

MetaStar EQR Portal User Guide


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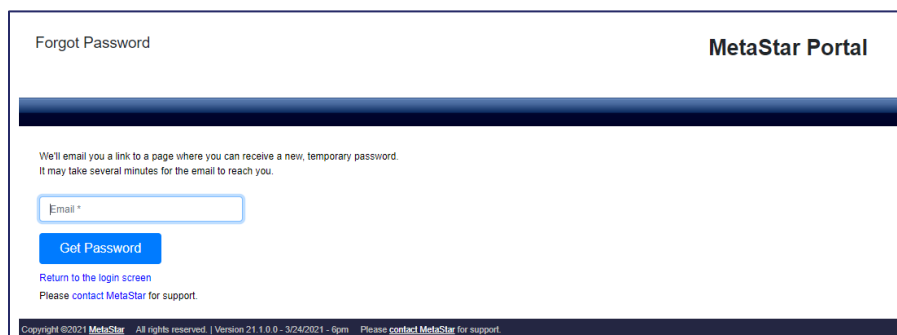
Setting Up a Password or Resetting Password

<https://apps.metastar.com/Apps40/PM/Portal/Login.aspx>

Initial Log-In or Resetting Password



Requesting a New Password



Screen Following Request for a New Password

Forgot Password	MetaStar Portal
<hr/>	
<p>An email will be sent to you shortly that will contain a link which, when clicked, will generate a random temporary password. The link will be valid for 24 hours.</p> <p>It may take several minutes for the email to reach you.</p> <p>If you do not receive the email or have any questions, please contact MetaStar's HelpDesk.</p>	
<small>Copyright ©2021 MetaStar All rights reserved. Version 21.1.0.0 - 3/24/2021 - 6pm Please contact MetaStar for support.</small>	

Copy of Email to Reset Password

Please don't respond to this email -- the mailbox isn't monitored.

Thank you for using MetaStar's Portal website.

You have requested a link to reset your password.

Click the following link to have a temporary password emailed to you: [Reset MetaStar Password](#)

Please note that this reset link will expire in 24 hours.

If you do not make this request for a new password please [contact MetaStar's HelpDesk](#).

Thank you!

Email with Temporary Password

Please don't respond to this email -- the mailbox isn't monitored.

Thank you for using MetaStar's Portal website.

A temporary password for MetaStar's Portal website has been generated.

Your temporary password is: **f0d33c25!D**

Log on to [MetaStar's Portal website](#).

You will need to change your password when you log in.

Thank you!

Email After Entering Temporary Password

Please don't respond to this email -- the mailbox isn't monitored.

Thank you for using MetaStar's Portal website.

Your code is: **803352**

Click the following link to enter the code: [Enter Code](#)

This code will expire in 60 minutes.

Thank you!

Screen After Entering Temporary Password

Enter Code MetaStar Portal

Periodically you need to be authenticated in MetaStar's website. Please enter the temporary code that was just emailed to you and click the 'Login' button.

It may take several minutes for the email to reach you.

[Login](#)

[Return to the login screen](#)

Please [contact MetaStar](#) for support.

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Screen After Entering Code (Reset Password)

Change Password MetaStar Portal

Portal - Portal Admin -

You must change your password before you can use MetaStar's web site.

Email *

Current Password *

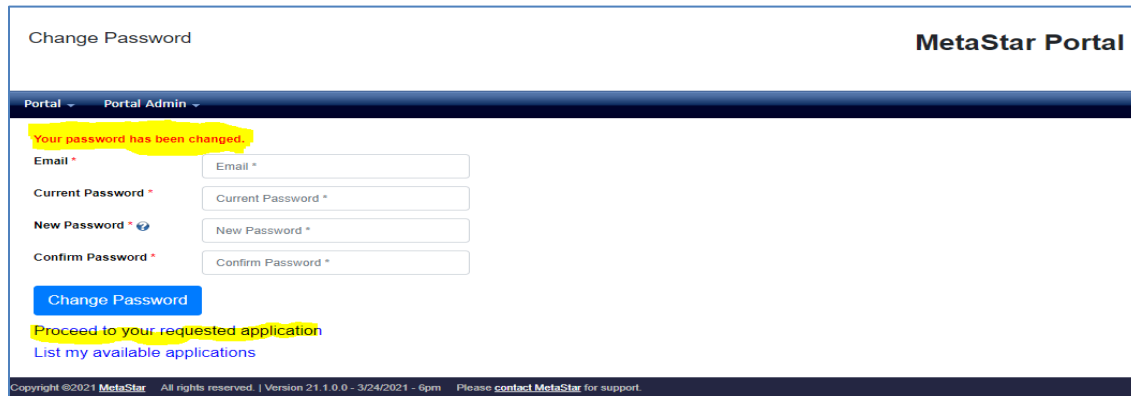
New Password *

Confirm Password *

[Change Password](#)

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Screen After Changing Password



Change Password MetaStar Portal

Portal - Portal Admin -

Your password has been changed.

Email *

Current Password *

New Password *

Confirm Password *

[Change Password](#)

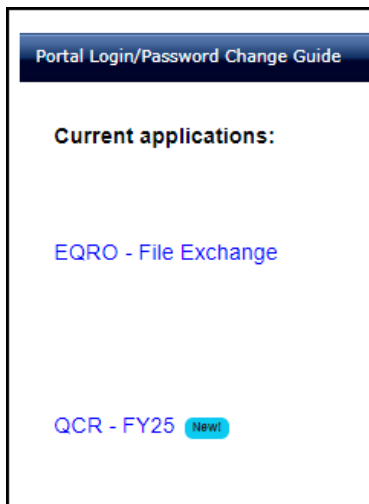
Proceed to your requested application
[List my available applications](#)

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Once logged into the Portal please choose an application (users will see all applications assigned);

1. EQRO File Exchange; or
2. QCR – FY25

Screen when logging in



Portal Login/Password Change Guide

Current applications:

[EQRO - File Exchange](#)

[QCR - FY25](#) New!

EQRO Secure File Exchange

Uploading Documents to EQRO File Exchange

- The EQRO File Exchange is used to submit all files needed for the Provider File Verification or Local Appeal and Grievance Verification.
- The EQRO File Exchange is also used to submit additional documents requested by MetaStar during the course of the review.

Document packaging

1. Document can be uploaded as single or in groups. By using keyboard commands 'Control click' or 'Shift click' users can grab groups of documents to upload.
2. Documents can also be placed into a 'Windows' compressed or Zipped folder. This allows a user to package groups of documents together for an upload.
3. Do **Not** use a Third Party compression program such as 7Zip. Extracting files from a program such as 7Zip takes additional time and may delay the review.

Choose Upload Documents

The screenshot displays the 'View Documents' interface for the MetaStar EQRO File Exchange. At the top right, the logo 'MetaStar EQRO File Exchange' is visible. Below the header, there is a navigation bar with 'View Documents', 'Upload Documents', and 'Admin'. The main area contains search filters: 'Client' (Please select), 'Review Type' (Please select), 'Document Status' (Please select), and 'Date Created' (range selection). A 'Retrieve' button and a 'Clear' button are present. Below the filters, there is a 'Show All entries' dropdown and a 'Bulk Download' section with a checked checkbox. A table with columns 'Client', 'Status', 'Date Created', 'Review Type', and 'Uploaded Filename' is shown, but it contains no records. The footer of the interface reads 'Copyright ©2021 MetaStar - All rights reserved. | Version 21.0.0.0 - 3/10/2021 - tom'.

Choose Client Type from Drop Down - (Organization)

The screenshot shows the 'Upload Documents' interface for 'MetaStar EQRO File Exchange'. The page has a dark blue header with navigation links: 'View Documents', 'Upload Documents', and 'Admin'. Below the header, there are three main input fields: 'Client', 'Review Type', and 'File name(s)'. The 'Client' dropdown menu is highlighted with a yellow box. The 'Review Type' dropdown menu is also present. The 'File name(s)' field includes a 'Choose Files' button and the text 'No file chosen'. A note below the fields states: 'Note: It may take several minutes to add large documents. Hold 'Ctrl' down to select multiple documents.' At the bottom left, there is a blue 'Add Documents' button. The footer contains the text: 'Copyright ©2021 MetaStar All rights reserved. | Version 21.0.0.0 - 3/10/2021 - 1pm'.

Choose Review Type from Drop Down - Review for which documents are being submitted

This screenshot is identical to the previous one, but the 'Review Type' dropdown menu is highlighted with a yellow box instead of the 'Client' dropdown.

Choose File to be upload (Browse Network Files)

This screenshot is identical to the previous ones, but the 'Choose Files' button in the 'File name(s)' field is highlighted with a yellow box.

Add Documents

Upload Documents **MetaStar**
EQRO File Exchange

[View Documents](#) [Upload Documents](#) [Admin](#) ▾

Client *

Review Type *

File name(s) * No file chosen

Note: It may take several minutes to add large documents. Hold 'Ctrl' down to select multiple documents.

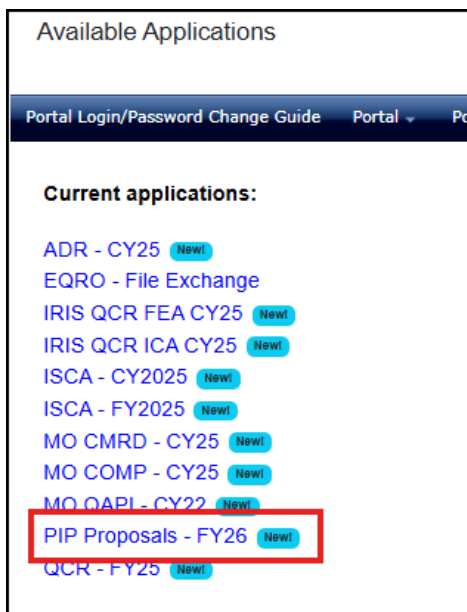
Copyright ©2021 [MetaStar](#) All rights reserved. | Version 21.0.0.0 - 3/10/2021 - 1pm

PIP Proposal Application

PIP Proposal Application

- The FC QCR Application is used to make the initial document submission. This will include the majority of the documents needed for review of each standards.
- Access to enter the PIP proposal information is time limited and will expire following the scheduled date of document delivery.

Select the PIP Proposals – FY26 Application in the Portal: The applications each user will see in the portal is dependent on your organization and participation in other review activities.



PIP Status View

The PIP Status section displays key information about Performance Improvement Projects (PIPs) for your organization, including:

- PIP Title
- Current Status

- History
- Organization
- Applicable Programs

Status Definitions:

- Organization Review: The PIP is currently being created or updated by the organization.
 - If there is no "History" link, the PIP is in its initial entry stage.
 - If there is a "History" link, the PIP has been reviewed by MetaStar and DHS and returned to the organization for corrections and resubmission.
- MetaStar (DHS) Review: The PIP is under review by MetaStar and DHS. It is not visible to the organization during this stage.
- DHS – Awaiting Approval: MetaStar has completed its review, and the PIP is now awaiting final approval from DHS.
- DHS Approved: The PIP has been fully approved by DHS.

Status	History	Organization	PIP	Program(s)
Organization Review		Demonstration Org	Demo 1	Badger Care Plus; Supplemental Security Income Care Management
MetaStar (DHS) Review	History	Demonstration Org	Demo 2	Badger Care Plus; Supplemental Security Income Care Management
Organization Review	History	Demonstration Org	Demo 3	Family Care
MetaStar (DHS) Review	History	Demonstration Org	Demo 4	Badger Care Plus
DHS - awaiting Approval	History	Demonstration Org	Demo 5	Badger Care Plus

Showing 1 to 5 of 5 entries

- The History of the PIP is displayed by hovering over the word 'History'. Each stage of the PIP is displayed with date and time stamps.

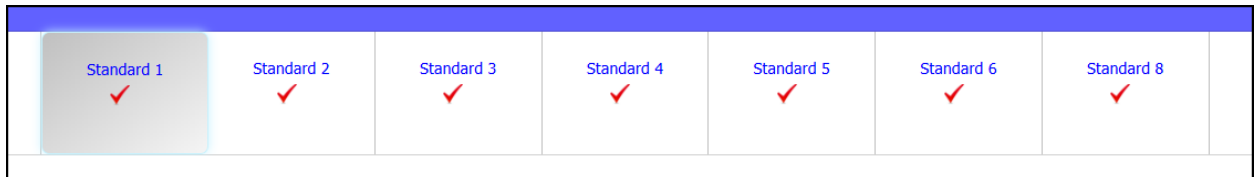
History	MetaStar (DHS) complete (sent to DHS for approval) on 8/19/2025 3:22:01 PM
History	Organization complete on 8/19/2025 3:19:03 PM
History	MetaStar (DHS) complete (resubmitted to Organization) on 8/19/2025 3:18:02 PM
History	Organization complete on 8/19/2025 3:15:18 PM
History	MetaStar (DHS) complete (resubmitted to Organization) on 8/19/2025 3:14:36 PM
History	Organization complete on 8/19/2025 3:12:43 PM
History	Some Tester Organization
History	Some Tester Organization
History	Some PIP for testing - org
History	Staging testing emails

- Click on the status for the PIP to enter/update or review.

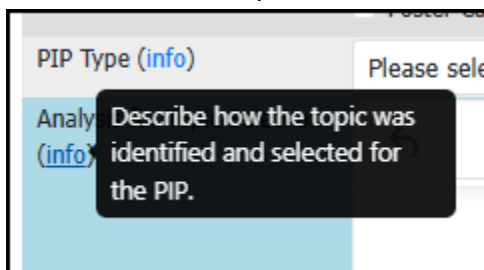
Status	History	Organization	PIP	Program(s)
Organization Review		Demonstration Org	Demo 1	Badger Care Plus; Sup

Entering the PIP Proposal

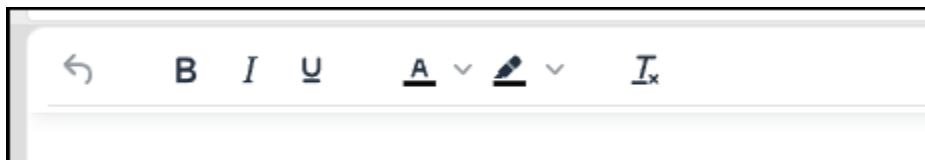
- The application is organized by standard.



- Each field features an "Info" label that displays a helpful prompt when hovered over, guiding users on what information to enter. For more detailed guidance on each section, refer to the PIP Proposal Worksheet.

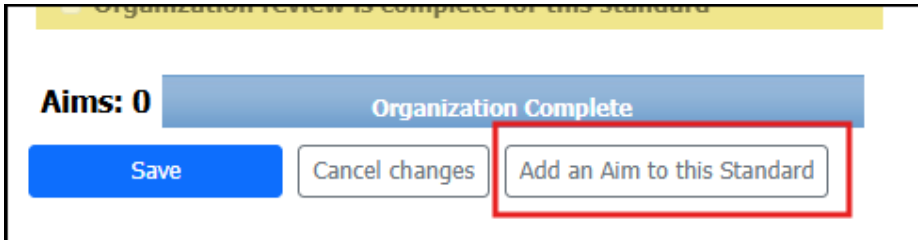


- Each text box has rich text features:

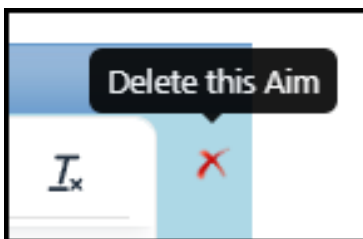
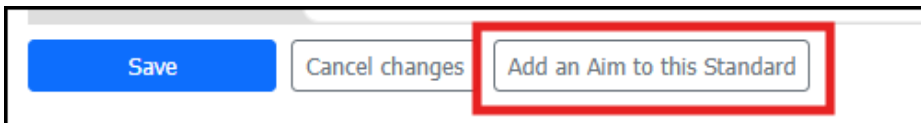


- Bold (B): Makes the selected text bold to emphasize key words or phrases.
- Italic (I): Italicizes the selected text, often used for titles, emphasis, or foreign words.
- Underline (U): Adds a line beneath the selected text for emphasis or stylistic purposes.
- Text Color (A with underline and dropdown): Changes the color of the selected text. Clicking the dropdown allows you to choose from a palette of colors.
- Highlight Color (Pen icon with underline and dropdown): Applies a background color to the selected text, similar to using a highlighter. The dropdown provides color options.

- Strikethrough (T with a line through it): Clears all formatting on selected text
- Initial entry under each standard starts with adding an aim or improvement strategies (Standard 8). Selecting 'Add an Aim...' will display the data fields required.



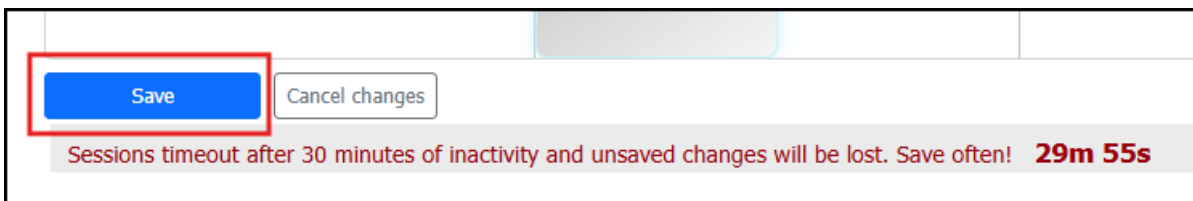
- Add or delete aims and improvement strategies (Standard 8) as needed.



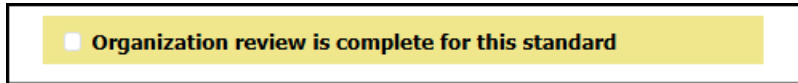
- Enter information for each aim statement identified under Standard 2. If the number of aims do not match, a warning will appear when saved and the information entered cannot be finalized until they match.



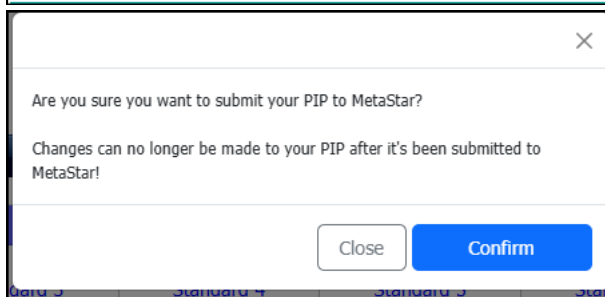
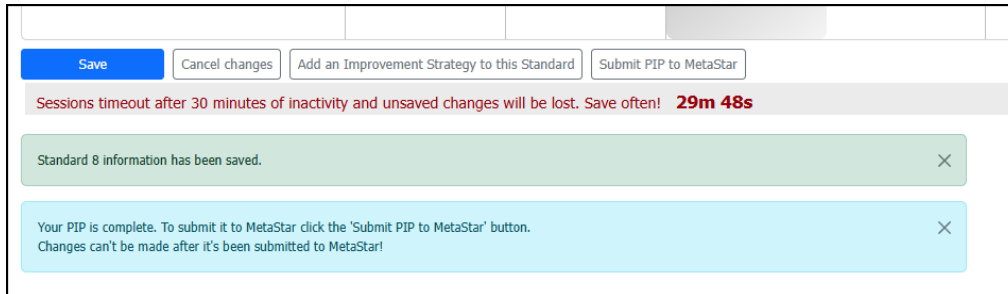
- Save the information before moving on to the next standard. Information not saved before leaving the standard will be lost.
 - The application will time out after 30 minutes of inactivity. A timer is included to reminder users to save often.



- The organization confirms each section is complete by checking the ‘Organization review is complete for this standard’ at the top of each section.



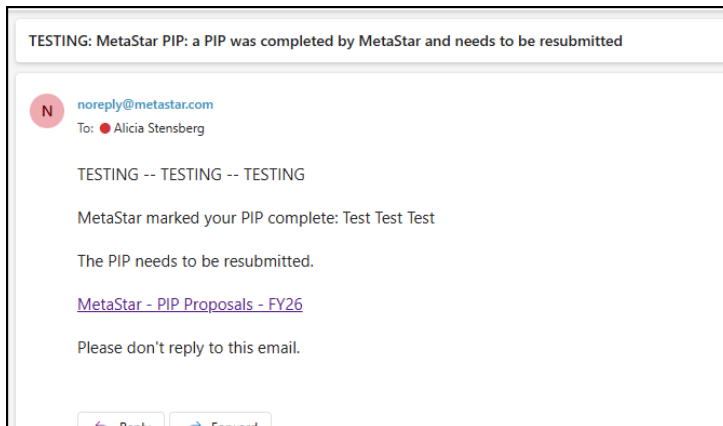
- Once all are marked complete, the PIP is ready to submit to MetaStar/DHS for review.



- An email notification will be sent to MetaStar and DHS, indicating the PIP is ready for review. Once submitted, the PIP is in read only status and the organization will not be able to make any updates or changes.
- After MetaStar and DHS complete the review of the PIP proposal, the organization will be notified via an automatic email that the PIP is either:
 - Approved



- Requires Resubmission:

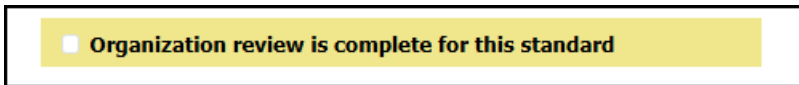


- If resubmission is needed, feedback on all standards will be visible to the organization in a 'read only' format.
- The organization will identify the areas that are not met by the red check marks. Resubmission information can be entered into the corresponding not met areas under the Organization Resubmission column. Only areas that are not met can be updated. No changes can be made to the original information entered.

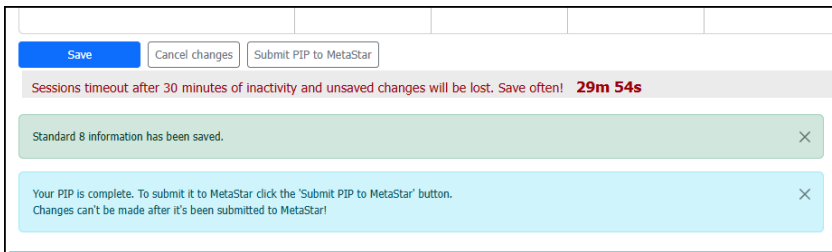
Standard							
Standard 1 ✓	Standard 2 ✓	Standard 3 ✓	Standard 4 ✓	Standard 5 ✓	Standard 6 ✓	Standard 8 ✓	

Aims: 1	Organization Complete	Organization Rescore	Scoring	Feedback
Aim A - PIP Aim Statement (info)	Test	← B I U A v I	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met	Test
Aim A - Improvement Strategies (info)	Test	← B I U A v I	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met	Test
Aim A - PIP Population (info)	Test		<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	Test

- The organization confirms each section is complete by checking the ‘Organization review is complete for this standard’ at the top of each section.



- Once all are marked complete, the PIP is ready to submit to MetaStar/DHS for review.



- The PIP changes back to MetaStar (DHS) Review.
- An email notification will be sent to MetaStar and DHS, indicating the PIP is ready for review.
- The process repeats until approval is obtained.