

## How to request a Reconsideration

- ❖ Reconsiderations must be requested within the timeframe outlined in your denial letter
- ❖ You can submit a reconsideration online via eQSuite, via fax or phone.

When you log into eQSuite click on Respond to Denial, enter the Review ID# & click Search




Then click on "Open Review"



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

- ❖ You will click **“I do not agree”** and enter any additional information in the text box.
- ❖ If you are going to attach additional supporting documentation, check the box that states additional supporting documentation will be submitted.
  - ❖ Once you click **“Submit Recon Info”** you will be prompted to **“Link Attachments”** and you can either upload the supporting documentation or print a coversheet to fax it over.
- ❖ The information must be uploaded or linked on the same business day the recon request is submitted.



The screenshot shows a web form with a navigation bar at the top containing tabs: Start, DX CODES/ITEMS, DATES, HISTORY, DC PLAN, FUNCTIONING, GOALS, SOCIAL HISTORY, and RECON. The main content area has two radio button options. The first option is "I agree with eQHealth physician reviewer's adverse determination and waive reconsideration review rights" and is unselected. The second option is "I do not agree with eQHealth physician reviewer's adverse determination and am requesting a reconsideration review" and is selected. Below these options is a text input field with the placeholder text "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." Below the text field is a checkbox labeled "Additional supporting documentation will be submitted via upload, or faxed using the barcoded coversheet", which is currently unchecked. At the bottom of the form are two buttons: "CANCEL" and "SUBMIT RECON INFO". Two black arrows point to the selected radio button and the checkbox.

