AUTOMATED HEALTH SYSTEMS

Complaint Profile | Florida

User Guide-All Users   V 1.1

Contents

Document Change History

| Date	Version	Description	Changed By
04.2020	1.0	Initial Document	Margarita Encina
05.2020	1.1	Updates – user guide addition	Margarita Encina

About the System

Florida Complaint Profile is a function created by Automated Health Systems (AHS) and used exclusively in AHS' current complaint intake for the Statewide Medicaid Managed Care (SMMC) contract for Long-term Care (LTC), Managed Medical Assistance (MMA) and Dental.

Log In

1. Double click on your preferred Web Browser (i.e. Chrome, Edge, Firefox, Safari). Type https://www.flmedicaidmanagedcare.com in the URL box and click enter.
2. To access the Public Complaint Intake Form from the public website, users click on a link to the 'Contact Us' page. From there, a heading says 'Submit a Complaint' with a link under it. Users click the link and are redirected to the Complaints Application Landing Page, from which they can launch the Public Complaint Intake Form.

User Guides/Help

Complaint profile user guide will populate in the pop-up if the complainant type is a provider, government agency, or Government / Authorized Agency / Community Partner if no profile has been saved. If a profile has already been saved a link will appear below the *Load Profile* button on the public complaint wizard. The user guide will open in a new window and be available in PDF format to the user.
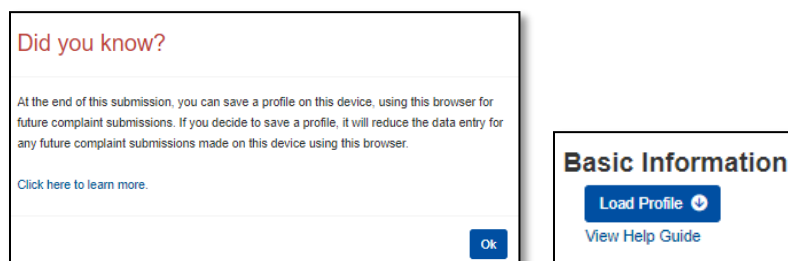
Navigating

Before entering the Public Complaint Intake Form, the User is alerted:

> *If you need to report an emergency, please call 911. Do not file a complaint.*

> *Please have a valid Medicaid Recipient ID or Provider Number for each individual affected by this issue ready.*

> *Please also prepare any files you want to submit with your complaint. Files must be in the following formats:*

> > *.pdf*

.jpg
.png
.XLS
.xlsx

For example, the file name will appear as:

FileName.pdf

If you need help filing your complaint, please call our help line at 1-877-254-1055 (TDD 1-866-467-4970) during our hours of operation. Our hours of operation are Monday-Friday, 8:00 a.m.-5:00 p.m. Eastern Standard Time. Thank you.
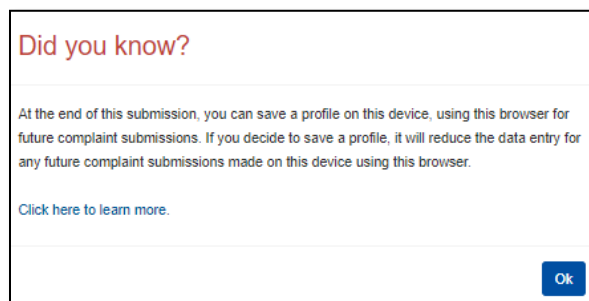
During Complaint intake through the publicly-available website, a 'Cancel' button will always be available. If at any time the user tries to leave the page before submitting the Complaint, an alert will pop up:

Are you sure you want to exit and lose your progress?

The Complaint Profile function will only be available if the following complainant types are chosen:

- Billing Agent
- Provider
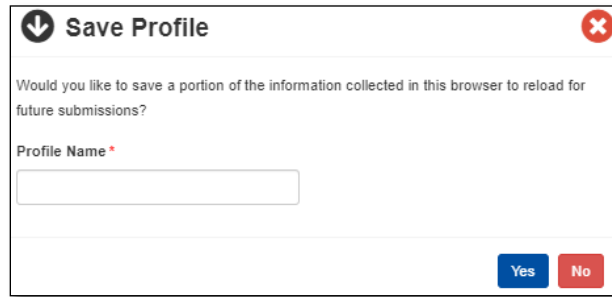- Government / Authorized Agency / Community Partner

If one of those complainant types is chosen the following will appear:

Did you know?

At the end of this submission, you can save a profile on this device, using this browser for future complaint submissions. If you decide to save a profile, it will reduce the data entry for any future complaint submissions made on this device using this browser.

Click here to learn more.

Ok

- Users will have the ability to save the information that is entered on the ***first two*** pages of the complaint intake form.
  - The profile information is only stored on the persons device and within the specific browser they are using when submitting a complaint.
    - For example, if the user saves a profile in Chrome on their laptop, that profile will not be available in Microsoft Edge on the same laptop. It will also not be available in Chrome on another computer/device.
      - There is a storage limitation within the browser that is based upon how much hard drive space is available on the device the user is using.
      - If the storage limit is reached, the user may have trouble saving profiles to that browser on that specific device.

Saving Profiles

Upon clicking 'Finish' at the end of the complaint intake form, the following question will appear:

The user will have the choice to save the profile with the information submitted on the first two pages of the complaint intake form.
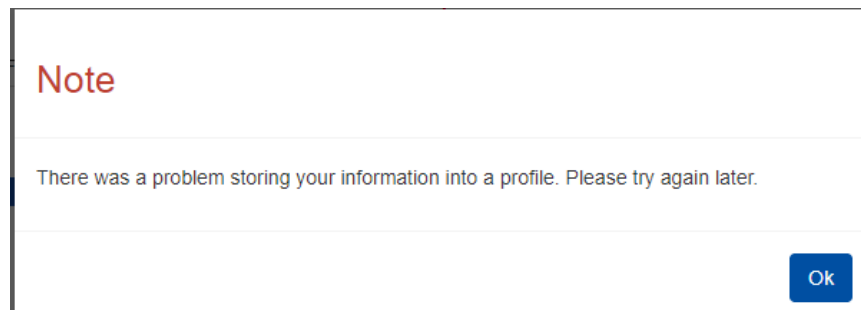
The profile name is a unique name that can be up to 50 characters in length.
   o   Please note: If the same profile name is used and the information that was submitted has changed, the profile will be overwritten with the new information.

Each profile should be unique to each provider, billing agent, or government agency at a specific location. For example, if the provider, billing agent or government agency has more than one location – there should be multiple profiles created; each profile specific to the location.

Error Saving a Profile

The following message will populate if there is an error saving the profile that was entered during the complaint intake:


Please note: This only means that the *profile* was not saved. The user will obtain an additional message alerting them of the complaint that was filed. If another complaint is filed, it may cause delay of processing.
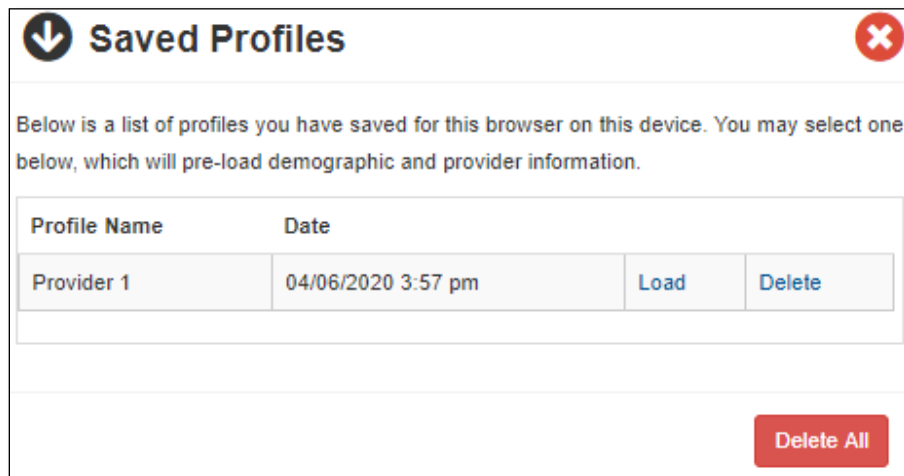
Loading Profiles
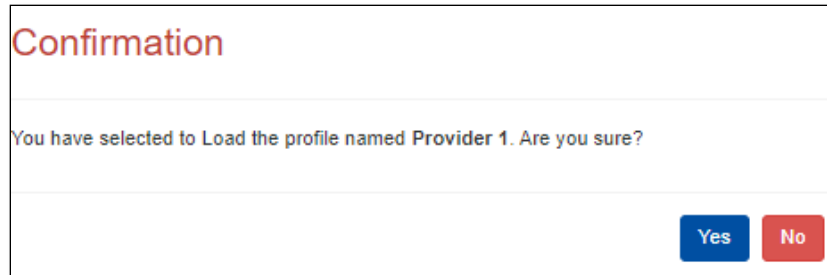Once a profile is saved and another complaint is ready to be submitted the user may load the saved profile.

Upon entering the complaint intake form, the user will see the following button at the top of the first page:

Basic Information
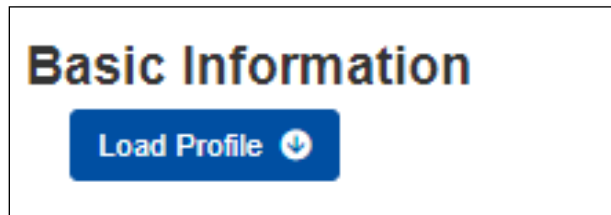
Load Profile ⊙

Upon clicking 'Load Profile', the user will see all of the profiles that have been saved to that browser on that device.

⊙ Saved Profiles ❌

Below is a list of profiles you have saved for this browser on this device. You may select one below, which will pre-load demographic and provider information.

Profile Name	Date		
Provider 1	04/06/2020 3:57 pm	Load	Delete

Delete All

The user will click 'Load' on the profile they wish to retrieve, which will automatically populate saved information on that profile to make the complaint intake faster. The following confirmation message will appear once a profile is ready to be loaded.
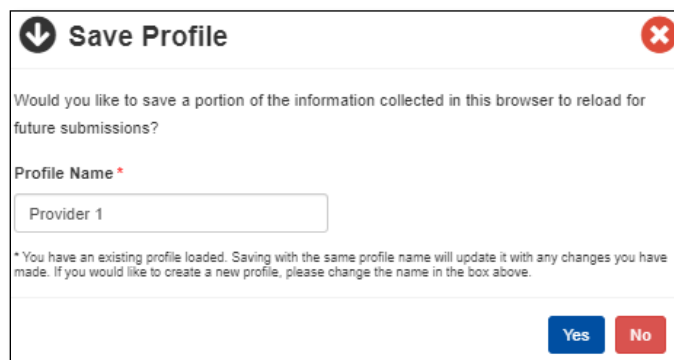
Editing A Profile

A profile may be edited once it is loaded in the complaint intake form. The user will do any edits required on the first two pages and after clicking on 'Finish' the following question will appear:

The user can either click Yes, to overwrite the 'Provider 1' profile, or change the name in the Profile Name box in order to save a new profile.

Deleting Profiles

A profile may be deleted from the browser, this may be done by clicking on 'Delete' on the **Saved Profiles** page.

- o Note: If the user would like to clear out all previously saved profiles, they can click the 'Delete All' button on the 'Saved Profiles' profiles page.

When the user clicks 'Delete' on a profile, they will see the following message asking them to confirm the deletion of the profile.

Confirmation

You have selected to Delete the profile named **Provider 1**. Are you sure?

Yes   No

Complaint Status

When a provider, billing agent, or a government / authorized agency / community partner are in the process of filing a complaint they have the option to obtain an email notification about the complaint they filed.

The provider, billing agent or government / authorized agency / community partner need to provide an email on the **You can reach me at…** page of the public complaint wizard.

📢 New Complaint

50 %

You can reach me at...

Phone Number	Ext.	Secondary Phone Number	Ext.
(__) ___-____		(__) ___-____	

Mailing Address			Secondary mailing address		
Address Line 1			Address Line 1		
Address Line 2			Address Line 2		
City	▼	Zip	City	▼	Zip

Email

Once an email is entered the following question will appear:

Would you like to receive an email when this complaint is resolved?   ○ Yes   ◉ No

The user **must** select 'Yes' if they want to obtain status email on the complaint filed.

E-Mail Notifications

The email notifications will be sent to the email address provided at the time the complaint was filed. They are six possible emails a provider, billing agent, or government / authorized agency / community partner can received:

- Note: Please note that email notifications are only being sent out in the language English.