How to Respond to an RFI Task

Once an Authorization Request is submitted, it may be approved, denied, partially denied, or technically denied if requested information is not provided. When additional clinical documentation is needed, the submitter will be notified by email.

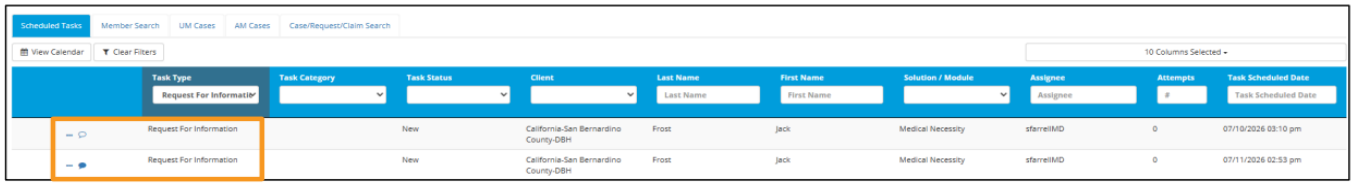
1. Review of What Information Is Being Requested

Search for the member by using the member ID or Case ID and navigate to the Authorization Request Summary screen in Qualitrac, locate the **Correspondence** panel at the bottom of the request page. Click the letter name displayed as a blue link to open and review the information being requested. After reviewing the letter, navigate to the task queue screen and filter to the task type, '**Request for Information**'.

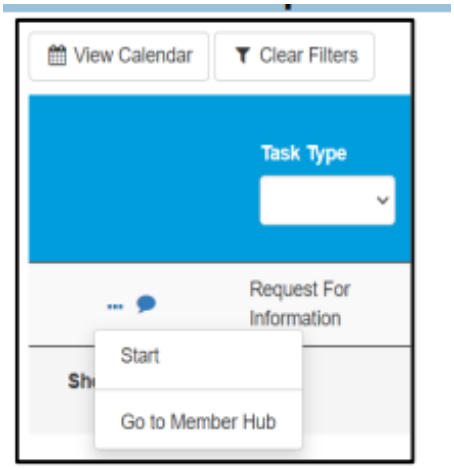
2. Access the RFI Task

A **Request for Information** task will appear in the **Scheduled Tasks Queue**.

- The task contains details regarding the information needed.
- Users associated with the same organization NPI may view and start scheduled tasks.
- A solid-colored Note bubble indicates that additional notes are attached. Click the Note icon to review them.



Scheduled Tasks Queue

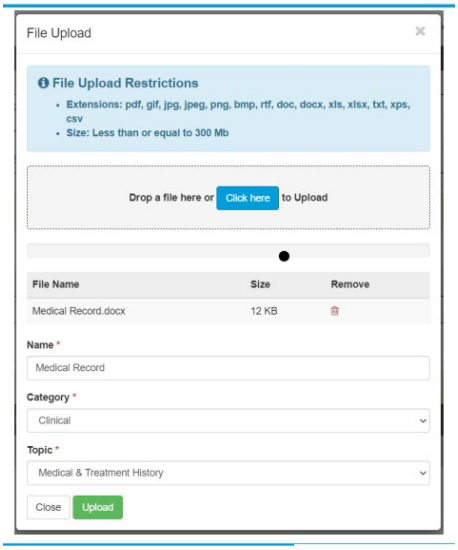


Select Start or Resume

Click the **ellipsis** next to the task and select **Start** or **Resume**. Resume appears if the task was previously started but not completed. Either option will return you to the Authorization Request Summary screen, where the Case Status and Review Status will display **Request for Information**.

3. Upload the Requested Documentation

- Locate the Documentation panel and click Add.
- Drag and drop the file into the File Upload window or click "Click here" to select a file.
- Complete the required fields, including the appropriate Category. A Topic field may also appear depending on the Category selected.
- Click Upload. Continue using Add until all requested documents have been uploaded.



File Upload window

If a file is uploaded in error, click the **trash can** icon to remove it. Each uploaded file is date- and time-stamped and identifies the user who completed the upload.

4. Complete the RFI Response

Once all requested documentation has been uploaded, click the **Task Queue** button at the bottom of the screen to exit the page.

- The system will return you to the Scheduled Tasks Queue.
- The RFI task will no longer be visible in the user's queue.
- The facility will receive a letter with the outcome details once the review has been completed.

IMPORTANT: Do not start a new review to submit documentation requested through an RFI. Use the RFI task in the Scheduled Tasks Queue. Starting a new review may delay the response.

Failure to Respond to an RFI

The **Request for Information** task is available for **two calendar days, beginning on the date the RFI is issued**. If the requested information is not submitted within this timeframe, the system will automatically issue a **technical denial**.

- Once a technical denial occurs, the request is closed, and additional documentation can no longer be uploaded to that case.
- If additional dates require authorization, submit a new Continued Stay Request from the Member Hub by selecting the ellipsis next to the member's most recent request and choosing Continued Stay.
- The date the new Continued Stay Request is received becomes the start date of the newly opened request.

REMINDER: Failure to respond to an RFI may result in no reimbursement for the dates associated with the technical denial.