



## MEMORANDUM

**To:** Qualitrac Users

**From:** Jill Spector, Director  
Medical Benefits Management

Marlana R. Hutchinson, Acting Director  
Office of Long Term Services and Supports

**Subject:** Utilization Control Agent System Release – Qualitrac 3.0

**Date:** June 12, 2020

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On August 1, 2020, the Maryland Department of Health's (MDH) Utilization Control Agent, Telligen, will be releasing an update to their web-based provider portal, Qualitrac. Current Qualitrac users will be required to reset their passwords when they first login to Qualitrac 3.0 on or after this date. Usernames will remain the same.

There will be several training sessions available for Qualitrac users to learn how to use Qualitrac 3.0. To join one of the training sessions, please use the appropriate webinar and conference information attached to this memo.

If you are unable to attend a training at one of the scheduled times, a recorded training session will be uploaded into Telligen's Education & Training section of the website (<http://www.telligenmd.qualitrac.com/education-training>), along with an updated Qualitrac 3.0 User Guide in the Document Library section (<http://www.telligenmd.qualitrac.com/document-library>).

If you have any additional questions, please contact Jason Higgins at [jason.higgins@maryland.gov](mailto:jason.higgins@maryland.gov) or 410-767-1432 or Kim Reed at [KReed@telligen.com](mailto:KReed@telligen.com) or 443-561-3358.

## Webinar Details

These instructions and access details apply to all training sessions:

- 1) Please join us 15 minutes prior to the presentation to ensure the automatic system set-up has been properly established.
- 2) Enter your name and email address as prompted
- 3) Enter the password
- 4) Click Join Meeting

Teleconference: **877-739-4149**

Teleconference access code: **7887942627**

Meeting Password: **qualitrac**

If you have any questions or problems accessing the meeting, please call the Telligen WebEx Helpline at 515-440-8555.

## **Acute Webinars**

Session I

Date: July 16, 2020

Time: 12:00 pm EDT

<https://telligen500.webex.com/telligen500/onstage/g.php?MTID=e098893c032b464be3c43a159d13b2485>

Session II

Date: July 24, 2020

Time: 11:30 am EDT

<https://telligen500.webex.com/telligen500/onstage/g.php?MTID=e39291403e5993d3c87702838c605d77e>

## **Audiology Webinars**

Session I

Date: July 17, 2020

Time: 11:00 am EDT

<https://telligen500.webex.com/telligen500/onstage/g.php?MTID=e223ffd98aa5e1215fdad99e82442c4d5>

Session II

Date: July 23, 2020

Time: 2:00 pm EDT

<https://telligen500.webex.com/telligen500/onstage/g.php?MTID=e6a3dd630656e094bfb407304b47164ae>

## **DME/DMS Webinars**

### Session I

Date: July 21, 2020

Time: 3:00 pm EDT

<https://telligen500.webex.com/telligen500/onstage/g.php?MTID=e63c17ac1ccd9d5bbbb5efd1419d0cb5b>

### Session II

Date: July 30, 2020

Time: 2:00 pm EDT

<https://telligen500.webex.com/telligen500/onstage/g.php?MTID=e0c0ee0850894931fcf591826399a05d6>

## **Long Term Care & 3871B Webinars**

### Session I

Date: July 22, 2020

Time: 11:00 am EDT

<https://telligen500.webex.com/telligen500/onstage/g.php?MTID=ee932cc0017db3c0940a18b07c9de209d>

### Session II

Date: July 28, 2020

Time: 5:00 pm EDT

<https://telligen500.webex.com/telligen500/onstage/g.php?MTID=eed3b2e2f70686ee76b7c071761771241>