



Documentation EZLink Step-by-Step
Sending Children's Special Health Care
Services (CSHCS) Documentation
State of Michigan Department of Community Health



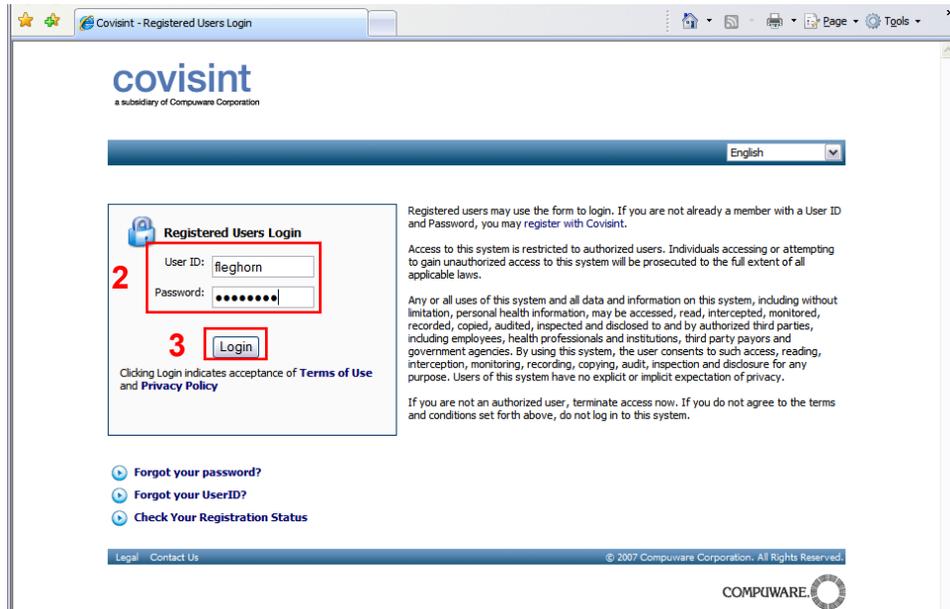
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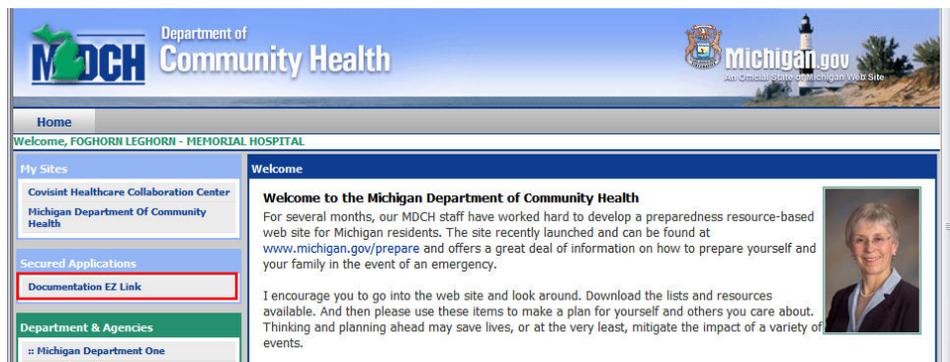
Accessing Documentation EZLink On-Line

- 1) Enter the following address into your web browser:

<https://healthcare.covisint.com/portal/private/mdch>

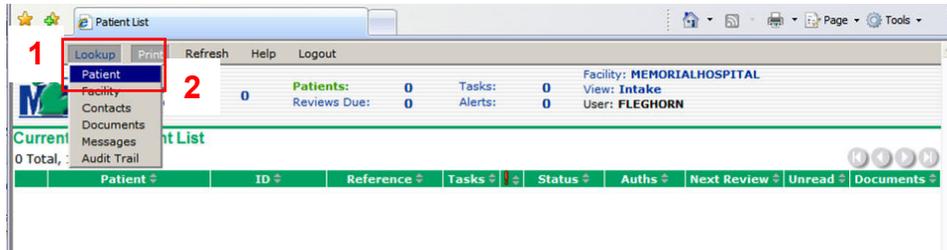


- 2) Enter your username and password.
- 3) Click the **Login** button.

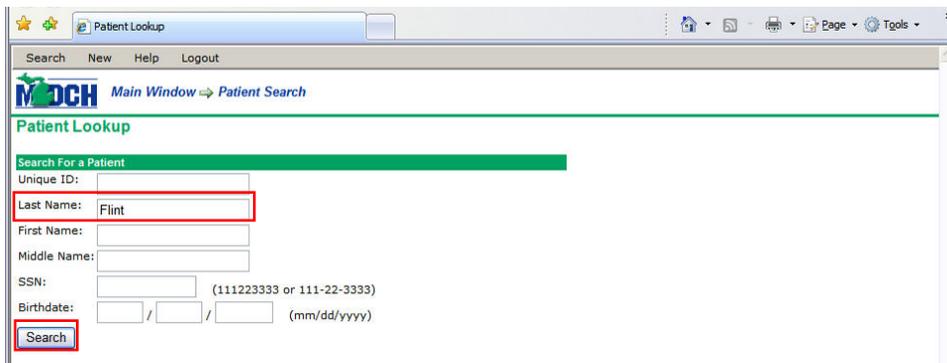


- 4) Select **Documentation EZLink** from the menu on the left side of your screen.

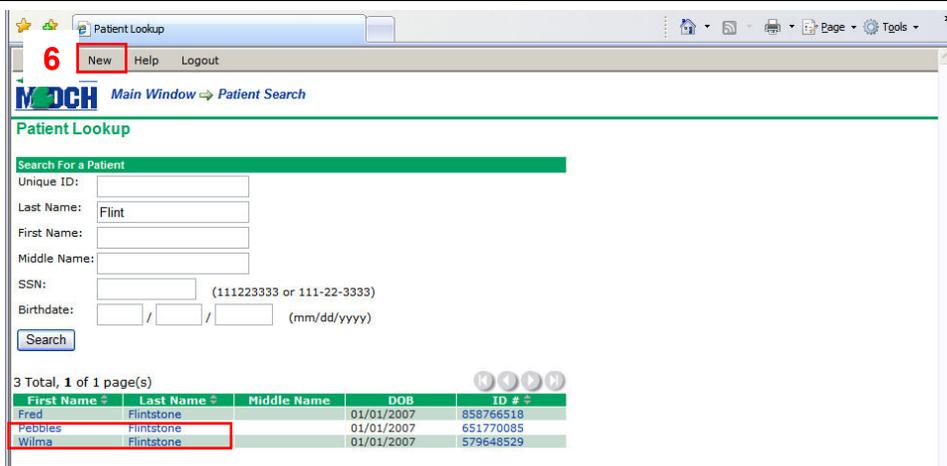
Finding or Creating a Patient Record



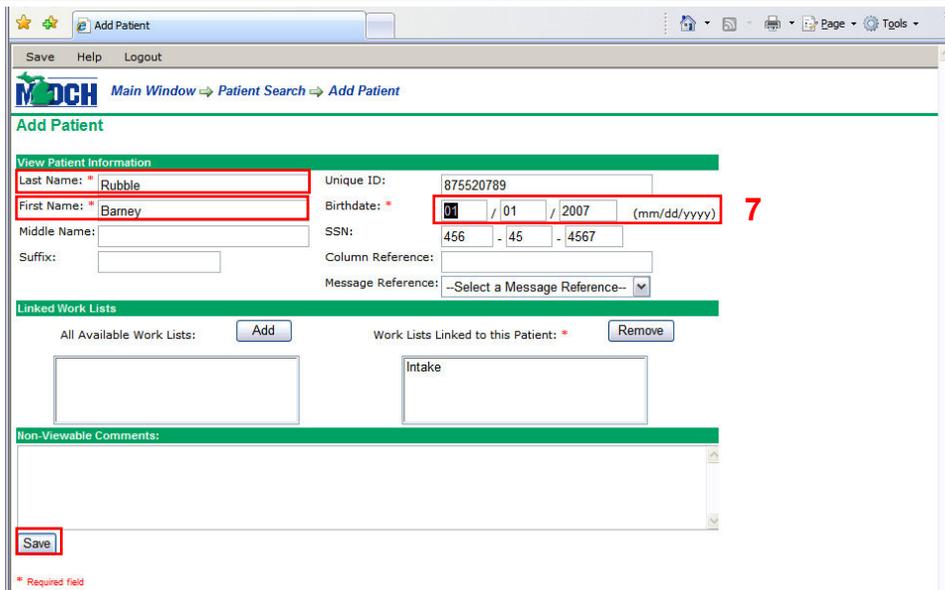
- 1) Click on the **Lookup** menu.
- 2) Select **Patient**.



- 3) Type in a few letters of the patient's last name.
- 4) Click the **Search** button.



- 5) If the patient record exists in Documentation EZLink it will appear at the bottom of the screen. Click on the patient name in the resulting list to open the patient record. Skip Steps 6-8.
- 6) If the patient record does not appear a new record must be created. Click on **New**.



7

7

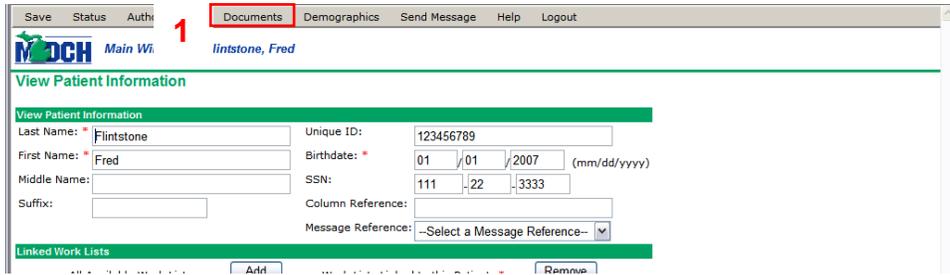
8

* Required field

- 7) The minimum information required to create a patient is the last name, first name and date of birth. Fill in the remaining information if you have it.
- 8) Click the **Save** button.

Note: The red asterisks (*) denote required fields.

Adding an Electronic Document to a Patient Record

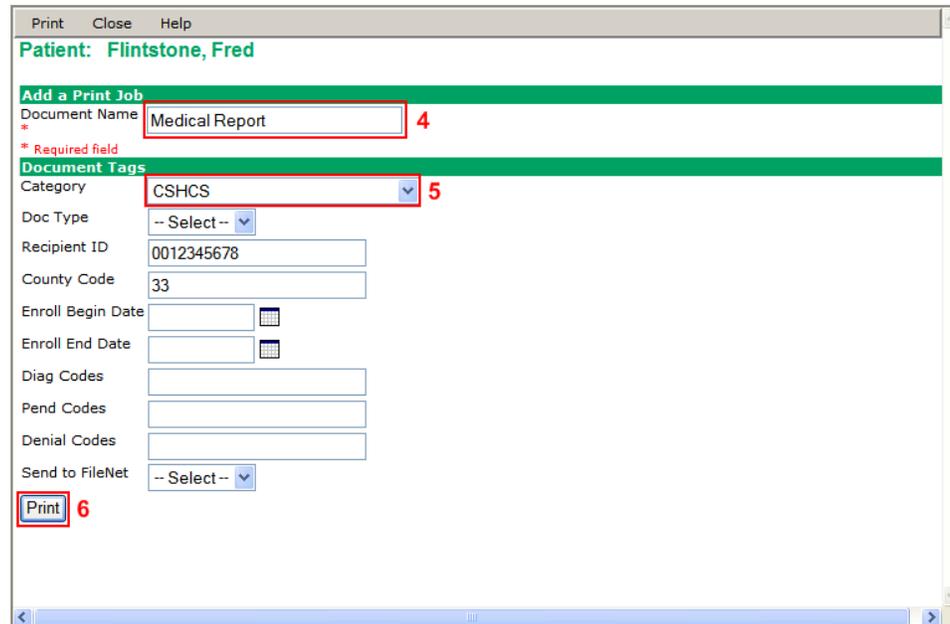


1) Select **Documents**.



2) Click on the **Add Documents** menu.

3) Select **Add by Print Job**.



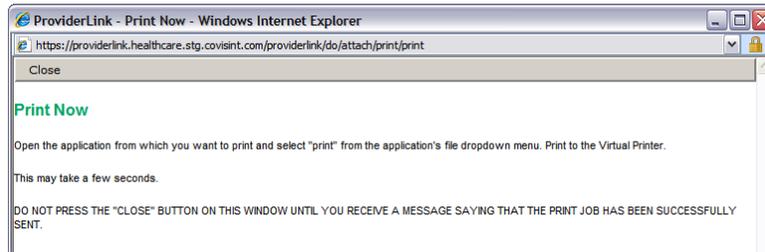
4) Name the document

5) Select the **CSHCS** Category and fill in all of the known information such as **Recipient ID**, **County Code**, etc.

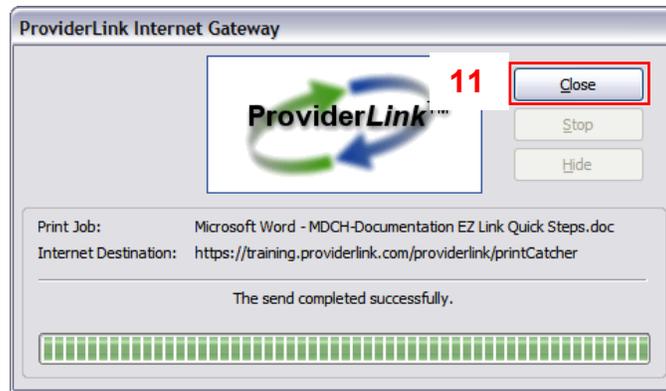
6) Click the **Print** button.

Note: Filling in the category information will reduce the CSHCS representatives' workload and will allow them to process your document(s) as quickly as possible.

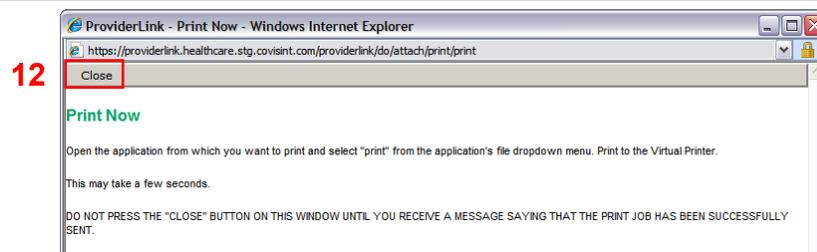
Note: Much of the information under the CSHCS category is for CSHCS internal use. Do not attempt to enter information in the Diag Codes, Pend Codes, or Denial Codes fields.



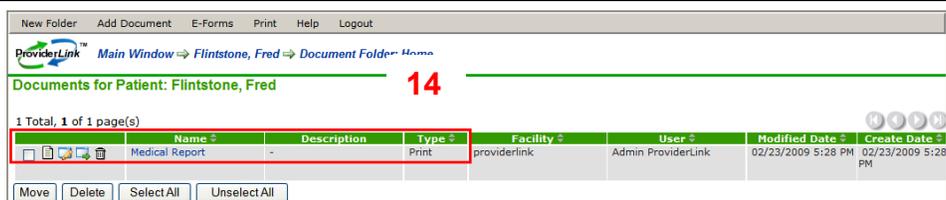
- 7) The **Print Now** window must remain open until you have printed the document.
- 8) Open the program containing the document you wish to attach to the patient record.
- 9) Print the document.
- 10) Select the **ProviderLink Printer**.



- 11) Click the **Close** button.

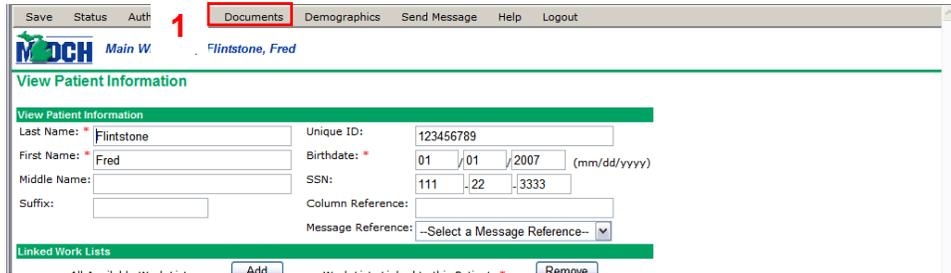


- 12) Switch to the **Print Now** window.
- 13) Select **Close**.

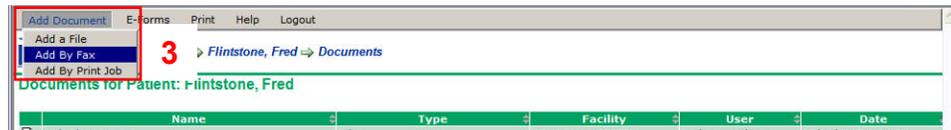


- 14) The document is now attached to the patient record. Note the **Type** shows **Print**.

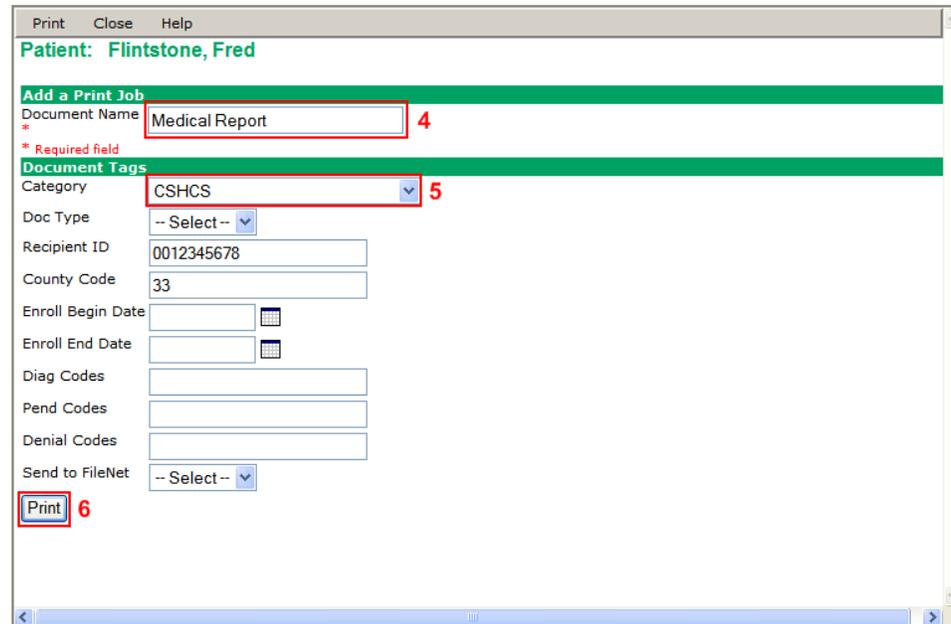
Adding an Paper Document to a Patient Record



1) Select **Documents**.



2) Click on **Add Document**.
 3) Select **Add by Fax**.



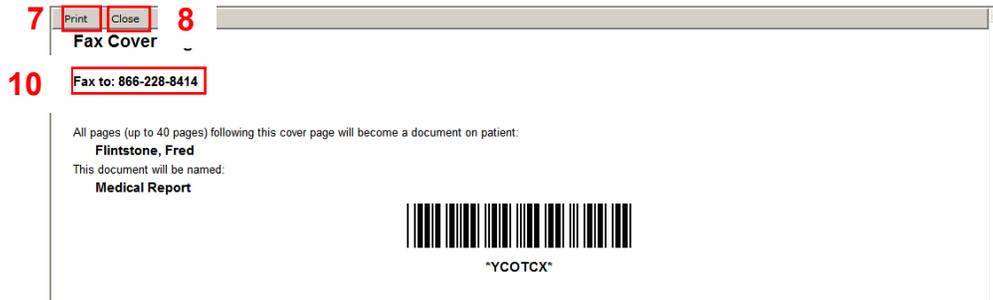
4) Name the document
 5) Select the CSHCS Category and fill in the pertinent information.
 6) Click the **Print** button.

Note: Filling in the category information will reduce the CSHCS representatives' workload and will allow them to process your document(s) as quickly as possible.

Note: Much of the information under the CSHCS category is for CSHCS internal use. Do not attempt to enter information in the Diag Codes, Pend Codes, or Denial Codes fields.



Documentation EZLink Step-by-Step Sending CSHCS Documentation Michigan Department of Community Health



- 7) Select **Print**.
- 8) Select **Close**.
- 9) Place the printed Fax Cover Page on top of your paper document.
- 10) Fax it to the number listed at the top of your Fax Cover Page.

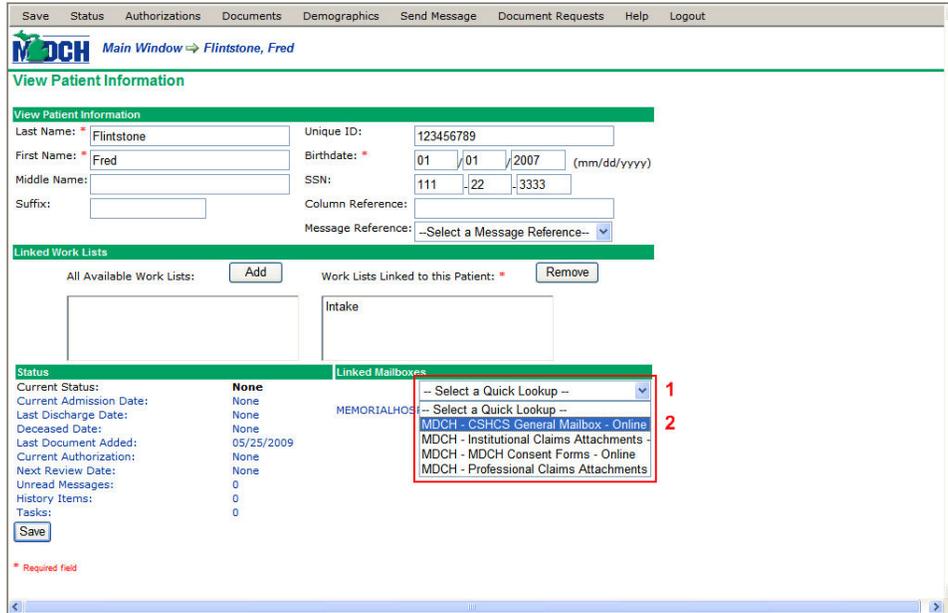
Note: Make sure the bar code on the Fax Cover Page is clearly legible with no streaks.

Note: Faxing a document to this number will convert the paper to an electronic document for your patient. This is NOT sending any information to CSHCS.



- 11) The document is now attached to the patient record. Note the **Type** shows **Fax**.

Sending Documents to CSHCS



View Patient Information

Last Name: * Flintstone Unique ID: 123456789
 First Name: * Fred Birthdate: * 01 / 01 / 2007 (mm/dd/yyyy)
 Middle Name: SSN: 111 - 22 - 3333
 Suffix: Column Reference: Message Reference: --Select a Message Reference--

Linked Work Lists

All Available Work Lists: Add Work Lists Linked to this Patient: * Remove
 Intake

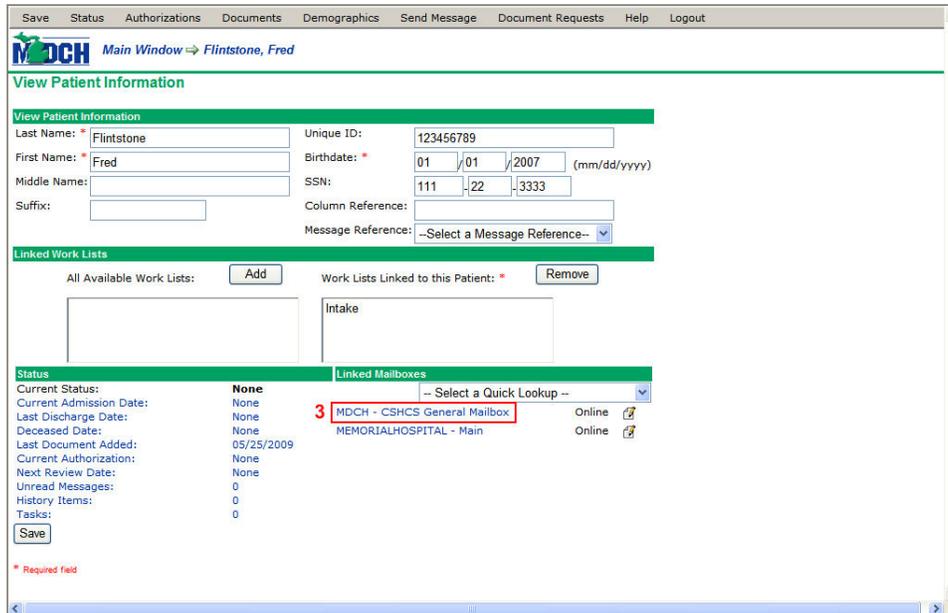
Status

Current Status: None
 Current Admission Date: None
 Last Discharge Date: None
 Deceased Date: None
 Last Document Added: 05/25/2009
 Current Authorization: None
 Next Review Date: None
 Unread Messages: 0
 History Items: 0
 Tasks: 0

Linked Mailboxes

-- Select a Quick Lookup --
 -- Select a Quick Lookup --
 MDCH - CSHCS General Mailbox - Online
 MDCH - Institutional Claims Attachments -
 MDCH - MDCH Consent Forms - Online
 MDCH - Professional Claims Attachments

- 1) Click on the – Select a Quick Lookup – drop down list.
- 2) Select MDCH – CSHCS General Mailbox - Online.



View Patient Information

Last Name: * Flintstone Unique ID: 123456789
 First Name: * Fred Birthdate: * 01 / 01 / 2007 (mm/dd/yyyy)
 Middle Name: SSN: 111 - 22 - 3333
 Suffix: Column Reference: Message Reference: --Select a Message Reference--

Linked Work Lists

All Available Work Lists: Add Work Lists Linked to this Patient: * Remove
 Intake

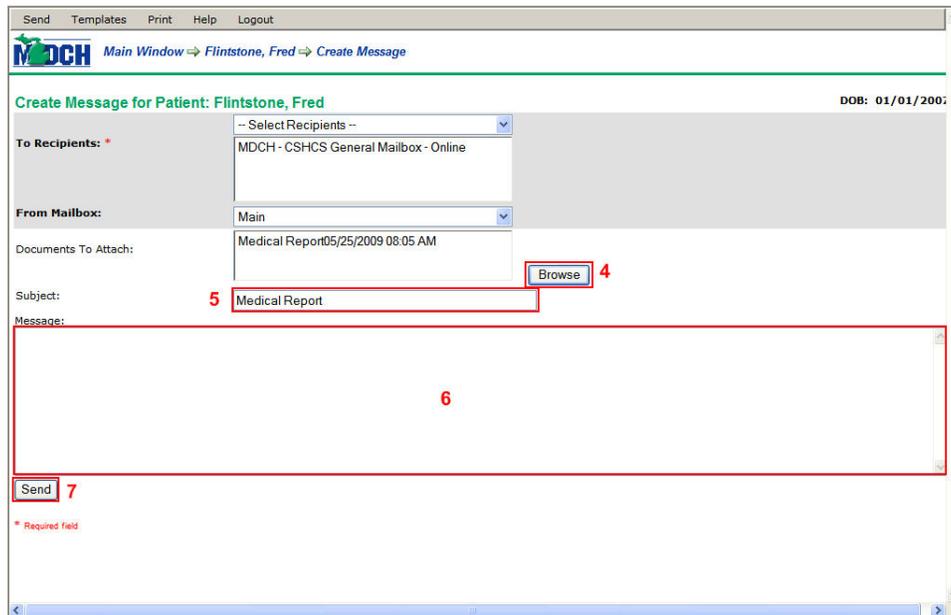
Status

Current Status: None
 Current Admission Date: None
 Last Discharge Date: None
 Deceased Date: None
 Last Document Added: 05/25/2009
 Current Authorization: None
 Next Review Date: None
 Unread Messages: 0
 History Items: 0
 Tasks: 0

Linked Mailboxes

-- Select a Quick Lookup --
 MDCH - CSHCS General Mailbox - Online Online
 MEMORIALHOSPITAL - Main Online

- 3) From the patient record select MDCH – CSHCS General Mailbox.



Send Templates Print Help Logout

MDCH Main Window ⇒ Flintstone, Fred ⇒ Create Message

Create Message for Patient: Flintstone, Fred DOB: 01/01/2000

To Recipients: *
MDCH - CSHCS General Mailbox - Online

From Mailbox:

Documents To Attach: 4

Subject: 5

Message: 6

7

* Required field

- 4) Click the **Browse** button and select the desired documents from the list. Once selected the documents will appear in the **Documents to Attach:** area.
- 5) Enter the type of documents you are sending to CSHCS in the **Subject** area.
- 6) Add text in the **Message** area if you have special instructions for CHSCS.
- 7) Click the **Send** button.

Note: Documents can be removed from the message by double clicking them in the Documents to Attach: area.



Documentation EZLink Step-by-Step Sending CSHCS Documentation Michigan Department of Community Health

Save Status Authorizations Documents Demographics Send Message Help Logout

MDCH Main Window → Rubble, Barney

View Patient Information

View Patient Information

Last Name: * Rubble Unique ID: 875520789
First Name: * Barney Birthdate: * 01 / 01 / 2007 (mm/dd/yyyy)
Middle Name: SSN: 456 -45 -4567
Suffix: Column Reference: Message Reference: --Select a Message Reference--

Linked Work Lists

All Available Work Lists: Add Work Lists Linked to this Patient: * Remove **9**

8 Intake

Status

Current Status:	None	Linked Mailboxes	-- Select a Quick Lookup --
Current Admission Date:	None	MEMORIALHOSPITAL - Main	Online
Last Discharge Date:	None	MDCH - Institutional Claims Attachments	Online
Deceased Date:	None		
Last Document Added:	None		
Current Authorization:	None		
Next Review Date:	None		
Unread Messages:	0		
History Items:	2		
Tasks:	0		
Alerts:	0		

10 Save

- 8) Click **Intake** in the **Work Lists Linked to this Patient** area.
- 9) Click the **Remove** button.
- 10) Click the **Save** button.

Note: This removes the patient from your worklist but DOES NOT remove them from Documentation EZLink. You can access this patient and all associated documentation at any time by searching. (See Finding or Creating a Patient Record beginning on page 5)

Note: The patient will reappear on your worklist if CSHCS sends you a message regarding documentation.



Tracking Messages

Save Status Authorizations Documents Demographics Send Message Document Requests Admin Tools Help Logout

ProviderLink™ Main Window → Flintstone, Fred

View Patient Information

View Patient Information

Last Name: * Flintstone Unique ID:

First Name: * Fred Birthdate: * 01 / 01 / 2001 (mm/dd/yyyy)

Middle Name: SSN:

Suffix: Column Reference:

Message Reference: --Select a Message Reference--

Linked Work Lists

All Available Work Lists: Work Lists Linked to this Patient: *

Test
a
All
allen

Rich

Status

Current Status: None

Current Admission Date: None

Last Discharge Date: None

Deceased Date: None

Last Document Added: 02/23/2009

Current Authorization: None

Next Review Date: None

Unread Messages: 0

History Items: 1

Tasks: 0

* Required field

1) Click on History Items.

Audit Trail Print Help Logout

ProviderLink™ Main Window → Flintstone, Fred → History

Message History for Patient: Flintstone, Fred

1 Total, 1 of 1 page(s)

Date Sent	User	To	From	Subject	Status	Read	Reply
02/23/2009 5:55 PM	Admin ProviderLink	MDCH - CSHCS	providerlink	Medical Report	1 Sent	02/23/2009 5:57 PM	

2) If there is information in the Read column, CSHCS has read the message.

IMPORTANT: DO NOT click on the Subject to open the message if it has not been read by CSHCS. This will mark the message as being read by you and thus will NOT register when CSHCS opens it.

Note: Newer messages appear at the top of the list.



Reading and Replying to Messages from CSHCS

Patient	ID	Reference	Tasks	Status	Auths	Next Review	Unread	Documents
Flintstone, Fred			-	None	None	None	1	02/23/2009
Mouse, Minnie	MM8888888		-	None	None	None		02/22/2009

1) Click on the red number in the **Unread** column.

Note: Patients will reappear on your worklist if CSHCS replies to your message regarding their claim attachments.

Date	From	To	Subject	0
02/23/2009 5:59 PM	MDCH - CSHCS	Main	RE:Medical Report	0

2) Click on the subject of the message.

Message:
Reviewed and approved.
CSHCS Staff
-----You are replying to the following message-----
Subject: Medical Report
Sent: 02/23/2009
c-c mw

3) Read the response from CSHCS and take any appropriate actions.

4) Click on the patient's name to return to the Patient Information screen.

Note: The patient should remain on your worklist until you address any issues identified.



Documentation EZLink Step-by-Step Sending CSHCS Documentation Michigan Department of Community Health

Save Status Authorizations Documents Demographics Send Message Document Requests Admin Tools Help Logout

ProviderLink™ Main Window → Flintstone, Fred

View Patient Information

View Patient Information

Last Name: * Flintstone Unique ID:

First Name: * Fred Birthdate: * 01 / 01 / 2001 (mm/dd/yyyy)

Middle Name: SSN:

Suffix: Column Reference:

Message Reference: --Select a Message Reference--

Linked Work Lists

All Available Work Lists: Work Lists Linked to this Patient: *

1test
a
All
allen

Rich
UR Requests

Status

Current Status: None
Current Admission Date: None
Last Discharge Date: None
Deceased Date: None
Last Document Added: 02/23/2009
Current Authorization: None
Next Review Date: None

Linked Mailboxes

-- Select a Quick Lookup --

providerlink - Main Online

MDCH - CSHCS Online

6 Unread Messages: 0
History Items: 2
Papers: 0

* Required field

- Resolve any issues identified by CSHCS.
- Click on **History Items**.

Audit Trail Print Help Logout

ProviderLink™ Main Window → Flintstone, Fred → History

Message History for Patient: Flintstone, Fred

2 Total, 1 of 1 page(s)

Date Sent	User	To	From	Subject	Status	Read	Reply
02/23/2009 5:59 PM	Admin ProviderLink	providerlink - Main	MDCH	RE:Medical Report	0 Sent	Unread	
02/23/2009 5:55 PM	Admin ProviderLink	MDCH - CSHCS	providerlink	Medical Report	1 Sent	02/23/2009 5:57 PM	02/23/2009 5:59 PM

7

- Click on the subject of the message from CSHCS.



Documentation EZLink Step-by-Step Sending CSHCS Documentation Michigan Department of Community Health

8 **Reply** Forward Mark Unread Contact Auth Print Help Logout

ProviderLink™ Main Window ⇒ Flintstone, Fred ⇒ History ⇒ View Message

View Message for Patient: Flintstone, Fred

To:	Facility: providerlink	DOB: 01/01/2001	From Mailbox:	Facility: MDCH
	Mailbox Name: Main			Mailbox Name: CSHCS
	Other Reference: Online			User: Admin ProviderLink
	Connection:			Unique ID:
				Reference:

02/23/2009 5:59 PM **Message Status: Sent** No reply requested by sender
Read By: Admin ProviderLink 02/23/2009 6:01 PM

Subject: RE:Medical Report

Message:
Reviewed and approved.

CSHCS Staff

-----You are replying to the following message-----
Subject: Medical Report
Sent: 02/23/2009 5:55 PM
Text: Please review the attached medical report.
Thanks

8) Click Reply.

Send Templates Print Help Logout

ProviderLink™ Main Window ⇒ Flintstone, Fred ⇒ History ⇒ View Message ⇒ Create Message

Create Message for Patient: Flintstone, Fred DOB: 01/01/2001

To Recipients: *
MDCH - CSHCS - Online

From Mailbox:

Documents To Attach:
 9

Subject: RE:RE:Medical Report

Message:
-----You are replying to the following message-----
Subject: RE:Medical Report
Sent: 02/23/2009 5:59 PM
Text: Reviewed and approved.
CSHCS Staff

10

11

9) Attach any additional documents by clicking the Browse button and selecting from the resulting list.

10) Enter the text of any message you would like to send to CSHCS.

11) Click the **Send** button.

Note: You DO NOT need to send all of the documents to CSHCS again. Only attach any documentation you have made changes to or added to the patient record.

Audit Trail Print Logout

ProviderLink™ Ma. 12 Flintstone, Fred - History

Message History for Patient: Flintstone, Fred
 3 Total, 1 of 1 page(s)

Date Sent	User	To	From	Subject	Status	Read	Reply
02/23/2009 6:12 PM	Admin ProviderLink	MDCH - CSHCS	providerlink	RE:RE:Medical Report	0 Pending	Unread	
02/23/2009 5:59 PM	Admin ProviderLink	providerlink - Main	MDCH	RE:Medical Report	0 Sent	Unread	02/23/2009 6:12 PM
02/23/2009 5:55 PM	Admin ProviderLink	MDCH - CSHCS	providerlink	Medical Report	1 Sent	02/23/2009 5:57 PM	02/23/2009 5:59 PM

12) Click on the patient name.

Save Status Authorizations Documents Demographics Send Message Help Logout

MDCH Main Window → Rubble, Barney

View Patient Information

View Patient Information

Last Name: * Rubble Unique ID: 875520789
 First Name: * Barney Birthdate: * 01 / 01 / 2007 (mm/dd/yyyy)
 Middle Name: SSN: 456 - 45 - 4567
 Suffix: Column Reference:
 Message Reference: --Select a Message Reference--

Linked Work Lists

All Available Work Lists: Add Work Lists Linked to this Patient: * Remove 14

Intake 13

Status

Current Status: None -- Select a Quick Lookup --
 Current Admission Date: None
 Last Discharge Date: None MEMORIALHOSPITAL - Main Online
 Deceased Date: None MDCH - Institutional Claims Attachments Online
 Last Document Added: None
 Current Authorization: None
 Next Review Date: None
 Unread Messages: 0
 History Items: 2
 Tasks: 0
 Alerts: 0

15 Save

13) Click Intake in the Work Lists Linked to this Patient area.

14) Click the Remove button.

15) Click the Save button.

Note: This removes the patient from your worklist but DOES NOT remove them from Documentation EZLink. You can access this patient and all associated documentation at any time by searching. (See Finding or Creating a Patient Record beginning on page 5)

Note: The patient will reappear on your worklist if CSHCS sends you any additional messages regarding their documentation.