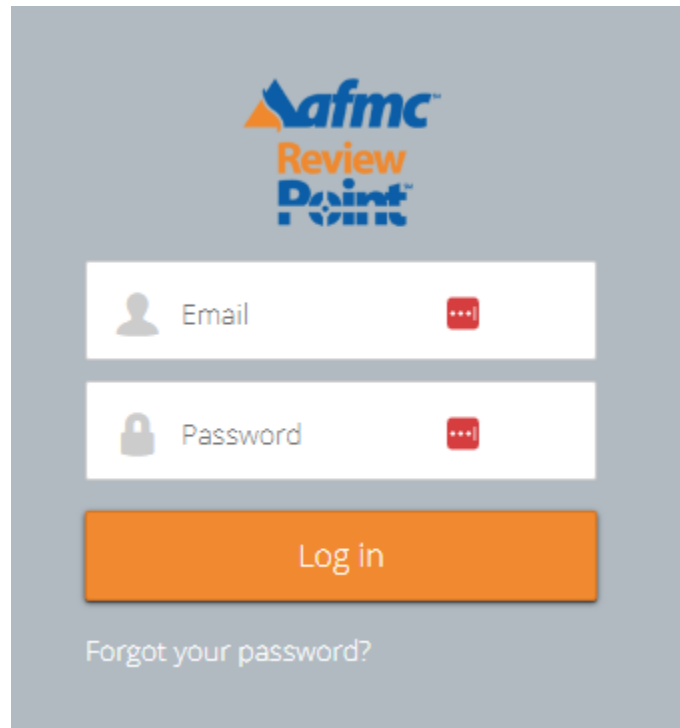


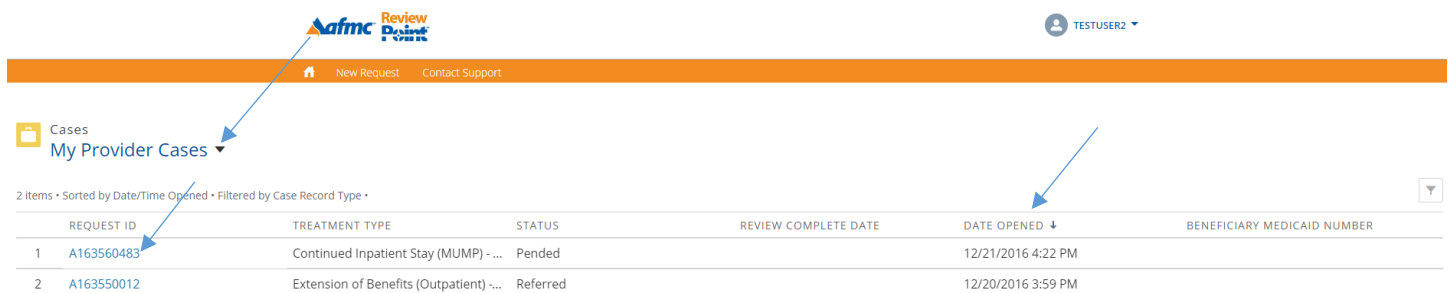
PROVIDER PORTAL SCREENSHOTS

Each month, AFMC sends out random selections of claims that were billed for the previous month for Arkansas Medicaid, including claims for emergency room visits, inpatient acute care hospital stays, and hospital-acquired conditions. ReviewPoint is a web portal where you can submit and check the status of your reviews. Through this portal, you can also submit a reconsideration request if your initial review is denied. Follow the steps below for a step-by-step look at reviewing old cases, submitting new cases, and submitting a reconsideration request.

- Once registered in ReviewPoint, go to <https://reviewpoint.afmc.org/>. Log in using your user ID and password on this login screen.



- Your home page will look like this:



REQUEST ID	TREATMENT TYPE	STATUS	REVIEW COMPLETE DATE	DATE OPENED	BENEFICIARY MEDICAID NUMBER
1 A163560483	Continued Inpatient Stay (MUMP) - ...	Pended		12/21/2016 4:22 PM	
2 A163550012	Extension of Benefits (Outpatient) - ...	Referred		12/20/2016 3:59 PM	

- Click on “My Provider Cases” to see a drop-down list of your view options.
- Once you begin submitting cases, you will see all cases submitted within the last 90-days on your home screen. You will see what type of review was submitted, the status of the review, and when it was submitted – “Date Opened.”
- Click on the “Request ID #” in blue on your home page. This will take you to the “Details” page where you can upload the medical record by clicking the blue arrow under “Upload Document.”

Request Detail

DETAILS COMMENTS

Request ID A163560483	Upload Document
Treatment Type Continued Inpatient Stay (MUMP) - AR	Status Pended
Subject Rationale	Case Origin Provider Portal
Description	Review Complete Date
Beneficiary Information	
Beneficiary Medicaid Number	Priority Medium
Beneficiary DOB	Web Email
	Contact Name

Services (1)			
SERVICE CODE	STATUS	OUTCOME REASON	OUTCOME UNITS
Z9999	Pend		
View All			
Providers (1)			
View All			
Diagnosis Codes (1)			
CODE	DESCRIPTION		
Z1212	Encounter for screening for malignant neoplasm of r...		
View All			
Attachments (0)			

- Once you click the blue arrow to upload a document, you will see this screen:



File Name:

File: No file chosen

* Allowed file extentions: PDF, DOCX, JPG, BMP, TIFF.

Is this for a reconsideration? Yes No

- You will need to type in a name for your file first such as the request ID number: A163560483
- Then click “Choose File” to browse your documents and choose the correct file.
- Once you have your file selected, you must select Yes or No in answer to the question: “Is this for a reconsideration?”
- Click the “Upload” button.
- Return to the home screen to continue uploading records by clicking on the house icon in the gold bar:



- To locate a case in your provider cases, you can sort by “Date Opened” or click on “Request ID” column to sort in ascending or descending order. You can also sort by clicking on the “Status” column. Then click on the Request ID to open the case and view the details of the case.

REQUEST ID	TREAT...	STATUS	REVIEW...	SUBMIT...	SUBMIT...	SERVICI...	SERVICI...	DATE OPENED	BENEFI...	BENEFI...
1 A162840001	Surgical Proc...	Pended				101845001	MONTGOME...	10/10/2016 3:10 PM	Tinsman, Tom	
2 A162840002	Surgical Proc...	Referred				101845001	MONTGOME...	10/10/2016 3:22 PM	Clayton, Patty	1271920102

- If you see in your Provider Cases listing that a case is denied, click on the “Request ID” to get to the case details. Then click “Comments” next to the word “Details” to submit a reconsideration request to AFMC. Reconsideration requests must include new information not previously considered by our clinical services team.

Request Detail

DETAILS **COMMENTS**

Post Question

To AFMC Only

Share an update...

B I U S L

Add Topic

Share

- Type in your comments, name, and phone number to request a reconsideration in the “Share an update...” field and click “Share.” You will not be able to view your comments in the portal. They are submitted to the appropriate review staff person at AFMC. Your name and phone number are needed in case the review staff person has questions. Click on the “Details” tab to be able to upload additional information after submitting your comments.
- To attach additional documentation or information, click on the blue arrow under “Upload Document” to upload your information.

- See instructions above for uploading a document. Be sure and click “Yes” in answer to the question “Is this for a reconsideration?”

afmc ReviewPoint TESTUSER2

New Request Contact Support

Request Detail

DETAILS COMMENTS

Request ID
A163570003

Treatment Type
Continued Inpatient Stay (MUMP) - AR

Upload Document

Status
Approved

Case Origin
Provider Portal

Review Complete Date
12/22/2016

Subject

Rationale

Description

Beneficiary Information

Beneficiary Medicaid Number ● Priority
Medium

Services (1)

SERVICE CODE	STATUS	OUTCOME REASON	OUTCOME UNITS
Z9999	Approve	Criteria Met	2

View All

Providers (1)

View All

Diagnosis Codes (1)

CODE	DESCRIPTION
Z1212	Encounter for screening for malignant neoplasm of r...

View All

For any questions regarding specific reviews, please email ClinicalServices@afmc.org. If you need help with the ReviewPoint portal, please email ReviewPoint@afmc.org.