DFSM Quality Management – Quality of Care concerns

Shannon Shiver, Quality Manager
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)

START
Member Complaint

Tribal CM Office investigates

Submits a Quality Of Care (QOC) concern with any documentation or summary of events

END
Tribal CM identifies a temporary/alternative setting

Serious Health & Safety condition/incident Could require member movement
Methods to report quality of care

- https://www.azahcccs.gov/shared/AHCCCScontacts.html
Online Form for reporting QOC concerns

Provider Name: [Text Input]
Provider ID: [Text Input]

Information About This Issue

Street: [Text Input]
City: [Text Input]
State: [Text Input]
Zip: [Text Input]
County: [Text Input]

Service Type: Select Service Type
Type Of Issue: Select Issue Type

Preferred Contact Method: Email

Please Describe the Issue: [Text Area]
Sign up on the QM Portal

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

Enter Organization Information

Select Your Business Type
- Provider
- HealthPlan
- TRBHA
- IOC
- ExternalAgency

Enter Captcha Code

Health plan ID

Tax Identification Number (TIN)

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.