

Provider Correspondence

Centralized PA- General Queue

July 17, 2017

Presented by Alliant/GMCF

Provider Correspondence

Provider Correspondence is the process used on the web portal to submit Centralized PA-CMO questions and messages to Alliant/GMCF 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**

Provider Workspace

Last 10 Requests : [Redacted] - Pending [v] Show Messages : [Redacted] - Unprocessed [v] Show PA Notifications : [Redacted] - Denied [v] Show

Enter and Edit Authorization Requests

[Enter a New Authorization Request](#) - Use this link to enter a new authorization request.

[Search, Edit or Attach Documentation to Requests](#) - Use this link to search, edit or attach documentation to authorization requests. [More...](#)

[Member Medicaid ID Updates](#) - Use this link to Search, Edit, or Attach Documentation to authorization requests. [More...](#)

PA Change and Reconsideration Requests

[Submit/View PA Change Requests](#) - Use this link to request a change to existing authorization requests. [More...](#)

[Submit Reconsideration Requests](#) - Use this link to request a reconsideration to a denied case except CIS request. [More...](#)

[Submit CIS Reconsideration Review Requests](#) - Use this link to request a reconsideration to CIS requests. [More...](#)

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 :

Provider ID :

Contact For :

Contact Name :

Contact Email Address :

Phone Number :

Message / Question :

GMCF Auto Response :

GMCF Response :

 - - Ext.

Contact Us - Continued

- Select Centralized PA- General Queue as the Contact type.

Contact Us

Contact Form

Correspondence ID :

Provider ID :

Contact For : ▼

Prior Authorization Request ID :

Contact Name :

Contact Email Address :

Phone Number : Ext.

Message / Question :

GMCF Auto Response :

GMCF Response :

Contact Us - continued

- Enter the Medicaid Provider ID number.
- Enter your contact name.
- Enter Prior Authorization Request ID/Tracking ID
- Enter your email address and phone number.
- Then enter, the question or message.
- Click **Submit Information**.
- After selecting **Submit Information** users will have the ability to attach files to the contact via the Create an Attachment section.

(Screen contains test data)

Contact Us

Contact Form

Correspondence ID : **C17071800576**

Provider ID :

Contact For :

Prior Authorization Request ID :

Contact Name :

Contact Email Address :

Phone Number : Ext.

Message / Question :

Please enter questions or messages in this box

Thank you.

GMCF Auto Response :

GMCF Response :

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".

Record saved successfully. Notification Email has been sent on 7/18/2017 12:58:46 PM to email address provided above. Confirmation Number is : C17071800576.

- ‘No reply’ email notification with correspondence ID is sent to the provider email address.




Tue 9/2/2014 8:08 AM

no-reply@gmcf.org

Message from GA MMIS Portal (TEST Portal)

To Darlene Barrett

 This message was sent with High importance.

*** DO NOT RESPOND TO THIS E-MAIL ***

Dear Provider - [REDACTED]

Thank you for contacting Alliant Health Solutions | Georgia Medical Care Foundation. We have received your message successfully. Your confirmation number is "C14090200001".

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. ***

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.

(Screen contains test data)

Search Provider Inquiry / Correspondence

By default, search criteria will return records for the past 90 days. If your search needs to go further back, please specify a 'From Date' that matches your needs.

Provider ID :	<input type="text"/>	Contact Name :	<input type="text"/>
Contact For :	<input type="text"/>	Contact for ID :	<input type="text"/>
Correspondence ID :	<input type="text" value="C17071800576"/>	Phone Number :	<input type="text" value="- -"/>
Entered Between :	<input type="text"/> And <input type="text"/>	Processed by GMCF :	<input type="radio"/> Yes <input type="radio"/> No
Assigned To :	<input type="text" value="v"/>		

<input type="checkbox"/>	Corr ID	Contact For	ID	Provider ID	Contact Name	Contact Email	Phone	Date Entered	Assigned To	Processed	Processed Date
<input type="checkbox"/>	C17071800576	<u>CentralPA</u>	713154525658	XXXXXXXXXX	Kelly Price	Kprice@gmcf.org	770-222-1545	7/18/2017		No	



- If the correspondence has been *processed*, the GMCF response displays.
- GMCF response time is within 3 business days.

GMCF Response

- A document may be attached in 'Attached Files section'.
Click the file name to open the attachment.

Contact Us

Contact Form

Correspondence ID : **C17071800500**

Provider ID :

Contact For :

Prior Authorization Request ID :

Contact Name :

Contact Email Address :

Phone Number : Ext.

Message / Question :

test

- Submitted on : 7/18/2017 11:39:33 AM

GMCF Auto Response :

GMCF Response :

Dear Provider

test. this is

- GMCF Nurse Reviewer (7/18/2017 11:39:33 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".

Attached Files

Attached File	Attached By	Attached On	
Test 2.docx	TORINA.CUTHBERT	7/18/2017 11:49:44 AM	<input type="button" value="DELETE"/>

Frequently Asked Questions

1. **Is there a video or tutorial of how to submit a CMO authorization via the Web Portal?** Yes. There is a WebEx available on the GA Medicaid website in which it displays step by step instructions of how to search authorizations, how to submit authorizations, and how to attach documents to an authorization request. You can find this information on the GA Medicaid Web Portal by selecting Provider Information> Provider Education>then selecting CMO PA Submission via the Web Portal.

2. **How can I search for an existing authorization?** You can track authorization requests via the GA Medicaid Web Portal. You will need to log into the secured portal under the Medicaid Provider ID that you submitted your authorization request for. You will then select Prior Authorization>Medical Review Portal> then select the Search link under the CMO Authorization Request section. You can put in the GMCF Tracking Number under the Request ID field and select Search or Search by other fields such as entering the Member Medicaid ID to check the status of this request.

3. **I cannot submit an authorization request. I received an error stating “Sorry, current provider cannot enter a Provider Authorization Request”.** Providers who are receiving this error message should reach out to their GA Medicaid CMO Provider Relations Rep to confirm what services they need an authorization for. The Provider Relation Rep could also coordinate with Provider Enrollment to confirm if based on your Category of Service/Contract Status if an authorization request can be submitted via the Web Portal.

4. **Who should I contact to check why a decision has not been made on my non-emergent request within 3 business days?** Providers should contact the CMO that the request was submitted too. The CMO will be able to provide an update via the 12 digit GMCF tracking number that begins with a number 7.

Please Note:

Currently, O&P (COS 330) providers cannot submit CMO authorization requests via the Web Portal. Please contact the CMO for details of how to submit authorization requests.

Currently, LCSW (COS 820) providers cannot submit authorization requests via the Web Portal. We do allow COS (998 (CMO Only), 440 (Behavioral Health/Community Mental Health), and 570 (Psych)).

Making Health Care Better

