



# HealthSystems OF MISSISSIPPI

January 19, 2007

## Implementation of New Paperless Review System

On January 15, 2007, HSM implemented a new paperless review system. As our staff adjusts to our new system, there will understandably be a learning curve until proficiency is obtained. As we work through implementation this week, we thank you for your patience. Below is a table listing concerns, HSM's response to the concern, and actions providers may take.

Concern	Response	Provider Action
Web reporting module not displaying provider web submissions. Providers can see that a review was submitted but have not been able to print a review report.	HSM is receiving your reviews but the reporting modules were temporarily unavailable. Reports are now available but there is a delay in accessing and printing the HH report. This problem should be corrected by Monday morning.	If you wish to validate receipt prior to the correction, please call our help line: 601-360-4949 (local) 866-740-2221 (toll free).
Delay in receipt of notification of review results.	There is no system issue. Our response time may be a bit slower this week as our staff becomes proficient on the new system.	Please do not re-fax these requests. If you have a question about the status of a review decision, please contact our helpline using the numbers above.
That additional clinical information is required.	We are recording data during IP telephone reviews in a slightly different order. However, no additional clinical data is required.	No action required.
Prolonged telephone wait times for IP reviews.	This is due to a high volume experienced during a holiday week. The system upgrade did not affect the telephone system.	Having all clinical information organized and ready to submit will expedite our call time. We encourage you to submit reviews by fax or web*.

\*If you are not set up to submit **inpatient and home health** reviews via the Web, we encourage you to contact our Education Department at 601-360-4961. For your convenience, we offer Webinars so that you learn electronic submission from your office.

Thank you again for your patience during our systems upgrade.