Hospital Provider Workflow

1) Request for information will queue up to provider/facility in Recent Alerts queue for Hospital Providers.

MY SCREENS   🏢 Facility Screens

✉ Recent Alerts

Show [10 ▾] entries   Showing 1 to 1 of 1 entries   Filter: [   ]

Individual Name	Alert Type	Alert Date	Action Date	Upload	Submit LOC
John Ward	Information needed - LOC	9/6/2022 2:11:24 PM		⤓	

                                                                   First Previous 1 Next Last

◆ Recent Submissions

2) Hospital provider clicks on the Information needed – LOC alert type and submits info to CR via the Additional Info page.

MAXIMUS®   TN Bedside Manor - HOSP, TN   Logged in a
                                                                    Switch view   Log out

Home   Enter Referral   Resources   Submit Go To Review

John Ward   PASRR ADDITIO

Ascend ID: 24429   Medicaid ID: SSN: xxx-xx-1253   DOB: 1/1/1950 🔴
Information Requested:

9/6/2022 2:11:24 PM AnthonyInhouse VeachInhouse - CR Request for information
9/6/2022 1:39:33 PM AnthonyInhouse VeachInhouse - Info request 3
9/1/2022 10:20:45 AM AnthonyInhouse VeachInhouse - Info request 2
9/1/2022 10:17:52 AM AnthonyInhouse VeachInhouse - LOC Info Request 1

Information Sent: Send Additional Information:

9/6/2022 1:44:14 PM AnthonyProvider VeachProvider - Info response 3	CR request for information response.
9/6/2022 12:55:51 PM AnthonyProvider VeachProvider - LOC Info Response 2	
9/1/2022 10:18:56 AM AnthonyProvider VeachProvider - LOC info response 1	

3) Request for Info alert leaves Hospital Recent Alerts queue.

✉ Recent Alerts

Show [10 ▾] entries   Showing 0 to 0 of 0 entries   Filter: [   ]

Individual Name	Alert Type	Alert Date	Action Date	Upload	Submit LOC
There are no records to display.					

                                                                   First Previous Next Last

◆ Recent Submissions

NF Provider Workflow

4) LOC (and Level I) requests for info will queue up into the NF 'Notifications – Info Requested' queue on the NF Notification page. (!) icon will display on top 'Notifications' menu item when records exist in the 'Notifications – Info Requested' queue.

MAXIMUS

TN/CA Facility 6 - NF/MI, TN   Logged in as AnthonyProvider
Switch view   Log out

ome   Add Individual   Queues !   Notifications (21) !   Enter Referral   Resources

NOTIFI

Notifications - Info Requested
Total Records: 1

Review Type	Referral/Saving Date	Individual ID	First Name	Last Name	Submitted By	Info Requested Date	View Individual
LOC	9/1/2022	24432	Green	Paper	FirstName28063 LastName28063	9/1/2022	View Individual

Notifications - LOC Denials
Total Records: 0

5) NF Provider accesses Individual details via the 'View Individual' hyperlink.

Notifications - Info Requested
Total Records: 1

Review Type	Referral/Saving Date	Individual ID	First Name	Last Name	Submitted By	Info Requested Date	View Individual
LOC	9/1/2022	24432	Green	Paper	FirstName28063 LastName28063	9/1/2022	View Individual

6) Requests for info will display in the 'In Process' grid on the NF Individual page with a Status/Outcome of 'Info Requested'. NF Provider can enter additional information by clicking on the 'Submit Additional Info' hyperlink in the 'In Process' grid.

In Process
Total Records: 1

Review Type	Referral/Saving Date	Status/Outcome	Info Requested	Info Requested Date	Submit Requested Info	
LOC	9/1/2022 2:21:14 PM	Info Requested	Add info please	9/1/2022 2:21:58 PM	Submit Additional Info	Create Upload

7) NF Additional Info page has been updated to match the Hospital Provider Additional Info page. Same functionality.

Green Paper

PASRR ADDITIONAL INFORMATION

Ascend ID: 24432   Medicaid ID: 832131   SSN: xxx-xx-1244   DOB: 1/1/1975 ●

Information Requested:

9/1/2022 2:21:58 PM FirstName28063 LastName28063 - Add info please

Information Sent:

Send Additional Information:

8) The LOC record in the 'In Process' queue will return to Pending status.

In Process
Total Records: 1

Review Type	Referral/Saving Date	Status/Outcome	Info Requested	Info Requested Date	Submit Requested Info	
LOC	9/1/2022 2:21:14 PM	Pending				Create Upload