

Purpose: This guide serves as a tool on how to delete partially saved records from eQSuite®.

If there are partially saved records that are over 90 days old, you will receive the below error message.

Error Message:

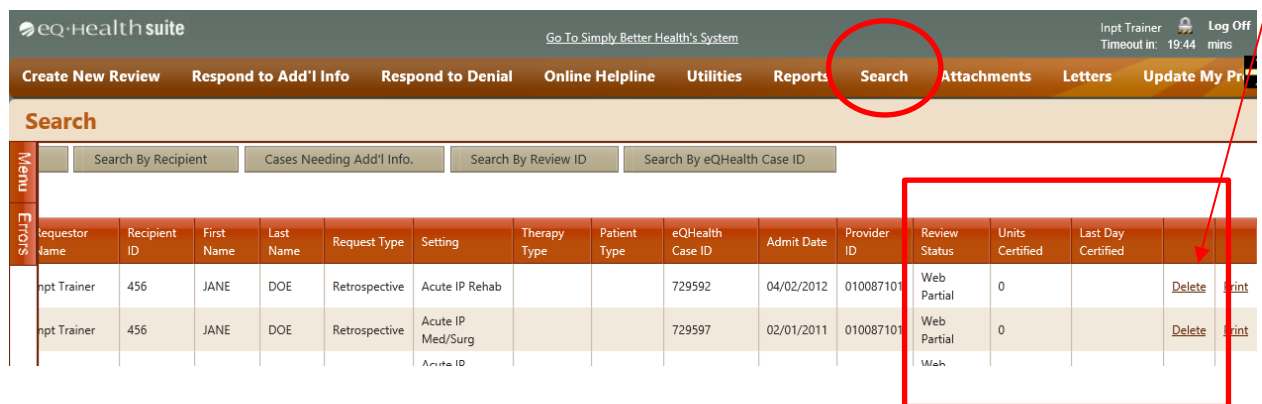
“There are partially saved records that are more than 90 days old.

You must process or delete them before creating a new record.”

To delete these records, click on the **“Search”** tab in your eQSuite® account. Partially saved reviews will have the status as **“Web Partial”**

Any records over 90 days old will need to be deleted to be able to start a new authorization request.

If you receive an error message that does not allow you to delete the record, please contact our Customer Service Team at 855-444-3747 and provide them with the Review ID for the record that needs to be deleted.



The screenshot shows the eQHealth Suite interface. The top navigation bar includes 'Create New Review', 'Respond to Add'l Info', 'Respond to Denial', 'Online Helpline', 'Utilities', 'Reports', 'Search', 'Attachments', 'Letters', and 'Update My Profile'. The 'Search' tab is highlighted with a red circle. Below the navigation bar, there are search filters: 'Search By Recipient', 'Cases Needing Add'l Info.', 'Search By Review ID', and 'Search By eQHealth Case ID'. A table displays search results with columns: Requestor Name, Recipient ID, First Name, Last Name, Request Type, Setting, Therapy Type, Patient Type, eQHealth Case ID, Admit Date, Provider ID, Review Status, Units Certified, Last Day Certified, and actions (Delete, Print). Two records are shown, both with a 'Web Partial' status. A red box highlights the 'Delete' and 'Print' buttons for these records.

Requestor Name	Recipient ID	First Name	Last Name	Request Type	Setting	Therapy Type	Patient Type	eQHealth Case ID	Admit Date	Provider ID	Review Status	Units Certified	Last Day Certified	Actions
npt Trainer	456	JANE	DOE	Retrospective	Acute IP Rehab			729592	04/02/2012	01008710	Web Partial	0		Delete Print
npt Trainer	456	JANE	DOE	Retrospective	Acute IP Med/Surg			729597	02/01/2011	01008710	Web Partial	0		Delete Print