

eQHealth Solutions

*Quick Guide for Residential Continued Stay
Submitting Additional Information Online*

eQSuite – Residential Continued Stays

- **RESPOND TO ADDITIONAL INFORMATION** – eQHealth’s FSP Review Specialist may “pend” your request if they do not have all required documentation to start the review.
 - The case will appear under the Respond to Addtl Info tab, waiting for your response
1. On menu bar click **Respond to Addtl Info** tab
 2. Find the case and click **Open**

The screenshot shows the eQSuite interface with the following elements:

- Menu bar: Create New Review, Respond to Add'l Info, Retro Chart Requests, Online Helpline, Utilities, Reports, Search, Attachments, Update My Profile
- Search bar: Search, Cases Needing Add'l Info
- Table of cases:

ReviewID	Request Date	Requestor Name	Bene ID	First Name	Last Name	Request Type	Setting	Admit Date	Provider ID	Provider Name		
32772730	02/20/2019	Tammie Stephens	Minnie	Youth	Cont Stay	Residential	02/20/2019		CENTER FOR CHILD	Delete	Print

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- RESPOND TO ADDITIONAL INFORMATION

Read the top box to see what information is missing. If box is blank still continue to next steps

1. Type in your short response

2. Click Submit Info

The screenshot shows a software interface with a navigation bar at the top containing buttons for 'Start', 'DX CODES', 'MEDS', 'SUMMARY', and 'ADDL INFO'. The 'ADDL INFO' button is highlighted in yellow. Below the navigation bar is a 'QUESTION:' box containing the text: 'The IM CANS has not been updated. Please upload the most recent IM CANS document that has been updated in the past 30 days.' Below the question box is an 'ADDITIONAL INFO:' text area with a mouse cursor pointing to it. The text area contains the text: 'We will upload the most current IM CANS document for your review'. A red circle with the number '1' is overlaid on the top left of the text area. Below the text area is a red warning message: 'Please do not click the Submit Info button until you have entered necessary documentation in the response box above.' At the bottom of the form are two buttons: 'CANCEL' and 'SUBMIT INFO'. A red circle with the number '2' is overlaid on the 'SUBMIT INFO' button.

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- RESPOND TO ADDITIONAL INFORMATION

1. Click **Link Attachment** on left side
2. Choose “**Upload**”
3. **Click Browse** to find your updated document file. Once you select it your file name will appear on screen.
4. Click **Upload** to complete the task

The screenshot displays the eQSuite web application interface. At the top, the logo 'eQ-Health suite' is visible. Below it is a navigation bar with links: 'Create New Review', 'Respond to Add'l Info', 'Retro Chart Requests', 'Online Helpline', 'Utilities', 'Reports', 'Search', 'Attachments', 'Letters', and 'Update My Profile'. The main content area shows a 'Home' header and a message: 'Successfully submitted to eQHealth Solutions for review.' Below this, the 'Review ID: 32772730' is displayed. On the left side, there is a 'Menu' and 'Errors' section with a 'Link Attachment' button, which is circled with a red '1'. The main content area features a window titled 'Upload your images' with a yellow highlight around the 'Upload attachment images(s)' button, circled with a red '2'. Below this, the text 'Allowed file types: tif, tiff, pdf, jpg, jpeg, bmp' and a warning 'Large documents can take longer time to upload, please be patient.' are shown. There are two 'Add'l info for pended review' dropdown menus. The first dropdown is followed by a text input field and a 'Browse' button, circled with a red '3'. Below the second dropdown, a file 'HFS1706 - 2018.pdf' is listed with a 'Remove' link. A red arrow points from the 'Browse' button to the file name. At the bottom of the window, there is an 'Upload' button, circled with a red '4'.