

Job Aid: Grievances, Reports, Appeals, Resources, and Documents



Overview

The purpose of this job aid is to provide users instructions for accessing and navigating grievances, appeals, resources, documents, and reports in the Vaya Health (Vaya) Provider Portal.

Click any section below for details:

- [Section 1: Grievances](#)
- [Section 2: Appeals](#)
- [Section 3: Resources](#)
- [Section 4: Documents](#)
- [Section 5: Fraud, Waste, and Abuse](#)
- [Section 6: Reports](#)

Section 1: Grievances

Step 1

Select **Grievances** from the left side of the Provider Portal homepage.

Step 2

Review grievance information on the page, including options for reporting grievances.

Section 2: Appeals

Step 1

Select **Appeals** from the left side of the Provider Portal homepage.

Step 2

Review the appeals information, including how to submit an appeal and how an appeal reaches resolution.

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Section 3: Resources

Step 1

Select **Resources** from the left side of the Provider Portal homepage.

Step 2

Review the resource materials on policies, training, and reference guides.

Section 4: Documents

Step 1

Select **Documents** from the left side of the Provider Portal homepage.

Step 2

Review the provider-specific documents.

Section 5: Fraud, Waste, and Abuse

Step 1

Select **Fraud, Waste, and Abuse** from the left side of the Provider Portal homepage.

Step 2

Review the information about fraud, waste, and abuse, including options for reporting possible incidents in these areas.

Section 6: Reports

Step 1

Select **Reports** from the left side of the Provider Portal homepage.

Step 2

Review the different types of reports and select the desired option. After selecting the desired report, the option to download as well as file type options will display.

Types of Reports

Provider Sites and Services: Includes all sites and services associated with the provider organization's contract

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Provider Panel: Includes demographic information, medical history, and insurance information for Medicaid members associated with the provider organization

Emergency Department (ED) Admits, Readmits, and Active Admits: Provides a summary of Medicaid members associated with the provider organization who have been admitted or readmitted to the ED, including the reason for admission, discharge status, and other relevant information

Follow-up After Discharge: Includes information about follow-up appointments, medication adherence, and any complications encountered for both Medicaid members and recipients of State-funded services associated with the provider organization

Annual Primary Care Visit: Provides data about annual primary care visits for Medicaid members associated with the provider organization

