



AMHD
ADULT MENTAL HEALTH DIVISION

Provider Bulletin

for the Adult Mental Health Division

September 27, 2012

IMPLEMENTATION OF PROVIDER CONNECT FOR CLAIMS AND QOLI

The Adult Mental Health Division (AMHD) is beginning the transition from SharePoint to Provider Connect. Providers will use Provider Connect to upload claims files, receive confirmation that the file was accepted, view exception reports and receive 835 files. In addition, Provider Connect screens will replace the Quality of Life Indicators (QOLI) database that was previously provided and messaging services will also be made available.

In order to explain further about these changes, as well as provide training, a number of sessions are being scheduled using GoToMeeting. Attendance at these sessions is first come, first served basis with a limit of 24 participants per session. We do request that providers spread their attendance across the schedule in order to allow everyone to attend. We will also provide individualized follow-up training to provider agencies as requested.

Session Descriptions:

Overview: This 30 minute session is designed to inform managers about the changes taking place, including the move to Provider Connect, how to request role based accounts and how to select staff to send to the other sessions. Communication Center screens will be demonstrated.

Claims: This session is intended for staff that uploads claims files; work with exception reports, and/or research claim denials. It will include an orientation to the 999 confirmation file.

QOLI: This session covers changes to QOLI reporting, the new paper form and how to input data into the web based screens. It is intended for the person at the provider agency designated to serve as the QOLI contact person as well as those who will train other staff.

Sessions Schedule:

Monday, October 1, 2012 at 2:00 PM

<https://www2.gotomeeting.com/join/641044762>

Use your microphone and speakers (VoIP) - a headset is recommended. Or, call in using your telephone.

Dial +1 (213) 493-0604

Access Code: 641-044-762

Audio PIN: Shown after joining the meeting

Meeting ID: 641-044-762

Tuesday, Oct 2, 2012 at 10:00 AM

<https://www2.gotomeeting.com/join/342514234>

Use your microphone and speakers (VoIP) - a headset is recommended. Or, call in using your telephone.

Dial +1 (404) 891-0552

Access Code: 342-514-234

Audio PIN: Shown after joining the meeting

Meeting ID: 342-514-234

If you have any questions regarding this provider training please contact John Jansen at (808) 306-8091 or by mail john.jansen@doh.hawaii.gov, or Dawn Mendiola at (808) 680-8119 or by email dawn.mendiola@doh.hawaii.gov