Task Queue

What is the Task Queue?

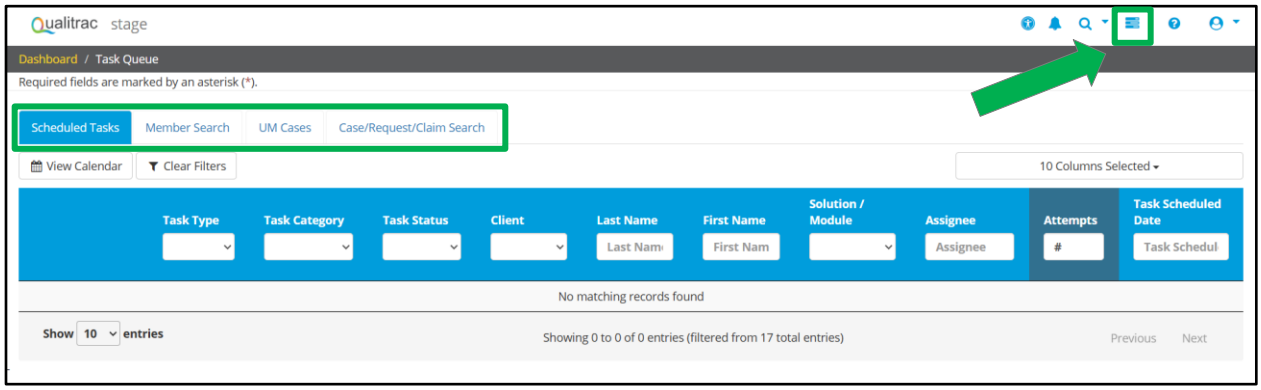
The **Task Queue** is the central workspace in Qualitrac where users can view and manage assigned tasks, cases, and requests requiring action. You may have two types of tasks.

1. Request for Information
2. Discharge Status

Where do I find the Task Queue?

Click the 'Task Queue' icon on the navigation ribbon.

The "Scheduled Tasks" screen displays by default. Use the navigation tabs to access Scheduled Tasks, Member Search, UM Cases, and Case/Request/Claim Search.

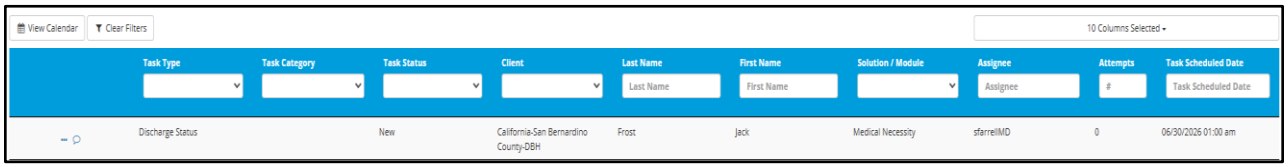


Scheduled Tasks

Discharge Status Task

Once a member is admitted and the first concurrent review is complete, a discharge task will be assigned to you and your organization (if visibility was provided). This is where you enter the discharge date, discharge disposition, and upload the TAR form.

In the Scheduled Tasks queue, locate "Discharge Status." Click the ellipsis and select "Start."



Request for Information Task

- If there is a pending Request for Information (RFI) task, there will be an option to see the Request for Information task queue in the 'Task Type' drop down option of the Task queue. If there are no pending RFI tasks, this option will not be available.
- A solid-colored Note bubble indicates that additional notes are attached. Click the Note

icon to review them

- 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.

