

MANG Pending DRG Review Process

eQSuite® User Guide



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MANG Pending Admission Review Requirements

At the direction of Healthcare and Family Services, eQHealth Solutions has created a new process to allow hospitals to submit *inpatient concurrent review requests* for MANG Pending patients.

It is the hospital's responsibility to ensure the patient's eligibility status is MANG Pending in order to use this feature. eQHealth cannot delete a review request once a determination has been made.

Hospitals may use MANG Pending process for DRG admissions when:

- The patient's admit diagnosis is subject to review on HFS Attachment Lists B or C for inpatient admission; AND
- The patient has applied for Medicaid, and the application is categorized as "Medical Assistance No Grant" and the **hospital** confirms patient as having MANG Pending eligibility status

Important HFS restrictions:

- This MANG Pending feature **does not apply** to Child and Adolescent Psychiatric admissions, or prior authorization of coronary artery bypass grafts or back surgery.
 - Child/Adolescent Psych admissions must continue to follow existing CARES process



MANG Pending Review Submission Requirements

- Hospital reviewers will follow the same DRG review submission process in eQSuite®, using the same review timelines and requirements.
- eQHealth's medical necessity review process remains the same, except for eQHealth's Treatment Authorization Number (TAN) transmission timeframe to HFS:
 - A Treatment Authorization Number (TAN) will still be assigned; however, *it will **NOT** be activated for billing until the Medicaid application is approved, the hospital enters the Medicaid-assigned RIN using the Update MANG eQSuite utility and then submits a discharge review (DRG con't stay review).*
 - **If the Medicaid application is NOT approved**, the TAN generated by eQHealth for any inpatient admission/continued stay request will become void.

Getting Started

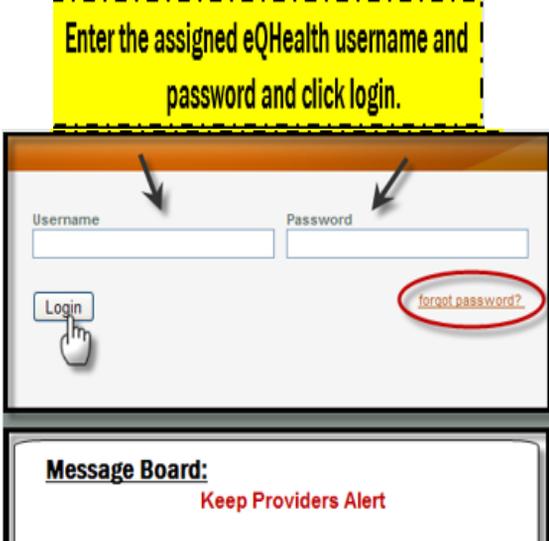
Access to eQSuite®

- eQSuite is accessed through eQHealth's website: <http://il.eqhs.com>
- From the homepage, scroll down to the right side of screen.
- Click on the first eQSuite link located under eQHealth Web Systems (as shown).



User Log In

Enter the assigned eQHealth username and password and click login.



Username Password

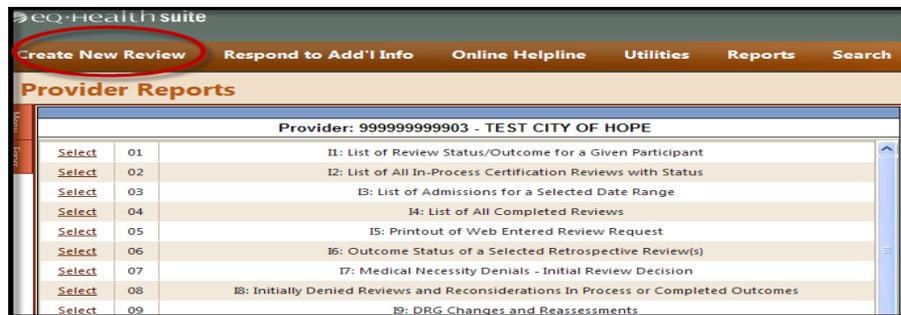
Login [forgot password?](#)

Message Board:
Keep Providers Alert

- **IMPORTANT!**
 - Please check that your username and password is correct for the hospital for which you are submitting a request for review. Many reviewers now have multiple login names.
- **Message Board-** check on the logon screen for important tips and messages!

eQSuite® Homepage

- Once the system has been accessed, the Provider Reports menu will appear if you have been given authority by your Web Administrator to run reports.
- Double check which hospital Provider ID and name shows, to ensure you are creating a review for the correct facility.
- To begin the review, click **Create New Review** from the menu bar.



Create New Review

Start Tab (to begin admission review, use same process):

1. Provider ID and Provider Name automatically populates according to the username entered. **Ensure you are submitting an admission request for the correct facility.**
2. Select setting : Med/Surg or Psych
3. Review Type: Admission (pre-populated)
4. Click **Retrieve Data** to proceed with the review request

Start

Review Type and Settings

Provider ID: Provider Name:

Choose Setting: Med/Surg Psych

Review Type:

TAN:

RETRIEVE DATA

Start Tab

If the patient has a MANG Pending eligibility status:

- SKIP the Bene ID box (also know as RIN)
- Instead, Click the  button; see below

Review Entry

Review Header Information

Provider #: 99999999903 Provider Name: TEST CITY OF HOPE Admit DX:

Start

Review Type and Settings

Provider ID: Provider Name: Total Days Cert:
 Last Day Cert:

Choose Setting: Med/Surg Psych
 Review Type: TAN:

Bene ID: Name: DOB: Sex:

For members with IL Medicaid Bene ID: Enter Bene ID above and proceed with your request.

For "MANG Pending" members: Click the Create MANG ID button to create a temporary ID to enter your request. DO NOT USE this button for child/adolescent psychiatric admissions - please continue to contact the CARES line.

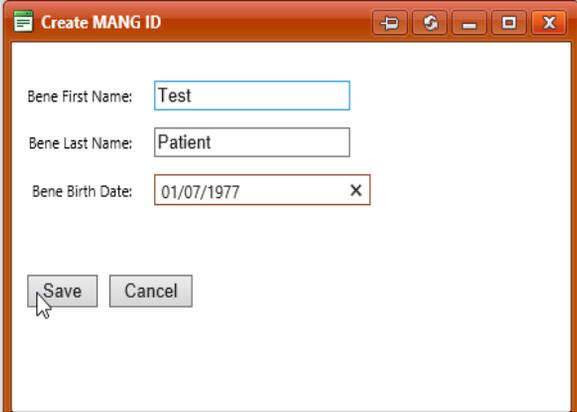
Start Tab

Create MANG ID

- Type in Bene information
 - First Name
 - Last Name
 - Date of birth

- Click **Save** button

This will return you to Start tab



Create MANG ID

Bene First Name:

Bene Last Name:

Bene Birth Date: X

Start Tab (continue)

Create MANG ID

- After the patient information is filled in, a temporary ID will show on the Start tab screen (highlighted in the screenshot below)
- Continue to complete and submit the review as usual and **write down the REVIEW ID# after you have successfully submitted**

Bene ID: Name: DOB: Sex:

For members with IL Medicaid Bene ID: Enter Bene ID above and proceed with your request.

For "MANG Pending" members: Click the Create MANG ID button to create a temporary ID to enter your request. DO NOT USE this button for child/adolescent psychiatric admissions - please continue to contact the CARES line.

Account #:

HFS Attachment Type:

Admit DX:

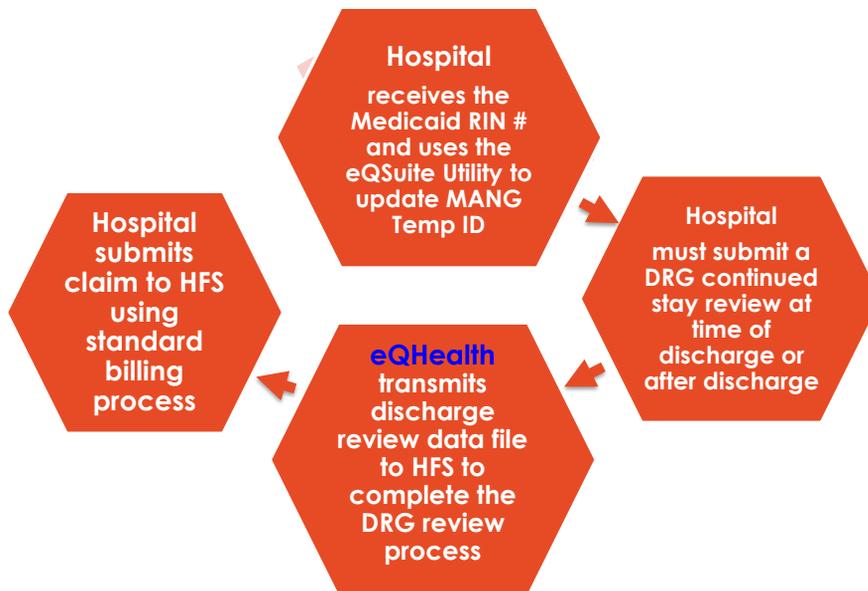
Admit Date:

Category of Service: 20 Med/Surg 21 Psych

Continue to fill in the rest of the information and submit review just as before

When Medicaid Application Approved

- The hospital must take the following steps to complete the MANG Pending review process for DRG hospitalizations:



Update MANG Temp ID Utility

- Click “**Utilities**” tab and select Update MANG Temp ID
- Follow 3 step process to convert/update the RIN

The screenshot shows the 'Update MANG Temp ID' utility interface. A navigation menu on the right includes 'Utilities', 'Reports', and 'Search'. The 'Utilities' menu is open, showing options like 'Enter Discharge Dates', 'Detox Lookup', 'Residential Treatment Transfer Form', 'Change Admit Dates', and 'Update MANG Temp ID' (highlighted in yellow).

The main form is titled 'Update MANG Temp ID' and contains the following fields and steps:

- Step 1:** Enter Review ID (32777649) and click 'Get Original Info'. A tooltip indicates: 'Enter Review ID and click "Get Original Info"'. Below this, the 'Bene' field contains 'TN11326' and the 'Admit Date' field contains '12/17/2019'.
- Step 2:** Enter Bene ID (00000000) and DOB (01/07/1997), then click 'Get Bene's Info'. A tooltip indicates: 'Enter Medicaid ID and DOB and select "Get Bene's Info"'. Below this, the 'Name' field contains 'Test, Patient', 'Address' contains '201 OAK STREET', and the location is 'Fieldville, IL 999999999'.
- Step 3:** Verify the info prior to conversion. A tooltip indicates: 'Once information is confirmed, Please select "Convert"'. The form includes 'Clear' and 'Convert' buttons.

Submit DRG-Reimbursed Continued Stay

- » After the RIN has been updated in eQSuite® :
 - » Using the existing review process, click **Create New Review** and enter in your con't stay (d/c) review as usual, with the TAN
 - » **Please note on the Summary tab that this is a d/c review for a MANG pended admission:**

Start	DX/PROCS	SUMMARY
<p>Before your clinical discharge summary, please notify eQHealth that this was a MANG Pended review</p>		
<p>EXAMPLE: <i>This is a d/c review for a MANG pended admission. The RIN is updated.</i></p> <p><i>Clinical Summary:</i></p>		

NOTE: After this last step is performed, your DRG review is considered complete. Please submit your claim to HFS using HFS' standard 180-day billing process.

Provider Resources

eQHealth Provider Helpline

- Submit all questions via the eQSuite® helpline module.
- If you are locked out of eQSuite®, call eQHealth's helpline at (800) 418-4045 Monday through Friday, 8:30 a.m. to 5:00 p.m., CST.

eQHealth Website <http://il.eqhs.com>

- You will find a Provider Manual, Web Guides, etc. under the Provider Resources tab on eQHealth's Website.

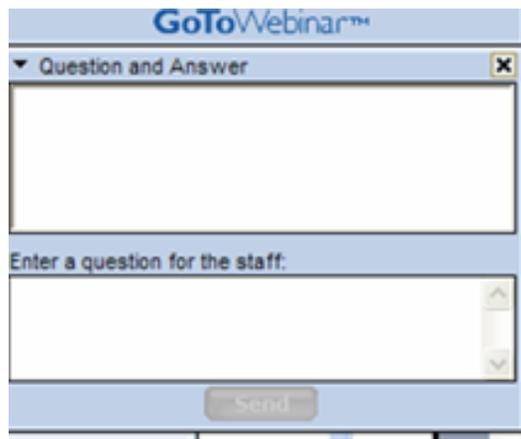
For all Billing Questions: Contact HFS Billing at (877) 782-5565

Questions & Answers

Any final questions?

Please type in your questions pertaining to this presentation using the GoToWebinar module:

*Enter question
in bottom box and
hit "Send"*

A screenshot of the GoToWebinar interface. At the top, it says "GoToWebinar™". Below that is a tab labeled "Question and Answer" with a close button (X). The main area is a large empty white box. Below this box is a smaller white box with the text "Enter a question for the staff:". At the bottom of the interface is a "Send" button.