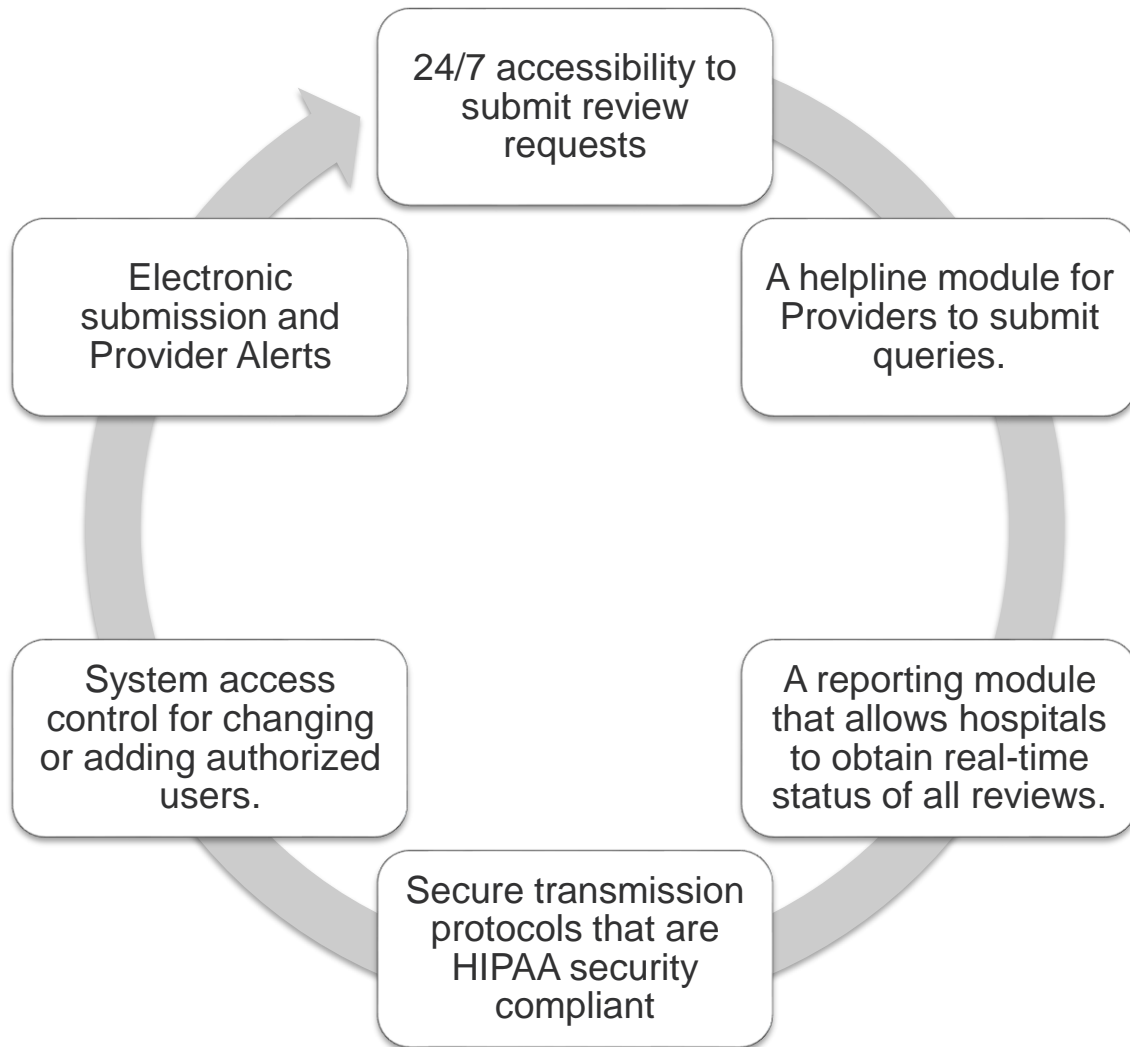


# Home Health Services

2017

# 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:	

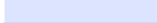
*Handwritten forms cannot be accepted*

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: 

# TABS & Functions in eQsuite

- ❖ **Create New Review:** To start a new authorization request.
- ❖ **Respond to Additional Info:** If your review gets pended for additional information you can respond to that request.
- ❖ **Respond to Denial:** If you receive a denial you can respond to that determination
- ❖ **Online Helpline:** You can submit general inquiries/questions
- ❖ **Utilities:** Ability to cancel a case or use the date calculator
- ❖ **Reports:** Run available reports specific to your provider type
- ❖ **Search:** You can check the status of a review or see all partially saved cases
- ❖ **Attachments:** Upload required supporting documentation
- ❖ **Letters:** View or print your authorization/denial letters
- ❖ **Update my profile:** Update your password or contact information
- ❖ **User Administration:** Add new user accounts or make changes to existing accounts.  
(*Note: only the system Administrators will have this tab*)

# Review Completion Timeframes

Prior Authorization	Review Completion Timeframes	Referred to Physician reviewer
<ul style="list-style-type: none"> <li>Initial Admission or Continued Stay Request <b>w/o</b> home visit</li> <li>Initial Admission or Continued Stay Request <b>with</b> home visit</li> </ul>	<ul style="list-style-type: none"> <li>Within 2 business days</li> <li>Within 6 business days</li> <li>Note: Continuation of services submit no more than 14 days prior to</li> </ul>	<ul style="list-style-type: none"> <li>Within 3 business days of the receipt of the complete request</li> </ul>
Retrospective Requests (Only applies to Retroactive Eligibility)	<ul style="list-style-type: none"> <li>Within 20 business days</li> </ul>	

## Review Status Determinations

- PEND Additional information is being requested
- 1<sup>st</sup> Level Review The review is currently being reviewed
- 2<sup>nd</sup> Level Review If medical necessity cannot be made at 1<sup>st</sup> level review gets referred to a physician reviewer
- CANCEL Duplicative Service or line items not entered correctly
- Technical Denial Untimely Submission or incomplete documents provided

# Required Documentation

Documentation	Required with each admission review request. Acceptable documents:
<b>Physician monitoring evidence</b>	<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>	<ul style="list-style-type: none"><li>✓ Required for admission review when the recipient's parent(s) or guardian works.</li></ul>
<b>Parent/guardian school schedule</b>	<ul style="list-style-type: none"><li>✓ Required for admission review when the recipient's parent(s) or guardian attends school.</li></ul>
<b>Parent/guardian limitations</b>	<ul style="list-style-type: none"><li>✓ Required for admission review when the recipient's parent(s) or guardian has medical limitations or disabilities.</li></ul>

# 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>✓ Use AHCA's Personal Care Services Plan of Care form.</li><li>✓ Must be developed prior to requesting prior authorization.</li><li>✓ Must be signed and dated by the ordering physician.</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>
<b>Nursing Assessment</b>	<ul style="list-style-type: none"><li>✓ Must be signed and dated by the individual who performed the assessment.</li><li>✓ For recipients age 18 and older, the OASIS is acceptable</li></ul>

# PENDS and Modifications

## Pended Reviews

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

## Modifications

Please provide an explanation for the change. You can document this information in the Clinical Summary tab.

**Note:** You can only make a modification through eQsuite if the case was already approved. If you need to make a change to a case that was submitted and is still at 1<sup>st</sup> level you will need to call and cancel the case and resubmit with the corrections



# Denials

## 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 Home Health 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

- The requesting provider receives immediate electronic notification, via email and the eQSuite review status report, of the denial.
- Within one business day of the determination, a written notification of the denial is posted electronically for the provider. The notice may be downloaded and printed.
- Written notifications are mailed to the ordering provider and to the recipient or the recipient's parent or legal guardian.
- The written notification includes information about the providers' and recipient's right to a reconsideration of the adverse determination.

# Submitting Your Documentation

➤ **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

Item Code Add/Edit Page

Code: t1030

Description: RN Visits  
[View Example](#)

MOD1: Select Modifier 1

MOD2: Select Modifier 2

From Date:

Thru Date:

[Date Calculator](#)

Units/Visit: 1

Visits/Period:

Period Type: Select Period Type

# Periods:

Total Units:

<https://flwebapps.eqhs.org:443/fltrainportalnew/PopupPages/ItemCodeEdi...>

# Things to remember

- Reminder to keep recipients information current and up to date (i.e. Phone # and address)
- Home Health Services are for visits, not hours. Per AHCA handbook 1 visit up to 2 hours of services
- If you are requesting a continuation of services you need to submit a current POC signed by the physician.
- If the recipient was receiving services and received authorization through a managed care plan and now they have straight Medicaid. This needs to be entered as a Admission in eQsuite. (There is not an automatic authorization for continued services)

# LIVE DEMONSTRATION

# eQHealth Resources

