How to initiate a Peer-to-Peer Request
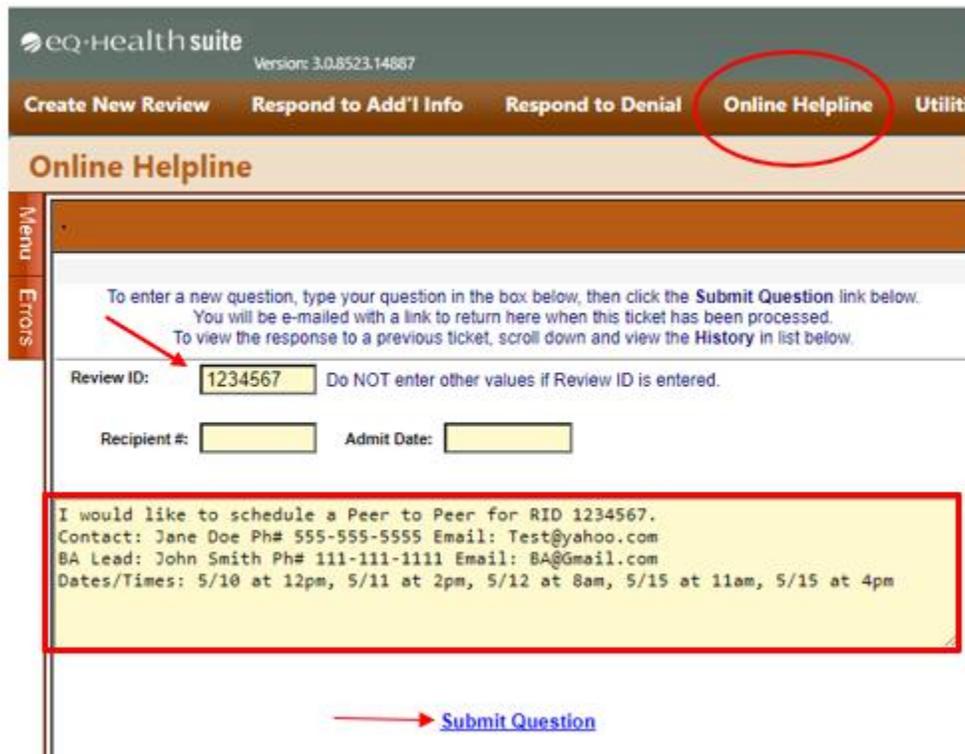
Log into eQSuite® (Click Here)

➢ Click on **"Online Helpline"**

➢ Enter the Review ID#

➢ In your ticket, you will document that you are requesting a Peer to Peer and include the below information:

1. Contact person to schedule, including direct phone# and email address.

2. Physicians name, including direct phone# and email address.

   (For Behavior Analysis providers) Lead BA Clinicians name, including phone# and email address.

3. Provide five (5) dates and times your physician or Lead BA Clinician is available.

   (Any omitted items may delay processing your P2P request)

4. Once you have entered the information, you will click submit and a Ticket # will be generated.

Q&A History (Last 30 Days)

Question/Response

Ticket # 1346473 | Receipt Date: 5/9/2023 8:34:31 AM | Response Date: 5/9/2023 8:37:34 AM

Pertaining to: Review ID:
Question:
I would like to schedule a Peer to Peer for RID 1234567.
Contact: Jane Doe Ph# 555-555-5555 Email: Test@yahoo.com
BA Lead: John Smith Ph# 111-111-1111 Email: BA@Gmail.com
Dates/Times: 5/10 at 12pm, 5/11 at 2pm, 5/12 at 8am, 5/15 at 11am, 5/15 at 4pm

5. Our staff will respond to your request, and you will receive an email notification. You will be able to log into eQSuite® and view the response from the scheduler below your question.

(The email is sent to the email registered to your eQSuite® user acct)

-----Original Message-----
From: External CC User <noreply@kepro.com>
Sent: Tuesday, May 9, 2023 8:38 AM
To: Jane Doe <jane Joe@test.com>
Subject: eQHealth Helpdesk Response

The response to your eQHealth helpdesk question (Ticket Number: 1346473 Provider Number: 000000000 Provider Name: BA Provider, LLC) is available on eQHealth web site.
Click the following link for direct access.
https://flwebapps.eqhs.org/webportal/Login.aspx?RecentTID=1346473

This is an automated e-mail response. Please do not reply to this e-mail.

Q&A History (Last 30 Days)

Question/Response

Ticket # 1346473 | Receipt Date: 5/9/2023 8:34:31 AM | Response Date: 5/9/2023 8:37:34 AM

Pertaining to: Review ID: 56207417
Question:
I would like to schedule a Peer to Peer for RID 1234567.
Contact: Jane Doe Ph# 555-555-5555 Email: Test@yahoo.com
BA Lead: John Smith Ph# 111-111-1111 Email: BA@Gmail.com
Dates/Times: 5/10 at 12pm, 5/11 at 2pm, 5/12 at 8am, 5/15 at 11am, 5/15 at 4pm

Action:The peer to peer has been scheduled for 5/12 at 8am. If you are unable to attend your scheduled time, please contact us.

Reminders

❖ Scheduling will be based on the earliest availability. If you are unable to attend your scheduled meeting and need to cancel or reschedule, please email P2P@kepro.com and include the Ticket #. Do not include any PHI in your correspondence.

❖ All Peer to Peer's will be scheduled for 15-minute blocks. Attendees will be scheduled with the requesting physician or BA Lead Clinician and eQHealth Reviewer.

❖ A Peer to Peer does not stop the authorization request from moving along through the review stages.

This Includes:

Reconsiderations and Reviews that have been pended for additional information.