

Frequently Asked Questions

Log-In and Access

What if I have no username and password?

You need to register as a QiRePort user. Go to the Learn More page of QiRePort at www.qireport.net. You will find a registration form and instructions for completion. Send the completed form to LHC for processing. Once processed, you will receive your username and password by email. Allow at least three business days to complete the enrollment and email to be sent.

Where is the QiRePort log-in?

It is on the Welcome page of QiRePort. The Web address for QiRePort is www.qireport.net. The Welcome page will appear once you go to the QiRePort Web site address.

What happens when I log-in the first time?

When you enter your username and temporary password, you will see a pop-up screen. You will be asked to change your password to a permanent one. During your second log-in, you will be asked to enter answers to three security questions.

What are the three secret questions?

The secret questions are used to confirm your identity in cases where you forget your password. There are a variety of standard questions supplied by QiRePort that you can choose as your secret questions and then provide your answer.

What if I forgot my password?

Click on the *Forgot password* on the QiRePort Welcome page. You'll be asked to answer three questions with answers you previously provided as part of your initial log-in. Answer each question and then click on the Continue button.

How do I change my password?

Go to the Home Page of QiRePort. Click on Preferences on the left side of the screen. You'll be asked to enter your current password. When you click on continue, you will be able to change your personal information including your secret questions and password.

Can I save QiRePort as one of my favorites?

Yes. If for any reason QiRePort does not appear after you click on QiRePort on your favorite list, go to the address box in your browser and enter the QiRePort Web address which is www.qireport.net.

What if I need to add or delete one of our staff as a QiRePort user?

Only designated agency staff can request staff additions or deletions for QiRePort access. Check to see who in your agency is authorized to make this request. This information was supplied by your agency on the QiRePort registration form. If you are unable to locate this information in your agency, contact the IAE (LHC) call center and they will provide the names of the staff in your agency authorized to request staff access changes.

Can someone who does not work for our agency but who supports our work with PCS clients be granted access to QiRePort?

Yes. This is called a designated representative. Include these individuals in the registration form for QiRePort.

What if I need to change what I can do on QiRePort – View Only versus Add/Edit?

Only designated agency staff can request changes in the type of access staff have to QiRePort. Check to see who in your agency is authorized to make this request. If you are unable to locate this information in your agency, contact the IAE (LHC) call center and they will provide the names of the staff in your agency authorized to request staff access changes.

What Internet browsers can I use to access QiRePort?

QiRePort supports Internet Explorer, version 6 or higher and Mozilla Firefox, version 3 or higher. Other browsers can be used but the results are not assured.

If I use Apple’s Internet browser, can I access QiRePort?

QiRePort was designed for computers running Microsoft operating systems. Apple has its own Internet browser called Safari. We do not warrant that you can successfully use QiRePort using Safari.

What do I do when I receive a message about pop-up blockers when attempting to log-in to QiRePort?

Most browsers and various anti-virus software block pop-ups unless you indicate the source is trusted. QiRePort, like many web-based software applications, uses pop-ups to provide a quick and simple way to enter or edit data. So you need to indicate that you will allow pop-ups from QiRePort if you receive a message about pop-ups when you log-in to QiRePort. Most pop-up block messages ask you to confirm what you want to do about the pop-up blocker saying don’t allow, temporarily allow or permanently/always allow. We suggest you select permanently allow.

Why can’t I enter any information in QiRePort?

During registration you were set-up as a user to have view only access. As a result you are not allowed to enter any information in QiRePort. Your agency can request a change in your access to QiRePort which will allow you the ability to add or edit information on QiRePort.

I see only part of the QiRePort web pages appear on my screen. What's the problem?

It is likely you have set the screen resolution on your computer monitor at a lower setting than what we use as our default. Our default is 1024x768. To see if this is the case, go to your Control Panel in Windows and select Display. Under the Settings tab, you will see a control for screen resolution. Make sure it is set for 1024x768 or higher. If your current setting is 800x600, change it to 1024x768.

What happens if our internet access is interrupted and we can't access QiRePort?

It is the responsibility of the providers to ensure Internet access to QiRePort.

Referral Processing

How do I find out if we have a new referral?

Log-in to QiReport and click on the Referrals tab on the top of the Home page. If there are any referrals they will appear on the Referrals page. Be sure to check daily for any referrals.

Why am I seeing referral information for multiple provider numbers?

When you were registered, you were given access to the referral information for multiple provider numbers associated with your agency. When you log-in you will be provided access to any referral information or other independent assessment data for the provider numbers you are authorized to access.

What if I do not recognize the recipient as someone we serve?

First, confirm what type of referral you received. Is it a new admission or a change of provider referral? If so, this will be a new recipient for your agency. If the referral is for a change of status or a mediation followup for a recipient you serve, contact the LHC call center by phone or use the Ask a Question feature on the Home page of QiRePort.

What if the recipient information reported on the referral is not correct?

This information is provided from MMIS and it is the current "master" record for the recipient. Report any questions or concerns about this information to the IAE (LHC) call center. Do not send recipient specific questions via email or the Ask a Question on QiRePort.

What are requests for independent assessment?

With the exception of annual reassessments, all independent assessments are the result of a request. There are requests for new admissions, change of status, change of provider and as a result of mediation.

How do I see the request that led to the independent assessment?

If you click on a referral on the referral list, you will see a referral summary. On the screen look for a section called **Requests For Independent Assessment**. In that section of the summary screen, you will

see a list of requests. Click on the name of the recipient and the request will appear. You can only **view** the request.

How do I see the assessment that the referral relates to?

If you click on a referral on the referral list, you will see a referral summary. On the screen look for a section called **Independent Assessments on file for Recipient**. In that section of the summary screen, you will see a list of recipient assessments. Click on the date of the listed assessment and the assessment will appear. It is 12 pages long. Scroll through the assessment sections to see all the results. You can only view the assessment.

How do I accept or reject a referral?

Select a request on the list of referrals you see on the Referrals page. A referral summary will appear. Toward the bottom of the referral summary display, you will see a data field called Referral Decision with a –Select – displayed to the right. Click on the down arrow and you will see a list of decision options. Select the appropriate response. Enter any comments explaining your decision in the Comment field. Then click on Save.

What do I do if I sent the wrong referral response? Can I correct it?

No. Contact the Independent Assessment Entity (LHC) call center **immediately**. The call center will advise you if there is any way to reverse the response. That will hinge on what subsequent processing steps have already occurred.

What are assessment comments?

Assessors include comments in the assessment that further describe the recipient's conditions, circumstances or needs. Click on the Comments button in the section of the Referral Summary display called **Independent Assessments on file for Recipient** to see the comments summary. The comments are organized by assessment section.

Can I edit or change the assessment?

No. You can only view the assessment and the assessment comments.

What if I have questions about the assessment or assessment findings?

Call the call center. Do not send an email or use the QiRePort Ask a Question feature. This is essential to ensure recipient data privacy.

Where do I see the authorized hours that are tied to the referral and assessment?

Look on the referrals listing that appears when you click on the Referrals tab at the top of the screen. The hours appear in the right-most column of the display. You can also see the hours on the Referral Summary display screen in the section called **Independent Assessments on file for Recipient**.

How do I print a request or assessment that I can see on QiRePort?

First select and display the assessment. It will display in what is called a .pdf format. On the display you will see a printer symbol. Click on the printer symbol and you will be prompted to select a printer. Be careful to observe security and privacy provisions associated with this recipient information.

How do I save an assessment that I can see for a referral?

First select and display the assessment. It will display in what is called a .pdf format. On the display you will see a File symbol. Click on the File symbol and the entire assessment will be saved in a directory on your computer that you select, in .pdf format. Be careful to observe security and privacy provisions associated with this recipient information.

What happens when I accept a referral?

LHC will see your acceptance. A decision notice will be sent to the recipient and your agency will receive a copy of a decision notice, electronically. A prior authorization will also be sent to the NC Tracks system based on the notification. The prior authorization contains the authorized hours per month limit and the period of authorization.

What happens when I reject a referral?

LHC will make a referral to the next provider that the recipient selected during the assessment process.

How do I see a complete list of all referrals made to a provider number(s) for my agency?

Click on the Reports tab at the top of the page. A reports page will appear. On the left side of the page, you will see an option called Referral History. This will show you a complete list of referrals that have been sent to your agency's provider number(s) that you are authorized to view. The referrals you will see are for the period since the provider interface was implemented.

Will I receive referrals over the weekend?

This is not common but could occur depending upon the processing schedule of the IAE (LHC). Even if a referral comes in over the weekend, you have two business days to respond to the referral.

What happens if I don't respond in two (2) business days to the referral?

LHC will make a referral to the next provider that the recipient selected during the assessment process.

How do I see the recipient decision notices tied to referrals?

Click on the Referrals tab at the top of the home page or any other screen in QiRePort. On the left side of the Referrals screen, click on Accepted (last 30 days). A list of referrals accepted by your agency will appear. In the display there is column titled Recipient Notice. If the notification has been transmitted by LHC to your agency, you will see the following designation ... [letter]. Click on [letter] and the notification letter will display. If the notification has NOT been generated by LHC, you will see Not Available in the same column.

Can I start providing services immediately after I receive the referral and accept the referral?

No. You need to wait for the agency copy of the recipient decision notice. It will contain the effective date for the service. Usually you will see the notice within 1 or 2 days of your referral acceptance.

How do I see denial notices for one of our recipients?

Click on the Referrals tab at the top of the home page or any other screen in QiRePort. On the left side of the Referrals screen, click on Denials (last 6 months). A display of denied recipients will appear showing the information. You can click on [letter] to see the denial letter sent to the recipient.

What is the effective start date for the service?

It depends on the type of assessment. Look at the recipient notification letter to see instructions on the effective date for the services at the approved hours.

Viewing Recipients With Independent Assessments

How do I see all the recipients we serve that have an independent assessment?

Click on the Referrals tab at the top of the home page or any other screen in QiRePort. On the left side of the Referrals screen, click on Search Recipients. A selection screen will appear where you can enter a recipient name (or partial name) or Medicaid ID to see the information on an individual recipient.

Can I see a list of our recipients that do not have an independent assessment yet?

No. Only recipients with a completed assessment can be viewed in QiRePort.

Processing Change of Status Requests

What is a change of status request?

This is a request for a new assessment of a current recipient to take into account a change in the recipient's conditions or circumstances that may affect their level of assessed need for PCS services. Look at Medicaid PCS policies for what to consider as a basis for requesting a change of status assessment.

Why are there two different places on QiRePort Referrals screen to develop a change of status request?

One is for recipients of your agency that have already had an independent assessment. In those instances, QiRePort uses information about the recipient already in place to facilitate an assessment request. The other is for recipients you serve who do not have a completed assessment. In this latter case, you need to enter the identifying information on a recipient and QiRePort attempts to validate the submitted information using information from NC Tracks.

When I attempted to enter a change of status request for a recipient without an independent assessment already completed, I got a message back that the recipient MID was not valid. What's wrong?

QiRePort will check the recipient identifying information you entered against the recipient eligibility information provided by NC Tracks, to see if you entered a valid ID number. If not, you will receive a message that the recipient MID you entered does not match what is on file. If that occurs, try reentering the MID to see if there was a data entry error. If you are certain that the recipient MID is correct, contact the IAE (LHC) call center to obtain instructions or assistance.

When I attempted to enter a change of status request for a recipient without an independent assessment already completed, I got a message that the recipient was not associated with the provider number I provided. What's wrong?

QiRePort will check the recipient identifying information you entered against the recipient eligibility information provided by NC Tracks to see if the recipient you entered is associated with your agency (or provider number). If not, you will receive a message that the recipient MID you entered does not match what is on file. If that occurs, try reentering the MID to see if there was a data entry error. If you are certain that the recipient MID is correct, contact the IAE (LHC) call center to obtain instructions or assistance.

Discharge

What should I do if our agency is going out of business?

Time permitting, enter a discharge with the planned discharge date for each recipient you currently serve. If not, notify the IAE (LHC) call center **immediately**.

Why are there two different places to enter discharges?

One is for recipients of your agency that have already had an independent assessment. In those instances, QiRePort uses information about the recipient already in place to facilitate a discharge request. The other is for recipients you serve who do not have a completed assessment. In this latter case, you need to enter the identifying information on a recipient and QiRePort attempts to validate the submitted information using information from MMIS in order to facilitate the discharge.

What if the recipient ID I entered is not accepted and I received a message saying... that either the MID is NOT valid or we cannot confirm that the Old Provider Number you provided is correct ?

As a first step, reenter the recipient MID to determine if you incorrectly entered the MID. If you still receive the message, then contact the IAE (LHC) call center.

What happens once we submit a discharge form?

QiRePort will electronically process the discharge by developing a prior authorization record based on the discharge date you entered. This record is sent electronically to MMIS and will be used in subsequent claims processing.

What do I do if I mistakenly entered a discharge?

If you incorrectly enter a discharge for a recipient, notify the IAE (LHC) call center **immediately**.

Why didn't the person I discharged come off the recipient summary list?

The recipient's name to be discharged will be removed once the planned / actual discharge date has passed.

Provider Number Change

Can I change provider numbers for recipients that are dropped by another PCS provider?

No. You can only change provider numbers that are associated with your agency.

Why wasn't my provider number change request processed?

In all likelihood, you attempted to enter a new provider number that was not valid for your agency. You can only change provider numbers that are associated with your agency. If you believe the information you entered is correct, notify the IAE (LHC) call center **immediately**.

What happens when I submit the provider number change form?

QiRePort will electronically process the provider number change request by developing a prior authorization record based on the provider number change you entered. This record is sent electronically to MMIS and will be used in subsequent claims processing.

How long should I wait to bill for the new provider number when I've submitted a provider number change request?

Wait at least five business days

Do I have to enter the provider number changes for each recipient affected by the change?

Yes. Each recipient is a separate record.

What if I realize I made a mistake after I saved a provider number change request?

You can "undo" the request by clicking on the remove button on the display list of submitted provider number change requests. QiRePort allows you to remove a request until the PA authorization record is transmitted to NC Tracks. When the PA record is transmitted to QiRePort, you will see on the provider number display the entry...Processed... If you were able to successfully remove a request before it was transmitted to NC Tracks as a new PA record, you will see the word...Removed....in the display.

On the list of provider number change requests submitted by my agency, what does processed mean?

It means that QiRePort transmitted a PA record to NC Tracks based on the provider number change you requested.

Counties Served

Do the service areas have to match the DHSR licensure reporting on county service areas?

Yes. If, however, the counties served has changed since you last submitted your licensure information to DHSR, please use your most recent coverage area.

What is done with the county coverage information?

This information is used to support recipient choice/selection of a provider during the assessment process. Your agency's name (provider number) will appear on county lists of providers that are presented to recipients for provider selection. Recipients are asked to select three (3) providers from the list.

Can I enter a planned change of county coverage?

Yes. Simply enter the effective date of the change.

When should I update the county coverage information?

It is to your benefit to update this information as soon as you know there will be a change in service area. The county provider lists presented to recipients are based on the information you provide and the effective date.

Is the country coverage information by provider number or for agency as a whole?

It is entered by provider number.

Miscellaneous

I received a message "A problem occurred servicing your request. Please try again later." What do I do?

First, wait a few moments and repeat the same step. This message is most likely to appear when you select an option from the menu or you click on the Save button of various screens. Sometimes there is an Internet transmitting problem and simply repeating the task/step will work. If that doesn't work, then there may an issue with QiRePort. It would be helpful if you go to the Home page and enter in the Give Us Your Feedback box a description of what you were doing when the message appeared.

When I logged into QiRePort I received a message....The webpage you are viewing is trying to close the window. Do you want to close this window? What do I do?

This is a message that Internet Explorer often displays for security reasons. You can simply click 'Yes' to proceed. You may be able to stop the message from appearing by placing www.qireport.net in your trusted sites list.