

Provider Guide to IntelligenceConnect For Reporting

November 06, 2014

www.illinoismentalhealthcollaborative.com

IntelligenceConnect allows providers/submitters to access reports and data sets directly from the Collaborative's system through our website. This feature does not require special software.

An upgrade to IntelligenceConnect was implemented in late September, 2013. This upgrade includes changes to the interface, its usage and improved performance.

If you have questions or need technical guidance regarding the reports that are available on IntelligenceConnect, contact the e-Support Helpdesk at (888) 247-9311. You may also email the helpdesk directly at e-supportservices@valueoptions.com.

Questions that are out of the scope for the e-Support Helpdesk will be forwarded to the Collaborative reporting staff for resolution.

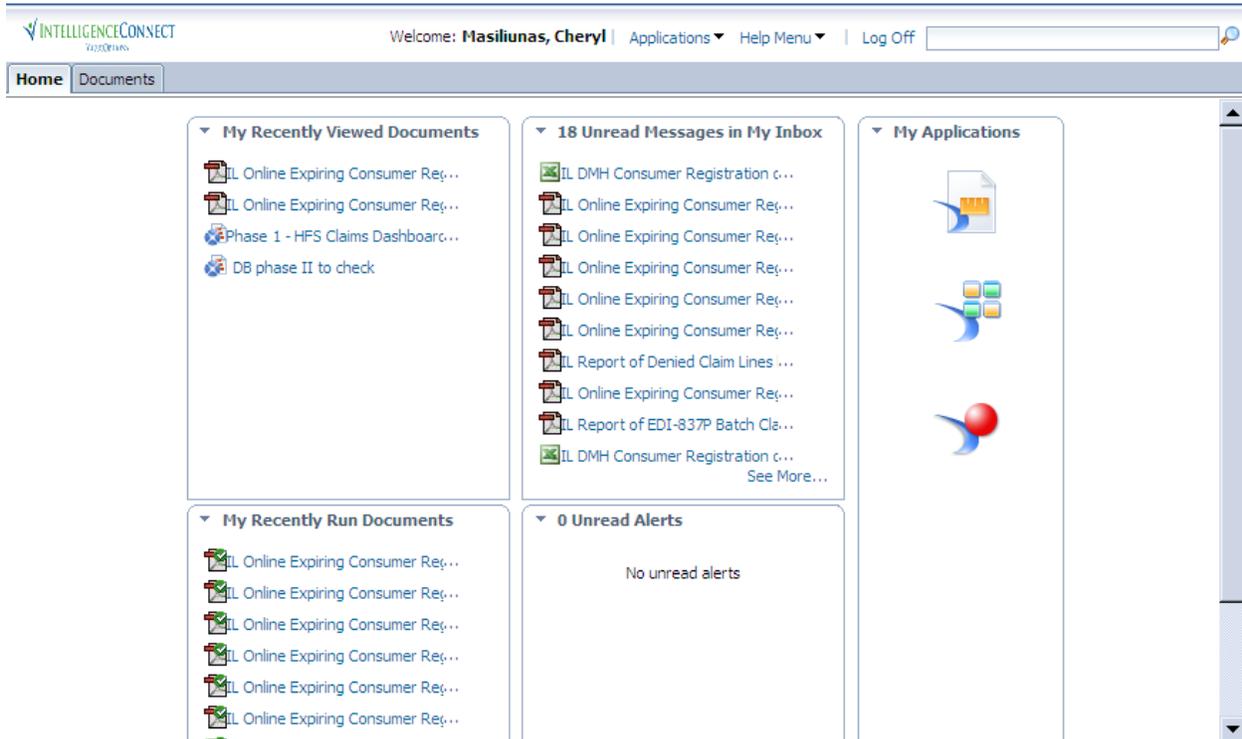
Accessing IntelligenceConnect

1. Access <http://www.illinoismentalhealthcollaborative.com> and click on the For Providers link. This will display the Provider Online Services Home Page.
2. Click on Log In, which displays the ProviderConnect Log In page. Enter your User ID (Submitter ID) and password and click on Log In button.
3. After logging in, select “I Agree” at the User Agreement screen and before proceeding you will need to acknowledge the Message from webpage box by clicking “OK” after reading.
4. The Welcome page now displays with the related menu options displayed on the left side of the screen.
5. To run a report, click on the “Reports” button on the left.

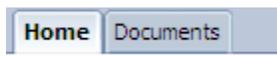
The screenshot displays the ProviderConnect web application interface. At the top, there is a navigation bar with the logo and user account information. The left sidebar contains a navigation menu with the following items: Home, Specific Member Search, Register Member, Authorization Listing, Enter an Authorization Request, View Clinical Drafts, Claim Listing and Submission, Enter a Special Program Application, Enter Case Management Referral, Complete Provider Forms, Enter a Comprehensive Service Plan, Review Referrals, Enter Bed Tracking Information, Search Beds/Opening, EDI Homepage, Enter Member Reminders, On Track Outcomes, Reports (highlighted with a red arrow), Print Spectrum Release of Information Form, My Online Profile, My Practice Information, Provider Data Sheet, Provider Data Verification, Compliance, Handbooks, Forms, Network Specific Information, Education Center, ValueSelect Designation, and Contact Us. The main content area is titled 'Welcome PILLARS COMMUNITY SERVICES. Thank you for using ValueOptions ProviderConnect.' It features a 'YOUR MESSAGE CENTER' section with an 'INBOX' icon and a message stating 'Your inbox is empty'. Below this is a 'WHAT DO YOU WANT TO DO TODAY?' section with several links: Link/Unlink Accounts, Eligibility and Benefits (Find a Specific Member, Register a Member), Enter or Review Authorization Requests (Enter an Authorization Request, Enter a Special Program Application, Enter a Comprehensive Service Plan, Review an Authorization, View Clinical Drafts), Enter Member Reminders, Enter Case Management Referral, Enter or Review Claims (Review a Claim, View My Recent Provider Summary Vouchers, PaySoon), Enter or Review Referrals (Review Referrals), Enter Bed Tracking Information, Search Beds/Opening, Update Demographic Information, Update Roster Information, View My Recent Authorization Letters, Complete Provider Forms, and Williams Transition Outcome Tracking Information. There is also a 'CLINICAL SUPPORT TOOLS' section with links for View My Outcomes with On Track and Print Spectrum Release of Information Form. At the bottom, there is a 'YOUR NEWS & ALERTS' section with links for DISCOUNT CODE FOR CEQUICK IS VALUE10, DIRECT CLAIM SUBMISSION & CLAIM SEARCH GUIDE, AUTHORIZATION SUBMISSION & SEARCH GUIDE, and MVP PARITY LIST. The browser status bar at the bottom shows 'Trusted sites | Protected Mode Off' and a zoom level of 100%.

IntelligenceConnect Home Page

Once you click on “Reports” in ProviderConnect, the IntelligenceConnect home page displays.



The Home Tab allows for quick access to reports and information that you use on a regular basis. There are two main tabs located in the upper left-hand corner: Home and Documents.



The Home tab displays the four main areas of interaction within IntelligenceConnect.

- The **My Recently Viewed Documents** portion displays the recent documents that you have used so that you will not have to search for items that you have recently accessed.
- Any messages programmed within reports when they run will be seen in **My Inbox**.
- The **My Recently Run Documents** section displays all the reports you have recently run.
- Any preprogrammed alerts within a scheduled report or from the business objects administrator display in the **Alerts** section.

The Documents tab is where you navigate through the content that is included in IntelligenceConnect. This content is separated into four sections on the left-hand side. To access the content within each of these sections, click on the names:

- My Documents
- Folders
- Categories
- Search

The default section is My Documents which contains all of your personal documents, reports, messages, and alerts.

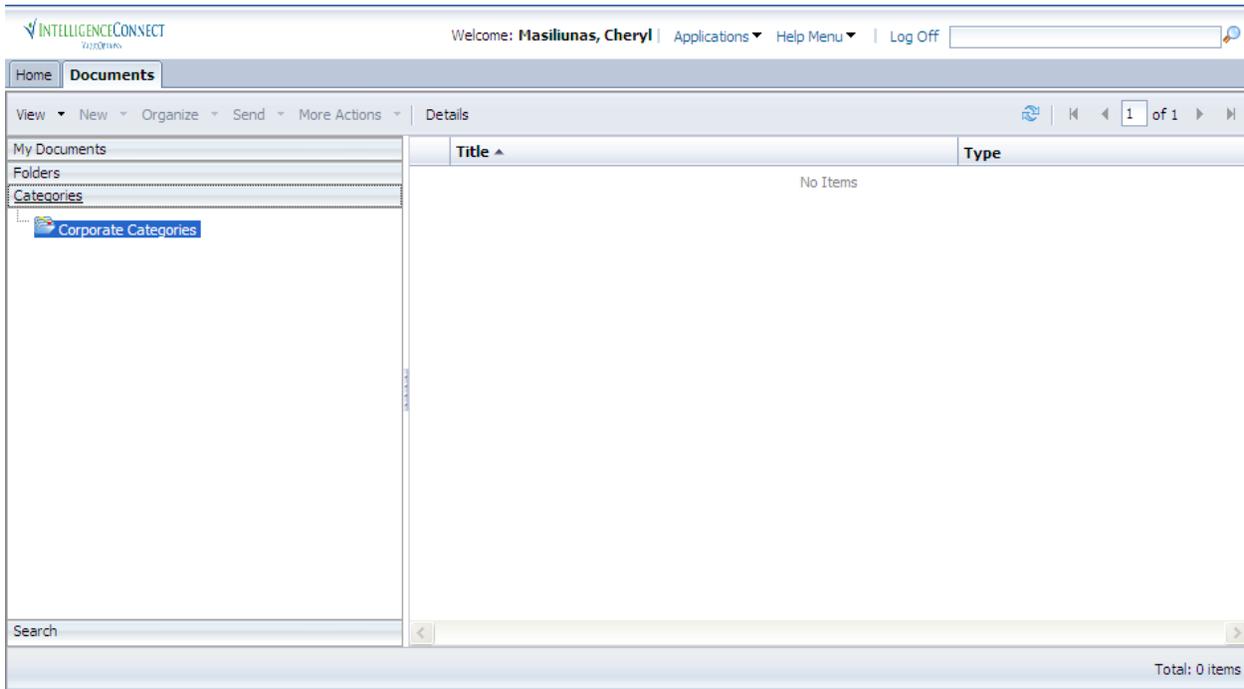
Title ^	Type
~Webintelligence	Folder
~Webintelligence - Copy (1)	Folder
10.A - Internal Auth Scrub Report - Weekly.rpt	Crystal Reports
20.A - Illinois HFS TAT w-dollars.rpt	Crystal Reports
20.E - FY2009 - Contract Billing Report - ABC Amounts.rpt	Crystal Reports
20.E - FY2011 Weekly MCD Contract Billing.rpt	Crystal Reports
49410 - Weekly Pended Review Detail.rpt	Crystal Reports
66904 - Daily ICG Letter Tracking Report	Crystal Reports
ICG_Claims_Run_Report.rpt	Crystal Reports

The Folders section contains all of the report folders to which you have access. This is where you will access and schedule your reports.

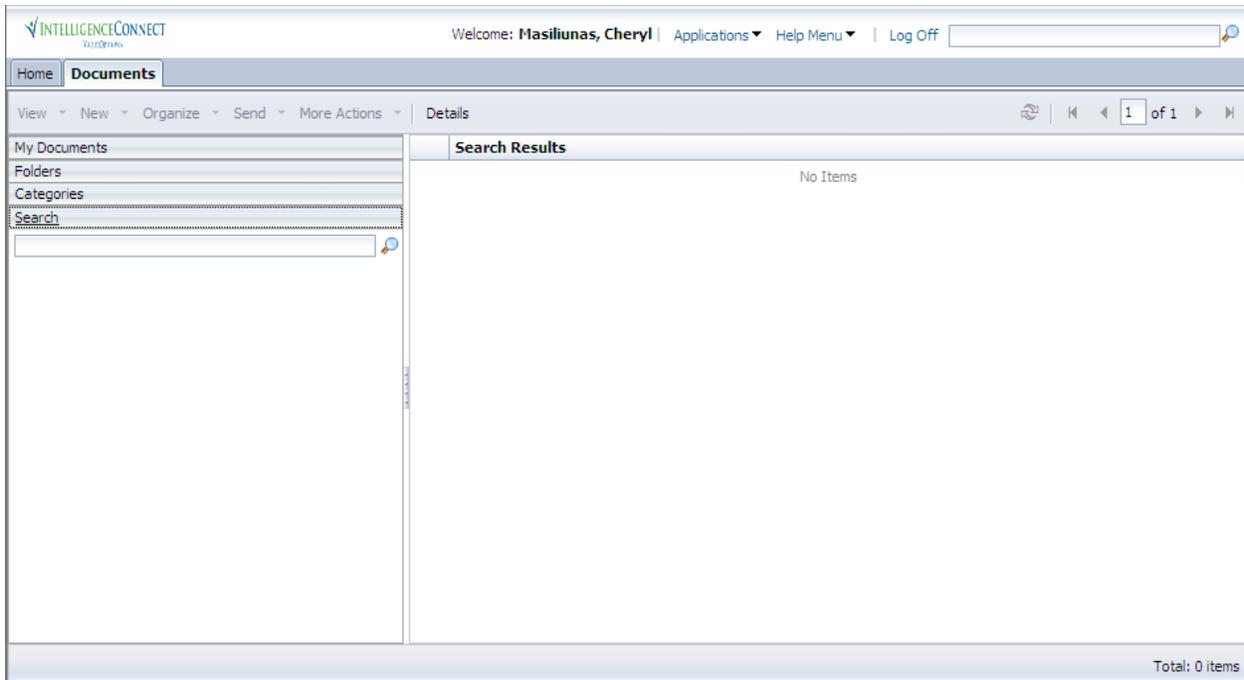
Title ^	Type	Last Run	Instances
AUDIT REPORTS	Folder		
CLAIMS	Folder		
CLINICAL REPORTING	Folder		
CRM	Folder		
FINANCE DEPARTMENT	Folder		
IL PROVIDER CONNECT	Folder		
ILLINOIS SERVICE CENTER	Folder		
KANSAS SERVICE CENTER	Folder		
MBHP SERVICE CENTER	Folder		

Total: 9 items

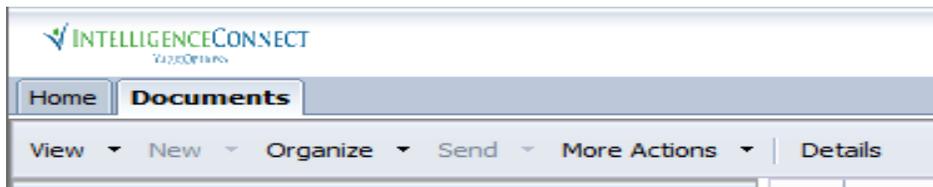
The Categories section displays any reports or documents that have been structured for a specific access to reports and documents in a certain area of business or category.



Utilize the Search section to find a report or document in the available folders. The names of reports as well as the report descriptions are searchable.



When you select a report or document in any of the sections, the action bar appears at the top of the screen.



The Action bar allows you to:

- View your latest instance or the properties used to run the report
- Create a Shortcut in My Favorites using the Organize option
- Schedule a report using the More Actions option

These actions are also available when you right-click on an object within IntelligenceConnect.

Scheduling Reports

Navigate to the Documents tab and expand the Folders section.

The screenshot shows the IntelligenceConnect web application interface. At the top, it says "Welcome: Masiliunas, Cheryl" and has navigation links for "Applications", "Help Menu", and "Log Off". The "Documents" tab is selected. Below the navigation bar, there are menu options: "View", "New", "Organize", "Send", "More Actions", and "Details". On the left, the "My Documents" section shows "Folders" expanded to "Public Folders". The main content area is a table with the following data:

Title ^	Type	Last Run	Instances
Folder	AUDIT REPORTS	Folder	
Folder	CLAIMS	Folder	
Folder	CLINICAL REPORTING	Folder	
Folder	CRM	Folder	
Folder	FINANCE DEPARTMENT	Folder	
Folder	IL PROVIDER CONNECT	Folder	
Folder	ILLINOIS SERVICE CENTER	Folder	
Folder	KANSAS SERVICE CENTER	Folder	
Folder	MBHP SERVICE CENTER	Folder	

At the bottom right, it says "Total: 9 items".

Expand the folders and select IL PROVIDER CONNECT.

The screenshot shows the IntelligenceConnect web application interface with the "IL PROVIDER CONNECT" folder expanded. The "My Documents" section on the left shows a tree view where "IL PROVIDER CONNECT" is selected and expanded to show its sub-folders: "Claims Reporting", "HFS Claims Reporting", "Registration Reporting", "ILLINOIS SERVICE CENTER", "KANSAS SERVICE CENTER", and "MBHP SERVICE CENTER". The main content area is a table with the following data:

Title ^	Type	Last Run	Instances
Folder	Claims Reporting	Folder	
Folder	HFS Claims Reporting	Folder	
Folder	Registration Reporting	Folder	
Adobe Acrobat	Field Descriptions - IL Claims Data Set	Adobe Acrobat	
Adobe Acrobat	Field Descriptions - IL Claims Detail Da	Adobe Acrobat	
Adobe Acrobat	Field Descriptions - IL Consumer Regis	Adobe Acrobat	
Adobe Acrobat	Field Descriptions - IL Consumer Regis	Adobe Acrobat	
Adobe Acrobat	IL IntelligenceConnect Report Listing a	Adobe Acrobat	
Adobe Acrobat	Provider Guide to IntelligenceConnect	Adobe Acrobat	
Adobe Acrobat	Warrant Payment Link Reports Overvii	Adobe Acrobat	

At the bottom right, it says "Total: 10 items".

Click on one of the Reporting folders to display the reports that are available.

The screenshot shows the IntelligenceConnect Reporting interface. The user is logged in as Cheryl Masiliunas. The interface displays a list of reports under the 'HFS Claims Reporting' folder. The reports are as follows:

Title	Type	Last Run	Instances
ICG Provider Payment Report - ProviderCo	Crystal Reports		0
IL Claims Detail Data Set - HFS	Crystal Reports	Sep 18, 2013 3:52 PM	2
IL Report of Approved Claims by Submissio	Crystal Reports		0
IL Report of Denied Claims by Submissio	Crystal Reports		0

The interface also shows a folder tree on the left with 'HFS Claims Reporting' selected. The total number of items is 4.

Right-click on the report that you want to run; select the Schedule option from the menu.

The screenshot shows the IntelligenceConnect Reporting interface with a context menu open over the 'IL Claims Detail Data Set - HFS' report. The menu options are:

- View
- View Latest Instance
- Properties
- Schedule
- Mobile Properties
- History
- Categories
- Document Link
- Organize >
- Send >
- Details

The report details are as follows:

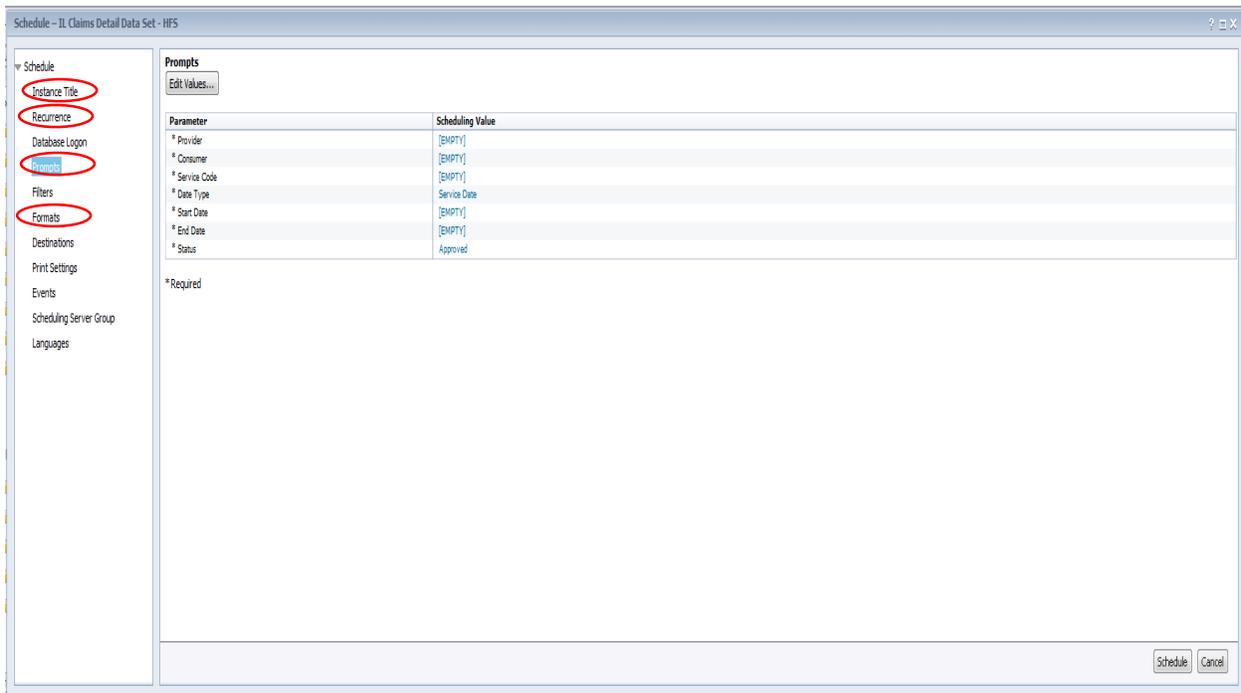
Title	Type	Last Run	Instances	Description	Created By
ICG Provider Payment Report - ProviderConnect - HFS	Crystal Reports		0	Report to help facilitate payment reconciliation for	Administrator
IL Claims Detail Data Set - HFS	Crystal Reports	Nov 6, 2014 12:02 PM	430		Administrator
IL Report of Approved Claims by Submission Date - HFS	Crystal Reports	Nov 4, 2014 10:29 AM	6		Administrator
IL Report of Denied Claims by Submission Date - HFS	Crystal Reports		2		Administrator

The interface also shows a folder tree on the left with 'HFS Claims Reporting' selected. The total number of items is 4.

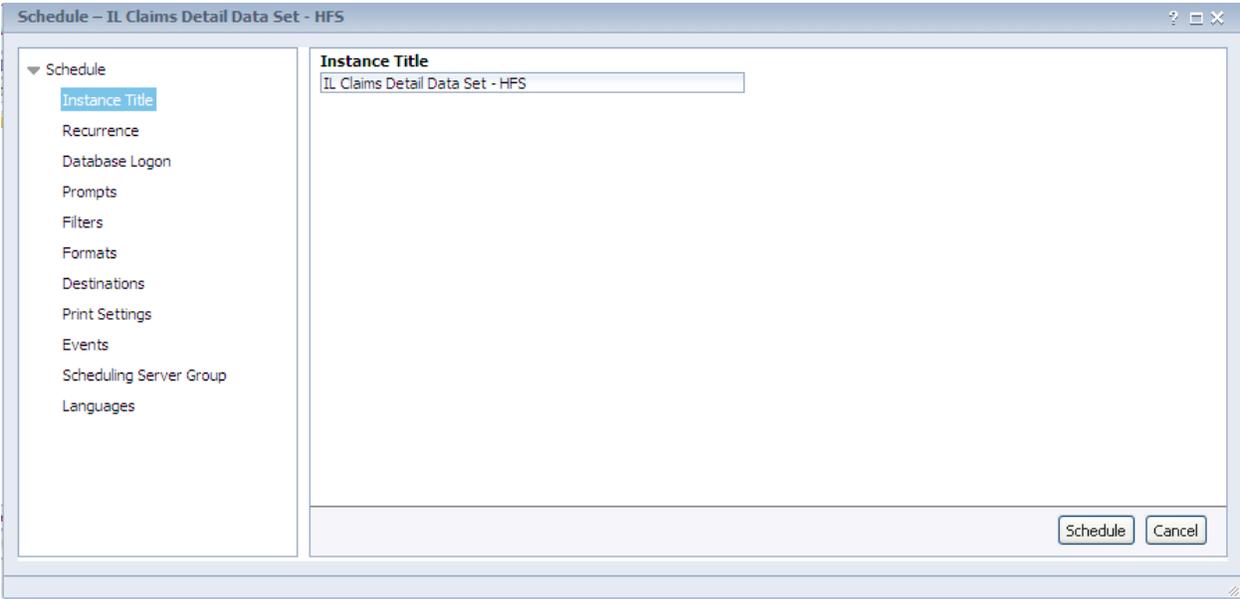
The Schedule box displays with 7 menu options:

- Instance Title
- Recurrence
- Database Logon
- Prompts
- Filters
- Formats
- Destinations
- Print Settings
- Events
- Scheduling Server Group
- Languages

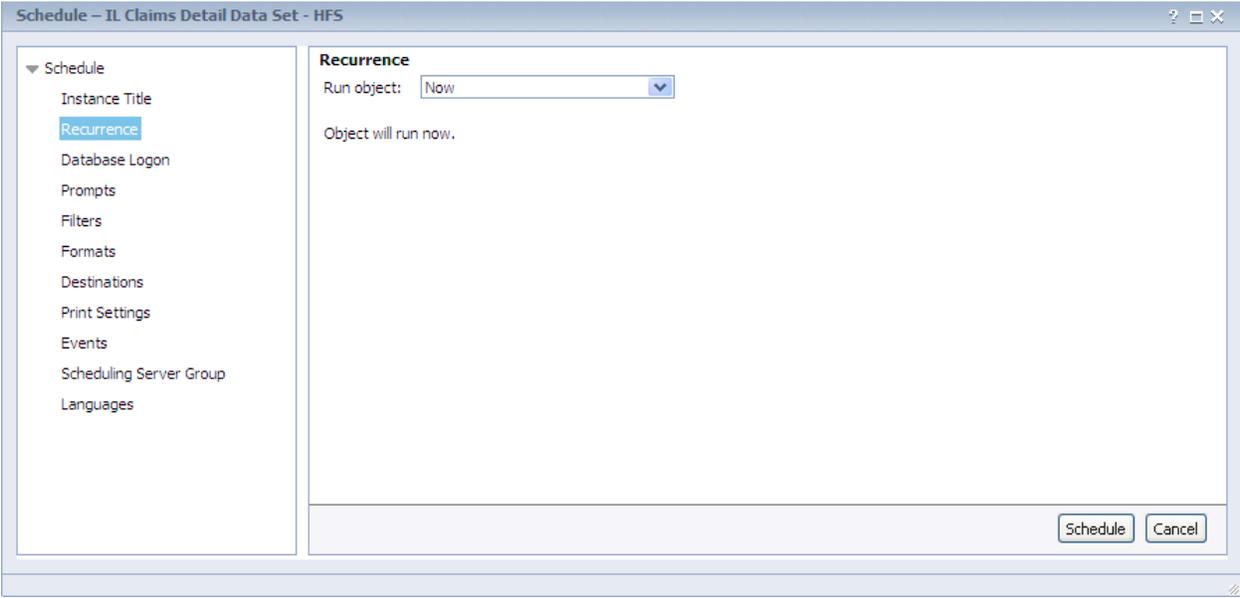
The only menu options that you will need to access when scheduling your reports are: Instance Title, Recurrence, Prompts, and Formats.



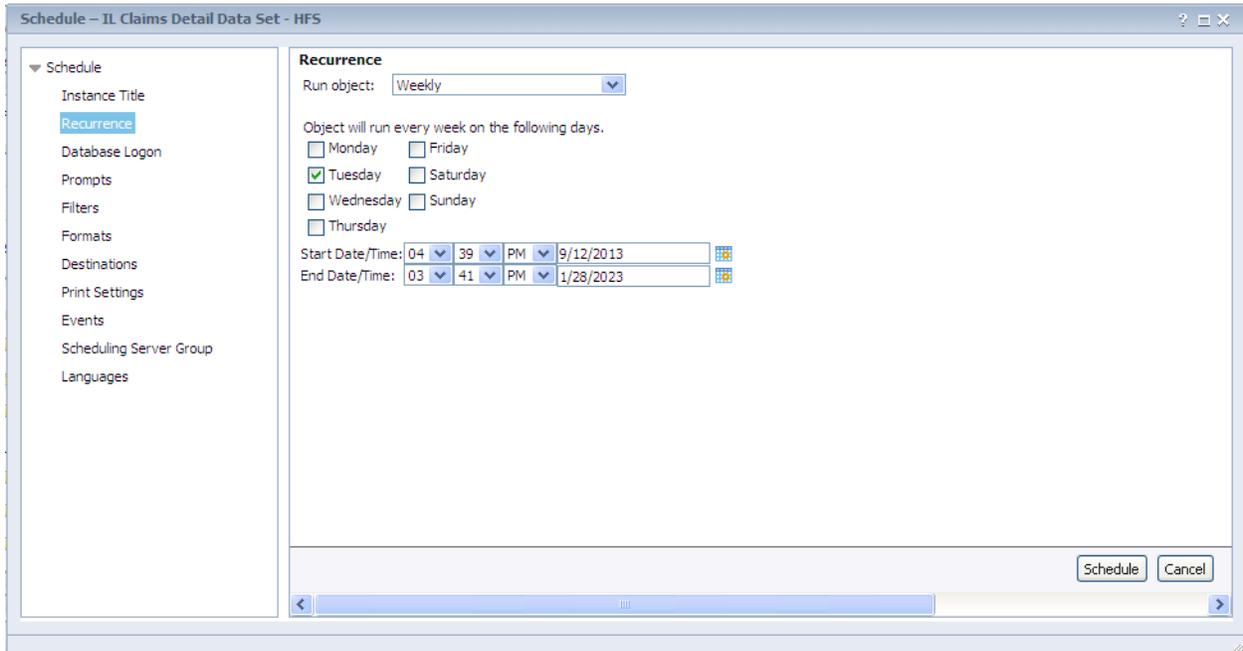
Instance Title is the name of the report instance that you are scheduling. You can leave it as the default name of the report itself, or change it to something different.



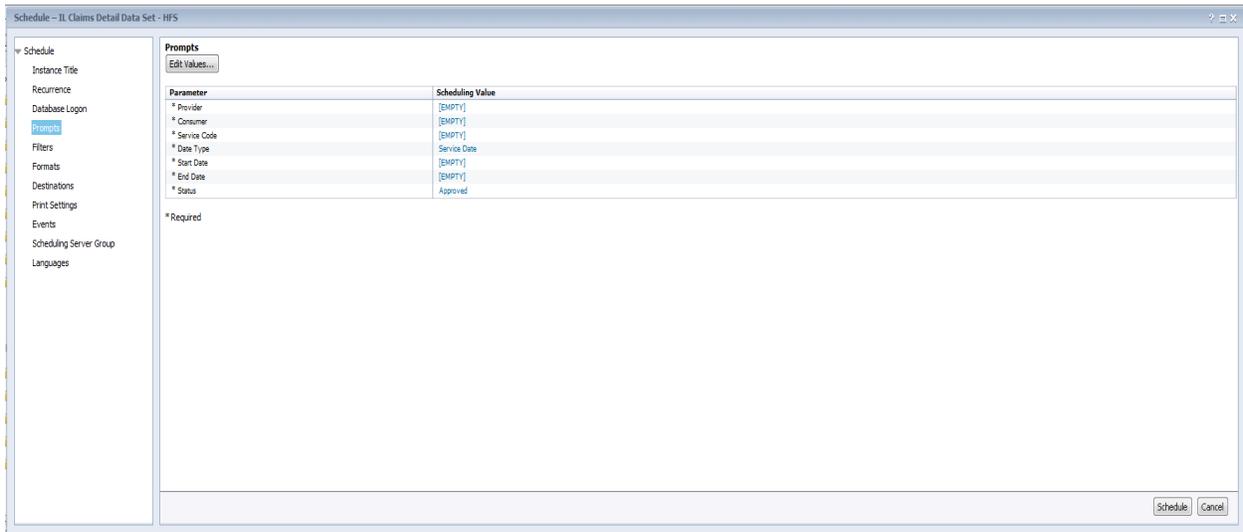
Recurrence is where you will indicate when you want your report to run. The default value is "Now" and will run your report one-time, immediately.



You can select the arrow in the Run Object field to select a recurring time frame to run your report. It is recommended that you schedule reports to run on a weekly basis, as the data within these reports is refreshed each week (refreshed data is available each Monday morning).

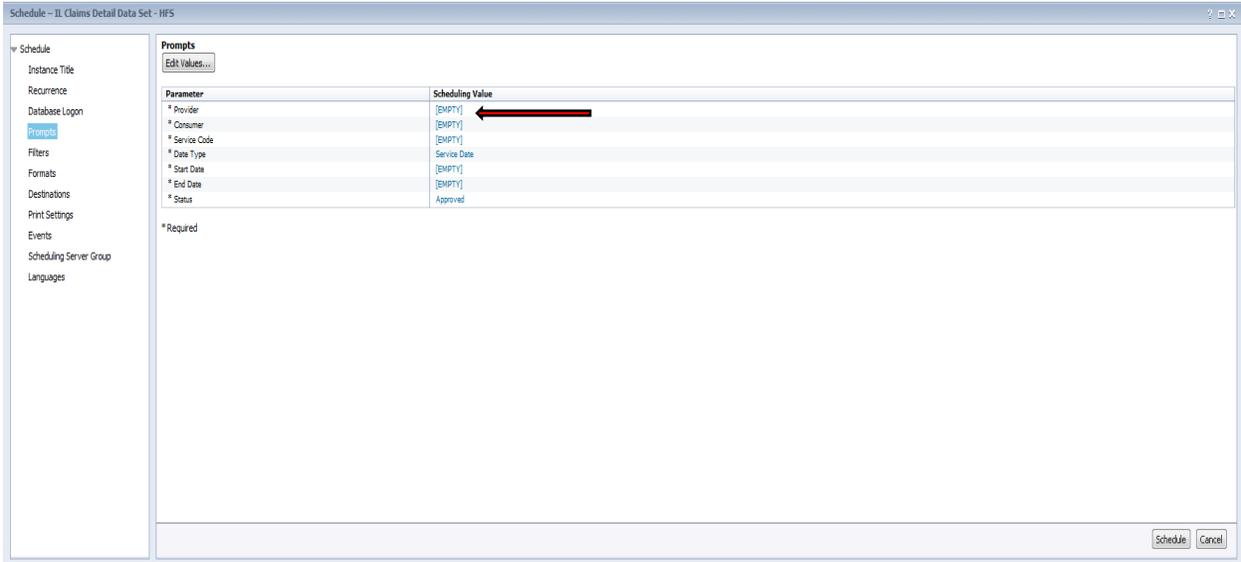


The Prompts menu is where you enter the information for the data you would like returned on your report.

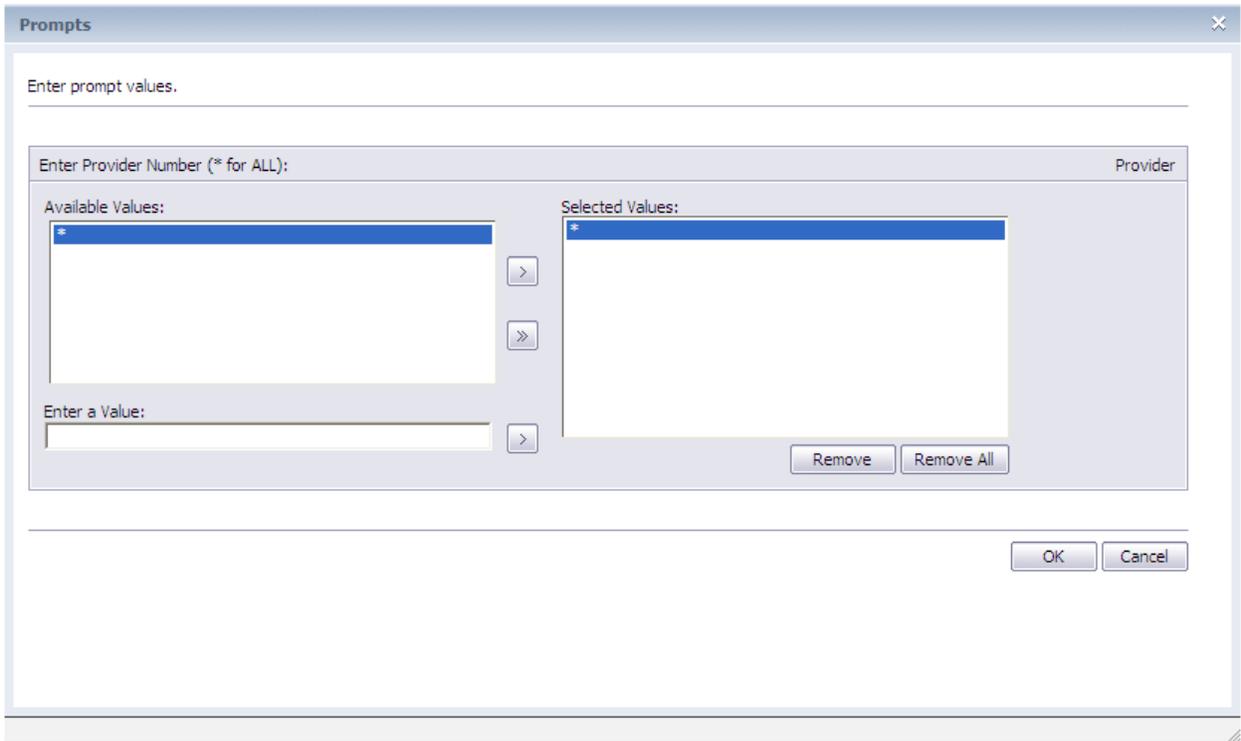


You will need to be sure that each parameter is completed within the Prompts section. This means that the “Scheduling Value” for each of the Parameters should have a value that is not [EMPTY].

To enter a Scheduling Value, click on the [EMPTY] link next to the Parameter.



Enter the information that is needed, and select OK.



Complete this step for each parameter. Do NOT select Schedule until all of your parameters have been entered and there are no longer any [EMPTY] values.

Prompt/Parameter Types

There are a number of Prompt types that you may need to complete when scheduling a report.

Available Values – For this Prompt type you can:

- Select the asterisk in the Available Values box to bring back all of the data for that field.
- Click on the single arrow in between the Available Values and Selected Values boxes to move the asterisk to the Selected Values box.
- Click on OK when you are done.

The screenshot shows a dialog box titled "Prompts" with a close button (X) in the top right corner. Below the title bar, there is a text input field labeled "Enter prompt values." Below that is a section titled "Enter Provider Number (* for ALL):" with a "Provider" label on the right. This section contains two list boxes: "Available Values:" and "Selected Values:". The "Available Values:" list box contains a single entry, an asterisk (*), which is highlighted in blue. A red oval is drawn around this asterisk. Between the two list boxes are three buttons: a single right-pointing arrow (>), a double right-pointing arrow (>>), and a single left-pointing arrow (<). The single right-pointing arrow button is highlighted with a red oval. Below the "Available Values:" list box is a text input field labeled "Enter a Value:" with a single right-pointing arrow button (>) to its right. At the bottom right of the "Enter Provider Number" section are two buttons: "Remove" and "Remove All". At the bottom right of the entire dialog box are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red oval.

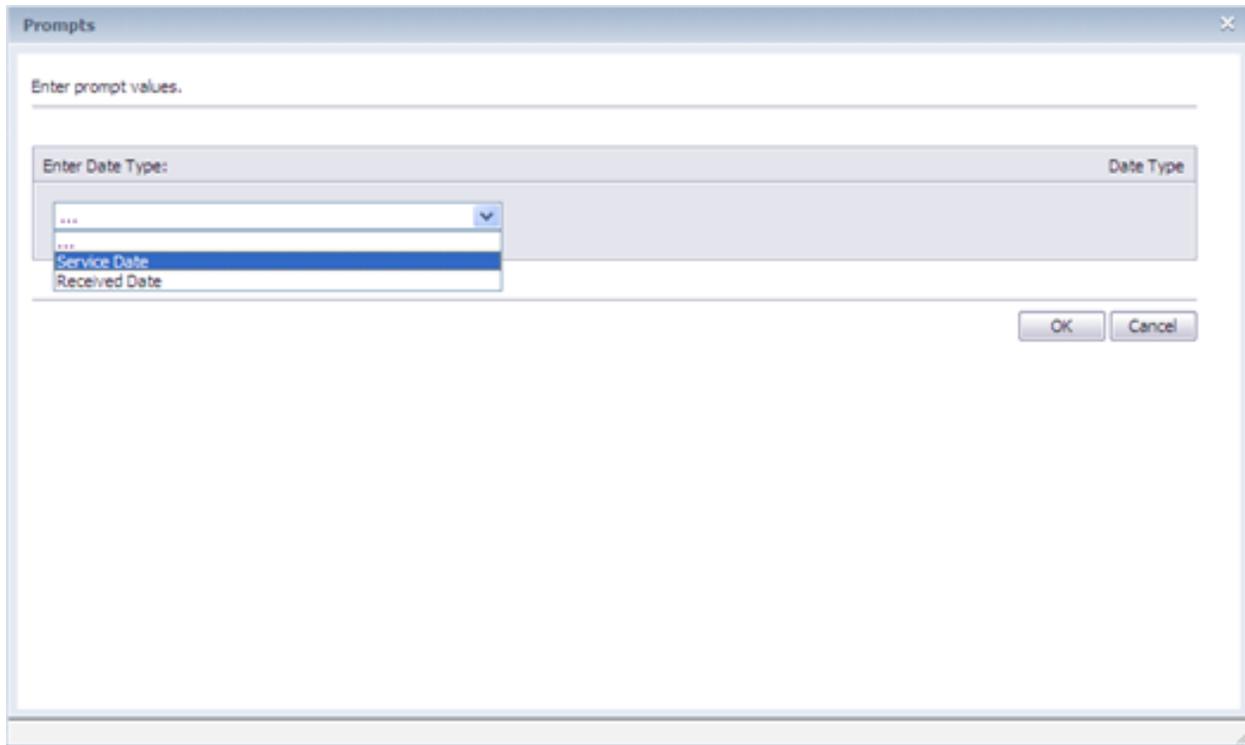
You can also enter values on this type of Prompt. For example, you can enter each Service Code that you want to display on the report.

- Enter a single service code in the Enter a Value box.
- Click on the arrow next to that box so that the Service Code displays in the Selected Values box.
- Repeat this process for each Service Code that you want returned on the report.
- *Note: Do not enter the service codes at the same time; enter each one separately, as detailed above.*

The screenshot shows a 'Prompts' dialog box with a title bar containing a close button. The main area is titled 'Enter prompt values.' and contains a sub-dialog box titled 'Enter Service Code (* for ALL):' with a 'Service Code' label on the right. The sub-dialog has two list boxes: 'Available Values:' containing a single entry '**' and 'Selected Values:' containing 'H2015' and 'H0039'. Between these lists are two arrow buttons: a single right-pointing arrow and a double right-pointing arrow. Below the 'Available Values' list is an 'Enter a Value:' text box containing 'H0039'. A single right-pointing arrow button is positioned to the right of this text box. At the bottom right of the sub-dialog are 'Remove' and 'Remove All' buttons. Below the sub-dialog, the main dialog has 'OK' and 'Cancel' buttons. Red circles highlight the 'H0039' text box, the single arrow button to its right, and the 'OK' button.

Pick List Prompt – This type of Prompt has a field available with an arrow to show the available values.

- Click on the arrow to show the values.
- Select a value.
- Click on OK.



Date Value Prompt – When entering values in this type of Prompt you will need to pay attention to the date format that is needed.

- In the example below, the date needs to be entered in the following format: YYYYMMDD.
- This means that if you are entering the date of July 1, 2013 you will enter it as: 20130701

The image shows a screenshot of a software dialog box titled "Prompts". At the top, there is a close button (X). Below the title bar, the text "Enter prompt values." is displayed. A horizontal line separates this from the main input area. The input area contains a label "Enter Start Date (YYYYMMDD):" on the left and "Start Date" on the right. Below the label is a text input field containing the value "20130701". At the bottom right of the dialog box, there are two buttons: "OK" and "Cancel".

Once you have completed all of the Prompts, your screen should no longer have any [EMPTY] Scheduling Values.

Schedule - IL Claims Detail Data Set - HFS

Instance Title
Recurrence
Database Logon
Prompts
Filters
Formats
Destinations
Print Settings
Events
Scheduling Server Group
Languages

Prompts
Edit Values...

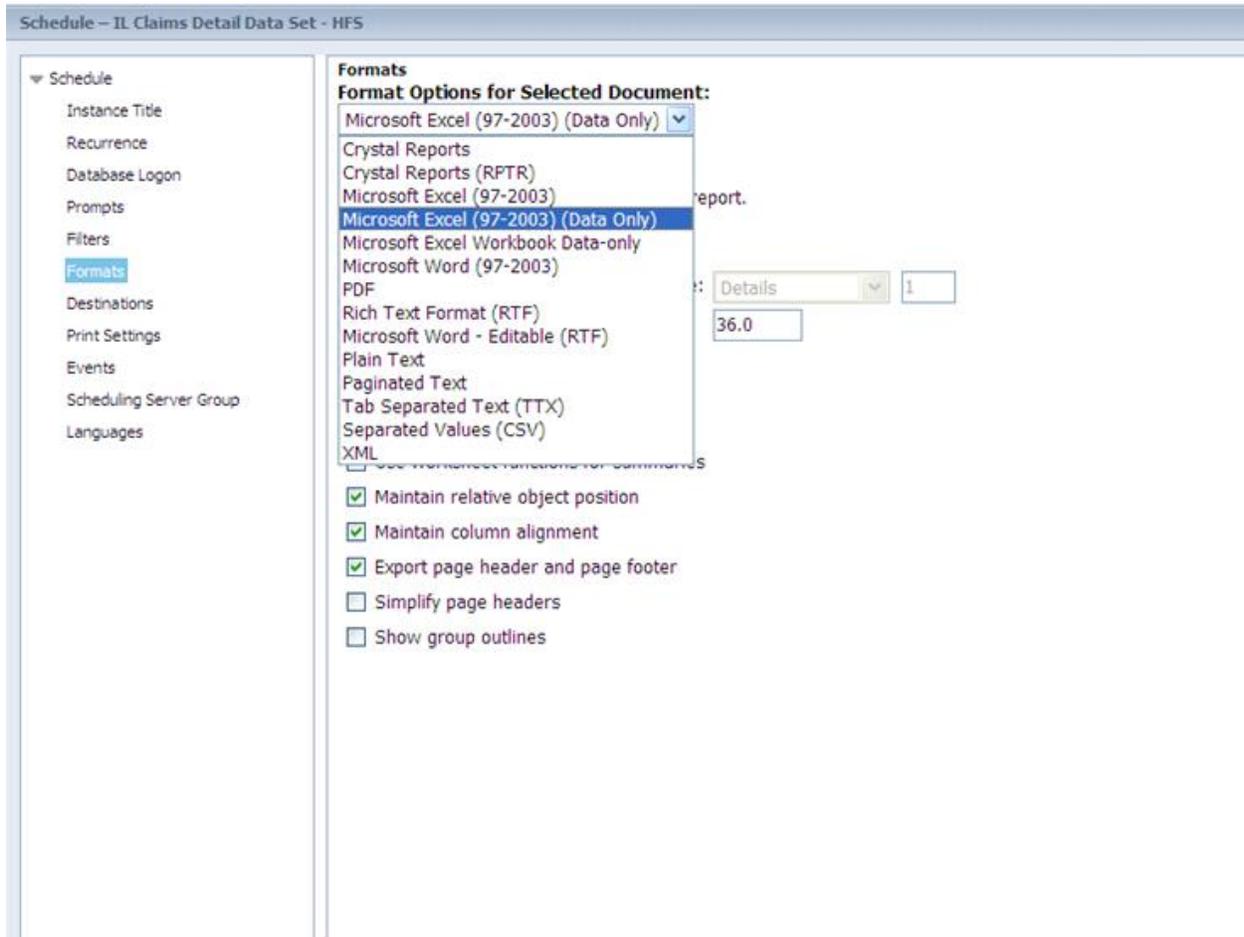
Parameter	Scheduling Value
* Provider	*
* Consumer	*
* Service Code	H2015-H0039
* Date Type	Service Date
* Start Date	20.141.025.00
* End Date	20.141.101.00
* Status	Approved

* Required

Schedule Cancel

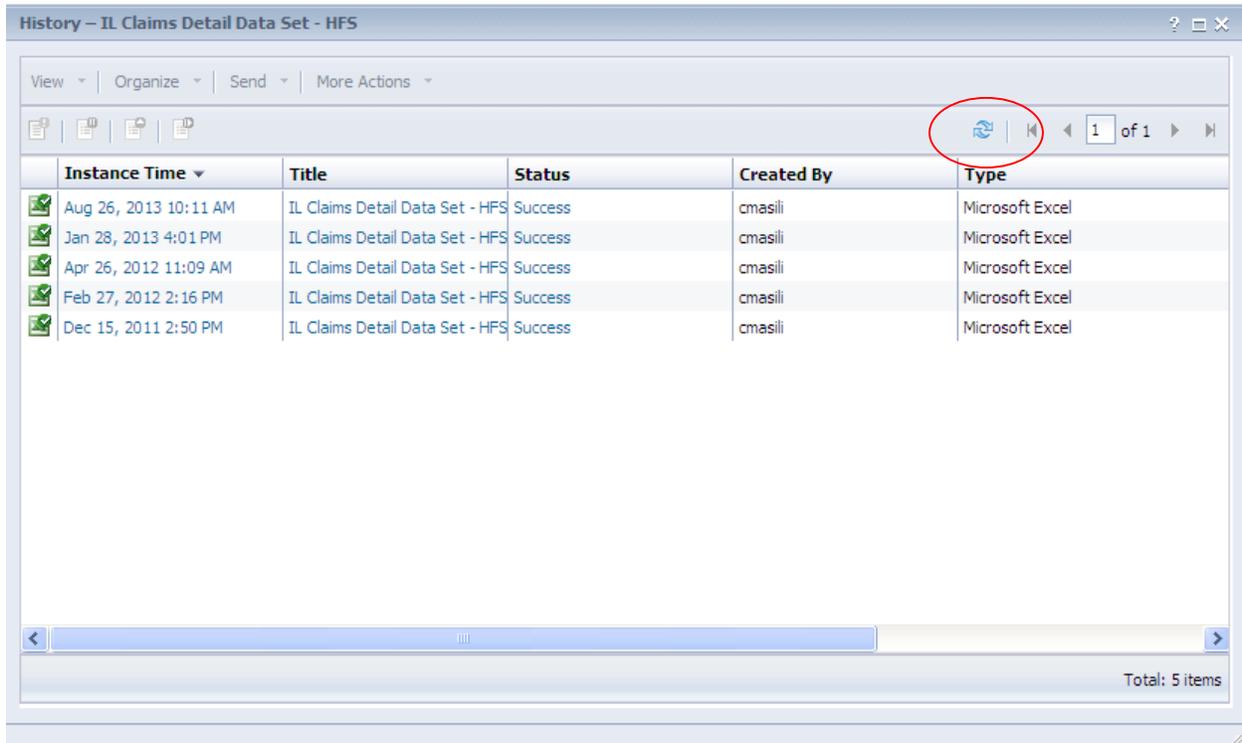
You can now Format your report if needed. All reports have a default output format of either Excel or PDF, depending on the type of data that is being displayed. Therefore, you can Schedule your report without accessing the Format menu at this time. However, if you need to change the format of the report:

- Click on the Format option.
- Select the format for which you would like to see the output of your report.
- Complete the necessary fields.



Once you are done entering all of your settings for the report schedule click on Schedule in the bottom right-hand corner.

Your report will appear in the instance History screen with a status of Pending, Running, or Recurring. To view the updated Status of the report, click on the blue arrows to refresh the screen.



Instance Time	Title	Status	Created By	Type
Aug 26, 2013 10:11 AM	IL Claims Detail Data Set - HFS	Success	cmasili	Microsoft Excel
Jan 28, 2013 4:01 PM	IL Claims Detail Data Set - HFS	Success	cmasili	Microsoft Excel
Apr 26, 2012 11:09 AM	IL Claims Detail Data Set - HFS	Success	cmasili	Microsoft Excel
Feb 27, 2012 2:16 PM	IL Claims Detail Data Set - HFS	Success	cmasili	Microsoft Excel
Dec 15, 2011 2:50 PM	IL Claims Detail Data Set - HFS	Success	cmasili	Microsoft Excel

Once your report Status updates to Success you can open the report. Click on the Instance Time to view/open your report. This will bring up the actual report. It may now be printed or saved to your local PC or shared drive. To print your report click on the 'Print' icon, to save your report click on the 'Save' icon and save it on your local drive.

Reports are available on IntelligenceConnect for 7 days.

If you have any questions, or need technical guidance, contact the e-Support Helpdesk at (888) 247-9311, Monday through Friday, 8am – 6pm EST. You may also email the Helpdesk directly at e-supportservices@valueoptions.com