Health Maintenance Organization (HMO) SharePoint User Guide

Welcome to the HMO SharePoint site. Please reference this user guide as you navigate through the site and become familiar with sharing and retrieving information.

You can access the SharePoint site by using the following link:
https://share.health.wisconsin.gov/agency/mgmt/HMO/SitePages/Home.aspx

You will be asked to sign in using the Wisconsin Logon Management System (WILMS) user name and password you previously created.

After you sign in, you will see the Home Page.

When you click on your HMO name, you will be taken to the HMO Site Page. The HMO Site Page contains five sections. The sections are: Strategic Plans, General Documents, Network Provider Audits, QPIRs, and Referrals. You will only be able to view information related to your HMO at this level. HMOs cannot see information for other HMOs.
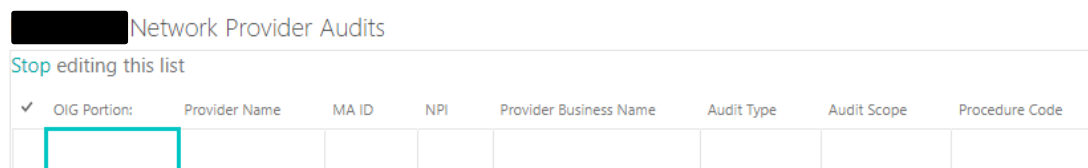
Strategic Plans

All HMOs will be required to submit an annual Fraud, Waste and Abuse (FWA) strategic plan beginning in 2022. Your HMO will submit your strategic plans to this section of the SharePoint site by November 15, annually. The Office of the Inspector General (OIG) will review the submitted plan and will provide you with feedback including any requested corrections or revisions prior to approval. The annual FWA strategic plans must be approved prior to December 31, annually.

General Documents

The General Documents section is used to share documents between an HMO and OIG. Documents uploaded to this section may include but are not limited to: Audit related information, provider communication related information, or any other requested OIG or HMO documents.
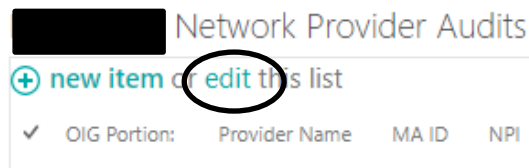
Network Provider Audits

The Network Provider Audit section contains the deconfliction spreadsheet which will be completed prior to OIG beginning an audit. OIG will complete our sections of the deconfliction spreadsheet first. We will fill in the information for the potential network provider audit including: Provider Name, MA ID, NPI Provider Business Name, Audit Type, Audit Scope, Procedure Code, OIG Contact, and OIG Case Number.

✓	OIG Portion:	Provider Name	MA ID	NPI	Provider Business Name	Audit Type	Audit Scope	Procedure Code

You will complete the sections of the deconfliction spreadsheet titled, "Does this audit conflict with an HMO current/past audit? (Y/N)" and "If yes, please explain."

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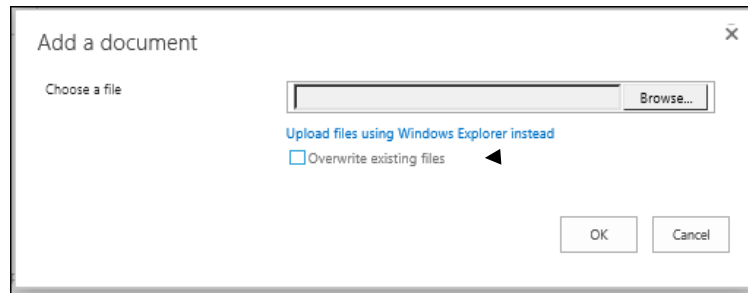
In order to enter information on the spreadsheet, you will click "edit" and the spreadsheet will become available for entry.

Quarterly Program Integrity Reports (QPIR)

Under the section titled QPIR Reports, you will be able to upload your QPIR each quarter. Click on the ⬆Upload icon to upload a new report.

Referrals

You should continue to report complaints and referrals using the Hotline or Portal. The SharePoint referrals section will be utilized for complaints and referrals assigned to your OIG Program Integrity contact. There are some complaints and referrals that will be assigned to other sections within OIG depending on the specifics of the case. This SharePoint will not be utilized for complaints or referrals assigned to another section. For cases assigned to your OIG Program Integrity contact, you and your OIG contact will collaborate on the complaint or referral and your OIG contact will determine if the case is substantiated. Once we determine a complaint or referral is substantiated, we will add a new item to this section and begin completing the pertinent information on the online worksheet. Documentation pertaining to the case can be uploaded to this section as well. You can refer back to this page and fill in information as it becomes available or edit existing information.

Form fields shown:
- Records were signed after the request for audit
- Creating documentation for audit
- Member related
- Other
- Identified Overpayment
- Date of Initial Complaint to OIG
- Date Referral Sent to OIG
- Case Notes
- Date Presented to CAST
- CAST Outcome: MFCEAU – PN, MFCEAU – CAF, <$1,000 letter, DSPS, DQA, Declined
- Date Referred
- Referral Outcome
- MFCEAU Outcome
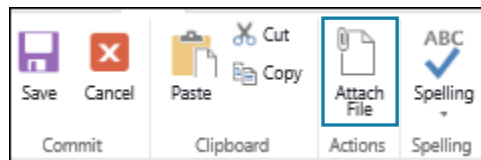- Description
- Restitution Amount
- Date Restitution Collected
- Date Closed
- Save / Cancel

Callout: OIG will complete this section and the remaining sections.

Callout: Remember to click SAVE after you have entered the information.

Attach a file with supporting documentation by clicking the Attach File icon located onthe top left hand side of your screen.

Ribbon icons: Save, Cancel, Paste, Cut, Copy (Clipboard), Attach File (Actions), Spelling. Groups: Commit, Clipboard, Actions, Spelling.

Other Sections

OIG Events

On the left side of the screen, there is an option to select OIG-Events. When you click on this option, you will be taken to a calendar. We intend to use the calendar to set reminders for QPIR due dates, meetings, etc. There are a variety of ways you can display the calendar, and you can connect it to your Outlook calendar if you so choose.
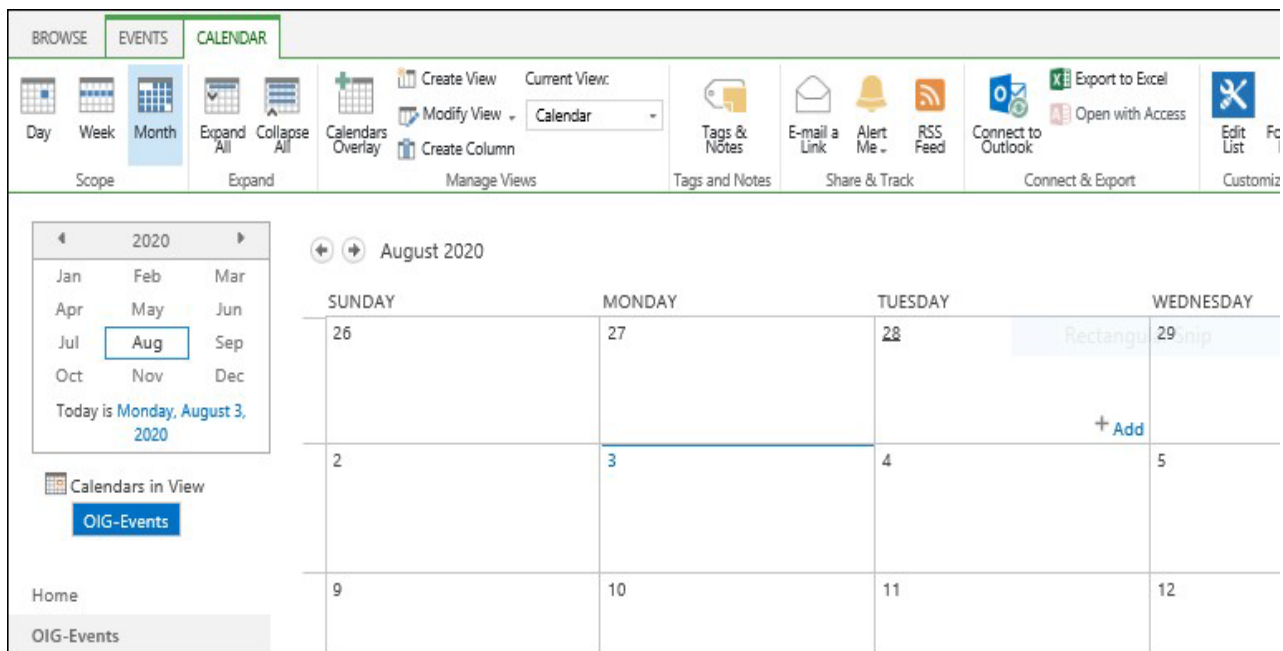
Frequently Asked Questions

Also on the left side of the screen, there is an option to select Site Contents. When you click on this option, you will see icons (apps) with your HMO name. Site Contents contains a FAQ app. In this section, anyone can open a new discussion topic, ask a question, etc. Please be advised that this section is available for anyone with Managed Care SharePoint credentials to see. Any discussion topic or question should not contain HIPAA sensitive information or case-specific content. This section should be limited to general discussion topics and questions that you feel the entire group could benefit from having answered. Please direct specific case-related questions to dhsoigmanagedcare@wisconsin.gov or the auditor assigned to your plan.
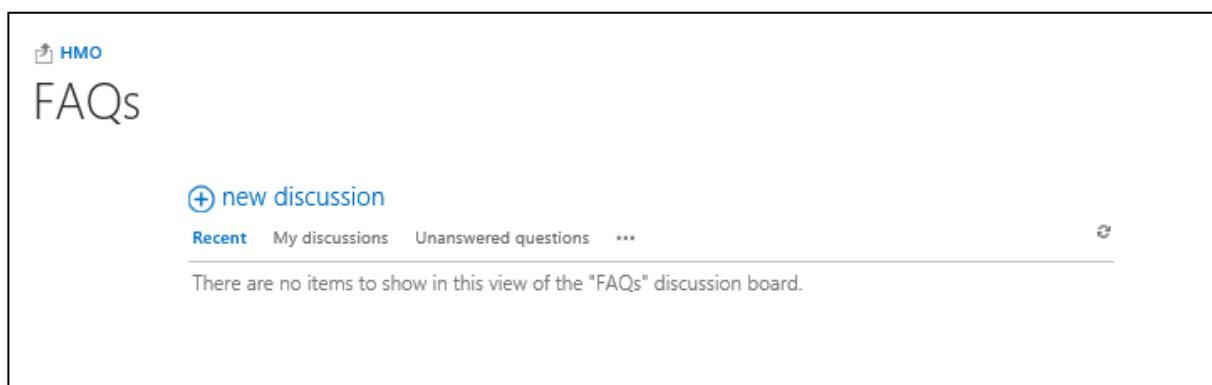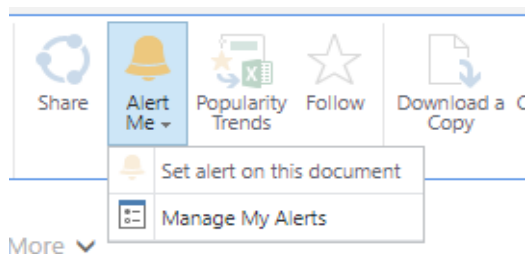
Setting Up an Alert

You have the capability to set up an alert to be notified when a new document is uploaded to the SharePoint site. Follow these steps to set up an alert.
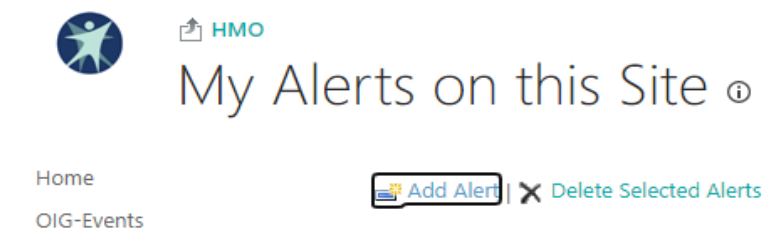
A. From your landing page, select the first section for Strategic Plans.

B. On the next page, click the Files button.

C. Click the Alert Me icon.
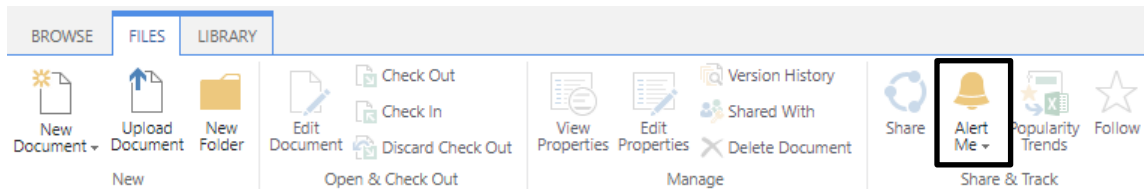
D. Select Manage My Alerts.

E. Click Add Alert.

F. You will be taken to the list of sections you can set up an alert for. Select a section by clicking on the circle next to the section name. Click Next at the bottom of the screen.

G. The next page contains the options you have for how and when you receive the alert. Click ok at the bottom of the screen.

Alert Title

Enter the title for this alert. This is included in the subject of the notification sent for this alert.

████████████

Delivery Method

Specify how you want the alerts delivered.

Send me alerts by:

◉ E-mail   Jolene.Garber@dhs.wisconsin.gov

◯ Text Message (SMS)

☐ Send URL in text message (SMS)

Change Type

Specify the type of changes that you want to be alerted to.

Only send me alerts when:

◉ All changes

◯ New items are added

◯ Existing items are modified

◯ Items are deleted

Send Alerts for These Changes

Specify whether to filter alerts based on specific criteria. You may also restrict your alerts to only include items that show in a particular view.

Send me an alert when:

◉ Anything changes

◯ Someone else changes a document

◯ Someone else changes a document created by me

◯ Someone else changes a document last modified by me

When to Send Alerts

Specify how frequently you want to be alerted. (mobile alert is only available for immediately send)

◉ Send notification immediately

◯ Send a daily summary

◯ Send a weekly summary

Time:

| Thursday ∨ | 8:00 AM ∨ |