

## 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)

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		Respond to Denial	Online Helpline	Uti
Online Helpline			$\sim$	
To enter a new qu You wi	estion, type your question in th I be e-mailed with a link to retu	e box below, then click the S	Submit Question link bel been processed.	low.
Review ID: 1234	567 Do NOT enter other	values if Review ID is entered	ed.	
Recipient #:	Admit Date:			
I would like to so Contact: Jane Doe	hedule a Peer to Peer Ph# 555-555-5555 Email	for RID 1234567. : Test@yahoo.com		
BA Lead: John Smit Dates/Times: 5/10	h Ph# 111-111-1111 Ema at 12pm, 5/11 at 2pm,	il: BA@Gmail.com 5/12 at 8am, 5/15 at	11am, 5/15 at 4pm	0
	Subr	nit Question		

Instructions

Proprietary



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# 555-5555 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, <u>2023</u> 8:38 AM To: Jane Doe <jane joe@test.com=""> Subject: <u>eQHealth</u> Helpdesk Response The response to your eQHealth helpdesk question (Ticket Number: 1346473 Provider Number: 00000000 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&amp;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# 555-55555 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. Jf you are unable to attend your scheduled time, please contact us.</jane></noreply@kepro.com>					
Number: 00000000 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# 555-5555 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.	Original Message From: External CC User <noreply@kepro.com> Sent: Tuesday, May 9, <u>2023</u> 8:38 AM To: Jane Doe <jane joe@test.com=""> Subject: <u>eQHealth</u> Helpdesk Response The response to your eQHealth helpdesk question (Ticket Number: 1346473 Provider</jane></noreply@kepro.com>				
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# 555-5555 Email: Test@yahoo.com BA Lead: John Smith Ph# 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.	Number: 00000000 Provider Name: BA Provider, LLC) is available on eQHealth web site.				
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## **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 <u>P2P@kepro.com</u> 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.