

QC PORTAL REMINDERS (REVISED)

All Circumstances-

- To apply the most appropriate codes,
- Use the **diagnosis** and **procedure** search programs
- Refer to CPT and ICD code books (hint: make a cheat sheet)
- Get the code from the specialist
- Fill in fields for procedure codes **AND** check the appropriate box that most closely defines the procedure requested – refer to handout
- To view the **Referral history of one specific patient**, pull up that patient's eligibility and click on **REFERRAL HISTORY**
- **My Refs/Auths** Opens access to referrals that were requested from your office via QC Portal AND earlier referrals that were coordinated by fax. The most recent referral is listed at the top. Sort capabilities are at the top for your convenience
- To correctly refer to *doctors* at the **UNIVERSITY OF ILLINOIS**- Remember! This is a **General Acute Care Hospital**. Complete your request to the **facility** and enter the *doctor* by name (if known) and/or the Department of, Specialty within the open notes field.

If it's listed in QC Portal, it is a contracted entity/provider/vendor!

Facility/Hospital Requests-

- Specialty of a Hospital is = **GENERAL ACUTE CARE HOSPITAL**
- "Provider Specialty" is not mandatory, however it is helpful to refine your search
- **Diagnostic Test Provider Preference;** *First* consider a request to one of our contracted free standing diagnostic centers for services
- **Under Referred to Provider Specialty**, find the diagnostic test (examples like CT SCAN, EKG, PET SCAN)
- A POP-UP will always appear to confirm that a facility has been selected with a reminder to document the physician in the open notes field, if a physician applies under circumstances such as~ procedures, surgeries, cardiology diagnostics... *

*Remember~ Referral requests for hospital based procedures, surgeries and diagnostics performed by a physician must be loaded with the hospital (known or default) with the physician information in the open notes field. Do not add a procedure under the physician referral expecting to link the hospital, it won't work. Also, research and have the facility and the provider information before beginning a New Referral. If a new referral/authorization is begun, it will not restore once you skip out to search under Provider Directory!

Professional/Doctor Office Requests-

- **Visit** default is one (1), however if a follow up is standard procedure, the visit can be changed to two (2). For proper medical supervision of your patient, the specialist and the patient should communicate the plan of care and progress of the patient with you regularly.
- Do not dismiss **POP-UP** notes; select the most appropriate
- Location when a POP-UP indicates multiple locations for the provider
- Specialty when a POP-UP indicates various specialties of the provider
- QC Portal permits one diagnosis; if more diagnosis apply, write them in the open notes field
- Evaluation office visit/consultation New is '**AN EVALMANAGE NEW**'
- Established office visit/consultation Followup is '**AN EVALMANAGE ESTAB**'

STOP! If you want to change or add something to a request that's been saved – 1) **Print** the Referral request
2) **Write** the changes on the reprint and 3) **Fax** it to UPN (847-676-6982). **We will fix it!**

Via QC Portal, IHR supports and reinforces HIPAA requirements related to protected health information, privacy and security.