

# Family Support Program (FSP) Quick Guide

## Submitting an Online Helpline Ticket



Health  
SOLUTIONS



Keipro®

# FSP Online Helpline in eQSuite®

eQHealth/Kepro has developed an Online Helpline module that offers SASS Agency Family Support Program (FSP) Coordinators and Residential Treatment Providers an electronic, centralized method to submit questions.

**The Online Helpline module allows eQHealth/Kepro to manage your requests by easily assigning the correct FSP Team member to assist you.**

- Please use the Online Helpline instead of the general eQHealthFSP email address.
- *FSP Helpline tickets are prioritized and will be worked in the order they are received. eQHealth/Kepro will respond to Helpline tickets within one (1) business day after receipt.*
- *When eQHealth/Kepro responds to your ticket, you will receive an auto-generated email with the Subject: eQHealth Helpdesk Response to let you know there is a response. You can also click the Online Helpline tab anytime to check the status.*
- *Questions and Answers will continue to show in eQSuite® for 30 days.*

# Submitting an Online Helpline Ticket

1. Login to eQSuite® and click **Online Helpline** on the menu bar.
2. For questions related to a review request already submitted, enter the 8-digit Review ID.

For any general questions, leave the Review ID blank.

Applications   Forms   Home   **Online Helpline**   Utilities   Reports   Update My Profile

eqHealth Online Helpline

Menu  
Errors

To enter a new question, type your question in the box below, then click the **Submit Question** link below.  
You will be e-mailed with a link to return here when this ticket has been processed.  
To view the response to a previous ticket, scroll down and view the **History** in list below.

Review ID:  Do NOT enter other values if Review ID is entered.

TAN #:

Beneficiary #:

Admit Date:

# Submitting an Online Helpline Ticket

- **Type your question in the text box.** If the question is related to a technical issue in eQSuite, please include the following information:
  - the review type you are trying to enter
  - a description of the issue, and
  - which screen/tab is giving you trouble.

To enter a new question, type your question in the box below, then click the **Submit Question** link below.  
You will be e-mailed with a link to return here when this ticket has been processed.  
To view the response to a previous ticket, scroll down and view the **History** in list below.

Review ID:  Do NOT enter other values if Review ID is entered.

TAN #:  Beneficiary #:  Admit Date:

Do NOT enter a Beneficiary # or Admit Date if a TAN # is entered.

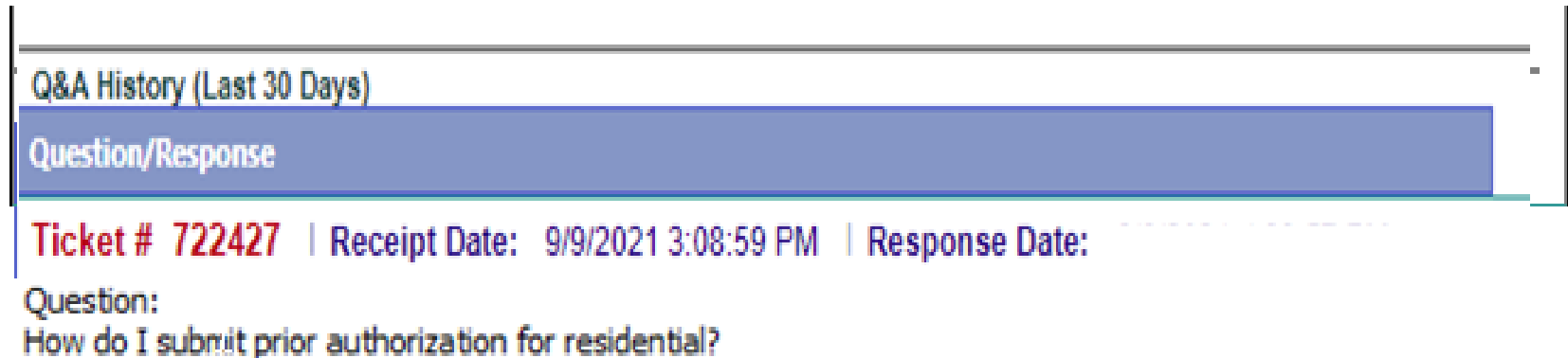
How do I submit a Prior Authorization request for residential services?

[Submit Question](#)

- Click the [Submit Question](#) link

# Submitting an Online Helpline Ticket

- After you click the [Submit Question](#) link, a Helpline Ticket # is issued and will appear under the Q&A History along with your question.



The screenshot shows a table with the following content:

Q&A History (Last 30 Days)
Question/Response
<b>Ticket # 722427</b>   Receipt Date: 9/9/2021 3:08:59 PM   Response Date: Question: How do I submit prior authorization for residential?

- Helpline tickets are processed within 1 business day after receipt.

*Note: The Q&A History will show questions submitted by any of your coworkers that also have access to the FSP portal for your facility*

# Checking Status of Online Helpline Ticket

- » Once eQHealth/Kepro types in their response, an email alert will be sent to you reminding you to go to the Online Helpline to see the answer. **See the example below:**

Ticket # 722427 | Receipt Date: 9/9/2021 3:08:59 PM | Response Date: 9/9/2021 4:33:57 PM

Question:

How do I submit prior authorization for residential?

Answer: Always go to the eQHealth Website at <http://il.eqhs.com> to Family Support Program tab to LOG IN.

After you log on, it will take you to your "Application" home screen

You must click the "Go to Residential Review System" link on top of this page

You will be taken to the "Residential" home page,

Click "Create New Review" tab to begin

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*Note: You can also go back to the Online Helpline anytime to see if your question has been answered.*

# FSP Resources and Contacts

## eQHealth/Kepro FSP Helpline

The FSP Helpline is available 8:30 a.m. to 5:00 p.m., weekdays

- Submit your requests using the Online Helpline in eQSuite®
- If you are having log on issues, call us toll-free at **(866) 435-8778**

## Sending Secure Emails for FSP Review Components @kepro.com

- [eQFSPrenewal@kepro.com](mailto:eQFSPrenewal@kepro.com) Addtl Info - Renewal Applications
- [eQFSPrtfpa@kepro.com](mailto:eQFSPrtfpa@kepro.com) Addtl Info - Residential Prior Authorization
- [eQFSPrtfcs@kepro.com](mailto:eQFSPrtfcs@kepro.com) Addtl Info - Residential Continued Stays

## Healthcare and Family (HFS)

**Program questions? Contact HFS by phone at 217-557-1000**

***or email at [HFS.FSP@illinois.gov](mailto:HFS.FSP@illinois.gov).***