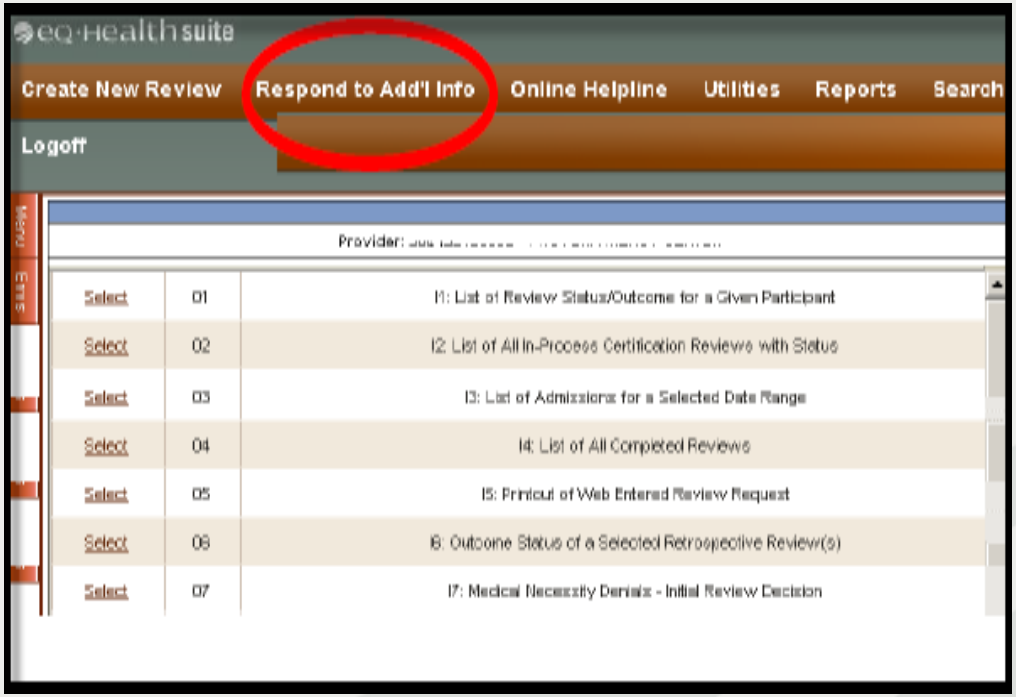
MENU OPTIONS
eQSuite® User Guide

Respond To Request for Additional Information

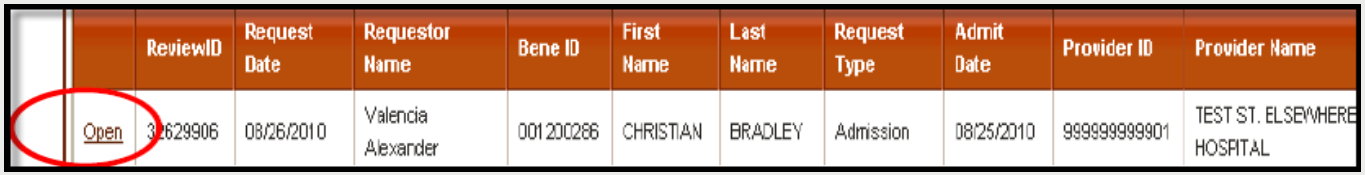
- An eQHealth nurse may pend the request seeking additional information in order to proceed with the review process. The information must be submitted to eQHealth within ***1 business day from the date of notice***.
- To respond to a pended review, click ***Respond to Add'l Info*** tab on the menu bar.

Check this tab daily!



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.***

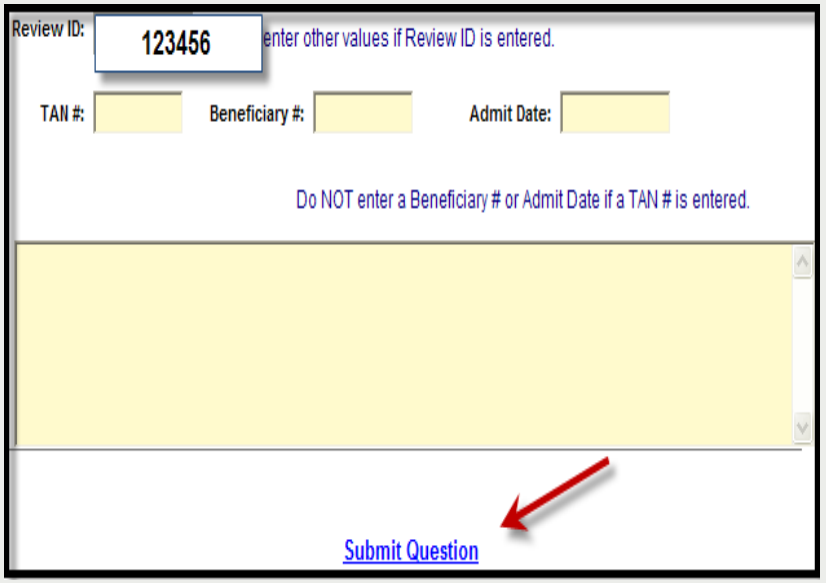


	ReviewID	Request Date	Requestor Name	Bene ID	First Name	Last Name	Request Type	Admit Date	Provider ID	Provider Name
Open	32629906	08/26/2010	Valencia Alexander	001200266	CHRISTIAN	BRADLEY	Admission	08/25/2010	999999999901	TEST ST. ELSEWHERE HOSPITAL

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

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 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

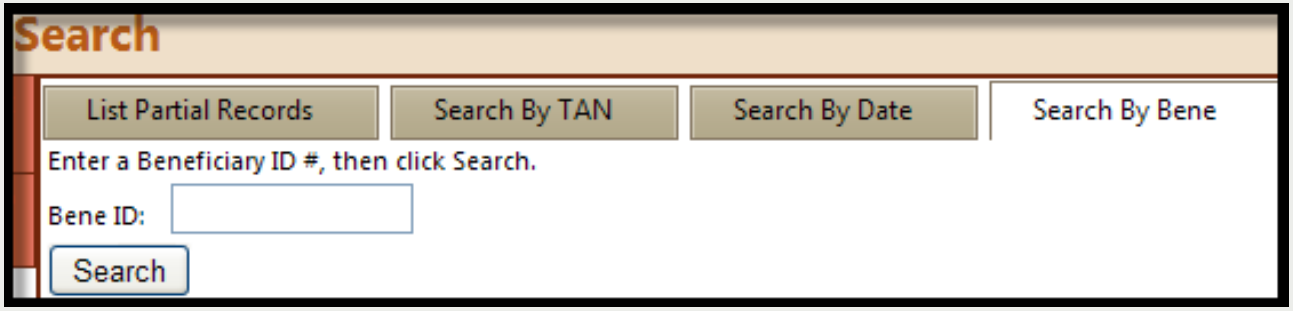
- Click ***Search*** on the menu bar the first tab will show Partial Saved Records

  - The *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.



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

Change Admit Date

- 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

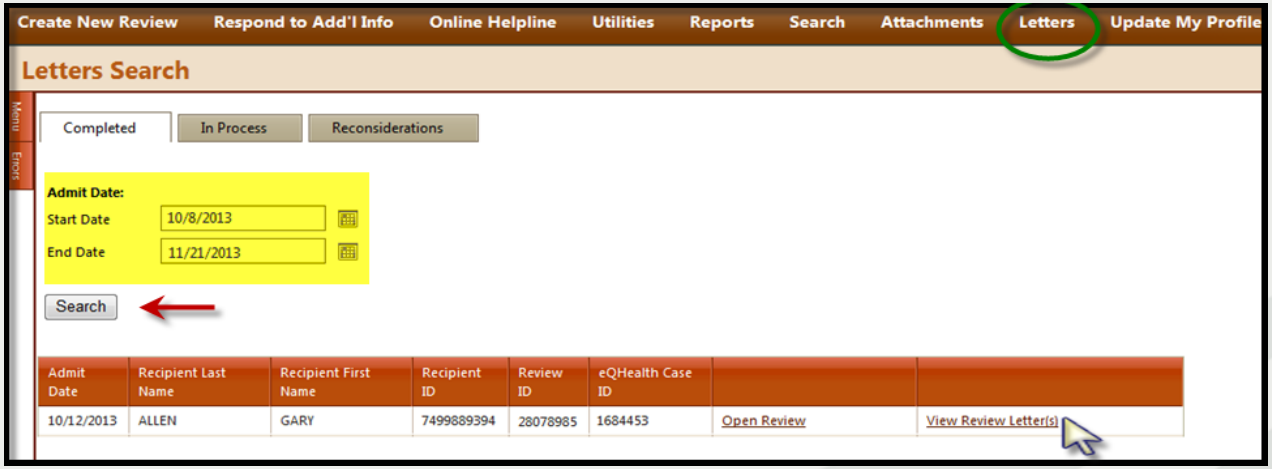
All written correspondence from eQHealth regarding review determinations can be accessed by clicking the **Letters** tab on the menu bar. Letters are grouped into three categories:

- **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.



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 inquires 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.