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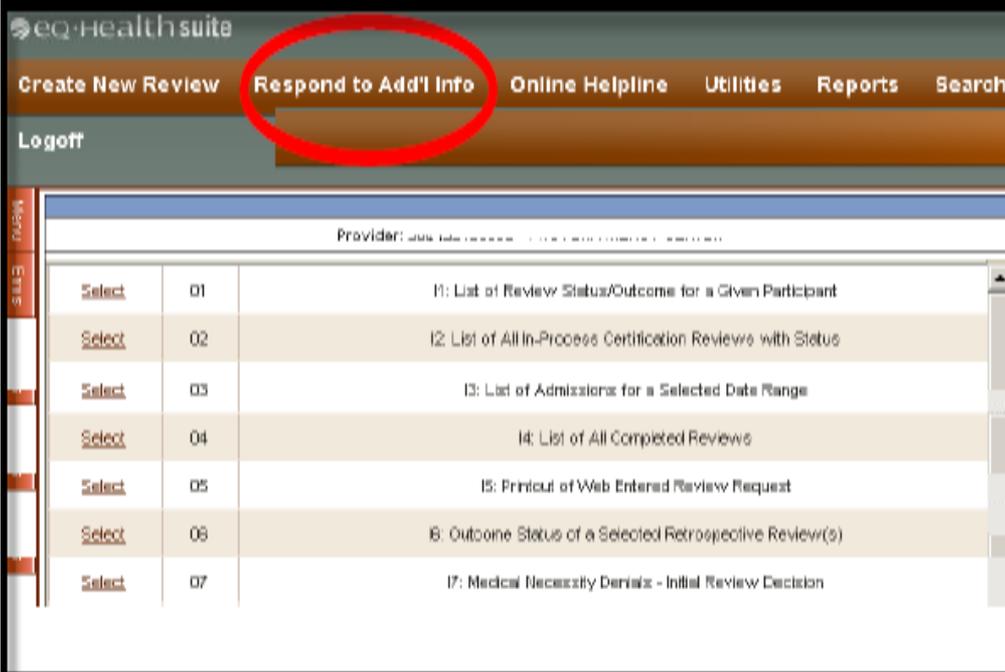
# **MENU OPTIONS**

## **eQSuite® User Guide**

# Respond To Request for Additional Information

- » An eQHealth nurse may pend the request seeking additional information in order to proceed with the review process. The information must be submitted to eQHealth within *1 business day from the date of notice*.
- » To respond to a pending review, click **Respond to Add'l Info** tab on the menu bar.

Check this tab daily!



The screenshot shows the eQHealth suite interface. The top navigation bar includes the following tabs: Create New Review, Respond to Add'l Info (highlighted with a red circle), Online Helpline, Utilities, Reports, and Search. Below the navigation bar is a 'Logoff' button. The main content area displays a table with the following data:

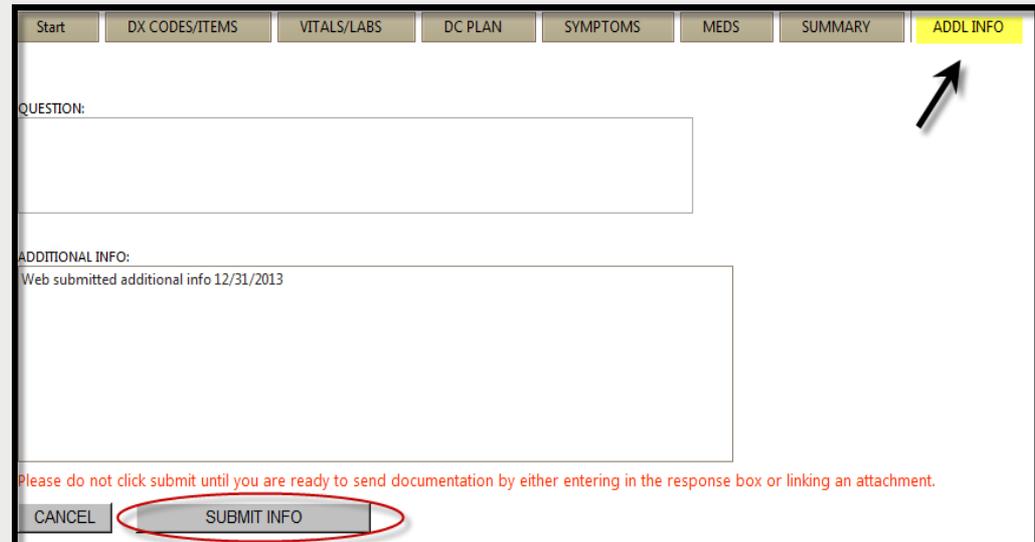
Provider: sus id=xxxxx		
Select	01	1: List of Review Status/Outcome for a Given Participant
Select	02	12: List of All In-Process Certification Reviews with Status
Select	03	13: List of Admissions for a Selected Date Range
Select	04	14: List of All Completed Reviews
Select	05	15: Printout of Web Entered Review Request
Select	06	16: Outcome Status of a Selected Retrospective Review(s)
Select	07	17: Medical Necessity Denials - Initial Review Decision

# Respond To Request for Additional Information (cont.)

- » The system will display all records in process in which eQHealth has requested additional information.
- » Choose the correct record by clicking **open**.

	ReviewID	Request Date	Requestor Name	Bene ID	First Name	Last Name	Request Type	Admit Date	Provider ID	Provider Name
<a href="#">Open</a>	31629906	08/26/2010	Valencia Alexander	001200286	CHRISTIAN	BRADLEY	Admission	08/25/2010	999999999901	TEST ST. ELSEWHERE HOSPITAL

- » A tab 'Add'l Info' will open showing the question(s).
- » Please reply inside the text box labeled Additional Info.
- » Click **Submit Info** button.



Start | DX CODES/ITEMS | VITALS/LABS | DC PLAN | SYMPTOMS | MEDS | SUMMARY | **ADDL INFO**

QUESTION:

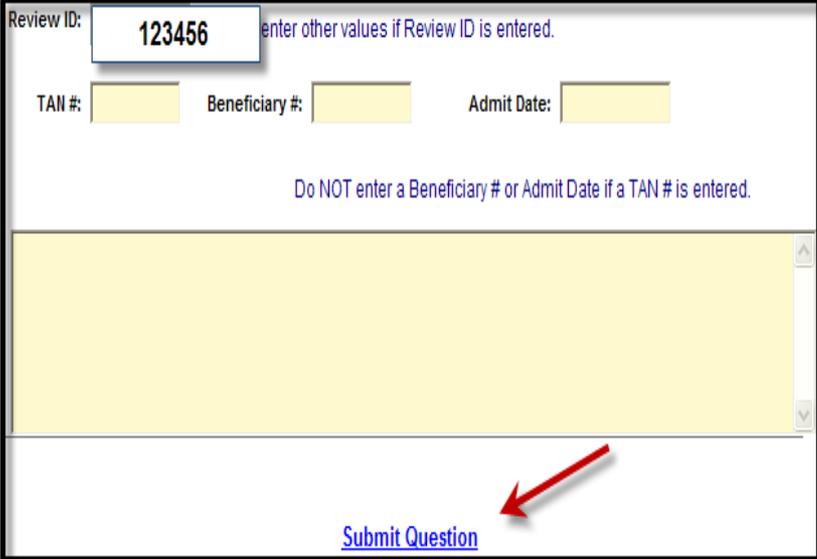
ADDITIONAL INFO:  
Web submitted additional info 12/31/2013

Please do not click submit until you are ready to send documentation by either entering in the response box or linking an attachment.

CANCEL | **SUBMIT INFO**

# Online Helpline

- » All questions pertaining to utilization review and requirements must be submitted online.
- » Click on the **Online Helpline** tab on the menu bar.
- » For review-related questions, enter **either** a Review ID, TAN **or** Bene ID.
- » For general questions, you do not need to include the above fields.
- » Type the question in the text box and click **Submit Question**.
- » A message will appear stating that the response has been submitted and a ticket number will be assigned .»



The screenshot shows a web form for submitting a question. At the top, there is a 'Review ID:' field with the value '123456' and a blue link that says 'enter other values if Review ID is entered.' Below this are three input fields: 'TAN #:', 'Beneficiary #:', and 'Admit Date:'. A blue instruction reads 'Do NOT enter a Beneficiary # or Admit Date if a TAN # is entered.' A large yellow text area is in the center. At the bottom right, there is a blue 'Submit Question' button with a red arrow pointing to it.

- » The ticket will be processed in one business day and a link will be emailed to return back to the Online Helpline.
- » To view the response to a previous ticket, scroll down and view the **history** section. They will remain for 30 days.

# Search

## Search for Partial Saved Records

- » Click **Search** on the menu bar the first tab will show Partial Saved Records



The screenshot shows a web interface titled "Search". It has a menu bar with "List Partial Records" selected, and other options: "Search By TAN", "Search By Date", "Search By Bene", and "Cases Needing Add'l Info.". Below the menu is a table with the following data:

ReviewID	Request Date	Requestor Name	Bene ID	First Name	Last Name	Request Type	Setting	Admit Date	Provider ID	Provider Name
33648623	07/02/2014	trainweb01 trainweb01	000111111	JUDY	JETSON	Admission	Med/Surg	07/02/2014	999999999903	TEST CITY OF HOPE

An "Open" button is located to the left of the first row in the table, circled in green.

- » The list of partial records tab of web reviews will appear displaying reviews that have **not** yet been submitted to eQHealth.
  - » Check daily to ensure reviews are submitted timely.
- » Click **open** to go back into the Web review to complete the review request. Click **Submit for Review**.
- » If you verify a request was certified by phone, you may delete this record out of the partial saved records.

# Search (continue)

## View Previously Submitted Web Review Requests

- » Click **Search** on the menu bar.
- » Search by date or BENE (RIN).
- » A list will appear with all past web reviews which have been submitted to eQHealth for review.
- » Click **open** to go into the web review.



The screenshot shows a web interface titled "Search". At the top, there are four buttons: "List Partial Records", "Search By TAN", "Search By Date", and "Search By Bene". Below these buttons, there is a text prompt: "Enter a Beneficiary ID #, then click Search." Underneath the prompt is a text input field labeled "Bene ID:" and a "Search" button.

**NOTE:** You cannot change any fields; however, you will be able to see what information has been entered by the requestor.

# View Letters Online

All written correspondence from eQHealth regarding review determinations can be accessed by clicking the **Letters** tab on the menu bar. Letters are grouped into three categories:

- » **Completed:** All review determinations for a hospitalization.
- » **In Process:** Review pended for additional information or review sent for Physician referral.
- » **Reconsiderations:** All letters pertaining to your request for a reconsideration of denial or reassessment of DRG/APR-DRG change.

# View Letters Online (continue)

**Example:** Search for a letter from a completed review.

1. Enter a date range in the *Admission Date* field and click **search**.
  - ▶ The system will display all reviews for the admit date range with a letter.
2. Click the **View Review Letter(s)** link to open letter.
3. Print or save letter(s) for your record.

Letters Search

Completed In Process Reconsiderations

Admit Date:

Start Date: 10/8/2013

End Date: 11/21/2013

Search

Admit Date	Recipient Last Name	Recipient First Name	Recipient ID	Review ID	eQHealth Case ID		
10/12/2013	ALLEN	GARY	7499889394	28078985	1684453	<a href="#">Open Review</a>	<a href="#">View Review Letter(s)</a>

# Provider Reports

- » There are 28 unique reports available through eQSuite®.
- » All report data is facility specific. All data transmitted via the internet is encrypted for security compliance.
- » A Provider Reports Guide is available on our website under the *PriorAuth Resources* tab.

## **The following reports will capture prior authorization data:**

- ❖ **RPT1: Review Status /Outcome for Given Participant**
- ❖ **RPT2: Status of All In-Process Certification Reviews**
- ❖ **RPT3: Assigned TANs in Admission Date Range**
- ❖ **RPT8: Initially Denied Reviews and Reconsideration in Process**
- ❖ **RPT 13: Reviews Pended for Additional Information**
- ❖ **RPT15:Unreviewable Reviews Requests**
- ❖ **RPT 17: Web Review Request Printout**

# Provider Resources

## **eQHealth Provider Helpline**

- Submit online inquiries through the Online Helpline in eQSuite® Monday through Friday from 8:00 a.m. to 5:00 p.m.

## **Website <http://il.eqhs.org>**

- All resources pertaining to prior authorization can be found under the *PriorAuthResources* tab on our website.

## **Web system – eQSuite®**

- Our secure, HIPPA compliant, web-system offers Providers 24/7 accessibility.