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

Overview

This job aid is a guide to accessing and navigating grievances, appeals, resources, documents, monitoring document uploads, and reports in Vaya Partners' ProviderCONNECT portal.

Grievances

Step 1

Select "**Grievance**" on the left side of the ProviderCONNECT homepage.

Step 2

The grievances page will open.

Step 3

Review grievance information, which includes options for reporting grievances.

Appeals

Step 1

Select "**Appeals**" on the left side of the ProviderCONNECT homepage.

Step 2

The appeals page will open.

Step 3

Review appeals information, which includes how to submit an appeal and how an appeal is resolved.

Resources

Step 1

Select "**Resources**" on the left side of the ProviderCONNECT homepage.

Step 2

The resources page will open.

Step 3

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

Documents

Step 1

Select "**Documents**" on the left side of the ProviderCONNECT homepage.

Step 2

The documents page will open.

Step 3

Review provider-specific documents.

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Monitoring Document Upload

Step 1

Select "**Monitoring Documents Upload**" on the left side of the ProviderCONNECT homepage.

Note: This feature allows providers to securely upload documentation requested for monitoring purposes. It replaces other documentation submission methods, including secure email, fax, and hand-delivery, enabling Vaya Partners' staff to process documentation more quickly and efficiently.

Step 2

A Microsoft account is required to use this feature.
If you have Microsoft account, skip to Step 3.

If you do not have a Microsoft account, follow the link to instructions for creating one.

Step 3

To submit documentation, select the blue "here" at the end of the phrase "To submit requested documentation, please click **here**."

A new window will open. Follow the instructions for the submission process.

Report Download

Step 1

Select "**Report Download**" on the left side of the ProviderCONNECT homepage.

Step 2

The reports page will open. A list of report options will display.

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