

Notice of Action Letter Translations and Alternate Formats: Akorbi Plunet Portal Guide

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Introduction

This document outlines the process for submitting Medi-Cal notice of action (NOA) letters for translation into member requested language or alternate format using the Akorbi Plunet portal.

California Health & Wellness Plan (CHWP) will cover these costs for NOA letters when the below criteria are met:

- Must be for CHWP Medi-Cal member NOA translations or alternate formats only.
- Must use current CHWP pre-translated NOA template.
- Must use the Plan's preferred vendor, Akorbi Language Consulting (Akorbi).

To avoid issues and errors, please follow the process shown in this document for each letter submitted for translation.

Please note: You must keep a log of all letters that you are submitting for translation or conversion to an alternate format for our members. During your annual utilization management (UM) compliance audit, this log may be requested so that samples can be selected for validation as part of the audit scope.

Request a username and password

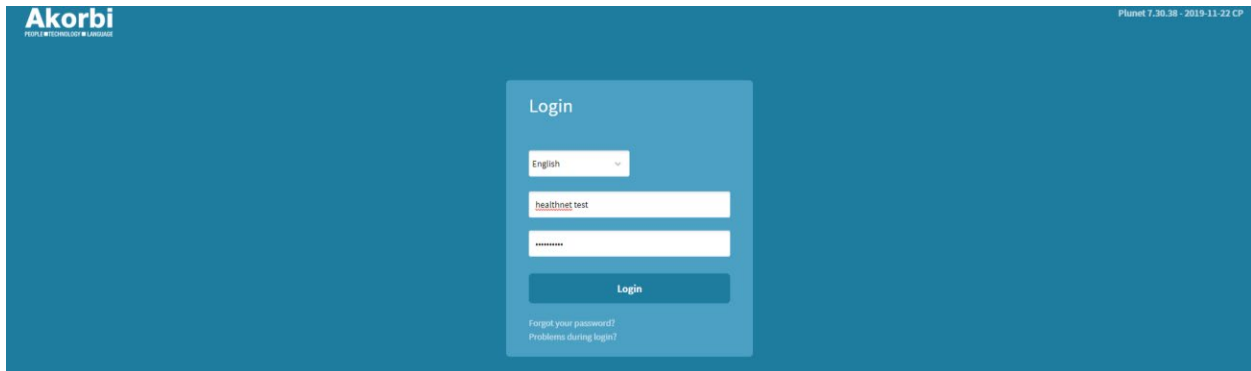
1. If you do not have a CHWP specific username and password for the Akorbi Plunet system, send an email to Delegation_Oversight_Group@Centene.com to request access. Include the following in your email:
 - a. Requested username.
 - b. First and last name of primary user.
 - c. Primary email address (for all notifications from the system).
 - d. Secondary email addresses (will be copied via CC on all notifications).

Please note: It is recommended that you have one login and password for all CHWP requests that is shared by the required users in your organization. This will minimize the likelihood of being unable to retrieve your completed project as they can only be retrieved through the account that submitted the request.

Login and password reset

2. Enter the website address plunet.akorbi.com into your browser.
3. Enter your username and password to access the system.
 - a. If you use the wrong password for login **three times in a row**, your account will automatically be locked for 24 hours. To unlock the account earlier please contact healthnet@akorbi.com.

Note: To be able to send requests using Akorbi Plunet portal, you need Internet Explorer (Version 8 or higher). You can also use Google Chrome, Mozilla Firefox or Safari.



Password reset

If you have forgotten your password click on **“Forgot your password?”** You will receive an email with a link to trigger a new password. Click the link in the email and you will be sent another email with your temporary password and instructions on how to reset your password.

Please note, there will be two emails sent as part of the password reset process.

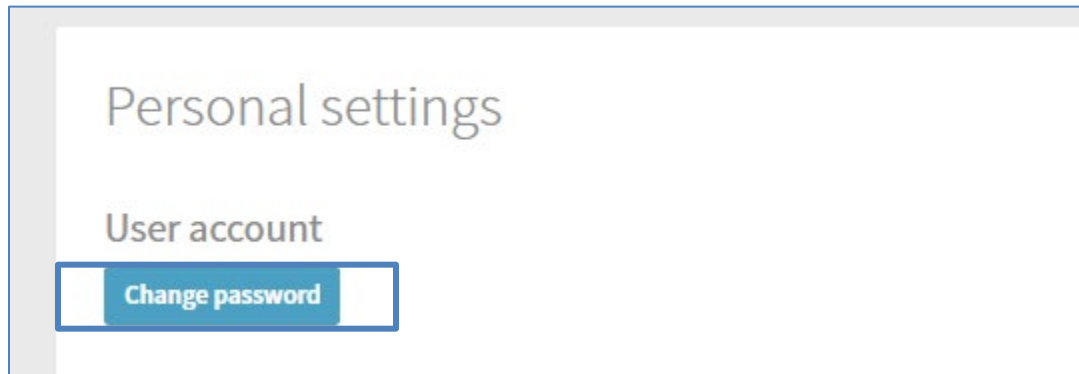
Manually change password

To manually change your password in the Plunet system:

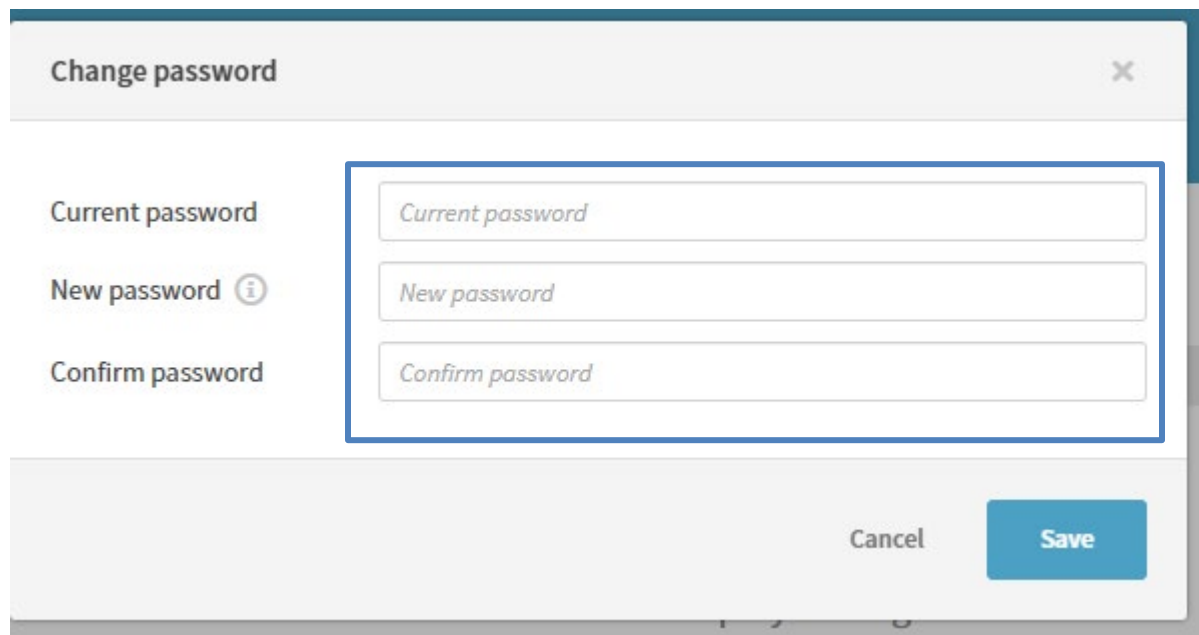
1. Click on the four blocks icon on the top left of your screen.
2. Select **“Settings”** for the drop down menu.



3. Click "Change password" in the user account section.



4. Enter your old password in the first field.
5. Enter your new password in the second and third field.
6. Click "Save".

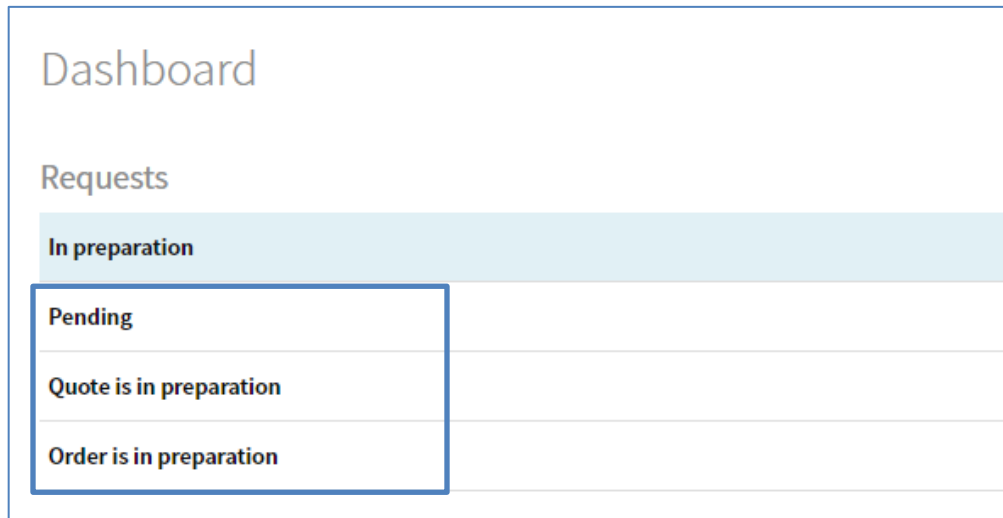
A screenshot of a "Change password" dialog box. The dialog has a title bar with "Change password" and a close button (X). On the left, there are three labels: "Current password", "New password" (with an information icon), and "Confirm password". To the right of these labels are three corresponding text input fields, each containing a placeholder text: "Current password", "New password", and "Confirm password". At the bottom right of the dialog, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a blue background.

Note: You will receive an automated email every three months requesting you to change your password. To avoid login issues, please complete your password resets as instructed as soon as you receive the email.

Dashboard

Once you log in, you will be taken to your Dashboard. The dashboard displays all your orders in compressed form by status.

By clicking on the description (e.g. Pending or InProgress) you will be able to see additional information about your requests.



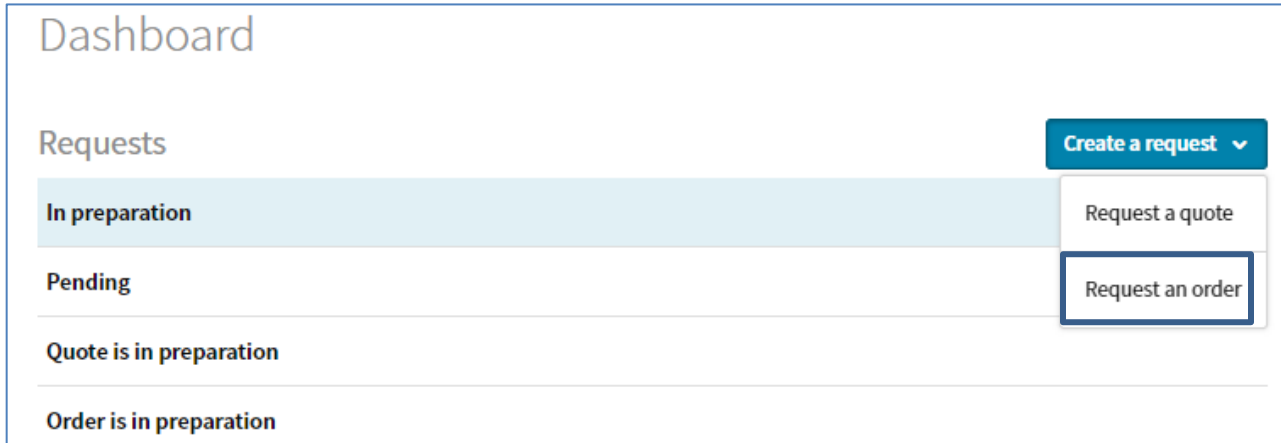
The screenshot shows a dashboard interface. At the top left, the word "Dashboard" is displayed in a large, light grey font. Below it, the word "Requests" is displayed in a smaller, dark grey font. A table of requests is shown below, with the first row highlighted in light blue. The text "In preparation" is visible in the first row. A blue rectangular box highlights the text "Pending" in the second row. Below "Pending", the text "Quote is in preparation" is visible in the third row, and "Order is in preparation" is visible in the fourth row. The table has a light blue header row and white body rows with thin grey horizontal dividers.

In preparation
Pending
Quote is in preparation
Order is in preparation

Placing a request

To begin your request for a letter translation or alternate format:

1. Click the **“Create a request”** button on your dashboard.
2. Select **“Request an order”** from the drop down menu to begin.



3. Enter the following information into the project fields:

Field	Details
Project Name	<p>Must follow the naming convention: APL 21-011_[Template Type]_[Auth Number]_[Turnaround Time]</p> <ul style="list-style-type: none"> • APL 20-011: Notes the regulatory requirement. • Template Type: Enter one of the following - Carve-out, Deny, Delay, Modify, or Terminate. • Auth Number: Enter the authorization number for this notification. • Turnaround Time: Enter the timeframe in which you need the project completed. Please note, these are business hours. Requests sent after business hours will be processed the following day. <p>Project Name Example: APL-2011_Deny_008776498232_12 hours</p>
Reference Number	Enter the member/subscriber ID number.
Requested Delivery Date	Enter the date and time by which you would like your project completed.
Customer	Should be pre-populated to “Health Net.”
PPG	Select the applicable PPG from the drop-down list. Note: They are shown as [PPGID] PPG Name.
Alternate Format	<p>Select “Not applicable” for translation requests.</p> <p>For alternate format requests, select one of the following:</p> <ul style="list-style-type: none"> • Audio Format • Braille • Large Print

Lines of Business	Select the following (once selected, click the checkmark): <ul style="list-style-type: none"> California Health & Wellness (For CHWP members)
Department of	Select "PPG Delegated" from the list.
Number of Documents	Enter 1. Each letter must be submitted separately.

4. Click the Languages button to move to the next screen.

Number of Documents Uploaded *

PO #

2. Languages →

Below are examples of threshold languages you can select from.

English (Latin, United States) → Spanish (Latin, United States)
English (Latin, United States) → Hmong, White (Latin, United States)

5. Select the Source language from the drop-down box, selecting English.

Add target languages
Add

Favorites

- Chinese, Mandarin (Simplified Han, China)
- Chinese, Mandarin (Traditional Han, Taiwan)
- English (Latin, United States)
- Korean (Korean, South Korea)

6. Select the “target language”. This is the members preferred language. **Note: For alternate format requests that do not need to be translated, select English for the target language.**

English (Latin, United States) → Add

There are different source files for each language combination

Set language combination(s) as default.

Favorites

- Chinese, Mandarin (Simplified Han, China)
- Chinese, Mandarin (Traditional Han, Taiwan)
- English (Latin, United States)
- Korean (Korean, South Korea)
- Russian (Cyrillic, Russia)
- Spanish (Latin, United States)

Other languages

- Afghan Persian, Dari (Arabic, Afghanistan)
- Afrikaans (Latin, South Africa)
- Albanian (Latin, Albania)

es →

7. Click “add” to confirm your selection.

Please select at least one language combination.

English (Latin, United States) → Korean (Korean, South Korea) Add

There are different source files for each language combination.

8. Click “Project files” to move to the next screen and upload your document.

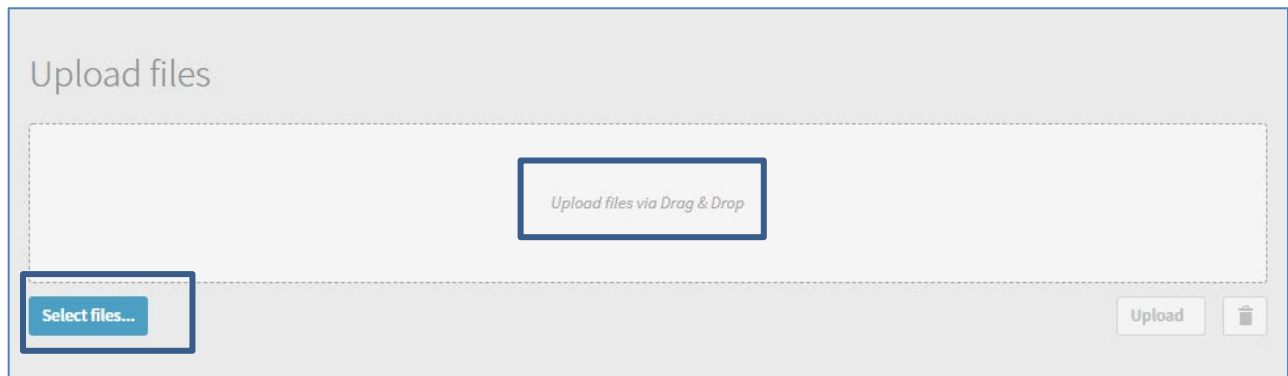
Set language combination(s) as default.

Back 3. Project files →

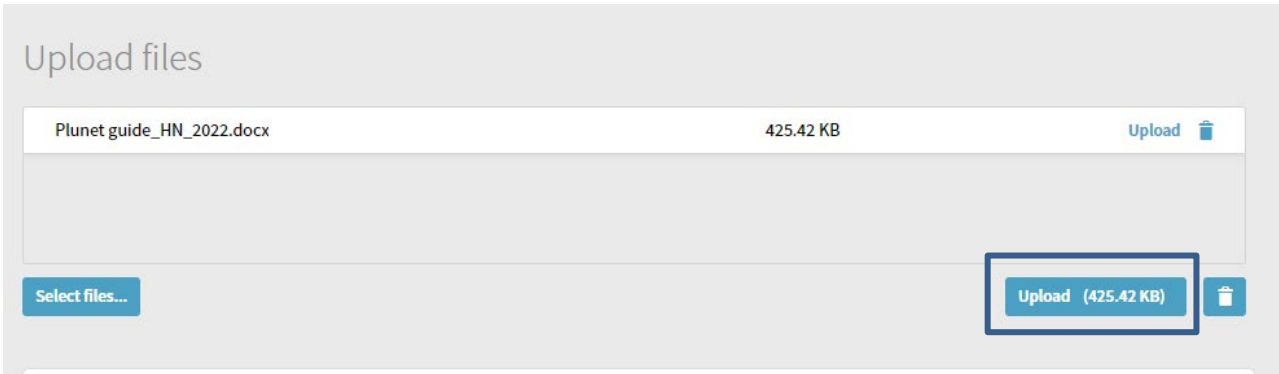
9. Click the “source folder” icon to select and upload your document.



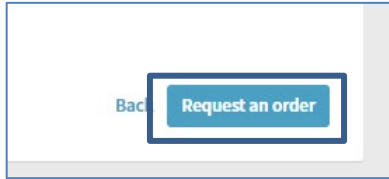
10. In the pop-up window, you can drag and drop your file or click the “select files” button to attach and follow the prompts.



11. Click the "Upload" button to complete the document upload. You can now close the pop-up window.



12. Click the "Summary" button to move to the confirmation page. Review the summary details for accuracy and click "request an order" at the bottom of the page to submit.



You will receive an email confirmation that will serve as proof that the letter was accepted.

You can also check the status, by looking at the top of your dashboard and clicking on "pending" to verify successful submission.



Retrieve completed projects

Once your document has been successfully prepared, you will receive an email notification from Plunet. This is your indication to log in to the system and download your document.

You can see your documents by status when you log in to the system. Click on “delivered documents” to expand the list of documents ready for retrieval.



You can then click on the download icon to retrieve your document.

