The Document Exchange Portal

User Guide

v1.0

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What is the Portal?

The Portal is an online web application that provides Claims Administrators (CA), Utilization Review Organizations (URO), and the Independent Medical Review Organization (IMRO) a single, shared workplace to upload, view, and download documents associated with IMR cases.

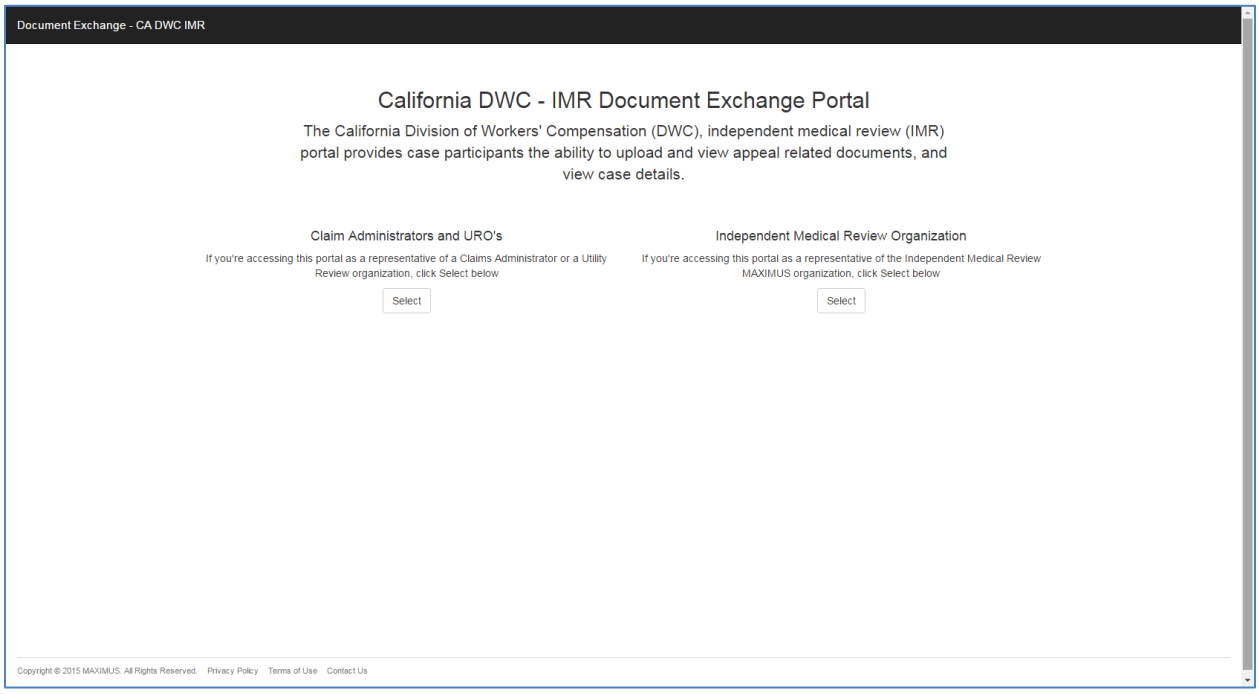
Internet browser selection

Chrome supports all functionality in the Portal. The Portal will run in all browsers that support HTML5 including Firefox, Safari, Opera, IE 10, IE 11 and IE Edge with some limitations in functionality.

Browser	Description
Chrome, Opera	Only Chrome and Opera support named folder drag and drop.
IE Edge	Does not support drag and drop in Windows 10.
IE Edge	Very slow rendering of PDF images in PDF viewer.
IE v9 and older	Not supported.

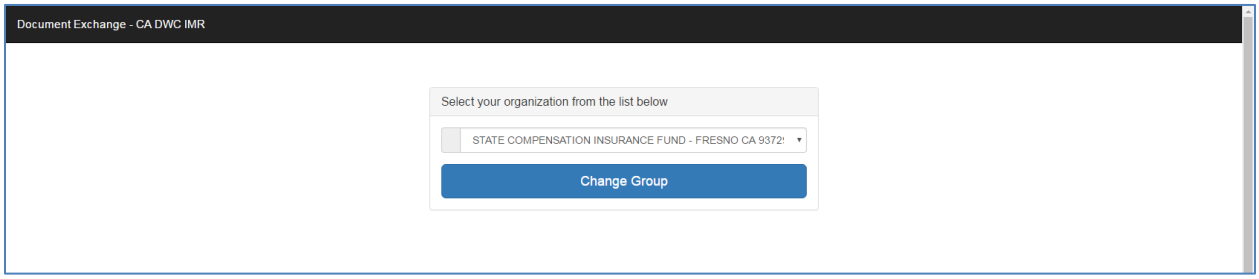
Log in

- Enter the Portal URL in the URL field of your browser and press the Enter key on your keyboard.

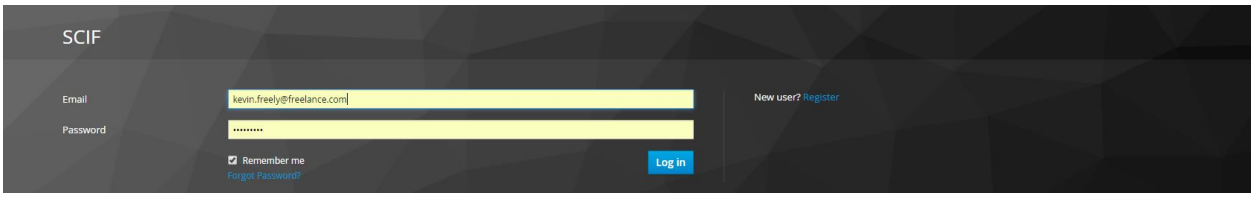


- On the **California DWC – IMR Document Exchange Portal** page, select your role:
  - **Claim Administrator and UROs**
    OR
  - **Independent Medical Review Organization**

- If you selected Claim Administrator and UROs, select your organization from the drop-down menu and click **Change Group**.

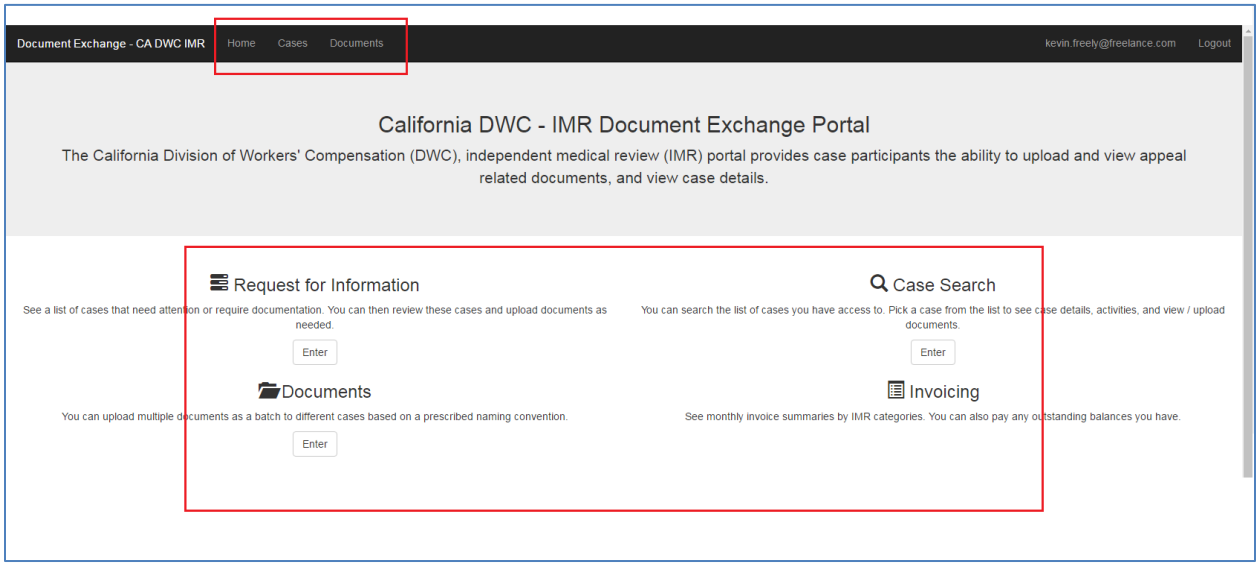


- On the login page, enter your email and password and click the **Log in** button.



Layout and Navigation

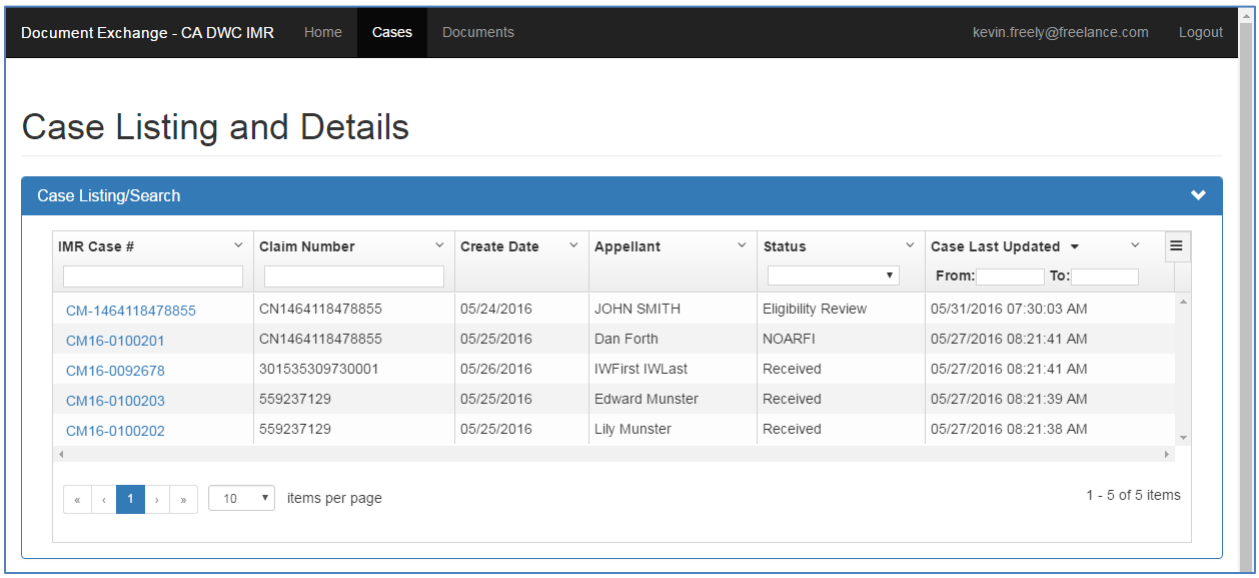
The Home page contains a menu at the top of the page (Top Menu) and Modules in the middle of the page you can use to navigate the Portal.



LINK	NAVIGATES TO PAGE…	PURPOSE
Top Menu		
Home	Home	This is the Home page.
Cases	Case Listing and Details	See a list of cases you can access.
Documents	Documents	Upload documents to any case.
Modules		
Request for Information	Case Listing and Details	See a list of cases that contain an open request for information.
Case Search	Case Listing and Details	Search for cases you can access.
Documents	Documents	Upload documents to any case.
Invoice	Not activated	See monthly invoice summaries by IMR category.

See a list of cases you can access

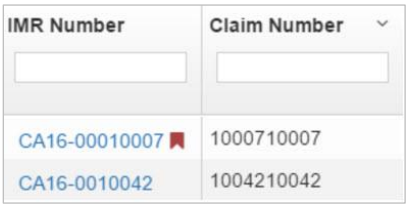
- Click **Cases** in the Top Menu to see a list of all cases you can access, or click on the **Request for Information** module to see all cases that have an open request for information.
  The Portal navigates to the **Case Listing and Details** page and displays links to the cases you can access.



Note: If only one case exists for the logged-in user in the **Request for information** list or **Cases** list, the system will navigate directly to the case summary rather than show a case list with one case listed.

Expedited Cases Flag

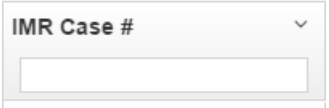
Expedited cases are displayed with a red flag next to the IMR Number.



See the details of a case

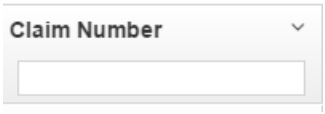
- Click on the case link in the **IMR Case #** column.
  The Portal displays the **Case Listing and Details** page for that particular case.

Search for a case by case number



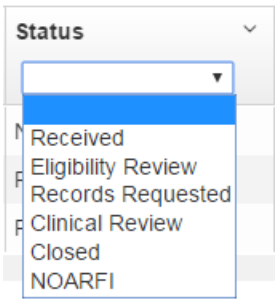
- Click in the **IMR Case #** field and enter the case number.
  Searches are not case sensitive.

Search for a case by claim number



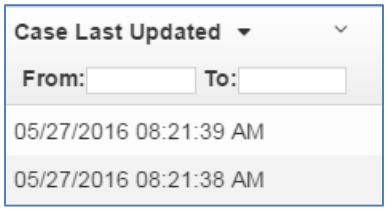
- Click in the **Claim Number** field and enter the Claim Number.
  Searches are not case sensitive.

See cases by status



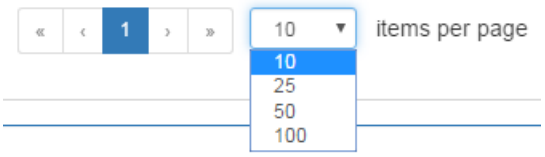
- Click the drop-down arrow and select a status to view.
  The Portal will only display the cases under the selected status.

See cases within a last updated date range



- Enter a **From** date and a **To** date or select the dates from the pop up calendar.
  The Portal will display the cases that were updated within the date range you entered.

Select the number of cases to see per page

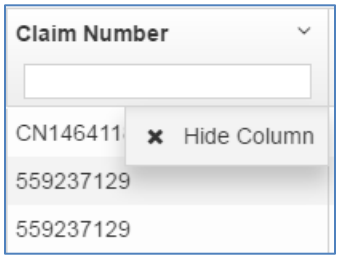


- Click the drop-down arrow to the left of **items per page** and select the number of cases to see on each page.

Navigate to next page or previous page

The number in the blue square indicates the page you are on. Click on the single arrows to go to the next or previous page. Click on the double arrows to advance to the last page or first page.

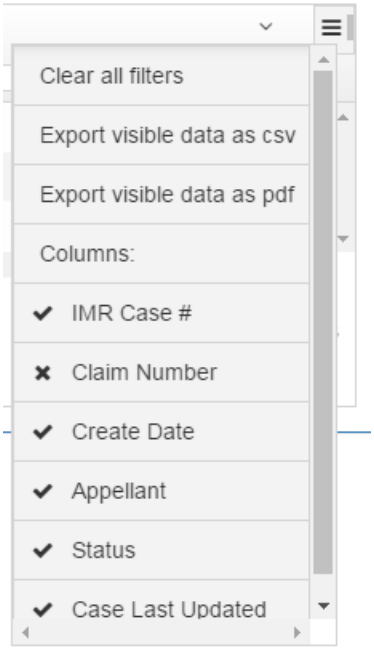
Hide and unhide columns



To hide columns:

- Click the arrow to the right of any column label.
- Click **Hide Column**.

OR



To hide columns:

- Click on the 3 horizontal bar icon to the far right of any table and click the column label you want to hide.

To unhide columns:

- Click on the 3 horizontal bar icon to the far right of any table and click the column label you want to unhide.

Note: Hidden columns are displayed with an X. Unhidden columns are displayed with a checkmark.

Export visible data as a CSV file

- Click on the 3 horizontal bar icon to the far right of any table and click **Export visible data as a csv**. Excel will open and generate a spreadsheet with the visible data.

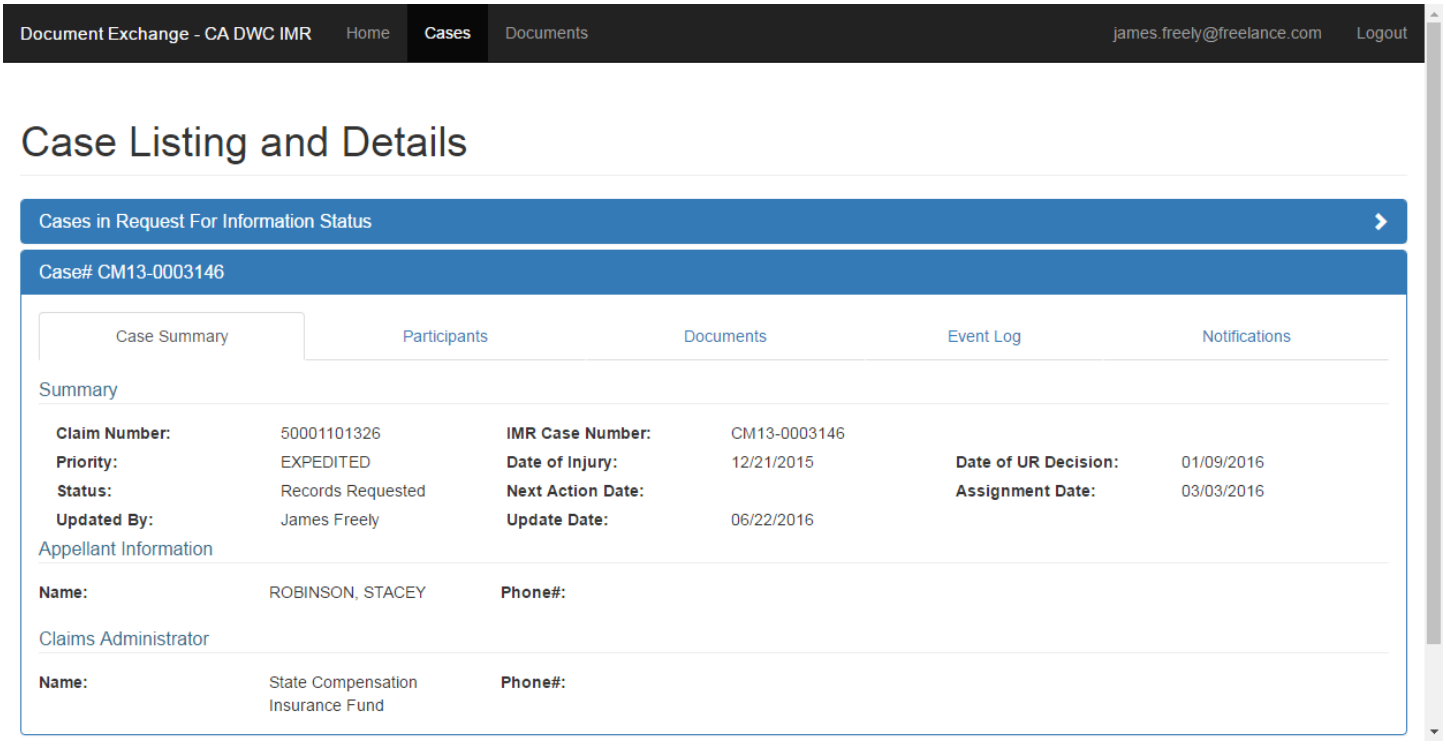
Export visible data as a PDF file

- Click on the 3 horizontal bar icon to the far right of any table and click **Export visible data as a PDF**. A PDF will be generated and displayed in your default PDF viewer.

Case Listing and Details page

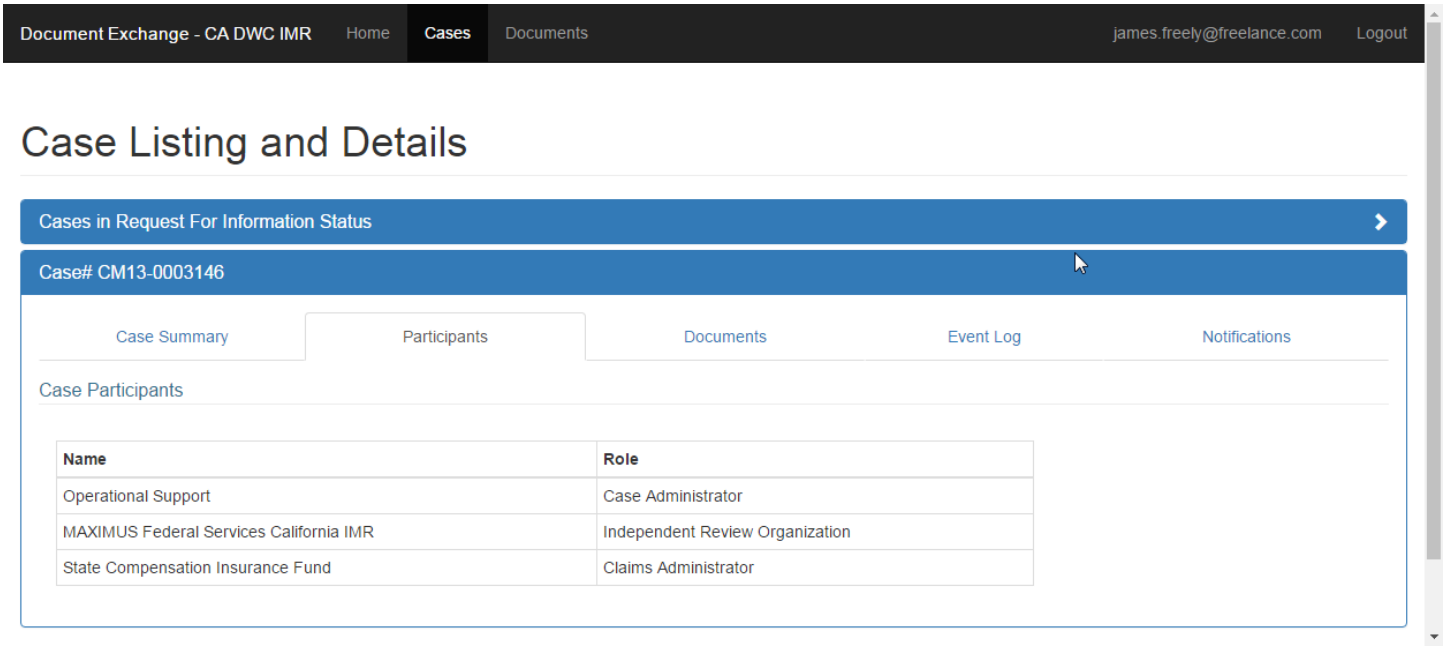
Case Summary tab

The Case Summary tab displays details about the case.



Participants tab

The Participants tab displays the participants who are active in the case.

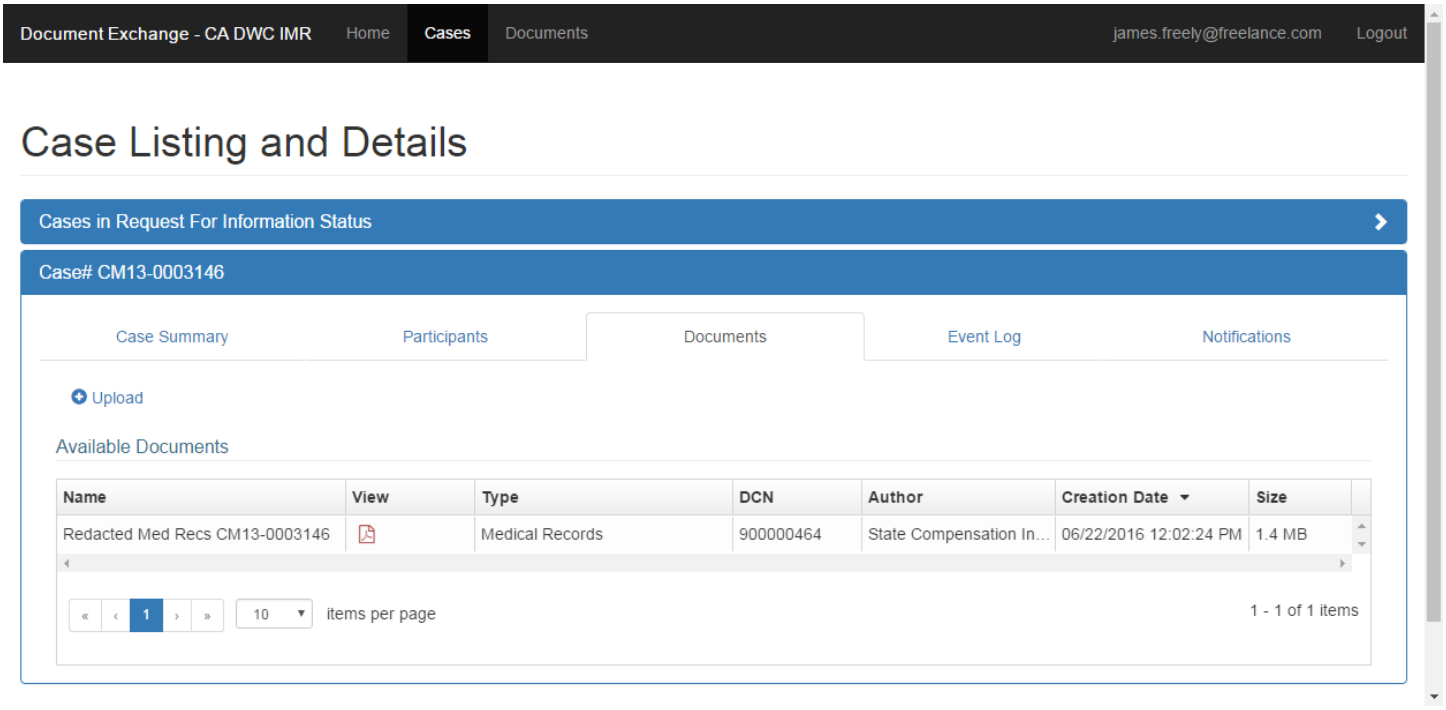


Participant tab icons

Eye: Indicates who the case resides with.

Documents tab

The Documents tab displays documents uploaded to the case in the **Available Documents** section.
You may also upload documents associated with the case from this page.



View documents

- To view documents that have been uploaded to the case, click on the document icon in the **View** column. The document is displayed in a PDF reader in a separate window.

Document type icons

Four different icons may be displayed in the **View** column.

	Error: Document upload failed, but the document is in the Portal server. Once the backend recovers, the document will be uploaded automatically to the backend (within 24 hours of the original upload).
	Blue cloud: Downloads the document to the local machine.
	Image: Opens in image viewer.
	PDF: Opens in PDF viewer.

Upload documents to the case

To upload documents to the case you are viewing, click the **Upload** link above the **Available Documents** section. There are two methods you can use to upload documents:

- Add Files method
- Drag and Drop method

Allowed document file types

The Portal currently allows the following document types to be uploaded:

- PDF
- JPEG
- JPG
- DOC
- DOCX

Document size limitation

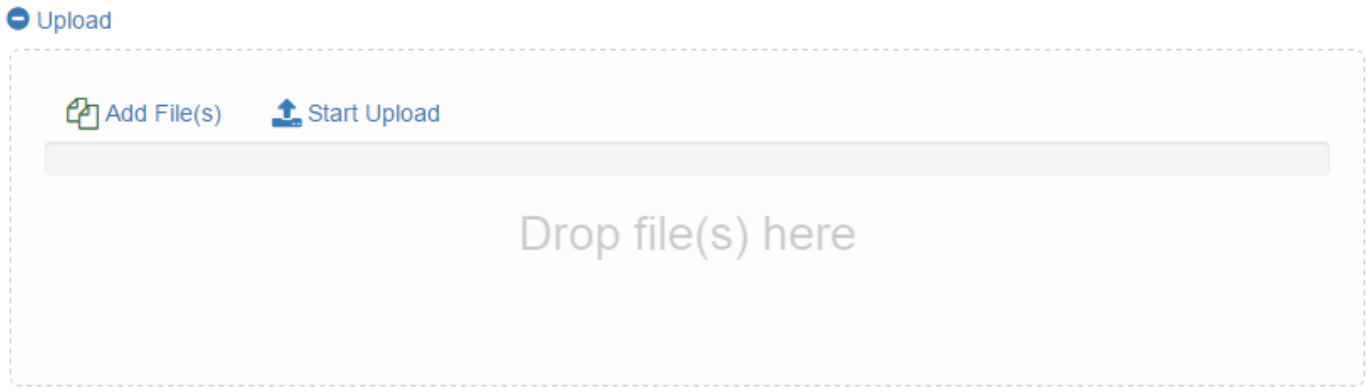
Documents up to 512 MB may be uploaded to the Portal during the pilot.
This limitation will be increased if necessary in the Production Portal.

Upload Method 1: Add Files

The Add Files method allows you to navigate to and select any documents available on your computer.

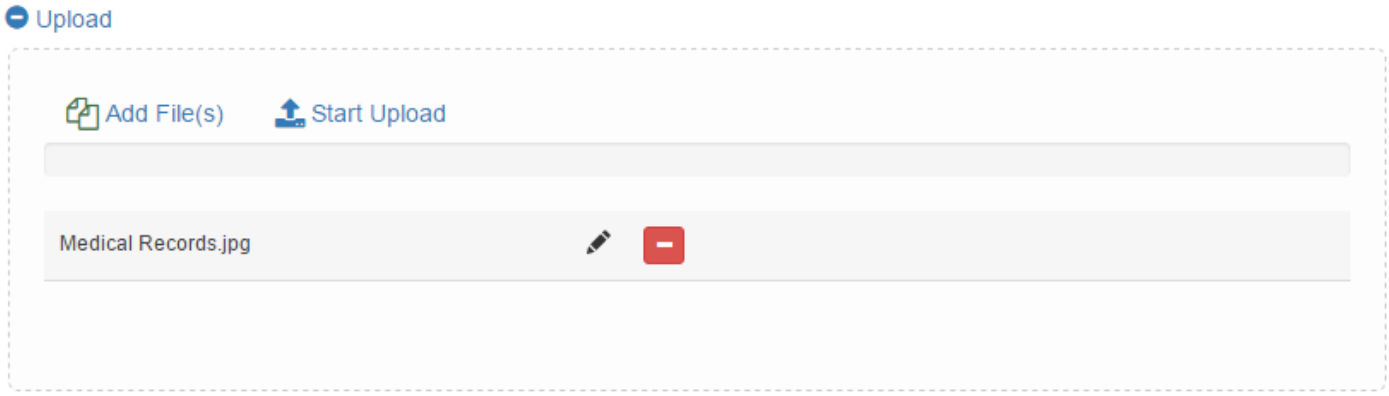
Note: Single monitor users may prefer this method over the drag and drop method.

- Click the **Add Files** link.



The Open dialog box appears.

- Navigate to and select the documents you want to upload.
- Click the **Open** button.
- The documents to be uploaded are displayed in the **Upload** section.



- Click the **Start Upload** link.
  The status of the upload is indicated by a green progress bar.
- When the documents have been uploaded to the Portal, the page will refresh and the documents will appear in the **Available Documents** section.

Upload Method 2: Drag and Drop

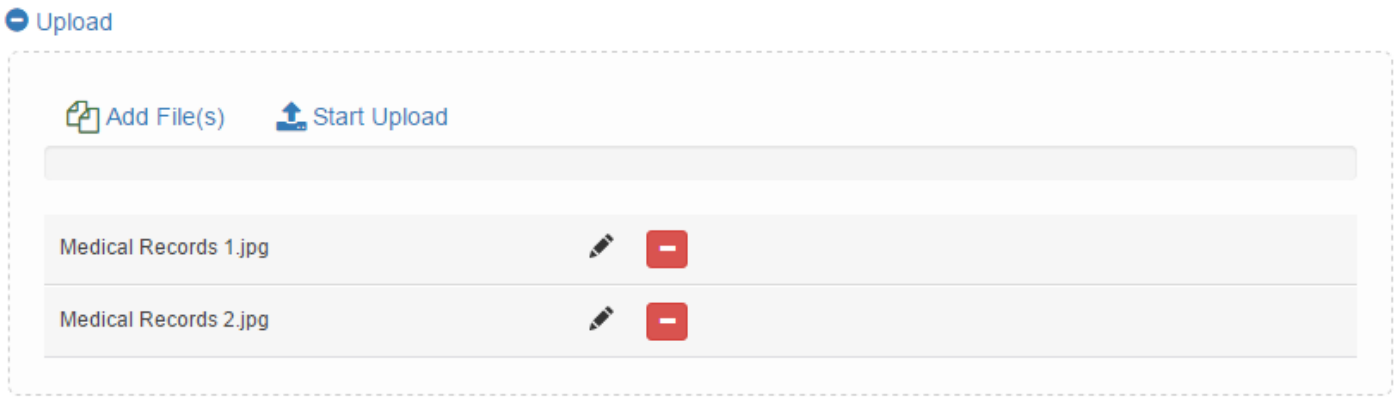
The Drag and Drop method allows you to drag and drop the documents to the upload section.

Note: People using more than one monitor may prefer this method over the Add Files method.

- Locate the documents you want to upload and drag and drop them onto the **Drop files here** area.
  The documents to be uploaded are displayed in the **Upload** section.
- Click the **Start Upload** link.
  The document upload is indicated by a green progress bar.
- When the documents have been uploaded to the Portal, the page will refresh and the documents will appear in the **Available Documents** section.

Edit the file name or delete document before upload

Prior to being uploaded, all documents are displayed in the Upload section with an edit icon and a delete icon.

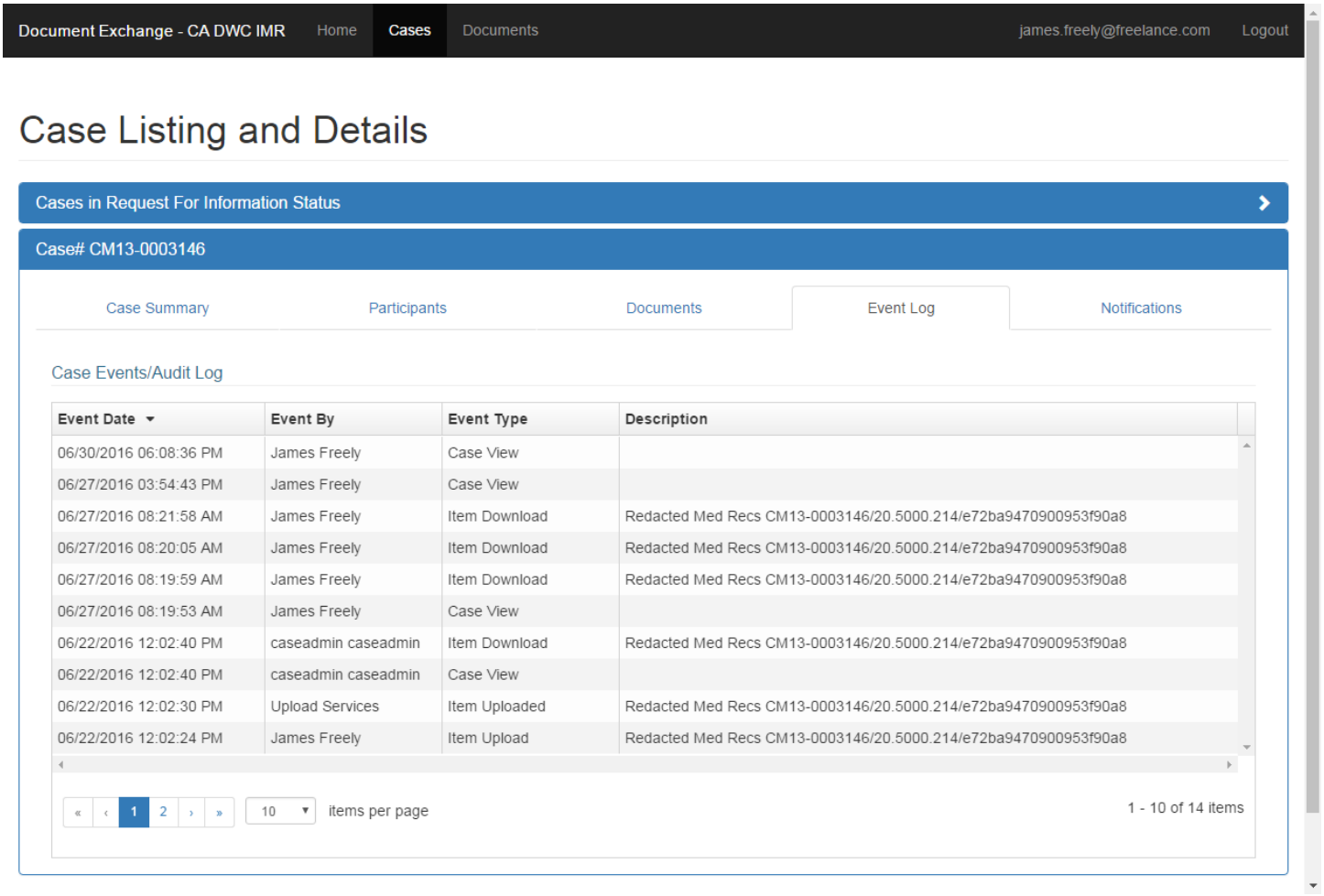


- To edit the file name of a document before uploading, click the **Edit** icon .
  An editable text field is displayed.
- Enter a new name for the document and click anywhere outside of the text field to save your changes.

- To delete a document from the upload, click the **Delete** icon .
  The document is removed from the Upload section.

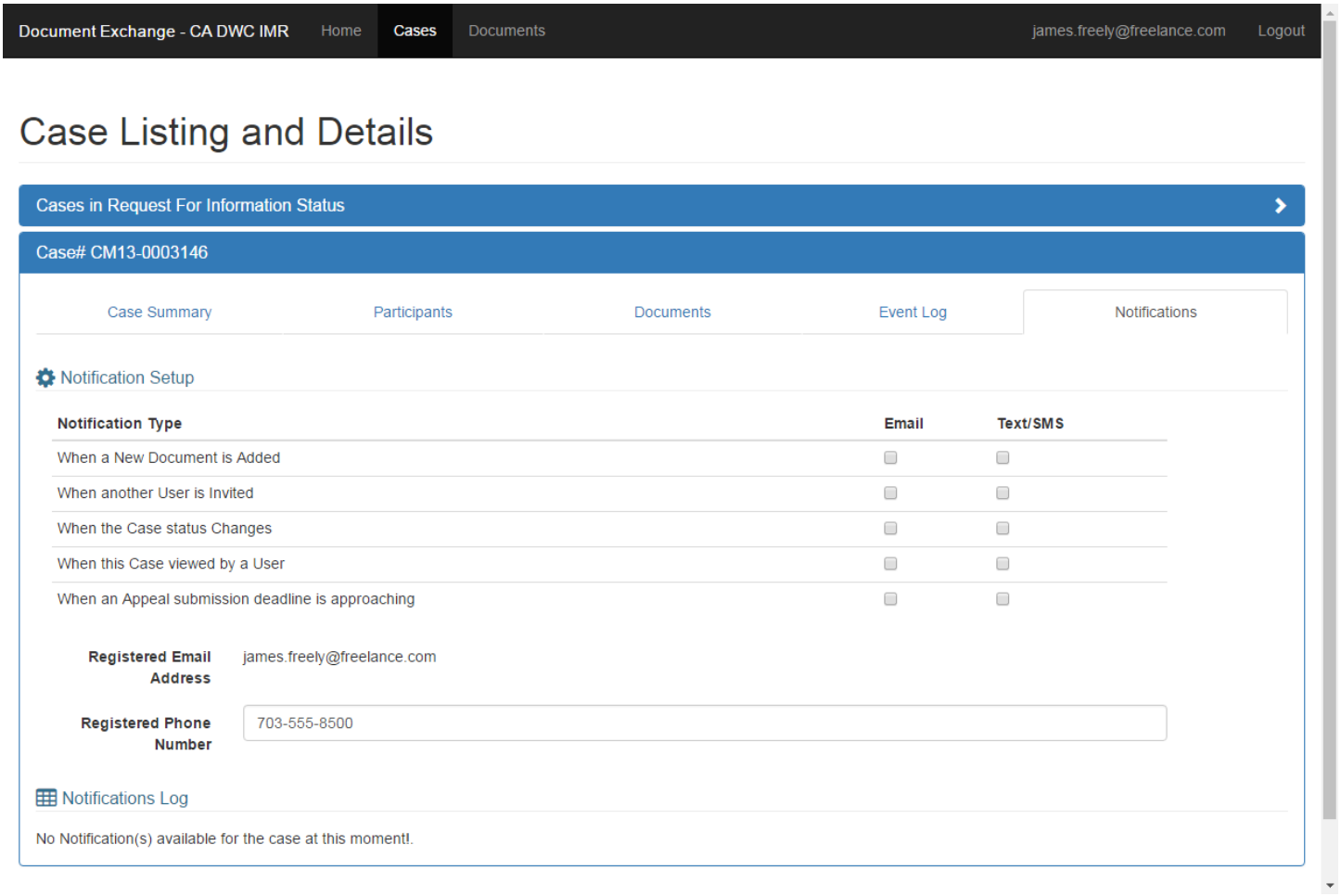
Event Log tab

The event log records all actions taken in the case including who viewed the case, and who uploaded documents and when.



Notifications tab

The Notifications tab displays a set of criteria that users may select to receive notifications through email or phone text when specific events occur in the Portal.



Types of notifications

You may elect to be notified for any of the following events:

- When a new document is uploaded
- When another user is invited
- When the case status changes
- When the case is viewed by a user
- When an appeal submission deadline is approaching

Select a notification

- Click on any **Email** or **Text/SMS** check box associated with the notification you want.
  Email notifications will be sent to the email address you use to login to the Portal.
- To receive Text/SMS notifications, enter the phone number in the Registered Phone Number field.

Upload documents to one or more cases

To upload documents to one or more cases without opening a specific case, click **Documents** in the Top Menu or the **Documents** module on the Home page. The **Documents** page is displayed.

You may upload documents to one or more cases in the following ways:

- Automated document uploading using named documents
- Manual document uploading to using document linking
- Automated document uploading to using named folders

Notes: Review the instructions under **Documents tab** for further details about the upload interface and methods.

Automated document uploading using named documents

The Portal will automatically upload documents to the correct cases when the document file name begins with the case number.

Example: If the document file name is formatted as **CM16-0001234 Medical Records**, the Portal will upload the document to case CM16-0001234. There must be a space between the case number and any text that follows.
Do not use any characters between the case number and any text that follows.

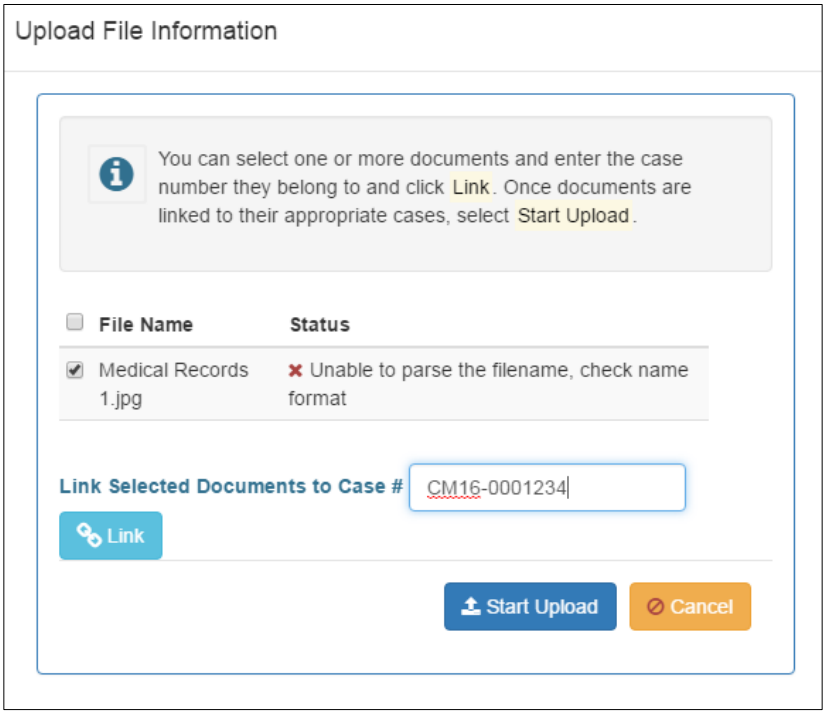
If your documents have been prepared using named documents, do the following:

- Use either the Add Files or Drag and Drop method to add documents to the **Upload** section.
- Click the **Start Upload** link.
  The status of the upload is indicated by a green progress bar.
- When the documents have been uploaded to the Portal, the page will refresh and the documents will appear in the **Available Documents** section.

Manual document uploading using document linking

If your documents have not been prepared using named documents, the Portal will ask you to link the documents to specific cases.

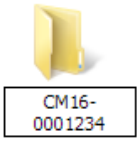
- Use either the Add Files or Drag and Drop method to add documents to the **Upload** section.
- Click the **Start Upload** link.
  The **Upload File Information** dialog will be displayed.
- Select the check boxes that correspond with the documents you want to link to a case.
- Enter the case number in the Link Selected Documents to Case# text box.



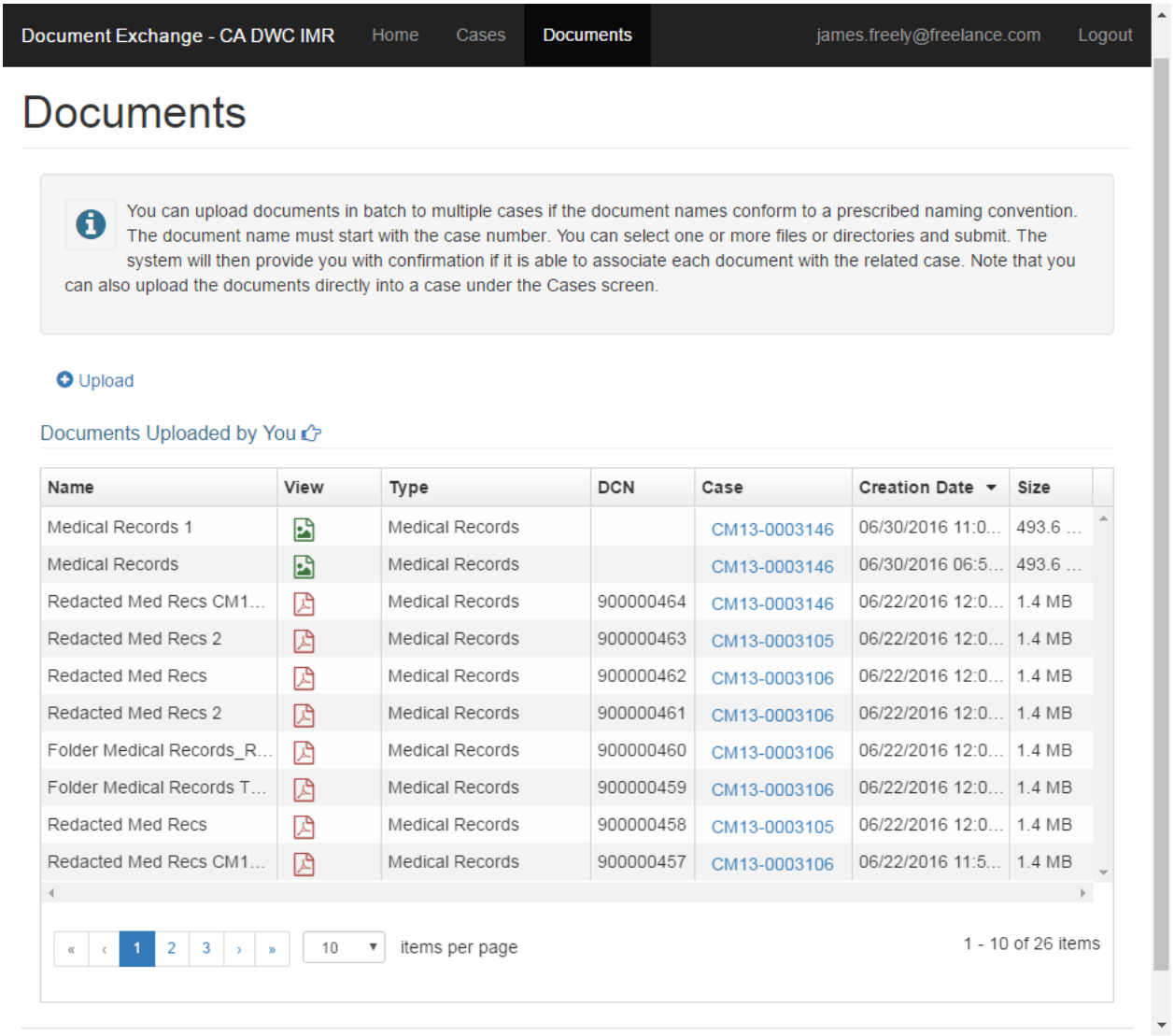
- Click the **Link** button.
  The document status changes to **Document Linked to case for upload**.
- If you have more than one document you want to upload to more than one case, repeat selecting and linking any remaining documents.
- Click the **Start Upload** button.
  The status of the upload is indicated by a green progress bar.
- When the documents have been uploaded to the Portal, the page will refresh and the documents will appear in the **Available Documents** section.

Automated document uploading using named folders

If you have one or more documents to upload to one or more cases and you are not using named documents, create a folder with the case number, add all documents intended for that case into the named folder, and upload the entire folder. All documents contained in the named folder will be uploaded to the case.



- Create a folder and name the folder with case number.
- Add any documents intended for the case into the folder.
- Use either the Add Files or Drag and Drop method to add one or more named folders to the **Upload** section.
- Click the **Start Upload** link.
  The status of the upload is indicated by a green progress bar.
- When the documents have been uploaded to the Portal, the page will refresh and the documents will appear in the **Available Documents** section.

Documents Uploaded by You

All documents uploaded by you are recorded in the **Documents Uploaded by You** section.