afmc ReviewPoint℠

Quick Reference

for Provider Portal

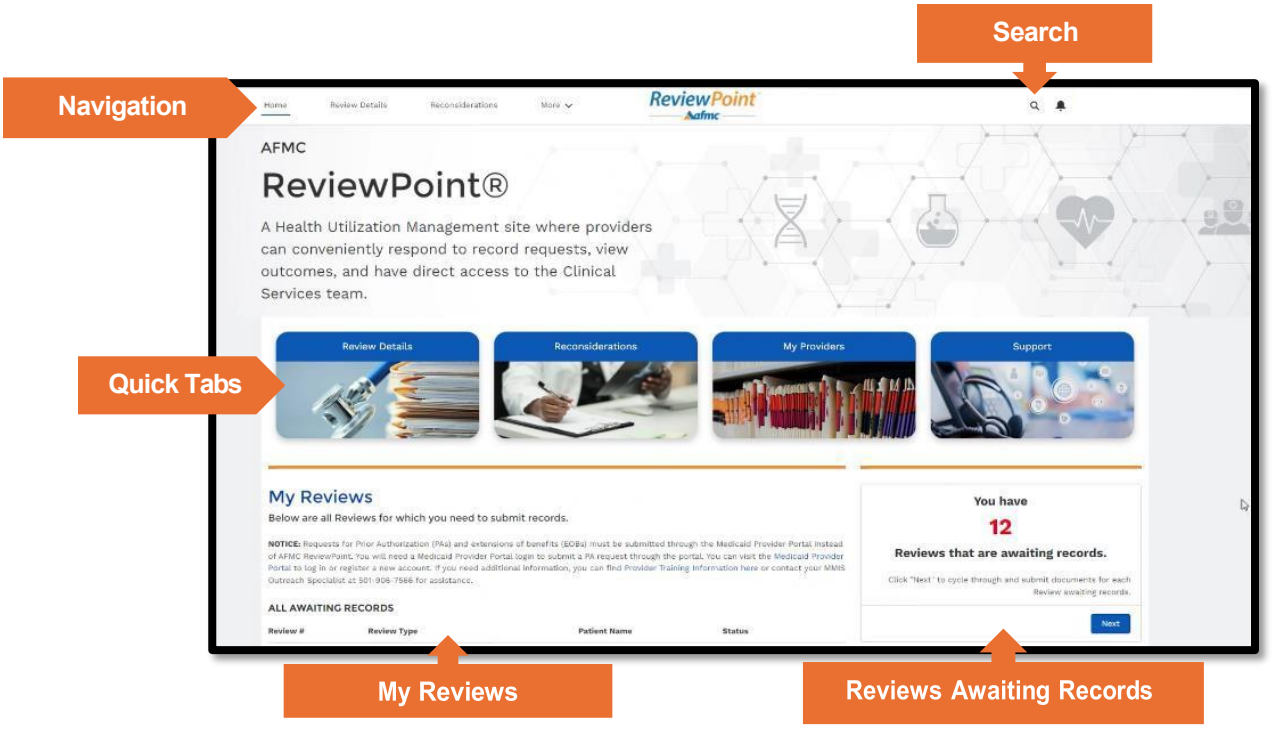
Disclaimer: The material contained in this document is confidential and is intended for use by authorized personnel only. If you do not have authorization, discard immediately.
Copyright © 2026. AFMC. All rights reserved.

Table of Contents

Home Screen 3
Legacy ReviewPoint Portal 4
Selection Letters 5
View Provider Selection Letters 5
Adding records to a Review 7
Adding records using Review Details 8
Adding records using Reviews Awaiting Records 11
Notifications 13
Decision Outcomes 15
Selection Letters 16
Selection Letter Reminder 17
Reconsiderations 18
How to Request a Reconsideration 18
Tracking Reconsiderations 21
Support 23

NOTICE: All screenshots included in this document use simulated patient data. Any similarities to individual patients are purely coincidental.

Home Screen



The **Navigation Menu** helps you navigate the site and is visible on all site pages.

Search for items on the site at any time.

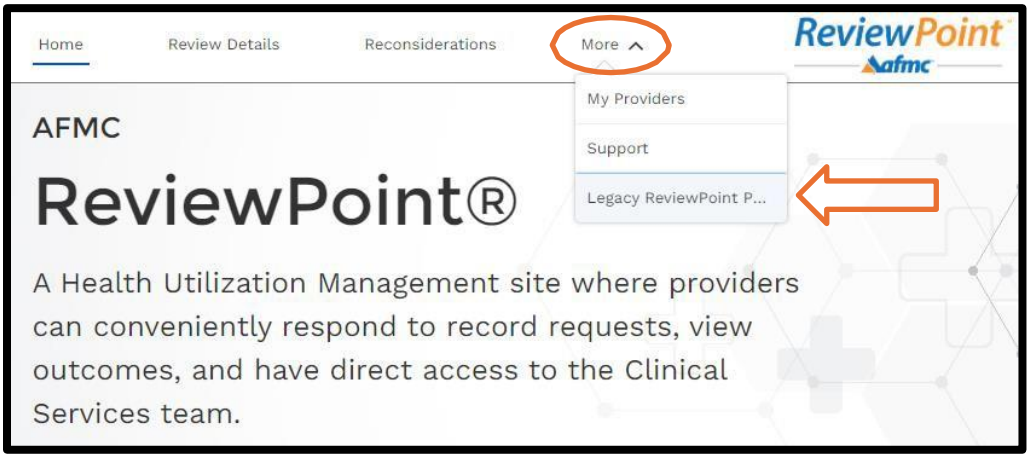
The **Quick Tabs** on the Home screen take you to every needed resource on the site.

The **My Reviews** section gives you an instant list of all Reviews needing your attention.

The **Reviews Awaiting Records** screen gives you an accurate count of how many Reviews still need your attention, and you can use this area to submit documents for each Review in rapid succession. Reviews in this area are listed in alphabetical order.

Legacy ReviewPoint Portal

ReviewPoint is designed to support Retrospective Health Utilization Management Review requests as of **October 1, 2024**. You can view active or pending review requests prior to Oct 2024 by clicking on More in the top navigation menu and selecting "**Legacy ReviewPoint Portal**".

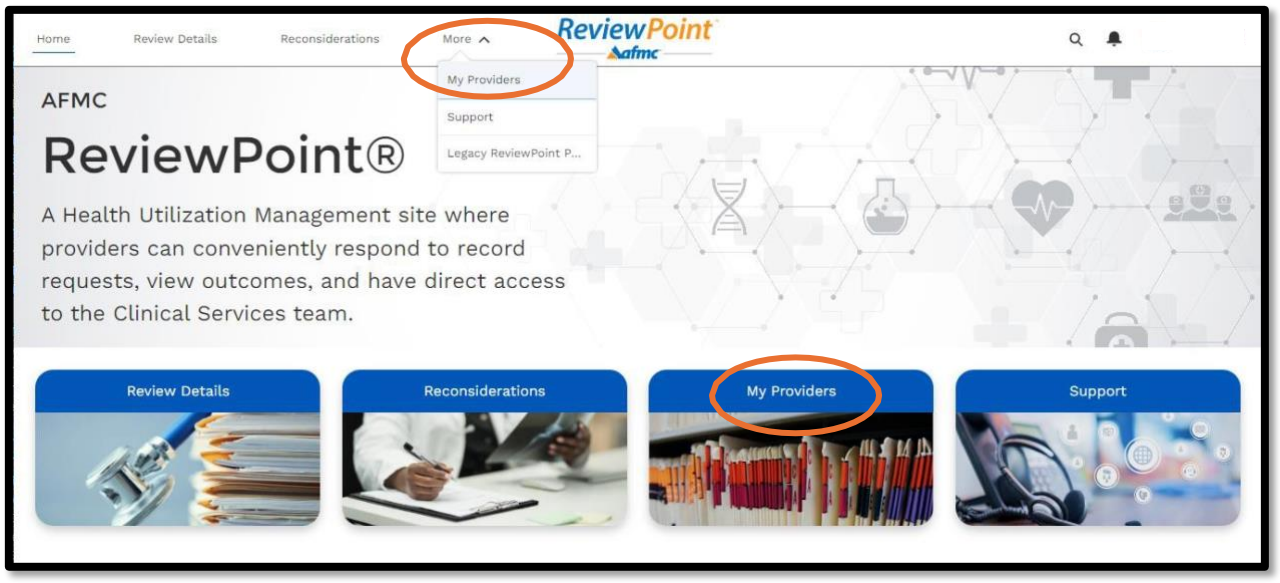


Selection Letters

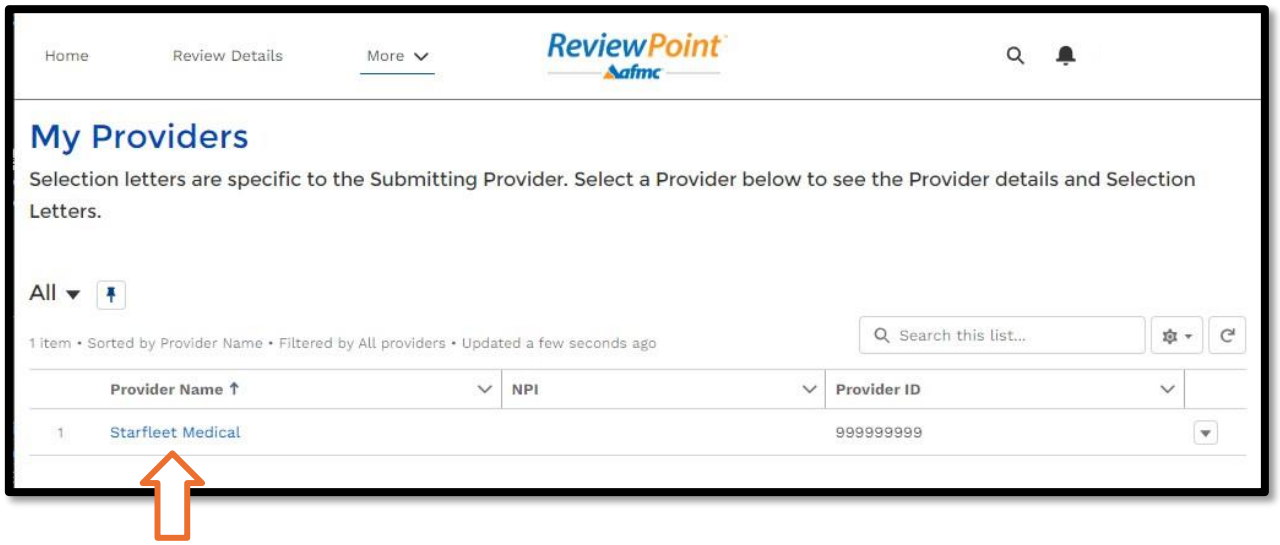
Selection letters are posted for your providers in the portal.

View Provider Selection Letters

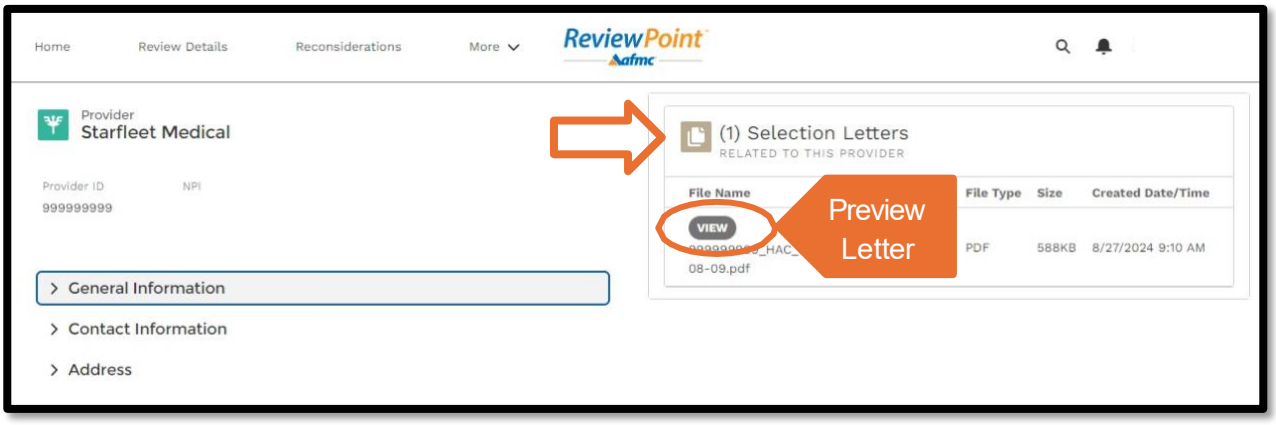
- Click on **My Providers** in the Navigation Menu or Quick Tab:



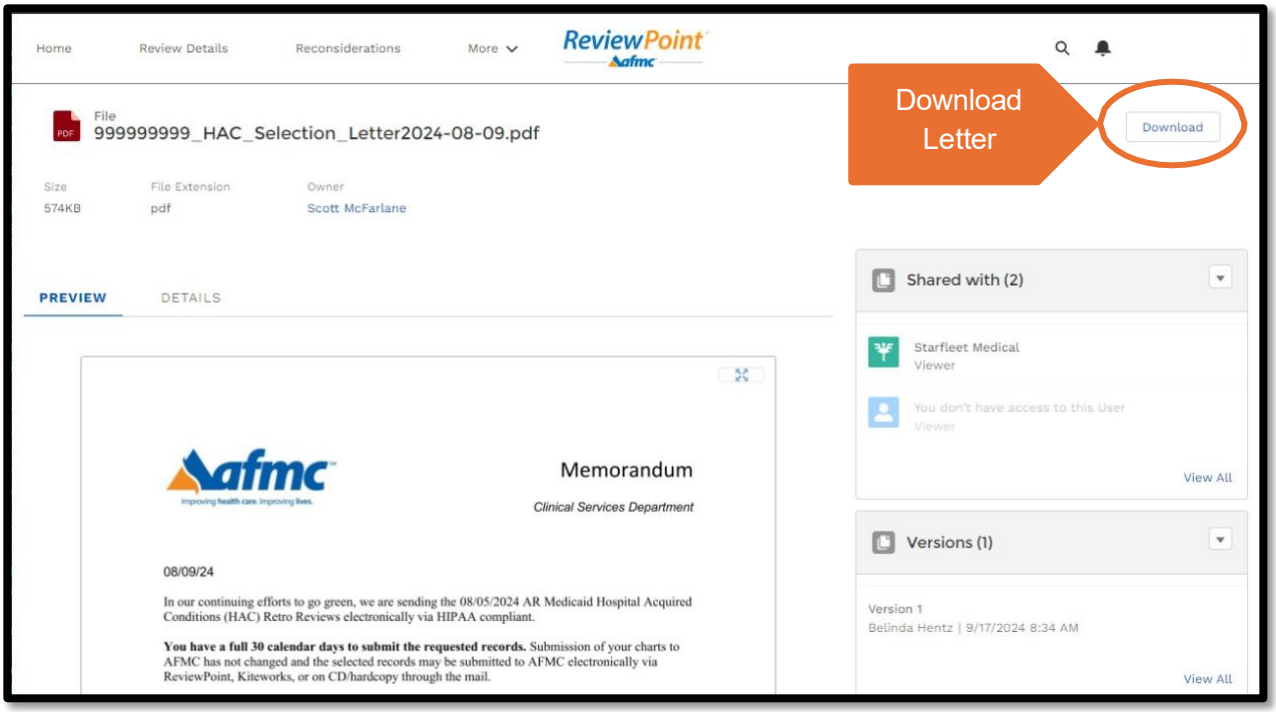
- Select the provider that you would like to view Selection letters for:



- On the right side of the screen, you'll see the Selection Letters file. Click on **View**.



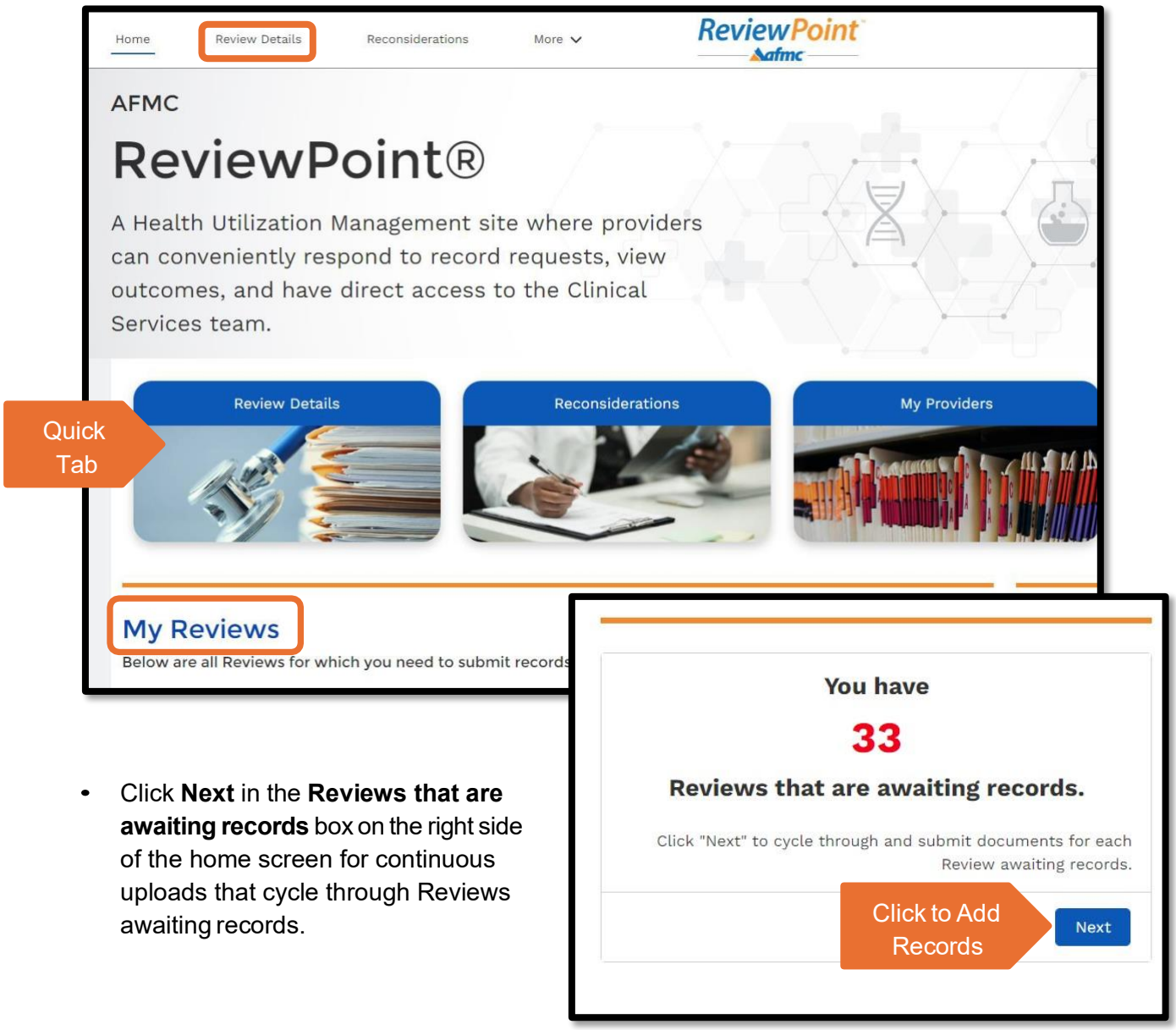
- You will be taken to a preview of the Selection Letter for this provider.
- Click **Download** to download the full letter:



Adding Records to a Review

There are different ways to add records to a Review.

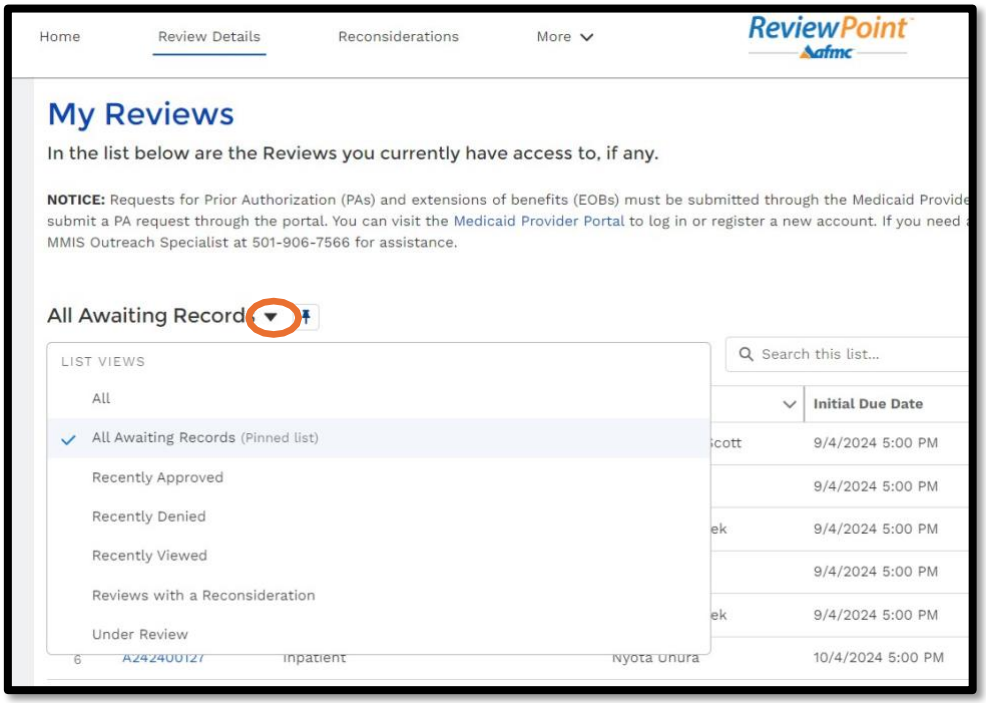
- Select **Review Details** on the top navigation menu or Quick Tab for the full list of individual Reviews needing uploads, or begin by looking at **My Reviews** to see an initial list of Reviews.

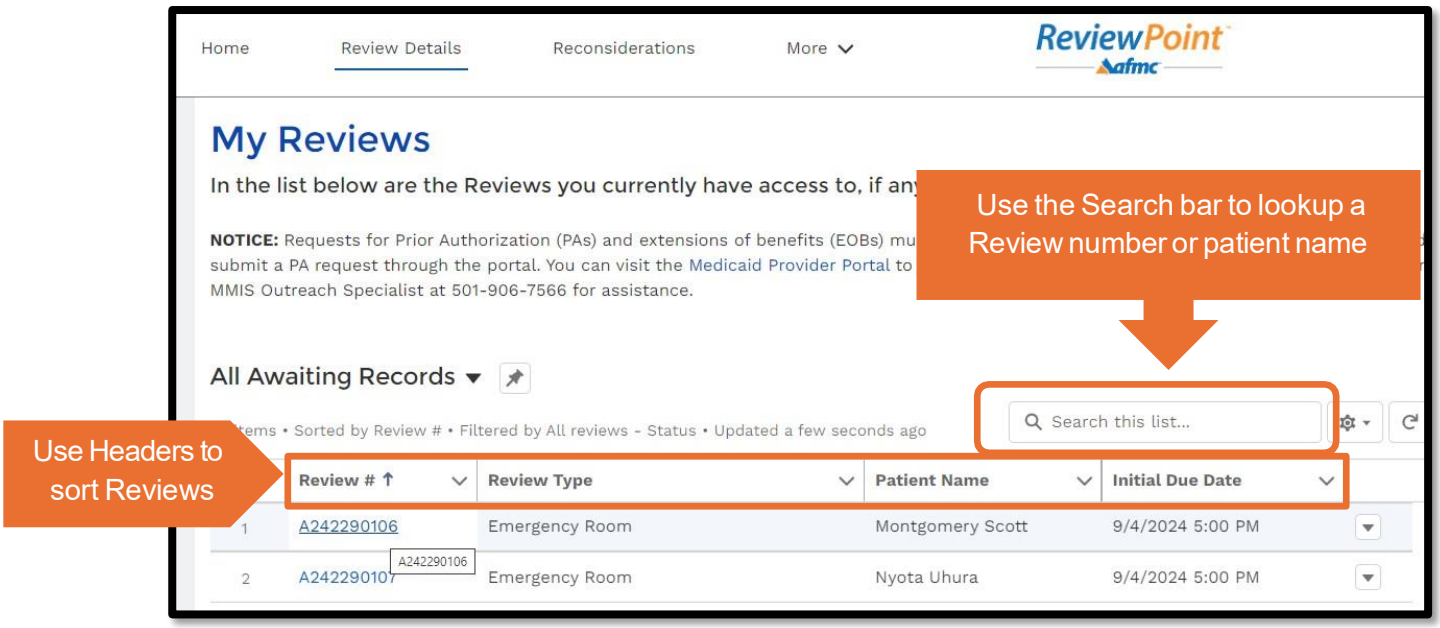


- Click **Next** in the **Reviews that are awaiting records** box on the right side of the home screen for continuous uploads that cycle through Reviews awaiting records.

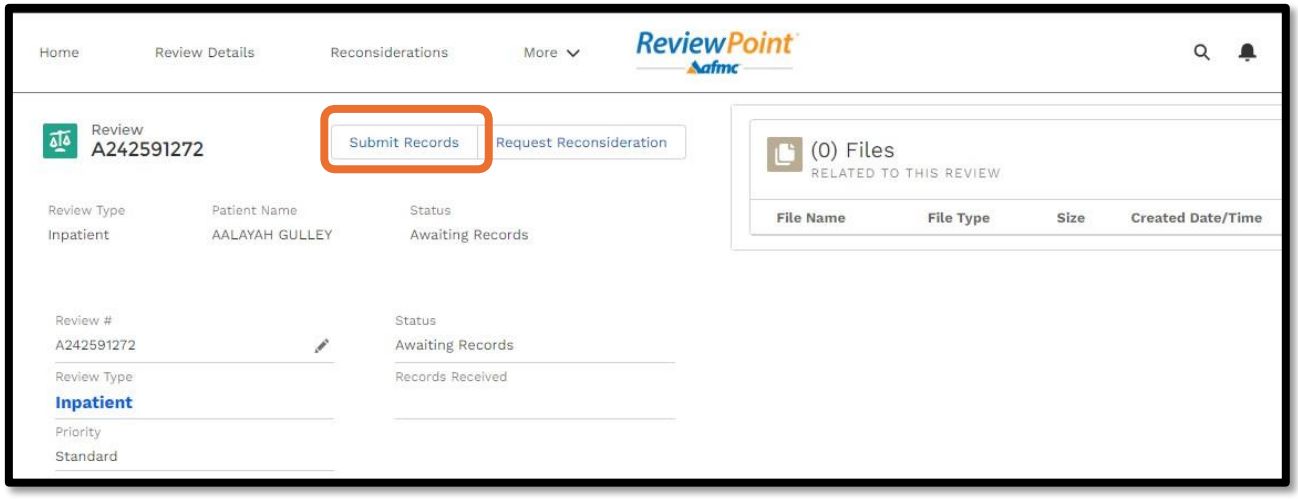
Adding Records Using Review Details

- If you click on the down arrow next to the **All Awaiting Records**, you'll see additional list views.
- To process Reviews that need documents uploaded, select **All Awaiting Records**:



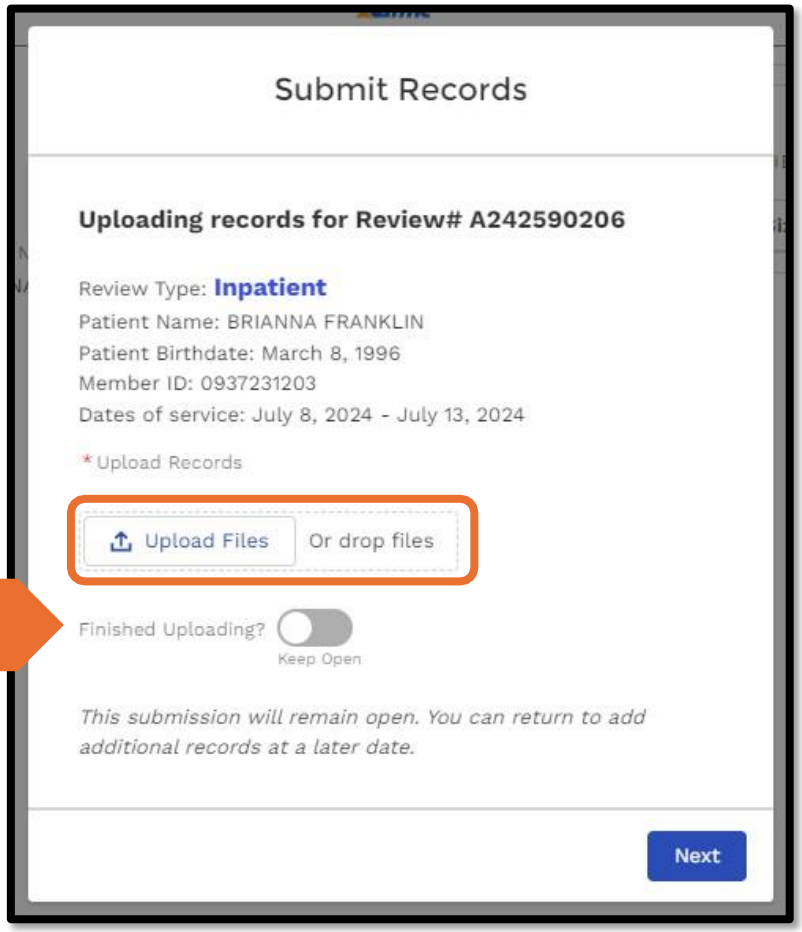


- Select **Submit Records** to launch the Submit Records process.

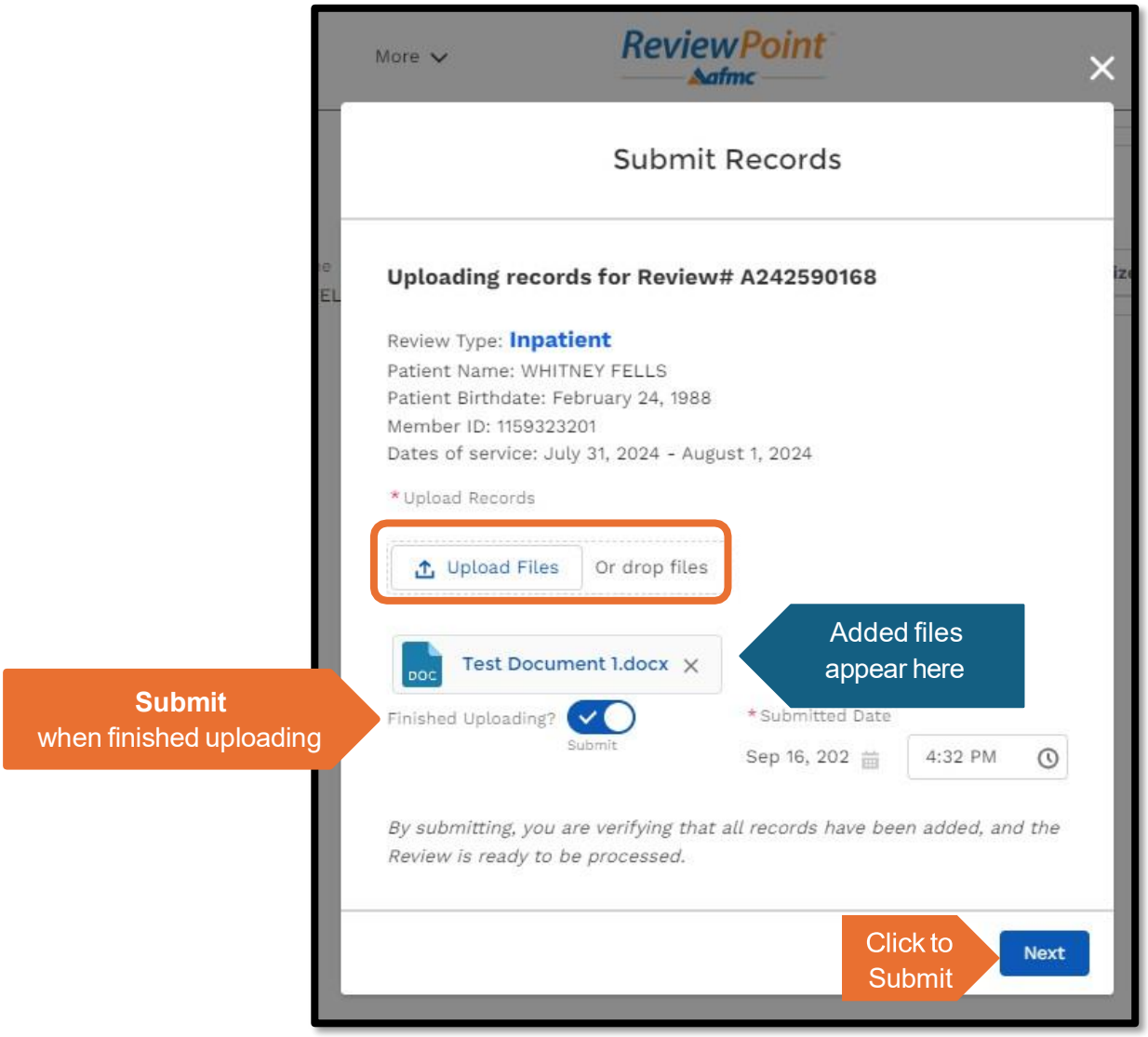


- This **Submit Records** screen will appear.

- Click **Upload Files** and select your files that need to be uploaded.
- You can also **drag and drop** files onto the screen.
- If you have additional files that need to be uploaded later, make sure to click the **Finished Uploading?** toggle to **Keep Open**.

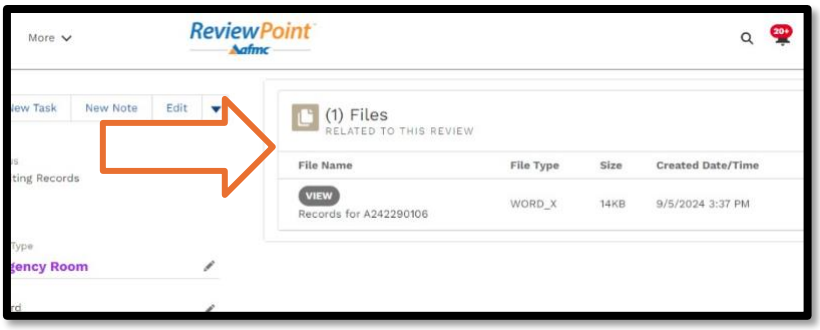


- After you have uploaded all files for this Review, make sure the **Finished Uploading** toggle is checked **Submit**.



- Click **Next** to submit records for the Review.

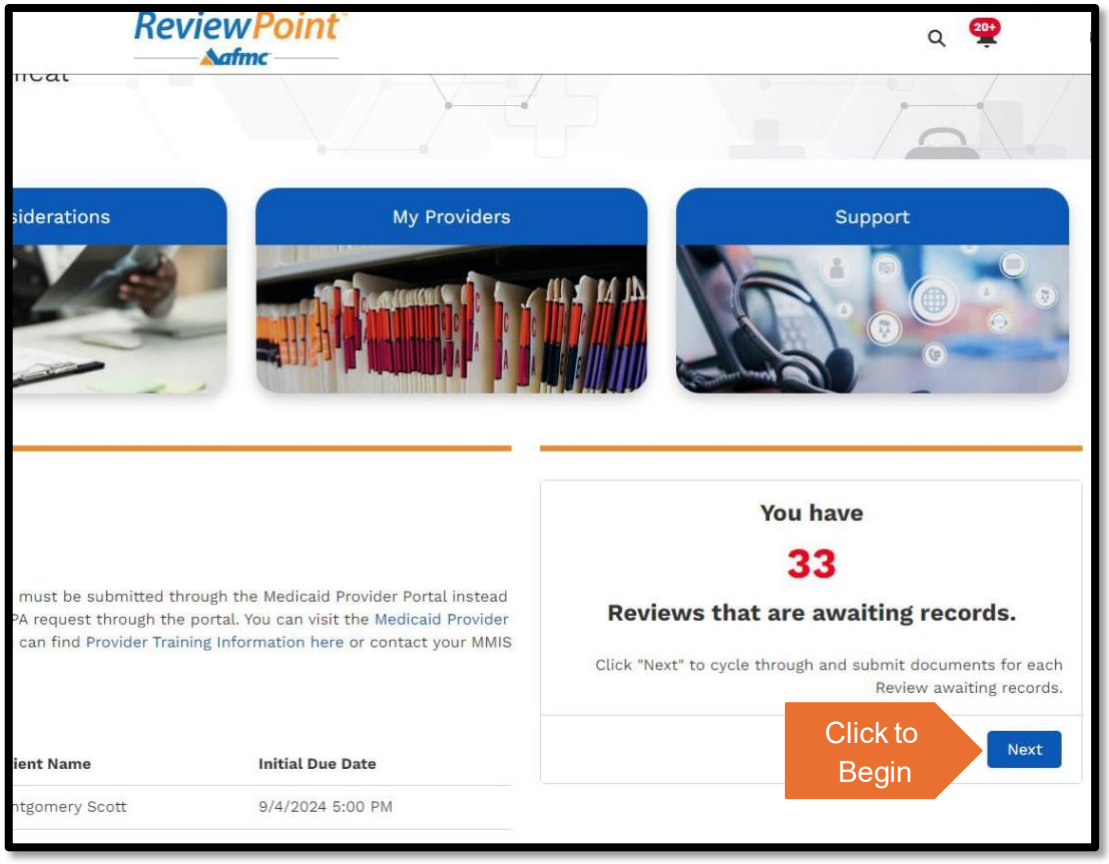
- Your files will appear on the right side of the screen.



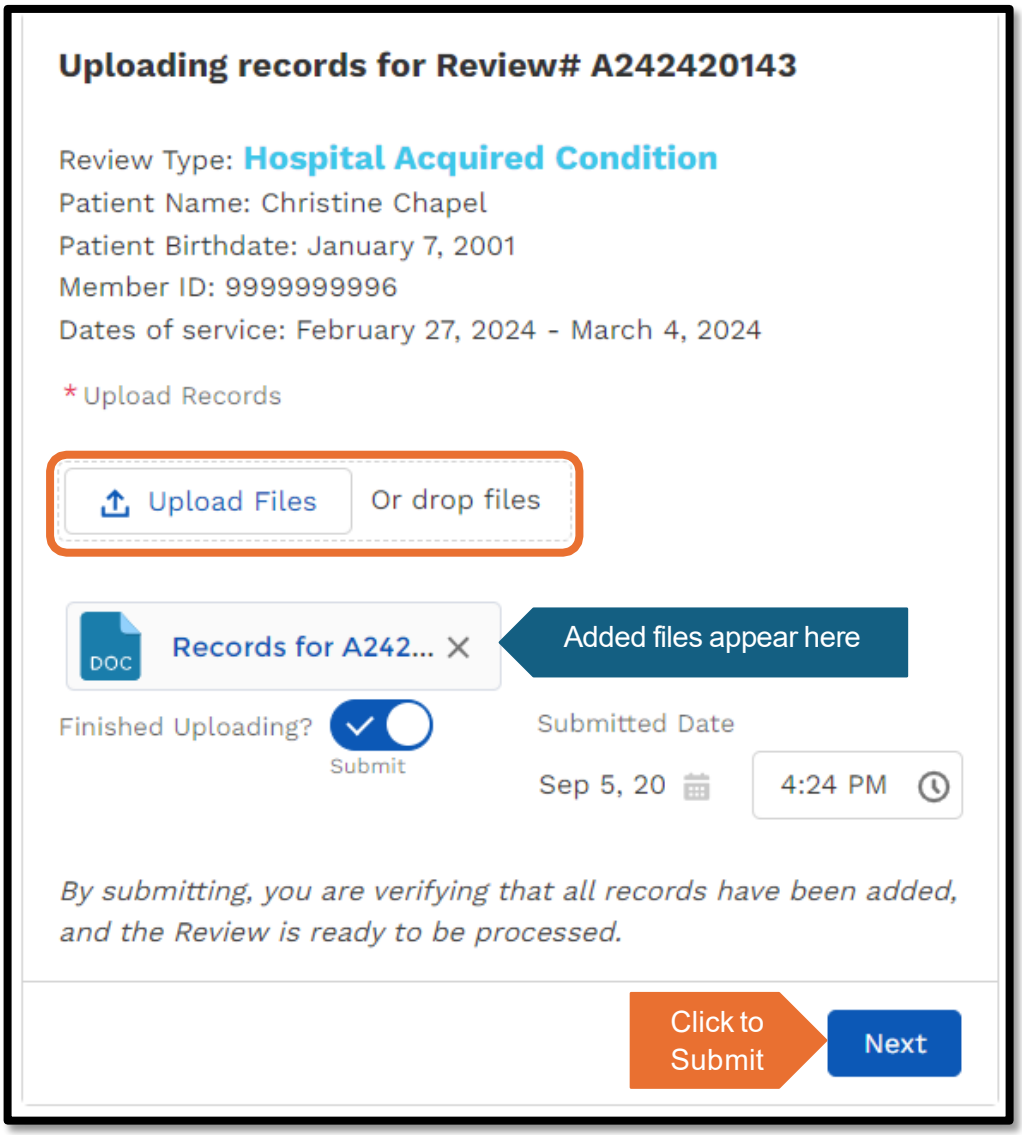
Adding Records Using Reviews Awaiting Records

The **Reviews Awaiting Records** box is located on the right side of the **Home** screen and the **Review Details** screen.

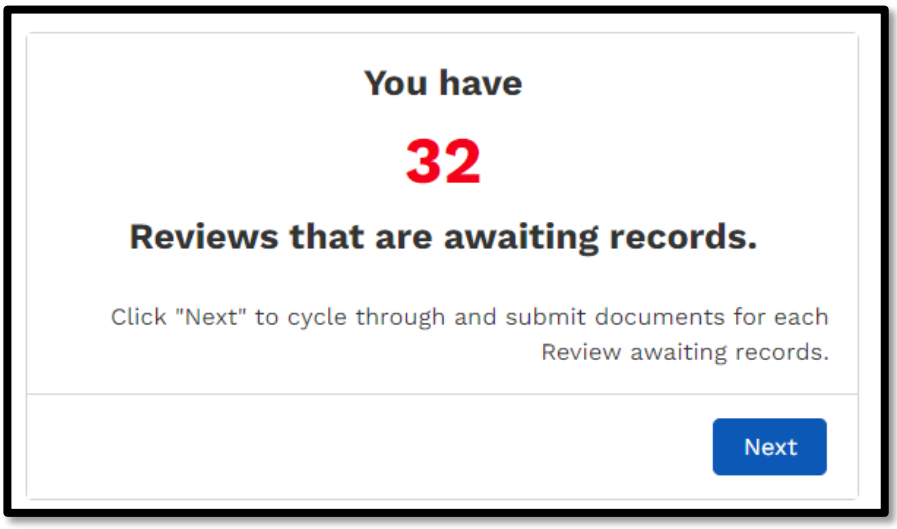
Click **Next** to launch the submission process to continuously cycle through and submit documents for each Review awaiting records.



- Click **Upload Files** and select your files that need to be uploaded.
- You can also **drag and drop** files onto the screen.
- Reviews are displayed alphabetically.
- After you have uploaded all files for this Review, make sure the **Finished Uploading?** toggle is checked Submit.
- Click **Next.**

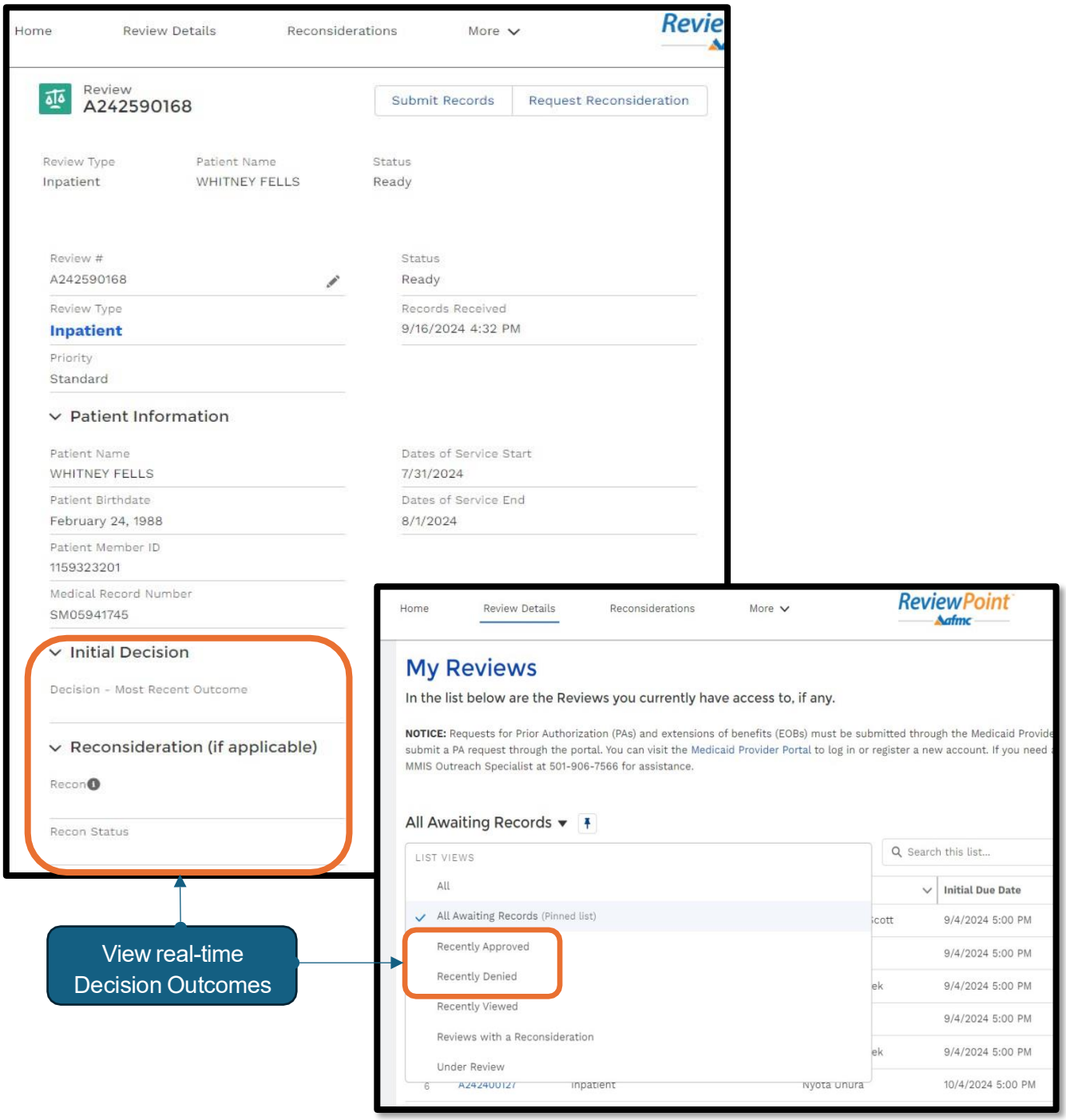


When you click **Next**, the screen will return to the beginning to repeat the steps for each of the remaining records.

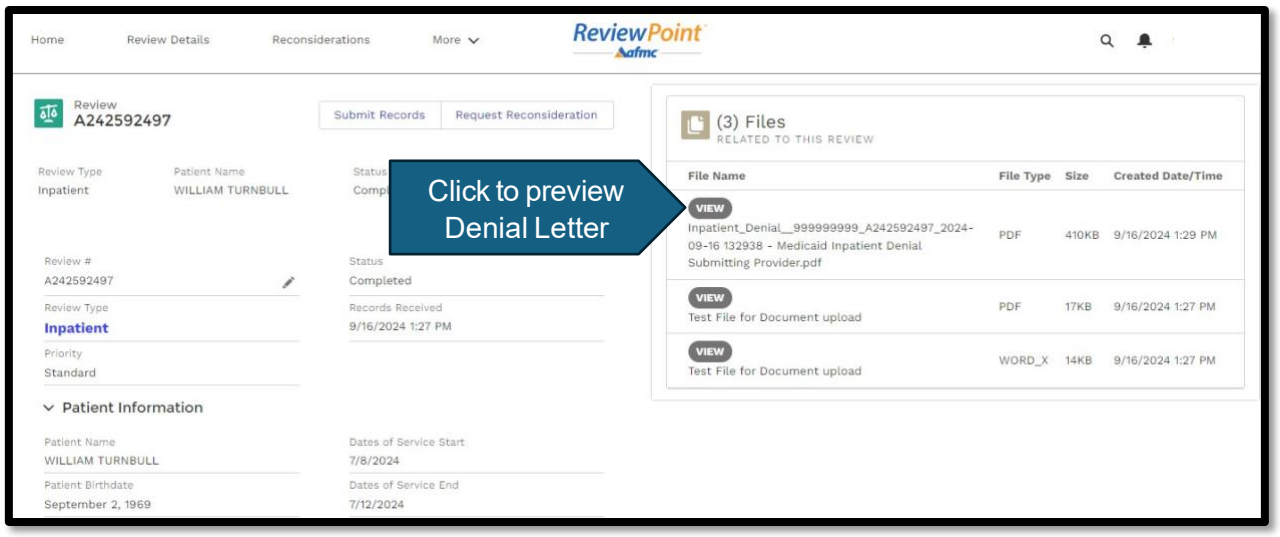


Notifications

- The ReviewPoint site shows real-time status updates for Reviews.
- As Decisions are made, those outcomes will appear on the Review record and on List views.

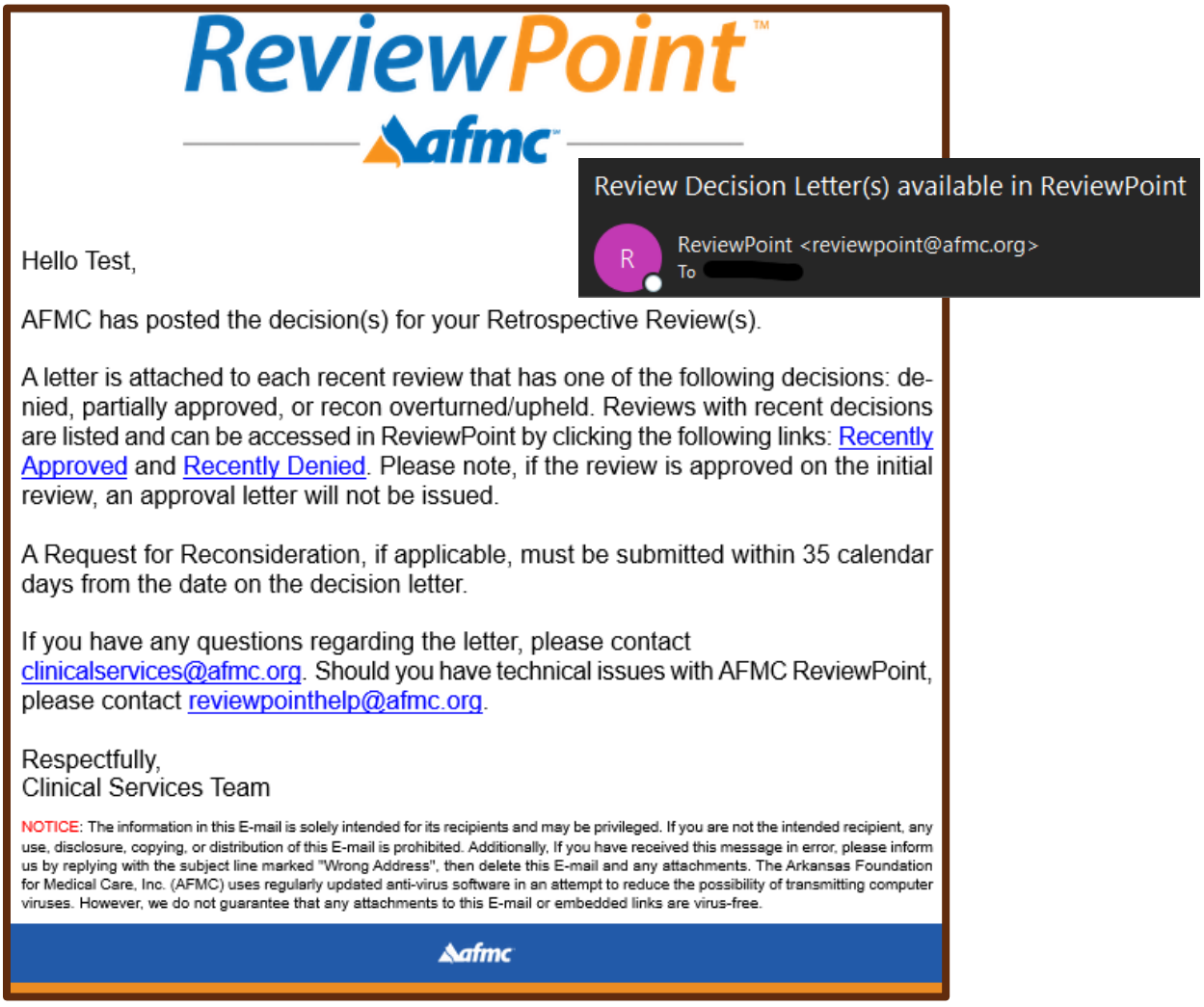


- While Decision Outcomes are posted real-time, Denial and Partial Approval letters are not posted to each Review record until the following day.
- Approved Reviews do not receive a letter.
- Letters are visible in the Files section on the Review record.



Decision Outcomes

If any of your Reviews received a Decision Outcome, your will be emailed **the following morning**:



ReviewPoint™

afmc

Review Decision Letter(s) available in ReviewPoint

R ReviewPoint <reviewpoint@afmc.org>
To [redacted]

Hello Test,

AFMC has posted the decision(s) for your Retrospective Review(s).

A letter is attached to each recent review that has one of the following decisions: denied, partially approved, or recon overturned/upheld. Reviews with recent decisions are listed and can be accessed in ReviewPoint by clicking the following links: Recently Approved and Recently Denied. Please note, if the review is approved on the initial review, an approval letter will not be issued.

A Request for Reconsideration, if applicable, must be submitted within 35 calendar days from the date on the decision letter.

If you have any questions regarding the letter, please contact clinicalservices@afmc.org. Should you have technical issues with AFMC ReviewPoint, please contact reviewpointhelp@afmc.org.

Respectfully,
Clinical Services Team

NOTICE: The information in this E-mail is solely intended for its recipients and may be privileged. If you are not the intended recipient, any use, disclosure, copying, or distribution of this E-mail is prohibited. Additionally, If you have received this message in error, please inform us by replying with the subject line marked "Wrong Address", then delete this E-mail and any attachments. The Arkansas Foundation for Medical Care, Inc. (AFMC) uses regularly updated anti-virus software in an attempt to reduce the possibility of transmitting computer viruses. However, we do not guarantee that any attachments to this E-mail or embedded links are virus-free.

afmc

Selection Letters

You will be emailed the **evening after Selection Letter(s) are posted** to any of the Provider accounts to which you have access:



ReviewPoint™

afmc

Monthly Selection Letter posted in ReviewPoint

R

ReviewPoint <reviewpoint@afmc.org>

To [redacted]

Hello Test,

AFMC has posted case listing(s) for Retrospective Review selection(s).

The case listing(s) include information regarding the requests selected for review and can be accessed by clicking the link above. You have 30 calendar days from the date of this notice to upload the entire medical record.

If you have any questions regarding what was selected, please contact clinicalservices@afmc.org. Should you have technical issues with AFMC ReviewPoint, please contact reviewpointhelp@afmc.org.

Please note, if the requested records are not received for review, the claim associated with the request will be sent to Gainwell for recoupment.

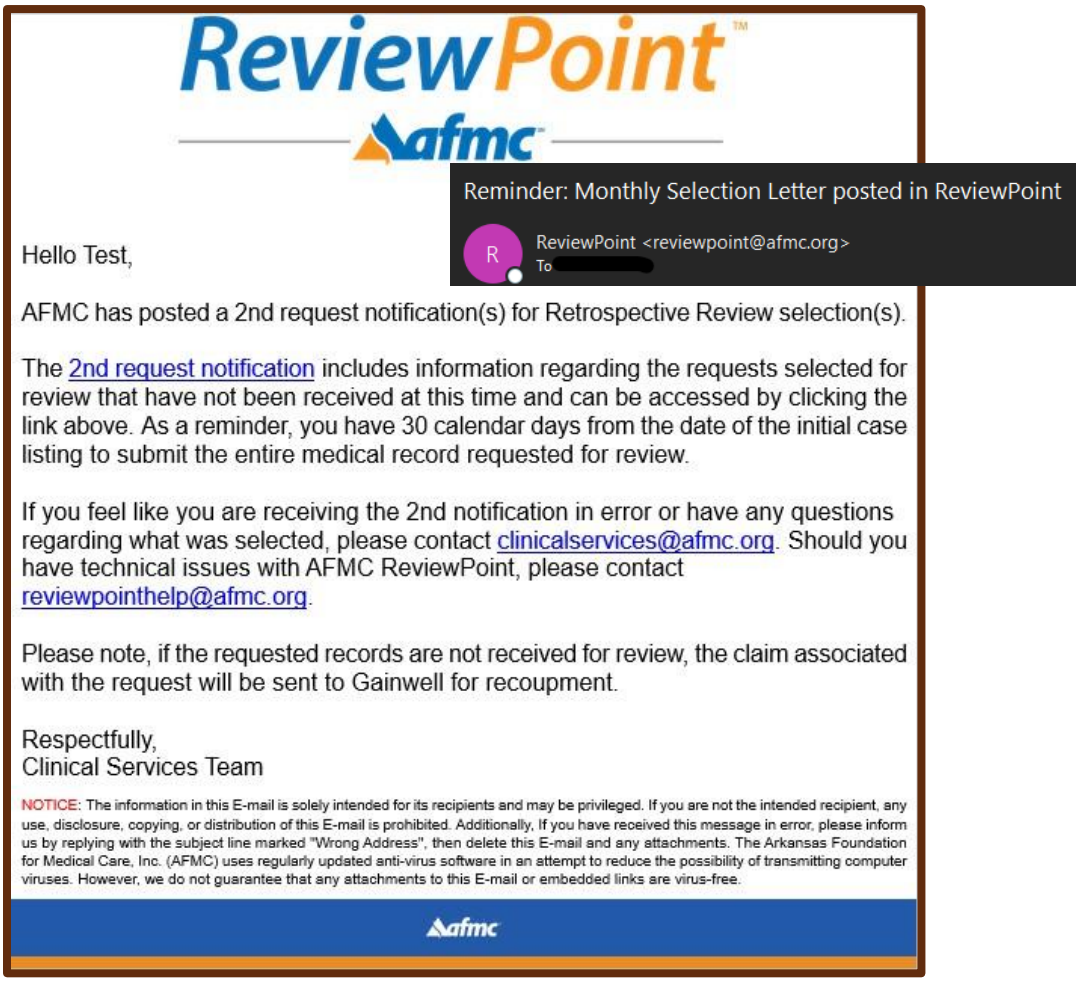
Respectfully,
Clinical Services Team

NOTICE: The information in this E-mail is solely intended for its recipients and may be privileged. If you are not the intended recipient, any use, disclosure, copying, or distribution of this E-mail is prohibited. Additionally, If you have received this message in error, please inform us by replying with the subject line marked "Wrong Address", then delete this E-mail and any attachments. The Arkansas Foundation for Medical Care, Inc. (AFMC) uses regularly updated anti-virus software in an attempt to reduce the possibility of transmitting computer viruses. However, we do not guarantee that any attachments to this E-mail or embedded links are virus-free.

afmc

Selection Letter Reminder

You may also receive a reminder email about **previously posted Selection Letters** later in the month if no action has been taken on Reviews associated with the Selection Letter:



ReviewPoint™

afmc

Reminder: Monthly Selection Letter posted in ReviewPoint

R ReviewPoint <reviewpoint@afmc.org>
To [redacted]

Hello Test,

AFMC has posted a 2nd request notification(s) for Retrospective Review selection(s).

The 2nd request notification includes information regarding the requests selected for review that have not been received at this time and can be accessed by clicking the link above. As a reminder, you have 30 calendar days from the date of the initial case listing to submit the entire medical record requested for review.

If you feel like you are receiving the 2nd notification in error or have any questions regarding what was selected, please contact clinicalservices@afmc.org. Should you have technical issues with AFMC ReviewPoint, please contact reviewpointhelp@afmc.org.

Please note, if the requested records are not received for review, the claim associated with the request will be sent to Gainwell for recoupment.

Respectfully,
Clinical Services Team

NOTICE: The information in this E-mail is solely intended for its recipients and may be privileged. If you are not the intended recipient, any use, disclosure, copying, or distribution of this E-mail is prohibited. Additionally, If you have received this message in error, please inform us by replying with the subject line marked "Wrong Address", then delete this E-mail and any attachments. The Arkansas Foundation for Medical Care, Inc. (AFMC) uses regularly updated anti-virus software in an attempt to reduce the possibility of transmitting computer viruses. However, we do not guarantee that any attachments to this E-mail or embedded links are virus-free.

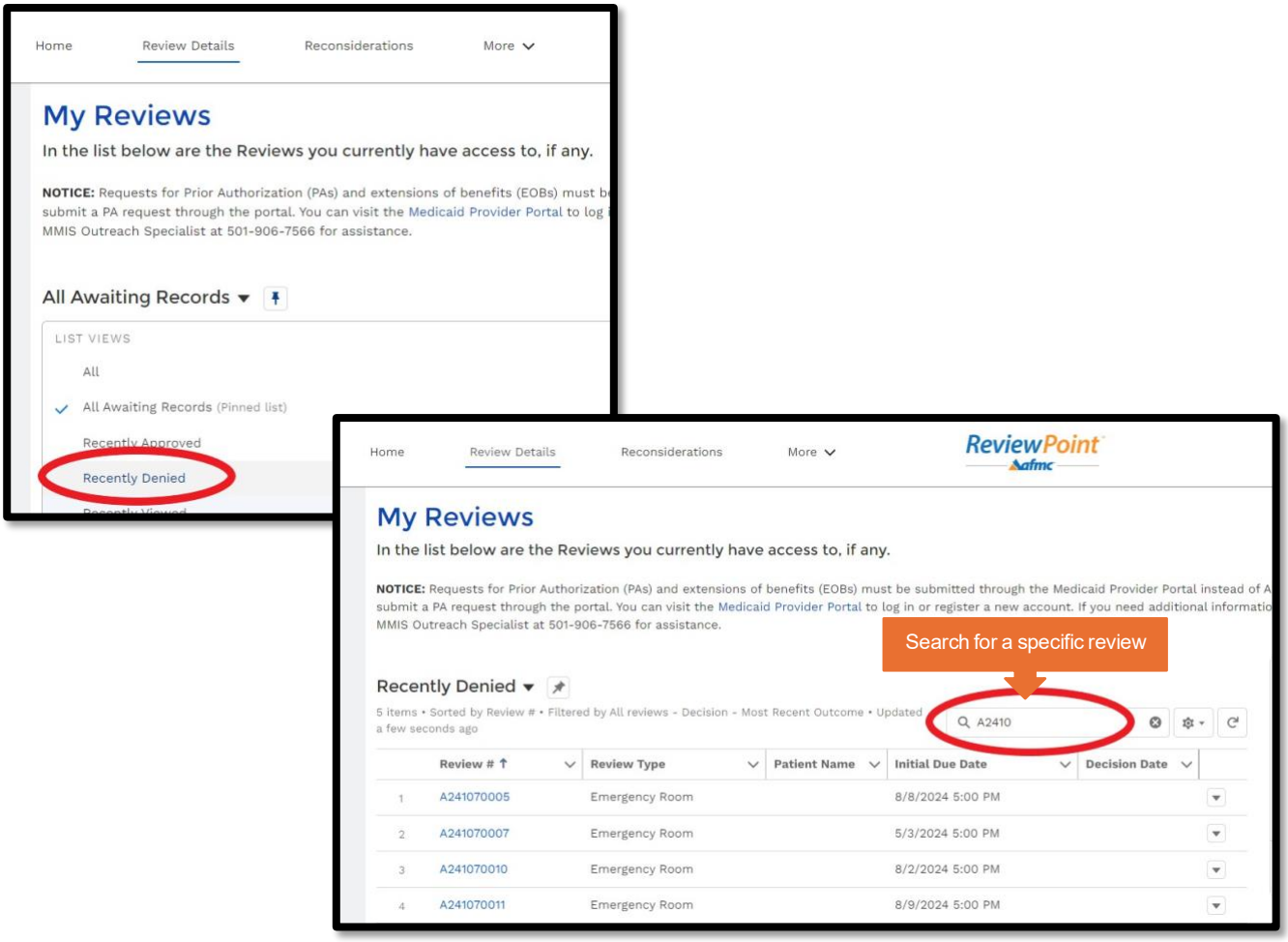
afmc

Reconsiderations

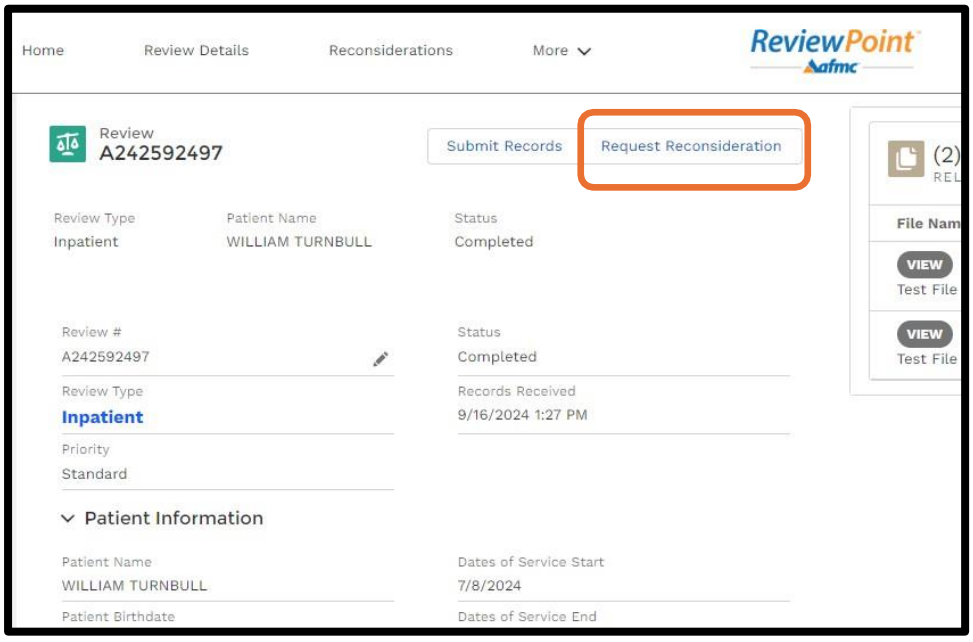
How to Request a Reconsideration

Reconsiderations can be requested for Reviews that were Denied or Partially Approved.

- To request a Reconsideration, first click on **Review Details**.
- Select the list view name **Recently Denied**.
- Select the Review number for which you wish to request a Reconsideration.
- *(You can search for the "A-Review#" in the "Search this list." if you need to find a certain Review record that needs a reconsideration.)*

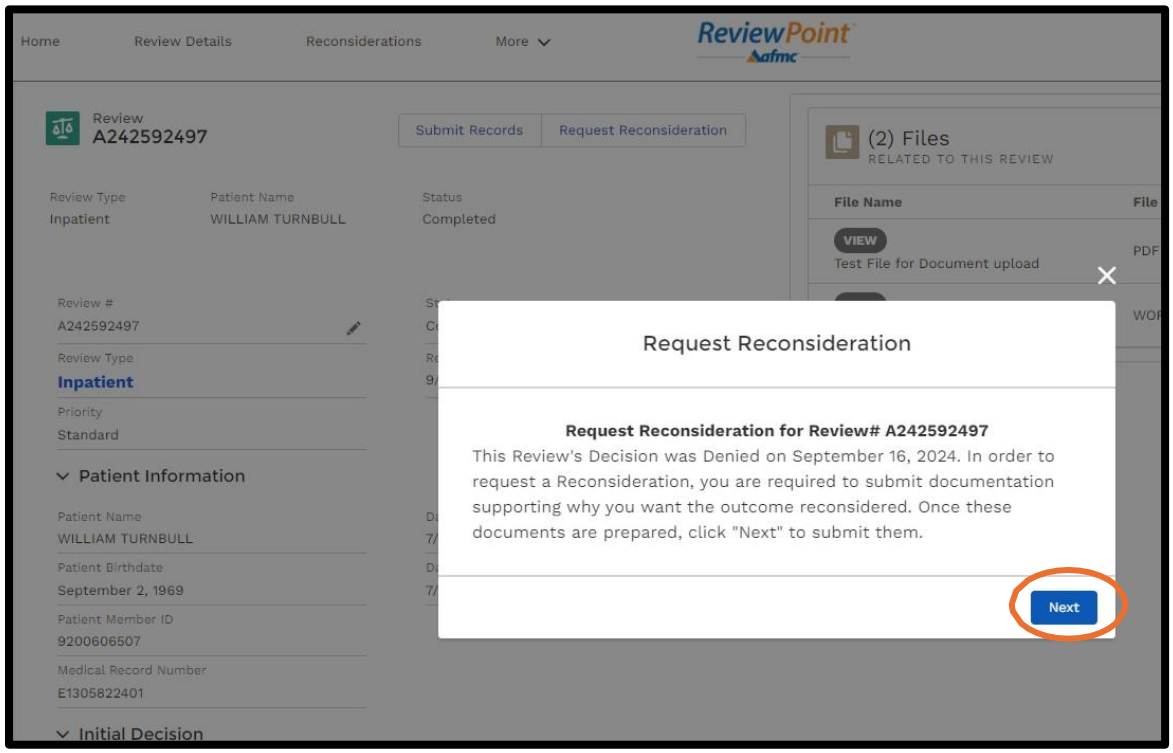


- Select **Request Reconsideration**

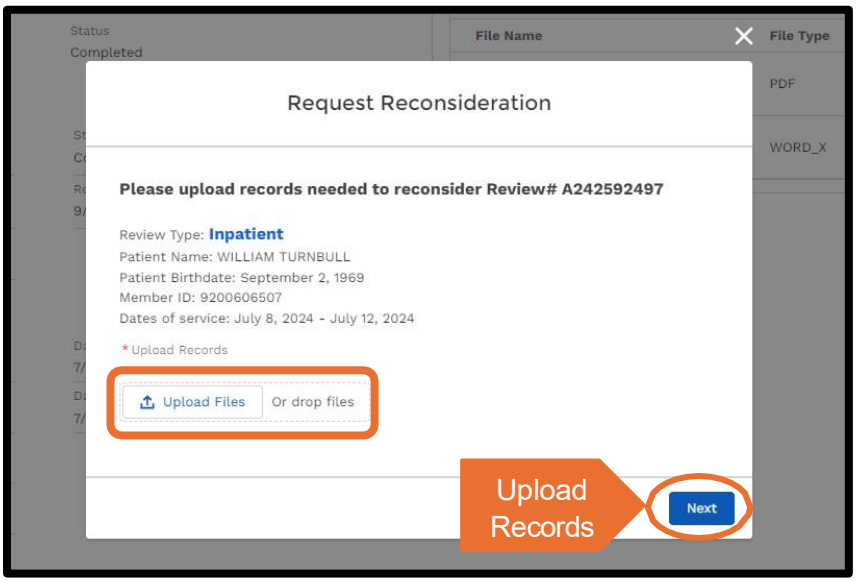


A summary of the Review you are wishing to have reconsidered will pop-up.

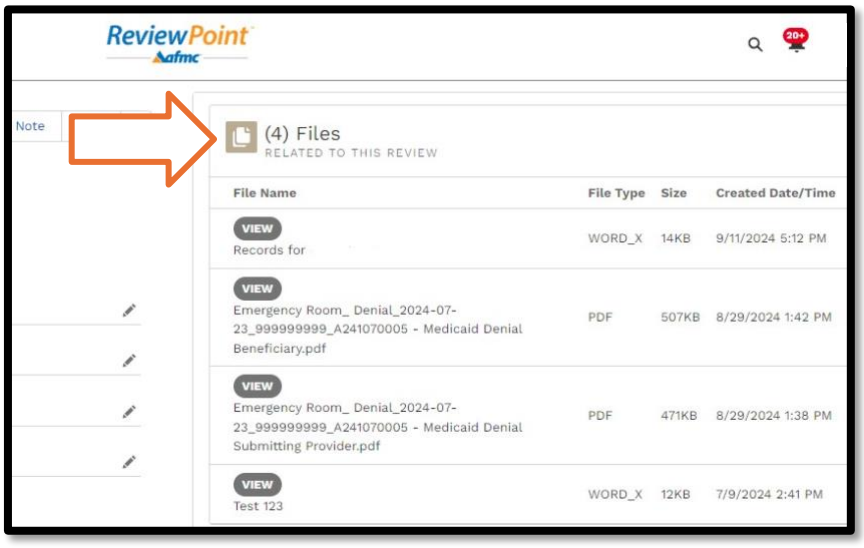
- Select **Next**.



- Click on the **Upload Files** and upload all documents needed for the Reconsideration request.
- Alternatively, you can **drag and drop** documents on the screen.
- Click **Next**



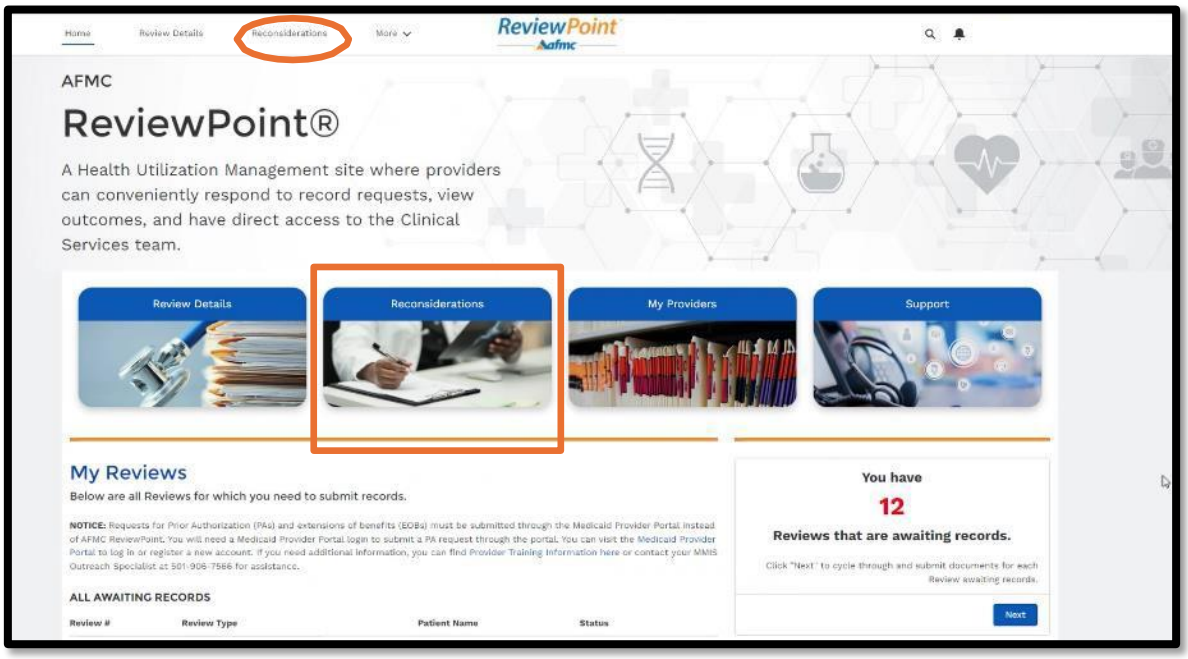
- After the reconsideration files are uploaded, the screen will return to the Review record.
- On the right side, you'll see the file you just uploaded.



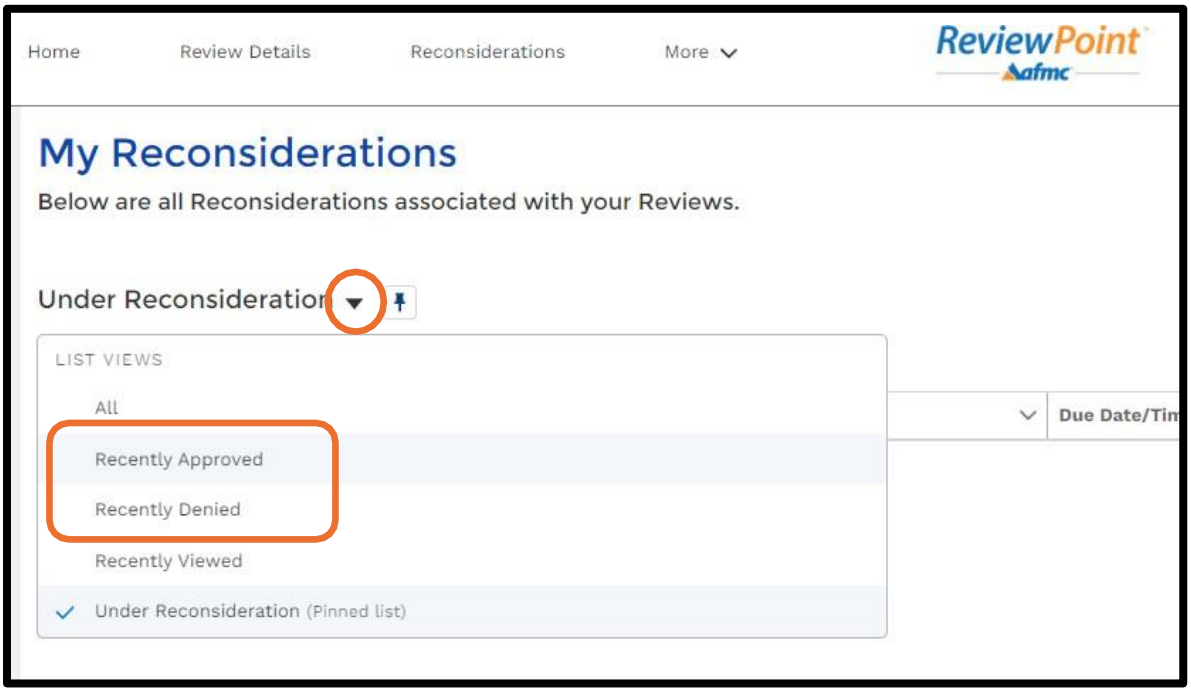
Tracking Reconsiderations

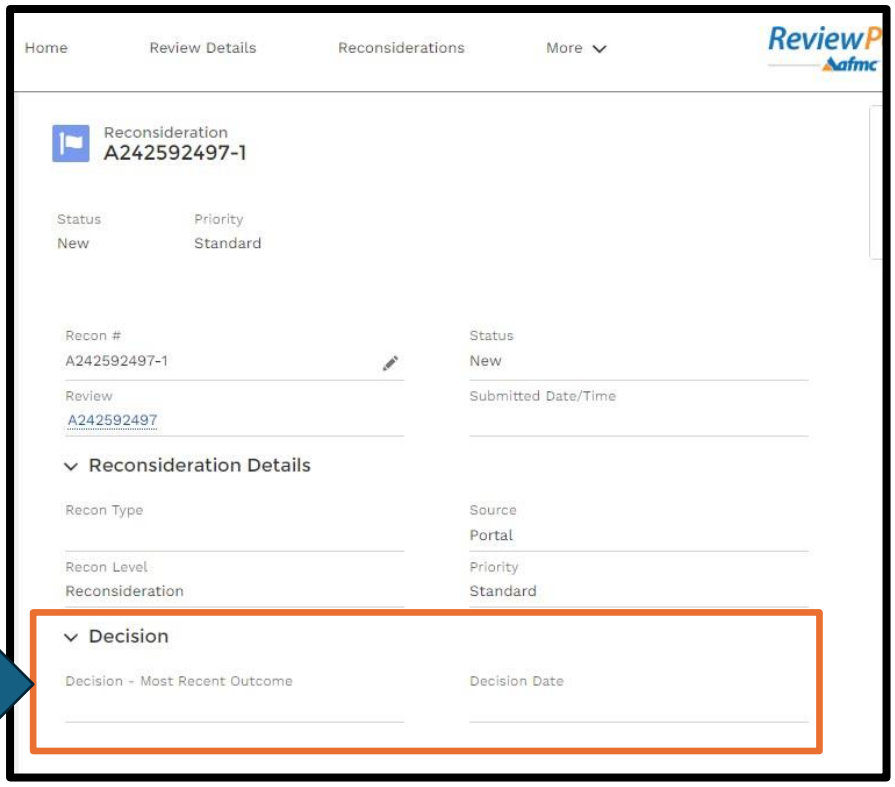
Reconsiderations can be tracked in a multitude of ways.

- From the **Home** screen, you can select **Reconsiderations** in the **Navigation Menu** or **Quick Tabs:**

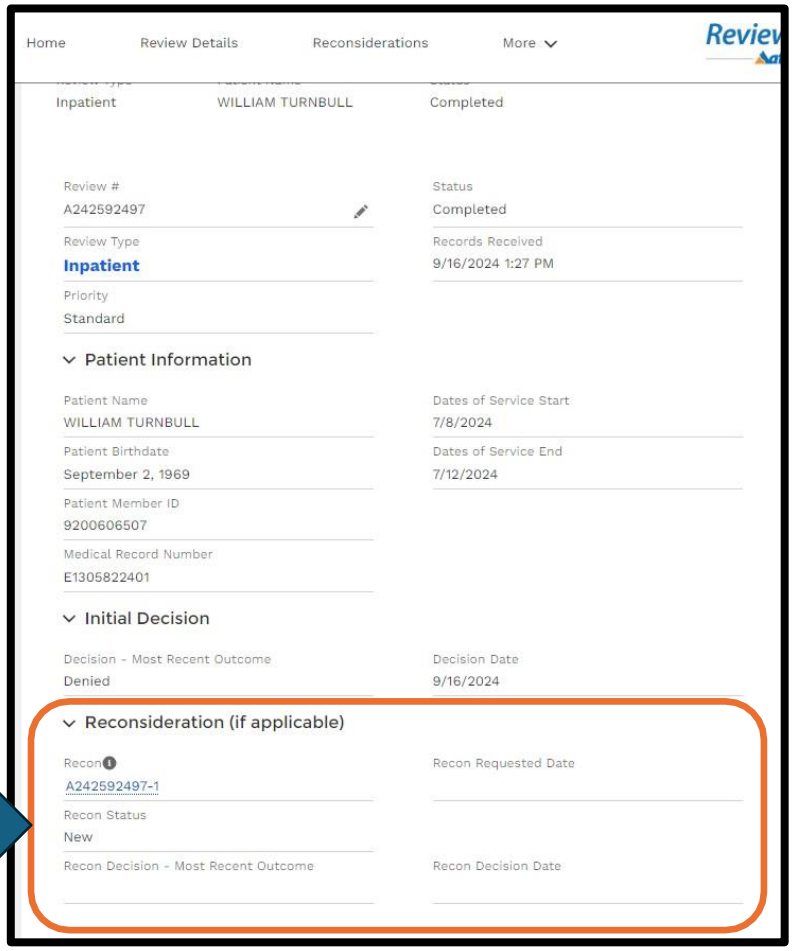


- **Reconsideration** records, list views, and their associated Reviews are updated in real-time:





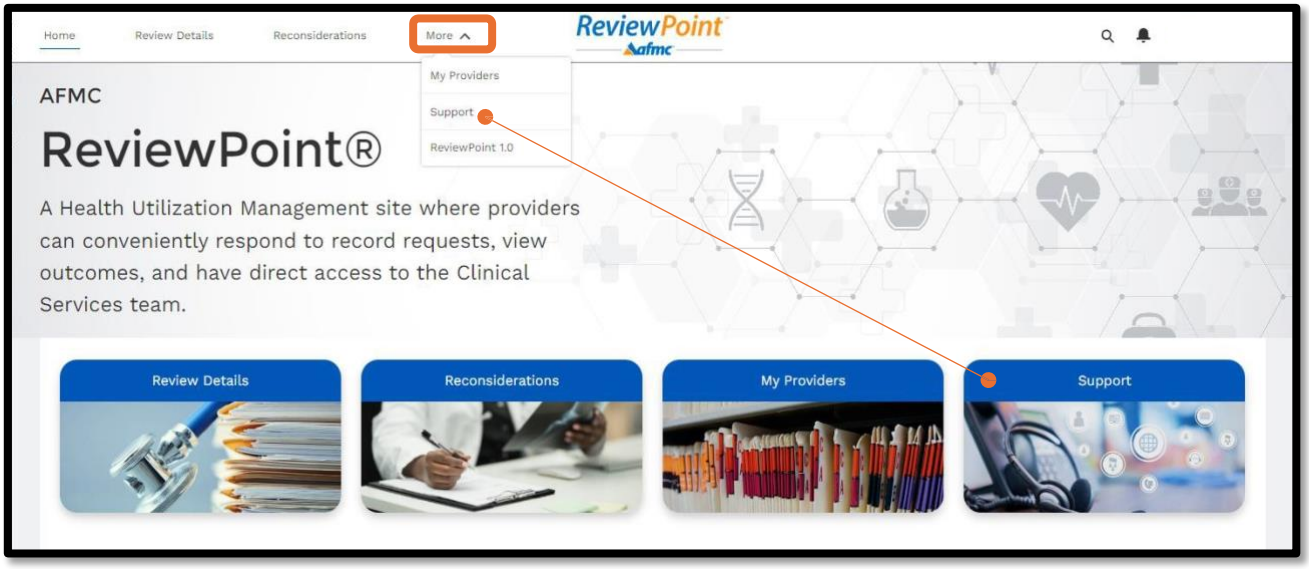
Real-time updates on Reconsideration



Real-time updates on Review Record

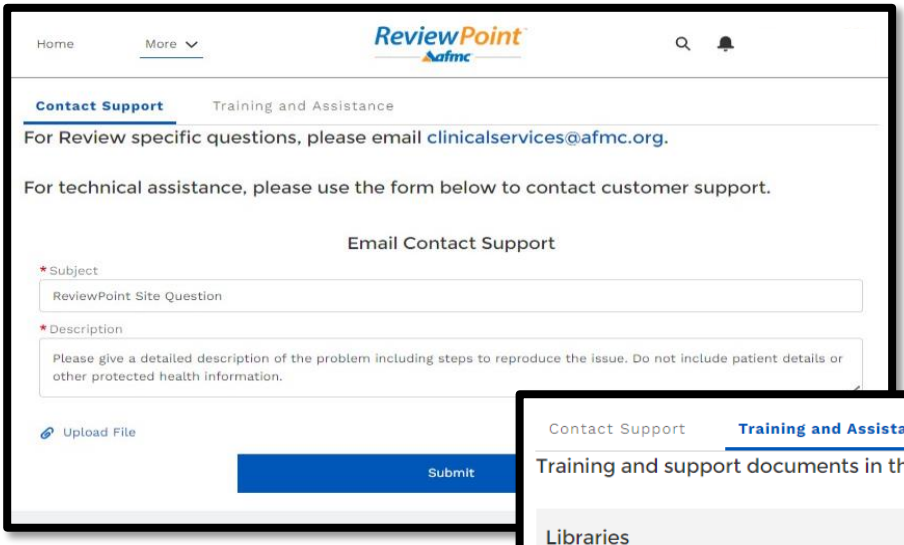
Support

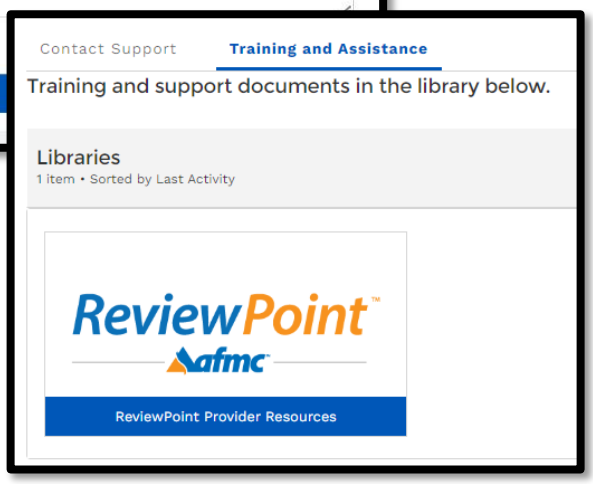
ReviewPoint **Support** is available through the **Support Quick Tab** or the **More** option on the top navigation menu.



For **Review specific questions**, please **email** clinicalservices@afmc.org.

For **technical assistance**, click **Support** and submit the **Email Contact Support** form under **Contact Support**.





Training and support documents can be found in the ReviewPoint Provider Resources Library under **More**: **Training & Assistance**.