



# Provider Education

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**New Concurrent Quality Review**

Submitting Condensed Medical Record Online

# Training Agenda

**INTRODUCTION**

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**CONCURRENT QUALITY OF CARE REVIEW AND  
LETTER OF POTENTIAL QUALITY OF CARE ISSUE**

**FINDING CASE ONLINE**

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**UPLOADING MEDICAL RECORD ONLINE**

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**REQUESTING ONLINE ACCESS**

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# Introduction - HFS and Acentra Health

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**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 condensed 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.*
  - The hospital-designee will upload the PDF file through eQSuite® using the *Attachments* menu bar tab;  
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

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## 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)

The screenshot shows the eQSuite interface with the 'Attachments' menu bar tab highlighted (1). Below the menu bar, there are two tabs: 'In Process' (2) and 'Completed Inpatient'. A table of review records is displayed below the tabs. The table has columns for ReviewID, Bene ID, First Name, Last Name, Admit Date, TAN, Receipt Date, Record Status, and two action links: 'Open Review' and 'Link Attachment'. The second row of the table is highlighted in green (3) and has a 'Link Attachment' link highlighted in green (4).

ReviewID	Bene ID	First Name	Last Name	Admit Date	TAN	Receipt Date	Record Status	Open Review	Link Attachment
				07/13/2023		02/09/2024	At PR Review	<a href="#">Open Review</a>	<a href="#">Link Attachment</a>
123456	999999999	Quality	Patient	02/24/2024		02/23/2024	At Nurse Review	<a href="#">Open Review</a>	<a href="#">Link Attachment</a>

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.

The screenshot shows a web interface for uploading medical records. At the top, there are two buttons: "Print attachment coversheet(s)" and "Upload attachment images(s)". A green circle with the number "1" is placed over the "Upload attachment images(s)" button. Below this is the heading "Upload your images" and the text "Allowed file types: tif, tiff, pdf, jpg, jpeg, bmp". A warning message states "Large documents can take longer time to upload, please be patient." Below the warning, there is a dropdown menu with "Quality Response-Initial Rev" selected, with a green circle "2" next to it. Below the dropdown is a text input field and a "Browse" button, with a green circle "3" next to the button. Below the "Browse" button is another dropdown menu with "Quality Response-Initial Rev" selected, with a green circle "4" next to it. Below the second dropdown is a list of uploaded files: "RS Test Document for eQSuite.pdf" with a green dot and "x Remove" next to it. Below the list is an "Upload" button, with a green circle "5" next to it. At the bottom, the text "You successfully uploaded:" is visible with a mouse cursor pointing to it.

