

# **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.

Health Net\*, on behalf of Community Health Plan of Imperial Valley (CHPIV), will cover these costs for NOA letters when the below criteria are met:

- Must be for CHPIV Medi-Cal member NOA translations or alternate formats only.
- Must use current CHPIV 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

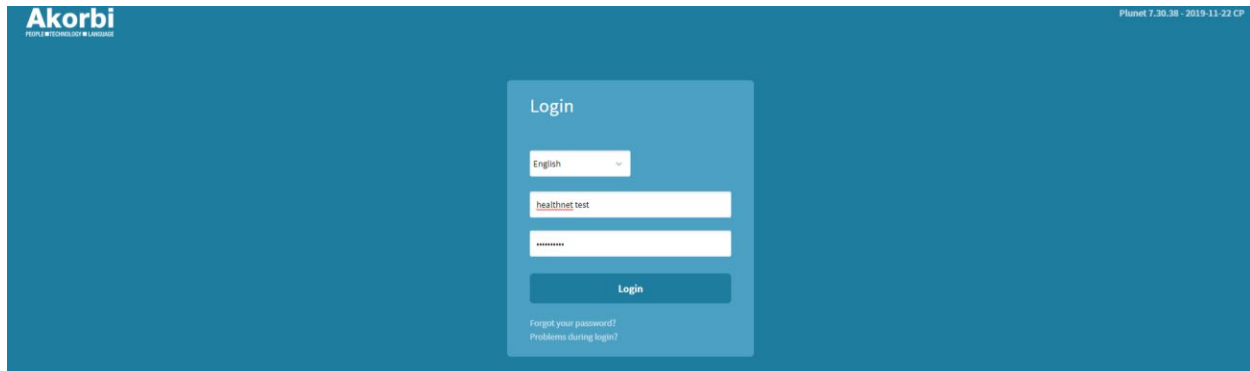
1. If you do not have a Health Net specific username and password for the Akorbi Plunet system, send an email to [Delegation\\_Oversight\\_Group@Centene.com](mailto:Delegation_Oversight_Group@Centene.com) to request access. Include the following in your email:
  - a. Requested username.
  - b. First 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 Health Net or CHPIV 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](http://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](mailto: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.

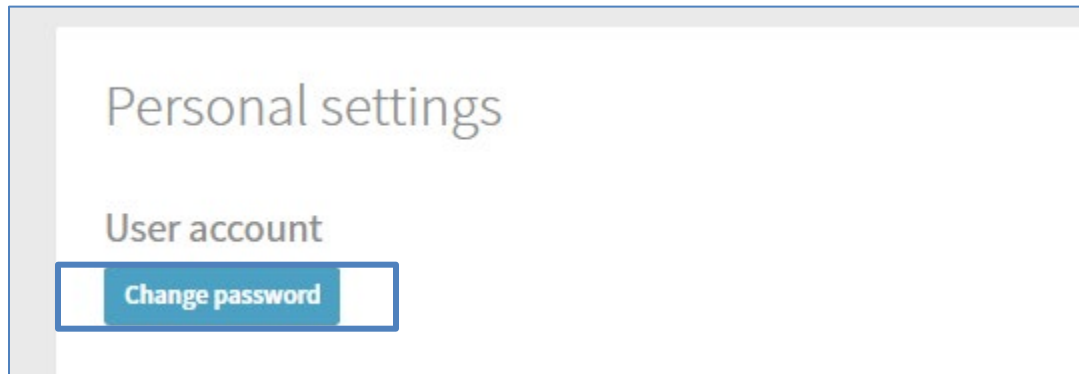
## Manually change password

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 the text "Change password" and a close button (X). Inside, there are three input fields labeled "Current password", "New password", and "Confirm password". The "New password" field has an information icon (i) to its left. A blue rectangular border highlights the three input fields. At the bottom right of the dialog, there are two buttons: "Cancel" and "Save".

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.

Dashboard	
Requests	
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.

### Dashboard

#### Requests

In preparation

Pending

Quote is in preparation

Order is in preparation

Create a request ▾

Request a quote

Request an order

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"><li>• <b>APL 20-011:</b> Notes the regulatory requirement.</li><li>• <b>Template Type:</b> Enter one of the following - Carve-out, Deny, Delay, Modify, or Terminate.</li><li>• <b>Auth Number:</b> Enter the authorization number for this notification.</li><li>• <b>Turnaround Time:</b> 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.</li></ul> <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><b>Select “Not applicable” for translation requests.</b></p> <p>For alternate format requests, select one of the following:</p> <ul style="list-style-type: none"><li>• Audio Format</li><li>• Braille</li><li>• Large Print</li></ul>

Lines of Business	Select the following (once selected, click the checkmark): <ul style="list-style-type: none"> <li>Community Health Plan of Imperial Valley (CHPIV) (For CHPIV members)</li> </ul>
Department of	Select "PPG Delegated" from the list.
Number of Documents	Enter 1. Each letter must be submitted separately.

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) →

☐ 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)

[Add](#)

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.](#)

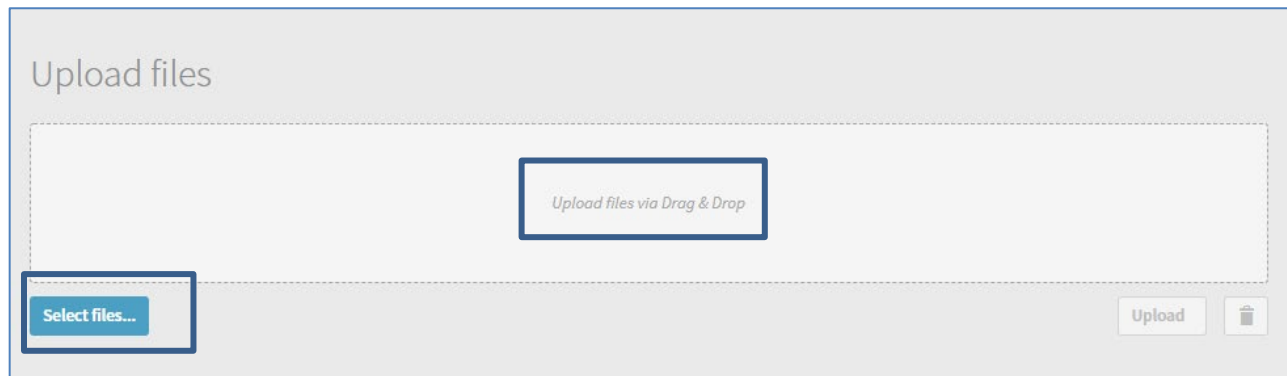
[Back](#) [3. Project files →](#)



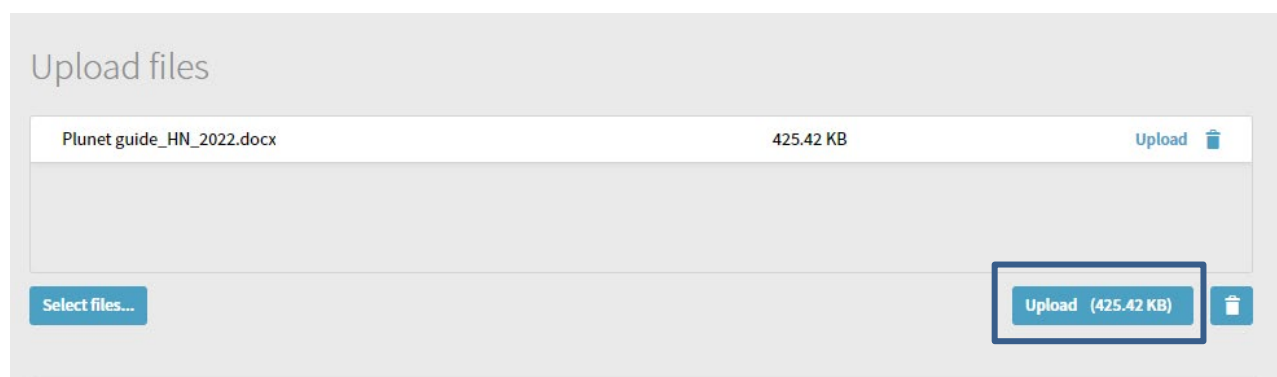
9. Click the “source folder” icon to select and upload your document.



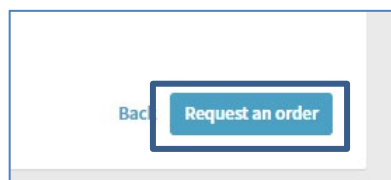
10. In the pop-up window, you can drag and drop your file or click the “select files” button to attach and follow the prompts.



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.

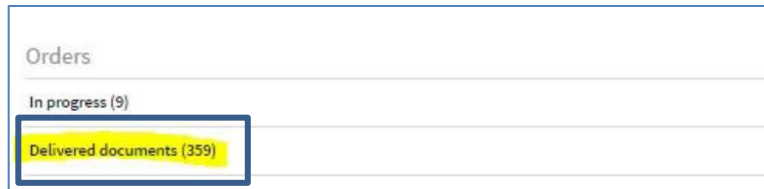
You can also check the status, by looking at the top of your dashboard and clicking on “pending” to verify successful submission.



## 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.

