

Web Review Request

Therapy eQSuite® User Guide

Overview:

- eQHealth Solutions (eQHealth) developed a proprietary web-based electronic review request submission system for Therapy providers.
- The system allows providers to submit the following review types: admission and retrospective reviews.
- Providers can also electronically submit additional information for previously submitted reviews and respond to adverse determinations.
- Additionally, the system includes a reporting module that can be accessed to obtain real time status of reviews requests and PA #s and print a paper copy of electronic reviews submitted to eQHealth via the reporting module.
- The system also maintains copies of notification letters related to reviews. These letters can easily be read or downloaded by any provider staff with access to the system.

Key Features:

- One of the key features of the system is the ability to check the data upon entry directly against eQHealth's live database. This immediately prevents excluded cases and duplicate records from entering the database.
- The user can partially save data, as it is entered, if the user is interrupted during entry or in case the internet connection is lost.
- If additional information is requested by eQHealth, it can be submitted electronically by the provider and the request is automatically "reactivated" for review completion.
- The key contact person, a User Administrator, at the provider level will assign or revoke privileges for new users or existing users of the system as personnel changes take place. Software or data file maintenance is not required by the provider – all data is keyed directly into eQHealth's data system.
- Secure transmission protocols including the encryption of all data going over the Internet ensure that eQHealth is keeping current with required HIPAA security regulations.
- The provider can access the reporting module at any time to print a paper copy of electronic reviews submitted to eQHealth and obtain answers to the following types of questions:
 - What is the current status of a particular review at eQHealth?
 - What is the history of previous reviews for a recipient?
 - What is the Prior Authorization Number (PA #) and/or last date certified for a case(s)? OR

- Obtain a list of all current in-process reviews for my organization
- Obtain a list of all authorizations for an admission date range.
- Obtain a list of the detailed review outcomes for a date range.
- Obtain a printout of a specific request for a recipient.

Benefits for the Provider:

- The online entry screens provide an efficient transfer of information.
- There will be less paper handling on both ends, enabling a speedier review process.
- The system is directly connected to eQHealth's eligibility files for immediate verification of eligibility.
- Multiple requestors and simultaneous transmission from multiple PCs within a facility are allowed (each will be tracked via a separate login).
- The reporting module will provide real-time status of reviews.

What You Need to Use the System:

- A provider will need Internet access for the personnel who will be submitting certification requests and accessing the reporting module.
- Our eQSuite® system is a secure HIPAA compliant browser application which will be accessed over the Internet at <http://fl.eqhs.com>. To access the eQSuite® system, the following minimum hardware and software requirements must be met:

Minimal Computer System Requirements:

Any of the two most recent versions of:

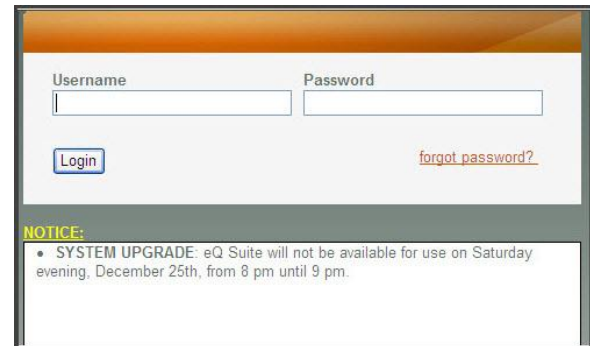
- Internet Explorer
- Google Chrome
- Mozilla Firefox
- Safari
- Broadband internet connection

Accessing the System

eQHealth's Web based entry and inquiry system is accessed from our Web site home page.

Access the Internet with your web browser and go to <http://fl.eqhs.com/>. From here you can follow the link to the eQSuite® login.

The user must login to access the Review Request data entry system. This is an example of the login screen. Enter your User Id and Password here. The password must be entered for confidentiality, security and tracking purposes. Each user is responsible for maintaining the confidentiality of their individual logins and passwords. If you believe the security of your login or password has been compromised, change your password. You may adjust many other personal account settings from the **Update My Profile** menu option.

The screenshot shows a web-based login interface. At the top, there is a header bar with an orange-to-white gradient. Below this, the login form has two input fields: 'Username' and 'Password'. A 'Login' button is positioned below the 'Username' field. To the right of the 'Password' field, there is a red text link that says 'forgot password?'. Below the login fields, there is a 'NOTICE' section with a yellow background. The notice contains a bullet point stating: 'SYSTEM UPGRADE: eQ Suite will not be available for use on Saturday evening, December 25th, from 8 pm until 9 pm.'

Your User Administrator must also create all new accounts. The User Administrator has access to many account maintenance options on the **User Administration** menu option.

For security reasons, users can not stay logged on if they are not submitting reviews or running reports. The entry system is directly tied to eQHealth's database, and the system will not maintain an idle connection for more than 20 minutes. The user does not need to exit their Internet browser window or eQHealth Web home page. Simply log back on to the system with the secure password to enter another review request.

The login screen also displays system notices about events that may impact use of the eQSuite®. These messages are displayed in a notice box immediately below the login box. For example, the date and time span for system upgrades, that may make the website temporarily unavailable while the work is being done, are posted in advance.

Menu Options in the System

After successfully logging onto the system, the user will be presented with the screen shown below. There are two locations for the menu items. They are shown across the top of the screen as well as being present on the menu tab to the left. From this initial screen the following menu options are available. Your User Administrator will determine which options are available to you.



- View Partial Records
- Search By PA#
- Search By Date

- Search By Recipient
- View Cases Needing Additional Info
- Search By Review ID
- Search By eQHealth Case ID

8. Attachments

9. Letters

- Completed
- In Process
- Reconsiderations

10. Update My Profile

11. User Administrator

- Only the designated User Administrator can view this option, otherwise it's hidden from view

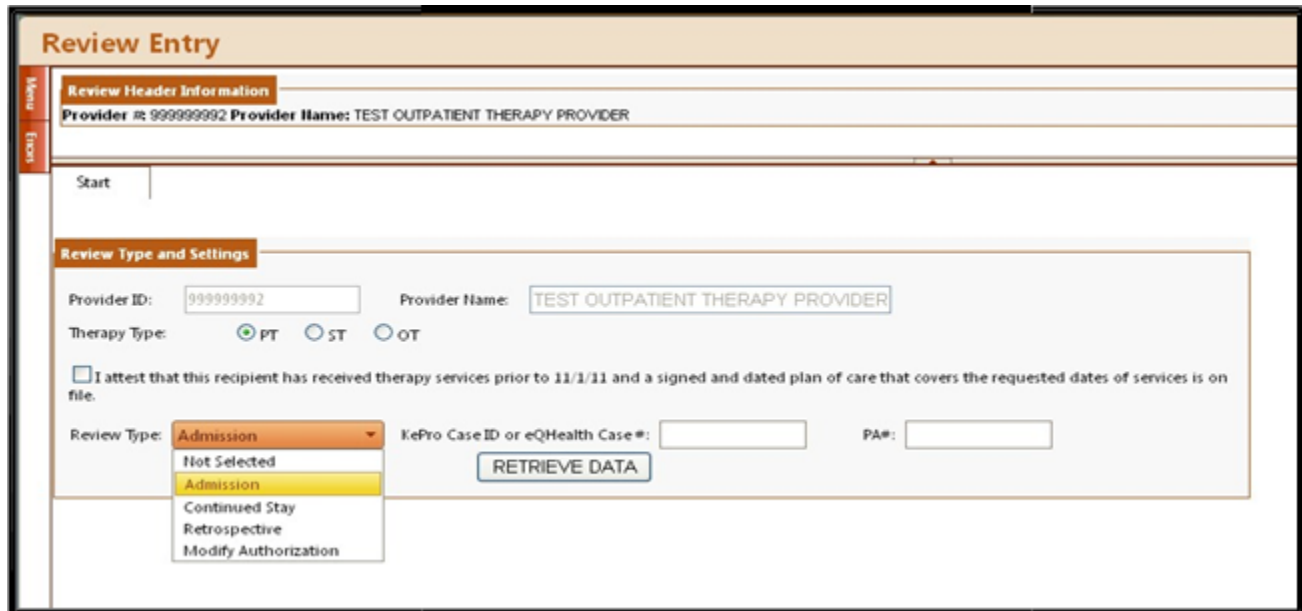
12. Logoff (exit the system)

Create New Review

- ▶ Select **Create New Review** from the Menu list.
- ▶ The following screen will be displayed, The Provider ID will be filled based on the User Logon.
- ▶ Select the appropriate Therapy type of review: PT, OT or ST
 - If this is a new, or prior authorization, you must select “Admission” and click “Retrieve Data”.
 - If this is a request to add additional days to a previously authorized admission, then select “Continued stay”, enter the PA #, and click Retrieve Data button. This will open the rest of the tab and allow the system to pre-populate the existing information.
 - If the service was provided prior to the recipient receiving retroactive Medicaid eligibility that covers the date the service was provided, select “Retrospective” and click “Retrieve Data”
 - If the recipient’s clinical condition is changed requiring an increase in services, a modification to an existing authorization is needed. A modification request can include only those days that fall within the existing authorization.

Provider ID and Provider Name

The Therapy organization providing the item. This is a “view only” field – not a user entry field. The system will automatically fill in the Medicaid provider number and provider name based on the user login.



The screenshot shows the 'Review Entry' form. At the top, there is a 'Review Header Information' section with the text 'Provider #: 999999992 Provider Name: TEST OUTPATIENT THERAPY PROVIDER'. Below this is a 'Start' field. The main section is 'Review Type and Settings'. It contains a 'Provider ID' field with the value '999999992' and a 'Provider Name' field with the value 'TEST OUTPATIENT THERAPY PROVIDER'. There are three radio buttons for 'Therapy Type': PT (selected), ST, and OT. A checkbox is labeled 'I attest that this recipient has received therapy services prior to 11/1/11 and a signed and dated plan of care that covers the requested dates of services is on file.' Below this is a 'Review Type' dropdown menu with options: 'Admission' (selected), 'Not Selected', 'Continued Stay', 'Retrospective', and 'Modify Authorization'. To the right of the dropdown are fields for 'KePro Case ID or eQHealth Case #' and 'PA#'. A 'RETRIEVE DATA' button is located below the 'Review Type' dropdown.

Recipient ID

Enter the recipient’s number that appears on the Medicaid ID card.

If a recipient has been assigned multiple numbers and the number entered by the provider is not a current number, then the system will check the cross-reference table and supply the new recipient number to be used along with an explanatory message.

The recipient must have Medicaid eligibility on file for the dates of service.

Recipient Name

Based on the recipient number, the system will display the recipient’s name. This is a “view only” field – not a user entry field.

DOB

Based on the recipient number, the system will display the recipient’s date of birth. This is a “view only” field – not a user entry field.

Sex


Based on the recipient number, the system will display the recipient’s gender. This is a “view only” field-not user entry field.



Physician and Other Healthcare practitioners

The Ordering Physician/ARNP/PA should be Florida Medicaid number of the ordering provider.
(Ordering provider).

Physicians and Healthcare Practitioners

Type	Medicaid #	NPI #	License #	Name
 Ordering	034120700	1174599609	AR0854072	TEST MARGARET,

Medicaid #:	<input type="text" value="034120700"/>
	Search
Type:	<input type="text" value="Ordering"/>
Name:	<input type="text" value="TEST MARGARET,"/>
Please update any incorrect information below:	
Phone #:	<input type="text" value="(800) 437-2672"/>
Fax #:	<input type="text" value="() -"/>
Address 1:	<input type="text" value="1613 N HARRISON Drive"/>
Address 2:	<input type="text" value="SUITE 200"/>
City:	<input type="text" value="SUNRISE"/>
State:	<input type="text" value="FL"/>
Zip Code:	<input type="text" value="33323-0000"/>
I have verified the above contact information is correct: <input checked="" type="checkbox"/>	
<input type="button" value="Update"/> <input type="button" value="Cancel"/>	

Edit	Therapist			
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To enter the Medicaid number into the grid, you must select the **Edit** link. The Medicaid ID# is a 9-digit number. Make sure to select a physician with a valid ID.

Once you have entered the Medicaid ID# and verified the information is correct, make sure to check the box "I have verified the above contact information is correct" and click "Update".

If the number is unknown, press **Search** to find a valid Physician or Clinician Number. You will get the following screen for search criteria to be entered. You may enter a full name or just an initial of the last name then press enter. The list will show on the screen (e.g. Clark) Click on **Select** on the record for the desired physician the provider number, name and demographic information will be filled based on the physician number. If you have more current information the demographic information can be updated by the user.



Physician Search Page

Search:

Medicaid #:

NPI #:

License #:

Last Name:

First Name:

Middle Init:

Admit Date:

Enter the proposed or scheduled start date for the services

Proposed DC Date:

Enter the proposed discharge date if the actual discharge date is unknown at the time of the review request.

Actual DC Date:


Enter the discharge date if the recipient has been discharged from service. The discharge date must be on or after the admission date and on or before Today's date. A DC date must be entered for all retrospective requests.

Place of Service:


Choose the place of service from the drop-down list.

Check **Yes** or **No** to the following questions

Admit Date:

Proposed D/C Date: 

Actual D/C Date:

Place of Service: 

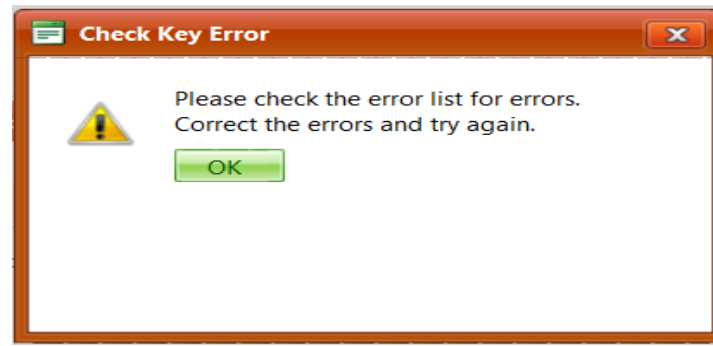
The patient is retroactively eligible for Medicaid for part of the requested services: ☐ Yes ☒ No

The patient is retroactively eligible for Medicaid for all of the requested services: ☐ Yes ☒ No

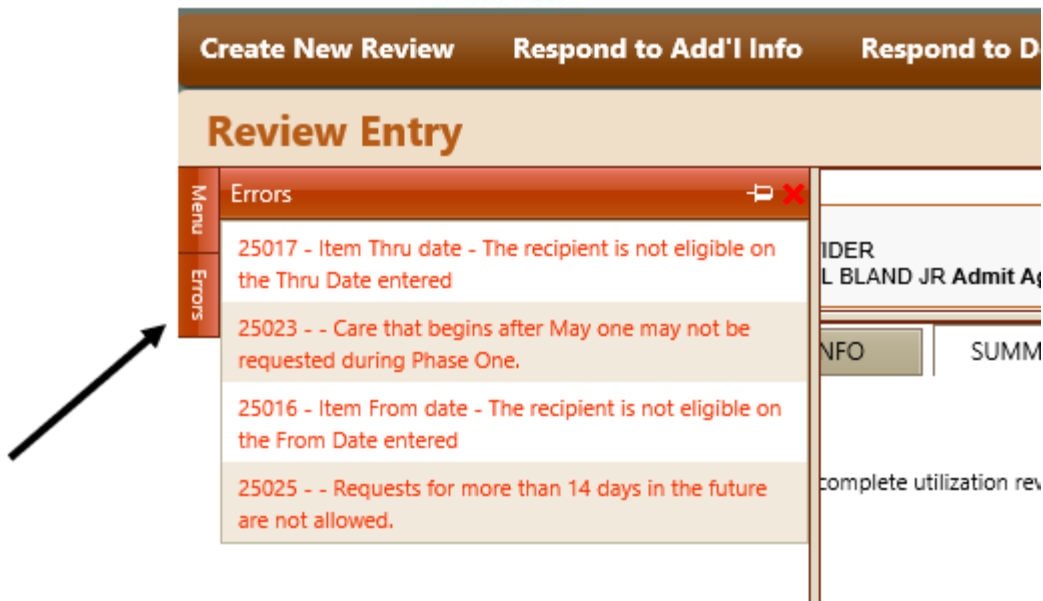
Is the goal of treatment to maintain the patient's status? ☒ Yes ☐ No

Check Key

- ▶ On the **Start Tab**, the user continues the review request process by hitting the Check Key button. This will cause the system to run several checks on what has been entered then progress to the next tab.
- ▶ When the user clicks “**Check Key**”, the system checks recipient and provider eligibility, duplicate reviews, and AHCA policy. If errors occur, a popup will appear on the screen that says:



- ▶ Press the **OK** to continue. Click on the Errors Tab to review any errors. Make the appropriate changes to the review and press Check Key again until all errors have been resolved. If you need further explanation of the types of errors that can occur during the check key process, go to the Error Correction section in this document.



- ▶ If no errors are detected, the next available tab appears at the top and the user is allowed to proceed with entry.

- ▶ The systems will confirm the recipient's Medicare eligibility. If there seems to be a mismatch between the system's records and the review request, the system gives the user the option of overriding the system. This is presented through the following popup window.



Select an Option about Medicare Benefits

☐ Cancel request - patient has Medicare benefits for this period that have not exhausted

☐ Continue request - patient does not have Medicare coverage for this period

☐ Continue request - Requested care is not covered by Medicare or Medicare benefits are exhausted

OK

- ▶ It will prompt you to confirm the recipient's address and phone. Once you confirm the address and the phone number are correct, check the address/phone verified box. This popup prompt will look like this:



Verify Recipient Address / Phone

Recipient ID: 123

Name: DOE, JOHN

Address Line 1: 123 MUSIC CIRCLE

Address Line 2:

City: TAMPA

State: FL Zip Code: 33606-__

Phone: (333) 333-3333

Other Phone: (111) 111-1111

Legal Guardian name: Sue Doe

☐ Address/Phone Verified

OK

<https://flwebapps.eqhs.org:443/fltrainportalnew/PopupPages/BeneAddressPage.aspx>

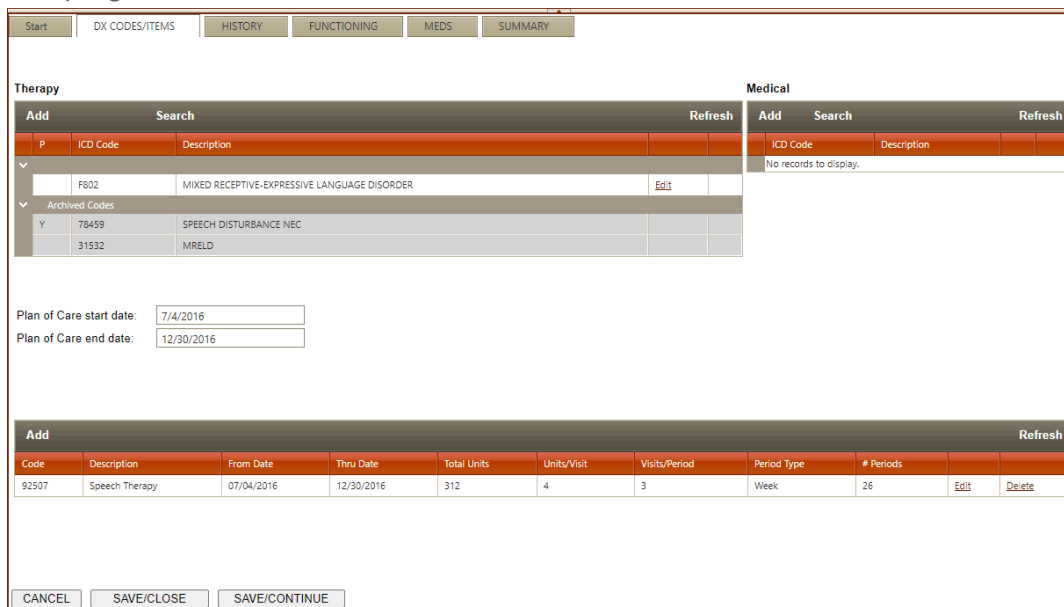
- ▶ Press OK to continue

Save/Close

- ▶ The user can save a record intermittently during entry. As you are entering data, you can hit the Save/Close at the bottom of each screen. This will save the data you have entered. This will prevent loss of data in case of a lost Internet connection or in case the user is Interrupted during entry.

Save/Continue

- ▶ After the **Start Tab**, the user continues to progress through the review process with the Save/Continue at the bottom of each screen. This will save the data you have entered and progress on to the next tab and reset the “clock” for an additional 20 minutes.



Therapy

Add	Search	Refresh
P	ICD Code	Description
▼	F802	MIXED RECEPTIVE-EXPRESSIVE LANGUAGE DISORDER
▼	Archived Codes	
Y	78459	SPEECH DISTURBANCE NEC
	31532	MRELD

Plan of Care start date: 7/4/2016
Plan of Care end date: 12/30/2016

Medical

Add	Search	Refresh
	ICD Code	Description
No records to display.		

Code	Description	From Date	Thru Date	Total Units	Units/Visit	Visits/Period	Period Type	# Periods	Edit	Delete
92507	Speech Therapy	07/04/2016	12/30/2016	312	4	3	Week	26		

CANCEL SAVE/CLOSE SAVE/CONTINUE

Cancel

- ▶ The user can cancel a record by clicking Cancel at the bottom of each screen. The user will be asked, “Do you want to partially save the record”? If the user does not choose to partially save, all information entered will be lost.



DX CODES/ITEMS Tab

- This screen captures all data regarding the diagnosis and procedure being requested.

Start

DX CODES/ITEMS

HISTORY

FUNCTIONING

MEDS

SUMMARY

Therapy

Add

Search

Refresh

P	ICD Code	Description		
Y	G809	CEREBRAL PALSY NOS	Edit	Delete

Plan of Care start date:

12/22/2016

Plan of Care end date:

6/19/2016

Add

Code	Description	From Date	Thru Date	Total Units	Units/Visit
97110	PT Treatment	12/22/2016	06/19/2017	104	2

CANCEL

SAVE/CLOSE

SAVE/CONTINUE

- Click **Add** to enter diagnosis following box will appear. Do not enter a decimal point when entering the DX Code.
- The date identified will default to the date the order was written, but it can be changed.
- Click **Add** to close the window and the diagnosis/procedure codes will be displayed on the screen.
- Click **Close** to close the window without adding any diagnosis codes.

Code Add/Edit Page

Code:

Date Identified:

Add

Close

- To find a specific diagnosis code, click **Search** and enter the first 3-5 letters of the diagnosis. Click **Select** to highlight each desired DX code from the resulting list. When all the DX codes you need are highlighted click **Add Selected** to add these DX codes to the review request.

Code Text Search Page

Text Search:

Search Results:

		Code	Description
Select	Deselect	F4541	PAIN DISORDER EXCL RELATED TO PSYCHO FACTOR
Select	Deselect	F4542	PAIN DISORDER W RELATED PSYCHOLOGICAL FACTORS
Select	Deselect	G501	ATYPICAL FACIAL PAIN
Select	Deselect	G546	PHANTOM LIMB SYNDROME W PAIN
Select	Deselect	G547	PHANTOM LIMB SYNDROME W/O PAIN
Select	Deselect	G890	CENTRAL PAIN SYNDROME
Select	Deselect	G8911	ACUTE PAIN D/T TRAUMA

Enter Plan of Care Start Date and End Date

Note: Plans of Care cannot be more than 180 days in duration. Use the date calculator under the “utilities” tab to calculate 180 days.

Plan of Care start date:

Plan of Care end date:



- Click “Add” to enter the Therapy Procedure code for the services being requested.
 - Enter a separate authorization request for each unlike item.
 - The From/Thru Date will be the authorization date span being requested. You can request up to 180 days.
 - Units/Visits:1 Units =15 minutes
 - Visits/Period: How many visits within the selected time period.
 - Period Type: Select from drop down
 - # of Periods: How many weeks fall within the time period you selected. Once the units are entered, the system will automatically calculate the total units associated with the items requested and populate the grid.




History Tab

This screen captures the medical history of evaluations and hospitalizations.

Start	DX CODES/ITEMS	HISTORY	FUNCTIONING	MEDS	SUMMARY
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Date of initial evaluation:  Date of most recent evaluation: 

If the recipient was hospitalized within the past 6 months, enter the date of hospitalization. 

Are services being requested as a result of the hospitalization? ☐ Yes ☐ No

If Yes, explain:

Is the patient receiving similar services from any other source, in addition to what you have requested?
☐ Yes ☐ No

 Add new record

	Provided by Name	Place of Service	Description
No records to display.			

CANCEL

SAVE/CLOSE

SAVE/CONTINUE

Initial Evaluation:

Enter the date of the patient's first evaluation.

Most Recent Evaluation:

Enter the date of the patient's most recent evaluation

Most Recent Hospitalization:

Enter the date of the patient's most recent hospitalization.

Service request as a result of hospitalization:

Click "Yes" or "No" to indicate whether this request is a result of the hospitalization.

If "Yes" is chosen, it must be explained in the text box.

Is the patient receiving similar services from another source:

Click "Yes" or "No" to indicate whether the patient is receiving similar services from any other source in addition to what is requested.

If there are other providers, add records to the grid giving the name of the provider, where the service is performed, details of the service and coordination activities between the providers.

Once the details are provided, use the Insert link to add the provider to the record.

Is the patient receiving similar services from any other source, in addition to what you have requested?

☐ Yes ☐ No

[Add new record](#) [Refresh](#)

Provided by Name	Place of Service	Describe services received, frequency, days of the week and times. Also describe any coordination activities between providers
No records to display.		

[CANCEL](#) [SAVE/CLOSE](#) [SAVE/CONTINUE](#)

Once you have completed the questions, click **“Save/Continue”**

Functioning Tab:

Select the checkboxes for all functional limitations to be addressed during the requested authorization period. Check “other” if an applicable functional limitation is not included in the list.

Start	DX CODES/ITEMS	HISTORY	FUNCTIONING	MEDS	SUMMARY
Indicate the patient's functional limitations					Check all that apply
Balance Deficits					<input type="checkbox"/>
Breathing control deficit					<input type="checkbox"/>
Cognitive deficits/executive function deficits					<input type="checkbox"/>
Connective tissue dysfunction					<input type="checkbox"/>
Coordination deficit					<input type="checkbox"/>
Decreased transfer abilities					<input type="checkbox"/>
Fine motor limitations - neurologically based					<input type="checkbox"/>
Fine motor limitations - orthopedic based					<input type="checkbox"/>

Meds Tab:

For an admission review, list the medications that are pertinent to the care of this recipient, or those medications that may affect the plan of care.

For a continued stay, you may copy the medications entered on a previous review request by clicking the Copy Meds from previous review button, and then modify the medications in the grid to reflect the most current medication status at the time of the continued stay request.

Medication: List medications that are pertinent to the care of the recipient and or may affect the plan of care.



Start DX CODES/ITEMS HISTORY FUNCTIONING MEDS SUMMARY

MEDICATIONS

Copy Meds from previous review

Does the patient receive Medication(s)? ☐ Yes ☐ No

If Yes, then enter each medicine in the following grid

Name	Route Type	Frequency	Dosage	Start Date	Stop Date
No Meds on this Review					

CANCEL SAVE/CLOSE SAVE/CONTINUE

Code Add/Edit Page

Med Name:

Route:

Frequency:

Dosage:

Start Date:

Stop Date:

Only enter a Stop date if the medication has already been discontinued. Leave blank if the patient is currently still receiving or will be receiving during the course of care.

Add Close

http://testfl.eqhs.org/PopupPages/MedEditPage.aspx

Summary Tab

Enter any additional information relevant to the request but not captured on the previous screens. Do **NOT** copy and paste clinical notes in this area. You will be prompted to attach clinicals after you submit your review.

Medical Status:

Select the checkbox beside each medical condition that applies.

Use the text box to give details of any selections, if the information is not included in the plan of care.



Create New Review Respond to Add'l Info Online Helpline Utilities Reports Search Attachments Letters Respond to Denial

Review Entry

Review Header Information

Provider #: Provider Name: "SAY WHAT?" SPEECH THERAPY SERVICES
Recipient ID: Recipient Name: Admit Age: 65 Current Age: 65 Admit DT: 11/6/2011 Review ID:

Start DX CODES/ITEMS **HISTORY** FUNCTIONING MEDS SUMMARY

Select all that apply for this patient:

☐ Medically Complex
☐ Medically Fragile
☐ Technology dependent
☐ None of the above

Explain your selection(s) here:

OPTIONAL: Please use this textbox to provide any additional information you would like us to know to help establish medical necessity.

Florida Agency for Health Care Administration Disclaimer Statement

eQHealth Solutions certification determination does not guarantee Medicaid payment for services. Eligibility for and payment of Medicaid services are subject to all terms and conditions and limitations of the Medicaid Program.

Click "Submit for review" to complete the review request. By clicking submit you are acknowledging the disclaimer and attesting to the accuracy of the information entered in the review request.

Once you click submit for review, the system will generate a message that your review was successfully submitted. It will generate a Review ID# and Case ID.

eQHealth suite

Create New Review Respond to Add'l Info Respond to Denial

Home

Menu

Review ID: 11455612
eQHealth Case ID: 729955
Recipient Name: JOHN DOE

Errors

Review Status: Approved
Review Completed: 4/16/2018

Respond to Additional Information

If a provider receives a request for additional information from eQHealth regarding a review request, then you will need to click on this menu to respond.

- ▶ The system grid will display all records in process and currently awaiting requested additional information.
- ▶ The user clicks **“Open”** for the appropriate review and the system will display the additional information request.



eQHealth suite											
Go To Simply Better Health's System											
Create New Review Respond to Add'l Info Respond to Denial Online Helpline Utilities Reports Search											
Additional Information											
Cases Needing Add'l Info.			Search By ReviewID			Search By eQHealth Case ID					
	R# Numbers	ReviewID	Request Date	From Date	Thru Date	Requestor Name	Redpient ID	First Name	Last Name	Request Type	Setting
Open	Awaiting PA	11454594	07/06/2016			PhysProc Trainer	123	JOHN	DOE	Admission	Physician Procedures

- ▶ The first box shows the question from eQHealth and is view only.
- ▶ You will respond to the question in one of three ways. You may type additional information into the text box labeled “Response”, or you may link a document to the review, or you may do both. To do so, see the section entitled “Linking an attachment to the review”.
- ▶ After you respond to the pend, click Submit Info button. The system will prompt you to link attachments, you will have the option to print a coversheet to send over the additional clinicals or you can upload them directly from your computer. If during entry, you do not want to save the entry, click Cancel.



Question	Pended date	Response
<p>▶ Please provide clinical information to support this request, to include all prior medical treatments pt received, imaging & lab results, post operative plan- if this includes breast reconstruction.</p> <p>Response</p> <p>Edit</p>	7/6/2016	

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](#)

Respond to Denial

If there is an adverse determination for a review request, request a Reconsideration by a second physician not associated with the first decision. To do this, click Respond to Denial from the menu list. Any review requests with option for reconsideration will be displayed here.

Respond to Denial									
ReviewID	Review Complete Date	Recipient ID	First Name	Last Name	PA#	eQHealth Case ID	Init Service Date		
60519098	03/25/2011	000001111	JENNIFER	ANDERSON	18013906		03/18/2011	Open Review	Link Recon Request

- ▶ To request Reconsideration, click **Open Review**.
- ▶ The provider may either agree with eQHealth physician reviewer's decision, or request a reconsideration review and enter additional supporting information in the available textbox for our physician peer reviewer to use when reevaluating the case. You may also attach additional documents to the Reconsideration request by clicking on the Link Attachment button and following the instructions to either directly upload the document or create a barcoded fax coversheet. See the section titled Attachments for further details.
- ▶ If you intend to link supporting documentation, please select the checkbox under the additional information textbox. This will indicate that eQHealth should await the fax documents before forwarding for physician review.



Start DX CODES/ITEMS DATES HISTORY DC PLAN FUNCTIONING GOALS SOCIAL HISTORY RECON

☐ I agree with eQHealth physician reviewer's adverse determination and waive reconsideration review rights

☒ I do not agree with eQHealth physician reviewer's adverse determination and am requesting a reconsideration review

Enter any additional information to be considered with your request for reconsideration that justifies medical necessity of the previously denied or reduced level of services.

☐ Additional supporting documentation will be submitted via upload, or faxed using the barcoded coversheet

CANCEL SUBMIT RECON INFO

Online Helpline

You can create a new request or view responses to previous requests from Online Helpline tool by selecting **Online Helpline** from the menu list.

- ▶ Create a New Helpline Request

- ▶ You may enter Review ID, PA #, Recipient #, or Admission date, along with your question. If you enter a Review ID, or a PA #, the remaining fields will be filled in by the system.
- ▶ Type your question or comment in the textbox and click Submit Question.
- ▶ A message stating that the response has been submitted will appear and a ticket number will be assigned.

You will be e-mailed a link to return back to the Online Helpline when the ticket has been processed by the eQHealth staff and a response is available.

View Response to Previous Request

- ▶ To view the response to a previous ticket, scroll down and view the History in list below.
- ▶ All responses for the last 30 days will be displayed. Responses will be displayed in ticket number order; the most recent being displayed first.
- ▶ The responses will include the receipt date and time of the request, the response date and time, PA # (if applicable), the question and the answer.

Online Helpline

Menu

Errors

To enter a new question, type your question in the box below, then click the **Submit Question** link below.
 You will be e-mailed with a link to return here when this ticket has been processed.
 To view the response to a previous ticket, scroll down and view the **History** in list below.

Review ID: Do NOT enter other values if Review ID is entered.

Recipient #: Admit Date:

[Submit Question](#)

Q&A History (Last 30 Days)

Question/Response

Utilities

Update baby info, Enter DC Dates, Resend Case, Date Calculations.

Update Baby Info:

To retrieve the data field for entering Baby Recipient Identification, select Update Baby Info.

Effective: 1/15/12

Reviewed: 2019,2020,2021,2022

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Baby Update Utility

Baby Number Conversion

eQHealth Case ID:

Get Original Info

Recipient:

Admit Date:

Baby Name:

Enter Baby's Recipient ID:

DOB:

Get Baby's Info

Name:

Address:

Clear

Convert

Under “Original Info,” enter the eQHealth Case ID. The other data fields in this section will be filled in by the system.

Under “Baby’s Info,” enter the Baby’s Recipient Number. The date of birth (DOB), name, and address fields will be filled in by the system.

Verify that the information is correct before clicking the “Convert” button.

Once “Convert” has been clicked, the changes will be complete and the review is transmitted to the fiscal agent to receive the PA#.

Enter Discharge Dates:

To retrieve the data field for Discharge Date, select Enter Discharge Dates.

Change Discharge Date

Search By Last Day Certified

Search By Admit Date

Search By RecipientID

Search By PA#

Admission Date Range:

(120 day limit)

Search

Clear

	Last Name	First Name	Recipient ID	Last Day Certified	Admit Date	Discharge Date
Edit	ANDERSON	CATHY	000003333	03/19/2011	03/11/2011	
Edit	ANDERSON	JENNIFER	000001111	03/13/2011	03/06/2011	
Edit	ANDERSON	JENNIFER	000001111	03/29/2011	03/11/2011	
Edit	ANDERSON	JENNIFER	000001111	03/24/2011	03/15/2011	
Edit	HANGER	JAMES	602548619	03/18/2011	03/15/2011	
Edit	HANGER	JAMES	602548619	03/24/2011	03/15/2011	
Edit	HEPBURN	KATHERINE	000002222	03/19/2011	03/11/2011	
Edit	PATIENT	TEST	99999	03/14/2011	03/13/2011	
Edit	PATIENT	TEST	99999	03/14/2011	03/13/2011	
Edit	PATIENT	TEST	99999	03/24/2011	03/14/2011	
Edit	SMITH	JULIE	400	03/16/2011	03/10/2011	

Effective: 1/15/12

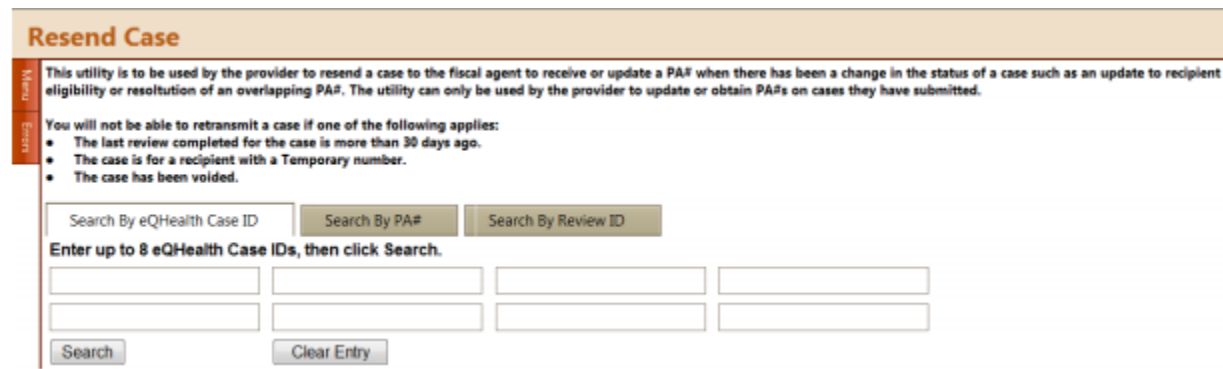
Reviewed: 2019,2020,2021,2022

Make your selection by indicating the last-date-certified range, the admission date range, recipient number, or PA # and then click search.

Click **Edit** on each row of the grid that you wish to enter the discharge date and then click **Update** when you verified this information is correct.

Resend Case

Choose the Case(s) to be resent, using one of the search options, and follow the prompts to cancel the case.



Resend Case

This utility is to be used by the provider to resend a case to the fiscal agent to receive or update a PA# when there has been a change in the status of a case such as an update to recipient eligibility or resolution of an overlapping PA#. The utility can only be used by the provider to update or obtain PA#s on cases they have submitted.

You will not be able to retransmit a case if one of the following applies:

- The last review completed for the case is more than 30 days ago.
- The case is for a recipient with a Temporary number.
- The case has been voided.

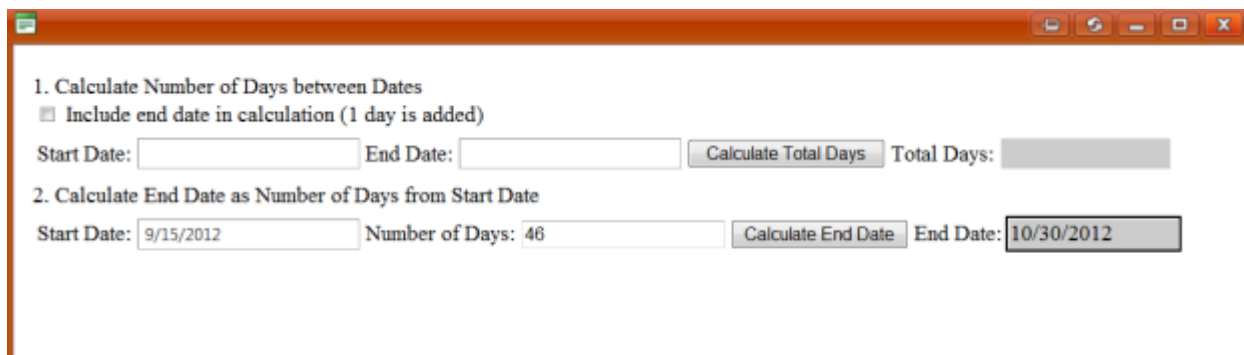
Search By eQHealth Case ID Search By PA# Search By Review ID

Enter up to 8 eQHealth Case IDs, then click Search.

Search Clear Entry

Date Calculations

Use this utility as an aid to calculate the time span for authorization requests.



1. Calculate Number of Days between Dates

☐ Include end date in calculation (1 day is added)

Start Date: End Date: Calculate Total Days Total Days:

2. Calculate End Date as Number of Days from Start Date

Start Date: 9/15/2012 Number of Days: 46 Calculate End Date End Date: 10/30/2012



Reports

Click **Reports** on the menu list.

Select	Code	Description
Select	N10	Administrative Approvals
Select	O1	Outpatient Review Status for a Given Recipient
Select	O2	Status of All In-Process Certification Reviews
Select	O3	Outpatient Assigned PA#s
Select	O4	Outpatient - Daily List for Discharge Date
Select	O5	Outpatient - List of Baby Admission
Select	T7	Therapy Web Review Request Printout

A menu of currently available reports will be listed for the user to choose from.

- ▶ Select a report. Report results may/may not be displayed on the screen based on selection criteria. All data listed on all reports are provider specific. All data transmitted via the Internet are encrypted for security compliance. A sample report result screen is shown below with no selection criteria. Press the **Run Report**.

Recipient ID: 999999999

Admit Date: ☒ All Dates ☐ Date Range

Export As: Adobe Acrobat PDF

Run Report

NOTE: Depending on criteria, queries may take a little while. Please be patient.

A print preview screen opens in Adobe Acrobat PDF format as shown below



Report11.pdf - Adobe Reader

File Edit View Window Help

Open [Icons] 1 / 2 87.7% [Icons] Tools Fill & Sign Comment

Create New
Provide

Menu Error

Report 11

eQHealth Solutions
Review Status/Outcome for a Given Recipient or Case ID

Recipient: 123 JOHN DOE Sex: M DOB: 4/18/1994 Print Date: 7/28/2015
Print Time: 02:53 PM

Provider: 010087101 TEST HOSPITAL

Admit Date	D/C Date	Last Day Certified	Total Units	Baby Name	Patient Account #	eQHealth Case ID	Review Type	Receipt Date	Complete Date	Record Status	Units Cert	PA#
6/30/2015	7/4/2015		5			729795	Admission	6/24/2015	6/24/2015	Approved	5	
12/20/2014		12/20/2014	1			729778	Admission	12/18/2014	12/30/2014	Approved	1	
12/20/2014		12/20/2014	1			729794	Admission	12/19/2014	12/30/2014	Approved	1	
11/10/2014	11/15/2014					729779	Retrospective	12/18/2014	12/30/2014	Denied	0	
9/16/2014		9/16/2014	1			729777	Admission	9/17/2014	9/17/2014	Approved	1	
7/1/2014						729760	Admission	6/24/2014		At 1st Level Review	0	
7/1/2014		7/1/2014	1			729771	Admission	6/24/2014	6/24/2014	Approved	1	
6/25/2014						729762	Admission	6/23/2014		At 1st Level Review	0	
6/25/2014	5/2/2014					729768	Admission	6/24/2014		At 1st Level Review	0	
6/1/2014						729755	Admission	6/3/2014		At 1st Level Review	0	
12/10/2013						729683	Admission	12/18/2013		At 1st Level Review	0	
8/1/2013						729649	Admission	4/6/2014		At 1st Level Review	0	
7/1/2013						729646	Admission	7/10/2013		At 1st Level Review	0	
5/18/2012		5/20/2012	3			729610	Admission	5/18/2012	5/18/2012	Approved	3	
5/16/2012		5/16/2012	1			729606	Admission	5/16/2012	5/16/2012	Case Voided	1	
5/1/2012						729564	Admission	4/18/2012		At 1st Level Review	0	
5/1/2012						729593	Admission	6/26/2014		At 1st Level Review	0	
4/28/2012						729590	Admission	6/24/2014		At 1st Level Review	0	
4/19/2012		4/20/2012	2			729570	Admission	4/18/2012	4/18/2012	Approved	2	
4/18/2012						729567	Admission	10/15/2013		At 1st Level Review	0	
4/18/2012		4/21/2012	4			729568	Admission	4/18/2012	4/18/2012	Approved	4	
4/15/2012						729572	Admission	4/19/2012		At 1st Level Review	0	
4/11/2012		4/17/2012	7			729574	Admission	4/19/2012	4/19/2012	Approved	7	
							Continued Stay	4/25/2012		At 1st Level Review	0	

Page 1 of 2

- ▶ To print the report, the user should click the printer button on the task bar. The Print property box opens.
- ▶ Adobe Acrobat PDF will orient the report as needed. Click the OK button and retrieve the results from the printer.
- ▶ Reports can also be saved electronically

Search/View Partial Records

- ▶ To retrieve and complete entry of a partially saved review request, select **Search** from the menu list.
- ▶ The list of all partially saved requests will be displayed as illustrated below.

Create New Review Respond to Add'l Info Respond to Denial Online Helpline Utilities Reports **Search** Attachments Letters Update My Profile User Admin

Search

List Partial Records Search By PA# Search By Date Search By Recipient Cases Needing Add'l Info Search By Review ID Search By eQHealth Case ID

Search Voided/Canceled Cases

PA Numbers	ReviewID	Request Date	From Date	Thru Date	Requestor Name	Recipient ID	First Name	Last Name	Request Type	Setting	Therapy Type	Patient Type	eQHealth Case ID	Admit Date	Provider ID	Review Status
Open Awaiting PA	11455524	03/22/2018			BA Trainer	123	JOHN	DOE	Admission	Behavior Analysis			729951	01/31/2018	000000001	Web Partial

When a partial record is processed, the system puts the user back into the entry screens.

Effective: 1/15/12

Reviewed: 2019,2020,2021,2022

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- ▶ The user should then complete data entry process as discussed in Section I New Request.
- ▶ If it is determined that the partial request should be discarded instead of completed, then the user clicks Delete on the row.
- ▶ If you have any partially saved reviews that are over 90 days, the system will prompt you delete those reviews before you can request further services.

Restrictions:

Partially saved records are not processed by eQHealth. The user is responsible for properly completing them and submitting them for review or deleting them as necessary.

View Previously Submitted Review Requests

The user can view any previously submitted review requests. To retrieve a list of previously submitted requests, select **Search** from the menu list.

- ▶ The user may Search by PA#, Search by Admit Date, Search by Recipient ID, or Search by eQHealth Case ID.
- ▶ Review requests pending additional information can also be accessed from this tab.
- ▶ Key in the applicable request criteria.
- ▶ The system will display all electronically submitted requests that meet the criteria.
- ▶ To obtain a list of requests submitted by all users associated with the providers Medicaid number, click the box to clear the check mark.
- ▶ To view the data entered in a review request, click the **Open** next to the record needed. The completed entry screens will be displayed.

Below is an example of the data grid displayed for the View Previous Requests (Search by Recipient) option.

Search

Menu

Error

List Partial Records

Search By PA#

Search By Date

Search By Recipient

Cases Needing Add'l Info.

Search By KePro Case ID

Se

Search By eQHealth Case ID

Search Voided/Canceled Cases

Enter a Recipient ID #, then click Search.

Recipient ID: 456

Search

	PA Numbers	ReviewID	Request Date	From Date	Thru Date	Requestor Name	Recipient ID	First Name	Last Name	Request Type	Setting	Therapy Type	Patient Type	eQHealth Case ID
Open	Awaiting PA	11449475	04/18/2012	04/18/2012	05/01/2012	Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729565
Open	Awaiting PA	11449489	04/18/2012	04/18/2012	04/21/2012	Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729566
Open	Awaiting PA	11449529	04/18/2012			Inpt Trainer	456	JANE	DOE	Retrospective	Acute IP Med/Surg			729569
Open	Awaiting PA	11449546	04/18/2012	04/20/2012	04/22/2012	Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729571
Open	Awaiting PA	11449563	04/19/2012	03/01/2012	03/20/2012	Inpt Trainer	456	JANE	DOE	Retrospective	Acute IP Med/Surg			729573
Open	Awaiting PA	11449617	04/19/2012			Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729576

Attachments

Supporting documentation requirements are dictated by AHCA policy. Documents should be submitted at the time the authorization request is entered. However, for requests submitted without supporting documentation, the documents can be submitted after the request is submitted by accessing the review via the “Attachments” tab.

The documents may be linked to a review request in one of two ways:

- a. You may link a pdf, jpeg, tif, or bmp document directly to the review

Attachments												
Menu Errors	In Process		Completed Inpatient		Completed Outpatient							
	ReviewID	Recipient ID	First Name	Last Name	eQHealth Case ID	Admit Date	KBaby Name	Account Number	Receipt Date	Record Status		
	11449135	123	JOHN	DOE	729554	10/25/2011			10/08/2013	At 1st Level Review	Open Review	Link Attachment
	11449387	123	JOHN	DOE	729561	01/06/2012		1/1/12	02/03/2012	At 1st Level Review	Open Review	Link Attachment
	11449461	123	JOHN	DOE	729564	05/01/2012			04/18/2012	At 1st Level Review	Open Review	Link Attachment
	11449501	123	JOHN	DOE	729567	04/18/2012			10/15/2013	At 1st Level Review	Open Review	Link Attachment Attachment(s)
	11449550	123	JOHN	DOE	729572	04/15/2012			04/19/2012	At 1st Level Review	Open Review	Link Attachment

OR

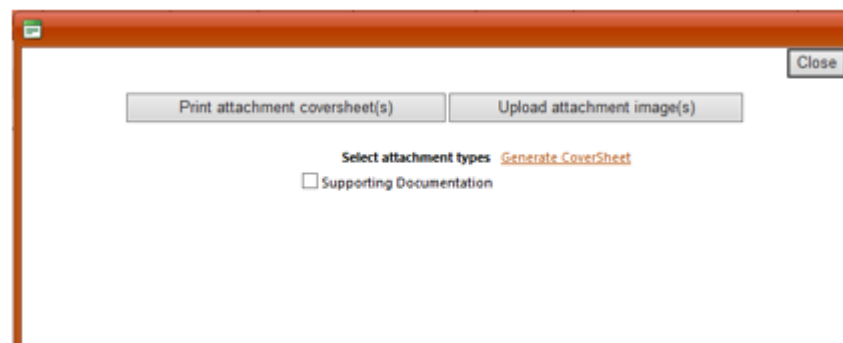
- b. You may create a bar-coded fax coversheet and fax the document.

To access either option, click the **Link Attachments** hyperlink at the end of the review request line you are interested.

Providers can also view previously submitted documents on this tab.

Fax option: Click on supporting documentation then Generate Coversheet.

Note: Make sure you do NOT have any pop-up blockers enabled on your computer or the coversheet will not generate.



Fax Cover Page

eQHealth Solutions
Fax Cover Page
eQHealth Solutions Fax Numbers:
Home Health, Therapy and PCS: 855-321-3747
Inpatient: 855-427-3747



Provider ID: 010087101
Provider Name: TEST HOSPITAL
PA #:
Recipient ID: 456
Recipient Name: JANE DOE
Admit Date: 10/01/2015
Review ID: 11454492
Pages (Including this one) _____

Only use coversheet once.
Please do not modify or duplicate bar code or cover sheet in any way.

ATTACHMENT(S) FOR INITIAL REQUEST FOR REVIEW

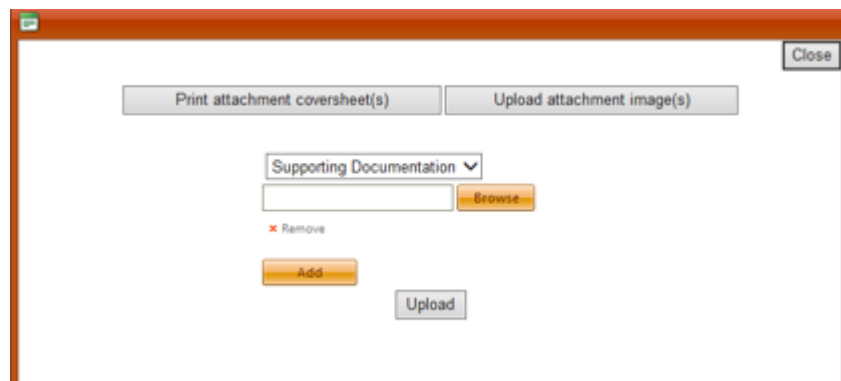
Order for study(s)

Once you have selected all the coversheets you would like, click Generate Coversheet. The system will open a new web browser for each coversheet you selected, and you can save or print by clicking the appropriate option at the top of the browser window.

IMPORTANT NOTE: Do not reuse or modify the fax sheets. Like the barcodes on the cereal you buy at the grocery store, our system needs the correct barcode for each document

Upload option: Click Upload attachment image(s) to directly link a digital image to the review request. You will see a popup box with a list of all current available document options for the review.

Note: Once you have uploaded the image the system will let you know it's been successfully submitted.



The screenshot shows a web application window with a title bar and a 'Close' button. Inside the window, there are two buttons at the top: 'Print attachment coversheet(s)' and 'Upload attachment image(s)'. Below these, there is a dropdown menu labeled 'Supporting Documentation'. Under the dropdown, there is a text input field and a 'Browse...' button. Below the input field, there is a red 'x' icon and the word 'Remove'. Below that, there is an 'Add' button. At the bottom center, there is an 'Upload' button.

Letters

All written correspondence from eQHealth Solutions will be available via our web system by accessing the **Letters** menu option. Letters are grouped into 3 categories as follows:

- In Process: Letters generated prior to completion of an initial review, including the pending and suspend letters.
- Completed: Initial review determination letters.
- Reconsideration: Reconsideration outcome letters.

Click the tab of your choice and enter the required information.



The resulting list will display all the available letters. You may open the review or view all letters for a review by clicking the **View Letter** option

To view the letter, click **View Letter**. This will result in a list of all letters pertaining to the review.

Select the letter you want to see by clicking **View**. You may print the letter or save it to your computer.

Update My Profile

Click **Update My Profile** from the menu list.



User Edit

Menu	UserID: 95736	Allow to enter requests?: <input checked="" type="checkbox"/>
Errors	User Name: InptTrainer	Allow to view provider letters?: <input checked="" type="checkbox"/>
	First Name: Inpt	Allow to view physician letters?: <input type="checkbox"/>
	Last Name: Trainer	Receive review approval emails: <input checked="" type="checkbox"/>
	Password:	Receive review pended emails: <input checked="" type="checkbox"/>
	Email: noreply@eqhs.org	Receive review suspended emails: <input type="checkbox"/>
	InactiveDate:	Receive review canceled emails: <input type="checkbox"/>
	Phone Number: (123) 456-7899	Receive review partially denied emails: <input checked="" type="checkbox"/>
	Extension: 1234	Receive review recon complete emails: <input checked="" type="checkbox"/>
	Receive review recon emails: <input checked="" type="checkbox"/>	Receive review denied emails: <input type="checkbox"/>
	Save Changes	

To save the login information, click the **Save Changes**.

NOTE: All required data fields must be entered before the system will save the information.

- The system will perform edit checks on the login information and display an error message above the save changes link.
- Correct edit errors click the **Save Changes**.
- If the system does not detect any errors, the user will be given a message verifying that the user log in information was successfully saved to eQHealth Solutions web login table.

Add New User

User Administration

[Add New User](#)

	UserID	User Name	Inactive DT	Phone	Extension	Added DT	Last Edit DT	Email
Edit	95736	InptTrainer		1234567899	1234	11/16/2009 1:53:20 PM	6/25/2014 4:04:18 PM	noreply@eqhs.org
Edit	95928	jcalvert		2222222222		6/20/2014 6:09:10 PM	6/24/2014 11:44:30 AM	jcalvert@eqhs.org
Edit	95929	jones1111		2222222022		6/24/2014 2:00:34 PM	6/24/2014 2:00:34 PM	ncalvert@eqhs.org

Click on **Add New User** to enter login information for a **new** user. The following screen opens. Enter required information. When complete, press **Save Changes** to continue or press **Back to Users List** to return to the list of users.

NOTE: Every user's Login ID and Password is tied to a "unique" Medicaid provider number. Therefore, users at multiple practice locations CANNOT be added using the same login/password for a given provider. For example, a user at location B cannot have the same Login/Password at location A. These logins are assigned by the User Administrator and complies with the local area networks standards for user logins/passwords.

Menu

Errors

User Edit

User Name:

At least 6 chars. lower case.

First Name:

Last Name:

Password:

Email:

InactiveDate:

Phone Number:

Extension:

Receive review recon emails:

Allow to run reports?:

Allow to enter requests?:

Allow to view provider letters?:

Allow to view physician letters?:

Receive review approval emails:

Receive review pended emails:

Receive review suspended emails:

Receive review canceled emails:

Receive review partially denied emails:

Receive review recon complete emails:

Receive review denied emails:

Save Changes

Back to User List

User Name	Unique user identifier. All alpha characters must be in lowercase. Examples: user's first name; user's first initial then last name Login ID must be unique across all users of eQHealth Web based system. If you enter a Login ID and the system responds that this ID is already on file, then you must use a different ID. A common solution to this situation is to append a numeric digit at the end of the last name. For example, user "Jane Doe" would be jdoe1.
Password	Must be between 6 and 10 characters. All alpha characters must be in lowercase. Each user is responsible for keeping this password confidential.
First and Last Name	The user's name. This name will be automatically copied to every review request that is submitted to eQHealth by

	this user. It is maintained on the review record and is printed on the certification letters.
Phone & Extension	The user's phone number and phone extension. The phone and extension numbers will be automatically copied to every review request that is submitted to eQHealth by this user. It is maintained on the review record.
Inactive Date	If a user is no longer with the facility or is no longer authorized to access the provider's confidential data, then the facility access User Administrator should immediately inactivate their login. Simply key a date into this field and the user login will be inactivated from the entered date forward.
Indicate if the user is granted access to view provider letters	The User Administrator determines which users can view provider letters, run reports and/or create review requests. The User Administrator can at any time change the setting of this field thereby opening or closing access to this module. The user cannot change the levels of access stated above, but can change demographic information and email notification options.

To **change** a user's login information, click **Edit** on the record needed.

- An edit screen opens with that user's current information.
- Type in correct information and press **Save Changes** or press **Back to Users List** to return to the list of users.



User Administration

Menu
Errors

[Add New User](#)

	UserID	User Name	Inactive DT	Phone	Extension	Added DT	Last Edit DT	Email
Edit	95736	InptTrainer		1234567899	1234	11/16/2009 1:53:20 PM	6/25/2014 4:04:18 PM	noreply@eqhs.org
Edit	95928	jcalvert		2222222222		6/20/2014 6:09:10 PM	6/24/2014 11:44:30 AM	jcalvert@eqhs.org
Edit	95929	jones1111		2222222022		6/24/2014 2:00:34 PM	6/24/2014 2:00:34 PM	ncalvert@eqhs.org