

A L E R T

August 28, 2014

TO: Long Term Care, Hospice, PEC, Swing Bed and Inpatient Psychiatric Providers

RE: Electronic Upload and Submission of Medical Records

Changes have been made to allow Long Term Care, Hospice, PEC, Swing Bed and Inpatient Psychiatric Providers to attach and upload medical records via the Medicaid Interactive Web Portal, eliminating the cost of mailing documents in for processing. A secure logon or access to the Medicaid Interactive Web Portal must be established if one does not already exist to access this new attachment option. Documents may be uploaded two different ways:

- Medicaid Interactive Web portal (preferred)
<https://www.medicaid.alabamaservices.org/ALPortal/Account/Secure%20Site/tabId/66/Default.aspx>
- Fax information in for processing (bar coded cover sheet required)

Documents must be in a Portable Document Format (PDF) for upload through the Medicaid web portal. If you do not currently have the ability to create PDF versions of medical records, you may perform an internet search and find free downloadable utilities that can be installed to create a PDF. For your convenience, HP is including a list of three PDF creation utilities that can be installed to create PDF documents at no charge:

- PrimoPDF - <http://www.primopdf.com/>
- Solid PDF Creator - <http://www.freepdfcreator.org/>
- PDF24 - <http://en.pdf24.org/creator.html>

Once a PDF utility has been successfully downloaded and the PDF document created, providers should follow these steps to upload documentation for review:

1. Log on to Medical Interactive Web portal:
<https://www.medicaid.alabamaservices.org/ALPortal/Account/Secure%20Site/tabId/66/Default.aspx>
2. Select Trade Files/Forms.

Forms Name field - select a form from the drop down list and click on 'Search'. The following is a list of forms available for selection.

- a. LTC-Hospice Records
- b. LTC-Records
- c. LTC-PEC/Swing Bed Records*
- d. LTC-Psychiatric/Retrospective Review Records*

***NOTE:** The Swing Bed Records and PEC Records forms are being replaced by the PEC/Swing Bed form. The Psychiatric Records and Psychiatric-Retrospective Review forms are being replaced by the Psychiatric/Retrospective Review Records form.

3. Complete all fields (record ID field will auto populate). Required fields are indicated with an asterisk (*).
4. Click on 'Browse' and select the required medical records documentation from your network drive or PC and select 'Submit'.

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5. A message will be generated that states 'your form was submitted successfully' at the top of the page.
6. A barcode coversheet is generated and will be displayed.
7. Select the 'Print Friendly View' button to print the barcode coversheet or to save as a PDF. A copy of this barcode coversheet should be saved in the event additional documentation is required.

If a PDF document of the medical records cannot be created, information may also be faxed in for review. A fax cover sheet will be *required* with each submission; providers should follow the instructions below to fax documentation:

1. Follow steps 1-7 documented above.
2. Fax the required medical records documentation with the barcode coversheet on top of the documentation to 334-215-7416. Include the bar coded cover sheet with each submission for the same recipient.
3. Do not fax double sided pages.
4. Do not fax multiple sets of records at the same time, each fax should be sent separately.

The bar code cover sheet is required for each fax submission for the same recipient. A fax submission cannot be processed without the bar coded cover sheet. DO NOT place anything on the bar code on the cover sheet or alter it in any manner.

Providers with questions concerning the upload of medical records should contact one of their Provider Representatives. A link to the Provider Representative's contact information may be found at the following link: [http://www.medicaid.alabama.gov/CONTENT/8.0 Contact/8.2.6.1 Provider Reprs G1.aspx](http://www.medicaid.alabama.gov/CONTENT/8.0%20Contact/8.2.6.1%20Provider%20Reps%20G1.aspx)