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Acentra Health Introduces Early Engagement Quality Review

Acentra Health is pleased to announce the implementation of an enhanced quality review process, including the identification of potential quality-of-care concerns during the patient's stay and early engagement with the hospital's Quality Director.

Under direction of Healthcare and Family Services Bureau of Quality Management, Acentra Health's quality review process is formulated on the key principle of performing quality of care review to determine the completeness, adequacy, and quality of hospital care provided, in accordance with Centers for Medicare and Medicaid Services.

This real-time identification of potential quality of care concerns during the hospital stay benefits patients and providers, through Acentra Health's early engagement to address quality-of-care gaps as they occur. Please note that Acentra Health's existing quality review process and timelines remain the same.

Beginning the week of November 4, 2024, if a potential quality of care concern is identified during an admission or continued stay review:

- 1) The hospital's Quality Contact will receive an initial notification letter requesting a copy of the condensed medical within 14 calendar days.
- 2) The hospital will submit the condensed medical record with a copy of the Acentra notification letter and cover page titled "Condensed Medical Record/Quality of Care Concern" by secure fax to (800) 418-4039, or upload through eQSuite® using the quality *Attachments* tab.

Acentra Health will host open-office hours to address questions regarding Early Engagement Quality Review. Please join anytime between 11:00 and 11:45 a.m. CST Monday, November 4th, Wednesday, November 6th or Friday, November 8th. To attend, please call (872) 253-9197, and use Conference ID: 901 506 845#.

Need Assistance? Please submit a ticket using the Online Helpline tab in eQSuite® with *details* of your request or questions. Providers who do not have access to eQSuite® may call (800)418-4045 Monday through Friday, 8:30 a.m. to 5:00 p.m., CST, except holidays.