Introduction to PAU Release 2

Qualitrac® Utilization Management Solution

May 1st, 2024

pennsylvania
DEPARTMENT OF HUMAN SERVICES

Overview

- The 2nd phase of the Qualitrac® implementation for prior authorization (PAU) functionality

- Migrates current PAU functionality from PROMISe™ to Telligen's Qualitrac® application

- Includes the implementation of a Provider Portal for PAU submissions

- Supports CMS' directive for creating a more modular MMIS infrastructure

Key Objectives

- Modernize and streamline prior authorization processes with Telligen's Qualitrac® solution, ensuring a compliant, flexible, and web-enabled solution that integrates with legacy systems for improved operational efficiency and claims processing

- Upgrade to features that offer real-time insights, automation, customizable notifications, and secure, easy web access for prior authorization management

- Ensure PAU services comply with all state and federal regulations, facilitating a smooth transition to MMIS modernization

- Achieve CMS certification with complete documentation and artifacts

pennsylvania
DEPARTMENT OF HUMAN SERVICES

Enhanced Provider Interaction with Qualitrac® System:
- Introduction of a Provider Portal simplifies authorization submission, tracking, and communication and enables real-time updates, email alerts, and messaging for streamlined provider engagement

Streamlining Submission and Review Processes:
- Anticipated reduction in reliance on traditional communication methods (email, fax, phone) thanks to automation
- Task management workflows and capabilities enhance operational efficiency

Improved Efficiency and Accuracy:
- Automation reduces manual review needs, cutting down provider wait times and process-related frustrations
- Enhanced accuracy and faster processing times lead to fewer return to provider transactions
- Enhanced reporting functionality to identify trends and process improvements
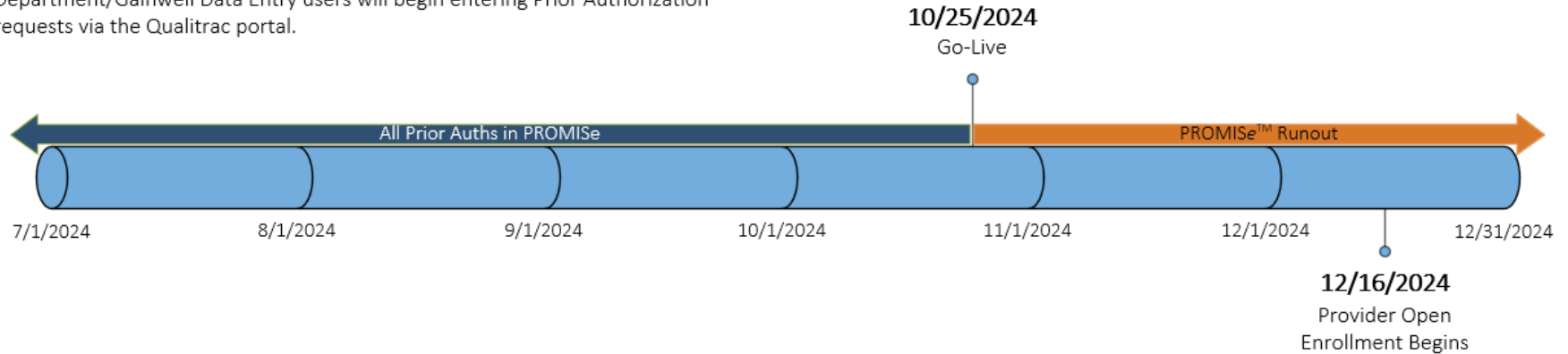
Overall Impact on User Experience:
- The combined effects of these system enhancements aim to significantly improve the provider experience
- Enables a more efficient, accurate, and user-friendly process for Medicaid FFS prior authorization submissions and reviews

pennsylvania
DEPARTMENT OF HUMAN SERVICES

Qualitrac Implementation and PROMISe Runout

At Go-Live, Qualitrac will replace PROMISe Prior Authorization functionality and Department/Gainwell Data Entry users will begin entering Prior Authorization requests via the Qualitrac portal.

10/25/2024
Go-Live

All Prior Auths in PROMISe   PROMISe™ Runout

7/1/2024   8/1/2024   9/1/2024   10/1/2024   11/1/2024   12/1/2024   12/31/2024

12/16/2024
Provider Open
Enrollment Begins

Go-Live (10/25/2024)
- Qualitrac goes live for Department, Bureau, and Data Entry team
- Qualitrac begins sending the PA Outcome File to PROMISe™
- All new Prior Authorizations or edits to Prior Authorizations will be entered into Qualitrac by the Bureau Reviewers or Gainwell Data Entry team
- All notices will be distributed to Providers via Qualitrac and notice functionality in PROMISe™ will be decommissioned
- Users will have the ability to view utilization information on the Prior Authorization windows in both PROMISe™ and Qualitrac
- All existing Prior Authorization related reports will continue to be generated in PROMISe™ post Release 2 go-live and new reporting functionality in Qualitrac will be made active
- The pharmacy business unit will continue leveraging mock claim functionality in PROMISe™ to generate data needed to enter a new prior authorization in Qualitrac
- The pharmacy business unit will continue to use PROMISe™ to enter prior authorization requests for compound drugs

PROMISe™ Prior Authorization Runout
- Active Prior Authorizations that originated in PROMISe™ that have utilization against them will continue to runout as normal

Provider Open Enrollment Begins (12/16/2024)
- Make the Qualitrac Portal available for Providers to begin entering Prior Authorization requests
- Providers take training and complete enrollment tasks; after completion are able to enter and search Prior Authorizations in Qualitrac

PAU Release 2 Project Timeline

PAU Release 2 Project Progress Report

PAU Release 2

69%
64%
Actual % Complete

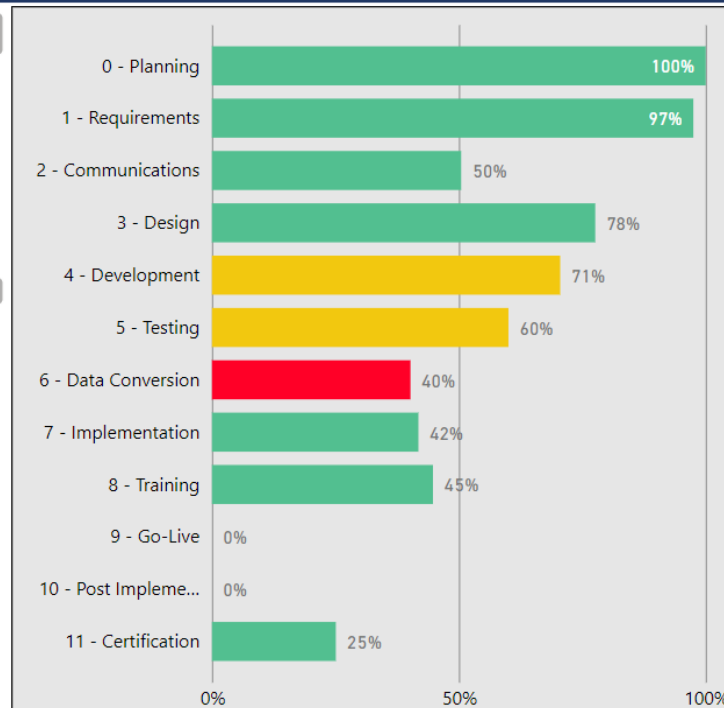| Work Item Type	Low	Medium	High	Total
Risk	0	0	0	0
Issue	0	0	0	0

Change Order
All

Accomplishments

Accomplishments:
PMO
1. Received approval of Iteration 9 UAT test cases on 04/18/2024
2. Submitted Iteration 10 UAT Test Cases to the Department on 04/19/2024 for review and approval
3. Received approval of BRIM Iteration 10 on 04/05/2024 and submitted BRIM Iteration 11 on 04/11/2024

Next Steps

Next Steps:
PMO
1. Submit Iteration 11 UAT Test Cases to the Department on 05/10/2024 for review and approval
2. Complete UAT Execution for Sprint 9 on 05/16/2024
3. Conduct a walkthrough of the BRD and BR RTM with the Department and submit on 05/10/2024 for review and approval

Potential Concerns

1. Telligen Sprint Development is ambiguous. No clear insight into feature development

2. Delays in Telligen's Sprint Development are affecting UAT Execution and Integration Testing. Recommend Telligen provide a mitigation plan to bring the project back on track

Chart (SDLC Stage % Complete):

SDLC Stage	% Complete
0 - Planning	100%
1 - Requirements	97%
2 - Communications	50%
3 - Design	78%
4 - Development	71%
5 - Testing	60%
6 - Data Conversion	40%
7 - Implementation	42%
8 - Training	45%
9 - Go-Live	0%
10 - Post Impleme...	0%
11 - Certification	25%

SDLC Stage	Finish
0 - Planning	11/15/2023
1 - Requirements	6/10/2024
2 - Communications	1/13/2025
3 - Design	9/5/2024
4 - Development	10/1/2024
5 - Testing	10/31/2024
6 - Data Conversion	5/8/2024
7 - Implementation	10/31/2024
8 - Training	12/16/2024
9 - Go-Live	10/31/2024
10 - Post Implementation	5/2/2025
11 - Certification	8/10/2026