



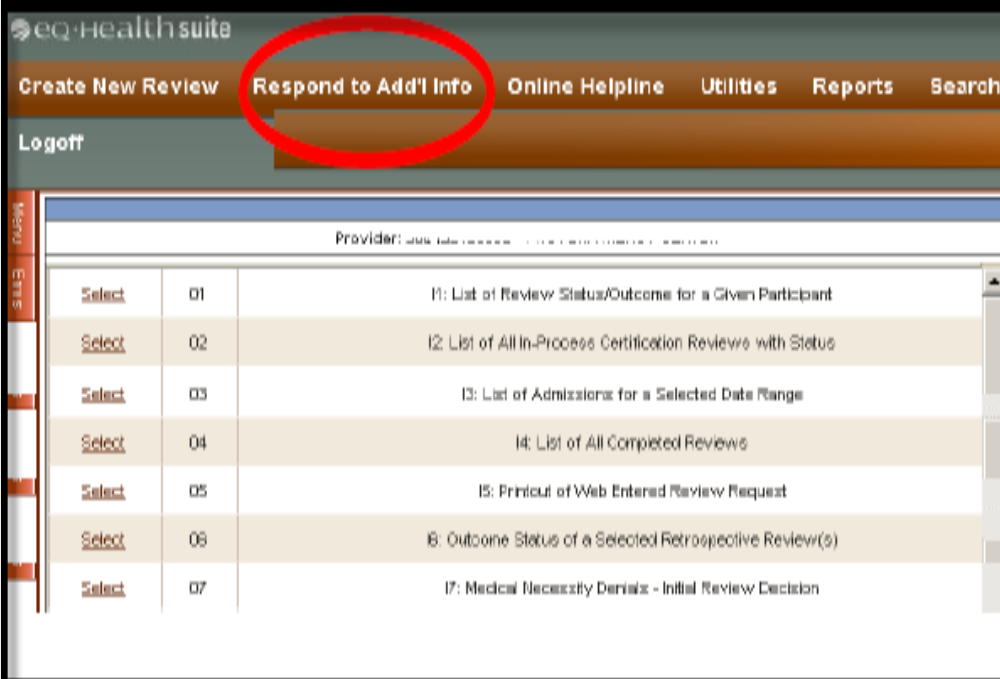
MENU OPTIONS

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 displays 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, there is a "Logoff" button. The main content area shows a table with the following data:

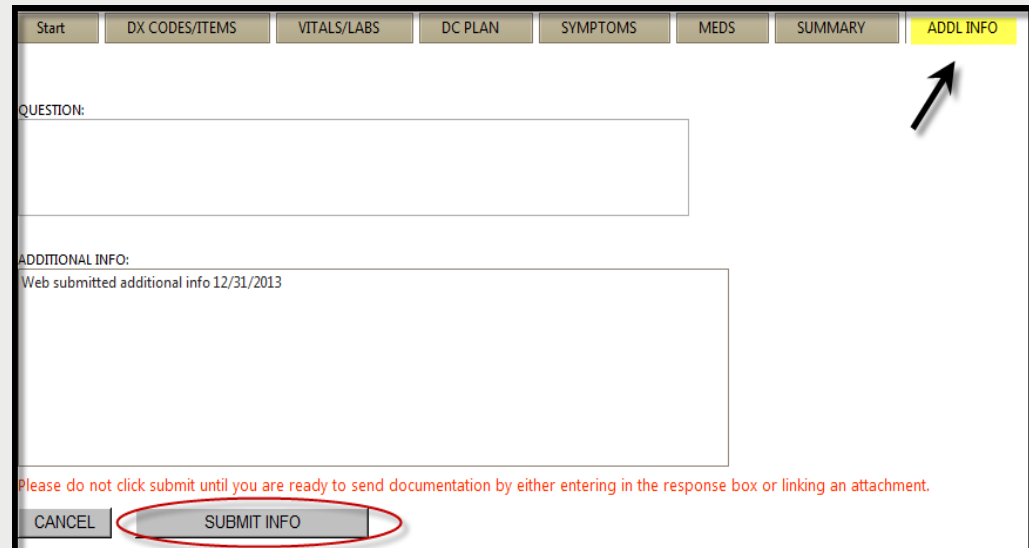
Provider: sus id=xxxxx		
Select	01	1: List of Review Status/Outcome for a Given Participant
Select	02	12: List of All In-Process Certification Reviews with Status
Select	03	13: List of Admissions for a Selected Date Range
Select	04	14: List of All Completed Reviews
Select	05	15: Printout of Web Entered 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
Open	3:629906	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:

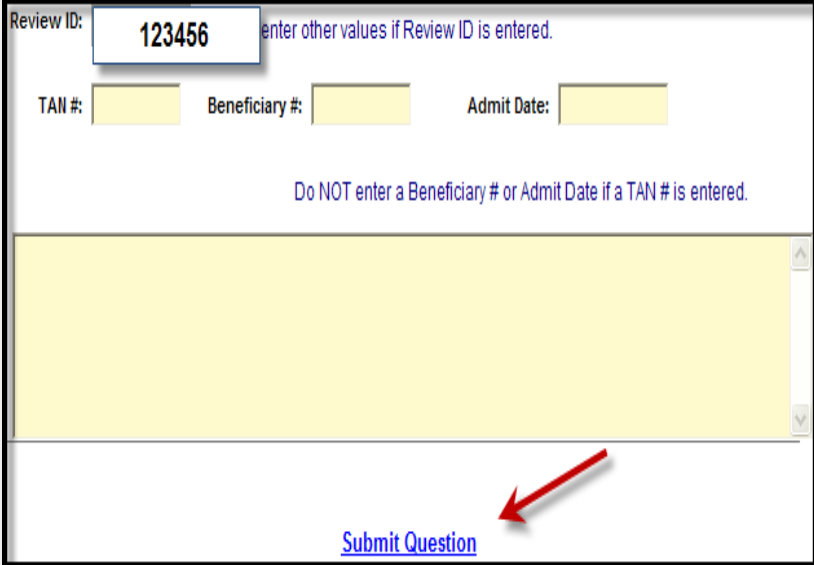
ADDITIONAL INFO:
Web submitted additional info 12/31/2013

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 note '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 provided for the question. At the bottom right, there is a blue 'Submit Question' button, which is highlighted by a red arrow.

- » 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. Below the menu bar are search filters: "Search By TAN", "Search By Date", "Search By Bene", and "Cases Needing Add'l Info.". A table displays a list of records with the following columns: ReviewID, Request Date, Requestor Name, Bene ID, First Name, Last Name, Request Type, Setting, Admit Date, Provider ID, and Provider Name. The first row of data is circled in green, and the word "Open" is written in a green circle next to the ReviewID "33648623".

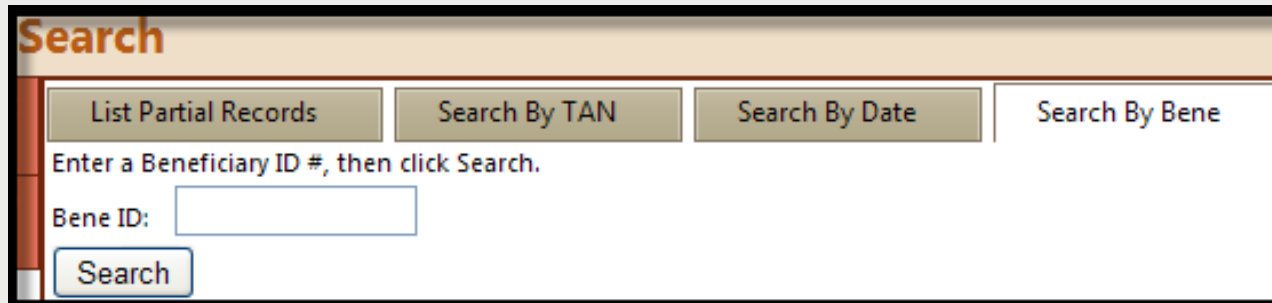
ReviewID	Request Date	Requestor Name	Bene ID	First Name	Last Name	Request Type	Setting	Admit Date	Provider ID	Provider Name
33648623	07/02/2014	trainweb01 trainweb01	000111111	JUDY	JETSON	Admission	Med/Surg	07/02/2014	999999999903	TEST CITY OF HOPE

- » 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.

Change Admit Date

Change Admit Date Utility

Search By Admit Date | Search By RecipientID | Search By PA#

Admission Date Range: 04/01/2011 | 07/01/2011 (120 day limit)

Search | Clear

	Last Name	First Name	Recipient ID	Last Day Certified	Admit Date	Discharge Date
Edit	TEST	BENE	999999999	04/05/2022	04/01/2011	
Edit	TEST	BENE	999999999	05/05/2011	05/01/2011	
Edit	TEST	BENE	999999999	06/05/2011	06/01/2011	

- » If the initial request for a DRG-reimbursed hospitalization has a wrong admit date.
- » Once the admission is certified and **before** discharge review is completed:
 - Hospitals may change the admit date on a DRG-reimbursed admission.
- » This utility will help you ensure a correct match of the inpatient admit given to eQHealth with the admit date on your claim to HFS.
 - Click “**Edit**” to change the admit date
 - Click “**Update**” to complete the change

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	Open Review	View Review Letter(s)

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 *Provider Resources* tab.

The following reports are the most frequently run reports in eQSuite®:

- ❖ RPT1: Review Status /Outcome for Given Participant (shows status and outcomes)
- ❖ RPT2: Status of All In-Process Certification Reviews (only status)
- ❖ RPT3: Assigned TANs in Admission Date Range
- ❖ RPT4: All Completed Reviews (certified reviews only)
- ❖ RPT6: Outcome Status of a Selected Retrospective Review
- ❖ RPT8: Initially Denied Reviews /Reconsideration and Completed reviews (includes denials)

For use in self-monitoring utilization trends:

- ❖ RPT 13: Reviews Pended for Additional Information
- ❖ RPT15:Unreviewable Reviews Requests

Copy of Notice and Case Listing for Medical Record Requests:

- ❖ RPT41:Retro Prepay Correspondence
- ❖ RPT42: Retro Post-pay Correspondence

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 concurrent review can be found under the *ProviderResources* tab on our website.

Web system – eQSuite®

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