

## **Web Review Request**

### **DME eQSuite™ User Guide**

#### **Overview:**

- eQHealth Solutions (eQHealth) developed a proprietary web-based electronic review request submission system for DME 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.org>. 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:

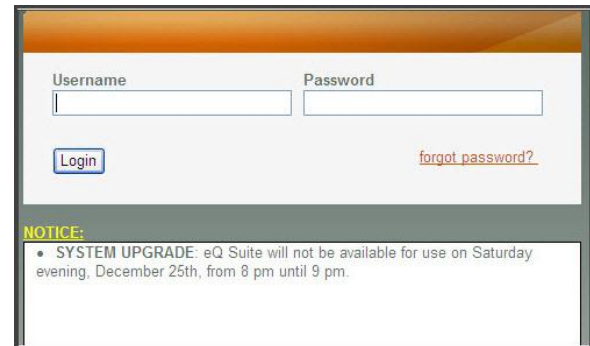
- Internet Explorer
- Google Chrome
- Mozilla Firefox
- Safari
- Broadband internet connection

## 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.org/>. 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 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.



**1. Create New Review**

**2. Respond to Additional Info**

**3. Respond to Denial**

**4. Online Helpline**

- Create a New Helpline Request
- View Response to Previous Request

**5. Utilities**

- Update Baby Info (When the baby's Medicaid # is assigned)
- Enter Discharge dates (for rentals)
- Date Calculator (To assist in determining request time spans)
- Cancel Case (To Void a PA# assignment if the item is not provided)
- Resend Case (To resend the PA# to the fiscal intermediary when there is a change)

**6. Reports (shown as default screen on main Menu)**

- Outpatient Review Status for a Given Recipient
- Status of All In-Process Certification Reviews
- Outpatient Assigned PA #'s
- DME Web Review Request printout

**7. Search**

- 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](#)

#### Provider ID and Provider Name

The DME 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.

**Create New Review**   **Respond to Add'l Info**   **Respond to Denial**   **Online Helpline**   **Utilities**

### Review Entry

**Review Header Information**  
Provider #: 000171400 Provider Name: DME Provider

Start

**Review Type and Settings**

Provider ID: 000171400   Provider Name: DME Provider

Is this a request to extend the dates for a previously approved rental? ☐ Yes ☐ No

Review Type: Admission   eQHealth Case #:   PA#:

**RETRIEVE DATA**

## **Review Type**

A Request Type must be selected first so the system will know how to edit the information. Choose between the following:

**Admission:** The initial request for the item.

**Continued Stay:** If this is a request to add additional days to a previously authorized rental item, click “yes” to the question. The system will automatically populate the Review Type as “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 a portion of the existing information

**Retrospective:** The item was provided without prior authorization from eQHealth and the recipient subsequently received retroactive Medicaid eligibility.



## **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	Phone #	
<a href="#">Edit</a>	Servicing provider/practice	000001000	1235331315	ME0100111	TEST, PROVIDER	1234567890 <a href="#">Clear</a>

Medicaid #:  [Search](#)

Type:

Name:

Please update any incorrect information below:

Phone #:

Fax #:

Address 1:

Address 2:

City:

State:

Zip Code:

I have verified the above contact information is correct: ☒

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:

### Anticipated or actual delivery date:

Enter the proposed or scheduled delivery date for the item.



### Enter the date the physician, ARNP, or PA signed the order:

The date the order was signed.

### Where does the recipient reside:

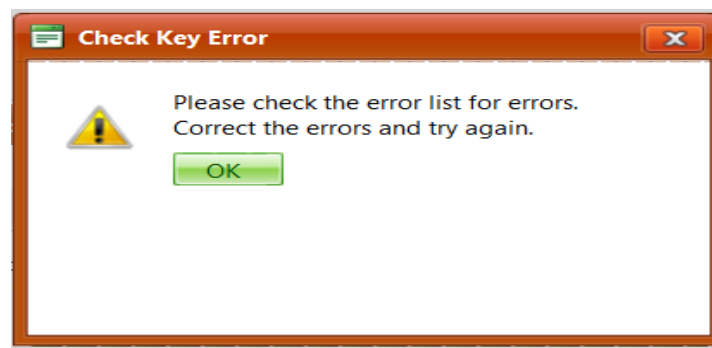
Select the correct option from the dropdown box.

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

Anticipated or actual delivery date:	<input type="text" value="5/1/2018"/>
Enter the date the physician, ARNP, or PA signed the order:	<input type="text" value="4/15/2018"/> 
Has the item already been delivered?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Where does the recipient reside?	<input type="text" value="Recipients own home"/> 
Is the requested equipment necessary for the recipient to transition to a residence that is not a hospital, intermediate care facility, or skilled nursing facility?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Is this a DME supply that is covered under the EPSDT benefit for quantities over the limits on the DME Fee Schedule, or the Item is not on the DME Fee Schedule?	<input checked="" type="radio"/> Yes <input type="radio"/> No

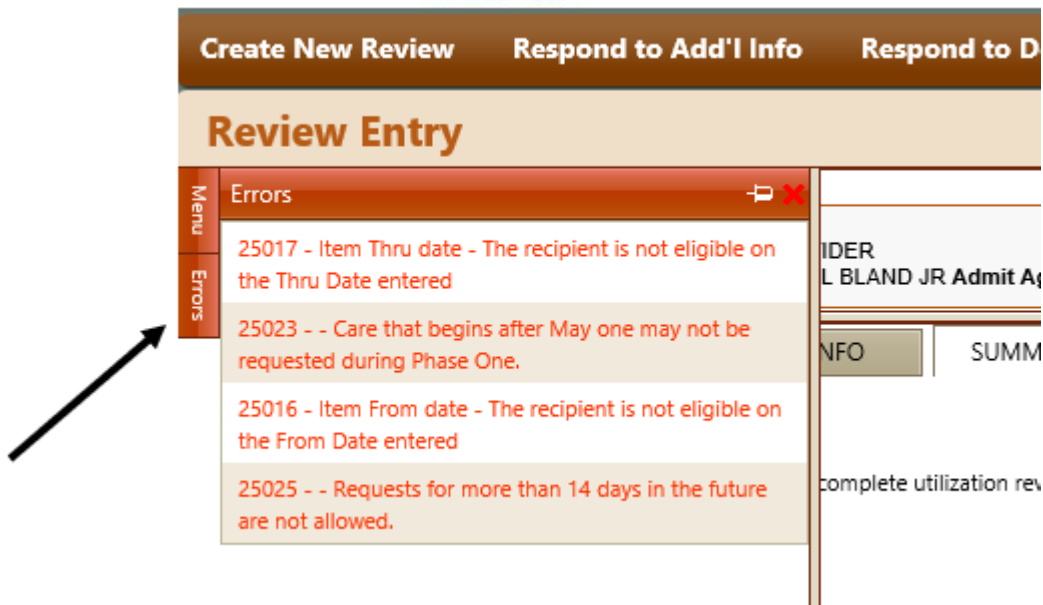
### Check Key

- ▶ 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.



- ▶ 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://fiwebapps.eqhs.org:443/fitrainportalnew/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.

Start DX CODES/ITEMS

Add	Search	ICD Code	Description
No records to display.			

Add	CPT® Code	Description
No records to display.		

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

CLINICAL INFO

Enter Diagnosis Code

Add

Search

P	ICD Code	Description
Y	R32	URINARY INCONTINENCE NOS

Enter HCPCS Code

Add

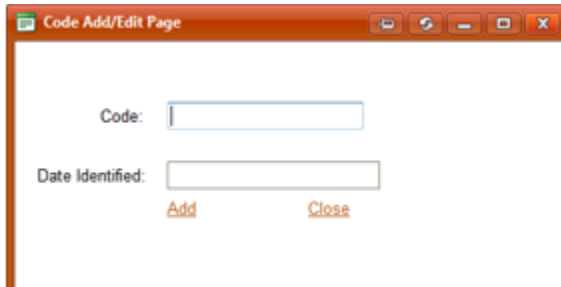
Code	Description
A9900	MISCELLANEOUS DME SUPPLY, ACCESSORY, AND/OR SERVICE COMPONENT OF ANOTHER HCPCS CODE

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.



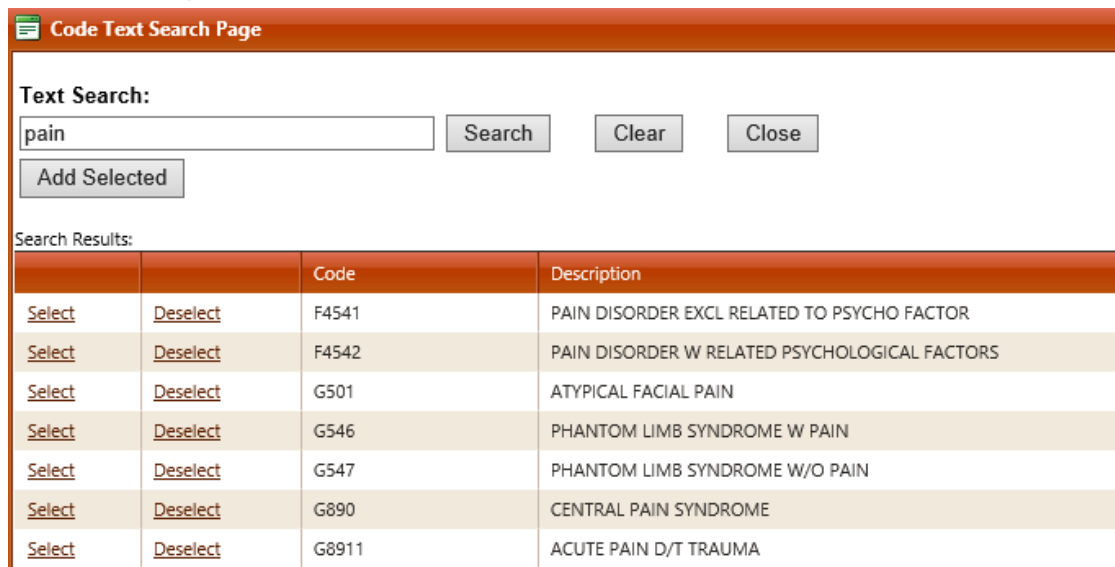
Code Add/Edit Page

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](#) [Clear](#) [Close](#)

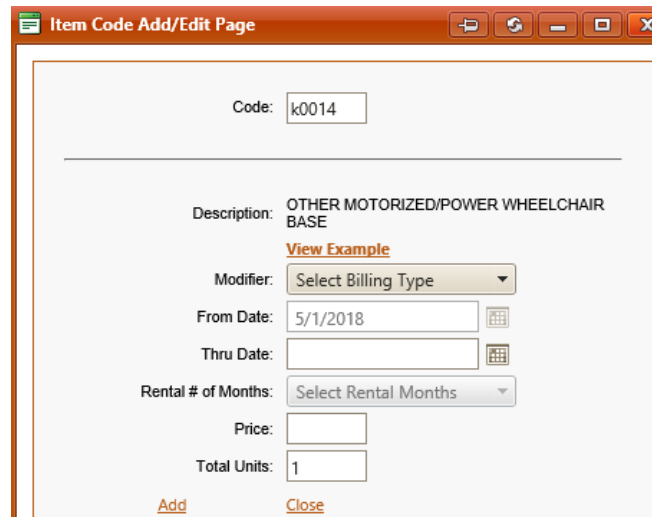
[Add Selected](#)

Search Results:

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

- ▶ Click “Add” to enter the HCPCS code for the items being requested.
  - Enter a separate authorization request for each unlike item.  
Example: wheelchair and a bed.
  - Enter only one code for a custom item (e.g. wheelchair). Include the custom items on the invoice.
  - For purchased items, the From/Thru dates will auto populate from the anticipated or actual delivery date entered on the previous screen + 120 days.

- For rental items, the from date will auto populate from the anticipated or actual delivery date entered on the previous screen and the provider must enter the Thru date (maximum 10 months).
- For items priced by Medicaid, a message will appear, and the “Price” box cannot accept an entry.
- For items not priced by Medicaid, the user must enter an amount. Enter the number of units requested.



## Clinical Tab

This screen captures the clinical information needed for the authorization determination and appears with every authorization request. Some questions may require answers.

Start	DX CODES/ITEMS	CLINICAL INFO
Question		Check all that apply
<b>SERVICE CRITERIA</b>		
The requested item(s) is/are for the exclusive use of the recipient		<input type="checkbox"/>
requested item(s) does not duplicate or perform the same function as other DME equipment currently in the recipient's possession		<input type="checkbox"/>
OTHER( System.String[] )		
<b>E0635 Patient Lift System</b>		
The recipient is bedridden without a lift		<input type="checkbox"/>
The recipient requires at least 2 people for transfers from the bed		<input type="checkbox"/>
The recipient has a permanent or progressive medical condition that necessitates a lift		<input type="checkbox"/>
The recipient can tolerate a sitting position		<input type="checkbox"/>
The recipient can safely participate in transfers with a lift		<input type="checkbox"/>
The recipient's home environment accommodates a mobile lift		<input type="checkbox"/>
A caregiver has been trained and is available to operate the lift and assist the recipient		<input type="checkbox"/>
The recipient's caregiver is able to operate a hydraulic lift		<input type="checkbox"/>
If the caregiver is unable to operate a hydraulic lift, it is due to the caregiver's documented medical condition		<input type="checkbox"/>

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

## 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.

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.

Start	DX CODES/ITEMS	CLINICAL INFO	SUMMARY
<p>Please enter any additional information you feel is needed to complete utilization review here. Note: it is NOT necessary to repeat any information that was already indicated on previous tabs.</p> <div>Do NOT Copy and past clinical notes in this box</div> <p><b>Florida Agency for Health Care Administration Disclaimer Statement</b></p> <p>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.</p> <p><b>PROVIDER ATTESTATION STATEMENT</b></p> <p>A service provider who knowingly or willfully makes, or causes to be made any false statement or representation of a material fact in any application for Medicaid benefits or Medicaid payments, may be subject to the application of sanctions, which include, but are not limited to, fines, suspension and termination. In addition, the provider may be prosecuted under federal and/or state criminal laws and may be subject to civil monetary penalties and/or fines.</p> <p><b>By clicking [Submit for Review] you are attesting to the above.</b></p> <p>CANCEL    SAVE/CLOSE    SUBMIT FOR REVIEW</p>			

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.

[Create New Review](#)   [Respond to Add'l Info](#)   [Respond to Denial](#)

Home

Menu

Errors

Review ID: 11455612  
eQHealth Case ID: 729955  
Recipient Name: JOHN DOE  
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											
<a href="#">Create New Review</a> <a href="#">Respond to Add'l Info</a> <a href="#">Respond to Denial</a> <a href="#">Online Helpline</a> <a href="#">Utilities</a> <a href="#">Reports</a> <a href="#">Search</a>											
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	Redplant ID	First Name	Last Name	Request Type	Setting
<a href="#">Open</a>	Awaiting Rx	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>⌵</p> <p>Please provide clinical information to support this request, to include all prior medical treatments pt received, imaging &amp; lab results, post operative plan- if this includes breast reconstruction.</p>	7/6/2016	<p>Response</p> <p><a href="#">Edit</a></p>

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									
Menu	ReviewID	Review Complete Date	Recipient ID	First Name	Last Name	PA#	eQHealth Case ID	Init Service Date	
Home	60519098	03/25/2011	000001111	JENIFER	ANDERSON	18013906		03/18/2011	<a href="#">Open Review</a> <a href="#">Link Recon Request</a>

- ▶ 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.



## 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

Enter Discharge Dates, Cancel Case, Resend Case, Date Calculations.

### Enter Discharge Dates:

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

**Change Discharge Date**

Menu Errors

Search By Last Day Certified Search By Admit Date Search By RecipientID Search By PA#

Admission Date Range: 03/01/2011 03/15/2011 (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	

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.

### Cancel Case

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

eq-health suite DME Trainer Log Off  
Timeout in: 19:35 mins

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

**Cancel Case Utility**

Menu Errors

This Utility is to be used only for requests in which the patient was not admitted. Selecting cancel on a case will void the PA# at the fiscal agent. Cases that meet the criteria for provider cancellation are listed below. A case may not be cancelled if you have billed the PA#.

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

Enter up to 8 Encounter IDs, then click Search.

Search Clear



## 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**

Menu  
Errors

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:  Number of Days:

Calculate End Date

End Date:

## Reports

Click **Reports** on the menu list.

**Provider Reports**

Menu  
Errors

**Provider: 000171400 - DME Provider**

Select	D7	DME Web Review Request Printout
Select	O1	Outpatient Review Status for a Given Recipient
Select	O2	Status of All In-Process Certification Reviews
Select	O3	Outpatient Assigned PA#s

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**.

## Provider Reports

Menu

Errors

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

eQ Health Solutions

Create New

Provider

Menu

Errors

Report11.pdf - Adobe Reader

File Edit View Window Help

Open

1 / 2

87.7%

Tools Fill & Sign Comment

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	PAW
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	12/18/2014	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	4/8/2014		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.



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.

- ▶ 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

Errors

List Partial Records

Search By PA#

Search By Date

Search By Recipient

Cases Needing Add'l Info.

Search By KePro Case ID

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
<a href="#">Open</a>	Awaiting PA	11449475	04/18/2012	04/18/2012	05/01/2012	Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729565
<a href="#">Open</a>	Awaiting PA	11449489	04/18/2012	04/18/2012	04/21/2012	Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729566
<a href="#">Open</a>	Awaiting PA	11449529	04/18/2012			Inpt Trainer	456	JANE	DOE	Retrospective	Acute IP Med/Surg			729569
<a href="#">Open</a>	Awaiting PA	11449546	04/18/2012	04/20/2012	04/22/2012	Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729571
<a href="#">Open</a>	Awaiting PA	11449563	04/19/2012	03/01/2012	03/20/2012	Inpt Trainer	456	JANE	DOE	Retrospective	Acute IP Med/Surg			729573
<a href="#">Open</a>	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	<a href="#">Open Review</a>	<a href="#">Link Attachment</a>	
11449387	123	JOHN	DOE	729561	01/06/2012		1/1/12	02/03/2012	At 1st Level Review	<a href="#">Open Review</a>	<a href="#">Link Attachment</a>	
11449461	123	JOHN	DOE	729564	05/01/2012			04/18/2012	At 1st Level Review	<a href="#">Open Review</a>	<a href="#">Link Attachment</a>	
11449501	123	JOHN	DOE	729567	04/18/2012			10/15/2013	At 1st Level Review	<a href="#">Open Review</a>	<a href="#">Link Attachment</a>	Attachment(s)
11449550	123	JOHN	DOE	729572	04/15/2012			04/19/2012	At 1st Level Review	<a href="#">Open Review</a>	<a href="#">Link Attachment</a>	

OR

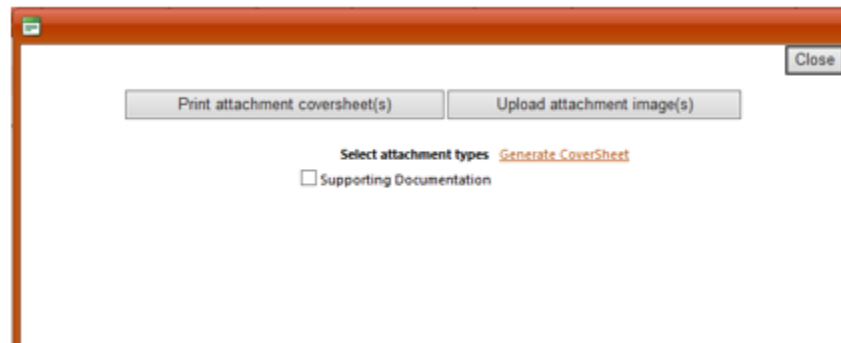
- b. You may create a bar-coded fax coversheet and fax the document.

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



R-11454492 I-131

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

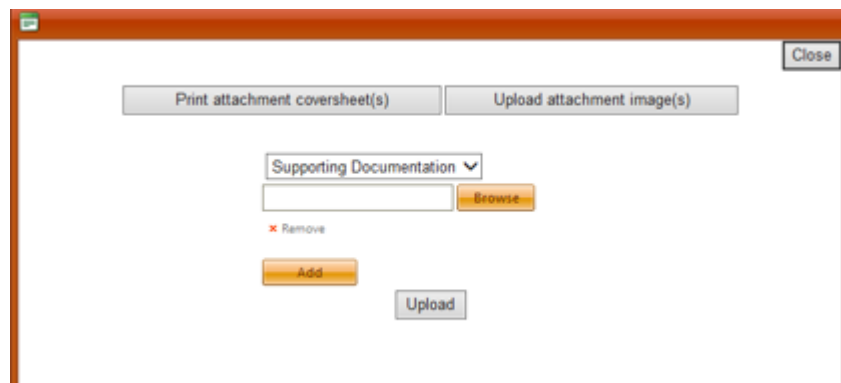
Order for study(s)

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.*



## 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.



### Letters Search

Completed In Process Reconsiderations

Please select the search criteria from the list below and click "Search"

Review ID

Admit Date	Recipient Last Name	Recipient First Name	Recipient ID	Review ID	eQHealth Case ID	
06/27/2016						<a href="#">Open Review</a> <a href="#">View Review Letter(s)</a>

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 Errors

UserID: 95736

User Name:

First Name:

Last Name:

Password:

Email:

InactiveDate:

Phone Number:

Extension:

Receive review recon emails: ☒

Allow to enter requests?: ☒

Allow to view provider letters?: ☒

Allow to view physician letters?: ☐

Receive review approval emails: ☒

Receive review pending 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](#)

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								
Menu Errors	<a href="#">Add New User</a>							
		UserID	User Name	Inactive DT	Phone	Extension	Added DT	Last Edit DT
	<a href="#">Edit</a>	95736	InptTrainer		1234567899	1234	11/16/2009 1:53:20 PM	6/25/2014 4:04:18 PM
	<a href="#">Edit</a>	95928	jcalvert		2222222222		6/20/2014 6:09:10 PM	6/24/2014 11:44:30 AM
	<a href="#">Edit</a>	95929	jones1111		2222222022		6/24/2014 2:00:34 PM	6/24/2014 2:00:34 PM

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.

User Edit	
Menu Errors	<div> <div> <div>User Name:</div> <div>At least 6 chars. lower case.</div> </div> <div> <div>First Name:</div> <div></div> </div> <div> <div>Last Name:</div> <div></div> </div> <div> <div>Password:</div> <div></div> </div> <div> <div>Email:</div> <div></div> </div> <div> <div>InactiveDate:</div> <div></div> </div> <div> <div>Phone Number:</div> <div>( ) - -</div> </div> <div> <div>Extension:</div> <div></div> </div> <div> <div>Receive review recon emails:</div> <div><input type="checkbox"/></div> </div> </div> <div> <div>Allow to run reports?:</div> <div><input type="checkbox"/></div> </div> <div> <div>Allow to enter requests?:</div> <div><input type="checkbox"/></div> </div> <div> <div>Allow to view provider letters?:</div> <div><input type="checkbox"/></div> </div> <div> <div>Allow to view physician letters?:</div> <div><input type="checkbox"/></div> </div> <div> <div>Receive review approval emails:</div> <div><input type="checkbox"/></div> </div> <div> <div>Receive review pended emails:</div> <div><input type="checkbox"/></div> </div> <div> <div>Receive review suspended emails:</div> <div><input type="checkbox"/></div> </div> <div> <div>Receive review canceled emails:</div> <div><input type="checkbox"/></div> </div> <div> <div>Receive review partially denied emails:</div> <div><input type="checkbox"/></div> </div> <div> <div>Receive review recon complete emails:</div> <div><input type="checkbox"/></div> </div> <div> <div>Receive review denied emails:</div> <div><input type="checkbox"/></div> </div>

Save Changes

Back to User List

<b>User Name</b>	<p>Unique user identifier. All alpha characters must be in lowercase.</p> <p>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.</p>
<b>Password</b>	<p>Must be between 6 and 10 characters. All alpha characters must be in lowercase.</p> <p>Each user is responsible for keeping this password confidential.</p>
<b>First and Last Name</b>	<p>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.</p>
<b>Phone &amp; Extension</b>	<p>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.</p>
<b>Inactive Date</b>	<p>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.</p>



**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
	<a href="#">Edit</a>	95736	InptTrainer		1234567899	1234	11/16/2009 1:53:20 PM	6/25/2014 4:04:18 PM	noreply@eqhs.org
	<a href="#">Edit</a>	95928	jcalvert		2222222222		6/20/2014 6:09:10 PM	6/24/2014 11:44:30 AM	jcalvert@eqhs.org
	<a href="#">Edit</a>	95929	jones1111		2222222022		6/24/2014 2:00:34 PM	6/24/2014 2:00:34 PM	ncalvert@eqhs.org