



# ***Web Review Request Behavior Analysis User Guide***

## **Overview:**

- ❑ 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.

## **Key Features:**

- ❑ 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 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 screen. It has a white background with a grey border. At the top, there is a blue header bar. Below the header, there are two input fields: 'Username' and 'Password'. Below the 'Username' field is a blue 'Login' button. To the right of the 'Password' field is a red link that says 'forgot password?'. Below the login fields, there is a yellow 'NOTICE:' section. The notice contains a bullet point: '• 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.

Create New Review    Respond to Add'l Info    Respond to Denial    Online Helpline    Utilities    Reports    Search    Attachments    Letters    Update My Profile											
<b>Provider Reports</b>											
Provider: 000000001 - TEST BA PROVIDER											
<div> <div>Menu</div> <div>Errors</div> </div> <table border="1"> <tr> <td>Select</td> <td>O1</td> <td>Outpatient Review Status for a Given Recipient</td> </tr> <tr> <td>Select</td> <td>O2</td> <td>Status of All In-Process Certification Reviews</td> </tr> <tr> <td>Select</td> <td>O3</td> <td>Outpatient Assigned PA#s</td> </tr> </table>			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	O1	Outpatient Review Status for a Given Recipient									
Select	O2	Status of All In-Process Certification Reviews									
Select	O3	Outpatient Assigned PA#s									
<ol style="list-style-type: none"> <li>1. MCG 17th (Milliman) edition, Ambulatory Guidelines in Therapy, 2013.</li> <li>2. <u>The Guide for Physical Therapy Practice</u>, 2008.</li> <li>3. <u>The Reference Manual of the Official Documents of the American Occupational Therapy Association, Inc.</u> 16th Edition by AOTA PRES</li> <li>4. <u>Speech-Language Pathology Medical Review Guidelines from the American Speech-Language-Hearing Association</u>, 2011.</li> <li>5. <u>Preferred Practice Patterns for the Profession of Speech-Language Pathology</u>, 2004.</li> </ol>											

1. **Create New Review**
2. **Respond to Additional Info**
3. **Respond to Denial**
4. **Online Helpline**
  - ➔ Create a New Helpline Request
  - ➔ View Response to Previous Request
5. **Utilities**
6. **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
7. **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



**8. Attachments**

**9. Letters**

- ➔ Completed
- ➔ In Process
- ➔ Reconsiderations

**10. Update My Profile**

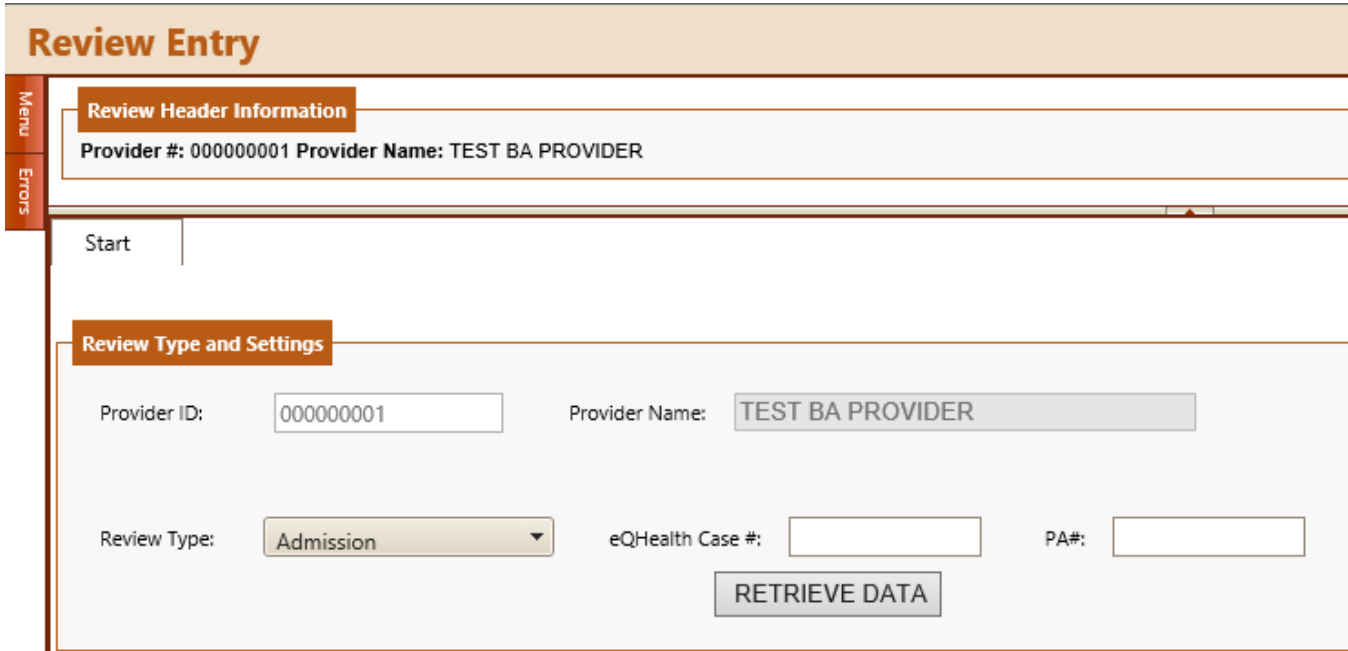
**11. User Administrator**

- ➔ 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 be filled in based on the user logon. Proceed with entry.



**Review Entry**

**Review Header Information**

Provider #: 000000001 Provider Name: TEST BA PROVIDER

Start

**Review Type and Settings**

Provider ID: 000000001 Provider Name: TEST BA PROVIDER

Review Type: Admission eQHealth Case #: PA#

RETRIEVE DATA

- Select the appropriate type of review:  
For the first request, you must enter an Assessment or Re Assessment. You must select "Admission" and click Retrieve Data.

If you are requesting the service codes, the review type must select "Continued Stay" and click Retrieve Data.

If you are needing to make a modification to a review that was submitted and approved, you must select "Modify Auth" and Retrieve Data.



Field	Description
<b>Provider ID and Name</b>	The provider who will render the services.

Start

#### Review Type and Settings

Provider ID: 000000001

Provider Name: TEST BA PROVIDER

### Review Type

A Request Type must be selected first so the system will know how to edit the information. Choose between the following:

Admission: The initial request for a service or item.

Continued Stay: You are requesting a continuation of services, you will need the Case ID or the eQHealth assigned PA#.

Modify Auth: You need to make changes to a review that was submitted and approved.

**Note: If you need to make changes to a review that is still at 1<sup>st</sup> level you will have to cancel your submission and re submit correctly.**

Start

#### Review Type and Settings

Provider ID: 000000001

Provider Name: TEST BA PROVIDER

Review Type:

- Admission
- Not Selected
- Admission
- Continued Stay

eQHealth Case #:

PA#:

RETRIEVE DATA

### Recipient ID

Enter the recipient's number that appears on the Medicaid ID card.

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.



<b>Field</b>	<b>Description</b>
<b>Recipient Name</b>	Based on the recipient number, the system will display the recipient's name. This is a "view only" field – not a user entry field.
<b>DOB</b>	Based on the recipient number, the system will display the recipient's date of birth. This is a "view only" field – not a user entry field.
<b>Sex</b>	Based on the recipient number, the system will display the recipient's gender. This is a "view only" field – not a user entry field.
<b>Servicing Provider/Practice</b>	The Florida Medicaid number of the referring provider (Ordering provider). The referring provider must be listed as a provider type 05, 07, 25, 26, 39 or ORP

05	Community Behavioral Health
07	Specialized Mental Health Practitioner
25	Physician (MD)
26	Physician (D.O)
39	Behavior Analysis Group
ORP	Ordering Referring Prescribing

To enter the Medicaid 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. The Medicaid ID# is a 9-digit number. Make sure to select a physician with a valid ID.

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.



## Field

## Description

Physicians and Healthcare Practitioners

	Type	Medicaid #	NPI #	License #	Name	Phone #
<a href="#">Edit</a>	Servicing provider/practice	000001000	1235331315	ME0100111	TEST, PROVIDER	1234567890

Medicaid #:   
[Search](#)

Type:

Name:   
 Please update any incorrect information below:

Phone #:

Fax #:

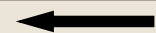
Address 1:

Address 2:

City:

State:

Zip Code:

I have verified the above contact information is correct: ☒ 

Once you have entered the Medicaid ID# and verified the information is correct, make sure to check the box "I have verified the above contact information is correct" and click "Update".

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 provider last name, License number, or NPI number.

Physician Search Page

Search:

Medicaid #:

NPI #:

License #:

Last Name:

First Name:

Middle Init:

## Field

## Description

### Start Date of Service:

Start date of service:

Is this a request to review ongoing behavior analysis services provided by your organization? (i.e. extending or continuing services from a previous PA#) ☐ Yes ☐ No

Is this request the result of an emergency: ☐ Yes ☐ No

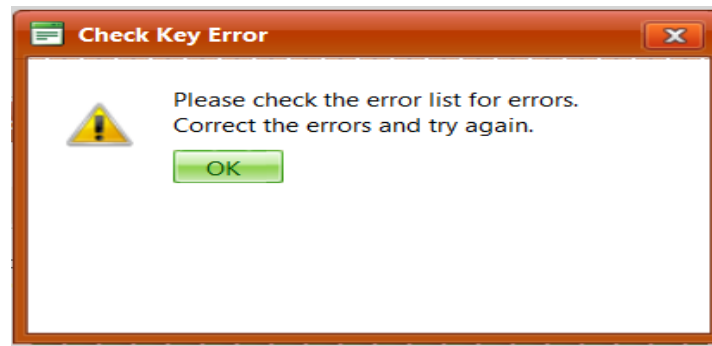
Is the request follow-up from an EPSDT screening: ☐ Yes ☐ No

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## 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.

Create New Review    Respond to Add'l Info    Respond to D

## Review Entry

Menu

Errors

Errors

25017 - Item Thru date - The recipient is not eligible on the Thru Date entered

25023 - - Care that begins after May one may not be requested during Phase One.

25016 - Item From date - The recipient is not eligible on the From Date entered

25025 - - Requests for more than 14 days in the future are not allowed.

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complete utilization rev

- If no errors are detected, the next available tab appears at the top and the user is allowed to proceed with entry.
- It will 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: DOE, JOHN

Address Line 1: 123 MUSIC CIRCLE

Address Line 2:

City: TAMPA

State: FL    Zip Code: 33606-\_\_

Phone: (333) 333-3333

Other Phone: (111) 111-1111

Legal Guardian name: Sue Doe

☐ Address/Phone Verified

OK

<https://fiwebapps.eqhs.org:443/fltrainportalnew/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.

Start	DX CODES/ITEMS	CLINICAL INFO
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Enter DX Code

Add	Search	
P	ICD Code	Description
No records to display.		

Enter BA Service Code

Add				
Code	Description	MOD	MOD2	From Date
No records to display.				

CANCEL	SAVE/CLOSE	SAVE/CONTINUE
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### 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.

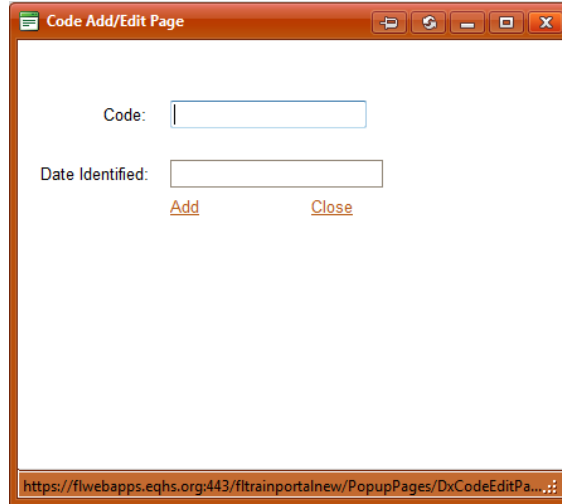


## DX CODES/ITEMS Tab

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

Start		DX CODES/ITEMS		CLINICAL INFO	
Add		Search			
P	ICD Code	Description			
Y	F2089	SCHIZOPHRENIA NEC			
Add					
Code	Description	MOD	MOD2	From Date	
H0032	Behavior Reassessment	BA		01/31/2018	
CANCEL		SAVE/CLOSE		SAVE/CONTINUE	

- Click **Add** to enter diagnosis following box will appear. Do not enter a decimal point when entering the DX Code.



Code Add/Edit Page

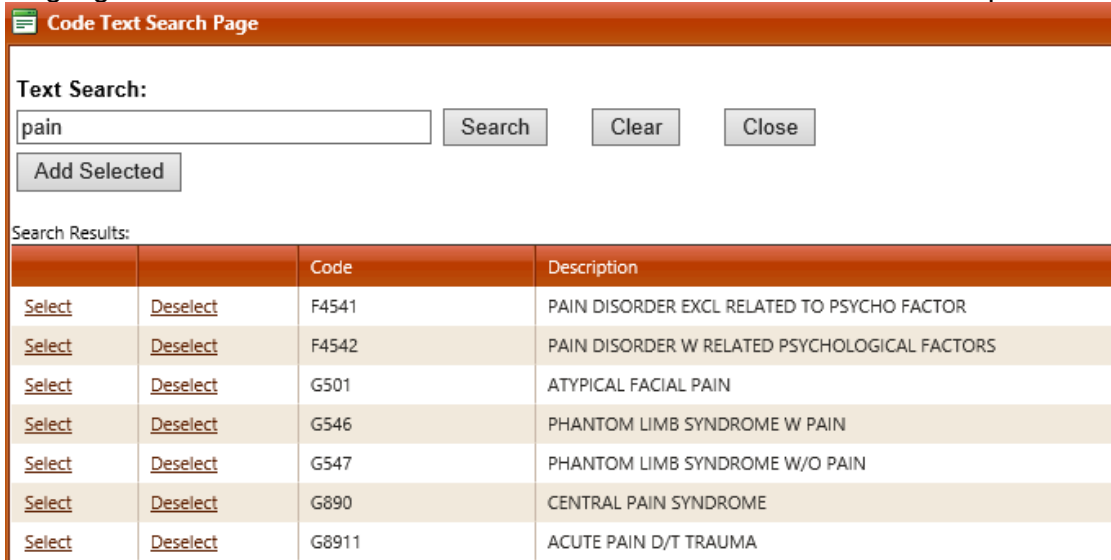
Code:

Date Identified:

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

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

- ❖ The date identified will default to the Start date of service.
- ❖ 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.



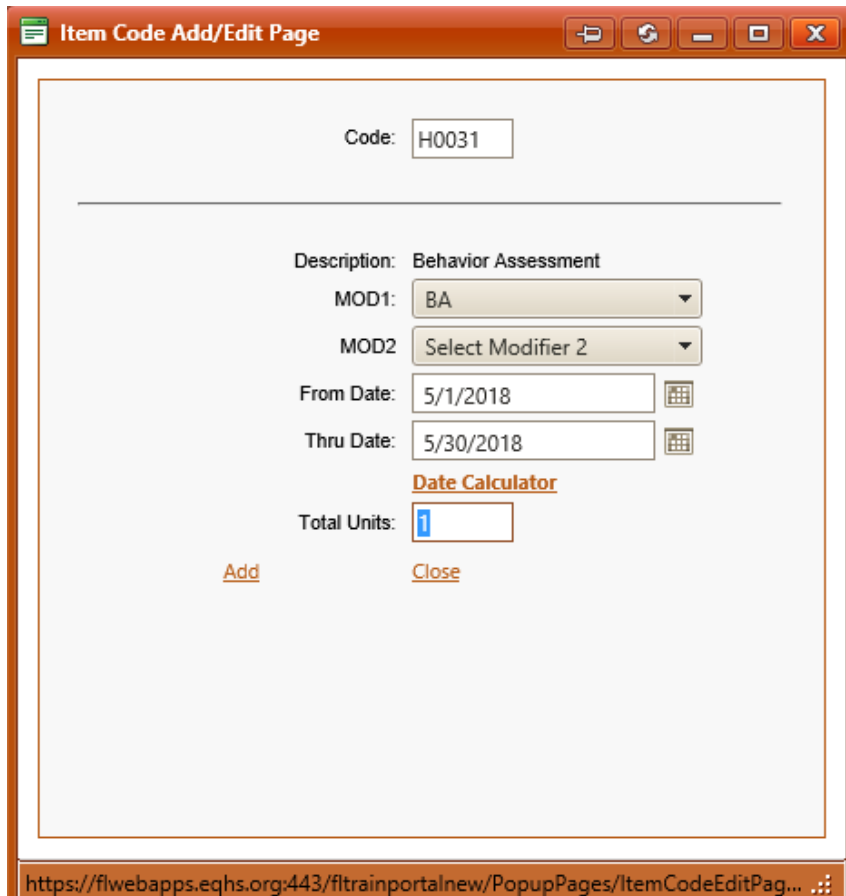
Code Text Search Page

Text Search:

Search Results:

		Code	Description
<a href="#">Select</a>	<a href="#">Deselect</a>	F4541	PAIN DISORDER EXCL RELATED TO PSYCHO FACTOR
<a href="#">Select</a>	<a href="#">Deselect</a>	F4542	PAIN DISORDER W RELATED PSYCHOLOGICAL FACTORS
<a href="#">Select</a>	<a href="#">Deselect</a>	G501	ATYPICAL FACIAL PAIN
<a href="#">Select</a>	<a href="#">Deselect</a>	G546	PHANTOM LIMB SYNDROME W PAIN
<a href="#">Select</a>	<a href="#">Deselect</a>	G547	PHANTOM LIMB SYNDROME W/O PAIN
<a href="#">Select</a>	<a href="#">Deselect</a>	G890	CENTRAL PAIN SYNDROME
<a href="#">Select</a>	<a href="#">Deselect</a>	G8911	ACUTE PAIN D/T TRAUMA

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



Item Code Add/Edit Page

Code: H0031

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Description: Behavior Assessment

MOD1: BA

MOD2: Select Modifier 2

From Date: 5/1/2018

Thru Date: 5/30/2018

[Date Calculator](#)

Total Units: 1

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

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

<b>Code:</b>	The BA HCPCS Code
<b>Mod 1/2:</b>	Enter applicable modifier
<b>From/Thru Date:</b>	Enter authorization date span
<b>Total units:</b>	Enter the # of units within the date span you entered. (Enter Units not hours-Each unit is 15 min)

## Clinical Tab

This screen captures the clinical information needed for the authorization determination and appears with every authorization request. Some questions require answers

Question	Yes/No	Yes/No/NA	Check all that apply	Check one	Text
<b>Behavior Analysis</b>					
Has the child received behavior analysis services from your organization in the past 0-6 months?	<input type="radio"/> YES <input type="radio"/> NO				
Has the child received behavior analysis services from a different organization in the past 0-6 months?		<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> N/A			
How long was the child on a wait list prior to scheduling the assessment?					
The child was not on a wait list				<input type="checkbox"/>	
The wait was one month or less				<input type="checkbox"/>	
The wait was between one and three months				<input type="checkbox"/>	
The wait was between three and six months				<input type="checkbox"/>	
The wait was longer than six months				<input type="checkbox"/>	
Has the child been diagnosed with a condition for which behavior analysis services are recognized as therapeutically appropriate?	<input type="radio"/> YES <input type="radio"/> NO				
What screening tool was used to determine the need for behavior analysis?					<input type="text"/>
Does the child behavior or skill deficit interfere with participation in home, school, or community activities?	<input type="radio"/> YES <input type="radio"/> NO				
Does the child present a safety risk to themselves or others? Select all that apply					
The child does not present a safety risk			<input type="checkbox"/>		
Injury to self			<input type="checkbox"/>		
Aggression towards others			<input type="checkbox"/>		
Destruction of property			<input type="checkbox"/>		
Stereotyped or repetitive behaviors			<input type="checkbox"/>		
Elopement tendencies			<input type="checkbox"/>		

Once you have completed the questions, click "Save/Continue"

## Summary Tab

Enter any additional information relevant to the request but not captured on the previous screens. Do **NOT** copy and paste clinical notes in this area. You will be prompted to attach clinicals after you submit your review.

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	<b>DX CODES/ITEMS</b>	CLINICAL INFO	SUMMARY
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Please enter any additional information you feel is needed to complete utilization review here. Note: It is NOT necessary to repeat any information that was already indicated on previous tabs.

**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**

A service 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

Once you click submit for review, the system will generate a message that your review was successfully submitted. It will generate a Review ID# and Case ID.

**Create New Review**   **Respond to Add'l Info**   **Respond to Denial**

**Home**

Menu

Errors

Review ID: 11455612  
eQHealth Case ID: 729955  
Recipient Name: JOHN DOE  
Review Status: Approved  
Review Completed: 4/16/2018

## 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.




eq-Health suite [Go To Simply Better Health's System](#)

Create New Review **Respond to Add'l Info** Respond to Denial Online Helpline Utilities Reports Search

### Additional Information

Cases Needing Add'l Info. Search By ReviewID Search By eQHealth Case ID

	R# Numbers	ReviewID	Request Date	From Date	Thru Date	Requestor Name	Recipient ID	First Name	Last Name	Request Type	Setting
<a href="#">Open</a>	Awaiting R#	11454594	07/06/2016			PhysProc Trainer	123	JOHN	DOE	Admission	Physician Procedures



Create New Review Respond to Add'l Info Respond to Denial Online Helpline Utilities Reports Search

### Review Entry

**Review Header Information**

Provider #: 000001000 Provider Name: TEST PROVIDER  
 Recipient ID: 123 Recipient Name: JOHN DOE Admit Age: 22 Current Age: 22 Admit DT: 7/10/2016 Review ID: 11454594

Start **DX CODES/ITEMS** CLINICAL INFO SUMMARY **ADDL INFO**

Question	Pended date	Response
Please provide clinical information to support this request, to include all prior medical treatments pt received, imaging & lab results, post operative plan- if this includes breast reconstruction.	7/6/2016	
Response		
<a href="#">Edit</a>		

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 you respond to the pend, click Submit Info button. The system will prompt you to link attachments, you will have the option to print a coversheet to send over the additional clinicals or you can upload them directly from your computer.
- If during entry, you do not want to save the entry, click Cancel.

### 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

## V. Reports

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

## Provider Reports

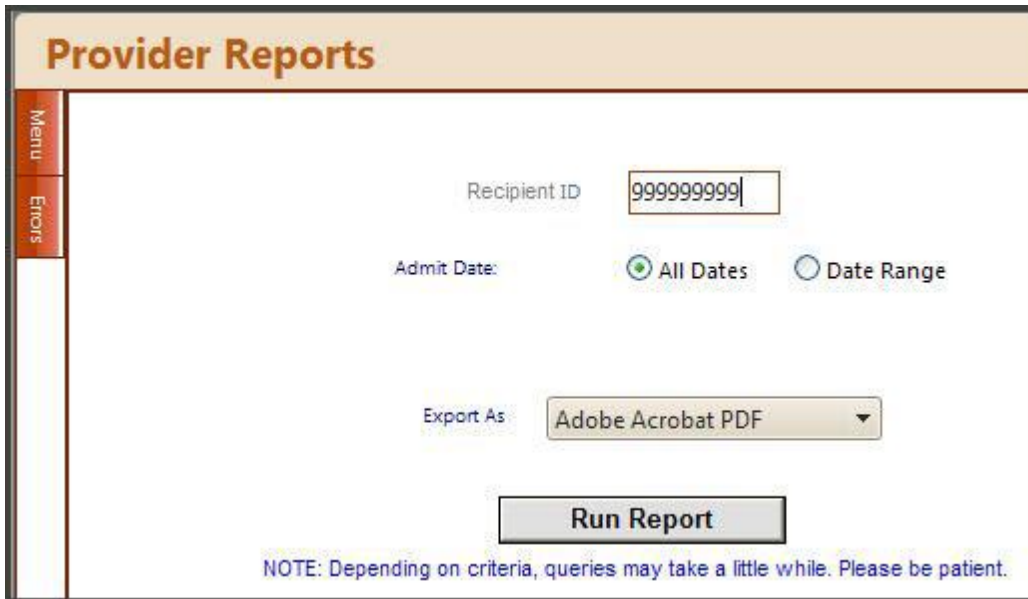
Menu

Errors

Provider: 000000001 - TEST BA PROVIDER

<a href="#">Select</a>	O1	Outpatient Review Status for a Given Recipient
<a href="#">Select</a>	O2	Status of All In-Process Certification Reviews
<a href="#">Select</a>	O3	Outpatient Assigned PA#s

- 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**.



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

Report1.pdf - Adobe Reader

File Edit View Window Help

Open 1 / 2 87.7% Tools Fill & Sign Comment

Create New

Provider

Menu Events

**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

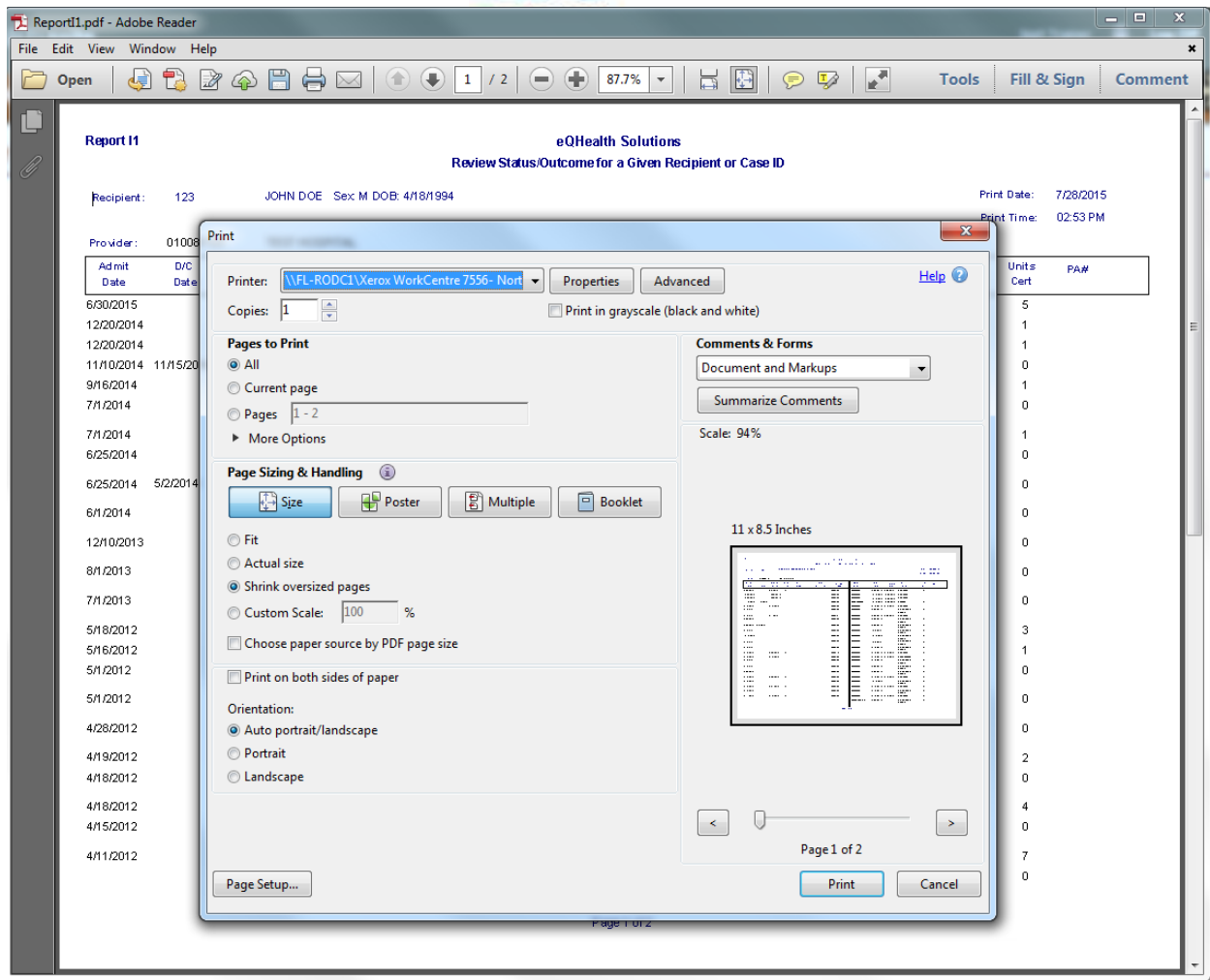
Admit Date	D/C Date	Last Day Certified	Total Units	Baby Name	Patient Account #	eQHealth Case ID	Review Type	Receipt Date	Complete Date	Record Status	Units Cert	PA#
6/30/2015		7/4/2015	5			729795	Admission	6/24/2015	6/24/2015	Approved	5	
12/20/2014		12/20/2014	1			729778	Admission	12/18/2014	12/30/2014	Approved	1	
12/20/2014		12/20/2014	1			729794	Admission	12/19/2014	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	4/19/2012		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,



☐ 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.

Create New Review

Respond to Add'l Info

Respond to Denial

Online Helpline

Utilities

Reports

Search

Attachments

Letters

Update My Profile

User Admin

Search

List Partial Records

Search By PA#

Search By Date

Search By Recipient

Cases Needing Add'l Info.

Search By Review ID

Search By eQHealth Case ID

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	eQHealth Case ID	Admit Date	Provider ID	Review Status
<a href="#">Open</a>	Awaiting PA	11455524	03/22/2018			BA Trainer	123	JOHN	DOE	Admission	Behavior Analysis			729951	01/31/2018	000000001	Web Partial

- 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.
- If you have any partially saved reviews that are over 90 days, the system will prompt you delete those reviews before you can request further services.

#### **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: 456

Search

	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
<a href="#">Open</a>	Awaiting PA	11449475	04/18/2012	04/18/2012	05/01/2012	Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729565
<a href="#">Open</a>	Awaiting PA	11449489	04/18/2012	04/18/2012	04/21/2012	Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729566
<a href="#">Open</a>	Awaiting PA	11449529	04/18/2012			Inpt Trainer	456	JANE	DOE	Retrospective	Acute IP Med/Surg			729569
<a href="#">Open</a>	Awaiting PA	11449546	04/18/2012	04/20/2012	04/22/2012	Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729571
<a href="#">Open</a>	Awaiting PA	11449563	04/19/2012	03/01/2012	03/20/2012	Inpt Trainer	456	JANE	DOE	Retrospective	Acute IP Med/Surg			729573
<a href="#">Open</a>	Awaiting PA	11449617	04/19/2012			Inpt Trainer	456	JANE	DOE	Admission	Acute IP Med/Surg			729576
	Awaiting										Acute IP			

## 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

Menu

Errors

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	<a href="#">Open Review</a>	<a href="#">Link Attachment</a>	
11449387	123	JOHN	DOE	729561	01/06/2012		1/1/12	02/03/2012	At 1st Level Review	<a href="#">Open Review</a>	<a href="#">Link Attachment</a>	
11449461	123	JOHN	DOE	729564	05/01/2012			04/18/2012	At 1st Level Review	<a href="#">Open Review</a>	<a href="#">Link Attachment</a>	
11449501	123	JOHN	DOE	729567	04/18/2012			10/15/2013	At 1st Level Review	<a href="#">Open Review</a>	<a href="#">Link Attachment</a>	<a href="#">Attachment(s)</a>
11449550	123	JOHN	DOE	729572	04/15/2012			04/19/2012	At 1st Level Review	<a href="#">Open Review</a>	<a href="#">Link Attachment</a>	

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:

**Fax option:** Click on supporting documentation then Generate Coversheet.

**Note:** Make sure you do NOT have any pop-up blockers enabled on your computer or the coversheet will not generate.

A screenshot of a web application popup window. At the top right is a 'Close' button. Below it are two buttons: 'Print attachment coversheet(s)' and 'Upload attachment image(s)'. In the center, it says 'Select attachment types' followed by a link 'Generate CoverSheet'. Below that is a checkbox labeled 'Supporting Documentation' which is currently unchecked. At the bottom of the window is a URL bar showing 'https://flwebapps.eqhs.org:443/fltrainportalnew/PopupPages/LinkImagePage.aspx?LPID=2&ReviewID=11454890'.

**Upload option:** 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.

**Note:** Once you have uploaded the image the system will let you know its been successfully submitted.

A screenshot of a web application popup window. At the top right is a 'Close' button. Below it are two buttons: 'Print attachment coversheet(s)' and 'Upload attachment image(s)'. In the center, there is a dropdown menu currently showing 'Supporting Documentation'. Below the dropdown is a text input field and a 'Browse' button. Underneath the input field is a red 'x' icon and the word 'Remove'. Below that is an 'Add' button. At the bottom center is an 'Upload' button. At the bottom of the window is a URL bar showing 'https://flwebapps.eqhs.org:443/fltrainportalnew/PopupPages/LinkImagePage.aspx?LPID=2&ReviewID=11454890'.



## Fax Cover Page

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### 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.

### Letters Search

Completed In Process Reconsiderations

Please select the search criteria from the list below and click "Search"

Review ID:

Admit Date	Recipient Last Name	Recipient First Name	Recipient ID	Review ID	eQHealth Case ID	
06/27/2016						<a href="#">Open Review</a> <a href="#">View Review Letter(s)</a>

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. 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 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***

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.



**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.

User Administration								
Menu Errors	<a href="#">Add New User</a>							
		UserID	User Name	Inactive DT	Phone	Extension	Added DT	Last Edit DT
	<a href="#">Edit</a>	95736	InptTrainer		1234567899	1234	11/16/2009 1:53:20 PM	6/25/2014 4:04:18 PM
	<a href="#">Edit</a>	95928	jcalvert		2222222222		6/20/2014 6:09:10 PM	6/24/2014 11:44:30 AM
	<a href="#">Edit</a>	95929	jones1111		2222222022		6/24/2014 2:00:34 PM	6/24/2014 2:00:34 PM

☐ 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

User Name:

First Name:

Last Name:

Password:

Email:

InactiveDate:  

Phone Number:

Extension:

Receive review recon emails: ☐

Allow to run reports?: ☐

Allow to enter requests?: ☐

Allow to view provider letters?: ☐

Allow to view physician letters?: ☐

Receive review approval emails: ☐

Receive review pending 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](#)

[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:

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 pending 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](#)