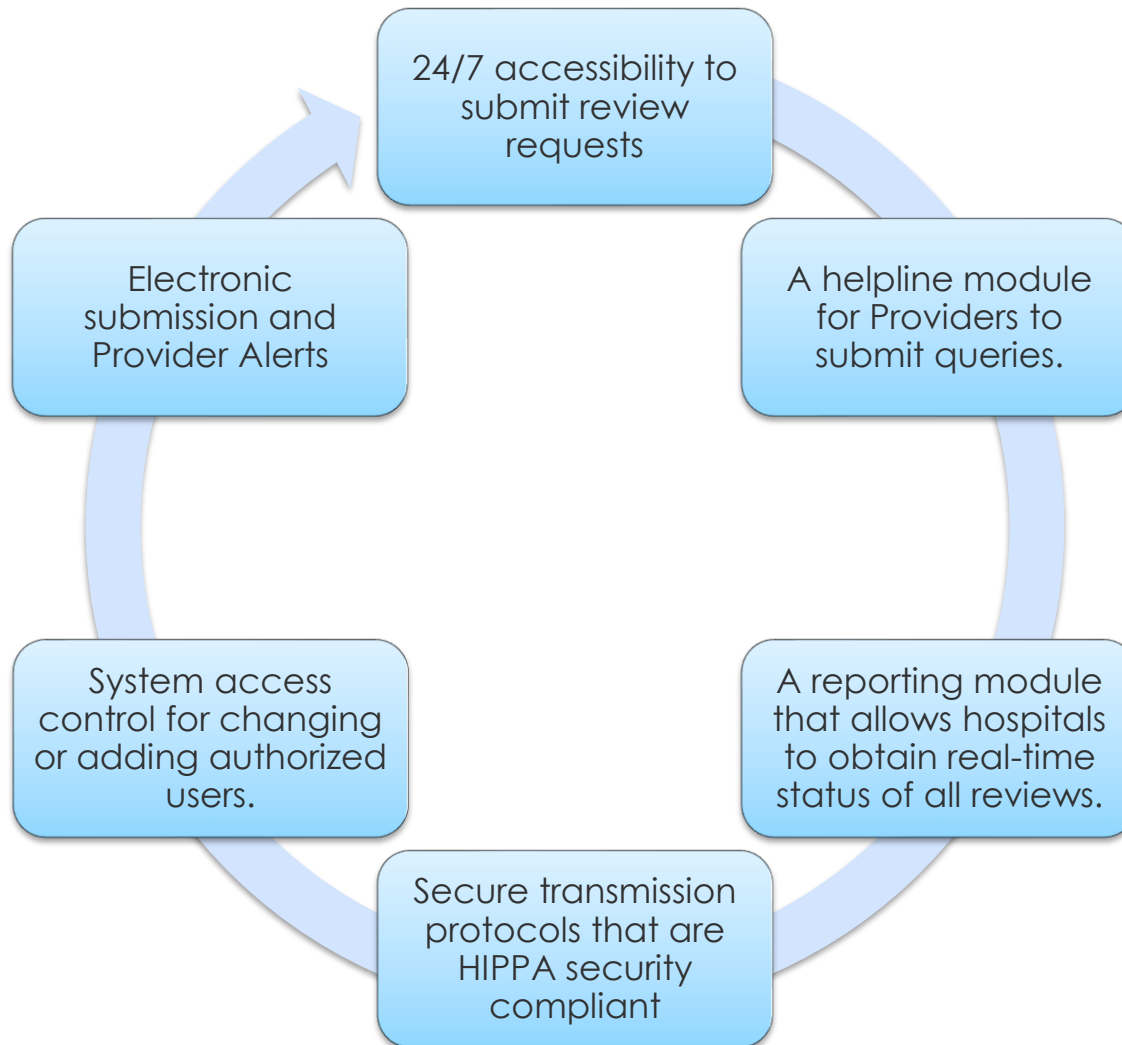


# Personal Care Services

2020

# Overview of eQsuite®



# How to access eQsuite®

## New Users:

You will need to complete and submit an access form.

*(Once received and entered you will receive an email confirmation with your user name and password)*

## System Administrator:

- ✓ The person assigned will be responsible keeping all user accounts updated. *(Email address/phone numbers etc.)*
- ✓ You will have the ability to create additional User Accounts.
- ✓ Keeping all users informed of any updates or notifications sent from eQHealth.



### Home Health & Personal Care Services Request for eQSuite® Access

All information must be complete for processing  
 NOTICE: It is important to notify us immediately when contacts change to ensure effective and timely communications. Check here if this is a request for a change in previously submitted contact information.

Return **Completed and Signed** Forms  
 Attention: Provider Outreach  
 Fax: 855-440-3747  
 Email: [provideroutreach@eqhs.org](mailto:provideroutreach@eqhs.org)

Provider Name:			
Mailing Address:			
Provider Medicaid Number:	Provider Type:	NPI:	

*Handwritten forms cannot be accepted*

Contact Type	Contact Name (First & last name)	Email Address (required)	Telephone Number
System Administrator			

FORM MUST BE SIGNED BY THE ADMINISTRATOR OR CEO

\_\_\_\_\_  
 Administrator or CEO (PLEASE PRINT NAME & TITLE)

Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_

# Provider Resources

- You can now request up to 180 days for Admission Requests.  
Please make sure your prescription and plan of care match your request for services
- Forms & Downloads  
[Personal Care Service Forms](#)
- Education Resources on our provider portal  
[Personal Care Services Training Material](#)
- Updated FL Medicaid Coverage Policy  
[FL Medicaid Coverage Policy 2016](#)

# Make sure to select the correct service

- 1) Choose the correct service type “**PDN/PCS**”.
- 2) You must specify the type of service. Select “**PCS**”
- 3) Continue to select your appropriate review type
  - **Admission:** New Request
  - **Continued Stay:** A continuation of service  
(Must enter a eQHealth case # or PA#)
  - **Retrospective:** If the dates of service have already passed  
(Retroactive Eligibility)
  - **Modify Auth:** If you need to make changes to an existing authorization  
(Frequency&Duration)

Start | DX CODES/ITEMS | SUPPORT DOCS | ASSESSMENT | HOME | FUNCTIONING | GOALS | SCHED

**Review Type and Settings**

Provider ID:  Provider Name:

Choose Service:  Home Health  PDN/PCS  Outpt Therapy

Specify Type:  PDN  PCS

Review Type:  eQHealth Case #:  PA#:

# Review Completion Timeframes

PCS	Modifier	Description of services
S9122		Personal care rendered by a home health service provider (1 to 24 hours per day).

Prior Authorization	1 <sup>st</sup> Level Review	2 <sup>nd</sup> Level Review (Physician Reviewer)
<b>Initial Admission or Continued Stay</b>  <b>If recipient is receiving enhanced Care Coordination</b>	<ul style="list-style-type: none"> <li>•Within 1 Business days</li> <li>•Within 5 business days</li> </ul> <p>Note: Continuation of services submit no more than 14 days prior to</p>	Within 3 Business days
<b>Retrospective Requests</b> (Applies to Retroactive Medicaid Eligibility)	<ul style="list-style-type: none"> <li>•Within 20 business days</li> </ul>	

# Review Status

## Review Status Determinations

- PEND: Additional information is being requested
- 1st Level Review: The review is currently being reviewed
- 2nd Level Review: If medical necessity cannot be made at 1st level review gets referred to a physician reviewer
- Cancel: Duplicative Service or line items not entered correctly, No Medicaid eligibility
- Technical Denial: Untimely Submission

## Pended Reviews

- Please make sure to review the pend completely. There may be more than one item that is being requested failure to respond to the entire request will result in additional pend. This delays the review and delays the recipient getting service.

## Modifications

- You can only submit a modification on an approved review. Upon submission please provide an explanation for the change. You can document this information in the Clinical Summary tab.

# Denials/Reconsiderations

## Denial

- The physician reviewer may render a (full) medical necessity denial of one or more service line items.

## Partial Denial

- When a partial denial is rendered, some of the services are approved and some are denied. Therefore there is not a complete denial of the services. This adverse determination may involve a denial of the number of units requested, the frequency and/or the duration of the service.

## Technical Denial

- Please note all PCS requests must be submitted as Prior Authorization. If you are submitting a request for dates of service that have already passed this may result in a Technical Denial.
- The request must be submitted with all required documentation.

**NOTE:** If the recipient has retroactive eligibility please indicate this information in the Summary Clinical Tab

## Reconsideration and Fair Hearing Rights

- Partial and full denials have reconsideration and Fair Hearing Rights. Recipients or their parent/legal guardian need to be made aware of this process. There are time limitations for the requests outlined in the denial letter.



# Required Documentation

Documentation	
<b>Physician monitoring evidence</b>	Required with each admission review request. Acceptable documents: <ul style="list-style-type: none"><li>➤ Hospital discharge summary (for request following and inpatient stay)</li><li>➤ Current H&amp;P examination.</li><li>➤ Physician office visit progress note dated within the preceding 30 days.</li><li>➤ AHCA's Physician Visit Documentation Form.</li></ul>
<b>Parent/guardian work schedule</b>	➤ Required for admission review when the recipient's parent(s) or guardian works.
<b>Parent/guardian school schedule</b>	➤ Required for admission review when the recipient's parent(s) or guardian attends school.
<b>Parent/guardian limitations</b>	➤ Required for admission review when the recipient's parent(s) or guardian has medical limitations or disabilities.

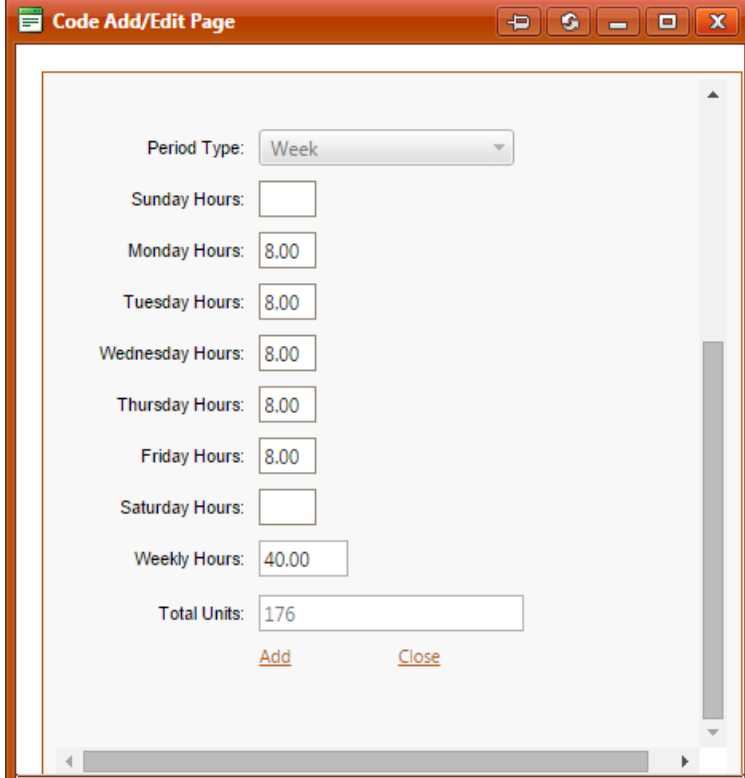
# Required Documentation

Documentation	
<b>Plan of Care (POC)</b>	<ul style="list-style-type: none"><li>➤ Required with each admission (initial authorization) review request.</li><li>➤ Must be developed prior to requesting prior authorization.</li><li>➤ Must be signed and dated by the ordering physician.</li></ul>
<b><u>Licensed Agency</u></b>	<ul style="list-style-type: none"><li>➤ Must submit the CMS 485 form</li></ul> NOTE: Admission requests do not need to be signed by the MD, for Continued Stay requests they do need to be signed.
<b><u>Unlicensed Agency</u></b>	<ul style="list-style-type: none"><li>➤ Use AHCA's Personal Services Plan of care form</li></ul>
<b>Physician Order For Services</b>	<ul style="list-style-type: none"><li>➤ Required with each admission review request.</li><li>➤ Must be a separate document.</li><li>➤ Must be signed and dated by the ordering physician before or on the date of the plan of care and prior to requesting authorization.</li><li>➤ A physician must co-sign and date orders made by a PA or ARNP.</li></ul>

# Entering your line items in eQsuite®

## Prior to submitting any documentation please make sure you have the following.

- Up to date plan of care  
(POC and RX need to match)
- Current RX from MD  
(Needs to include duration & signature)
- Physician Monitoring Evidence
- Line Items entered must match POC and RX  
(I.e. If the RX/POC states 8 hours a day Mon-Fri they must be entered as so in eQsuite)
- If your hours vary from non school days to school days please make sure you enter the line items to reflect that.



The screenshot shows a web browser window titled "Code Add/Edit Page". The form contains the following fields:

- Period Type: Week (dropdown menu)
- Sunday Hours:
- Monday Hours: 8.00
- Tuesday Hours: 8.00
- Wednesday Hours: 8.00
- Thursday Hours: 8.00
- Friday Hours: 8.00
- Saturday Hours:
- Weekly Hours: 40.00
- Total Units: 176

At the bottom of the form, there are two buttons: "Add" and "Close". The browser's address bar shows the URL: <https://flwebapps.eqhs.org:443/fitrainportalnew/PopupPages/ItemCodeEditPag...>

# LIVE DEMONSTRATION

# eQHealth Resources

**Phone:** 855-444-3747  
**Fax:** 855-440-3747  
*(General inquiries/questions)*

**Provider Website:**  
FL.EQHS.COM  
*(Provider Forms/Education and Training Material)*

**Provider Outreach Email:**  
PR@EQHS.COM  
*(Provider Education/Training Assistance)*