# DFSM Quality Management – Quality of Care concerns

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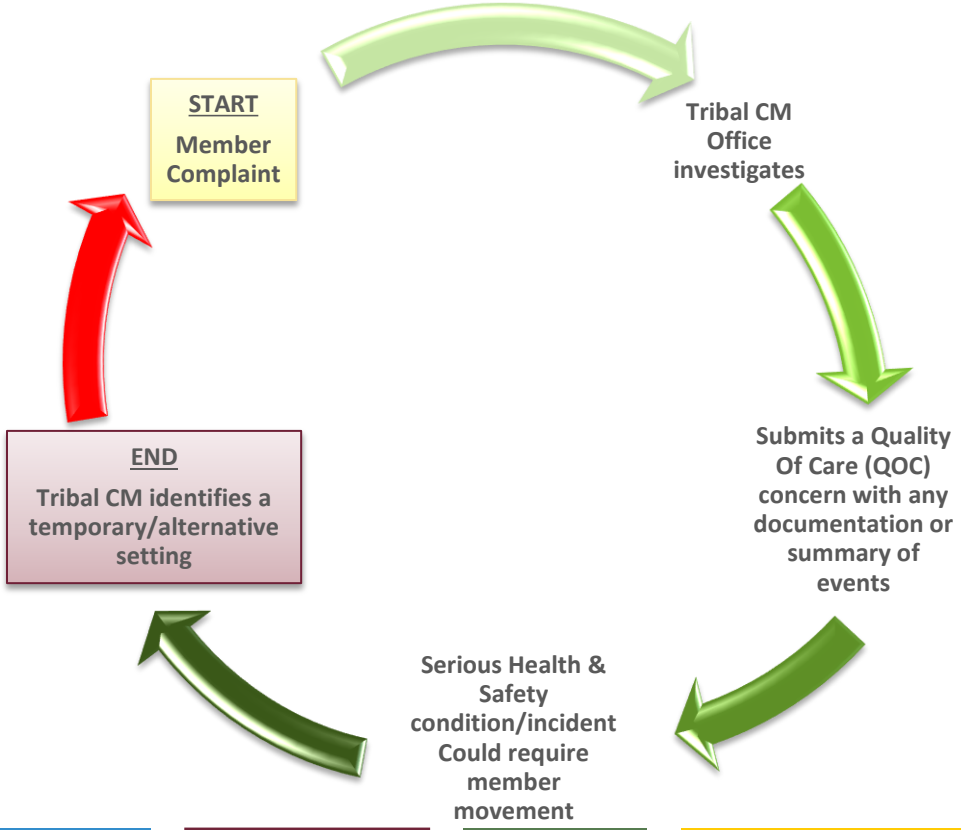
AHCCCS
Arizona Health Care Cost Containment System

# DFSM Quality Management

- Duties include research on Providers involved in a Health and Safety incident, or a suspension, or a termination of their Provider Participation Agreement (PPA) with AHCCCS
- Analysis of service delivery and identifies current mbr location
- Generates internal COGNOS reports on paid claims
- Reviews current/pending Prior Authorizations
- Conducts Health and Safety onsite visits
- Conducts quality of care (QOC) investigations

# Quality of Care (QOC)



# AHCCCS Website – Home page

HOME | AHCCCS INFO | MEMBERS/APPLICANTS | PLANS/PROVIDERS | AMERICAN INDIANS | RESOURCES | FRAUD PREVENTION | CRISIS?

A listing of current AHCCCS News & Updates.

A list of upcoming events at AHCCCS

A list of resources to assist you with getting the help you need

Health-e-Arizona PLUS

Apply Now

Apply for AHCCCS Benefits at Health-e-Arizona Plus

A list of contacts at AHCCCS

View demonstration projects, notices, meeting/hearing dates and provide comments

Can't find what you're looking for? Please visit the AHCCCS Document Archive.

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Phoenix, Az 85034
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**For Providers**
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# Methods to report quality of care

- https://www.azahcccs.gov/shared/AHCCCScontacts.html

# Online Form for reporting QOC concerns

Provider Name:

Provider Name

Provider ID:

999999

## Information About This Issue

Street:

Street

City:

City

State:

State

Zip:

99999

County:

County

Service Type: *

Select Service Type

Preferred Contact Method:

Email

Type Of Issue: *

Select Issue Type

Please Describe the Issue: *

Please Describe the Issue

# Sign up on the QM Portal

https://qmportal.azahcccs.gov

Apps | Windows Live | WAVES | AZAIHPcare - Home | DFSM | AHCCCS | CIS Portal | HIE | COGNOS | YES Portal Login | CONTROL-D-WebA... | ADHS

AHCCCS
Arizona Health Care Cost Containment System

Home

FAQ

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** Enter user name

**Password** Enter 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.

# QM Portal – Master Account

Home

FAQ

Enter Organization Information

**Select Your Business Type** ○ Provider ◉ HealthPlan ○ TRBHA ○ IOC ○ ExternalAgency

**Enter Captcha Code** SX5B

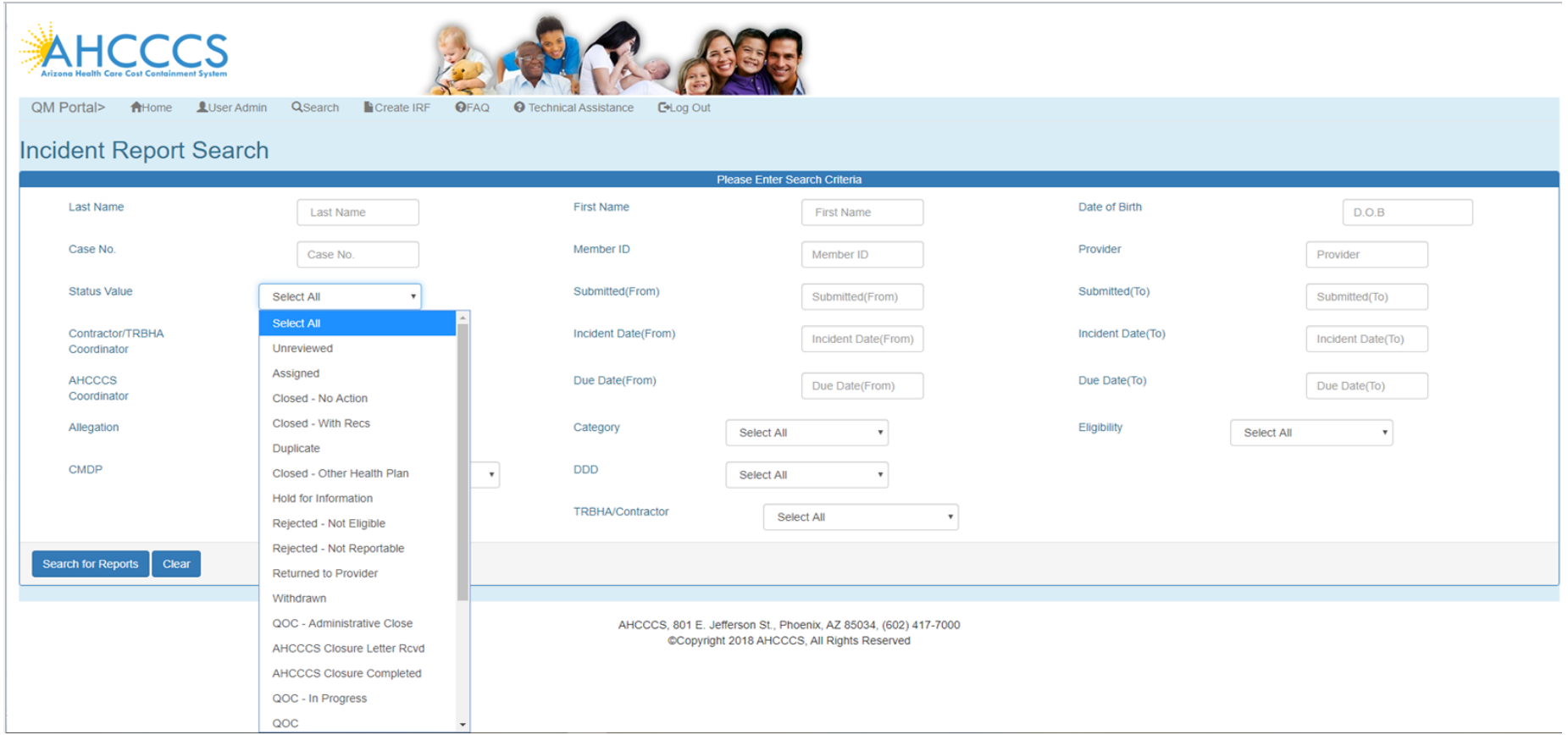
**Health plan ID** 190000

**Tax Identification Number (TIN)** 999999999

After the registration process, an email will be sent to the organization's master account holder(s) to inform them that your account needs to be activated for use.

Next

# QM Portal view



# Questions?

# Thank You.