

eQHealth Solutions, LLC

FSP Residential Provider Training

*Overview of FSP Continued Stay Review Requirements
and Submitting Online Requests Through eQSuite®
December 2021*

FSP Residential Provider Training

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eQHealth Solutions Role – Utilization Review

eQHealth Solutions' utilization review enables the Department of Healthcare and Family Services (HFS) to determine if residential treatment services are medically necessary, reasonable and appropriate for the FSP youth based on their clinical needs.

In alignment with Title 89 II. Admin. Code 139, the utilization review assists HFS in determining:

- Whether the services furnished are consistent with the provision of appropriate medical care.
- Whether these services are being delivered in the most clinically appropriate, cost-effective setting.
- The quality of services.
- Whether professionally recognized standards of health care are met.

Clinical Criteria for Determining Medical Necessity

eQHealth uses Change Healthcare's InterQual® criteria in addition to clinical judgement of the nurse or physician to render a decision for prior authorization, inpatient admission, continued stay and reconsideration review requests.

- InterQual®, “ ***is a proprietary set of evidenced-based clinical intelligence to support appropriate care and foster optimal utilization of resources.***”
 - InterQual® criteria for Residential Treatment outlines a series of symptoms/behaviors that the patient must display in order to meet recognized standards for residential placement.
 - Depending on how many symptoms/behaviors displayed in each category are met by the patient can a determination then be made through InterQual® that residential treatment is medically necessary.

For information on Change Healthcare's criteria, visit their website at www.changehealthcare.com/InterQual

SASS/FSP Coordinator in FSP Residential Treatment

Every youth enrolled in the Family Support Program has an FSP Coordinator. The FSP Coordinator:

- Assist parent/guardian with the FSP application process
- Coordinate FSP community mental health and support services for the youth
- When a youth can no longer function in the community, residential treatment services may become an option, the FSP Coordinator submits with parent/guardian approval a prior authorization request for residential treatment to eQHealth.
- If eQHealth approves the request, the FSP Coordinator has 90 calendar days to find a residential placement. eQHealth's approval letter is to be submitted in the residential admission packet.
- Once a placement has been found the FSP Coordinator is responsible for sending a placement form to eQHealth.

Residential Treatment Facility Responsibilities

- Once eQHealth has received the placement form from the FSP Coordinator, eQHealth will send the RTF Provider a 60-day initial authorization.
- Ten calendar (10) to three calendar (3) days prior to the end of the initial 60-day authorization, the RTF Provider will need to submit a continued stay request to eQHealth Solutions to determine whether the youth continues to require residential treatment.
- Continued stay requests are approved in 30 calendar day segments.
- If eQHealth does not receive the continued stay request and all required documentation at least three (3) business days prior to last approved day, the RTF may incur non-covered days for late submission.
- If no Continued Stay Requests are submitted, eQHealth will inform HFS. Any days a youth remains placed at an RTF without an approved continued stay authorization may be considered non-covered days and non-reimbursable by HFS.

Residential Continued Stay Requests

The RTF must contact the SASS FSP Coordinator for any Transfers

- Should a FSP youth be transferred to another residential facility (with different HFS Provider ID), the RTF Provider must work with the youth's SASS FSP Coordinator regarding the new placement.
- Once a placement has been identified, the current RTF Provider must provide the SASS FSP Coordinator with the new RTF information, including:
 - ✓ **RTF name and HFS Provider ID number**
 - ✓ **Contact name, phone and email or fax number**
 - ✓ **Admission date**
- The SASS FSP Coordinator will complete the online Transfer form to notify eQHealth once the youth has been admitted to the new facility. Upon approval, eQHealth will provide the new RTF Provider an initial 60-day authorization.
- The RTF must submit a Residential Discharge Form to eQHealth within three (3) calendar days after the youth has been discharged. **The form may be sent by secure fax to (800) 418-4039 or by secure email to eQFSPRTF@eqhs.com.** Please note in the subject line: FSP RTF Discharge. The form can be found on eQHealth's website at <https://il.eqhs.com>.

CONTINUED STAY UTILIZATION REVIEW PROCESS

Continued Stay Request Required Documents

- In submitting a continued stay request, the following items are required:
 - **Enter in your RTF Provider Number**
 - **Treatment Authorization Number** - (Initial TAN provided by eQHS)
 - **The Youth's Recipient ID Number**
 - **Youth's Primary Diagnosis**
 - **Youth's Medications**
 - **Progress Summary**
 - **Attach the IM+CANS or IATP and Family Success Plan**
- Regarding the parent/guardian signature required on the IATP/IM+CANS and Family Success Plan, HFS is extending the COVID-19 protocol where a parent/guardian can give a verbal consent as their signature. However, the RTF Provider must document the date and time the consent was given and attest that the information is correct with their signature.

Administrative Review

- eQHealth's Behavioral Health Review Specialist begins the review process with an **administrative review** to ensure that all continued stay review tabs in eQSuite® have been completed and that the required documents have been uploaded.
- If all information has been submitted, the reviewer will proceed with the **clinical review**.
- If the information is **incomplete**, the reviewer will send the RTF Provider an incomplete letter describing the missing information/documents.
- The RTF Provider will have **two (2) business days** to upload or send by secure fax the missing documents.
- If the additional information is not received, the review will be closed, and the RTF Provider will incur non-covered days of service until the additional information is received and eQHealth's review is complete.
- The RTF Provider and parent/guardian will receive a letter informing them the review is closed, which may result in non-covered days that are not reimbursable by HFS.

Clinical Review Process

- **The clinical review includes:**
 - Thorough review of the *IATP or IM+CANS*, the *Family Success Plan* and *Progress Notes* for additional evidence supporting the request for continued residential services
 - Comparing the clinical documentation to InterQual® Residential Treatment criteria for continued stay requests
 - Documenting the decision to approve continuation of residential treatment services
 - Preparing and submitting determination letter to RTF provider, the parent/guardian and the FSP Coordinator.
- If the Behavioral Health Review Specialist cannot approve the continued stay request, the request will be referred to an eQHealth psychiatric physician reviewer.

Second-Level Clinical Review Process

- *The eQHealth FSP Coordinator will send the request and all associated documents to an eQHealth Illinois licensed, board-certified Psychiatrist to perform a second-level clinical review.*
 - The Physician Reviewer (PR) thoroughly reviews all the documentation. If the PR has questions, they will contact the RTF Provider for a consultation.
 - Using the RTF's submitted documentation and information provided during consultation, the Physician Reviewer will render their determination.
 - An eQHealth Physician Reviewer documents the clinical rationale decision to **approve** or **deny** the continuation of residential treatment services.
- The appropriate determination letters will be sent to the RTF Provider, the Parent/Guardian and the FSP Coordinator.
- If the continued stay request is denied, the RTF may request a reconsideration of that denial.

RTF Continued Stay Review Outcomes

Following are the review outcomes for a residential Continued Stay:

- **Incomplete (Pended)**

- Request is incomplete, missing the required documents
- An Incomplete Letter is sent to the RTF Provider.
- RTF must **submit additional information within two (2) business day** to avoid the request being closed, resulting in uncovered days for the RTF Provider.

- **Approved**

- Approval Letter is sent to the RTF Provider, parent/guardian and FSP Coordinator.

- **Adverse Determination (Denied)**

- Denial Letter is sent to the RTF Provider, parent/guardian and FSP Coordinator.
- The RTF may submit a reconsideration request form with supporting information to eQHealth within **2 business days** from the date of denial notification.
- The family (parent/legal guardian) may submit an appeal directly to HFS.

Denial - Reconsideration Process

Medical Necessity Denial – RTF Continued Stay

- If the residential continued stay is denied by a Physician Reviewer for medical necessity, the RTF can fax a Reconsideration Request Form to eQHealth with additional clinical information within **two (2) business days** from the date of denial notification.
 - If eQHealth receives the information within the 2-business day timeframe, all prior documentation and any additional information submitted by the RTF will be sent to a second, eQHealth psychiatric Physician Reviewer (PR).
 - If the eQHealth Physician Reviewer has questions, they will attempt to contact the RTF Clinical Director or LPHA for consultation.
 - When calling the RTF, if eQHealth's Physician Reviewer gets a voicemail, they will leave a message with their phone number and give the LPHA three (3) hours to return the call to eQHealth.
 - If no return call is received, the Physician Reviewer will proceed in making their determination.

Reconsideration Process

- **Reconsideration Physician Review**
 - Based on all RTF-provided documentation and any information obtained from the LPHA consultation, the eQHealth Physician Reviewer will render their decision within **one (1) business day**.
- **Reconsideration Outcomes**
 - **Uphold:** The Physician Reviewer can uphold the original denial (this is the final eQHealth determination), **or**
 - **Overtured:** The Physician Reviewer can approve the reconsideration request and the RTF will be issued 30 days of continued stay.

*NOTE: If the denial is upheld on reconsideration, the residential provider may not request further review from eQHealth. However, a **Parent/Guardian may appeal this denial according to Section 139.600 in Rule 139.***

Welcome to eQSuite®!

ONLINE REVIEW FOR RESIDENTIAL CONTINUED STAY
FOR THE FAMILY SUPPORT PROGRAM

Minimum eQSuite® Requirements

Sign up for Secure FSP eQSuite® System Access

- Each RTF Facility will need to create an online account with eQHealth to access the online system.
- Download the eQSuite® System Access form from il.eqhs.com website under the Family Support Program menu tab.
 - ✓ **Internet Connection**
 - eQSuite® requires advanced browsers that support HTML5
 - Google Chrome works best as the Internet browser
 - ✓ **Ability to Upload Documents**
 - Required documents must be clean, paper copies that are scanned and saved on your computer as a PDF image file.
 - The

Accessing the FSP Web Portal - eQSuite®

Always go to eQHealth's Website homepage at <http://il.eqhs.com>

The screenshot shows the top navigation bar of the eQSuite website. The 'Family Support Program' tab is highlighted with a red circle containing the number '1'. A dropdown menu is open under this tab, listing various options: 'Continued Enrollment for FSP', 'FSP Provider Manual', 'FSP Web Portal User Guides', 'LOG IN - PARENT/LEGAL GUARDIAN', 'LOG IN - PROVIDERS ONLY' (highlighted with a mouse cursor and a red circle containing '2'), 'Request for Reconsideration', 'Requests for Residential Services', 'Residential Placement Forms', 'System Access Form', and 'Training Presentations/Register'. Below the navigation bar, the breadcrumb trail reads 'Family Support Program > LOG IN - PROVIDERS ONLY'. On the left, there is a sidebar menu with the same items as the dropdown. The main content area features a heading 'SUBMIT APPLICATION/REQUESTS ONLINE' and a large 'eQSuite' button with a red circle containing '2'. Below the button, there is text: 'FSP Providers - Click the button above to log in to the FSP Web P...' and 'eQSuite is our proprietary, HIPAA compliant system which offers registered users 24/7 access to submit FSP Applications and providers to fulfill other program requirements.'

1. Click the Family Support Program tab "Log In- Providers Only"

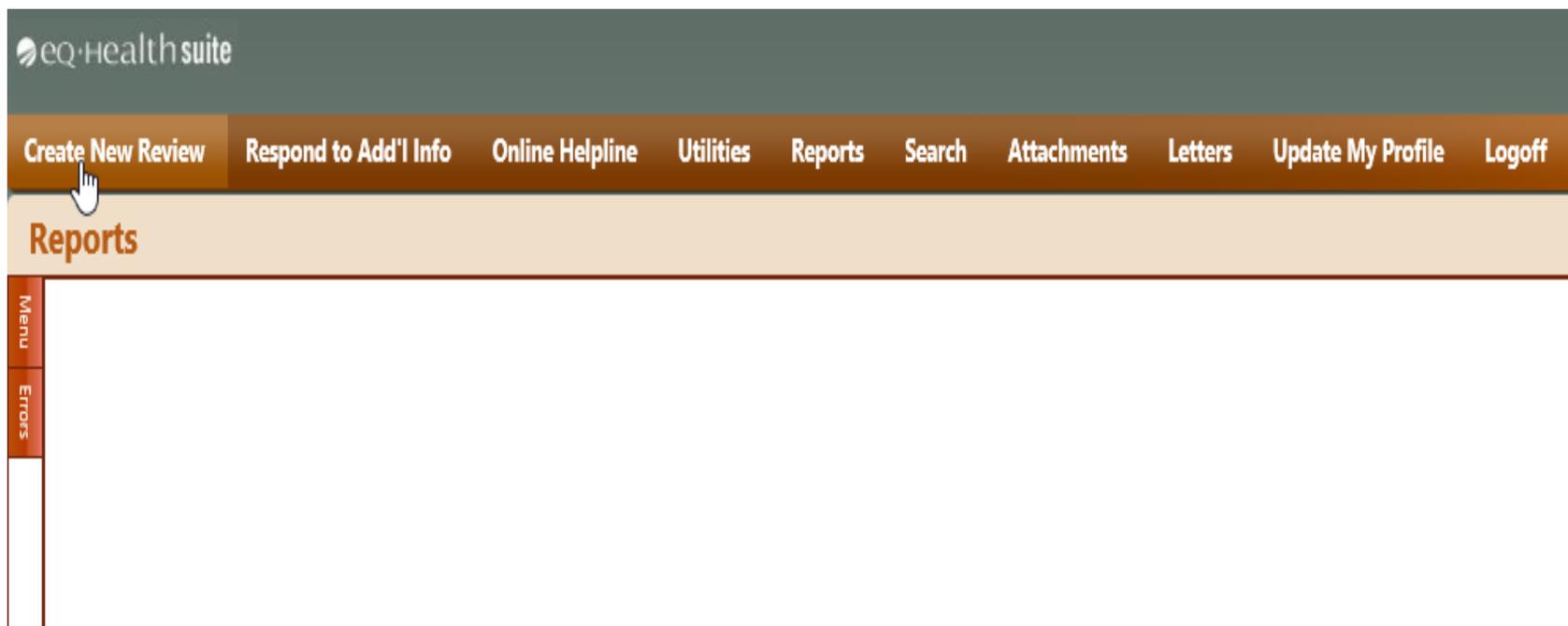
2. Click the eQSuite® button at top of page.

3. The Login screen will appear. Type in your Login Name and Password. Click the Login button to enter the review portal.

The screenshot shows the login screen of the eQSuite system. It has a title bar 'Login' with a red circle containing '3'. Below the title bar, there are two input fields: 'Login Name: *' with the text 'tsteph-residential' and 'Password: *' with masked characters. To the right of the password field is an eye icon. Below the input fields is a link 'Forgot Login Name / Password?' and a 'Login' button.

eQSuite® – Residential Continued Stays

- Once you log on, the following screen will appear for Residential Continued Stay Requests.
- Click **“Create New Review”** tab to begin.



eQSuite® – Residential Continued Stays

Start tab will appear (will recognize by your log in name and fill in your Provider # and Name)

- Use drop down and select **Cont Stay** for review type
- Enter in the **8- digit Treatment Authorization Number (TAN)** that will be sent to you by eQHealth. This is your initial TAN that will allow you to begin your first review in eQSuite®.
- For each approved continued stay request a new TAN will be generated. **The TAN will be printed on the approval letter for that youth.**
- When you enter in your second request for the same youth in the following month, you will enter in the new TAN. For each subsequent continued stay request for the youth, you will enter the TAN listed on the approval letter.
- Once the TAN is entered, Hit **"Retrieve Data"** to auto-populate the next section of the Start Tab.

The screenshot displays the eQSuite interface. At the top, the 'Review Header Information' section shows 'Provider #: 237188150078' and 'Provider Name: CENTER FOR CHILD'. Below this, the 'Start' tab is circled in red. The 'Review Type and Settings' section contains a 'Provider ID' field with '237188150078', a 'Provider Name' field with 'CENTER FOR CHILD', and a 'Type of bed' section with 'Residential Bed' selected. The 'Review Type' dropdown menu is open, showing 'Not Selected' and 'Cont Stay' (highlighted in yellow). A 'TAN' field contains '18006202', and a 'DATA' button is positioned to its right. A red arrow points from the 'Review Type and Settings' header to the 'Cont Stay' option in the dropdown menu.

eQSuite® – Residential Continued Stays

The rest of the review tabs will appear on the top of page. Please see 3 key steps below to complete the Start tab:

Start | DX CODES | MEDS | SUMMARY

Review Type and Settings

Provider ID: 237188150078 Provider Name: CENTER FOR CHILD Total Days Cert: 60
Last Day Cert: 4/10/2019

Type of Bed: Residential Bed

Review Type: Cont Stay TAN: 18006202

1 Member ID: 021887944 Name: KLAYTON DOB: 02/23/2008 Sex: Male

2 Admit DX: F3110 D CURRENT EPISODE MANIC W/O PSYCH FEATURE NOS

3 Admit Date: 2/10/2019

Days Requested: 30

1. Enter Member ID (Medicaid RIN)

Click Tab or Enter Key to move to the next field.

2. Enter Admit Dx using no decimal points.

3. Enter the Admit Date and hit **Check Key** to continue with review



Note: “30” days will automatically appear for # Days Requested

eQSuite® – Residential Continued Stays

- DX CODES Tab - The primary diagnosis entered on the first tab will appear in this grid. Please enter in any additional diagnoses for this FSP youth by clicking "Add".

The screenshot shows the 'DX CODES' tab in the eQSuite interface. At the top, there are navigation tabs: 'Start', 'DX CODES', 'MEDS', and 'SUMMARY'. Below the tabs is a table titled 'DX Codes' with columns for 'P', 'ICD Code', and 'Description'. The table contains two rows: one for 'F3110 BPD CURRENT EPISODE MANIC W/O PSYCH FEATURE NOS' and another for 'F6381 INTERMITTENT EXPLOSIVE DISORDER'. A red circle with the number '1' is placed over the 'Add' button in the table header. A pop-up window titled 'Code Add/Edit Page' is open, showing a 'Code' field with 'F6381' and a 'Date Identified' field with '1/1/19'. A red circle with the number '2' is placed over the 'Code' field. A red arrow points from the 'F6381' row in the table to the 'Add' button in the pop-up window. At the bottom of the main screen, there are three buttons: 'CANCEL', 'SAVE/CLOSE', and 'SAVE/CONTINUE'. A red circle with the number '3' is placed over the 'SAVE/CONTINUE' button.

P	ICD Code	Description
Y	F3110	BPD CURRENT EPISODE MANIC W/O PSYCH FEATURE NOS
	F6381	INTERMITTENT EXPLOSIVE DISORDER

Code Add/Edit Page

Code: F6381
INTERMITTENT EXPLOSIVE DISORDER
Date Identified: 1/1/19
Add Close

CANCEL SAVE/CLOSE SAVE/CONTINUE

1. Click Add
2. In the pop-up screen type in diagnosis code (no decimals) and date identified.

Click Tab or Enter to move to the next field.

Click Add to add additional diagnoses (Continue process for each additional code)

3. Hit Save/Continue

eQSuite® – Residential Continued Stays

MEDS Tab - Please enter the current medications for this FSP youth

1. Click Add
2. Fill out the pop-up screen with medication info and hit Add. Continue until each med shows in grid
3. Answer compliance questions
4. Hit Save/Continue

The screenshot displays the 'MEDICATIONS' section of the eQSuite interface. At the top, there is an 'Add' button (marked with a red '1') and a 'Refresh' button. Below this is a table with columns for Medication Name, Prescriber, Dosage, Start Date, and Stop Date. A single entry for 'Ziprasidone' by 'Dr. Mueller' at '60mg' starting on '10/15/2018' is visible. Below the table, there are 'Edit' and 'Delete' buttons. A 'Code Add/Edit Page' pop-up window is open, showing fields for 'Med Name' (Ziprasidone), 'Prescriber' (Dr. Yosef Muelle), 'Dosage' (60 mg), 'Start Date' (10/15/2018), and 'Stop Date'. A red arrow points from the 'Add' button in the main interface to the 'Add' button in the pop-up (marked with a red '2'). The pop-up also has 'Add' and 'Close' buttons at the bottom. Below the pop-up, there are radio buttons for compliance questions: 'Is the youth compliant with their medication?' (Yes, No, Unknown) and 'If "no", length of non-compliance:' (within last month, within past three months, within past six months, sporadically compliant). A red '3' is placed over the 'Yes' radio button. At the bottom of the main interface, there are 'CANCEL', 'SAVE/CLOSE', and 'SAVE/CONTINUE' buttons. A red '4' is placed over the 'SAVE/CONTINUE' button. The URL at the bottom of the browser window is 'https://lwebaos.eahs.org:443/lstaoeportal/PopuoPages/MedEditPage...'.

eQSuite® – Residential Continued Stays

SUMMARY Tab – Provide an updated summary of progress and ongoing areas of concern

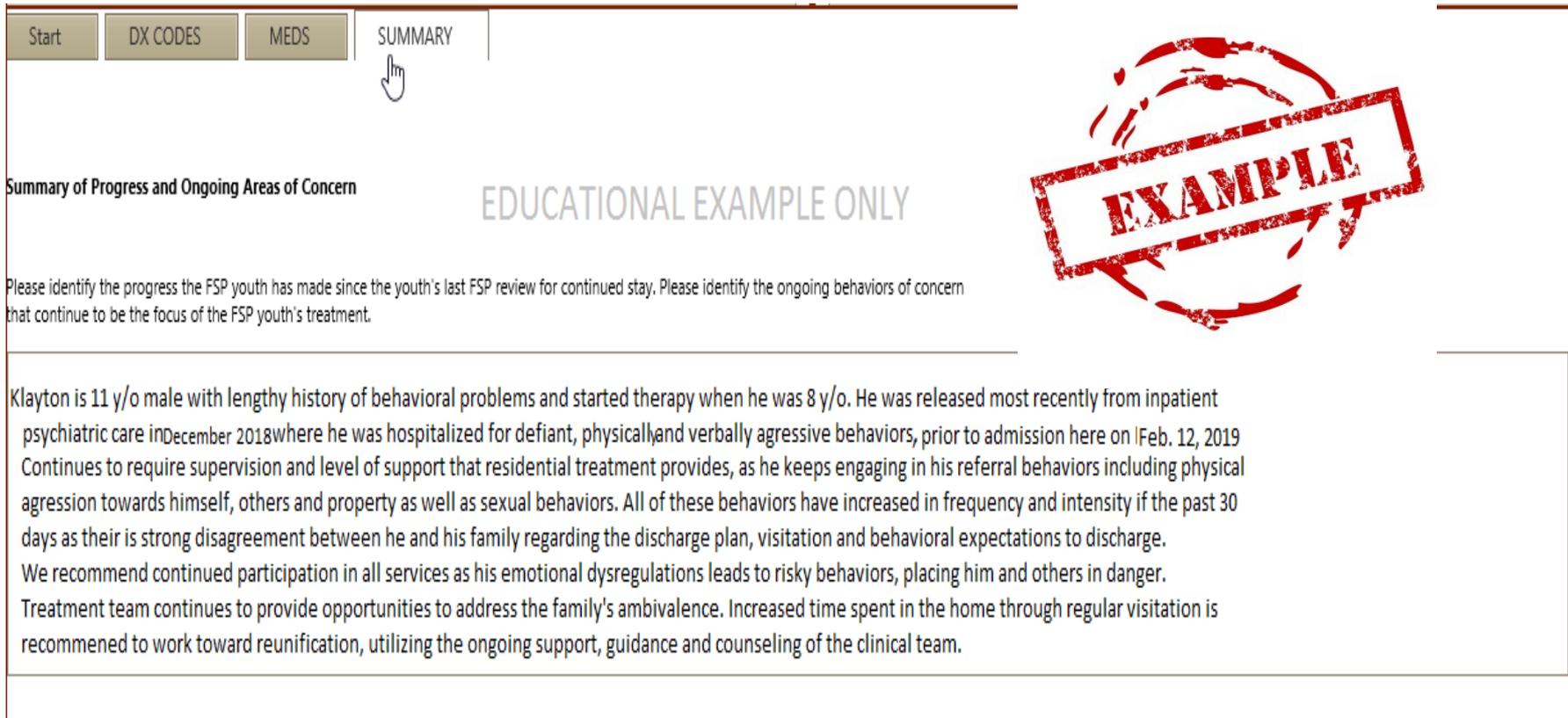
- ✓ Summary of youth's demeanor i.e. hostile, not engaged, depressed, oppositional, personal hygiene, anxious, impulsive, etc.
- ✓ Identify any incidents where the youth was on 1:1 supervision, if he/she eloped, had to be restrained, inappropriate sexual behavior, presented a danger to himself or others.
- ✓ Changes in medication and reason for change – behavior since change of medicine.
- ✓ School performance, interaction with peers, teachers, staff. Relationship with family, status of visits, calls, etc.
- ✓ New concerns or problems



IMPORTANT NOTE: eQHealth cannot accept copy/paste summary from the last continued stay. RTF must show progression/regression of care every 30 days.

eQSuite® – Residential Continued Stays

- SUMMARY Tab – Provide an updated summary of progress and ongoing areas of concern



Start DX CODES MEDS SUMMARY

Summary of Progress and Ongoing Areas of Concern

EDUCATIONAL EXAMPLE ONLY

EXAMPLE

Please identify the progress the FSP youth has made since the youth's last FSP review for continued stay. Please identify the ongoing behaviors of concern that continue to be the focus of the FSP youth's treatment.

Klayton is 11 y/o male with lengthy history of behavioral problems and started therapy when he was 8 y/o. He was released most recently from inpatient psychiatric care in December 2018 where he was hospitalized for defiant, physical and verbally aggressive behaviors, prior to admission here on Feb. 12, 2019. Continues to require supervision and level of support that residential treatment provides, as he keeps engaging in his referral behaviors including physical aggression towards himself, others and property as well as sexual behaviors. All of these behaviors have increased in frequency and intensity in the past 30 days as there is strong disagreement between he and his family regarding the discharge plan, visitation and behavioral expectations to discharge. We recommend continued participation in all services as his emotional dysregulations leads to risky behaviors, placing him and others in danger. Treatment team continues to provide opportunities to address the family's ambivalence. Increased time spent in the home through regular visitation is recommended to work toward reunification, utilizing the ongoing support, guidance and counseling of the clinical team.

eQSuite® – Residential Continued Stays

HEALTHCARE AND FAMILY SERVICES DISCLAIMER STATEMENT

Attestation: Reviewing LPHA signature must be uploaded with submissions of Continued Stay request. By checking this box, I understand I must submit this documentation to fully complete the review.

EQHEALTH SOLUTIONS' CERTIFICATION DETERMINATION DOES NOT GUARANTEE MEDICAL ASSISTANCE PAYMENT FOR SERVICES OR THE AMOUNT OF PAYMENT FOR MEDICAL ASSISTANCE SERVICES. ELIGIBILITY FOR AND PAYMENT OF MEDICAL ASSISTANCE SERVICES ARE SUBJECT TO ALL TERMS AND CONDITIONS AND LIMITATIONS OF THE MEDICAL ASSISTANCE PROGRAM.

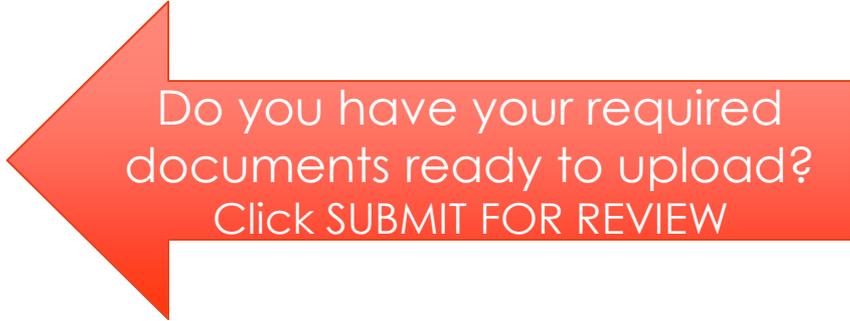
As an authorized Medical Assistance provider, I certify that I have reviewed the information submitted for prior authorization. I certify that the information provided is true, accurate, and complete to the best of my knowledge. I understand that services requested herein are subject to review and approval through Healthcare and Family Services' Utilization Management and Quality Improvement Organization. I understand that any falsification, omission or concealment of material fact may subject me to civil monetary penalties, fines, or criminal prosecution or may disqualify me as a provider of Medical Assistance services.

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

CANCEL

SAVE/CLOSE

SUBMIT FOR REVIEW

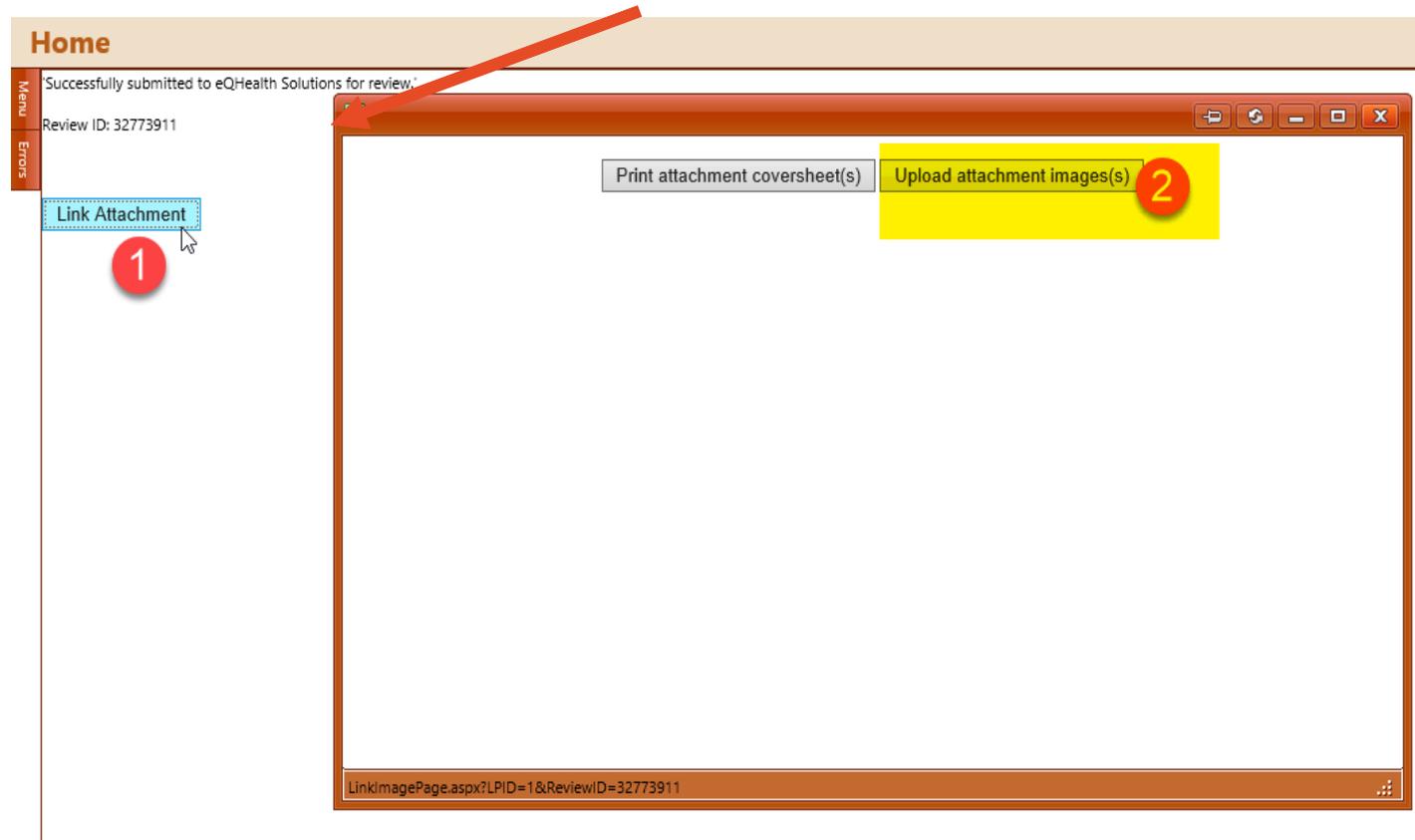


Do you have your required documents ready to upload?
Click SUBMIT FOR REVIEW

eQSuite® – Residential Continued Stays

The following screen will appear after you **SUBMIT**, write down the **Review ID** number

1. Click Link Attachment
2. Select the "Upload" option



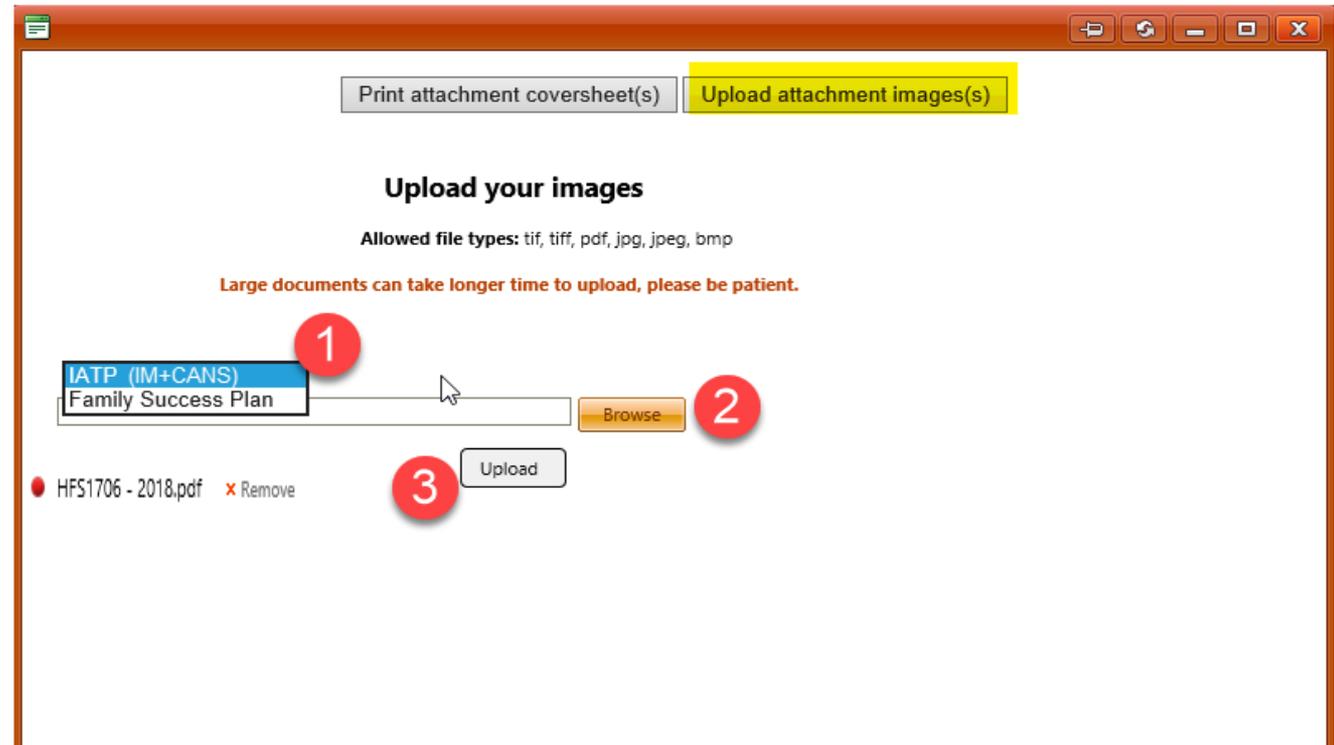
eQSuite – Residential Continued Stays

- Upload your images screen appears. You will upload your IATP or IM+CANS and Discharge Plan.

1. Select File Type
2. Hit Browse button (highlight file to open)
3. Click Upload and your file name will appear when it is loaded

Repeat this process to upload other file(s).

PDFs work the best in eQSuite® when uploading documents.



Checking Your Attachments

The screenshot shows the top navigation bar with the following items: Create New Review, Respond to Add'l Info, Retro Chart Requests, Online Helpline, Utilities, Reports, Search, Attachments, and Letters. The 'Attachments' tab is highlighted with a red circle and the number 1. Below the navigation bar is a section titled 'Attachments' with a sub-section 'In Process' highlighted with a red circle and the number 2. Below this is a table with the following columns: ReviewID, Bene ID, First Name, Last Name, Admit Date, TAN, KBaby Name, Account Number, Receipt Date, Record Status, and Attachment(s). The table contains two rows of data. The first row has ReviewID 32771252, Bene ID [redacted], First Name JULIET, Last Name [redacted], Admit Date 02/08/2018, TAN [redacted], KBaby Name [redacted], Account Number [redacted], Receipt Date 02/08/2019, Record Status Open Review, and Attachment(s) Link Attachment. The second row has ReviewID 32773134, Bene ID [redacted], First Name KLAYTON, Last Name [redacted], Admit Date 02/10/2019, TAN 18006202, KBaby Name [redacted], Account Number [redacted], Receipt Date 03/08/2019, Record Status Open Review, and Attachment(s) Link Attachment Attachment(s). A red arrow points from the 'Attachment(s)' column of the second row to a pop-up window with a red circle and the number 3. The pop-up window has a 'Close' button and a table with the following columns: Attachment Date, Image Type, Page Count, and View. The table contains two rows of data. The first row has Attachment Date 03/08/2019, Image Type IATP, Page Count 1, and View View. The second row has Attachment Date 03/08/2019, Image Type Family Success Plan, Page Count 1, and View View.

ReviewID	Bene ID	First Name	Last Name	Admit Date	TAN	KBaby Name	Account Number	Receipt Date	Record Status	Attachment(s)
32771252	[redacted]	JULIET	[redacted]	02/08/2018	[redacted]	[redacted]	[redacted]	02/08/2019	Open Review	Link Attachment
32773134	[redacted]	KLAYTON	[redacted]	02/10/2019	18006202	[redacted]	[redacted]	03/08/2019	Open Review	Link Attachment Attachment(s)

Attachment Date	Image Type	Page Count	View
03/08/2019	IATP	1	View
03/08/2019	Family Success Plan	1	View

1. On menu bar, click Attachments tab

2. Look at the “In Process” cases

3. Go to your case and ensure you see Attachment(s) in far-right column. You may click on this link to verify attachments were sent

You have completed submission of your continued stay request!

- When the review is approved, you will see a TAN (treatment authorization number) added to this screen. **Write down the TAN.**
- **If you did not see an attachment that was uploaded, go to “Link Attachments” and add missing document.)**

eQSuite® – Residential Continued Stays

RESPOND TO REQUEST FOR ADDITIONAL INFORMATION

- Your request may be **“pended”** if required documentation is missing and considered incomplete.
- An incomplete letter will be emailed to you, notifying you that required documentation is missing or is incomplete.
- You will have **two (2) business days** to submit the information/documents to eQHealth by logging into eQSuite and clicking the Respond to Addtl Info Tab
 - If you are unable to complete upload online, **send by secure fax at 800-418-4039** or by **secure email at eQFSPRTF@kepro.com**

Once the requested information/documents has been received, eQHealth will resume the review process and make a determination.

- If the information or documents are not received, eQHealth will close the review. Written notification of a review being closed will be sent to the RTF Provider, the parent/guardian, and the FSP Coordinator.
- If the review is closed, the RTF Provider will encounter uncovered days.

Submitting Additional Information

- **RESPOND TO ADDITIONAL INFORMATION** – eQHealth’s FSP Review Specialist may “pend” your request if they do not have all required documentation to start the review.
 - The case will appear under the Respond to Addtl Info tab, waiting for your response
1. On menu bar click **Respond to Addtl Info** tab
 2. Find the case and click **Open**

The screenshot shows the eQHealth interface with the 'Respond to Add'l Info' tab selected. A search bar is visible with the text 'Cases Needing Add'l Info.' and a red circle with the number 1 pointing to the search button. Below the search bar is a table with the following data:

ReviewID	Request Date	Requestor Name	Bene ID	First Name	Last Name	Request Type	Setting	Admit Date	Provider ID	Provider Name		
32772730	02/20/2019	Tammie Stephens	*****	Minnie	Youth	Cont Stay	Residential	02/20/2019		CENTER FOR CHILD	Delete	Print

A red circle with the number 2 points to the 'Open' button in the first row of the table.

Submitting Additional Information

- RESPOND TO ADDITIONAL INFORMATION

Read the top box to see what information is missing. If box is blank still continue to next steps

1. Type in your short response

2. Click Submit Info

Start DX CODES MEDS SUMMARY **ADDL INFO**

QUESTION:
The IM CANS has not been updated. Please upload the most recent IM CANS document that has been updated in the past 30 days.

ADDITIONAL INFO:
We will upload the most current IM CANS document for your review

1

CANCEL SUBMIT INFO 2

Please do not click the Submit Info button until you have entered necessary documentation in the response box above.

Submitting Additional Information

- RESPOND TO ADDITIONAL INFORMATION

1. Click **Link Attachment** on left side
2. Choose **“Upload”**
3. **Click Browse** to find your updated document file. Once you select it your file name will appear on screen.
4. Click **Upload** to complete the task

The screenshot displays the eQ Health Suite web application interface. At the top, the navigation bar includes links for 'Create New Review', 'Respond to Add'l Info', 'Retro Chart Requests', 'Online Helpline', 'Utilities', 'Reports', 'Search', 'Attachments', 'Letters', and 'Update My Profile'. Below this, a 'Home' banner is visible. A notification states 'Successfully submitted to eQHealth Solutions for review.' with a 'Review ID: 32772730'. On the left sidebar, the 'Link Attachment' option is highlighted with a red circle '1'. The main content area shows the 'Upload your images' section, which includes a 'Print attachment coversheet(s)' button and a highlighted 'Upload attachment images(s)' button with a red circle '2'. Below this, the allowed file types are listed as 'tif, tiff, pdf, jpg, jpeg, bmp'. A note indicates 'Large documents can take longer time to upload, please be patient.' There are two 'Add'l info for pending review' dropdown menus. The first dropdown is followed by a text input field and a 'Browse' button, with a red circle '3' pointing to the 'Browse' button. Below the second dropdown, a file named 'HFS1706 - 2018.pdf' is listed with a 'Remove' link. A red arrow points from the 'Browse' button to this file. At the bottom, an 'Upload' button is highlighted with a red circle '4'.

FSP Resources and Contacts

eQHealth FSP Helpline

- Please submit all inquiries through the Online Helpline portal in eQSuite®. eQSuite can be accessed 24/7.
- If you need help with login or password, call **(866) 435-8778**

Helpline assistance is available Monday through Friday, 8:30 a.m. to 5:00 p.m.

eQHealth EMAIL: eQFSPRTFCS@kepro.com

Website <http://il.eqhs.com>

- Click **Family Support Program tab** on top of Website homepage
 - Request for System Access Form (User Administrator Guide, too)
 - Reconsideration Process/Form
 - Residential Placement Forms (includes Discharge Form)

Healthcare and Family (HFS)

Program questions? Contact HFS by phone at 217-557-1000 or email at HFS.FSP@illinois.gov.