



AHCCCS IOC on Mental Health - QM Portal access and report review training

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QM Portal Incident, Accident and Death Reports (IAD) and Quality of Care Concern (QOC) process

- **The QM Portal was designed to allow for direct provider input allowing for real time entry, investigation and follow up on Incident Accident and Death Reports (IAD).**
- **IAD process:**
 - Providers from all types of treatment facilities log into the system and submit reports within the Portal.
 - A Provider Agency Quality Management staff and/or Provider Agency Director reviews, follows up on and signs off on the report including notes on any action taken or follow up on a members current condition.
 - The Health Plan completes their required Quality Management, tracking and trending process including the Quality Of Care (QOC) process.
 - The AHCCCS Quality Management team reviews the Health Plan reports and follow up as needed.
 - The Health Plans are responsible for removing all Personally Identifying Information (PII) from the reports and uploading them for IOC review as the reports are finalized.

QM Portal Seclusion and Restraint (SAR) reporting process

- **The QM Portal Seclusion and Restraint reporting application was designed to allow for direct Health Plan input allowing for real time entry, investigation and follow up on incidents of seclusion and/or restraint.**
- **SAR process:**
 - SAR individual reports are completed at the treatment facility, Hospital, Sub Acute, Observation units, etc., in compliance with Arizona Administrative Code R9-10-217 and 225 and reviewed by the Provider Agency prior to being forwarded to the Health Plan
 - The Health Plan is required to enter certain information from each report into the QM Portal SAR application as a part of their Quality management, tracking and trending process.
 - The Health Plans are responsible for removing all Personally Identifying Information (PII) from the reports and uploading them for IOC review as the reports are finalized.

QM Portal Log In Screen

Thank you for visiting QM Portal. In order to use the site, you must have an active account. Please login or register a new account. For questions, please contact our Customer Support Center at (602) 417-4451 or contact ISDCustomerSupport@azahcccs.gov.

External User Log In

User Name

Password

[Sign In](#)

[Forgot your Password? Click Here](#)

[Create new account? Click Here](#)

Passwords are case-sensitive. After 3 failed attempts, within 15 minutes, your account will be locked out, and you will either need to contact your Master Account holder to unlock your account or use the Password Recovery feature.

AHCCCS User Log In

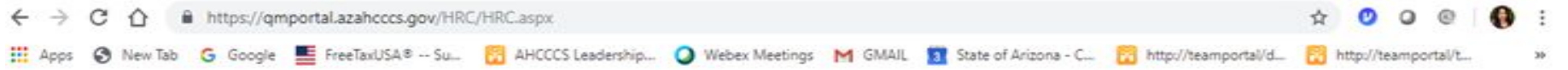
If you are an AHCCCS employee
AND you are currently logged onto the AHCCCS network
AND you are accessing this application from a browser on your workstation
Then click the button below to use this application with your network login credentials

[AHCCCS Sign In](#)

Your web browser must have JavaScript enabled in order to use the QM portal.

- IOC Members log in using “External User Log In”.
- User must enter “User Name” and “Password”
- If you do not have an account you have the option to create a new account by clicking here.

IOC QM Portal Home Page



QM Portal> [Home](#) [User Admin](#) [FAQ](#) [Technical Assistance](#) [Log Out](#)

Statutory Notification

Subject to federal law, committee members and consultants have access to client information and records maintained by the appropriate department, provider or regional behavioral health authorities to the extent necessary to conduct committee duties. Each person who receives information or records pursuant to this subsection shall maintain the information or records as confidential and sign an agreement to comply with all confidentiality requirements. Any client information or records shall be released to the committee without the designation of personally identifiable information unless the personally identifiable information is required for the official purposes of the committee. "Personally identifiable information" includes name, address, date of birth, social security number, tribal enrollment number, telephone or telefacsimile number, driver license number, places of employment or school identification or military identification number or any other distinguishing characteristic that tends to identify a particular person. A violation of this subsection is a class 2 misdemeanor (A.R.S. 41-3804)

[Continue](#)

IOC QM Portal Search Page

https://qmportal.azahcccs.gov/HRC/HRC.aspx

Apps New Tab Google FreeTaxUSA® -- Su... AHCCCS Leadership... Webex Meetings GMAIL State of Arizona - C... http://teamportal/d... http://teamportal/t...

AHCCCS
Arizona Health Care Cost Containment System

QM Portal> Home User Admin FAQ Technical Assistance Log Out

SEARCH CRITERIA

Incident Date (from):	<input type="text" value="MM/DD/YYYY"/>	Incident Date (to):	<input type="text" value="MM/DD/YYYY"/>
Document Date (from):	<input type="text" value="MM/DD/YYYY"/>	Document Date (to):	<input type="text" value="MM/DD/YYYY"/>
Provider:	<input type="text" value="Enter Provider"/>	IOC Committee:	<input type="text" value="Southern Arizona"/>
Category:	<input type="text" value="-- Search All --"/>	Status:	<input type="text" value="-- Search All --"/>
Allegation:	<input type="text" value="-- Search All --"/>	Max. Results:	<input type="text" value="25"/>
IAD Number:	<input type="text" value="e.g. IAD-2018-1234"/>	Order By:	<input type="text" value="DATE CREATED descending"/>

Reports can be searched by:

- Incident Date
- Document Date
- Provider
- Specific Category
- Allegations
- IAD Number
- Order (descending/ascending)
- Select the maximum reports you'd like to see

IOC QM Portal Search Feature Details

- Incident Date requires 2 digit month, 2 digit date and 4 digit year
- Document Date requires 2 digit month, 2 digit date and 4 digit year
- Provider requires at least the first name, e.g. La will generate La Frontera. *It is important to note that not all provider names match the operating name used in the community. Provider names are linked to the original provider registration with AHCCCS.*
- IOC Committee will be locked to the committee that the user is a member of
- Category is a drop down feature that allows member to select one the five selections
- Status is a drop down that allows the members the option to view only the reports that have not been reviewed or those who already have been reviewed. **Note:** *When you are reviewing you will need to check the reviewed box so that other members are able to see that you have completed the review (not automatic) or all reports will appear unreviewed.*
- Allegation is a drop down that allows the members to search by one of fifteen specific allegations listed
- Max is a drop down that allows members to review up to 250 reports at one time based on the selected quantity, default is always set at 25
- IAD Number allows members to search by IAD number, it must be entered in this format in order to work appropriately e.g. IAD-2019-1234
- Order by is a drop down feature that allows members to search in ascending and descending order

IOC QM Portal Report Search

SEARCH CRITERIA

Incident Date (from):	MM/DD/YYYY	Incident Date (to):	MM/DD/YYYY
Document Date (from):	10/1/2020	Document Date (to):	10/21/2020
Provider:	Enter Provider	IOC Committee:	Southern Arizona
Category:	-- Search All --	Status:	-- Search All --
Allegation:	-- Search All --	Results per page:	5
IAD Number:	e.g. IAD-2016-1234	Order By:	DATE CREATED descending

[Search for Reports](#)

Reports Found: 162 [Export](#) Previous 1 2 3 4 5 ... Next

IAD-2020-████	COPE COMMUNITY SERVICES	QOC Resolution Report IAD-2020-11910	BHC: Reviewed:	Serious Mental Illness (SMI) <input type="checkbox"/>	Download PDF Document	Document Date: View Member IAD History	10/19/2020 1:30:33 PM Inquiry Form
IAD-2020-████	NURSEWISE	QOC Resolution Report IAD-2020-13102	BHC: Reviewed:	Serious Mental Illness (SMI) <input type="checkbox"/>	Download PDF Document	Document Date: View Member IAD History	10/19/2020 7:37:09 AM Inquiry Form
IRF-2020-████	SONORA BH HOSPITAL LLC	QOC Resolution Report IRF-2020-12966	BHC: Reviewed:	Child / Adolescent <input type="checkbox"/>	Download PDF Document	Document Date: View Member IAD History	10/19/2020 7:33:06 AM Inquiry Form
IAD-2020-████	HESS/YVONNE R	QOC Resolution Report IAD-2020-9576	BHC: Reviewed:	General Mental Health (GMH) <input type="checkbox"/>	Download PDF Document	Document Date: View Member IAD History	10/16/2020 1:51:18 PM Inquiry Form
SAR-2020-████	BANNER-UNIV MED CRISIS RE	SAR-2020-223	BHC: Reviewed:	Serious Mental Illness (SMI) <input type="checkbox"/>	Download PDF Document	Document Date: View Member IAD History	10/16/2020 1:49:48 PM Inquiry Form

IOC QM Portal Export to Excel

Search for Reports

Reports Found: 152

Export

IAD-2020-11910

QOC Resolution Report IAD-2020-11910

Provider: COPE COMMUNITY SERVICES
Allegation: Unexpected Death

BHC:
Reviewed:

IAD-2020-13102

QOC Resolution Report IAD-2020-13102

Provider: NURSEWISE
Allegation: Safety/Risk Management

BHC:
Reviewed:

IRF-2020-12966

QOC Resolution Report IRF-2020-12966

Provider: SONORA BH HOSPITAL LLC
Allegation:

BHC:
Reviewed:

IAD-2020-9576

QOC Resolution Report IAD-2020-9576

Provider: HESS/YVONNE R
Allegation: Unexpected Death

BHC:
Reviewed:

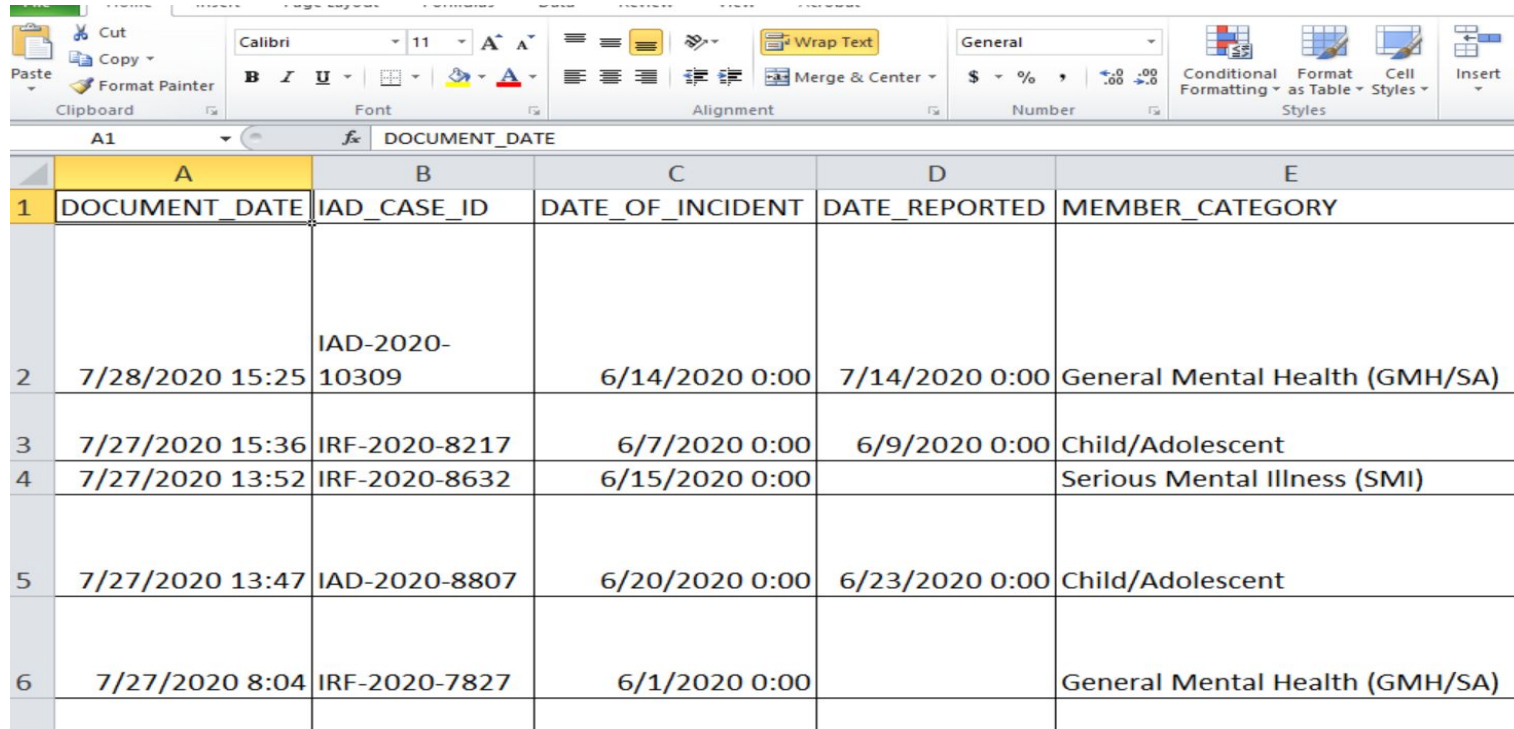
SAR-2020-223

SAR-2020-223

Provider: BANNER-UNIV MED CRISIS RE
Allegation:

BHC:
Reviewed:

IOC QM Portal Export reports to excel



	A	B	C	D	E
1	DOCUMENT_DATE	IAD_CASE_ID	DATE_OF_INCIDENT	DATE_REPORTED	MEMBER_CATEGORY
2	7/28/2020 15:25	IAD-2020-10309	6/14/2020 0:00	7/14/2020 0:00	General Mental Health (GMH/SA)
3	7/27/2020 15:36	IRF-2020-8217	6/7/2020 0:00	6/9/2020 0:00	Child/Adolescent
4	7/27/2020 13:52	IRF-2020-8632	6/15/2020 0:00		Serious Mental Illness (SMI)
5	7/27/2020 13:47	IAD-2020-8807	6/20/2020 0:00	6/23/2020 0:00	Child/Adolescent
6	7/27/2020 8:04	IRF-2020-7827	6/1/2020 0:00		General Mental Health (GMH/SA)

The report has many more columns than are shown here and can easily be sorted by health plan, provider, incident type and any other category you would like to track or trend.

IOC QM Portal Open and Review Reports

Previous 1 2 3 4 5 ... Next

[Download PDF Document](#)

BHC: General Mental Health (GMH)
Reviewed:

Document Date:
[View Member IAD History](#)

7/28/2020 3:25:24 PM
[Inquiry Form](#)

REDACT IAD.PDF - Adobe Acrobat Pro DC

Home Tools REDACT IAD.PDF

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AHCCCS
Arizona Health Care Cost Containment System

Arizona Health Care Cost Containment System

INCIDENT, ACCIDENT OR DEATH REPORT

MEMBER INFORMATION

Member Name		Age	31
Address		Sex	F
City / State / Zip		COT	No
Date of Birth		DDD	No
AHCCCS ID		CMDP	No
CIS ID			
Eligibility Status	Title 19		
Category	Substance Abuse(SA)		

4:03 PM 6/3/2019

IOC QM Portal View Member IAD history

Previous 1 2 3 4 5 ... Next

Download PDF Document

BHC:
Reviewed: General Mental Health (GMH)

Document Date:
[View Member IAD History](#)

7/28/2020 3:25:24 PM
Inquiry Form

Member IAD History

Incident Number	Provider	Date of Incident	Date Created	AHCCCS Allegation
IAD-2020-10309	TERROS, INC.	06/14/2020	07/22/2020	Unexpected Death

Close

IOC QM Portal Inquiry Form

[Previous](#) [Next](#)

[Download PDF Document](#)

Document Date:

[View Member IAD History](#)

6/17/2020 2:08:07 PM

[Inquiry Form](#)

Independent Oversight Committee Request for Additional Information ✕

Date	07/30/2020	Case Number	IRF-2020-56
Response Timeframe	<input type="text" value="14 Business Days"/>		
Request To	Request will be sent to Contractor/TRBHA (Quality Management Mailbox and Assigned Reviewer) and AHCCCS IOC Coordinator		
	<input type="text"/>		
	You may specify multiple email addresses by using either a semicolon (;) or a comma (,) between the addresses		
Determination	<input type="checkbox"/> An investigation is requested per R9-21-402(a)		
	<input type="checkbox"/> Report is illegible		
	<input type="checkbox"/> Report is incomplete / inadequate to identify possible rights violations		
	<input type="checkbox"/> Data regarding client death		
	<input type="checkbox"/> Other		
The following information is needed	<input type="text"/>		
	<input type="button" value="Send Request"/>	<input type="button" value="Close"/>	

IOC QM Portal Reviewed Indicator

Reports Found: 1

[Export](#)

[Previous](#) [Next](#)

IRF-2020-56

IRF SAR Case 2020-55

[Download PDF Document](#)

Provider: PARADISE VALLEY SCHOOL

BHC:

Reviewed:

Document Date:

6/17/2020 2:08:07 PM

Allegation:

[View Member IAD History](#)

[Inquiry Form](#)

Reports Found: 1

[Export](#)

[Previous](#) [Next](#)

IRF-2020-56

IRF SAR Case 2020-55

[Download PDF Document](#)

Provider: PARADISE VALLEY SCHOOL

BHC:

Reviewed:

Document Date:

[View Member IAD History](#)

Allegation:

Resources and Links

AHCCCS QM Portal login screen:

<https://qmportal.azahcccs.gov/Account/Login.aspx?wa=wsignin1.0&wtrealm=https%3a%2f%2flocalhost&wctx=rm%3d0%26id%3dpassive%26ru%3d%252f&wct=2019-03-11T17%3a08%3a09Z>

AMPM 960 (IRF/QOC) :

<https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/900/960.pdf>

AMPM 962 (SAR):

<https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/900/962.pdf>

A.A.C. R9-21 (SMI Rules): https://apps.azsos.gov/public_services/Title_09/9-21.pdf

AMPM 961 (IAD): TBD after public comment and publishing

Questions?