **Mercy Care Web Portal**. Housing every ALTCS referral created within the Mercy Care network in one central location will ultimately improve member, provider, and case manager experience. Case managers are responsible for logging in daily to create new and manage existing referrals. Providers are expected to review posted referrals and provide timely feedback on case acceptance feasibility.

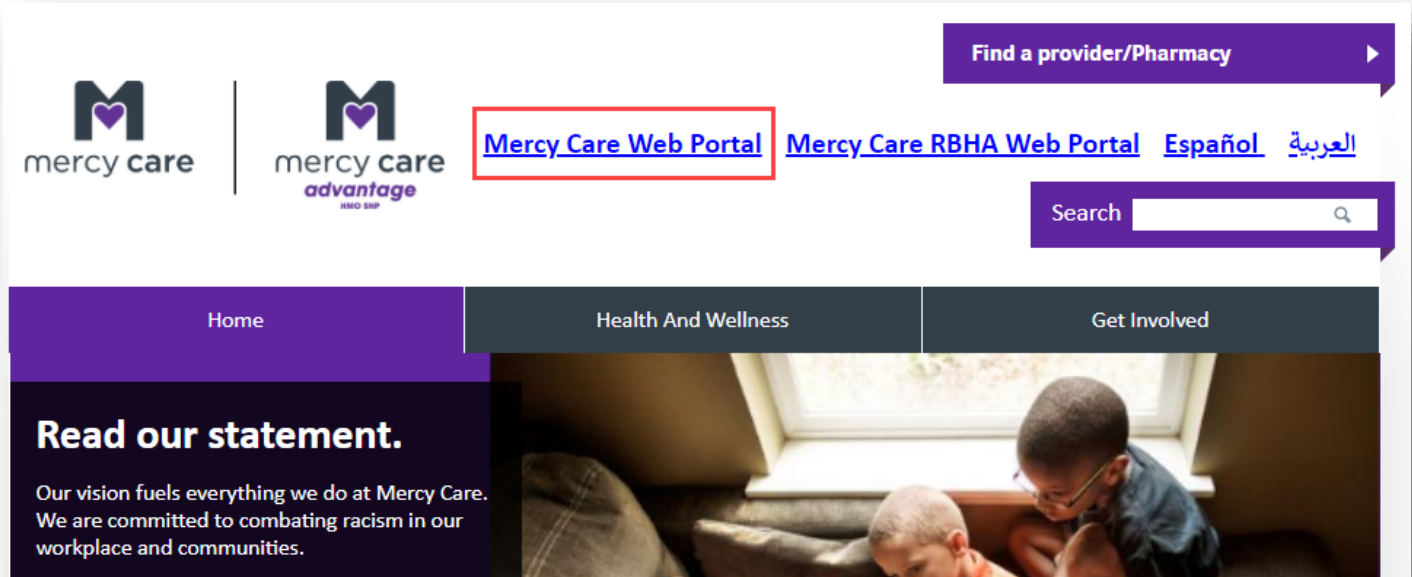
This user guide provides the steps, links and other necessary content to assist providers on how to use the **ALTCS Referral** application.



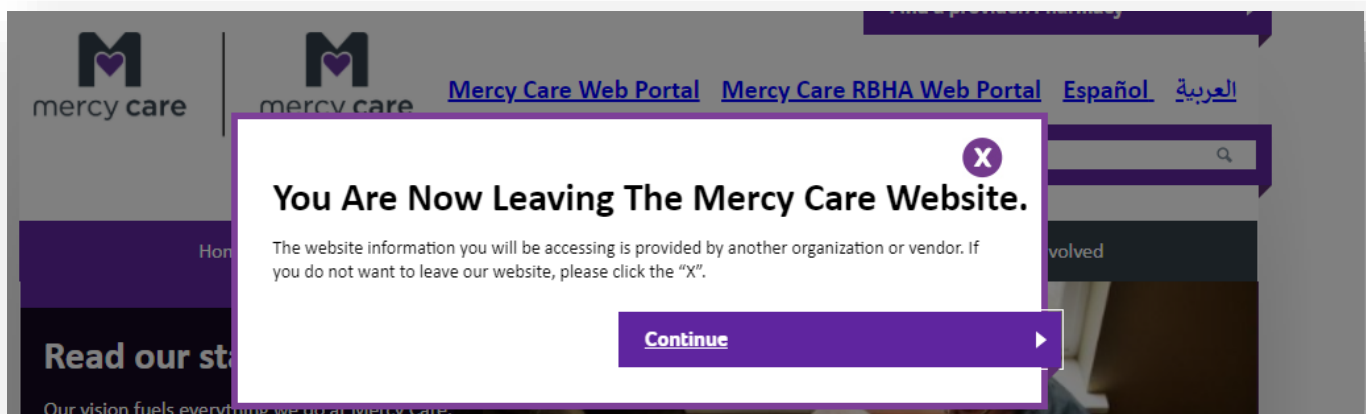
## 2 Mercy Care Web Portal

To access the **ALTCS Referral** application, you must first have login credentials to the Mercy Care Web Portal.

To get to the **Mercy Care Web Portal**, click on the **Mercy Care** website link <https://www.mercycareaz.org> - Then click on the **Mercy Care Web Portal** link located on top of the screen.



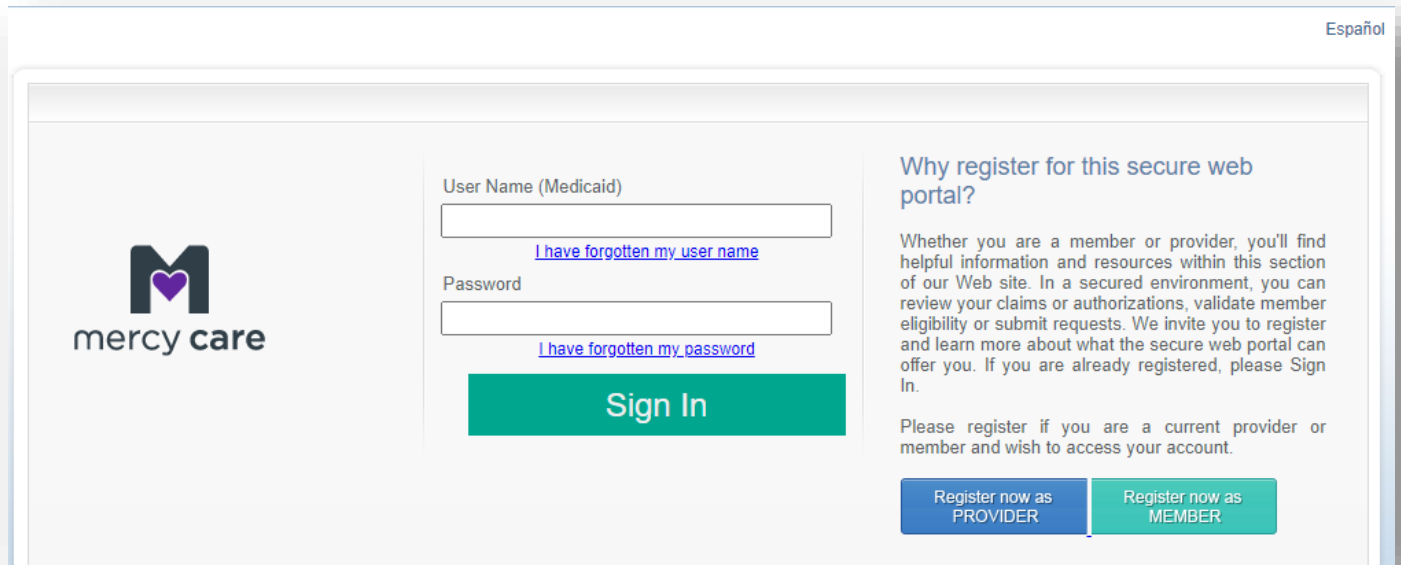
Click on Continue to navigate to the **Mercy Care Web Portal** login screen.



## 2.1 Login

Providers are responsible for knowing their login credentials for the **Mercy Care Web Portal**. If you do not know your username and password, please contact your web portal administrator at your organization and they can assist on password resets or account access. Alternatively, you may also contact your **Network Relations Manager** at Mercy Care for assistance if you do not know who your administrator is.

To log in, type in your **User Name** and **Password** and then click the **'Sign In'** button.



## 2.2 Provider Intake

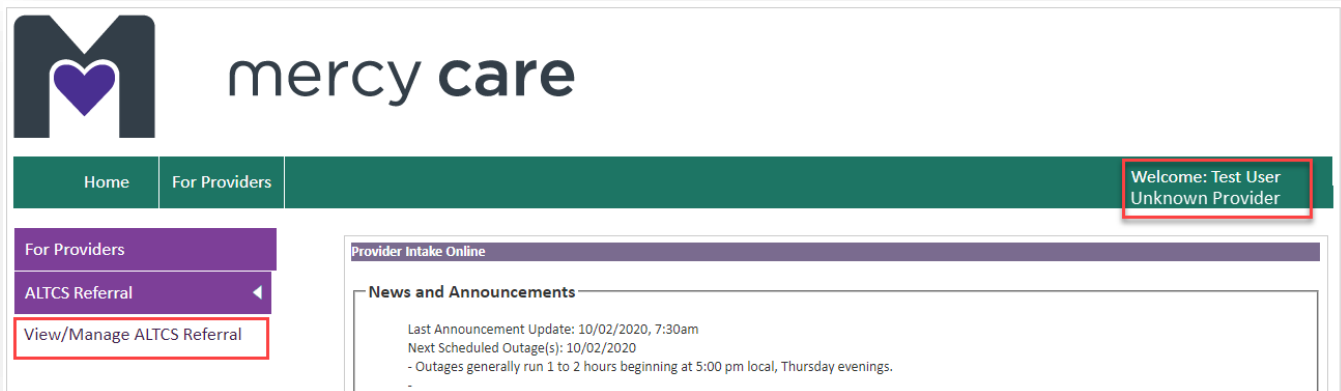
The **ALTCS Referral** app is in the **Provider Intake** application, which is in the **Health Tools** menu at the bottom of the screen. Click the **Provider Intake** link and the application will launch in a new window.

My Account	Tasks	Health Tools	Important Links	Contact Us
User Details	Authorization Search	PA Requirement Search Tool	Disclaimer	Questions? We're here to help.
Provider Details	Claims Search	Case Management	Sitemap	Just call Member Services/Provider Relations at
Change Password	Search Remittances	ALTCS	Referrals and Authorizations	(602) 263-3000 or (800) 624-3879 or hearing impaired
Change Secret Question	Search Members	Clear Claim		(TTY/TDD): 711.
Inbox	Panel Roster	<b>ProviderIntake</b>		You can <a href="#">contact us</a> .
Attachments	Search Providers	Provider Deliverable Manager(with Provider Report Management Tool)		
		Register for EFT		
		Register for ERA		
		Business Intelligence Reports		

## 2.3 ALTCS Referral Landing Page

The **Provider Intake** landing page will display in a new browser window. Your name along with your provider name will appear at the top of the screen. To reach the **ALTCS Referral** app functionality, you must click on the **View/Manage ALTCS Referral** sub-menu.

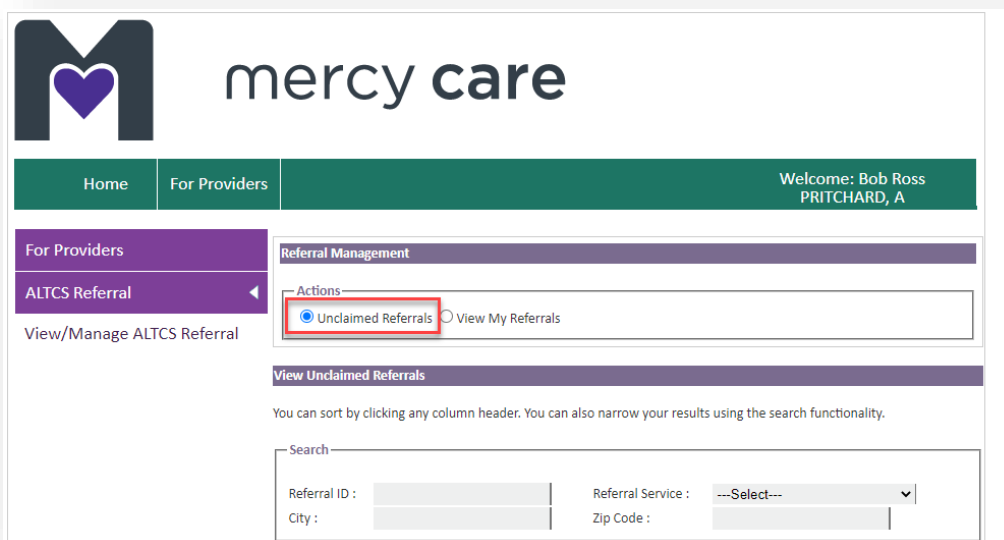
**Note:** News and Announcements is for a different line of business and should be ignored by ALTCS Referral providers.



## 3 ALTCS Referral Portal

The application launches the **Referral Management** section and defaults to the **Unclaimed Referrals** screen. There are two actions you can perform in the referral management process. The **Actions** section allows you to navigate the different screens by clicking on the radio buttons.

- **Unclaimed Referral** – You can view all posted referrals that are in “**Unclaimed**” status
- **View My Referrals** – You can view referrals that you have accepted or that you are reviewing



### 3.1 View Unclaimed Referrals

The **Unclaimed Referrals** screen, lists all referrals that have not been reviewed and accepted by a provider. By default, referrals are listed oldest to newest. Only high-level detail of the referral is seen from this screen. You can search for specific types of referrals using one or multiple fields in the **Search** section, and then click the **'Search'** button.

 Welcome: Bob Ross  
 PRITCHARD, A

#### Referral Management

##### Actions

☒ Unclaimed Referrals ☐ View My Referrals

#### View Unclaimed Referrals

You can sort by clicking any column header. You can also narrow your results using the search functionality.

##### Search

Referral ID :

City :

Referral Service :

Zip Code :

Attendant Care

Search

Clear

##### Unclaimed Referrals

ReferralID	DatePosted	ReferralService	NursingType	PreferredLanguage	City,ZipCode	MajorCrossStreets	Action
13	05/19/2020	Attendant Care		Spanish	Test,12345	grant rd.	<a href="#">Review</a>
1030	06/24/2020	Attendant Care		Arabic	tes,12345	grant rd.	<a href="#">Review</a>
1031	06/29/2020	Attendant Care		English	Maryvale,85000	Test	<a href="#">Review</a>
2078	09/01/2020	Attendant Care		Hindi	Test,85007	test	<a href="#">Review</a>
2097	09/04/2020	Attendant Care		Mandarin	Phoenix,85001	grant rd.	<a href="#">Review</a>

The **Unclaimed Referrals** list will filter referrals based on the search credentials used. Once a desired referral is located, to review more details about the referral, click the **'Review'** hyperlink located in the **Action** column.

##### Unclaimed Referrals

ReferralID	DatePosted	ReferralService	NursingType	PreferredLanguage	City,ZipCode	MajorCrossStreets	Action
13	05/19/2020	Attendant Care		Spanish	Test,12345	grant rd.	<a href="#">Review</a>
1030	06/24/2020	Attendant Care		Arabic	tes,12345	grant rd.	<a href="#">Review</a>
1031	06/29/2020	Attendant Care		English	Maryvale,85000	Test	<a href="#">Review</a>

## 4 Review Referral

When you click on the **'Review'** function, the **Referral Review** screen for the selected referral will appear, changing the status from **"Unclaimed"** to **"In Review"**. The referral will not display any PHI information; it will only contain specific case information in read-only form to assist you with your decision to either to **Accept** or **Reject** the referral.

Once a referral is selected for review, you will have 2 business hours (not counting weekends) to either **Accept** or **Reject** the referral.

Referrals that reach the limit of 2 hours, will be logged in the database with the reason code **"Review time has exceeded 2 Hours"**, and the status will change back to **"Unclaimed"** sending the referral back to the **Unclaimed Referral** list so other providers can have a chance to review.

Welcome: Bob Ross  
PRITCHARD, A

Referral Management

Actions  
☒ Unclaimed Referrals ☐ View My Referrals

Referral Review

Referral Id: 13

Case Management
 

Created By:	Alejandro Talamante	Office Phone :	(123) 111-1111	Cell/Alt#	(342) 422-421
User ID :	A365014	Fax # :	(345) 346-34	Email :	TalamanteA@mercycaresaz.c
AssignedTo :	Misty Stevenson	Office Phone :	8587677777	Cell/Alt#	8587677777
UserID	A604570	Fax	8587677777	Email	stevensonm2@mercycaresaz

Member Information
 

City*:	Test	State*:	AZ	Zip*:	12345
Major Cross Streets*:	grant rd.	Height*:	6	ft.	3
				in.	Weight (lbs)*:
					230
Gender Identification*:	Male	Preferred Language*:	Spanish	Other Language:	

Contact/Legal Guardian

Review each section of the referral, and when you reach the **Provider Contact Information** section, you can decide to **Accept** or **Reject** the referral.



## 4.1 Case Management, Member Information, Contact/Legal Guardian, Referral Details

The **Case Management** section displays the contact information for the case manager that created the referral and the case manager the referral is assigned to. If you need to discuss a referral, you should contact the case manager that is assigned, and be sure to include the **Referral ID** in any communications.

The **Member Information** section hides member specific information like the name and address during review and will display other pertinent information for decision making.

The **Contact/Legal Guardian** section lets you know if the member represents themselves or if there is an additional contact or legal guardian involved.

The **Referral Details** section displays all the service request information for the referral. When the referral service is a **Home Health** referral, the **Nursing Type** field will be visible and indicate if the service request is **Continuous** or **Intermittent**.

Referral Review

Referral Id: 13

Case Management

Created By:	Alejandro Talamante	Office Phone :	(123) 111-1111	Cell/Alt#	(342) 422-421
User ID :	A365014	Fax # :	(345) 346-34	Email :	TalamanteA@mercycares.c
AssignedTo :	Misty Stevenson	Office Phone :	8587677777	Cell/Alt#	8587677777
UserID	A604570	Fax	8587677777	Email	stevensonm2@mercycaresaz

Member Information

City*:	Test	State*:	AZ	Zip*:	12345
Major Cross Streets*:	grant rd.	Height*:	6 ft. 3 in.	Weight (lbs)*:	230
Gender Identification*:	Male	Preferred Language*:	Spanish	Other Language:	

Contact/Legal Guardian

Does Member represent themselves? Yes

Referral Details

Referral Service :	Attendant Care	Selected Service :	Housekeeping, Laundry, Meal Prep, Shopping
Diagnosis* :	A28.1 - Cat-scratch disease	Frequency* :	Weekly
Nursing Type* :	N/A	Service Frequency Hours* :	5 Hours 5 Minutes
Referral Detail Comments :			

## 4.2 Living Circumstances, Member Preference, Comments

The **Living Circumstances** section displays some common scenarios you may need to know about the member's circumstances that may affect your ability to align the member with a caretaker. If the radio button reflects a **Yes** for the topic, then the comment box next to the field will contain a short description of the circumstance.

The **Member Preference** section will let you know about any specific preferences the member has for a caretaker. If the radio button reflects **Yes** for the topic, then the comment box next to field will contain a short description.

The **Comments** section may contain any additional notes the case manager would like you to know about the member or the member's needs.

**Living Circumstances**

Bed Bound :	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Ambulatory and Mobility :	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Hearing :	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Visual :	<input checked="" type="radio"/> Yes <input type="radio"/> No	visual
Durable Medical Equipment (DME) :	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Housing :	<input checked="" type="radio"/> Yes <input type="radio"/> No	housing
Other :	<input type="radio"/> Yes <input checked="" type="radio"/> No	

**Member Preference**

Gender Preference :	Male ▼
Interpreter Needed :	<input type="radio"/> Yes <input checked="" type="radio"/> No
Animals :	<input checked="" type="radio"/> Yes <input type="radio"/> No
Other :	<input type="radio"/> Yes <input checked="" type="radio"/> No

**Comments**

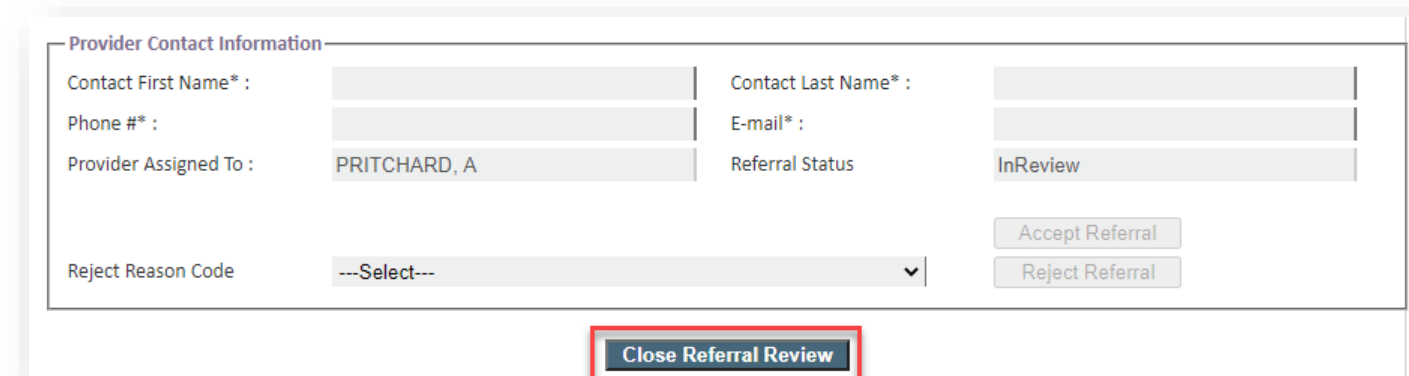
test

### 4.3 Provider Contact Information

The **Provider Contact Information** is where you will submit the decision to either **Accept** or **Reject** the referral. The **Provider Assigned To** field automatically pulls in your provider group name based on your login. The other contact fields are required if you decide to accept the referral.

The **Referral Status** field will show an **'In Review'** status. The **'Close Referral Review'** button is also available if you are not ready to **Accept** or **Reject** the referral.

**Note:** Once a referral is selected for review, you will have 2 business hours (not counting weekends) to either **Accept** or **Reject** the referral.



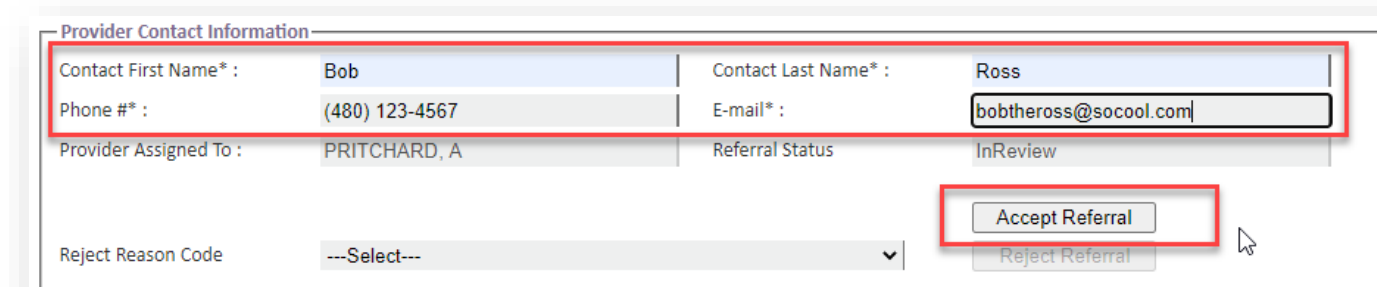
**Provider Contact Information**

Contact First Name* :		Contact Last Name* :	
Phone #* :		E-mail* :	
Provider Assigned To :	PRITCHARD, A	Referral Status	InReview
Reject Reason Code	---Select---		<input type="button" value="Accept Referral"/> <input type="button" value="Reject Referral"/>

## 5 Accept Referral

To accept a referral that you have reviewed, you must complete the mandatory fields marked with an asterisk (\*). When all four fields are completed, the **'Accept Referral'** button will become enabled for you to click on.

**Note:** The E-mail field value must be in the following format ([xx@xx.com](mailto:xx@xx.com)) and will be used by the case managers and also may also be for system generated e-mails.



**Provider Contact Information**

Contact First Name* :	Bob	Contact Last Name* :	Ross
Phone #* :	(480) 123-4567	E-mail* :	bobtheross@socool.com
Provider Assigned To :	PRITCHARD, A	Referral Status	InReview
Reject Reason Code	---Select---		<input type="button" value="Accept Referral"/> <input type="button" value="Reject Referral"/>

After you have accepted the referral, the screen will refresh, and the **Referral Status** field will get updated to **"Accepted"**.

Provider Contact Information			
Contact First Name* :	Bob	Contact Last Name* :	Ross
Phone #* :	(480) 123-4567	E-mail* :	bobtheross@socool.com
Provider Assigned To :	PRITCHARD, A	Referral Status	Accepted

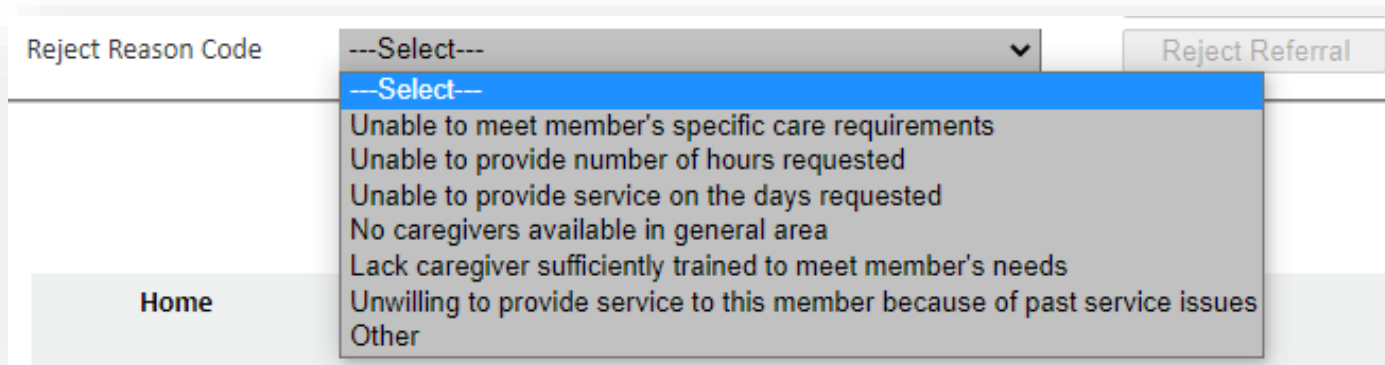
[Close View Referral](#)

Additionally, you will see all the member's information in the **Member Information** section.

Member Information					
AHCCCS ID:	A12345678				
First Name*:	JOSE	Last Name*:	MARTINEZ	Date of Birth*:	9/12/1950
Street Address*:	4324 canmoor circle	Member Phone*:	(123) 456-7890	Cell/Alt #*:	(222) 222-2222
City*:	Test	State*:	AZ	Zip*:	12345
Major Cross Streets*:	grant rd.	Height*:	6 ft. 3 in.	Weight (lbs)*:	230
Gender Identification*:	Male	Preferred Language*:	Spanish	Other Language:	

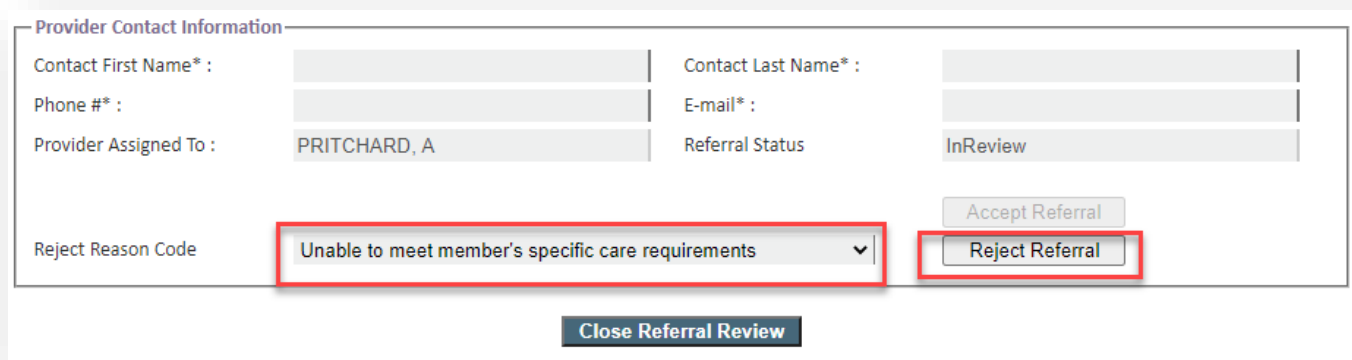
## 6 Reject Referral

If you have determined you cannot service a referral, you can reject the referral by selecting a value from the **Reject Reason Code** in the **Provider Contact Information** section.



The screenshot shows a web form with a 'Reject Reason Code' dropdown menu. The dropdown is open, displaying a list of reasons: '---Select---', 'Unable to meet member's specific care requirements', 'Unable to provide number of hours requested', 'Unable to provide service on the days requested', 'No caregivers available in general area', 'Lack caregiver sufficiently trained to meet member's needs', 'Unwilling to provide service to this member because of past service issues', and 'Other'. A 'Reject Referral' button is visible to the right of the dropdown. A 'Home' button is also visible on the left side of the form.

After you select the appropriate reason code from the list, the **'Reject Referral'** button will become enabled for you to click on.



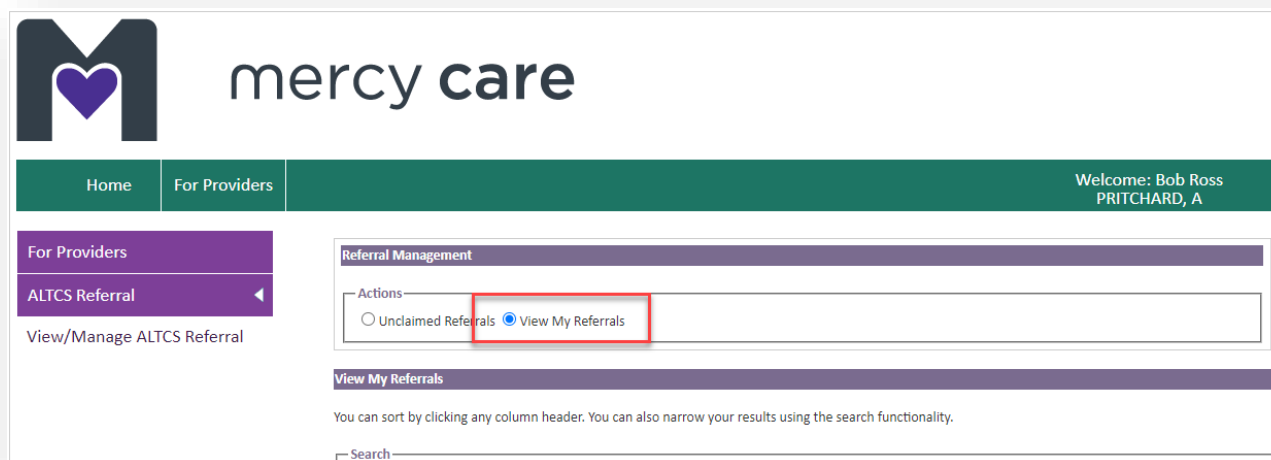
The screenshot shows the 'Provider Contact Information' form. The 'Reject Reason Code' dropdown is set to 'Unable to meet member's specific care requirements'. The 'Reject Referral' button is highlighted with a red box, indicating it is now enabled. Other fields include 'Contact First Name\*', 'Contact Last Name\*', 'Phone #\*', 'E-mail\*', 'Provider Assigned To' (PRITCHARD, A), and 'Referral Status' (InReview). There is also an 'Accept Referral' button and a 'Close Referral Review' button at the bottom.

**Note:** If you are rejecting a referral, keep track of the referral ID so you do not accidentally review the same referral again.

After you have rejected the referral, the window will close, and you will be routed back to the **Unclaimed Referral** screen to review another referral.

## 7 View My Referrals

To retrieve any referrals that you are **Reviewing** or have **Accepted**, click the **View My Referrals** radio button located in the **Referral Management** section.

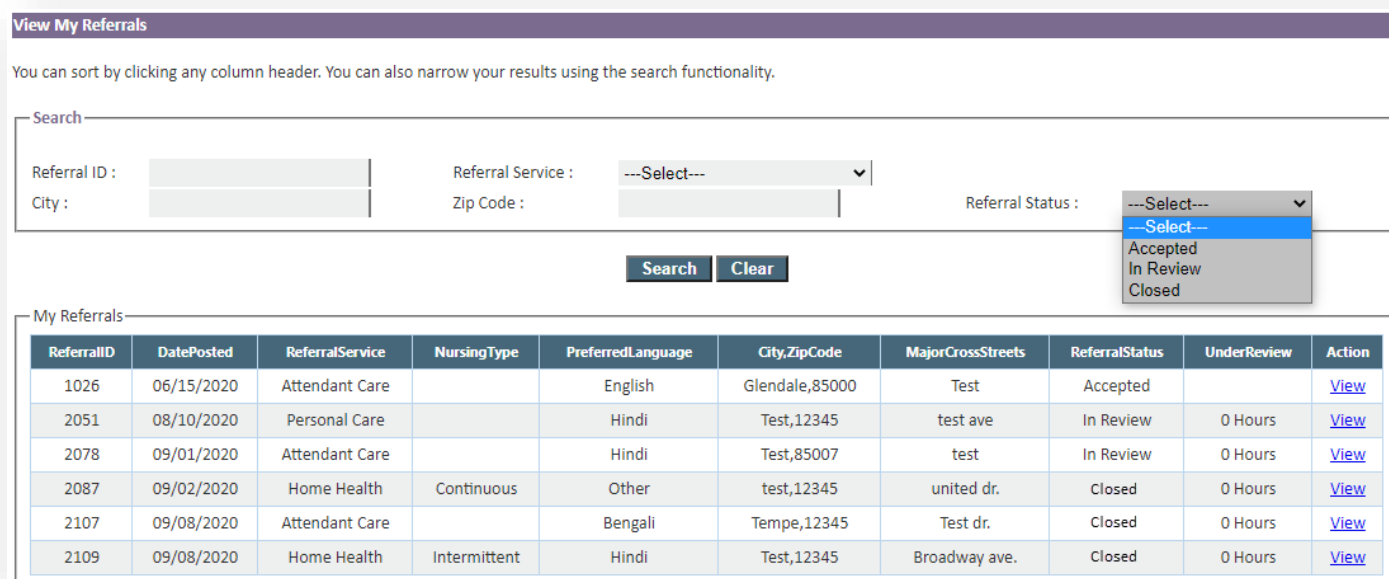


The screenshot shows the Mercy Care web application interface. At the top, there's a navigation bar with 'Home' and 'For Providers' tabs. A welcome message for 'Bob Ross PRITCHARD, A' is displayed. On the left, a sidebar shows 'For Providers' and 'ALTCS Referral' with a dropdown arrow. Below this is a link 'View/Manage ALTCS Referral'. The main content area is titled 'Referral Management' and contains two radio buttons: 'Unclaimed Referrals' and 'View My Referrals'. The 'View My Referrals' button is selected and highlighted with a red box. Below the radio buttons is a section titled 'View My Referrals' with a search bar and a message: 'You can sort by clicking any column header. You can also narrow your results using the search functionality.'

### 7.1 Search Fields

The **View My Referrals** screen displays the list of referrals that are assigned to you. By default, the **View My Referrals** list only displays open referrals (**In Review** and **Accepted**) and is sorted oldest to newest.

The **Search** section includes the same search fields found in the **Unclaimed Referrals** screen and includes an additional field **Referral Status**. The **Referral Status** drop-down field allows you to filter your list by **Accepted**, **In Review** or **Closed**.



The screenshot shows the 'View My Referrals' search and results section. At the top, there's a message: 'You can sort by clicking any column header. You can also narrow your results using the search functionality.' Below this is a search bar. The search filters include: 'Referral ID :', 'City :', 'Referral Service :', 'Zip Code :', and 'Referral Status :'. The 'Referral Status' dropdown menu is open, showing options: '---Select---', 'Accepted', 'In Review', and 'Closed'. Below the search filters are 'Search' and 'Clear' buttons. Below the search section is a table titled 'My Referrals' with the following data:

ReferralID	DatePosted	ReferralService	NursingType	PreferredLanguage	City,ZipCode	MajorCrossStreets	ReferralStatus	UnderReview	Action
1026	06/15/2020	Attendant Care		English	Glendale,85000	Test	Accepted		<a href="#">View</a>
2051	08/10/2020	Personal Care		Hindi	Test,12345	test ave	In Review	0 Hours	<a href="#">View</a>
2078	09/01/2020	Attendant Care		Hindi	Test,85007	test	In Review	0 Hours	<a href="#">View</a>
2087	09/02/2020	Home Health	Continuous	Other	test,12345	united dr.	Closed	0 Hours	<a href="#">View</a>
2107	09/08/2020	Attendant Care		Bengali	Tempe,12345	Test dr.	Closed	0 Hours	<a href="#">View</a>
2109	09/08/2020	Home Health	Intermittent	Hindi	Test,12345	Broadway ave.	Closed	0 Hours	<a href="#">View</a>

## 7.2 My Referrals List

The **My Referrals** list displays any referral you have clicked on for review or have accepted. It includes a new column, **UnderReview**. This column is to show how long a referral has been in “**In Review**” status. Referrals with a status other than “**In Review**” will reflect blank.

When viewing referrals that are **Accepted** or **Closed**, there is no further action that can be taken in the application. If you have accepted a referral in error, let the assigned case manager know and they can get the referral reposted back to the **Unclaimed List** for another provider to review.

When you click on the ‘**View**’ action for referrals with an “**In Review**” status, the **Review Referral** screen will display, and the **Provider Contact Information** section will be ready for your **Accept** or **Reject** decision.

 Welcome: Bob Ross  
 PRITCHARD, A

### Referral Management

#### Actions

☐ Unclaimed Referrals
 ☒ View My Referrals

### View My Referrals

You can sort by clicking any column header. You can also narrow your results using the search functionality.

#### Search

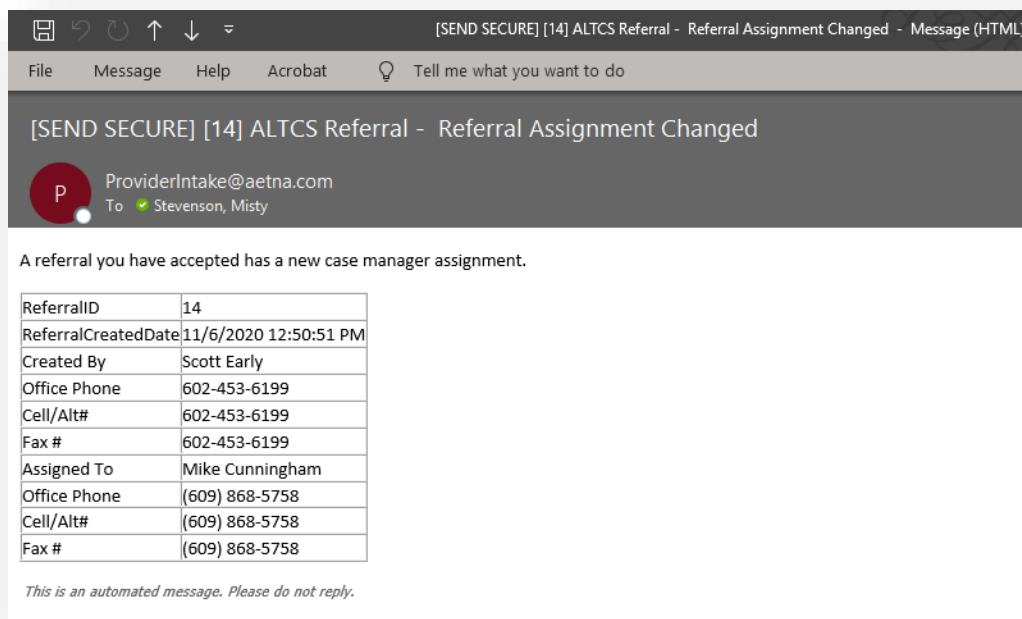
Referral ID : 
 Referral Service : 
 City : 
 Zip Code : 
 Referral Status :

#### My Referrals

ReferralID	DatePosted	ReferralService	NursingType	PreferredLanguage	City,ZipCode	MajorCrossStreets	ReferralStatus	UnderReview	Action
13	05/19/2020	Attendant Care		Spanish	Test,12345	grant rd.	Accepted		<a href="#">View</a>
17	05/26/2020	Personal Care		Russian	Phoenix,12345	united dr.	In Review	0 Hours	<a href="#">View</a>
2067	08/25/2020	Attendant Care			Phoenix,12345	test	Accepted		<a href="#">View</a>

## 7.3 E-mail Notifications

**Case Manager Change** – In the event you have accepted a referral and the Case Manager assignment changes, you will receive an e-mail to notify you of your new contact.



[SEND SECURE] [14] ALTCS Referral - Referral Assignment Changed

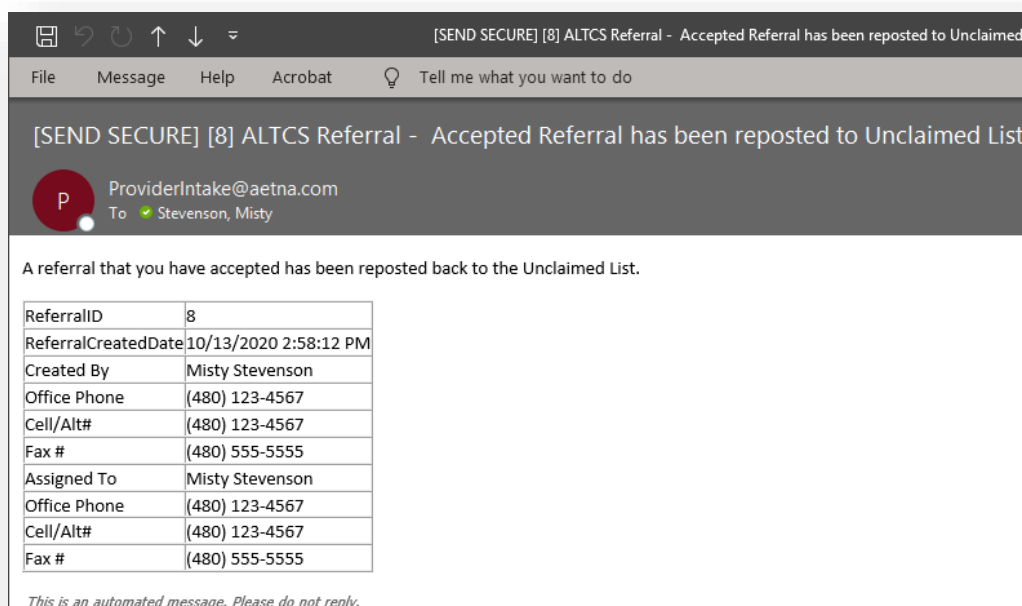
ProviderIntake@aetna.com  
To: Stevenson, Misty

A referral you have accepted has a new case manager assignment.

ReferralID	14
ReferralCreatedDate	11/6/2020 12:50:51 PM
Created By	Scott Early
Office Phone	602-453-6199
Cell/Alt#	602-453-6199
Fax #	602-453-6199
Assigned To	Mike Cunningham
Office Phone	(609) 868-5758
Cell/Alt#	(609) 868-5758
Fax #	(609) 868-5758

*This is an automated message. Please do not reply.*

**Accepted Referral Reposted** – In the event you have accepted a referral and the case manager reposts the referral back to **Unclaimed List**, you will receive an e-mail to notify of the repost.



[SEND SECURE] [8] ALTCS Referral - Accepted Referral has been reposted to Unclaimed List

ProviderIntake@aetna.com  
To: Stevenson, Misty

A referral that you have accepted has been reposted back to the Unclaimed List.

ReferralID	8
ReferralCreatedDate	10/13/2020 2:58:12 PM
Created By	Misty Stevenson
Office Phone	(480) 123-4567
Cell/Alt#	(480) 123-4567
Fax #	(480) 555-5555
Assigned To	Misty Stevenson
Office Phone	(480) 123-4567
Cell/Alt#	(480) 123-4567
Fax #	(480) 555-5555

*This is an automated message. Please do not reply.*