



# Colorado Medicaid:

Portal Registration Training

February 2021



# Agenda

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- Intro to Qualitrac
- Provider Portal Registration
- Authorized Official Training
- Things to Note
- Where to go for help





# Intro to Qualitrac

Web-based health management system, built and maintained by our team of clinical and technical experts featuring:

- 24/7 Provider Access
- Streamlined review process with all necessary information contained on one-page
- Secure electronic upload of clinical documentation
- Provider ability to track progress of submitted requests



# Provider Portal

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- Beginning **Monday, March 1, 2021**, case management agencies will submit review requests using the Qualitrac system via a Provider Portal.
- Your Organization must first complete the online registration process and designate one or more individuals within your organization to be an Authorized Official who will create user accounts for individuals within your organization.
- Instructions regarding the online registration process are provided in this training
- Once registered, you will receive a username and instructions to create a unique password.
- You will access the Qualitrac Provider Portal at <https://www.colorado.gov/hcpf/long-term-services-and-supports-training>



# Provider Portal



- Monitor this website for ongoing information pertaining to the Provider Portal and the review process.
- Training documents, the link for Portal Registration, and the link to the Portal will be available on this page



# Provider Portal

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- Scroll down the page to the section titled Telligen's Qualitrac Review and Provider Portal

<a href="#">+ <u>Supports Intensity Scale (SIS)</u></a>
<a href="#">+ <u>Targeted Case Management</u></a>
<a href="#">+ <u>Telligen's Qualitrac Review and Provider Portal</u></a>
<a href="#">+ <u>Transition from Children's to Adult Waivers Checklist</u></a>
<a href="#">+ <u>ULTC 100.2</u></a>
<a href="#">+ <u>Waiver Transition Services</u></a>



# Provider Portal

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- Click on the name
- Currently, the Provider Portal Registration online document is listed and the Authorized Official Training User Guide

 Telligen's Qualitrac Review and Provider Portal

[Provider Portal Registration](#)

[Official Training User Guide](#) - January 2021



# Provider Portal Registration

# Provider Portal Registration

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- The Provider Portal Registration process is completed entirely online.
- The link can be found on this page, under the Telligen's Qualitrac Review and Provider Portal section
- Click on the "Provider Portal Registration" link

 Telligen's Qualitrac Review and Provider Portal

[Provider Portal Registration](#)



[Offical Training User Guide - January 2021](#)



# Portal Registration



- When the link is clicked to begin the registration process, the Provider Executive will enter their Full Name and email address.
- They will enter the individual's, Full Name and Email Address that is being named as the Authorized Official.
- For multiple Authorized Officials, this process will be repeated for each one.

If you have questions or need assistance with the registration process, please contact our Registration Specialist at [qtregistration@telligen.com](mailto:qtregistration@telligen.com)

NOTE: a new portal packet will need to be completed if more than one Authorized Official is required.

Please enter your name and email to begin the signing process.

**Provider Executive**

**Your Name: \***

**Your Email: \***

Please provide information for any other signers needed for this document.

**Authorized Official**

**Name: \***

**Email: \***

**BEGIN SIGNING**

# Provider Portal Registration

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- The Registration Process is completed in three easy steps.
  1. The Provider Executive, i.e., the duly authorized representative permitted to bind your organization, agrees to the terms and conditions of the Provider Portal Agreement.
  2. The Provider Executive designates one or more Authorized Officials for your organization. These individuals will manage provider accounts within your organization.
  3. The Authorized Official(s) complete the Authorized Official Agreement and Registration Form.



# Provider Portal Registration

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- All forms are completed online.
- Using DocuSign technology, the documents are routed via email to the appropriate parties for signature.
- Once everyone has signed, both the Provider Executive and the Authorized Official receive a fully executed agreement for their records.
- The Qualitrac Registration team will then complete the registration process and provide instructions to the Authorized Official.
- The Authorized Official from your organization will then need to create and manage provider accounts within your organization.



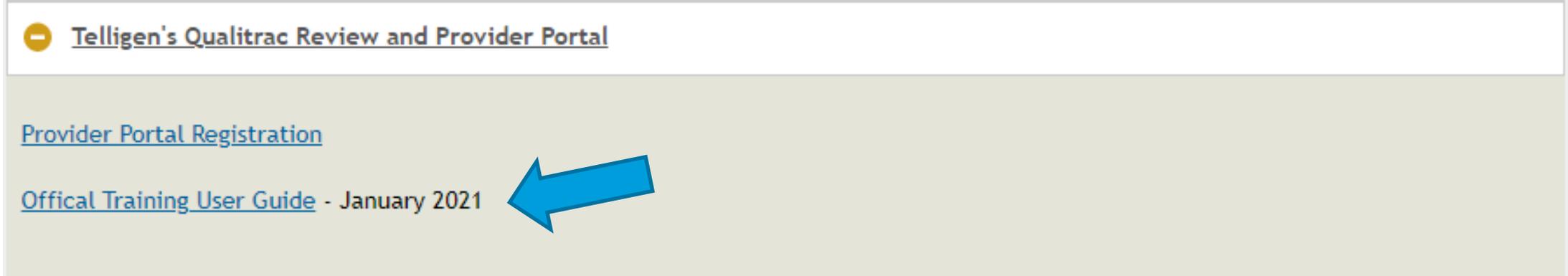
# Authorized Official Training

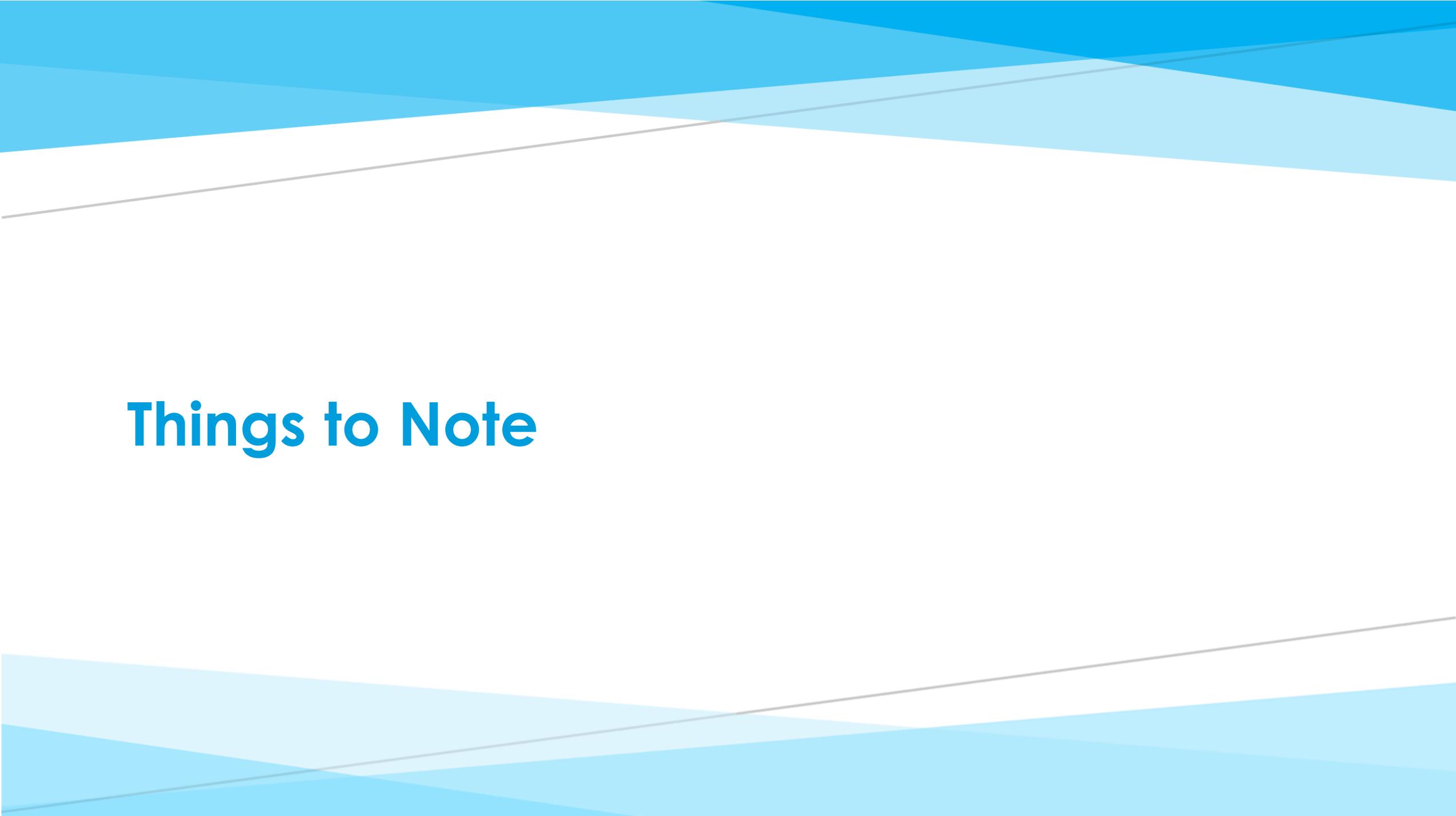
# Authorized Official Training

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- Please use this link to find the latest Authorized Official Training Guide
- [Long-Term Services and Supports Training | Colorado Department of Health Care Policy and Financing](#)
- Scroll down to the Telligen's Qualitrac Review and Provide Portal section
- Click on Official Training User Guide – January 2021





# Things to Note

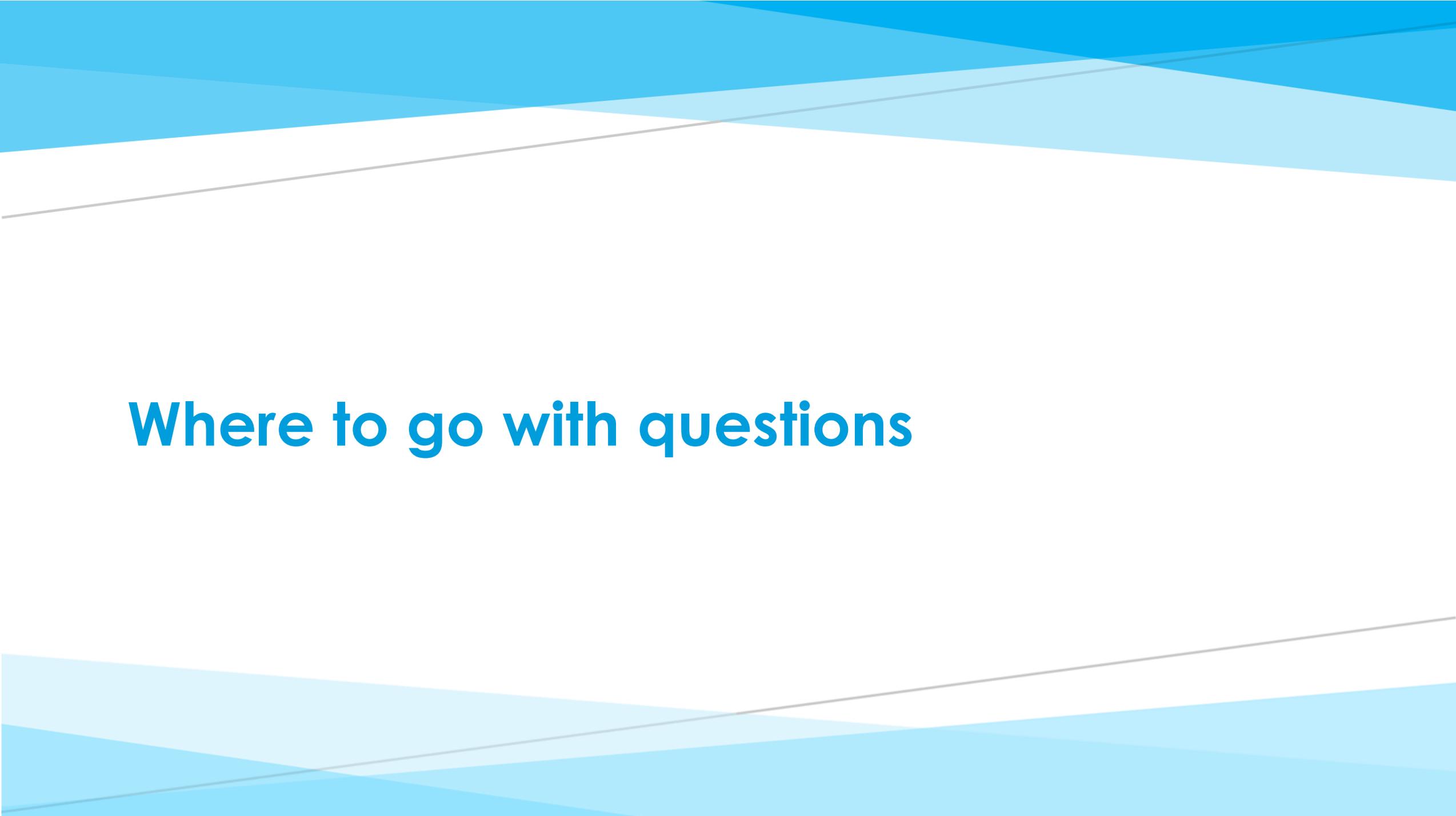
## Things to Note

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- Emails to Authorized Officials, containing the User Name and instructions, will be sent out the week of February 22, 2021.
- Registration packets should be completed prior to the go live date to ensure Authorized Official accounts are set up and ready once the system is available to access.
- Password will need to be reset every 90 days per industry security standards.
- The Qualitrac system will not be available to users prior to March 1, 2021.
- Please bookmark the Long Term Services and Supports Training webpage.  
[Long-Term Services and Supports Training | Colorado Department of Health Care Policy and Financing](#)
- Please monitor this website for ongoing information pertaining to the Telligen Provider Portal and the review process.





# Where to go with questions

# Contact Information

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## Website

[Long-Term Services and Supports Training | Colorado Department of Health Care Policy and Financing](#)

**Scroll** down to the **Telligen's Qualitrac Review and Provider Portal** Section and **click** on the name to open the panel

**Provider Portal Registration** – use to set up Authorized Officials

**Official Training User Guide** – training document to assist Authorized Officials with setting up users

**Help Desk** – Not available until March 1, 2021

1-833-610-1052



**The End...**

