

QuickStart Guide

Incident, Accident and Death Reporting

IAD IRF Communication Guide

Note: Test data/information is displayed in the screenshots listed in this document

To review a IAD and IRF Report/Case, provider, contractor/TRBHA and AHCCS QM Team staff can navigate to <https://qmportal.azahcccs.gov/> to Sign In

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Health Plan Scope

1. QOC Communication Log

Communication Log:

The Communication Log section is used for communication between health plans and providers. The section can be accessed via the left-navigation Incident Reviews section from the “IAD(Provider) Communication Log” link

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IAD IRF Communication Guide

Incident Report

Case#: IAD-2026-191
Member: DANIEL GARCIA

Provider: WALGREENS #06026
Contractor/TRBHA: MERCY CARE PLAN

Status: OM / RM Review
Report:

IAD (Provider) Communication Log

The below communication log is used to capture communication between entities. The information captured in this communication log will not be part of the official record and should not be used for official changes in the IAD record.

Notify Users

Nothing selected

Amynew Adams
Amy Adams

Add Entry

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Once a user has been selected and an entry submitted, the communication log listing is available in the “Details section will be available as shown below the form.

Incident Report

Member: DANIEL GARCIA
Contractor/TRBHA: MERCY CARE PLAN
Report:

IAD (Provider) Communication Log

The below communication log is used to capture communication between entities. The information captured in this communication log will not be part of the official record and should not be used for official changes in the IAD record.

Notify Users

Amynew Adams

Add Entry

Details	07/21/2026 15:07 PM	test entry	Drazenko.Markovic@azahcccs.gov

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If the “Details” section is clicked for one of the entries, the “Communication Details” will be displayed to show: Date/Time, To (Recipients), Submitted By, and Message (full message details)

The screenshot displays the AHCCCS QM Portal interface. A modal window titled "Communication Details" is open, showing the following information:

- Date/Time:** 07/21/2026 15:07 PM
- To:** Anuradha Gupta, Jamie Graziano
- Submitted By:** Drazenko.Markovic@azahcccs.gov
- Message:** test entry

The modal window has a "Close" button at the bottom right. In the background, the portal's left sidebar shows navigation options under "Incident Details" and "Incident Overview". The main content area shows a table with columns for "Details", "Date/Time", "Message", and "Submitted By", with a "test entry" visible. An "Add Entry" button is located at the bottom right of the table.

A health plan can reply to a provider in the log as illustrated below with the form and the entry log in the communication log below

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Provider: WALGREENS #06026
Contractor/TRBHA: MERCY CARE PLAN

Status: QM / RM Review
Report:

IAD (Provider) Communication Log

The below communication log is used to capture communication between entities. The information captured in this communication log will not be part of the official record and should not be used for official changes in the IAD record.

message reply as HP

Add Entry

Details	07/21/2026 15:07 PM	test entry	Drazenko.Markovic@azahcccs.gov
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Incident Report

Case#: IAD-2026-191
Member: DANIEL GARCIA

Provider: WALGREENS #06026
Contractor/TRBHA: MERCY CARE PLAN

Status: QM / RM Review
Report:

IAD (Provider) Communication Log

The below communication log is used to capture communication between entities. The information captured in this communication log will not be part of the official record and should not be used for official changes in the IAD record.

Add Entry

Details	07/21/2026 15:10 PM	message reply as HP	Amynew Adams
Details	07/21/2026 15:07 PM	test entry	Drazenko.Markovic@azahcccs.gov

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Clicking on the “Details” displays the health plan communication similar to a provider communication entry.