



- ❑ eQHealth Solutions (eQHealth) developed a proprietary web-based electronic review request submission system for Multispecialty providers.
- ❑ The system allows providers to submit the following review types: admission and retrospective reviews.
- ❑ Providers can also electronically submit additional information for previously submitted reviews and respond to adverse determinations.
- ❑ Additionally, the system includes a reporting module that can be accessed to obtain real time status of reviews requests and PA #s, and print a paper copy of electronic reviews submitted to eQHealth via the reporting module.
- ❑ The system also maintains copies of notification letters related to reviews. These letters can easily be read or downloaded by any provider staff with access to the system.

- ❑ One of the key features of the system is the ability to check the data upon entry directly against eQHealth's live database. This immediately prevents excluded cases and duplicate records from entering the database.
- ❑ The user can partially save data, as it is entered, if the user is interrupted during entry or in case the internet connection is lost.
- ❑ If additional information is requested by eQHealth, it can be submitted electronically by the provider and the request is automatically "reactivated" for review completion.
- ❑ The key contact person, a User Administrator, at the provider level will assign or revoke privileges for new users or existing users of the system as personnel changes take place. Software or data file maintenance is not required by the provider – all data is keyed directly into eQHealth's data system.
- ❑ Secure transmission protocols including the encryption of all data going over the Internet ensure that eQHealth is keeping current with required HIPAA security regulations.
- ❑ The provider can access the reporting module at any time to print a paper copy of electronic reviews submitted to eQHealth and obtain answers to the following types of questions:
 - What is the current status of a particular review at eQHealth?
 - What is the history of previous Multispecialty reviews for a recipient?
 - What is the Prior Authorization Number (PA #) and/or last date certified for a case(s)? OR
 - Obtain a list of all current in-process reviews for my organization
 - Obtain a list of all authorizations for an admission date range.



- Obtain a list of the detailed review outcomes for a date range.
- Obtain a printout of a specific request for a recipient.

Benefits for the Provider:

- ❑ The online entry screens provide an efficient transfer of information.
- ❑ There will be less paper handling on both ends, enabling a speedier review process.
- ❑ The system is directly connected to eQHealth's eligibility files for immediate verification of eligibility.
- ❑ Multiple requestors and simultaneous transmission from multiple PCs within a facility are allowed (each will be tracked via a separate login).
- ❑ The reporting module will provide real-time status of reviews.

What You Need To Use the System:

- ❑ A provider will need Internet access for the personnel who will be submitting certification requests and accessing the reporting module.
- ❑ Our eQSuite system is a secure HIPAA compliant browser application which will be accessed over the Internet at "<http://fl.eqhs.org/>". To access the eQSuite system, the following minimum hardware and software requirements must be met:

Minimal Computer System Requirements:

- Any of the two most recent versions of:
 - Internet Explorer
 - Google Chrome
 - Mozilla Firefox
 - Safari
- Broadband internet connection



Accessing the System

eQHealth's Web based entry and inquiry system is accessed from our Web site home page.

⇒ Access the Internet with your web browser and go to <http://fl.eqhs.org/>. From here you can follow the link to the eQSuite login.

The user must login to access the Review Request data entry system. This is an example of the login screen. Enter your User Id and Password here. The password must be entered for confidentiality, security and tracking purposes. Each user is responsible for maintaining the confidentiality of their individual logins and passwords. If you believe the security of your login or password has been compromised, change your password. You may adjust many other personal account settings from the **Update My Profile** menu option.

A screenshot of the eQSuite login interface. It features a white background with a light blue header bar. Below the header, there are two input fields labeled "Username" and "Password". A blue "Login" button is positioned below the "Username" field. To the right of the "Password" field, there is a red link that says "forgot password?". Below these fields, there is a yellow "NOTICE:" box containing a bullet point that reads: "SYSTEM UPGRADE: eQ Suite will not be available for use on Saturday evening, December 25th, from 8 pm until 9 pm."

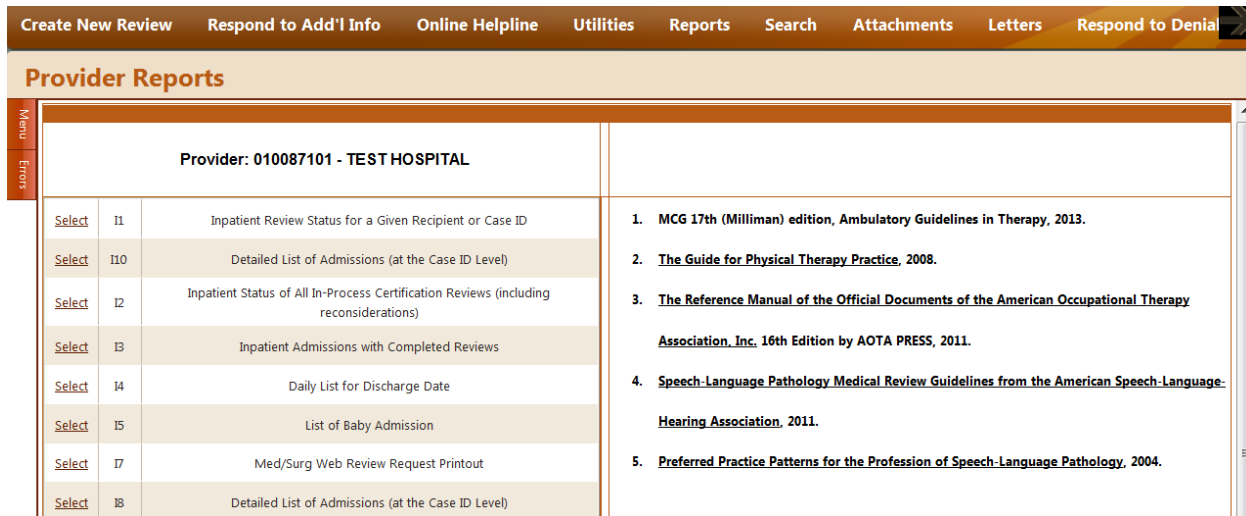
Your User Administrator must also create all new accounts. The User Administrator has access to many account maintenance options on the **User Administration** menu option.

For security reasons, users can not stay logged on if they are not submitting reviews or running reports. The entry system is directly tied to eQHealth's database, and the system will not maintain an idle connection for more than 20 minutes. The user does not need to exit their Internet browser window or eQHealth Web home page. Simply log back on to the system with the secure password to enter another review request.

The login screen also displays system notices about events that may impact use of the eQSuite. These messages are displayed in a notice box immediately below the login box. For example, the date and time span for system upgrades, that may make the website temporarily unavailable while the work is being done, are posted in advance.

Menu Options in the System

After successfully logging onto the system, the user will be presented with the screen shown below. There are two locations for the menu items. They are shown across the top of the screen as well as being present on the menu tab to the left. From this initial screen the following menu options are available. Your User Administrator will determine which options are available to you.



The screenshot shows the eQSuite system interface. At the top, there is a navigation bar with the following menu items: Create New Review, Respond to Add'l Info, Online Helpline, Utilities, Reports, Search, Attachments, Letters, and Respond to Denial. Below this, the 'Provider Reports' section is highlighted. On the left side, there is a 'Menu' tab. The main content area displays a table with the following data:

Provider: 010087101 - TEST HOSPITAL		
Select	I1	Inpatient Review Status for a Given Recipient or Case ID
Select	I10	Detailed List of Admissions (at the Case ID Level)
Select	I2	Inpatient Status of All In-Process Certification Reviews (including reconsiderations)
Select	I3	Inpatient Admissions with Completed Reviews
Select	I4	Daily List for Discharge Date
Select	I5	List of Baby Admission
Select	I7	Med/Surg Web Review Request Printout
Select	I8	Detailed List of Admissions (at the Case ID Level)

On the right side of the screen, there is a list of references:

1. MCG 17th (Milliman) edition, Ambulatory Guidelines in Therapy, 2013.
2. The Guide for Physical Therapy Practice, 2008.
3. The Reference Manual of the Official Documents of the American Occupational Therapy Association, Inc. 16th Edition by AOTA PRESS, 2011.
4. Speech-Language Pathology Medical Review Guidelines from the American Speech-Language-Hearing Association, 2011.
5. Preferred Practice Patterns for the Profession of Speech-Language Pathology, 2004.

1. Create New Review

2. Respond to Additional Info

3. Online Helpline

- ➔ Create a New Helpline Request
- ➔ View Response to Previous Request

4. Utilities

- ➔ Update Baby Info (when the baby's Medicaid number is assigned)
- ➔ Enter Discharge Dates (Not applicable to Multispecialty providers)
- ➔ A date calculator (to assist in determining request time spans)
- ➔ Cancel Case (to void a PA# assignment if the item is not provided)
- ➔ Resend Case (to resend the PA# to the fiscal intermediary when there is a change)

5. Reports (shown as default screen on main Menu)

- ➔ Outpatient Review Status for a Given Recipient
- ➔ Status of All In-Process Certification Reviews
- ➔ Outpatient Assigned PA #'s
- ➔ Web Review Request Printout

6. Search

- ➔ View Partial Records



- ➔ Search By PA#
- ➔ Search By Date
- ➔ Search By Recipient
- ➔ View Cases Needing Additional Info
- ➔ Search By Review ID
- ➔ Search By eQHealth Case ID

7. Attachments

8. Letters

- ➔ Completed
- ➔ In Process
- ➔ Reconsiderations

9. Respond to Denial

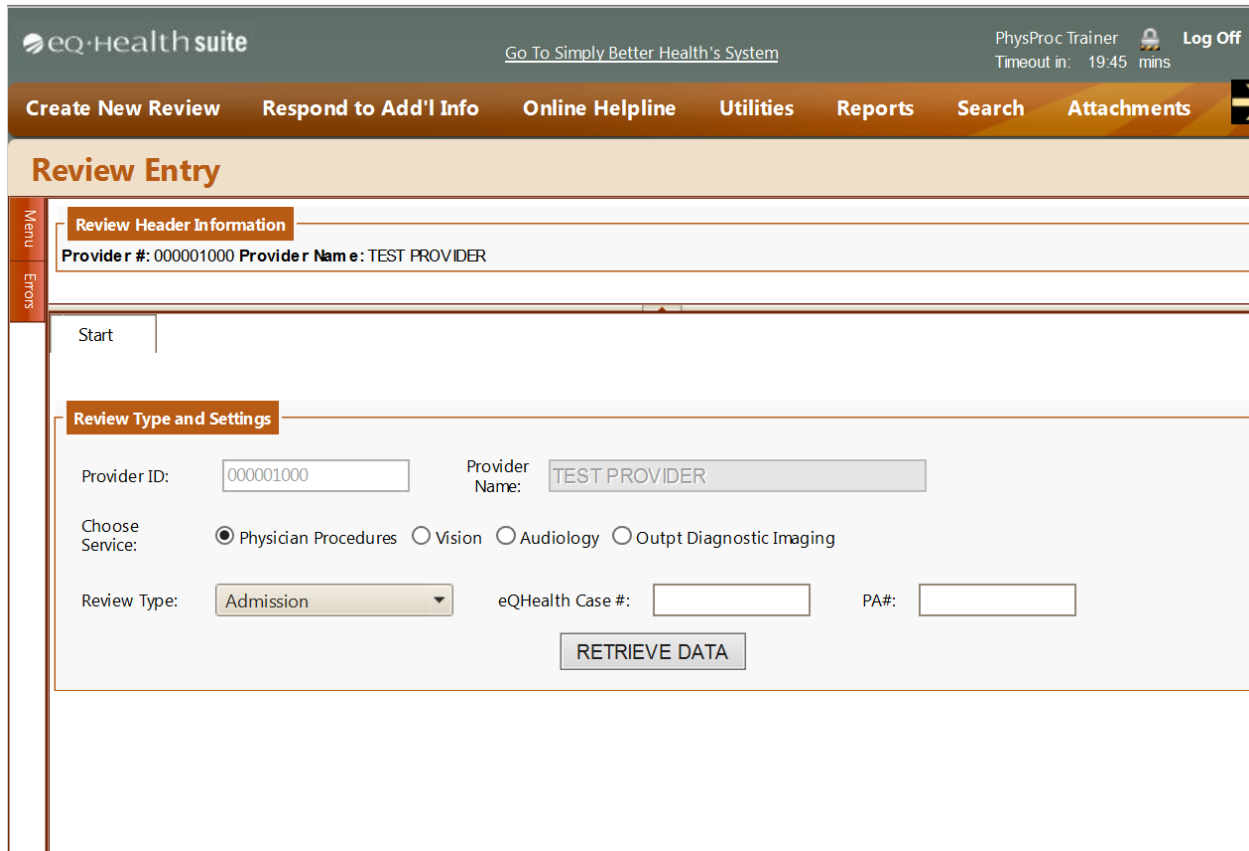
10. Update My Profile

11. User Administrator (only the designated User Administrator can view this option, otherwise it's hidden from view)

12. Logoff (exit the system)

I. Create New Review

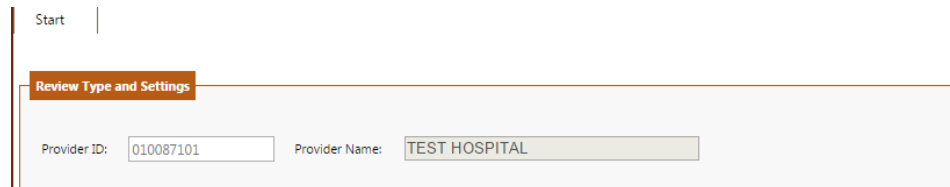
- Select **Create New Review** from the Menu list.
- The following screen will be displayed and Provider ID and Provider number will need to be filled in based on the user logon. Proceed with entry.



The screenshot shows the 'Review Entry' interface. At the top, the 'eq·Healthsuite' logo is on the left, and 'PhysProc Trainer' with a 'Log Off' button and a 'Timeout in: 19:45 mins' indicator are on the right. A navigation bar contains links: 'Create New Review', 'Respond to Add'l Info', 'Online Helpline', 'Utilities', 'Reports', 'Search', and 'Attachments'. The main section is titled 'Review Entry' and features a 'Review Header Information' tab. This tab displays 'Provider #: 000001000' and 'Provider Name: TEST PROVIDER'. Below this is a 'Review Type and Settings' section. It includes a 'Provider ID' field with '000001000', a 'Provider Name' field with 'TEST PROVIDER', a 'Choose Service' section with radio buttons for 'Physician Procedures' (selected), 'Vision', 'Audiology', and 'Outpt Diagnostic Imaging', a 'Review Type' dropdown menu set to 'Admission', an 'eQHealth Case #' field, and a 'PA#' field. A 'RETRIEVE DATA' button is positioned at the bottom of this section.

- Select the appropriate type of setting: Please note that some providers, based on their provider type, may have more than one option. For Multispecialty, choose Physician Procedures
- Select the appropriate type of review:
If this is a new or first time request, select “Admission” and click **Retrieve Data**. This will open the rest of the tab.
- If the service was provided prior to the recipient receiving retroactive Medicaid eligibility that covers the date the item was provided, select “Retrospective” and click **Retrieve Data**. This will open the rest of the tab.

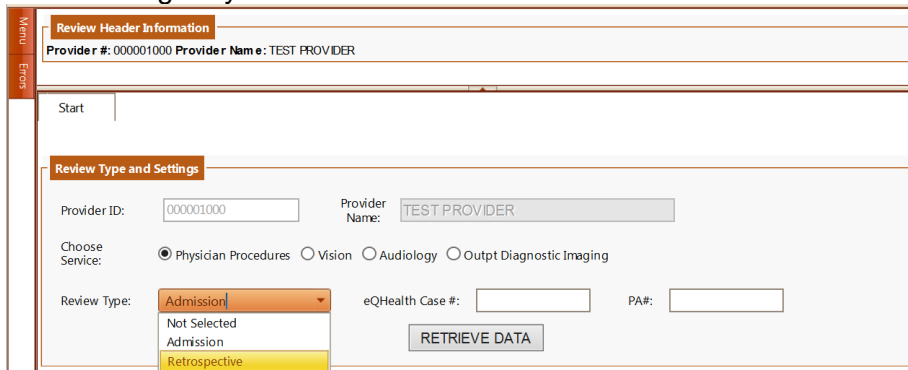
Field	Description
Provider ID and Name	The provider requesting the authorization. This is a “user entry” field. The user must enter in the correct rendering provider Medicaid number



Review Type	A Request Type must be selected first so the system will know how to edit the information. Choose between the following:
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Admission: The initial request for a service or item.

Retrospective: The service was provided without prior authorization from eQHealth and the recipient subsequently receives retroactive Medicaid eligibility.



Recipient ID	Enter the recipient's number that appears on the Medicaid ID card.
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If a recipient has been assigned multiple numbers and the number entered by the provider is not a current number, then the system will check the cross reference table and supply the new recipient number to be used along with an explanatory message.

The recipient must have Medicaid eligibility on file for the dates of service.

Recipient Name	Based on the recipient number, the system will display the recipient's name. This is a “view only” field – not a user entry field.
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DOB	Based on the recipient number, the system will display the recipient's
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Field

Description

Sex

date of birth. This is a “view only” field – not a user entry field.

Based on the recipient number, the system will display the recipient’s gender. This is a “view only” field – not a user entry field.

Physician and other Healthcare practitioners

The Florida Medicaid number of the provider rendering/requesting the service (Ordering provider). This can be the license number, the NPI number or the Florida Medicaid provider number.

To enter the number into the grid, you must select the [Edit](#) link. If the number is unknown, press [Search](#) to find a valid Physician or Clinician Number.

You will get the following screen for search criteria to be entered. You may enter a full name or just an initial of the last name then press Enter. The list will show on the screen (e.g. Clark). Click on [Select](#) on the record for the desired physician. The provider number, name and demographic information will be filled in based on physician number. If you have more current information, the demographic information can be updated by the user.

Physicians and Healthcare Practitioners

	Type	Medicaid #	NPI #	License #	Name	Phone #
Edit	Servicing provider/practice	000001000	1235331315	ME0100111	TEST, PROVIDER	1234567890

Medicaid #:
[Search](#)

Type:
 Name:
 Please update any incorrect information below:

Phone #:
 Fax #:
 Address 1:
 Address 2:
 City:
 State:
 Zip Code:
 I have verified the above contact information is correct: ☒

If the user is unsure of the provider's Medicaid number, they can click [Search](#) under the entry box and search the eQHealth provider table by

Field

Description

provider last name, License number, or NPI number.



Physician Search Page

Search:

Medicaid #:

NPI #:

License #:

Last Name:

First Name:

Middle Init:

Start Date of Service:

Start date of service:

This is a Request for:

This is a request for:

Not Selected

Has Service already been provided:

Has service already been provided:

☐ Yes

☐ No

Date of Assessment

Date of assessment:

Is this request the result of an emergency?

Is this request the result of an emergency:

☐ Yes

☐ No

Is the request follow-up from an EPSDT screening:

Is the request follow-up from an EPSDT screening:

☐ Yes

☐ No

Enter in the date the study was ordered

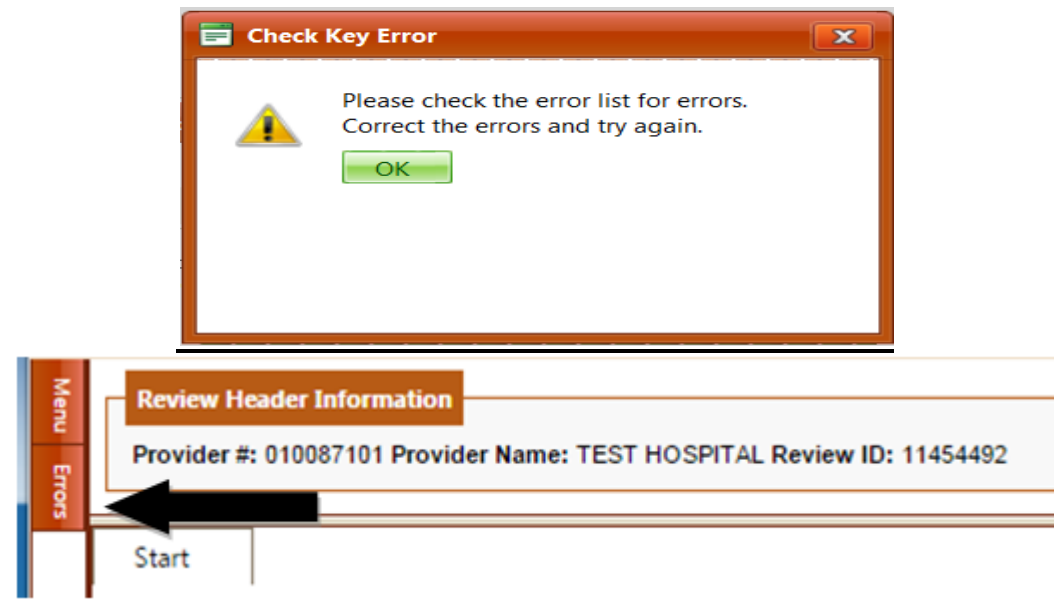
What is the date the study was ordered?

BUTTONS AT THE BOTTOM OF THE TABS

Check Key

- On the **Start Tab**, the user continues the review request process by hitting the Check Key button. This will cause the system to run several checks on what has been entered then progress to the next tab.



- When the user clicks Check Key, the system checks recipient and provider eligibility, duplicate reviews, and AHCA review policy. If errors occur, a popup will appear on the screen that says:
- Press the OK to continue. Click on the Errors Tab to review any errors. Make the appropriate changes to the review and press Check Key again until all errors have been resolved. If you need further explanation of the types of errors that can occur during the check key process, go to the **Error Correction** section in this document.
- If no errors are detected, the next available tab appears at the top and the user is allowed to proceed with entry.
- The systems will confirm the recipient's Medicare eligibility. If there seems to be a mismatch between the system's records and the review request, the system gives the user the option of overriding the system. This is presented through the following popup window.



Select an Option about Medicare Benefits

☐ Cancel request - patient has Medicare benefits for this period that have not exhausted

☐ Continue request - patient does not have Medicare coverage for this period

☐ Continue request - Requested care is not covered by Medicare or Medicare benefits are exhausted

OK

- It will also prompt you to confirm the recipient's address and phone. Once you confirm the address and the phone number are correct, check the address/phone verified box. This popup prompt will look like this:



Verify Recipient Address / Phone

Recipient ID: 123

Name:

Address Line 1:

Address Line 2:

City:

State: Zip Code:

Phone:

Other Phone:

Legal Guardian name:

☐ Address/Phone Verified

OK

<https://fiwebapps.eqhs.org:443/filtrainportalnew/PopupPages/BeneAddressPage.aspx>

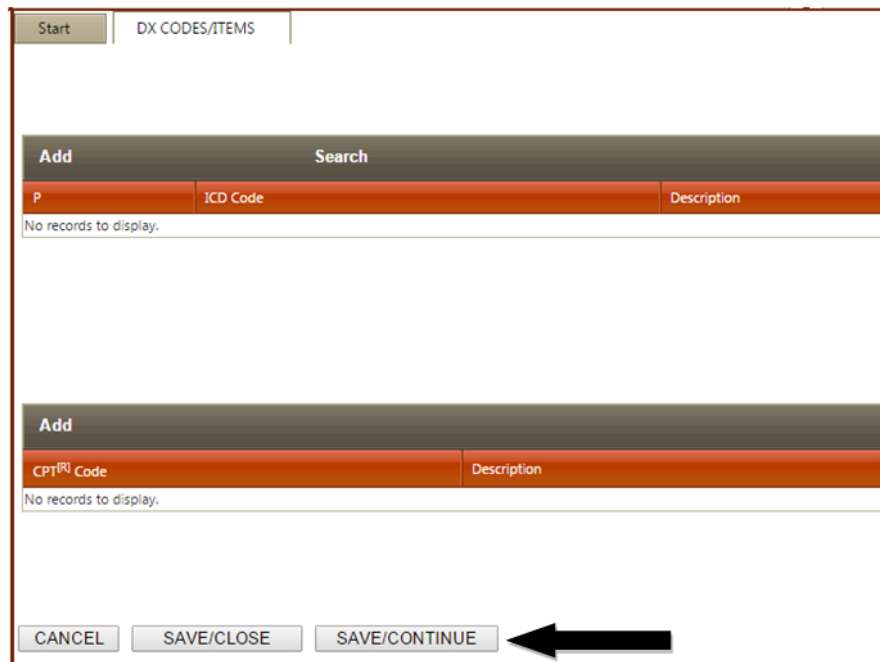
- Press the OK to continue.

Save/Close

- The user can save a record intermittently during entry. As you are entering data, you can hit the Save/Close at the bottom of each screen. This will save the data you have entered. This will prevent loss of data in case of a lost Internet connection or in case the user is Interrupted during entry.

Save/Continue

- After the **Start Tab**, the user continues to progress through the review process with the Save/Continue at the bottom of each screen. This will save the data you have entered and progress on to the next tab and reset the “clock” for an additional 20 minutes.



The screenshot shows the 'DX CODES/ITEMS' tab in the eQSuite interface. It features two tables for adding codes. The first table is for ICD codes, with columns for 'P', 'ICD Code', and 'Description'. The second table is for CPT codes, with columns for 'CPT[®] Code' and 'Description'. Both tables currently show 'No records to display.' At the bottom of the screen, there are three buttons: 'CANCEL', 'SAVE/CLOSE', and 'SAVE/CONTINUE'. A black arrow points to the 'SAVE/CONTINUE' button.

Submit for Review

- Once the user has entered all relevant information necessary to determine medical necessity; you can hit the Submit for Review at the bottom of the screen on the Summary tab. This will save the data you have entered and initiate the review process.

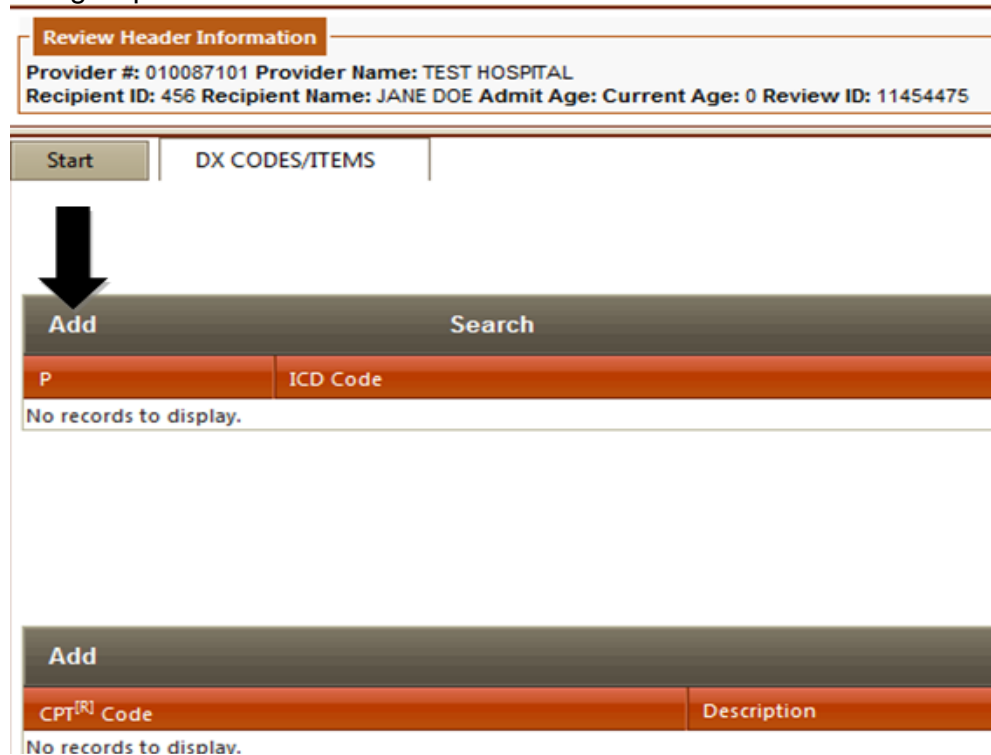
Cancel Review Requests

- The user can cancel a record by clicking Cancel at the bottom of each screen. The user will be asked, “Do you want to partially save the record”? If the user does not choose to partially save, all information entered will be lost.



DX CODES/ITEMS Tab

- This screen captures all data regarding the diagnosis (reason for the need for the item) and item(s) being requested.



Review Header Information

Provider #: 010087101 Provider Name: TEST HOSPITAL
 Recipient ID: 456 Recipient Name: JANE DOE Admit Age: Current Age: 0 Review ID: 11454475

Start | DX CODES/ITEMS

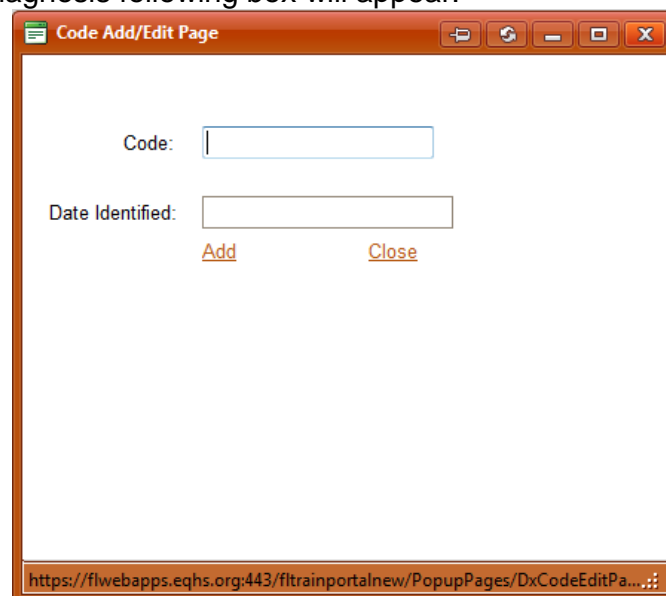
Add Search

P	ICD Code
No records to display.	

Add

CPT[R] Code	Description
No records to display.	

- Click **Add** to enter diagnosis following box will appear.



Code Add/Edit Page

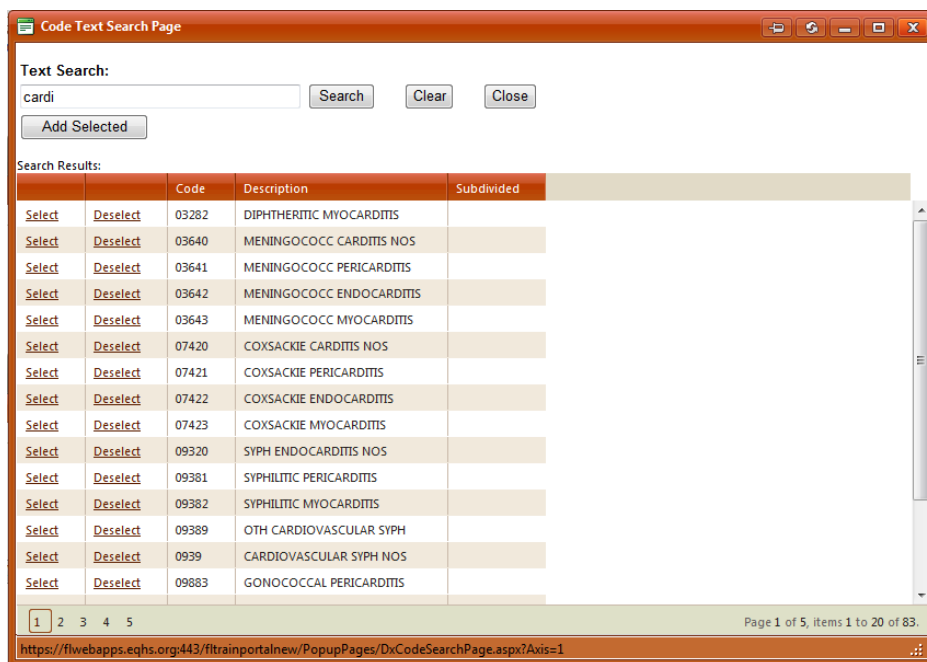
Code:

Date Identified:

[Add](#) [Close](#)

https://flwebapps.eqhs.org:443/fltrainportalnew/PopupPages/DxCodeEditPa...

- ❖ The date identified will default to the date the item was ordered.
- ❖ Click **Add** to close the window and the diagnosis/procedure codes will be displayed on the screen.
- ❖ Click **Close** to close the window without adding any diagnosis codes.
- ❖ To find a specific diagnosis code, click **Search** and enter the first 3-5 letters of the diagnosis. Click **Select** to highlight each desired DX code from the resulting list. When all the DX codes you need are highlighted click **Add Selected** to add these DX codes to the review request.



Code Text Search Page

Text Search:

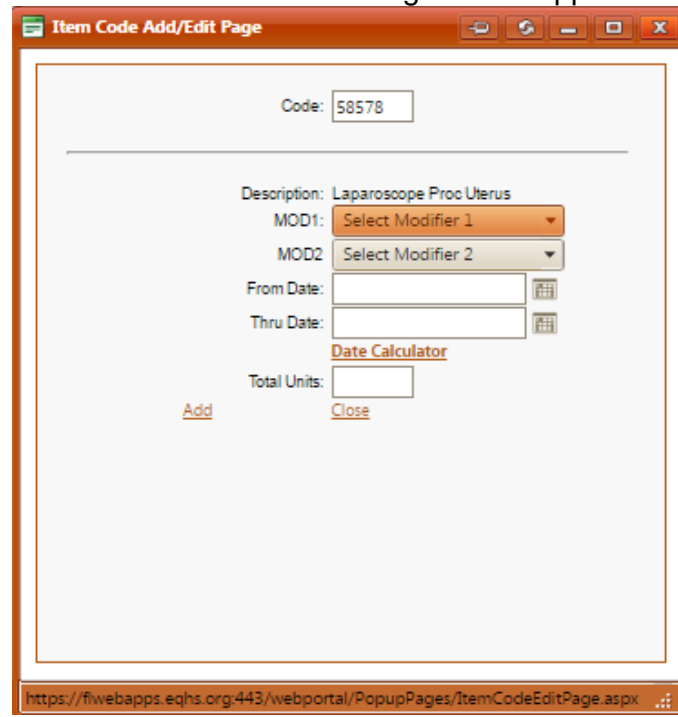
Search Results:

		Code	Description	Subdivided
Select	Deselect	03282	DIPHThERITIC MYOCARDITIS	
Select	Deselect	03640	MENINGOCOCC CARDITIS NOS	
Select	Deselect	03641	MENINGOCOCC PERICARDITIS	
Select	Deselect	03642	MENINGOCOCC ENDOCARDITIS	
Select	Deselect	03643	MENINGOCOCC MYOCARDITIS	
Select	Deselect	07420	COXSACKIE CARDITIS NOS	
Select	Deselect	07421	COXSACKIE PERICARDITIS	
Select	Deselect	07422	COXSACKIE ENDOCARDITIS	
Select	Deselect	07423	COXSACKIE MYOCARDITIS	
Select	Deselect	09320	SYPH ENDOCARDITIS NOS	
Select	Deselect	09381	SYPHILITIC PERICARDITIS	
Select	Deselect	09382	SYPHILITIC MYOCARDITIS	
Select	Deselect	09389	OTH CARDIOVASCULAR SYPH	
Select	Deselect	0939	CARDIOVASCULAR SYPH NOS	
Select	Deselect	09883	GONOCOCCAL PERICARDITIS	

Page 1 of 5, items 1 to 20 of 83.
<https://flwebapps.eqhs.org:443/fltrainportalnew/PopupPages/DxCodeSearchPage.aspx?Axis=1>

- ❖ A diagnosis code may be edited or deleted by selecting the appropriate option at the end of the row.

- ❖ Click **Add** to enter CPT codes and the following box will appear.



Diagnosis Codes

Select the ICD-10 code(s) for the primary diagnosis and secondary.

The system will display the corresponding description for each code entered and will check for illogical codes based on gender, age and, coding rules.

Date Identified

The date defaults to the date the order was written, but can be changed.

CPT Codes

Enter in the CPT Code(s) for Multispecialty Authorization.

Enter the From and Thru date

Enter in the number of units for each CPT Code requested



Clinical Tab

This screen captures the clinical information needed for the authorization determination, and appears with every authorization request.

Question	Yes/No/NA	Check all that apply
CPT Codes (ALL)		
Is this test being requested to rule out cancer? Please describe which type in the summary tab	<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> N/A	
Has the patient ever been diagnosed with cancer? If yes list type and date of onset in summary tab.	<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> N/A	
Has the patient had any imaging studies in the last 6 months. Please list studies in summary tab with date test performed and results.	<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> N/A	
Does the patient have any contraindications to contrast or has the patient had a reaction to dyes?	<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> N/A	
Has the patient had surgery in the last year? Describe surgery.	<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> N/A	
Has pregnancy been ruled out?	<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> N/A	

Additional questions appear based on the item requested: check all that apply:

Please indicate the type of imaging being requested.		
CT		<input type="checkbox"/>
Myelogram		<input type="checkbox"/>
Discogram		<input type="checkbox"/>
MRI		<input type="checkbox"/>
PET		<input type="checkbox"/>
CT-A		<input type="checkbox"/>
D-dimer		<input type="checkbox"/>
MRI low field		<input type="checkbox"/>
Other		<input type="checkbox"/>
CPT Codes(70450)		
Has there been a concern or diagnosis of Hemiplegia?	<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> N/A	
Has there been concern or diagnosis of Dementia, Alzheimer's or Parkinson's disease? Please describe in the summary tab.	<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> N/A	
Does the patient suffer from new onset seizures?	<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> N/A	

Summary Tab

Enter any additional information relevant to the request but not captured on the previous screens.

Start	DX CODES/ITEMS	CLINICAL INFO	SUMMARY
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Please summarize the recipient's history related to the diagnosis for which the study is requested, including previous studies, treatments, and interventions.

Click "Submit" to complete the review request. By clicking "Submit" you are acknowledging the disclaimer and attesting to the accuracy of the information entered in the review request.

Start	DX CODES/ITEMS	CLINICAL INFO	SUMMARY
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Please summarize the recipient's history related to the diagnosis for which the study is requested, including previous studies, treatments, and interventions.

Please enter any recent advanced diagnostic imaging studies performed for the current diagnosis.

Add		Refresh	
Date	Type of Study	Results	
No records to display.			

[Florida Agency for Health Care Administration Disclaimer Statement](#)

eQHealth Solutions certification determination does not guarantee Medicaid payment for services. Eligibility for and payment of Medicaid services are subject to all terms and conditions and limitations of the Medicaid Program.

[PROVIDER ATTESTATION STATEMENT](#)

I hereby attest that an order for diagnostic imaging services has been received for the recipient. A diagnostic imaging provider who knowingly or willfully makes, or causes to be made any false statement or representation of a material fact in any application for Medicaid benefits or Medicaid payments, may be subject to the application of sanctions, which include, but are not limited to, fines, suspension and termination. In addition, the provider may be prosecuted under federal and/or state criminal laws and may be subject to civil monetary penalties and/or fines.

By clicking [Submit for Review] you are attesting to the above.

CANCEL SAVE/CLOSE SUBMIT FOR REVIEW

II. Respond to Additional Information



If a provider receives a request for additional information from eQHealth regarding a review request, then you will need to click on this menu to respond.

- The system grid will display all records in process and currently awaiting requested additional information.
- The user clicks “Open” for the appropriate review and the system will display the additional information request.

Additional Information																
Menu Filter	Cases Needing Add'l Info.															
		ReviewID	Request Date	Requestor Name	RecipientID	First Name	Last Name	Request Type	Setting	PA #	eQHealth Case ID	Admit Date	Provider ID	Provider Name		
	Open	60516295	03/14/2011	Inpt Trainer	999999999	BENE	TEST	Admission	Acute IP Med/Surg		1000109335	03/11/2011	00020149	Inpatient Acute Care Hospital		

- The user clicks “Open” for the appropriate review and the system will display the additional information request.

Menu

Errors

Review Header Information

Provider #: 000171400 Provider Name: DME Provider
Recipient ID: 123 Recipient Name: JOHN DOE Admit Age: 18 Current Age: 18 Admit DT: 12/1/2012 Review ID: 11450204

Start

DX CODES/ITEMS

CLINICAL INFO

SUMMARY

ADDL INFO

Question	Pended date	Response
<div> <div>▼</div> Please provide an updated M.D Order . </div>	9/4/2012	
<div>Response</div> <div> <div>Update Cancel</div> </div>		

Please do not click submit until you are ready to send documentation by either entering in the response box or linking an attachment.

CANCEL

SUBMIT INFO

- The first box shows the question from eQHealth and is view only.
- You will respond to the question in one of three ways. You may type additional information into the text box labeled “Response”, or you may link a document to the review, or you may do both. To do so, see the section entitled “Linking an attachment to the review”.
- After the additional information has been entered, click Submit Info button. The system will



prompt you to link attachments and resubmit the review for processing.

- If during entry, you do not want to save the entry, click Cancel.
- You can select the other tabs to view previously submitted information.

III. Online Helpline

You can create a new request or view responses to previous requests from Online Helpline tool by selecting **Online Helpline** from the menu list.

➤ Create a New Helpline Request

- You may enter Review ID, PA #, Recipient #, or Admission date, along with your question. If you enter a Review ID, or a PA #, the remaining fields will be filled in by the system.
- Type your question or comment in the textbox and click Submit Question.
- A message stating that the response has been submitted will appear and a ticket number will be assigned.
- You will be e-mailed a link to return back to the Online Helpline when the ticket has been processed by the eQHealth staff and a response is available.

➔ View Response to Previous Request

- To view the response to a previous ticket, scroll down and view the History in list below.
- All responses for the last 30 days will be displayed. Responses will be displayed in ticket number order; the most recent being displayed first.
- The responses will include the receipt date and time of the request, the response date and time, PA # (if applicable), the question and the answer.

Online Helpline

Menu

Errors

To enter a new question, type your question in the box below, then click the **Submit Question** link below.
 You will be e-mailed with a link to return here when this ticket has been processed.
 To view the response to a previous ticket, scroll down and view the **History** in list below.

Review ID: Do NOT enter other values if Review ID is entered.

Recipient #: Admit Date:

[Submit Question](#)

Q&A History (Last 30 Days)

Question/Response

IV. Utilities

- ☐ Update Baby Info
- ☐ Enter Discharge Dates
- ☐ Cancel Case
- ☐ Resend Case
- ☐ Date Calculations

Update Baby Info

When an Identification Number is assigned by Medicaid, retrieve the data field for entering the Baby Recipient Identification Number: Select **Update Baby Info**.

Baby Update Utility

Menu

Errors

Baby Number Conversion

eQHealth Case ID:

Recipient:

Admit Date:

Baby Name:

Enter Baby's Recipient ID: DOB:

Name:

Address:

Under “Original Info,” enter the eQHealth Case ID. The other data fields in this section will be filled in by the system.

Under “Baby’s Info,” enter the Baby’s Recipient Number. The date of birth (DOB), name, and address fields will be filled in by the system.

Verify that the information is correct before clicking the “Convert” button.

Once “Convert” has been clicked, the changes will be complete and the review is transmitted to the fiscal agent to receive the PA#.

Enter Discharge Dates

To retrieve the data field for Discharge Date, select Enter Discharge Dates.

Make your selection by indicating the last-date-certified range, the admission date range, recipient number, or PA # and then click search.

Enter Discharge Dates

Menu

Errors

Search By Last Day Certified

Search By Admit Date

Search By RecipientID

Search By PA#

Last Certified Date Range:

9/15/2012

10/15/2012

(120 day limit)

Search

Clear

Click Edit on each row of the grid that you wish to enter the discharge date and then click Update when you verified this information is correct.

Cancel Case Choose the Case(s) to be cancelled, using one of the search options, and follow the prompts to cancel the case.

Cancel Case Utility - Windows Internet Explorer

https://flwebapps.eqhs.org/fltrainportalnew/Pages/CancelCase.aspx

Cancel Case Utility

eQ Health suite

DME Trainer Log Off

Timeout in: 19:39 mins

Create New Review

Respond to Add'l Info

Online Helpline

Utilities

Reports

Search

Attachments

Letters

Respond to Denial

Cancel Case Utility

Menu

Errors

This Utility is to be used only for requests in which the patient was not admitted. Selecting cancel on a case will void the PA# at the fiscal agent. Cases that meet the criteria for provider cancellation are listed below. A case may not be cancelled if you have billed the PA#.

Search By eQHealth Case ID

Search By PA#

Search By Review ID

Search By RecipientID

Enter up to 8 Encounter IDs, then click Search.

Search

Clear

Internet | Protected Mode: Off

125%

Resend Case

Choose the Case(s) to be resent, using one of the search options, and follow the prompts to cancel the case.

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Resend Case

Menu
Errors

This utility is to be used by the provider to resend a case to the fiscal agent to receive or update a PA# when there has been a change in the status of a case such as an update to recipient eligibility or resolution of an overlapping PA#. The utility can only be used by the provider to update or obtain PA#s on cases they have submitted.

You will not be able to retransmit a case if one of the following applies:

- The last review completed for the case is more than 30 days ago.
- The case is for a recipient with a Temporary number.
- The case has been voided.

Search By eQHealth Case ID

Search By PA#

Search By Review ID

Enter up to 8 eQHealth Case IDs, then click Search.

Search

Clear Entry

Date Calculations

Use this utility as an aid to calculate the time span for authorization requests.

1. Calculate Number of Days between Dates

☐ Include end date in calculation (1 day is added)

Start Date: End Date:

Total Days:

2. Calculate End Date as Number of Days from Start Date

Start Date: Number of Days:

End Date:

<https://flwebapps.eqhs.org:443/fltrainportalnew/Pages/Utilities.aspx>

V. Reports

- Click **Reports** on the menu list.

Provider Reports		
Menu	Errors	
	Provider: 010087101 - TEST HOSPITAL	
Select	I1	Inpatient Review Status for a Given Recipient or Case ID
Select	I10	Detailed List of Admissions (at the Case ID Level)
Select	I2	Inpatient Status of All In-Process Certification Reviews (including reconsiderations)
Select	I3	Inpatient Admissions with Completed Reviews
Select	I4	Daily List for Discharge Date
Select	I5	List of Baby Admission
Select	I7	Med/Surg Web Review Request Printout
Select	I8	Detailed List of Admissions (at the Case ID Level)
Select	I9	Detailed List of Review Requests (at the individual Review_Id Level)
Select	N10	Administrative Approvals
Select	O1	Outpatient Review Status for a Given Recipient
Select	O2	Status of All In-Process Certification Reviews
Select	O3	Outpatient Assigned PA#s
Select	O4	Outpatient - Daily List for Discharge Date
Select	O5	Outpatient - List of Baby Admission
Select	R7	Rehab Web Review Request Printout

- A menu of currently available reports will be listed for the user to choose from.
- Select a report. Report results may/may not be displayed on the screen based on selection criteria. All data listed on all reports are provider specific. All data transmitted via the Internet are encrypted for security compliance. A sample report result screen is shown below with no selection criteria. Press the **Run Report**.

Provider Reports

Menu

Errors

Recipient ID

Admit Date:

Export As

999999999

☒ All Dates

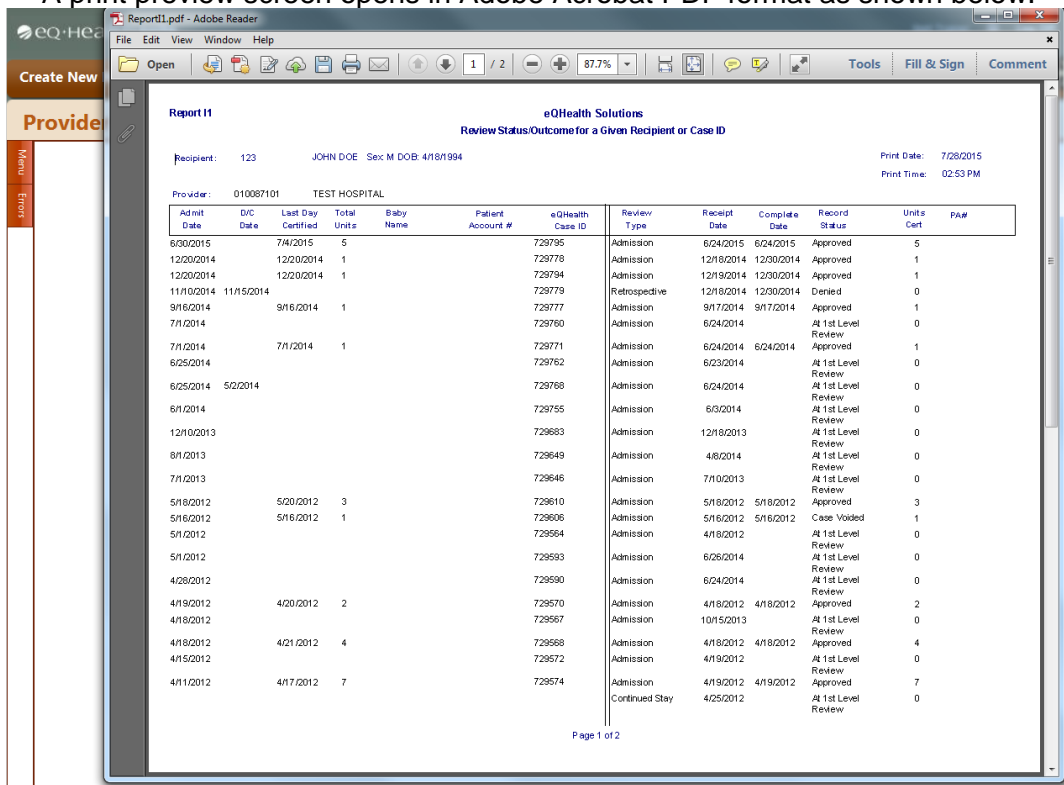
☐ Date Range

Adobe Acrobat PDF

Run Report

NOTE: Depending on criteria, queries may take a little while. Please be patient.

A print preview screen opens in Adobe Acrobat PDF format as shown below.



Report 11
eQHealth Solutions
Review Status/Outcome for a Given Recipient or Case ID

Recipient: 123 JOHN DOE Sex: M DOB: 4/18/1994 Print Date: 7/28/2015
Print Time: 02:53 PM

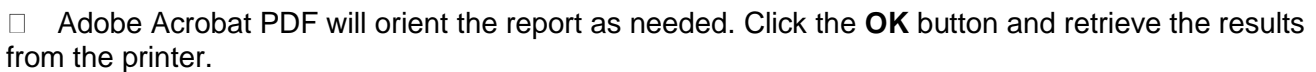
Provider: 010087101 TEST HOSPITAL

Admit Date	Dis Date	Last Day Certified	Total Units	Baby Name	Patient Account #	eQHealth Case ID	Review Type	Receipt Date	Complete Date	Record Status	Units Cert	PA#
6/30/2015		7/4/2015	5			729795	Admission	6/24/2015	6/24/2015	Approved	5	
12/20/2014		12/20/2014	1			729778	Admission	12/18/2014	12/30/2014	Approved	1	
12/20/2014		12/20/2014	1			729794	Admission	12/18/2014	12/30/2014	Approved	1	
11/10/2014		11/15/2014				729779	Retrospective	12/18/2014	12/30/2014	Denied	0	
9/16/2014		9/16/2014	1			729777	Admission	9/17/2014	9/17/2014	Approved	1	
7/1/2014						729760	Admission	6/24/2014		At 1st Level Review	0	
7/1/2014		7/1/2014	1			729771	Admission	6/24/2014	6/24/2014	Approved	1	
6/25/2014						729762	Admission	6/23/2014		At 1st Level Review	0	
6/25/2014		5/2/2014				729768	Admission	6/24/2014		At 1st Level Review	0	
6/1/2014						729755	Admission	6/3/2014		At 1st Level Review	0	
12/10/2013						729683	Admission	12/18/2013		At 1st Level Review	0	
8/1/2013						729649	Admission	4/8/2014		At 1st Level Review	0	
7/1/2013						729646	Admission	7/10/2013		At 1st Level Review	0	
5/18/2012		5/20/2012	3			729610	Admission	5/18/2012	5/18/2012	Approved	3	
5/16/2012		5/16/2012	1			729606	Admission	5/16/2012	5/16/2012	Case Voided	1	
5/1/2012						729564	Admission	4/18/2012		At 1st Level Review	0	
5/1/2012						729593	Admission	6/26/2014		At 1st Level Review	0	
4/28/2012						729590	Admission	6/24/2014		At 1st Level Review	0	
4/19/2012		4/20/2012	2			729570	Admission	4/18/2012	4/18/2012	Approved	2	
4/18/2012						729567	Admission	10/15/2013		At 1st Level Review	0	
4/18/2012		4/21/2012	4			729568	Admission	4/18/2012	4/18/2012	Approved	4	
4/15/2012						729572	Admission	4/18/2012		At 1st Level Review	0	
4/11/2012		4/17/2012	7			729574	Admission	4/19/2012	4/19/2012	Approved	7	
							Continued Stay	4/25/2012		At 1st Level Review	0	

Page 1 of 2

□ To print the report, the user should click the printer button on the task bar. The Print property box opens.

□ Adobe Acrobat PDF will orient the report as needed. Click the **OK** button and retrieve the results from the printer.



- ☐ Reports can also be saved electronically,

VI. Search View Partial Records To retrieve and complete entry of a partially saved review request, select **Search** from the menu list.

- The list of all partially saved requests will be displayed as illustrated below.

Search														
Menu Errors	<input type="button" value="List Partial Records"/> <input type="button" value="Search By PA#"/> <input type="button" value="Search By Date"/> <input type="button" value="Search By Recipient"/> <input type="button" value="Cases Needing Add'l Info."/> <input type="button" value="Search By KePro Case ID"/> <input type="button" value="Search By eQHealth Case ID"/> <input type="button" value="Search Voided/Canceled Cases"/>													
	PA Numbers	ReviewID	Request Date	From Date	Thru Date	Requestor Name	Recipient ID	First Name	Last Name	Request Type	Setting	Therapy Type	Patient Type	eQ ID
	Open	Awaiting PA	11449824	05/02/2012		Inpt Trainer	456	JANE	DOE	Retrospective	Acute IP Rehab			72
	Open	Awaiting PA	11449886	05/08/2012		Inpt Trainer	456	JANE	DOE	Retrospective	Acute IP Med/Surg			72
	Open	Awaiting PA	11449890	05/08/2012		Inpt Trainer	456	JANE	DOE	Retrospective	Acute IP Med/Surg			72
	Open	Awaiting PA	11449909	05/08/2012		Inpt Trainer	456	JANE	DOE	Retrospective	Acute IP Med/Surg			72
	Open	Awaiting PA	11449991	05/16/2012		Inpt Trainer	123	JOHN	DOE	Admission	Acute IP Med/Surg			72

- When a partial record is processed, the system puts the user back into the entry screens.
- The user should then complete data entry process as discussed in Section I New Request.
- If it is determined that the partial request should be discarded instead of completed then the user clicks Delete on the row.

Restrictions:

- Partially saved records are not processed by eQHealth. The user is responsible for properly completing them and submitting them for review or deleting them as necessary.

View Previously Submitted Review Requests

The user can view any previously submitted review requests. To retrieve a list of previously submitted requests, select **Search** from the menu list.

- The user may Search by PA#, Search by Admit Date, Search by Recipient ID, or Search by eQHealth Case ID.
- Review requests pending additional information can also be accessed from this tab.
- Key in the applicable request criteria.
- The system will display all electronically submitted requests that meet the criteria.
- To obtain a list of requests submitted by all users associated with the providers Medicaid number, click the box to clear the check mark.
- To view the data entered in a review request, click the **Open** next to the record needed. The completed entry screens will be displayed.



Below is an example of the data grid displayed for the View Previous Requests (Search by Recipient) option.

Search

Menu
Errors

List Partial Records
Search By PA#
Search By Date
Search By Recipient
Cases Needing Add'l Info.
Search By KePro Case ID
Se

Search By eQHealth Case ID
Search Voided/Canceled Cases

Enter a Recipient ID #, then click Search.

Recipient ID:

	PA Numbers	ReviewID	Request Date	From Date	Thru Date	Requestor Name	Recipient ID	First Name	Last Name	Request Type	Setting	Therapy Type	Patient Type	eQHealth Case ID
Open	Awaiting PA	11449475	04/18/2012	04/18/2012	05/01/2012	Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729565
Open	Awaiting PA	11449489	04/18/2012	04/18/2012	04/21/2012	Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729566
Open	Awaiting PA	11449529	04/18/2012			Inpt Trainer	456	JANE	DOE	Retrospective	Acute IP Med/Surg			729569
Open	Awaiting PA	11449546	04/18/2012	04/20/2012	04/22/2012	Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729571
Open	Awaiting PA	11449563	04/19/2012	03/01/2012	03/20/2012	Inpt Trainer	456	JANE	DOE	Retrospective	Acute IP Med/Surg			729573
Open	Awaiting PA	11449617	04/19/2012			Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729576

VII. Attachments

Supporting documentation requirements are dictated by AHCA policy.

Documents should be submitted at the time the authorization request is entered. However, for requests submitted without supporting documentation, the documents can be submitted after the request is submitted by accessing the review via the "Attachments" tab.

The documents may be linked to a review request in one of two ways:

a. You may link a pdf, jpeg, tif, or bmp document directly to the review

Attachments												
	In Process		Completed Inpatient		Completed Outpatient							
	ReviewID	Recipient ID	First Name	Last Name	eQHealth Case ID	Admit Date	KBaby Name	Account Number	Receipt Date	Record Status		
	11449135	123	JOHN	DOE	729554	10/25/2011			10/08/2013	At 1st Level Review	Open Review	Link Attachment
	11449387	123	JOHN	DOE	729561	01/06/2012		1/1/12	02/03/2012	At 1st Level Review	Open Review	Link Attachment
	11449461	123	JOHN	DOE	729564	05/01/2012			04/18/2012	At 1st Level Review	Open Review	Link Attachment
	11449501	123	JOHN	DOE	729567	04/18/2012			10/15/2013	At 1st Level Review	Open Review	Link Attachment Attachment(s)
	11449550	123	JOHN	DOE	729572	04/15/2012			04/19/2012	At 1st Level Review	Open Review	Link Attachment

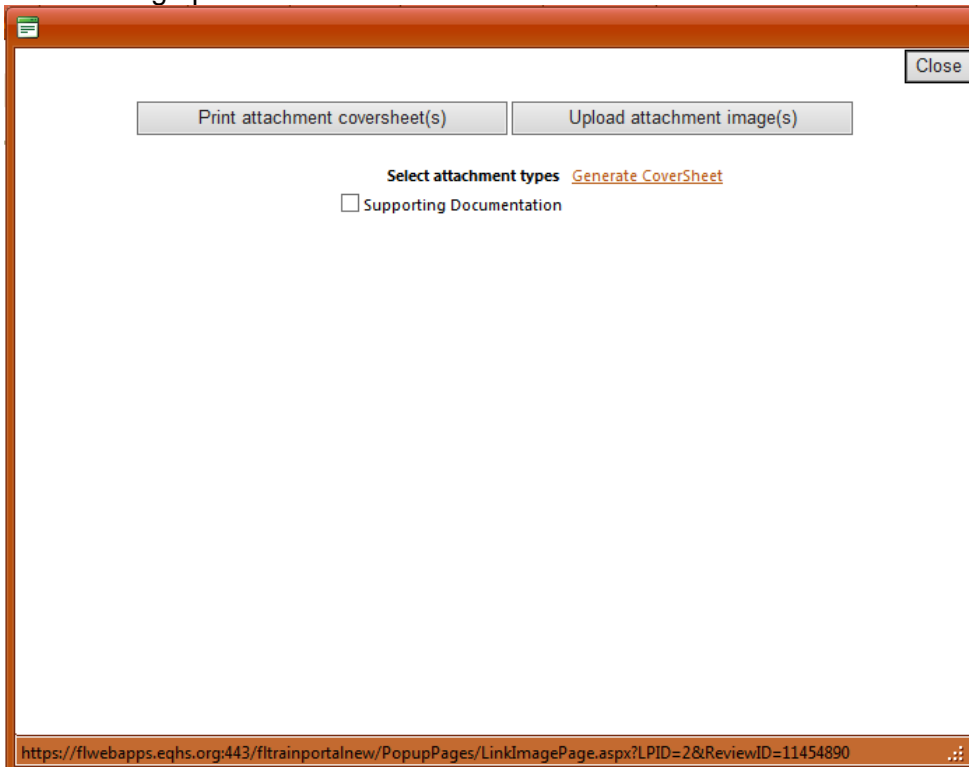
OR

b. You may create a bar-coded fax coversheet and fax the document.

To access either option, click the **Link Attachments** hyperlink at the end of the review request line you are interested.

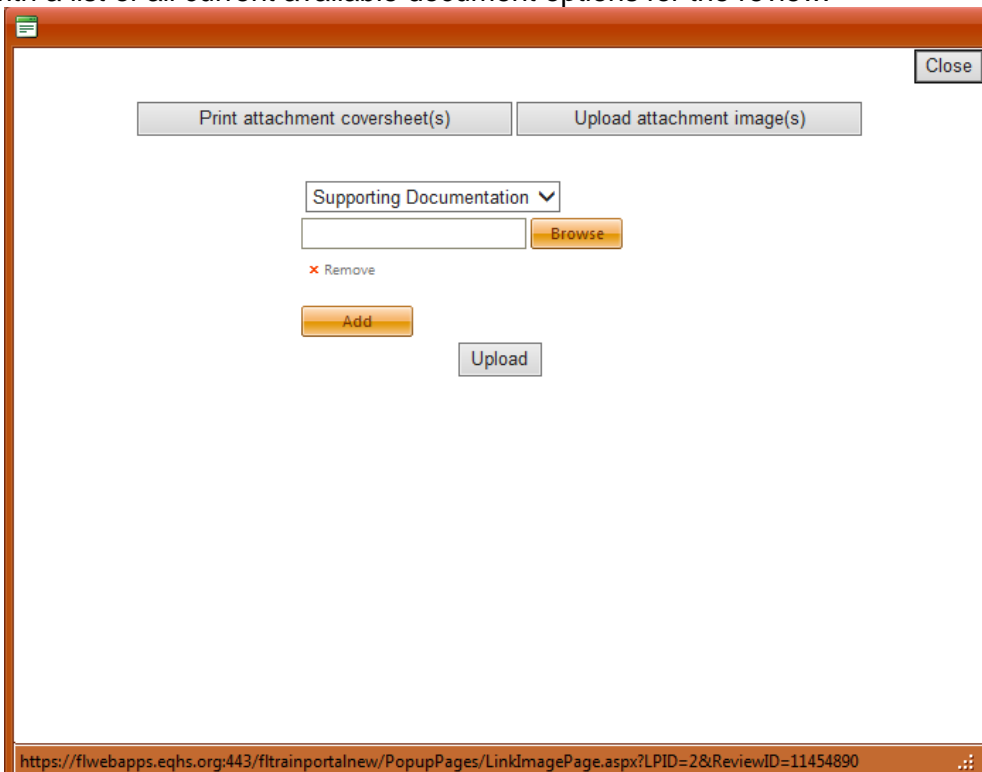
Providers can also view previously submitted documents on this tab.

You will see the following options:



This screenshot shows a web browser window titled "LinkImagePage.aspx". The window has a close button in the top right corner. Below the title bar, there are two buttons: "Print attachment coversheet(s)" and "Upload attachment image(s)". Underneath these buttons, the text "Select attachment types" is followed by a link "Generate CoverSheet". Below this, there is a checkbox labeled "Supporting Documentation" which is currently unchecked. The address bar at the bottom shows the URL: "https://flwebapps.eqhs.org:443/fltrainportalnew/PopupPages/LinkImagePage.aspx?LPID=2&ReviewID=11454890".

Click Upload attachment image(s) to directly link a digital image to the review request. You will see a popup box with a list of all current available document options for the review.



This screenshot shows the same web browser window, but now it displays options for uploading supporting documentation. The "Supporting Documentation" checkbox is now checked, and a dropdown menu is open showing "Supporting Documentation". Below the dropdown, there is a text input field and a "Browse" button. Below the input field, there is a red "x" icon and the text "Remove". Below the "Remove" text, there is an "Add" button. Below the "Add" button, there is an "Upload" button. The address bar at the bottom shows the URL: "https://flwebapps.eqhs.org:443/fltrainportalnew/PopupPages/LinkImagePage.aspx?LPID=28&ReviewID=11454890".



NOTE: In order for your review to get to the nurse reviewer, you must label a fax cover sheet or label an upload "Supporting Documentation"

Fax Cover Page

eQHealth Solutions

Fax Cover Page

eQHealth Solutions Fax Numbers:

Home Health, Therapy and PCS: 855-321-3747

Inpatient: 855-427-3747



R-11454492 I-131

Provider ID: 010087101

Provider Name: TEST HOSPITAL

PA #:

Recipient ID: 456

Recipient Name: JANE DOE

Admit Date: 10/01/2015

Review ID: 11454492

Pages (Including this one) _____

Only use coversheet once.

Please do not modify or duplicate bar code or cover sheet in any way.

ATTACHMENT(S) FOR INITIAL REQUEST FOR REVIEW

Order for study(s)

Once you have selected all the coversheets you would like, click Generate Coversheet. The system will open a new web browser for each coversheet you selected and you can save or print by clicking the appropriate option at the top of the browser window.

IMPORTANT NOTE: Do not reuse or modify the fax sheets. Like the barcodes on the cereal you buy at the grocery store, our system needs the correct barcode for each document

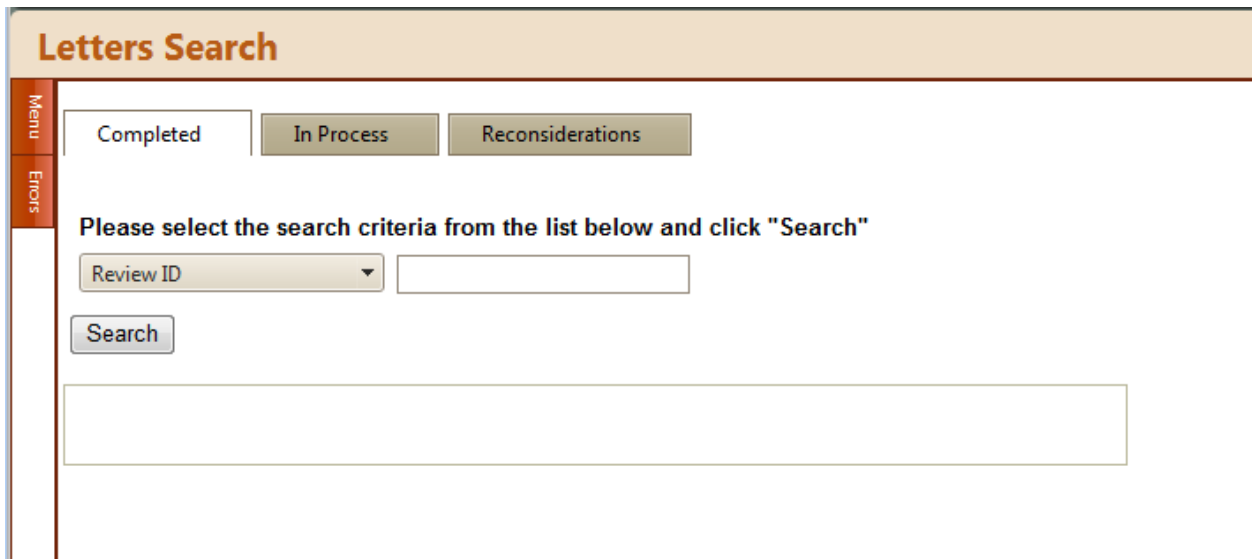
VIII. Letters

All written correspondence from eQHealth Solutions will be available via our web system by accessing the **Letters** menu option. Letters are grouped into 3 categories as follows:

- ☐ In Process – letters generated prior to completion of an initial review, including the pending and suspend letters.
- ☐ Completed – initial review determination letters.

- ☐ Reconsideration – reconsideration outcome letters.

Click the tab of your choice and enter the required information.



The screenshot shows a web interface titled "Letters Search". On the left is a vertical menu with "Menu" and "Errors" options. The main area has three tabs: "Completed", "In Process", and "Reconsiderations". Below the tabs, a message reads: "Please select the search criteria from the list below and click 'Search'". There is a dropdown menu labeled "Review ID" with a downward arrow, followed by a text input field. Below these is a "Search" button. At the bottom of the main area is a large, empty rectangular box for displaying results.

The resulting list will display all the available letters. You may open the review or view all letters for a review by clicking the **View Letter** option

To view the letter, click **View Letter**. This will result in a list of all letters pertaining to the review.

Select the letter you want to see by clicking **View**. You may print the letter or save it to your computer.

IX. Respond to Denial

If there is an adverse determination for a review request, you have the option to request a Peer to Peer Reconsideration.

To do this, click **Respond to Denial** from the menu list. Select an option and enter the required information.

Respond to Denial

Menu

Errors

Please select the type of ID number you have and click "Search"

Review ID

Review ID

eQHealth Case ID

Kepro Case ID

- To request Reconsideration, click the **Link Recon Request**.
- You may either agree with eQHealth physician reviewer's decision, or request a reconsideration review and enter additional supporting information in the available textbox for our physician peer reviewer to use when reevaluating the case. You may also attach additional documents to the review request by clicking on the Link Attachment button and following the instructions to either directly upload the document or create a bar-coded fax coversheet. See the section titled Attachments for further details.
- If you intend to link supporting documentation, please check the checkbox under the large text box. This will let us know to wait until the documents are linked before sending the review to our physicians.

Start	DX CODES/ITEMS	DATES	HISTORY	DC PLAN	FUNCTIONING	GOALS	SOCIAL HISTORY	RECON
<p> <input type="radio"/> I <u>agree</u> with eQHealth physician reviewer's adverse determination and waive reconsideration review rights </p> <p> <input checked="" type="radio"/> I do <u>not agree</u> with eQHealth physician reviewer's adverse determination and am requesting a reconsideration review </p> <p>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.</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div> <p> <input type="checkbox"/> Additional supporting documentation will be submitted via upload, or faxed using the barcoded coversheet </p> <div style="text-align: right;"> <input type="button" value="CANCEL"/> <input type="button" value="SUBMIT RECON INFO"/> </div>								

X. Update My Profile

Click **Update My Profile** from the menu list.

User Edit

Menu
Errors

UserID: 95736

User Name:

First Name:

Last Name:

Password:

Email:

InactiveDate:

Phone Number:

Extension:

Receive review recon emails: ☒

Allow to enter requests?: ☒

Allow to view provider letters?: ☒

Allow to view physician letters?: ☐

Receive review approval emails: ☒

Receive review pended emails: ☒

Receive review suspended emails: ☐

Receive review canceled emails: ☐

Receive review partially denied emails: ☒

Receive review recon complete emails: ☒

Receive review denied emails: ☐

[Save Changes](#)

- To save the login information, click the **Save Changes**.

NOTE: All required data fields must be entered before the system will save the information.

- The system will perform edit checks on the login information and display an error message above the save changes link.
- Correct edit errors, click the **Save Changes**.
- If the system does not detect any errors, the user will be given a message verifying that the user login information was successfully saved to eQHealth Solution's web login data table.

Field **User Id**

Description

Unique user identifier. All alpha characters must be in lowercase. Examples: user's first name; user's first initial then last name
Login ID must be unique across all users of eQHealth Web based system. If you enter a Login ID and the system responds that this ID is already on file, then you must use a different ID. A common solution to this

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situation is to append a numeric digit at the end of the last name. For example, user “Jane Doe” would be jdoe1.

Password

Must be between 6 and 10 characters. All alpha characters must be in lowercase. Each user is responsible for keeping this password confidential.

Name

The user’s name. This name will be automatically copied to every review request that is submitted to eQHealth by this user. It is maintained on the review record and is printed on the certification letters.

***Phone and
Phone Extension***

The user’s phone number and phone extension. The phone and extension numbers will be automatically copied to every review request that is submitted to eQHealth by this user. It is maintained on the review record.

Inactivate Date

Once users are added by the User Administrator they cannot be deleted without contact with eQHealth staff. This is for tracking and audit trail purposes. If a user is no longer with the facility or is no longer authorized to access the provider’s confidential data, then the facility access User Administrator should immediately inactivate their login. Simply key a date into this field and the user login will be inactivated from the entered date forward.

Field

Description

***Indicate if the user is granted access to
view provider letters***

The User Administrator determines which users can view provider letters, run reports and/or create review requests. The User Administrator can at any time change the setting of this field thereby opening or closing access to this module. The user cannot change the levels of access stated above, but can change demographic information and email notification options.



Indicate if the user is granted access to view physician letters

Physician letters are not applicable to DME providers and cannot be selected.

Menu

Errors

User Administration

Add New User

	UserID	User Name	Inactive DT	Phone	Extension	Added DT	Last Edit DT	Email
Edit	95736	InptTrainer		1234567899	1234	11/16/2009 1:53:20 PM	6/25/2014 4:04:18 PM	noreply@eqhs.org
Edit	95928	jcalvert		2222222222		6/20/2014 6:09:10 PM	6/24/2014 11:44:30 AM	jcalvert@eqhs.org
Edit	95929	jones1111		2222222022		6/24/2014 2:00:34 PM	6/24/2014 2:00:34 PM	ncalvert@eqhs.org


☐ Click on **Add New User** to enter login information for a **new** user. The following screen opens. Enter required information. When complete, press **Save Changes** to continue or press **Back to Users List** to return to the list of users.

NOTE: Every user's Login ID and Password is tied to a "unique" Medicaid provider number.

Therefore, users at multiple practice locations CANNOT be added using the same login/password for a given provider. For example, a user at location B cannot have the same Login/Password at location A. These logins are assigned by the User Administrator and complies with the local area networks standards for user logins/passwords.

User Edit

Menu
Errors

<p>User Name: <input type="text" value="At least 6 chars. lower case."/></p> <p>First Name: <input type="text"/></p> <p>Last Name: <input type="text"/></p> <p>Password: <input type="password"/></p> <p>Email: <input type="text"/></p> <p>InactiveDate: <input type="text"/> </p> <p>Phone Number: <input type="text" value="() -"/></p> <p>Extension: <input type="text"/></p> <p>Receive review recon emails: <input type="checkbox"/></p>	<p>Allow to run reports?: <input type="checkbox"/></p> <p>Allow to enter requests?: <input type="checkbox"/></p> <p>Allow to view provider letters?: <input type="checkbox"/></p> <p>Allow to view physician letters?: <input type="checkbox"/></p> <p>Receive review approval emails: <input type="checkbox"/></p> <p>Receive review pending emails: <input type="checkbox"/></p> <p>Receive review suspended emails: <input type="checkbox"/></p> <p>Receive review canceled emails: <input type="checkbox"/></p> <p>Receive review partially denied emails: <input type="checkbox"/></p> <p>Receive review recon complete emails: <input type="checkbox"/></p> <p>Receive review denied emails: <input type="checkbox"/></p>
--	---

[Save Changes](#)
[Back to User List](#)

- To **change** a user's login information, click **Edit** on the record needed.
- An edit screen opens with that user's current information.
- Type in correct information and press **Save Changes** or press **Back to Users List** to return to the list of users.

User Edit

Menu

Errors

UserID: 95736

User Name:

Allow to enter requests?: ☒

First Name:

Allow to view provider letters?: ☒

Last Name:

Allow to view physician letters?: ☐

Password:

Receive review approval emails: ☒

Email:

Receive review pending emails: ☒

InactiveDate: 

Receive review suspended emails: ☐

Phone Number:

Receive review canceled emails: ☐

Extension:

Receive review partially denied emails: ☒

Receive review recon emails: ☒

Receive review recon complete emails: ☒

Receive review denied emails: ☐

[Save Changes](#)