eQHealth Solutions, LLC

FSP Residential Provider Training
Overview of FSP Continued Stay Review Requirements and Submitting Online Requests Through eQSuite®
December 2021

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FSP Residential Provider Training

- **eQHealth's Role in FSP Utilization Review**

- **FSP Coordinator Responsibilities**

- **Residential Treatment Facility Responsibilities**
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- **eQHealth Review Process**
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  - Clinical Criteria for Determining Medical Necessity
  - 1st and 2nd Level Review
  - Review Outcomes
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- **Welcome to eQSuite - Continued Stay Requests Online**
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eQHealth Solutions Role – Utilization Review

eQHealth Solutions' utilization review enables the Department of Healthcare and Family Services (HFS) to determine if residential treatment services are medically necessary, reasonable and appropriate for the FSP youth based on their clinical needs.

In alignment with Title 89 Il. Admin. Code 139, the utilization review assists HFS in determining:

- Whether the services furnished are consistent with the provision of appropriate medical care.
- Whether these services are being delivered in the most clinically appropriate, cost-effective setting.
- The quality of services.
- Whether professionally recognized standards of health care are met.

Clinical Criteria for Determining Medical Necessity

eQHealth uses Change Healthcare's InterQual® criteria in addition to clinical judgement of the nurse or physician to render a decision for prior authorization, inpatient admission, continued stay and reconsideration review requests.

- InterQual®, " *is a proprietary set of evidenced-based clinical intelligence to support appropriate care and foster optimal utilization of resources."*

  - InterQual® criteria for Residential Treatment outlines a series of symptoms/behaviors that the patient must display in order to meet recognized standards for residential placement.

  - Depending on how many symptoms/behaviors displayed in each category are met by the patient can a determination then be made through InterQual® that residential treatment is medically necessary.

For information on Change Healthcare's criteria, visit their website at www.changehealthcare.com/InterQual

SASS/FSP Coordinator in FSP Residential Treatment

Every youth enrolled in the Family Support Program has an FSP Coordinator. The FSP Coordinator:

- Assist parent/guardian with the FSP application process
- Coordinate FSP community mental health and support services for the youth
- When a youth can no longer function in the community, residential treatment services may become an option, the FSP Coordinator submits with parent/guardian approval a prior authorization request for residential treatment to eQHealth.
- If eQHealth approves the request, the FSP Coordinator has 90 calendar days to find a residential placement. eQHealth's approval letter is to be submitted in the residential admission packet.
- Once a placement has been found the FSP Coordinator is responsible for sending a placement form to eQHealth.

Residential Treatment Facility Responsibilities

- Once eQHealth has received the placement form from the FSP Coordinator, eQHealth will send the RTF Provider a 60-day initial authorization.

- Ten calendar (10) to three calendar (3) days prior to the end of the initial 60-day authorization, the RTF Provider will need to submit a continued stay request to eQHealth Solutions to determine whether the youth continues to require residential treatment.

- Continued stay requests are approved in 30 calendar day segments.

- If eQHealth does not receive the continued stay request and all required documentation at least three (3) business days prior to last approved day, the RTF may incur non-covered days for late submission.

- If no Continued Stay Requests are submitted, eQHealth will inform HFS. Any days a youth remains placed at an RTF without an approved continued stay authorization may be considered non-covered days and non-reimbursable by HFS.

Residential Continued Stay Requests

The RTF must contact the SASS FSP Coordinator for any Transfers

- Should a FSP youth be transferred to another residential facility (with different HFS Provider ID), the RTF Provider must work with the youth's SASS FSP Coordinator regarding the new placement.

- Once a placement has been identified, the current RTF Provider must provide the SASS FSP Coordinator with the new RTF information, including:

  - ✓ **RTF name and HFS Provider ID number**
  - ✓ **Contact name, phone and email or fax number**
  - ✓ **Admission date**

- The SASS FSP Coordinator will complete the online Transfer form to notify eQHealth once the youth has been admitted to the new facility. Upon approval, eQHealth will provide the new RTF Provider an initial 60-day authorization.

- The RTF must submit a Residential Discharge Form to eQHealth within three (3) calendar days after the youth has been discharged. **The form may be sent by secure fax to (800) 418-4039 or by secure email to eQFSPRTF@eqhs.com**. Please note in the subject line: FSP RTF Discharge. The form can be found on eQHealth's website at **https://il.eqhs.com.**

CONTINUED STAY
UTILIZATION REVIEW PROCESS

Continued Stay Request Required Documents

- In submitting a continued stay request, the following items are required:

    - **Enter in your RTF Provider Number**
    - **Treatment Authorization Number -** (Initial TAN provided by eQHS)
    - **The Youth's Recipient ID Number**
    - **Youth's Primary Diagnosis**
    - **Youth's Medications**
    - **Progress Summary**
    - **Attach the IM+CANS or IATP and Family Success Plan**

- Regarding the parent/guardian signature required on the IATP/IM+CANS and Family Success Plan, HFS is extending the COVID-19 protocol where a parent/guardian can give a verbal consent as their signature. However, the RTF Provider must document the date and time the consent was given and attest that the information is correct with their signature.

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Administrative Review

- eQHealth's Behavioral Health Review Specialist begins the review process with an *administrative review* to ensure that all continued stay review tabs in eQSuite® have been completed and that the required documents have been uploaded.

- If all information has been submitted, the reviewer will proceed with the *clinical review*.

- If the information is *incomplete,* the reviewer will send the RTF Provider an incomplete letter describing the missing information/documents.

- The RTF Provider will have *two (2) business days* to upload or send by secure fax the missing documents.

- If the additional information is not received, the review will be closed, and the RTF Provider will incur non-covered days of service until the additional information is received and eQHealth's review is complete.

- The RTF Provider and parent/guardian will receive a letter informing them the review is closed, which may result in non-covered days that are not reimbursable by HFS.

Clinical Review Process

- ## *The clinical review includes:*

  - Thorough review of the *IATP or IM+CANS*, the *Family Success Plan* and *Progress Notes* for additional evidence supporting the request for continued residential services

  - Comparing the clinical documentation to InterQual® Residential Treatment criteria for continued stay requests

  - Documenting the decision to approve continuation of residential treatment services

  - Preparing and submitting determination letter to RTF provider, the parent/guardian and the FSP Coordinator.

- If the Behavioral Health Review Specialist cannot approve the continued stay request, the request will be referred to an eQHealth psychiatric physician reviewer.

Second-Level Clinical Review Process

- *The eQHealth FSP Coordinator will send the request and all associated documents to an eQHealth Illinois licensed, board-certified Psychiatrist to perform a second-level clinical review.*

  - The Physician Reviewer (PR) thoroughly reviews all the documentation. If the PR has questions, they will contact the RTF Provider for a consultation.

  - Using the RTF's submitted documentation and information provided during consultation, the Physician Reviewer will render their determination.

  - An eQHealth Physician Reviewer documents the clinical rationale decision to *approve* or *deny* the continuation of residential treatment services.

- The appropriate determination letters will be sent to the RTF Provider, the Parent/Guardian and the FSP Coordinator.

- If the continued stay request is denied, the RTF may request a reconsideration of that denial.

RTF Continued Stay Review Outcomes

Following are the review outcomes for a residential Continued Stay:

- **Incomplete (Pended)**
  - Request is incomplete, missing the required documents
  - An Incomplete Letter is sent to the RTF Provider.
  - RTF must *submit additional information within two (2) business da*y to avoid the request being closed, resulting in uncovered days for the RTF Provider.

- **Approved**
  - Approval Letter is sent to the RTF Provider, parent/guardian and FSP Coordinator.

- **Adverse Determination (Denied)**
  - Denial Letter is sent to the RTF Provider, parent/guardian and FSP Coordinator.
  - The RTF may submit a reconsideration request form with supporting information to eQHealth within *2 business days* from the date of denial notification.
  - The family (parent/legal guardian) may submit an appeal directly to HFS.

Denial - Reconsideration Process

Medical Necessity Denial – RTF Continued Stay

- If the residential continued stay is denied by a Physician Reviewer for medical necessity, the RTF can fax a Reconsideration Request Form to eQHealth with additional clinical information within *two (2) business days* from the date of denial notification.

  - If eQHealth receives the information within the 2-business day timeframe, all prior documentation and any additional information submitted by the RTF will be sent to a second, eQHealth psychiatric Physician Reviewer (PR).

  - If the eQHealth Physician Reviewer has questions, they will attempt to contact the RTF Clinical Director or LPHA for consultation.

    - When calling the RTF, if eQHealth's Physician Reviewer gets a voicemail, they will leave a message with their phone number and give the LPHA three (3) hours to return the call to eQHealth.

    - If no return call is received, the Physician Reviewer will proceed in making their determination.

Reconsideration Process

- **Reconsideration Physician Review**
  - Based on all RTF-provided documentation and any information obtained from the LPHA consultation, the eQHealth Physician Reviewer will render their decision within *one (1) business day*.

- **Reconsideration Outcomes**
  - **Uphold:** The Physician Reviewer can uphold the original denial (this is the final <u>eQHealth</u> determination), **or**
  - **Overturned:** The Physician Reviewer can approve the reconsideration request and the RTF will be issued 30 days of continued stay.

*NOTE: If the denial is upheld on reconsideration, the residential provider may not request further review from eQHealth. However, a **Parent/Guardian may appeal** this denial according to Section 139.600 in Rule 139.*

Welcome to eQSuite®!

ONLINE REVIEW FOR RESIDENTIAL CONTINUED STAY FOR THE FAMILY SUPPORT PROGRAM

Minimum eQSuite® Requirements

Sign up for Secure FSP eQSuite® System Access

- Each RTF Facility will need to create an online account with eQHealth to access the online system.

- Download the eQSuite® System Access form from il.eqhs.com website under the Family Support Program menu tab.

  ✓ **Internet Connection**

  - eQSuite® requires advanced browsers that support HTML5
  - Google Chrome works best as the Internet browser

  ✓ **Ability to Upload Documents**

  - Required documents must be clean, paper copies that are scanned and saved on your computer as a PDF image file.
  - The

Accessing the FSP Web Portal - eQSuite®

Always go to eQHealth's Website homepage at http://il.eqhs.com

1. Click the Family Support Program tab *"Log In-Providers Only"*

2. Click the eQSuite® button at top of page.

3. The Login screen will appear. Type in your Login Name and Password. Click the Login button to enter the review portal.

eQSuite® – Residential Continued Stays

- Once you log on, the following screen will appear for Residential Continued Stay Requests.

- Click "**Create New Review**" tab to begin.
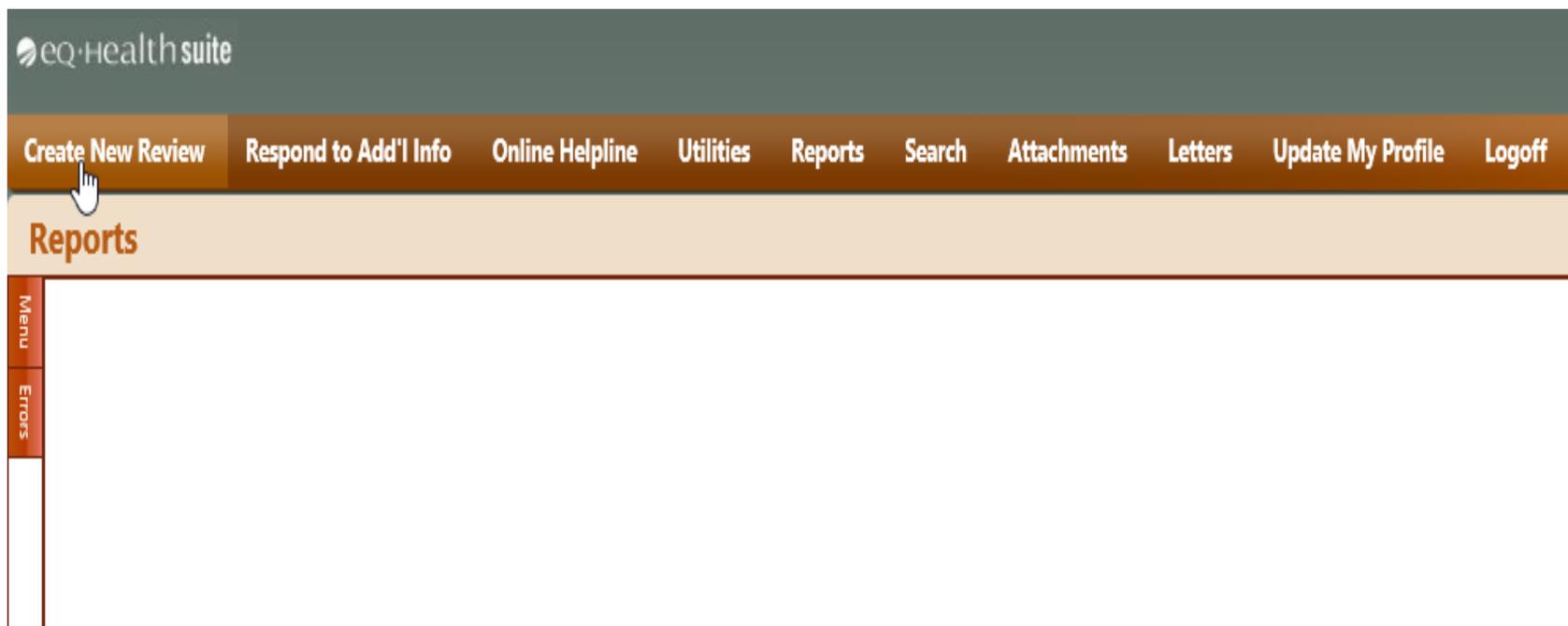
eQSuite® – Residential Continued Stays

Start tab will appear (will recognize by your log in name and fill in your Provider # and Name)

- Use drop down and select **Cont Stay** for review type
- Enter in the **8- digit Treatment Authorization Number** (TAN) that will be sent to you by eQHealth. This is your initial TAN that will allow you to begin your first review in eQSuite®.
- For each approved continued stay request a new TAN will be generated. ***The TAN will be printed on the approval letter for that youth.***
- When you enter in your second request for the same youth in the following month, you will enter in the new TAN. For each subsequent continued stay request for the youth, you will enter the TAN listed on the approval letter.
- Once the TAN is entered, Hit *"Retrieve Data"* to auto-populate the next section of the Start Tab.

eQSuite® – Residential Continued Stays

The rest of the review tabs will appear on the top of page. Please see 3 key steps below to complete the Start tab:

1. Enter Member ID (Medicaid RIN)

Click Tab or Enter Key to move to the next field.

2.Enter Admit Dx using no decimal points.

3. Enter the Admit Date and hit *Check Key* to continue with review

Note: "30" days will automatically appear for # Days Requested

eQSuite® – Residential Continued Stays

- DX CODES Tab - The primary diagnosis entered on the first tab will appear in this grid. Please enter in any additional diagnoses for this FSP youth by clicking "Add".

1. Click Add

2. In the pop-up screen type in diagnosis code (no decimals) and date identified.
<mark>Click Tab or Enter to move to the next field.</mark>

Click Add to add additional diagnoses (Continue process for each additional code)

3. Hit Save/Continue

eQSuite®— Residential Continued Stays

MEDS Tab - Please enter the current medications for this FSP youth

1. Click Add

2. Fill out the pop-up screen with medication info and hit Add. Continue until each med shows in grid

3. Answer compliance questions

4. Hit Save/Continue

eQSuite® – Residential Continued Stays

**SUMMARY Tab** – Provide an updated summary of progress and ongoing areas of concern

- ✓ Summary of youth's demeaner i.e. hostile, not engaged, depressed, oppositional, personal hygiene, anxious, impulsive, etc.

- ✓ Identify any incidents where the youth was on 1:1 supervision, if he/she eloped, had to be restrained, inappropriate sexual behavior, presented a danger to himself or others.

- ✓ Changes in medication and reason for change – behavior since change of medicine.

- ✓ School performance, interaction with peers, teachers, staff. Relationship with family, status of visits, calls, etc.

- ✓ New concerns or problems

IMPORTANT NOTE: eQHealth cannot accept copy/paste summary from the last continued stay. RTF must show progression/regression of care every 30 days.

eQSuite®– Residential Continued Stays

- SUMMARY Tab – Provide an updated summary of progress and ongoing areas of concern
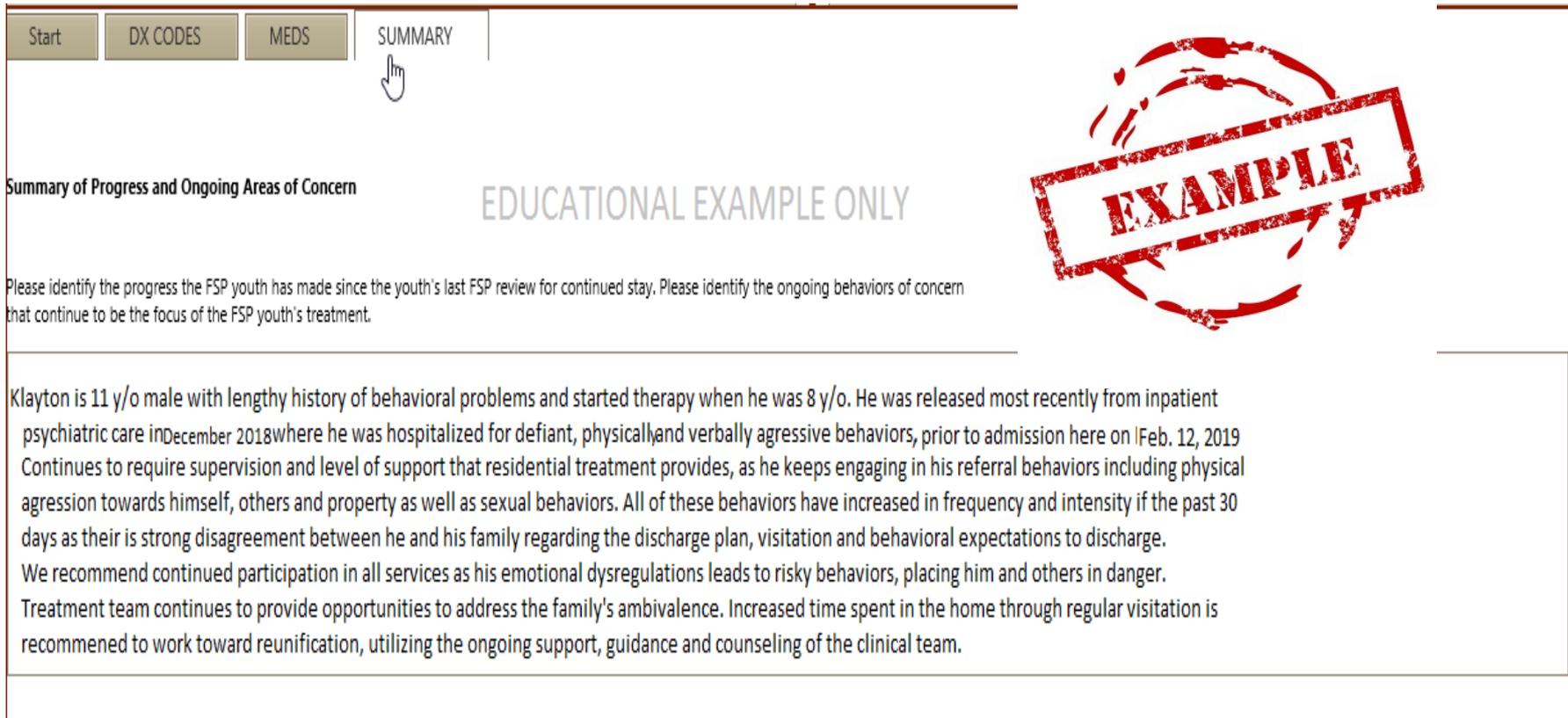
| Start | DX CODES | MEDS | SUMMARY |

Summary of Progress and Ongoing Areas of Concern

EDUCATIONAL EXAMPLE ONLY

EXAMPLE

Please identify the progress the FSP youth has made since the youth's last FSP review for continued stay. Please identify the ongoing behaviors of concern that continue to be the focus of the FSP youth's treatment.

Klayton is 11 y/o male with lengthy history of behavioral problems and started therapy when he was 8 y/o. He was released most recently from inpatient psychiatric care in December 2018 where he was hospitalized for defiant, physically and verbally agressive behaviors, prior to admission here on I Feb. 12, 2019 Continues to require supervision and level of support that residential treatment provides, as he keeps engaging in his referral behaviors including physical agression towards himself, others and property as well as sexual behaviors. All of these behaviors have increased in frequency and intensity if the past 30 days as their is strong disagreement between he and his family regarding the discharge plan, visitation and behavioral expectations to discharge. We recommend continued participation in all services as his emotional dysregulations leads to risky behaviors, placing him and others in danger. Treatment team continues to provide opportunities to address the family's ambivalence. Increased time spent in the home through regular visitation is recommened to work toward reunification, utilizing the ongoing support, guidance and counseling of the clinical team.

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HEALTHCARE AND FAMILY SERVICES DISCLAIMER STATEMENT

☑ Attestation: Reviewing LPHA signature must be uploaded with submissions of Continued Stay request. By checking this box, I understand I must submit this documentation to fully complete the review.

EQHEALTH SOLUTIONS' CERTIFICATION DETERMINATION DOES NOT GUARANTEE MEDICAL ASSISTANCE PAYMENT FOR SERVICES OR THE AMOUNT OF PAYMENT FOR MEDICAL ASSISTANCE SERVICES. ELIGIBILITY FOR AND PAYMENT OF MEDICAL ASSISTANCE SERVICES ARE SUBJECT TO ALL TERMS AND CONDITIONS AND LIMITATIONS OF THE MEDICAL ASSISTANCE PROGRAM.

As an authorized Medical Assistance provider, I certify that I have reviewed the information submitted for prior authorization. I certify that the information provided is true, accurate, and complete to the best of my knowledge. I understand that services requested herein are subject to review and approval through Healthcare and Family Services' Utilization Management and Quality Improvement Organization. I understand that any falsification, omission or concealment of material fact may subject me to civil monetary penalties, fines, or criminal prosecution or may disqualify me as a provider of Medical Assistance services.

By clicking [Submit for Review] you are attesting ✅ **above.**

| CANCEL | SAVE/CLOSE | SUBMIT FOR REVIEW |
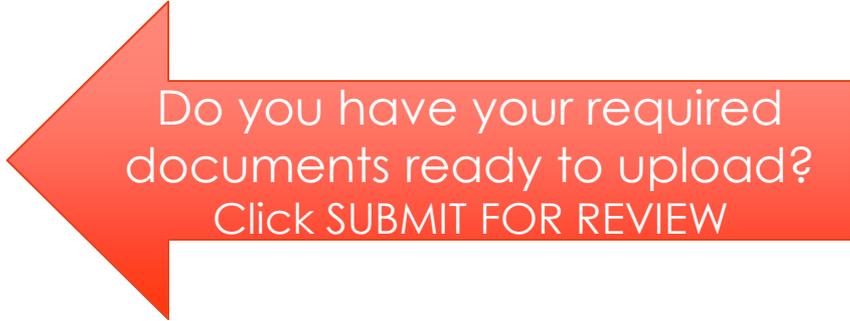
Do you have your required documents ready to upload?
Click SUBMIT FOR REVIEW

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The following screen will appear after you **SUBMIT**, **write down the Review ID number**

1. Click
Link Attachment
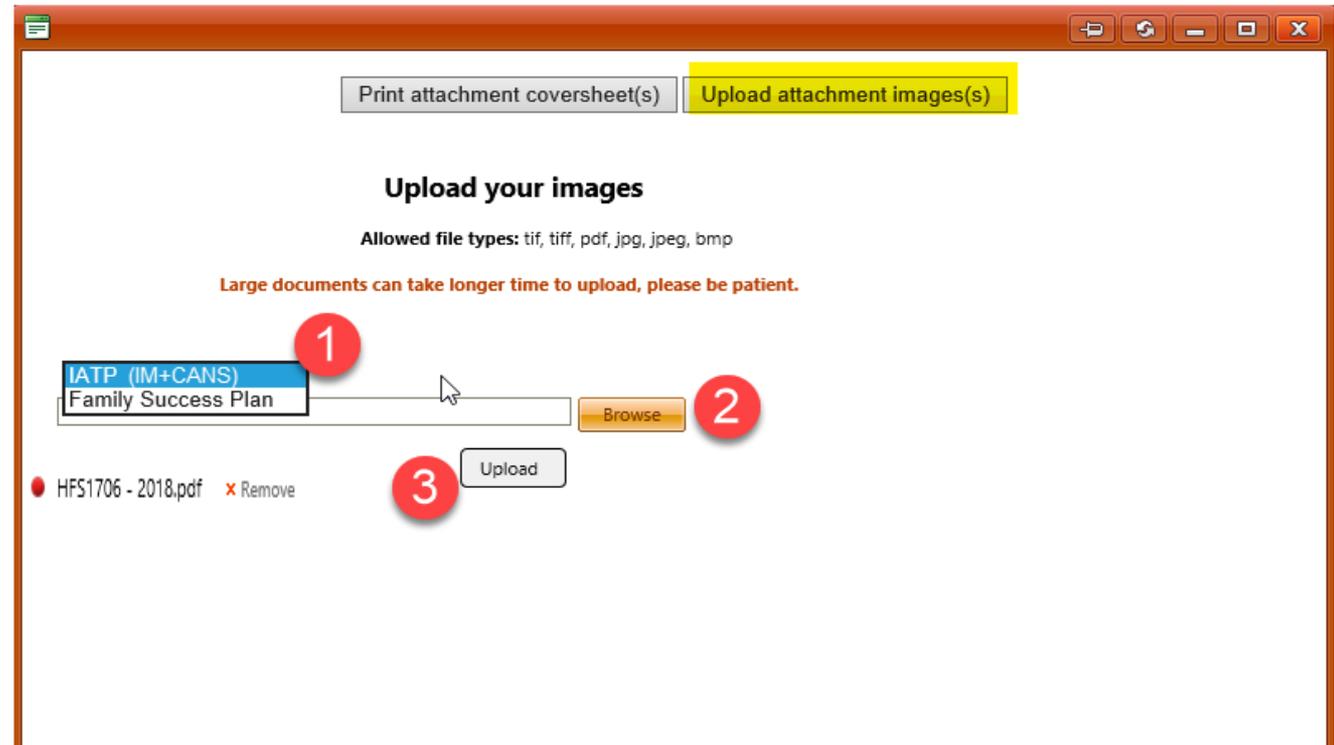
2. Select the
"Upload" option
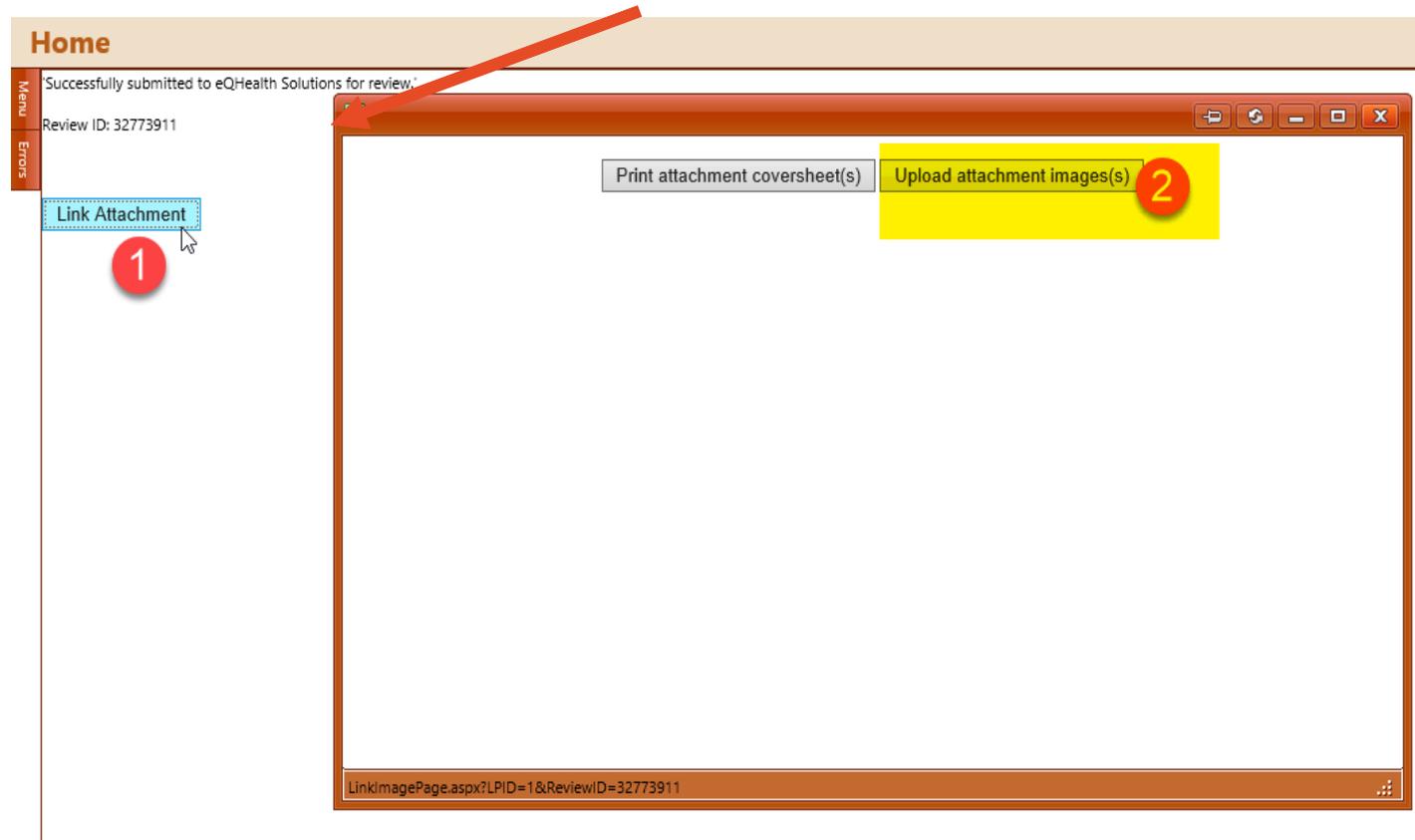
eQSuite – Residential Continued Stays

- Upload your images screen appears. You will upload your IATP or IM+CANS and Discharge Plan.

1. Select File Type

2. Hit Browse button (highlight file to open)

3. Click Upload and your file name will appear when it is loaded

Repeat this process to upload other file(s).
PDFs work the best in eQSuite® when uploading documents.

Print attachment coversheet(s)   Upload attachment images(s)

Upload your images

Allowed file types: tif, tiff, pdf, jpg, jpeg, bmp

Large documents can take longer time to upload, please be patient.

IATP (IM+CANS)
Family Success Plan

Browse

Upload

HFS1706 - 2018.pdf   ✗ Remove

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Checking Your Attachments

1. On menu bar, click Attachments tab

2. Look at the "In Process" cases

3. Go to your case and ensure you see Attachment(s) in far-right column. You may click on this link to verify attachments were sent

You have completed submission of your continued stay request!
- When the review is approved, you will see a TAN (treatment authorization number) added to this screen. **Write down the TAN.**
- If you did not see an attachment that was uploaded, **go to "Link Attachments"** and add missing document.)

eQSuite®– Residential Continued Stays

RESPOND TO REQUEST FOR ADDITIONAL INFORMATION

- Your request may be *"pended"* if required documentation is missing and considered incomplete.

- An incomplete letter will be emailed to you, notifying you that required documentation is missing or is incomplete.

- You will have *two (2) business days* to submit the information/documents to eQHealth by logging into eQSuite and clicking the Respond to Addtl Info Tab

    - If you are unable to complete upload online, *send by secure fax at 800-418-4039* or by *secure email at eQFSPRTF@kepro.com*

Once the requested information/documents has been received, eQHealth will resume the review process and make a determination.

- If the information or documents are not received, eQHealth will close the review. Written notification of a review being closed will be sent to the RTF Provider, the parent/guardian, and the FSP Coordinator.

- If the review is closed, the RTF Provider will encounter uncovered days.

Submitting Additional Information

- **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**

Submitting Additional Information

- **RESPOND TO ADDITIONAL INFORMATION**

| Start | DX CODES | MEDS | SUMMARY | ADDL INFO |

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

QUESTION:
The IM CANS has not been updated. Please upload the most recent IM CANs document that has been updated in the past 30 days.

1. Type in your short response

ADDITIONAL INFO:
We will upload the most current IM CANS document for your review

1

2. Click Submit Info

Please do not click the Submit Info button until you have entered necessary documentation in the response box above.

CANCEL   SUBMIT INFO   2

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Submitting Additional Information

- **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

FSP Resources and Contacts

eQHealth FSP Helpline

- Please submit all inquiries through the Online Helpline portal in eQSuite®. eQSuite can be accessed 24/7.

- If you need helps with login or password, call **(866) 435-8778**

Helpline assistance is available Monday through Friday, 8:30 a.m. to 5:00 p.m.

eQHealth EMAIL: eQFSPRTFCS@kepro.com

Website http://il.eqhs.com

- **Click Family Support Program tab on top of Website homepage**
  - Request for System Access Form (User Administrator Guide, too)
  - Reconsideration Process/Form
  - Residential Placement Forms (includes Discharge Form)

Healthcare and Family (HFS)
***Program questions?* Contact HFS by phone at 217-557-1000 or email at HFS.FSP@illinos.gov.**

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