



Maryland UCA: Nursing Facility CSR Training

March 2025

Agenda



- Purpose
- Housekeeping
- Qualitrac Task and Cases Tab
- Discharge Status Task
- Submitting a Continued Stay Review
- Questions



Purpose



- To provide an understanding of the Task and Cases tab
- To provide an understanding of when to complete the Discharge Status task
- To provide step-by-step instructions to submit a CSR



Housekeeping



- **Questions**

- Please enter all questions into the chat
- Time at the end of the training will be reserved for questions
- Any unanswered questions will be answered and posted to the website

- **Content availability**

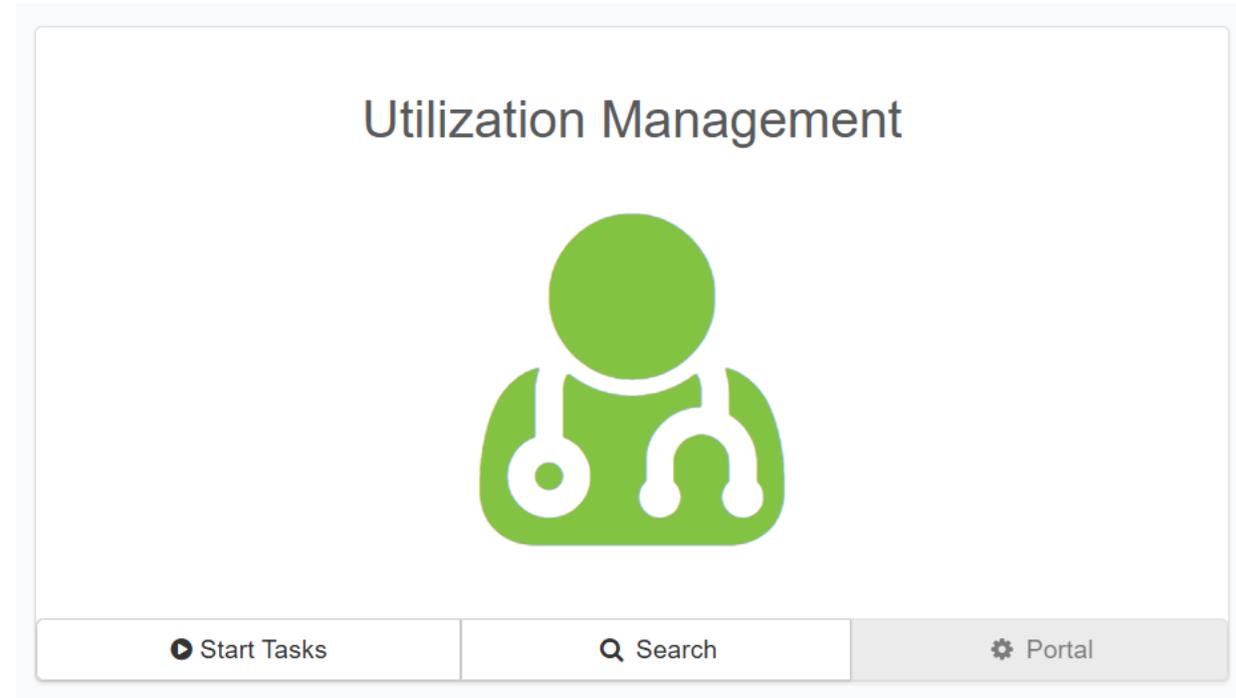
- Presentation will be posted to the website following the training
- **Website:** <https://Telligenmd.Qualitrac.com>
- Located in Education/Training



Qualitrac Task Queue

Task Queue

- Go to <https://telligenmd.qualitrac.com/>
- Log in to Qualitrac
- Once at the Landing page click on start tasks



Task Queue



- Can be sorted by Task Type
- Request for information
 - Reviews where additional information is required to complete a review

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Dashboard / Task Queue

Scheduled Tasks | Member Search | Cases | Case/Request/Claim Search

Filtered Scheduled Tasks
You are currently seeing a filtered view of the Scheduled Tasks that are normally visible to you. If you would like to remove the filters and see all of the tasks, please select the clear filters button below.

📅 View Calendar | 🗑️ Clear Filters | 11 Columns Selected

	Task Type	Task Category	Task Status	Client	Last Name	First Name	Solution / Module	Review Type	Assignee	Attempts	Task Scheduled Date
⋮	Req				Last	First		Review	Assignee	#	Task Sch
⋮	Request For Information		New	MARYLAND	Maryland	Nelson	Medical Necessity	Nursing Facility	rmclaughlinppu	0	03/18/2025 05:00 pm



Task Queue



- Task Type: Discharge Status
 - When a CSR is completed a discharge status task is created
 - This can be completed at any point the individual is no longer in the nursing facility

Dashboard / Task Queue

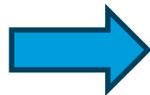
Scheduled Tasks | Member Search | Cases | Case/Request/Claim Search

Filtered Scheduled Tasks
You are currently seeing a filtered view of the Scheduled Tasks that are normally visible to you. If you would like to remove the filters and see all of the tasks, please select the clear filters button below.

View Calendar | Clear Filters | 11 Columns Selected

	Task Type	Task Category	Task Status	Client	Last Name	First Name	Solution / Module	Review Type	Assignee	Attempts	Task Scheduled Date
	▼	▼	▼	▼	Last I	First	▼	Review	Assignee	#	Task Sch
⋮	Discharge Status		New	MARYLAND	sara	smith	Medical Necessity	Nursing Facility	rmclaughlinppu	0	09/19/2024 01:00 am
Start	rge		In Progress	MARYLAND	Lueking	Carolann	Medical Necessity	Acute Medical Surgical	kreedprovider	0	10/02/2024 04:58 pm
Go to Member Hub				MARYLAND							

Click the ellipsis by the request and click start



Discharge Status Task

- Go down to the Discharge info section
- The terminology can be a little confusing as this section is used for both hospital and nursing facility reviews

Discharge Info

Is the Patient still in the Hospital? *	Actual Discharge Date *	Discharge Disposition *
<input type="text" value="No"/>	<input type="text" value="03/04/2025"/>	<input type="text" value="20 - Expired"/>



Is the resident still in the nursing facility?



Enter the discharge date and disposition



Discharge Status Task

- Other dispositions include:

- 1 - Discharged to home/self care "routine charge".
- 2 - Discharged/transferred to other short term general hospital for inpatient care.
- 3 - Discharged/transferred to skilled nursing facility "SNF" with Medicare certification in anticipation of covered skilled care
- 4 - Discharged/transferred to intermediate care facility "ICF".
- 5 - Discharged/transferred to another type of institution for inpatient care "including distinct parts".
- 6 - Discharged/transferred to home care of organized home health service organization.
- 7 - Left against medical advice or discontinued care.
- 9 - Admitted as an inpatient to this hospital



Task Queue



Discharge Status Task

- Scroll down to the Diagnosis Panel
- Identify the Final Diagnosis

Diagnosis + Add							
Seq.	Code	Description	Final Dx	POA	NOS	Action	
1	G80	CEREBRAL PALSY	<input checked="" type="radio"/>	<input type="checkbox"/>			



Task Queue



Discharge Status Task

Documentation + Add

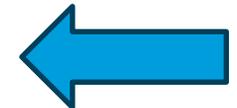
Show 10 entries Search:

Name	Category	Topic	Date Added	Uploaded By	Action
blank doc	Consent		06/17/2024	rmclaughlinppu	

Showing 1 to 1 of 1 entries Previous 1 Next

Close Case

Click Close Case



- This should only be completed when someone is discharged from the facility
- This will **STOP** the CSR Workflow



Qualitrac Cases Tab

Cases Tab



- Shows all review types that were submitted for your facility
- Has multiple fields that can be used to narrow down what shows in the tab

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Dashboard / Task Queue

Scheduled Tasks | Member Search | **Cases** | Case/Request/Claim Search

Time Period: Last 90 Days | Clear Filters

Case ID	Member ID	Member Last Name	Member First Name	Review Type	Timing	Date Request Received	Treating Facility NPI	Requested Start Date	Case Status	Outcome
Case	Member ID	Last Na	First Na	Review	Timing	Date Rec	Treating	Requester	Case St	Outcom
42060	TEMP000000100791	Maryland	Nelson	Nursing Facility	Prospective	03/04/2025 09:44 am	1851745236	03/06/2025 12:00 am	Request For Information	
42037	30342750000	Moonen	Kristle	PASRR Level 1	Prospective	02/27/2025 03:42 pm	1609859107	02/27/2025 12:00 am	Case Creation	
42034	30342750000	Moonen	Kristle	PASRR Level 1	Prospective	02/27/2025 03:37 pm	1609859107	02/27/2025 12:00 am	Case Creation	
41911	30342750000	Moonen	Kristle	PASRR Level 1	Prospective	02/21/2025 08:49 am	1144291899	02/25/2025 12:00 am	Complete	Approved
41330	30342750000	Moonen	Kristle	Ambulance Air	Retrospective	01/27/2025 10:37 pm	1700831401	12/25/2024 12:00 am	Complete	Denied
41202	30342750000	Moonen	Kristle	Ambulance Air	Retrospective	01/20/2025 06:55 pm	1700831401	12/25/2024 12:00 am	Case Creation	
34276	TEMP000000100791	Maryland	Nelson	Nursing Facility	Continued Stay Review	02/25/2025 01:20 pm	1750699906	06/18/2024 12:00 am	Not Submitted	



Cases Tab



Case ID	Member ID	Member Last Name	Member First Name	Review Type	Timing	Date Request Received	Treating Facility NPI	Requested Start Date	Case Status	Outcome
Case	Member ID	Last Na	First Na	Review	Timing	Date Rec	Treating	Requester	Case St	Outcom

- This tab can be sorted by:
 - Case ID
 - Member ID
 - Last Name/First Name
 - Review Type
 - Treating Facility NPI
 - Case Status
 - Outcome



Cases Tab



Scheduled Tasks | Member Search | **Cases** | Case/Request/Claim Search

Time Period: Last 90 Days | Clear Filters

Case ID	Member ID	Member Last Name	Member First Name	Review Type	Timing	Date Request Received	Treating Facility NPI	Requested Start Date	Case Status	Outcome
41330	30342750000	Moonen	Kristle	Ambulance Air	Retrospective	01/27/2025 10:37 pm	1700831401	12/25/2024 12:00 am	Complete	Denied
41202	30342750000	Moonen	Kristle	Ambulance Air	Retrospective	01/20/2025 06:55 pm	1700831401	12/25/2024 12:00 am	Case Creation	

- Entering the Treating Facility NPI will display all reviews for that facility
- By entering Not Submitted in the Case status field will show only the cases that need CSRs submitted for that facility



Cases Tab



Case ID	Member ID	Member Last Name	Member First Name	Review Type	Timing	Date Request Received	Treating Facility NPI	Requested Start Date	Case Status	Outcome
34276	TEMP000000100791	Maryland	Nelson	Nursing Facility	Continued Stay Review	02/25/2025 01:20 pm	1750699906	06/18/2024 12:00 am	Not Submitted	

- Entering in the Case Status—Not submitted
 - Shows all the cases that have CSRS to submit



Cases Tab



- Search for Nursing facility or PASRR in “Review Type” to show a specific type of review
- Adding in a specific facility will narrow down the results even more

Case ID	Member ID	Member Last Name	Member First Name	Review Type	Timing	Date Request Received	Treating Facility NPI	Requested Start Date	Case Status	Outcome
Case I	Member ID	Last Nam	First Nam	pasrr	Timing	Date Req	Treating F	Requested	Case S1	Outcome
42037	30342750000	Moonen	Kristle	PASRR Level 1	Prospective	02/27/2025 03:42 pm	1609859107	02/27/2025 12:00 am	Case Creation	
42034	30342750000	Moonen	Kristle	PASRR Level 1	Prospective	02/27/2025 03:37 pm	1609859107	02/27/2025 12:00 am	Case Creation	
41911	30342750000	Moonen	Kristle	PASRR Level 1	Prospective	02/21/2025 08:49 am	1144291899	02/25/2025 12:00 am	Complete	Approved



How to determine the CSR start date

CSR Start Date



Qualitrac stage

Dashboard / Task Queue / Member Hub Nelson Maryland - TEMP000000100791 - 01/01/2000

Nelson Maryland [View Member Details](#)

Member ID: TEMP000000100791 Date of Birth: 01/01/2000 Phone Number: Client: MARYLAND

Utilization Management [View Cases](#) [+ Add](#)

Hiding canceled cases. [Show](#)



- Go to the member hub
- Click on View Cases



CSR Start Date



Qualitrac stage

Dashboard / Task Queue / Member Hub Nelson Maryland - TEMP000000100791 - 01/01/2000

Nelson Maryland [View Member Details](#)

Member ID: TEMP000000100791 Date of Birth: 01/01/2000 Phone Number: Client: MARYLAND

Utilization Management [View Requests](#) [+ Add](#)

Hiding canceled requests. [Show](#)

Nursing Facility (42060) Treating Facility: 7520 SURRATTS ROAD OPERATIONS LLC	Treating Facility: 7520 SURRATTS ROAD OPERATIONS LLC	Treating Facility: 7520 SURRATTS ROAD OPERATIONS LLC	Request For Information
Nursing Facility (34276)	Treating Facility: BRADFORD OAKS CENTER		Discharge Information Required

- Find the request that was decided prior to the not submitted CSR
- Click on the ellipsis and "view request"

Show entries Search:

Module	Timing	Status	Date Request Received	Case Completed	Outcome	Action
Medical Necessity	Continued Stay Review	Not Submitted	02/25/2025 01:20 pm			...
Medical Necessity	Concurrent - Reopened	Request Is Complete	11/05/2024 06:10 pm		Approved	...
Medical Necessity	Concurrent - Adjustment	Request Is Complete	06/17/2024 12:35 pm		Technical Denial	View Request
Medical Necessity	Continued Stay Review	Request Is Complete	06/25/2024 10:36 am		Approved	...



CSR Start Date



- Go to the Outcomes Panel
- Under Final Recommendations the “Approved End Date” is the CSR Start Date

Outcomes		Review Outcome: Approved	
(HCPCS) 99233 - SBSQ HOSPITAL CARE/DAY 35 MINUTES		Outcome: Approved	
Requested		Final Recommendation	
Outcome		Outcome	Approved
Authorization Number		Authorization Number	00005948
Start Date	09/13/2024	Start Date	09/13/2024
Discharge Date	09/14/2024	Approved End Date	10/13/2024

Figure out what is the newest MDS you have completed that falls 93 days **PRIOR** to the CONTINUED STAY START DATE. This is the MDS to use for the “not submitted” review.



Things to Remember

- MDH requested Nursing Facilities be notified 60 days before the next CSR is due
 - This was to allow ample time for CSR submissions
- When the next CSR is triggered
 - Submit to Telligen after the next MDS is complete
 - The MDS Assessment Reference Date should be within 93 days of the start date of the CSR



Continued Stay Review Submission

CSR Submission cont.



Click on the case ID, and the system will open the CSR review the system has created for you.

Dashboard / Task Queue

Scheduled Tasks Member Search **Cases** Case/Request/Claim Search

Time Period Last 90 Days Clear Filters

Case ID	Member ID	Member Last Name	Member First Name	Review Type	Timing	Date Request Received	Case Status	Outcome
36053	1543931374	Jackson	Moe	Nursing Facility	Continued Stay Review	07/25/2024 09:47 pm	Not Submitted	
	1543931374	Jackson	Moe	Nursing Facility	Prospective	07/25/2024 09:45 pm	Discharge Information Required	Approved



CSR Submission cont.



Once in the review, click on the Action button and click Edit.

Moe Jackson Member ID: 1543931374 DOB: 01/18/1957

Phone Number: (594) 022-6274 Client: MARYLAND

Authorization Request

Case Id	Request ID	Date Request Received	Review Type	Place of Service	Actions
36053	36073	07/25/2024 09:47 pm	Nursing Facility	Nursing Facility	Edit

Timing
Continued Stay Review
[Extension](#)

Note: A blue arrow labeled '1' points to the 'Actions' dropdown menu. A second blue arrow labeled '2' points to the 'Edit' button within the dropdown menu.



CSR Submission cont



- Under the Assessment Panel (the following must be filled out)
 - MA Conversion Date
 - Date the resident converted to Medicaid as their payor source
 - MDS Assessment Review Date
 - the date on the MDS (ARD-Assessment Reference Date)

Assessment	
MA Conversion Date *	MDS Assessment Review Date *
<input type="text" value="MM/DD/YYYY"/> 	<input type="text" value="MM/DD/YYYY"/> 



CSR Submission cont



- Under the Assessment Panel (the following must be filled out)
 - Review Type (Defaults to the quarter the CSR is for)
 - MDS Type (Admission, Quarterly, Annual, Significant Change)
 - BIMS Score (enter the score from the MDS)
 - Behaviors (select the one that happens most of the time and add additional ones in the comments)

PASRR On File?	Review Type	MDS Type	BIMS Score
<input type="text"/>	3rd Quarter	<input type="text"/>	<input type="text"/>
Behaviors <input type="text"/>			



CSR Submission cont



- Self-care Activity
 - 1 Dependent*
 - 2/3 Extensive Assistance
 - 4 Limited assistance*
 - 5 Supervision
 - 6 Independent
 - (*)indicates HANDS ON assist
- Skilled Services
 - Section O of the MDS
- Comments
 - Include additional behaviors

Self-care Activity			Answer *			
Mobility	<input type="radio"/> I (Independent)	<input type="radio"/> S (Supervision)	<input type="radio"/> LA (Limited Assistance)	<input type="radio"/> EA (Extensive Assistance)	<input type="radio"/> TD (Totally Dependent)	<input type="radio"/> Activity did not occur
Dressing	<input type="radio"/> I (Independent)	<input type="radio"/> S (Supervision)	<input type="radio"/> LA (Limited Assistance)	<input type="radio"/> EA (Extensive Assistance)	<input type="radio"/> TD (Totally Dependent)	<input type="radio"/> Activity did not occur
Eating	<input type="radio"/> I (Independent)	<input type="radio"/> S (Supervision)	<input type="radio"/> LA (Limited Assistance)	<input type="radio"/> EA (Extensive Assistance)	<input type="radio"/> TD (Totally Dependent)	<input type="radio"/> Activity did not occur
Bathing	<input type="radio"/> I (Independent)	<input type="radio"/> S (Supervision)	<input type="radio"/> LA (Limited Assistance)	<input type="radio"/> EA (Extensive Assistance)	<input type="radio"/> TD (Totally Dependent)	<input type="radio"/> Activity did not occur
Toilet Use	<input type="radio"/> I (Independent)	<input type="radio"/> S (Supervision)	<input type="radio"/> LA (Limited Assistance)	<input type="radio"/> EA (Extensive Assistance)	<input type="radio"/> TD (Totally Dependent)	<input type="radio"/> Activity did not occur

Self-control Activity		Answer *			
Bladder Continence	<input type="radio"/> AC (Always Continent)	<input type="radio"/> OI (Occasionally Incontinent)	<input type="radio"/> FI (Frequently Incontinent)	<input type="radio"/> AI (Always Incontinent)	<input type="radio"/> NR (Not Rated)
Bowel Continence	<input type="radio"/> AC (Always Continent)	<input type="radio"/> OI (Occasionally Incontinent)	<input type="radio"/> FI (Frequently Incontinent)	<input type="radio"/> AI (Always Incontinent)	<input type="radio"/> NR (Not Rated)

Skilled Services

Comments



CSR Submission cont



Upload the documentation to support your answers on the assessment by clicking the Add button in the Documentation panel.

Documentation  [+ Add](#)

Show entries Search:

Name	Category	Topic	Date Added	Uploaded By	Action
MEDICAL RECORDS DOCUMENT	Clinical	Progress Notes	07/25/2024	kreedprovider	

Showing 1 to 1 of 1 entries Previous Next



CSR Documentation



Documentation can include, but not limited to, the following:

- **The most recent MDS completed within the prior 92 days.**
- ADL flowsheets from the time of the MDS
- Provide the Level 2 PASRR results if not previously uploaded
- Therapy notes, if applicable
 - Include notes from the initial time of the MDS
 - How long is therapy anticipated
- Physician progress note, if receiving skilled care



CSR Submission cont



Documents can be dragged and dropped into the file or uploaded.
Use the dropdowns to indicate the type of documents that are uploaded.

File Upload Restrictions

- Extensions: pdf, gif, jpg, jpeg, png, bmp, rtf, doc, docx, xls, xlsx, txt, xps, csv
- Size: Less than or equal to 300 Mb

Drop a file  here or [Click here](#) to Upload

File Name	Size	Remove
No Files selected for upload		

Name *

Category *



CSR Submission cont



After the documents are uploaded, click continue.

Documentation + Add

Show entries Search:

Name	Category	Topic	Date Added	Uploaded By	Action
MEDICAL RECORDS DOCUMENT	Clinical	Progress Notes	07/25/2024	kreedprovider	

Showing 1 to 1 of 1 entries Previous Next

 Continue



CSR Submission cont.



Like the PASRR submission, the system will require the completion of MCG. Click Document Guidelines.

Authorization Request



Patient : 1543931374 **Name :** Jackson, Moe **DOB :** 1/18/1957 **Gender :** Male

[show more](#)

Authorization : EPS-00041589 **Type :** Admission authorization **Status :** NoDecisionYet

[show more](#)

Diagnosis Codes : F01.51(ICD-10 Diagnosis) **primary** **Procedure Codes :** 99233(CPT/HCPCS) **primary**

Diagnosis Code: F01.51 (ICD-10 Diagnosis)

Description : VASC DEMENTIA WITH BEHAVIORAL DIST



[Document Clinical](#)

[Submit Request](#)

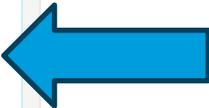


MCG Completion



Click Add next to “No Guideline applies” at the bottom.

Knee Arthroplasty and Dementia - Comorbidity Management	RFC	CMG-012-RF	add
Pneumonia and Dementia - Comorbidity Management	RFC	CMG-018-RF	add
No Guideline Applies			add



MCG Completion cont.



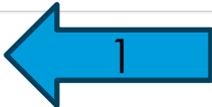
Enter a comment.

Click Save.

Click Submit Request.

Diagnosis Code: F01.51 (ICD-10 Diagnosis)
Description : VASC DEMENTIA WITH BEHAVIORAL DIST

No Guideline Applies

NA. 

997 characters left for notes.





The screenshot shows a software interface for entering a comment. At the top, a light blue header contains the diagnosis code 'F01.51 (ICD-10 Diagnosis)' and the description 'VASC DEMENTIA WITH BEHAVIORAL DIST'. Below this, a white box contains the text 'No Guideline Applies'. A large text input field contains the text 'NA.' with a blue arrow labeled '1' pointing to it. Below the input field, it says '997 characters left for notes.' To the right of the input field are two buttons: a blue 'Save' button with a checkmark and a grey 'Cancel' button with an 'X'. A blue arrow labeled '2' points down to the 'Save' button. At the bottom right of the interface is an orange 'Submit Request' button with a checkmark. A blue arrow labeled '3' points to this button.

CSR Submission cont



The system returns you to the review to complete the attestation. Enter your userID as your electronic signature and click Submit.

User Attestation

I certify...

- that the submitted information is true, accurate and complete to the best of my knowledge.
- that the submitted information is supported within the patient's medical record.
- that I understand that any deliberate misrepresentation of any information in this medical review may subject me to liability under civil and criminal laws.
- that I understand an approval of a medical authorization request does not guarantee payment for services.
- I agree to notify all involved parties of the outcome of this authorization request.

Acknowledging User *

kreed



Submit



CSR Submission cont



The system will take you back to the top of the review. This provides the opportunity to review all entries to ensure the review is accurate. After reviewing the entries, go to the bottom of the review and click Task Queue. This completes the submission process.

Correspondence

Search:

Letter	Addressee	Date Sent	Mail Type	Tracking
No data available in table				

Show entries

Showing 0 to 0 of 0 entries

Previous



[Print Summary](#) [← Task Queue](#)



Contact Us



Program Director

Rhonda McLaughlin

Website: <https://telligenmd.Qualitrac.com>

Maryland Call Center & Provider Help Desk

- Email: MarylandUCSupport@telligen.com
- Toll-Free Phone: 888-276-7075

Portal Registration Questions

- Email: qtregistration@telligen.com
- Toll-Free Phone: 888-276-7075



