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# **WEB USER GUIDE SUBMITTING MEDICAL RECORDS FOR RETROSPECTIVE PRE- AND POST-PAYMENT REVIEW**

# OVERVIEW

## Web-based submission of medical records:

- ▶ All Illinois hospitals and its' contiguous counties must participate (limited exceptions).
- ▶ Providers will check weekly for selected cases and submit medical record documents online via eQSuite®.
- ▶ Effective with *Notice of Selection of Medical Records for Offsite Review* with a *date of notice April 11, 2017*.



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# WEB-BASED PROVIDER UTILIZATION REVIEW SYSTEM

# User Log In

Access eQSuite  
through our Web  
site homepage at  
<http://il.eqhs.org>

Procedure and DRG codes  
subject to Utilization Review

HFS Attachments A-F 10.1.16 - Click to  
download HFS Attachments

- **Top 7 Provider Web Reports - 2016/2017**
- **Frequently Asked Questions** Updated version  
coming soon!
- **Hospital Contact Form** (Updated February  
2017)
- **How to Create an Electronic  
Signature** (Instructions)
- **Web Administrator Guide**
- **Quick Guide for Reconsiderations**
- **Reconsideration Request Form**

CONTACT US AT (800) 418-4040

Use the eQSuite® Online Helpline for:

- » Utilization and quality review process
- » Review requirements and timeframes
- » Reconsideration process
- » Creating temporary Physician IDs
- » MCO or other eligibility verification questions

Hospital Administrators:

- Whoever is assigned as the Web Administrator will need to create new user log ins for staff who need to submit requests to eQHealth under that new Provider ID.
- New admissions will need to be submitted using the NEW provider ID (new log in).
- If hospitals have different Provider IDs for Psych and MedSurg, the requestor must use the correct log in to submit review requests for each service.

**Certification Requests.  
Review Status. Discharges.  
Work On Line - Anytime**

- **To access eQSuite®:**  
Assign a Web Administrator for your facility, fill out a **Hospital Contact Form** and fax it to us. An eQHealth representative will contact you.

LOG IN TO  
eQHealth Web Systems

LOG IN HERE

eQSuite



# User Log In

Enter the assigned eQHealth username and password and click login.

Username

Password

Login

[forgot password?](#)

## **Message Board:**

**Keep Providers Alert**

## **Forgot Password?**

- Click on **forgot password**- you will be instructed to enter your username to receive a temporary password.
- Copy temporary password to use as your “old” password; follow directions to reset.

**Message Board:** Check the logon screen for important messages regarding the Web.

# eQSuite® Main Page

Upon logging in you will see Provider Reports and can confirm which hospital you are logged in as.

eq·health suite

Create New Review   Respond to Add'l Info   Retro Chart Requests   Online Helpline   Utilities   Reports   Search

## Provider Reports

Menu

Errors

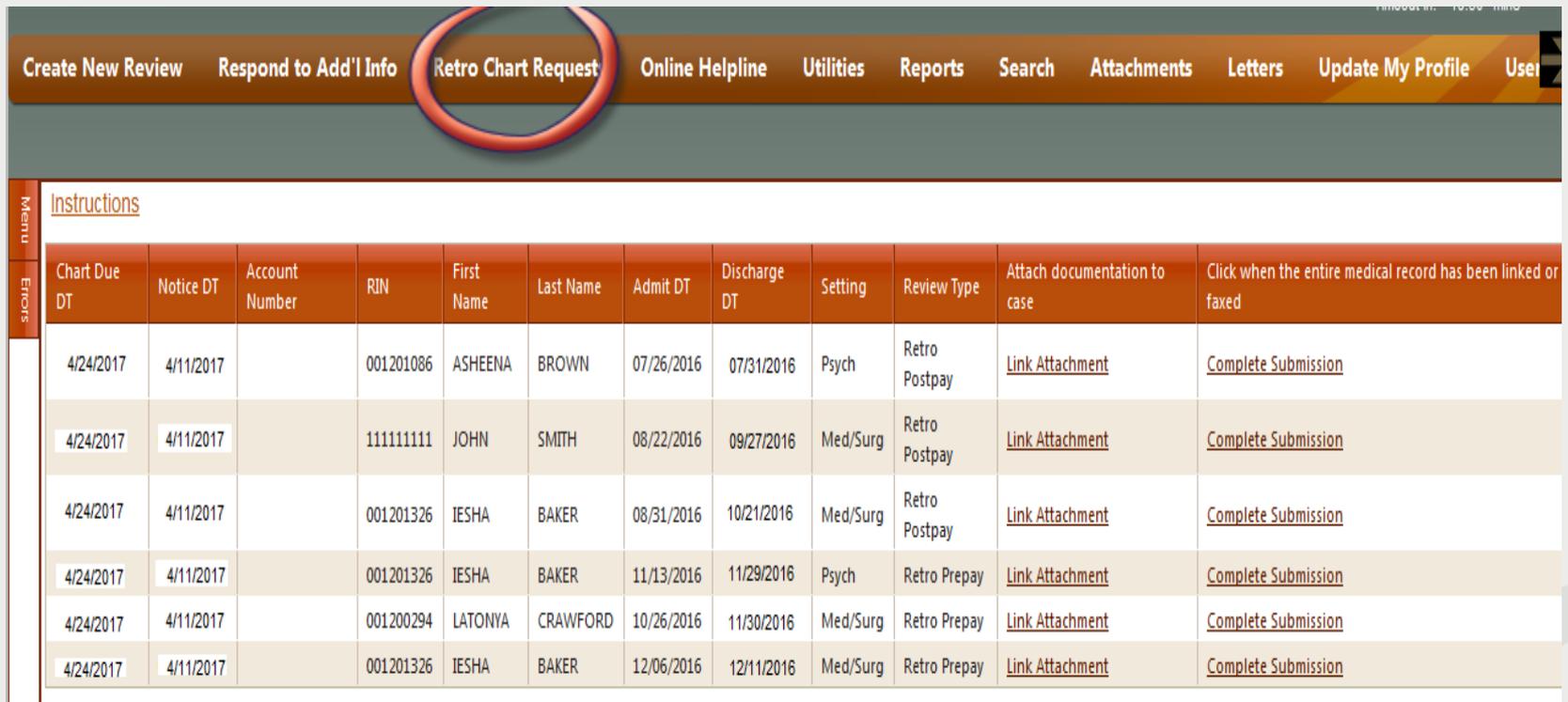
Provider: 999999999903 - TEST CITY OF HOPE

<a href="#">Select</a>	01	I1: List of Review Status/Outcome for a Given Participant
<a href="#">Select</a>	02	I2: List of All In-Process Certification Reviews with Status
<a href="#">Select</a>	03	I3: List of Admissions for a Selected Date Range
<a href="#">Select</a>	04	I4: List of All Completed Reviews
<a href="#">Select</a>	05	I5: Printout of Web Entered Review Request
<a href="#">Select</a>	06	I6: Outcome Status of a Selected Retrospective Review(s)
<a href="#">Select</a>	07	I7: Medical Necessity Denials - Initial Review Decision
<a href="#">Select</a>	08	I8: Initially Denied Reviews and Reconsiderations In Process or Completed Outcomes
<a href="#">Select</a>	09	I9: DRG Changes and Reassessments
<a href="#">Select</a>	11	I11: Billing Errors
<a href="#">Select</a>	11B	I11B: Billing Errors
<a href="#">Select</a>	12	I12: Cancels - Charts Not Available for Review

eqhealth

# Retro Chart Requests Tab

Click the Retro Chart Requests tab on the menu bar.



The screenshot shows a web application interface. At the top, there is a menu bar with several options: 'Create New Review', 'Respond to Add'l Info', 'Retro Chart Request' (which is circled in red), 'Online Helpline', 'Utilities', 'Reports', 'Search', 'Attachments', 'Letters', 'Update My Profile', and 'User'. Below the menu bar, there is a section titled 'Instructions' with a 'Menu' button on the left. The main content area displays a table with the following data:

Chart Due DT	Notice DT	Account Number	RIN	First Name	Last Name	Admit DT	Discharge DT	Setting	Review Type	Attach documentation to case	Click when the entire medical record has been linked or faxed
4/24/2017	4/11/2017		001201086	ASHEENA	BROWN	07/26/2016	07/31/2016	Psych	Retro Postpay	<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a>
4/24/2017	4/11/2017		111111111	JOHN	SMITH	08/22/2016	09/27/2016	Med/Surg	Retro Postpay	<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a>
4/24/2017	4/11/2017		001201326	IESHA	BAKER	08/31/2016	10/21/2016	Med/Surg	Retro Postpay	<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a>
4/24/2017	4/11/2017		001201326	IESHA	BAKER	11/13/2016	11/29/2016	Psych	Retro Prepay	<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a>
4/24/2017	4/11/2017		001200294	LATONYA	CRAWFORD	10/26/2016	11/30/2016	Med/Surg	Retro Prepay	<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a>
4/24/2017	4/11/2017		001201326	IESHA	BAKER	12/06/2016	12/11/2016	Med/Surg	Retro Prepay	<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a>

# Instructions for Users

Create New Review   Respond to Add'l Info   Retro Chart Requests   Online Helpline   Utilities   Reports   Search   Attachments

Menu

Instructions



Errors

Chart Due DT	Notice DT	Account Number	RIN	First Name	Last Name	Admit DT	Discharge DT	Setting	Review Type	Attach documentation to case
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**INSTRUCTIONS:** All required medical record documents must be received by eQHealth Solutions within 14 calendar days from the notice date. The following condensed medical record documentation must be submitted:

- History and Physical Examination Records
- ER/ED Records
- All physician Order Sheets
- All Physician and Nurse Progress Notes\*
- Discharge Summary

\**DO NOT SUBMIT* nursing notes with daily vitals, weights, I/O, dressing changes, consents, discharge instructions, care plans, daily assessments or flow sheets.

**Have your file(s) ready to upload** – the fax option may be used only if uploading is not viable. Medical record documents are uploaded as an image file (pdf format works best). Records larger than 400 pages should be uploaded as multiple files. If the total file size exceeds 5GB and cannot be uploaded, please follow the exception process.

**To begin, click Link Attachment for that case.** You must click “Complete Submission” after you have uploaded or faxed the required documentation (files) for each case.

eQhealthsolutions.org

# Attaching Documents to Case

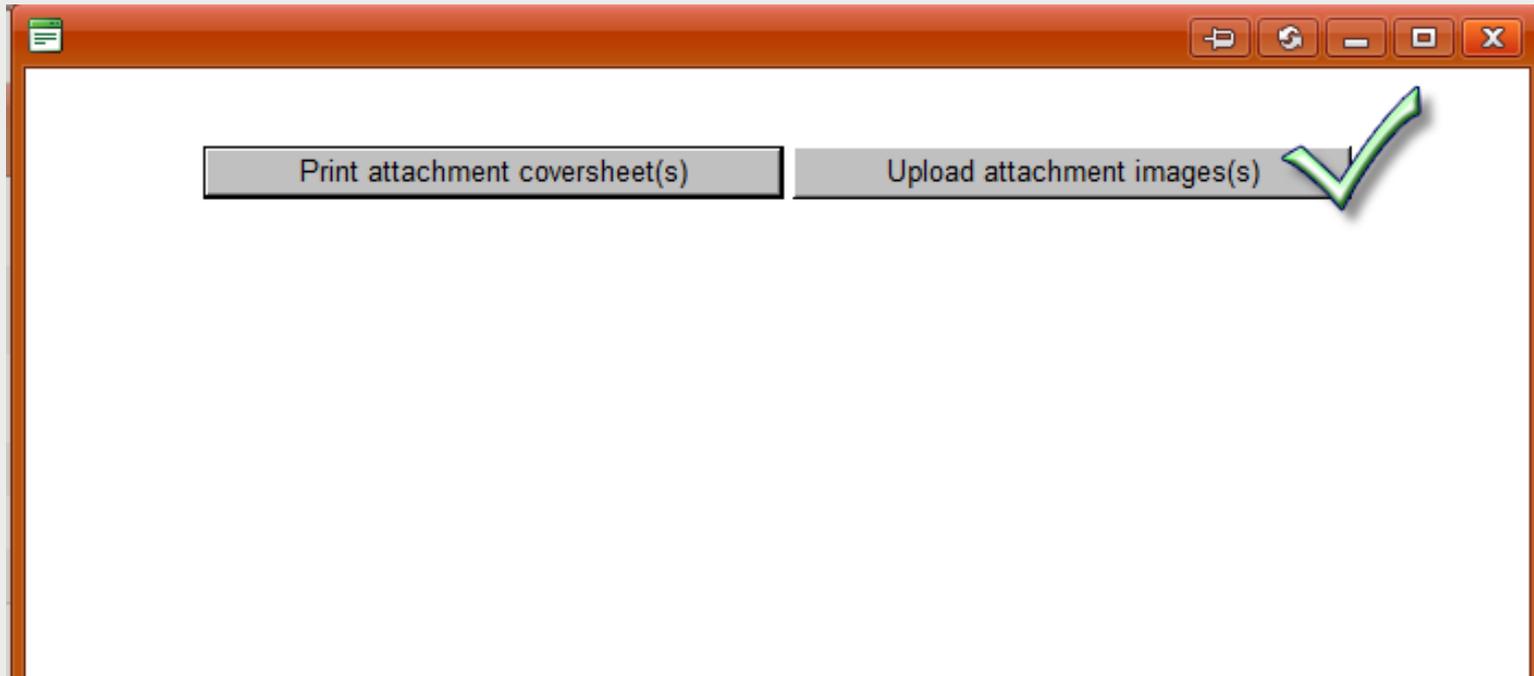
**Follow two commands to link/upload file(s):**

1) Link Attachment and 2) Complete Submission

<a href="#">Create New Review</a> <a href="#">Respond to Add'l Info</a> <a href="#">Retro Chart Requests</a> <a href="#">Online Helpline</a> <a href="#">Utilities</a> <a href="#">Reports</a> <a href="#">Search</a> <a href="#">Attachments</a> <a href="#">Letters</a> <a href="#">Update My Profile</a> <a href="#">User</a>												
Menu	Instructions											
	Chart Due DT	Notice DT	Account Number	RIN	First Name	Last Name	Admit DT	Discharge DT	Setting	Review Type	Attach documentation to case	Click when the entire medical record has been linked faxed
Errors	08/09/2016	07/26/2016		001201086	ASHEENA	BROWN	07/26/2016		Psych	Retro Postpay	<a href="#">Link Attachment</a> 	<a href="#">Complete Submission</a> 
	09/06/2016	08/23/2016		111111111	JOHN	SMITH	08/22/2016		Med/Surg	Retro Postpay	<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a>
	09/14/2016	08/31/2016		001201326	IESHA	BAKER	08/31/2016		Med/Surg	Retro Postpay	<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a>
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	03/16/2017	03/02/2017		001201326	IESHA	BAKER	12/06/2016		Med/Surg	Retro Prepay	<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a>

# Attaching Documents to Case

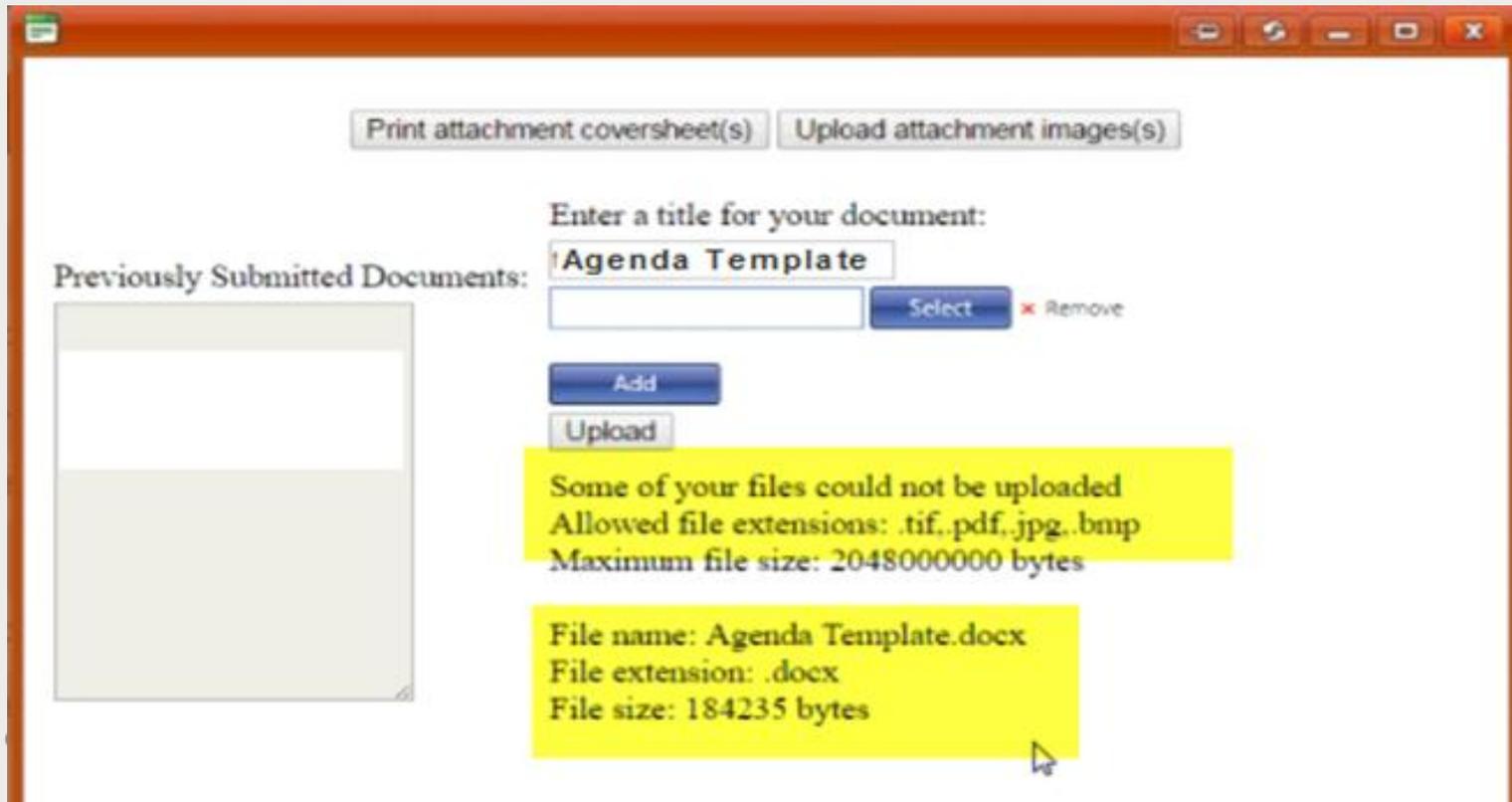
Follow first command to Link Attachment, then select Upload Attachment Images(s).



# Attaching Documents to Case

## Uploading medical record file(s):

- ▶ Must be an image file format (PDF, tif, jpg, bmp)



# Uploading File

- ▶ Enter title for your document.
- ▶ Select/browse for the file and click to Upload.

Print attachment coversheet() Upload attachment images(s)

Previously Submitted Documents:

Enter a title for your document:  
eQdbradley12.14.11

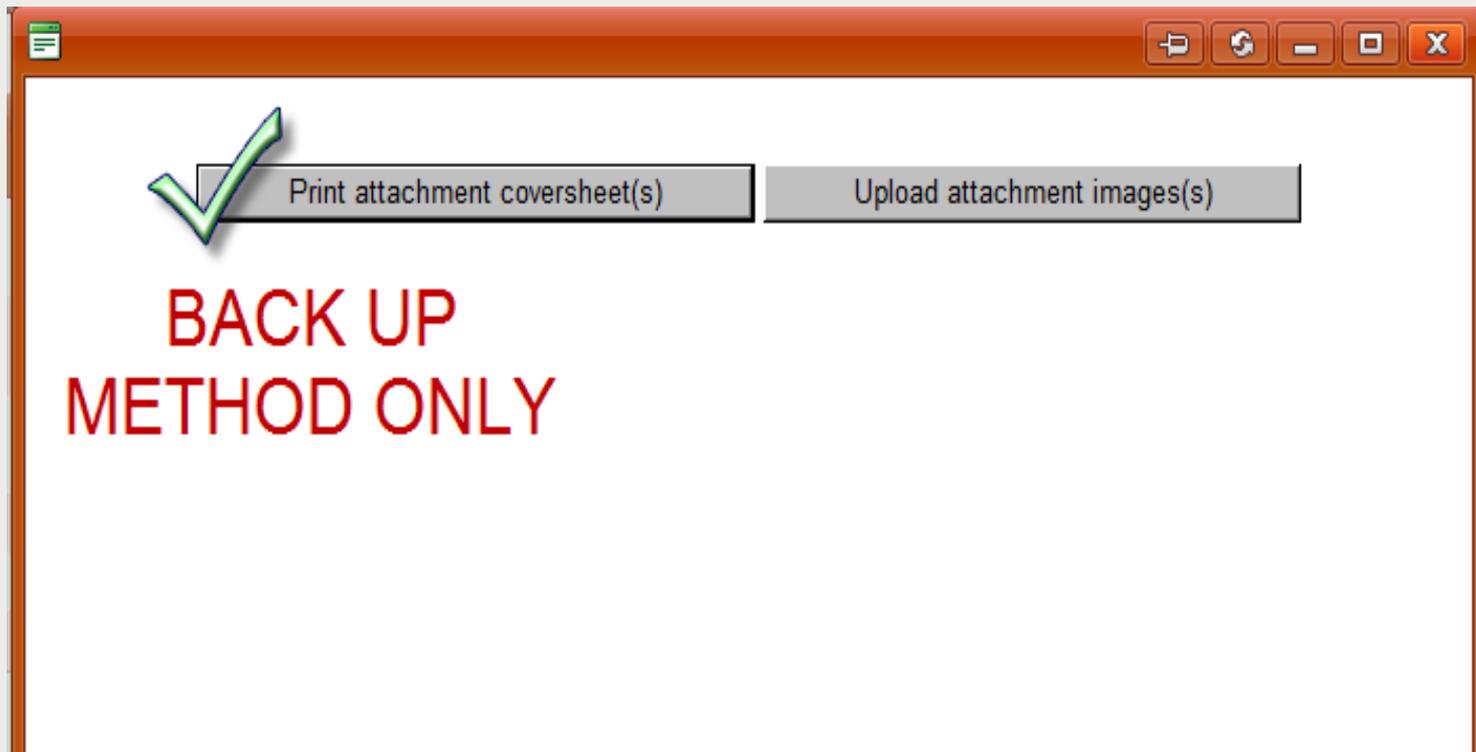
eQdbradley12.14.11 Select Remove

Add

Upload

# Backup Method

Follow first command to Link Attachment, then select the Print attachment coversheet(s) button



# Backup Method

- ▶ Under “Select attachment types”, check Medical Record.
- ▶ Click Generate Coversheet; it will appear as a PDF.



# Backup Method

**Use only once!** Submit the coversheet with correct documents by FAX to (800) 418-4039

eQHealth Solutions  
Fax Cover Page



R-33651145 I-70

Provider ID: 999999999903

Provider Name: TEST CITY OF HOPE

TAN:

Bene ID: 001201326

Bene Name: IESHA BAKER

Admit Date: 08/31/2016

Review ID: 33651145

# Pages (Including this one) \_\_\_\_\_

**Only use coversheet once.**  
**Please do not modify or duplicate bar code or cover sheet in any way.**

MEDICAL RECORD

# To Complete Submission

Go to Retro Chart Requests tab and follow second command to link and send file(s):

2) Click Complete Submission

Create New Review   Respond to Add'l Info   Retro Chart Requests   Online Helpline   Utilities   Reports   Search   Attachments   Letters   Update My Profile   User											
Instructions <span style="float: right;">2)</span>											
Chart Due DT	Notice DT	Account Number	RIN	First Name	Last Name	Admit DT	Discharge DT	Setting	Review Type	Attach documentation to case	Click when the entire medical record has been linked faxed
08/09/2016	07/26/2016		001201086	ASHEENA	BROWN	07/26/2016		Psych	Retro Postpay	<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a> 
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03/16/2017	03/02/2017		001201326	IESHA	BAKER	12/06/2016		Med/Surg	Retro Prepay	<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a>

# To Complete Submission

- ▶ A pop up will appear to ensure you want to complete submission.
  - **Click OK.**
- ▶ Clicking “cancel” means you are not ready to submit.

Web Trainer  [Log Off](#)  
Timeout in: 19:57 mins

Create New Review Respond to Add'l Info Retro Chart Requests Online Helpline Utilities Reports Search Attachments Letters Update My Profile User 

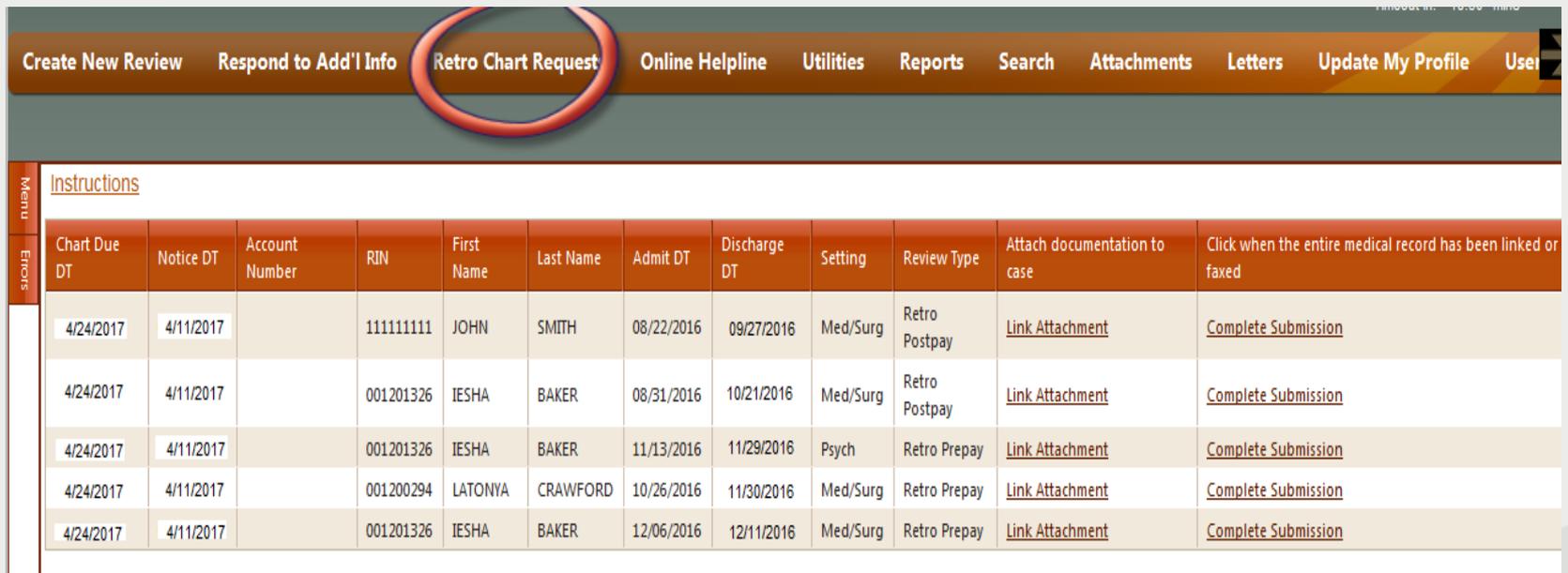
Menu [Instructions](#)

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10/27/2016	10/13/2016		001201326	IESHA	BAKER					<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a>
11/09/2016	10/26/2016		001200294	LATONYA	CRAWFORD					<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a>
03/16/2017	03/02/2017		001201326	IESHA	BAKER					<a href="#">Link Attachment</a>	<a href="#">Complete Submission</a>

Are you sure you want to complete submission?

# Completed Submission

NOTE: After clicking **OK**, the case is automatically sent to eQHealth for review and will no longer show in the table:



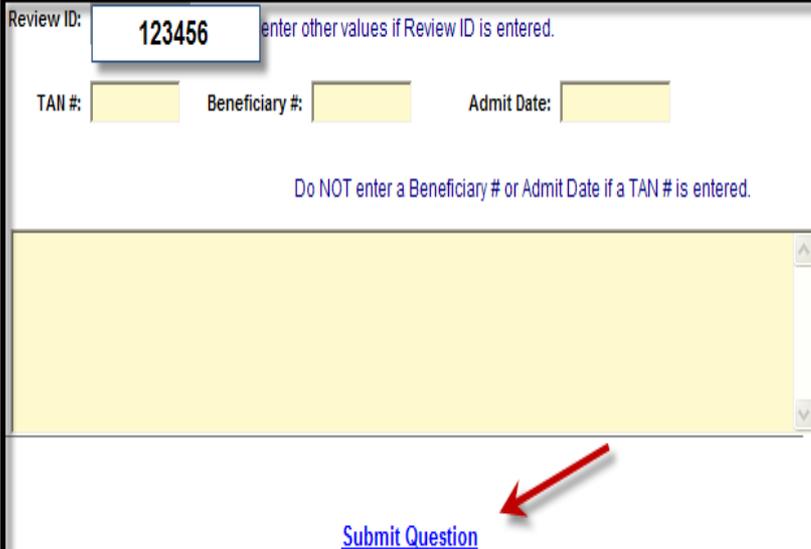
Navigation Menu: Create New Review, Respond to Add'l Info, **Retro Chart Request**, Online Helpline, Utilities, Reports, Search, Attachments, Letters, Update My Profile, User

Instructions

Chart Due DT	Notice DT	Account Number	RIN	First Name	Last Name	Admit DT	Discharge DT	Setting	Review Type	Attach documentation to case	Click when the entire medical record has been linked or faxed
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# Online Helpline

- ▶ Enter Inquires may be submitted online by clicking the **Online Helpline** tab on the menu bar.
- ▶ **either** a Review ID **or** Bene ID (RIN) and admit date.
- ▶ Type a detailed question in the text box and click **Submit Question**.
- ▶ A message will appear stating the response has been submitted and a ticket number will be assigned.
  - The ticket will be processed within one business day.
  - To view the response, click the **Online Helpline**. Scroll down and view the **History** section. The answer will appear next to your question and will remain for 30 days.



The screenshot shows a web form for submitting an inquiry. At the top, there is a 'Review ID:' field containing the number '123456'. To its right, a blue link says 'enter other values if Review ID is entered.' Below this are three input fields: 'TAN #:', 'Beneficiary #:', and 'Admit Date:'. A blue instruction below these fields reads 'Do NOT enter a Beneficiary # or Admit Date if a TAN # is entered.' A large yellow text area is provided for the question. At the bottom right, there is a blue 'Submit Question' button, which is pointed to by a red arrow.

# Provider Resources

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

- ▶ Provider Resources for Forms (Hospital Contact Form), Presentations, Web User Guides, etc.
- ▶ Access to Web-based review system: eQSuite®

## **eQHealth Provider Helpline**

Monday through Friday, 8:30 am to 5:00 pm

- ▶ Use Online Helpline for all inquiries.
- ▶ If Web Administrator is unavailable:
  - Call toll-free 800-418-4045 for assistance in resetting passwords/unlock Web account.