Acentra HEALTH

Provider Education

New Concurrent Quality Review

Submitting Condensed Medical Record Online

Training Agenda

Introduction - HFS and Acentra Health

Under contract with Healthcare and Family Services, we work in partnership with the Bureau of Quality Management whose purpose is to improve healthcare quality and outcomes for Medicaid beneficiaries.

Since 2002, Acentra Health strongly supports Providers to ensure HFS' medical program participants receive high quality, medically necessary care delivered in the most appropriate setting.

These principles are aligned with HFS' *Quality Strategy - which puts a strong focus on equity, prevention, and public health; proactively uses analytics and data to drive decisions and address health disparities; and works to move individuals from institutions to the community.*

Concurrent Quality of Care Review

Acentra Health has a new, enhanced quality review process which identifies potential quality-of-care concerns during the patient's stay and offers early engagement with the Quality Manager/Director.
This real-time identification benefits patients and providers with early detection to address potential quality-of-care gaps.

If a potential quality of care concern is identified during an admission or continued stay review:

1) The hospital's Quality Contact will receive a notification letter requesting a copy of the condensed medical to be submitted within 14 calendar days.

2) *IMPORTANT! The Quality Contact must request that a <u>condensed</u> medical record be sent to Acentra Health and provide a copy of the Notice of Potential Quality of Care letter to the person sending the chart.*

   ➢ <u>The hospital-designee will upload the PDF file through eQSuite® using the *Attachments* menu bar tab;</u> OR

   ➢ The hospital may 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

Condensed Medical Record

Required Medical Record Components

1. History and Physical Examination Records
2. ER/ED Records
3. All Physician Orders (including order to admit)
4. Physician & Nurse Progress Notes **(*)**
5. Discharge Summary

(*)DO NOT SUBMIT *daily assessments, flow sheets, weights, teaching/dressing changes, I/O's, consents, discharge instructions or shift changes.*

Need Online Access?

A User Log In is Required to Upload Condensed Medical Records Online

- **Ask the Hospital Liaison (typically in Case/Care Management) how to get Login credentials to upload records into eQSuite®.**

  Each hospital has assigned Web Administrators for the eQSuite System and can add you as a new user.
    - Please give the 12-digit Hospital Provider number on the top right side of the letter to the Web Administrator so that you have access to the right account(s).
    - Tell the Web Administrator to give you all access rights in order to upload medical records.

  Need Assistance? Please contact Acentra Health Provider Helpline (800) 418-4045.

Upload Records for **Potential Quality of Care Concern**

Cases that have been flagged for potential quality of care review are found in eQSuite® under the Attachments tab. To begin, follow the 4 steps below. **(Do not use the RetroChartRequest menu tab)**

1. **Click Attachments menu bar tab**
2. **Check the "In Process" section, if the case does not show there, click "Completed Inpatient" tab and type in a date range** (7 days prior to today's date through the date on Letter)
3. **Find the line with patient Bene ID, name and admit date**
4. **Click Link Attachment on right side of that row**

Upload Medical Records for Potential Quality Concern

TO UPLOAD FOLLOW THE 5 STEPS BELOW:

1. Click **Upload attachment images** button

2. Select **Quality Response-Initial Rev** from drop down

3. Click **Browse** and find the PDF file of the Medical Record from your computer.

4. The name of your file will appear on the screen (if wrong file was uploaded click xRemove and repeat Step 3

5. Click **Upload** and the system will confirm that you successfully uploaded your file. It is now sent.