

Telligen Contact Information for CHIS Related Questions

- If you have questions regarding service determinations (approvals, denials, partial denials) from Telligen, Notices of Decision or Requests for Information letters, how to submit a reconsideration, and other questions about Telligen processes or the Qualitrac portal, please email Telligen at CHIS@telligen.com. Please only use Medicaid IDs and Case IDs and/or authorization numbers to identify which case you are emailing about to ensure the emails follows HIPAA guidelines and protects the privacy of your client.
- If you have identified an error in your authorization number (example, AUTH123456 or 8123456), but it is correct in Telligen, please email MedicaidQio@dhw.idaho.gov. Please only use Medicaid IDs and authorization numbers to identify which case you are emailing about to ensure the email follows HIPAA guidelines and protects the privacy of your client.
- If you want to file a complaint or need to contact the Telligen contract monitor, please email MedicaidQio@dhw.idaho.gov. This is the preferred method to ensure the concern is captured correctly and that it can be addressed if the contract monitor is out of the office. However, you can also call the contract monitor directly at 208-364-1970.
- If you have questions regarding building a case in the Telligen Qualitrac portal or uploading additional documents to an existing case, please email CHIS@telligen.com.
- If you need assistance in obtaining credentials for the Telligen portal or need Telligen portal training, please visit <https://telligen.qualitrac.com/home>, or email CHIS@telligen.com.
- If you have questions regarding the status of your review, please contact Telligen customer service at 866-538-9510 or IDMedicaidSupport@telligen.com. They are only able to provide authorization numbers and status updates – please refer to the first bullet if you have additional questions.
- If you have questions regarding billing, please contact your regional Provider Relations Consultant with DXC. These contacts can be found here:
<https://www.idmedicaid.com/Lists/Provider%20Relations%20Consultants%20PRC/AllItems.aspx>