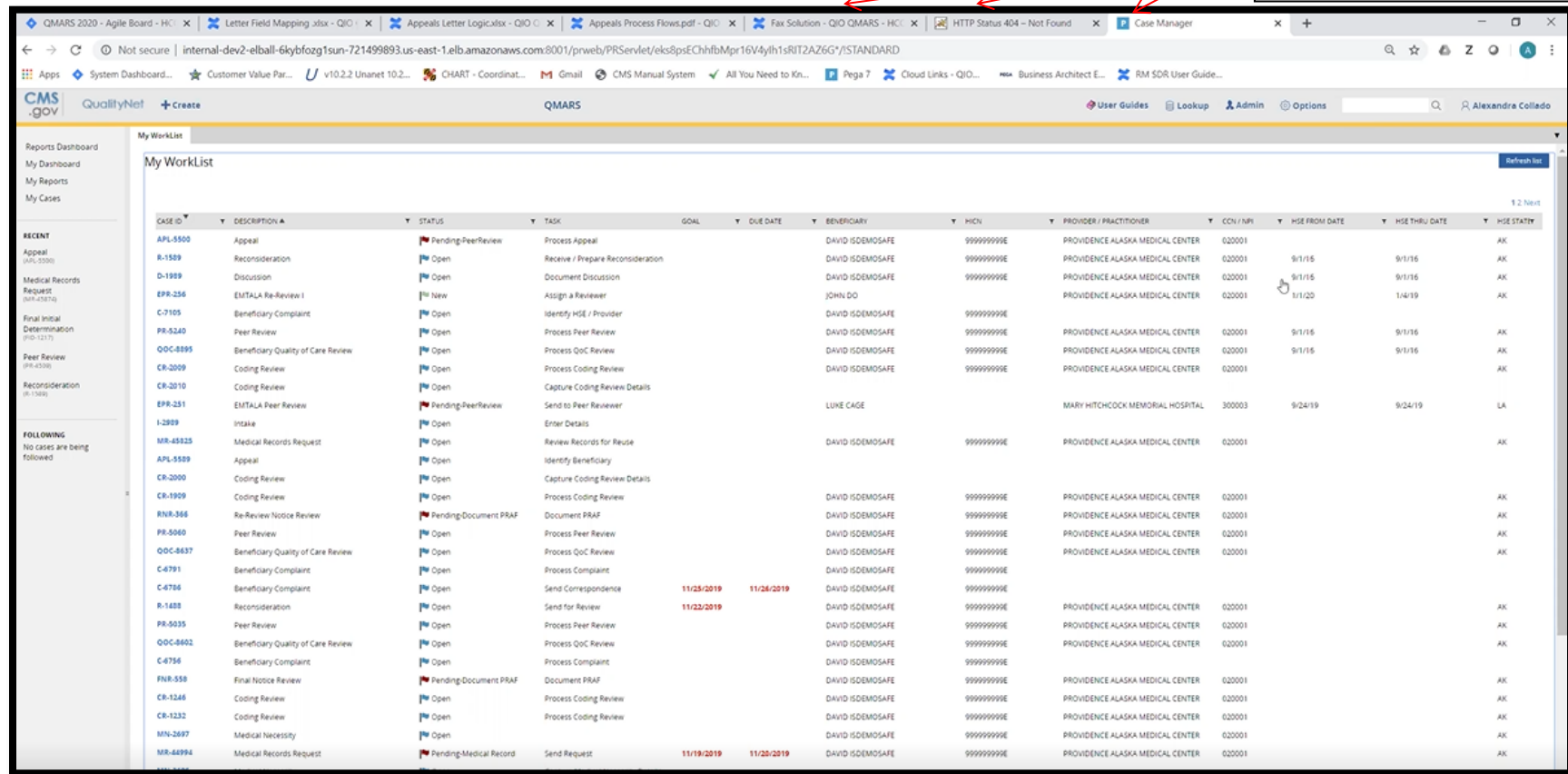


Use this quick reference guide when you are working in QMARS for the best practices you should be following in QMARS to avoid system blockers.

Working in Multiple Tabs

When working a case in QMARS it is important to remember not to run QMARS in multiple browser tabs or in multiple browsers (i.e., using chrome and IE at the same time):

Multiple instances of QMARS opened in multiple browser tabs



Working on a QMARS case in multiple browser tabs or in multiple browsers can cause data desynchronization issues, resulting in the following errors:

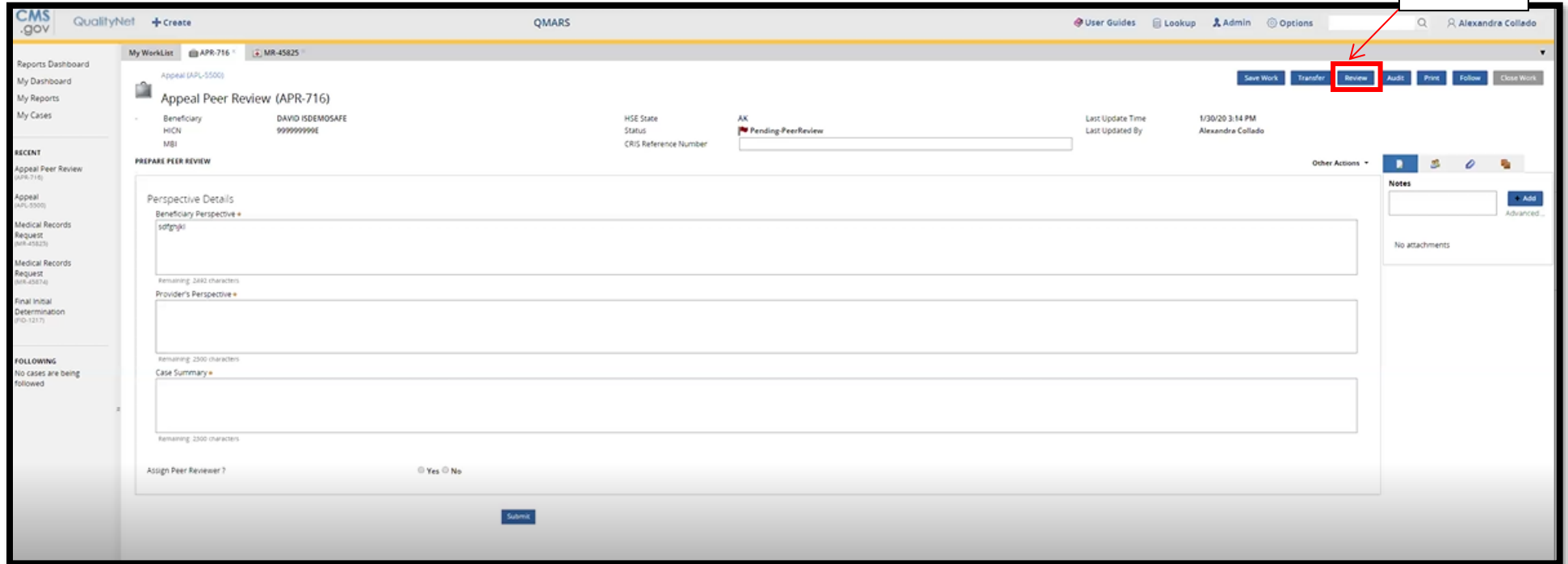
- Timeout Errors
- Case Not Found Errors
- Workflow Errors

Working in Review Mode vs. Update Mode

When working in QMARS it is important to note when you are in review mode versus update mode. In update mode, a user can make changes/edits to the case. In review mode, a user can get a read-only holistic view of the entire case with complete work details and the statuses of related items. You can toggle between them using the blue buttons at the top right-hand corner of your screen.

Use this to change to review mode

Update Mode



The screenshot shows the QMARS interface for an 'Appeal Peer Review (APR-716)'. The top navigation bar includes 'QualityNet + Create', 'QMARS', and user options like 'User Guides', 'Lookup', 'Admin', and 'Options'. A search bar shows the user 'Alexandra Collado'. The main content area has a 'My WorkList' header with 'APR-716' and 'MR-45825'. Below this, the 'Appeal (APL-5500)' details are shown, including 'Beneficiary: DAVID ISDEMOSAFE', 'HSE State: AK', and 'Status: Pending-PeerReview'. The 'PREPARE PEER REVIEW' section contains three text input fields: 'Beneficiary Perspective' (with 'sdgghki' entered), 'Provider's Perspective', and 'Case Summary'. A 'Submit' button is at the bottom. On the right, there are 'Other Actions' (Add, Edit, Print, Follow, Close Work) and a 'Notes' section with an 'Add' button. A red box highlights the 'Review' button in the top right, with an arrow pointing to the external text box.

Review Mode

The screenshot shows the QMARS interface for an Appeal (APL-5500). The top navigation bar includes 'User Guides', 'Lookup', 'Admin', and 'Options'. The main content area displays case details for a beneficiary named DAVID ISDEMOSAFE. The status is 'Pending-PeerReview'. The 'Update' button in the top right corner is highlighted with a red box. A callout box with an arrow points to it, containing the text: 'Use this to switch back to update mode'.

NAME	STATUS	ASSIGNED TO	DEADLINE
Process Appeal	Pending-PeerReview	Alexandra Collado	
Medical Records Request (MR-45874)	Closed-RecordsReused		

As a best practice, you should only be performing actions such as adding notes or attachments, adding work to the case (i.e., peer review), changing stages, etc. in update mode. So be sure to check that you are in update mode before proceeding with other actions. Performing other actions in review mode could result in the following issues:

- Attachments or notes not saving
- Case Not Found Errors
- Mismatched Data

Barcode Font

When generating a fax cover letter in QMARS, it is important to note that if the user does not have the 3of9 font loaded on the computer you will not be able to see the barcode when opening up the letter.

With the Font



Without the Font



QMARS Best Practices Guide

Not having the font will not affect the fax server's ability to match a document to a case. However, it is important to note that if a user opens up the generated cover letter to manually edit the document any changes made to the case id found in between the asterisks *.....* such as (changing font, size, color, etc.) will prevent the document from being matched to the appropriate case.

For general questions, contact QMARS_Prodsupport@cvpcorp.com.

When encountering any issue, create a ticket using the ticket request form and send to QNETSUPPORT@HCQIS.ORG.