

Children's Mental Health Resumption of Prior Authorization (PA) and Continued Stay Review (CSR) Requirements for Therapeutic Group Home and Therapeutic Home Visit

Effective August 1, 2022

Frequently Asked Questions

How do I begin the registration process for an account in the Qualitrac Portal?

The link to register in the portal is located on the home page under the big orange Portal Sign In button.
Link: [Medicaid Portal - Home - Mountain-Pacific Quality Healthcare \(mpqhf.org\)](https://mpqhf.org/medicaid-portal-home)

Telligen has also posted the *Qualitrac Authorized Official Training* here: [Medicaid Portal - Education & Training - Mountain-Pacific Quality Healthcare \(mpqhf.org\)](https://mpqhf.org/medicaid-portal-education-training)

For assistance with the registration process please contact MPQH/Telligen at 1-800-219-7035.

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Mountain-Pacific Quality Health Medicaid Utilization Review and Ambulance Provider Portal

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Home

Welcome to the Mountain-Pacific Quality Health Medicaid Provider Portal, powered by Telligen, an Iowa-based company with extensive experience providing utilization management services.

Using this Health Insurance Portability and Accountability Act of 1996 (HIPAA)-compliant portal, providers will have 24/7 access to:

- Electronically submit new requests using "drag and drop" functionality vs. faxing or mailing documents
- Upload supporting documentation, e.g., medical records, letters, etc.
- Review status of pending requests
- Review determinations (Notification of determinations are emailed to requesters.)
- Retrieve history of previous requests, determinations and prior authorization numbers

This portal provides a two-way, secure data exchange between requesting providers and Mountain-Pacific. We are always looking for ways to improve our partnership with providers. Our goal is to save time and gain efficiencies, and this portal helps do that.

This project is funded in whole or in part under a Contract with the Montana Department of Public Health and Human Services. The statements herein do not necessarily reflect the opinion of the Department.

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Do I need to upload clinical information with the initial request for youth currently in care?

No, you will not need to upload clinical information with the initial request. Telligen will be auto-approving cases until they reach a CSR date that is past August 1st. The first CSR date after August 1st will be when the case is reviewed for medical necessity, so clinical information will be required at that point. Please note: the Qualitrac portal will require at least one document to be uploaded in order to submit the initial request. There is no specific document that is required for this, Telligen will not be viewing it.

Will Therapeutic Group Homes receive additional funded days for discharge planning after medical necessity is not found?

No, discharge planning begins at admission.

Will I need to utilize specific Prior Authorization Request or Continued Stay Request forms?

No, these forms were moved to electronic fields in the portal after 02/28/2020. You will still need to use the Emergency 72 hr TGH Payment Authorization Request Form #009 when appropriate. This form is located on the Children's Mental Health Provider Forms page here: [Children's Mental Health Provider Forms \(mt.gov\)](#)

What is the deadline for having current cases submitted in the Qualitrac portal?

Please have all of your cases entered into the portal by August 1st with the actual admit date entered. Telligen will begin the auto-authorization process on August 2nd.