MANG Pending DRG Review Process

eQSuite® User Guide

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MANG Pending Admission Review Requirements

At the direction of Healthcare and Family Services, eQHealth Solutions has created a new process to allow hospitals to submit *inpatient concurrent review requests* for MANG Pending patients.

It is the hospital's responsibility to ensure the patient's eligibility status is MANG Pending in order to use this feature. eQHealth cannot delete a review request once a determination has been made.

Hospitals may use MANG Pending process for <u>DRG admissions</u> when:

- The patient's admit diagnosis is subject to review on HFS Attachment Lists B or C for inpatient admission; AND
- The patient has applied for Medicaid, and the application is categorized as "Medical Assistance No Grant" and the ***hospital*** confirms patient as having MANG Pending eligibility status

Important HFS restrictions:

- This MANG Pending feature **<u>does not apply</u>** to Child and Adolescent Psychiatric admissions, or prior authorization of coronary artery bypass grafts or back surgery.
  - Child/Adolescent Psych admissions must continue to follow existing CARES process

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MANG Pending Review Submission Requirements

- Hospital reviewers will follow the same DRG review submission process in eQSuite®, using the same review timelines and requirements.

- eQHealth's medical necessity review process remains the same, except for eQHealth's Treatment Authorization Number (TAN) transmission timeframe to HFS:
  - A Treatment Authorization Number (TAN) will still be assigned; however, *it will **NOT** be activated for billing until the Medicaid application is approved, the hospital enters the Medicaid-assigned RIN using the Update MANG eQSuite utility and then submits a discharge review (DRG con't stay review).*
  - **If the Medicaid application is NOT approved**, *the TAN generated by eQHealth for any inpatient admission/ continued stay request will become void.*

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Getting Started

Access to eQSuite®

- eQSuite is accessed through eQHealth's website: http://il.eqhs.com
- From the homepage, scroll down to the right side of screen.
- Click on the first eQSuite link located under **eQHealth Web Systems** (as shown).

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User Log In

- **IMPORTANT!**
  - Please check that your username and password is correct for the hospital for which you are submitting a request for review. Many reviewers now have multiple login names.
- **Message Board- check on the logon screen for important tips and messages!**

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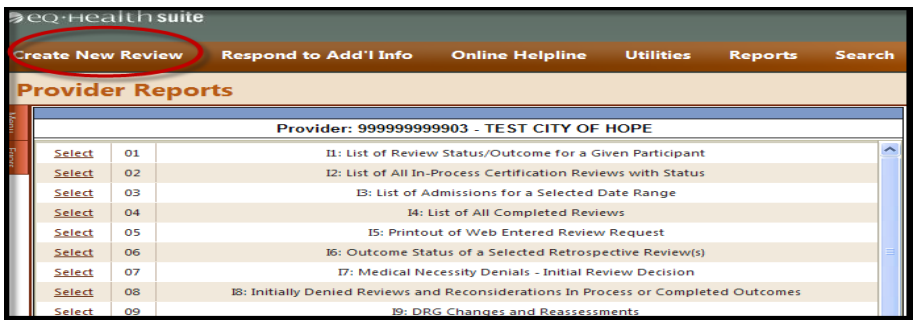
eQSuite® Homepage

- Once the system has been accessed, the Provider Reports menu will appear if you have been given authority by your Web Administrator to run reports.
- Double check which hospital Provider ID and name shows, to ensure you are creating a review for the correct facility.
- To begin the review, click ***Create New Review*** from the menu bar.



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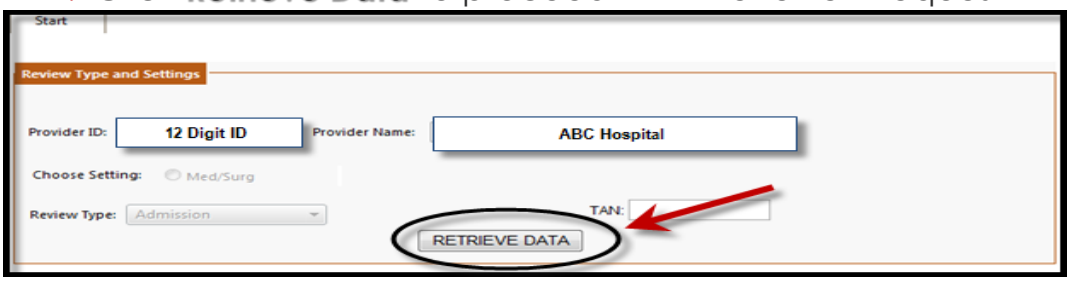
Create New Review

Start Tab (to begin admission review, use same process):

1. Provider ID and Provider Name automatically populates according to the username entered. **Ensure you are submitting an admission request for the correct facility.**
2. Select setting : Med/Surg or Psych
3. Review Type: Admission (pre-populated)
4. Click **Retrieve Data** to proceed with the review request



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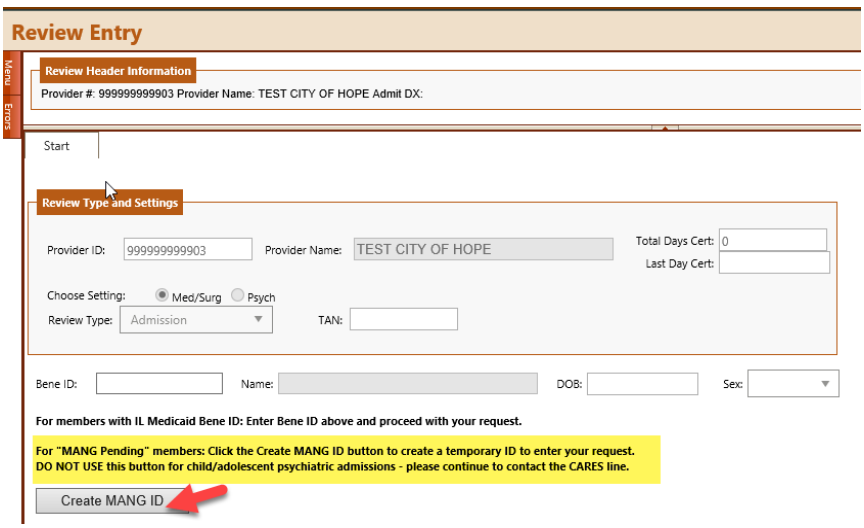
Start Tab

If the patient has a MANG Pending eligibility status:

- SKIP the Bene ID box (also know as RIN)
- Instead, Click the Create MANG ID button; see below



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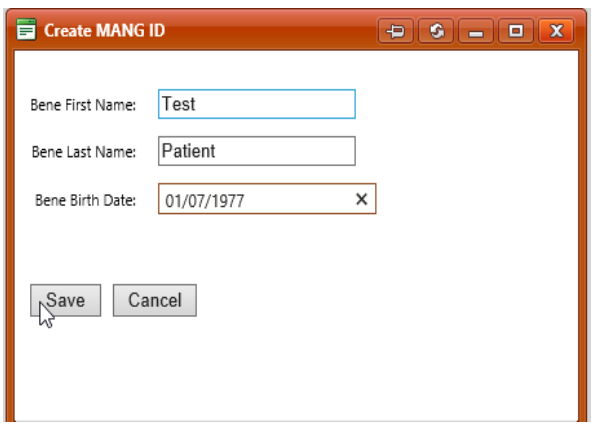
Start Tab

Create MANG ID

- Type in Bene information
  - First Name
  - Last Name
  - Date of birth
- Click **Save** button

This will return you to Start tab



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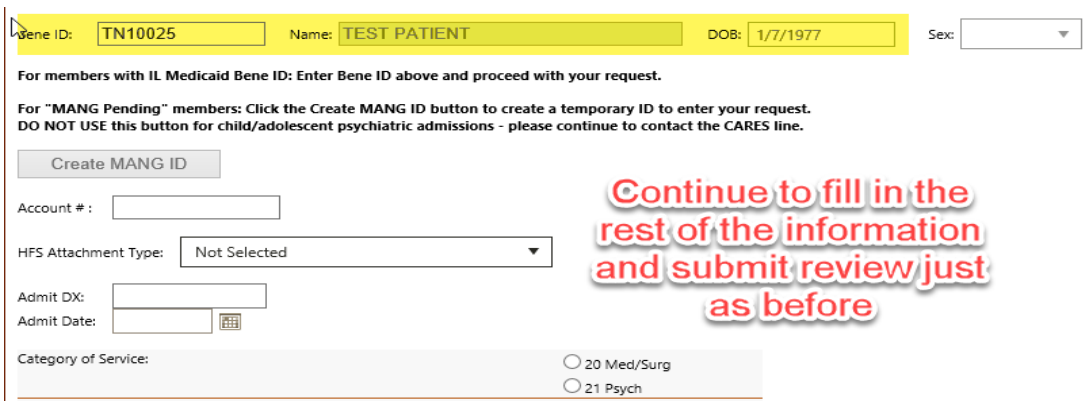
Start Tab (continue)

Create MANG ID

- After the patient information is filled in, a temporary ID will show on the Start tab screen (highlighted in the screenshot below)
- Continue to complete and submit the review as usual and ***write down the REVIEW ID# after you have successfully submitted***



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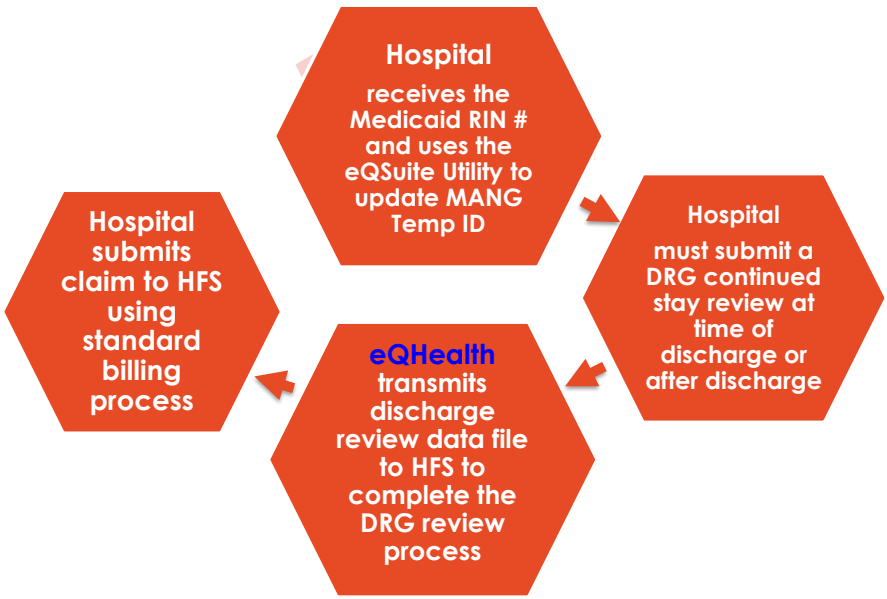
When Medicaid Application Approved

- The hospital must take the following steps to <u>complete</u> the MANG Pending review process for DRG hospitalizations:



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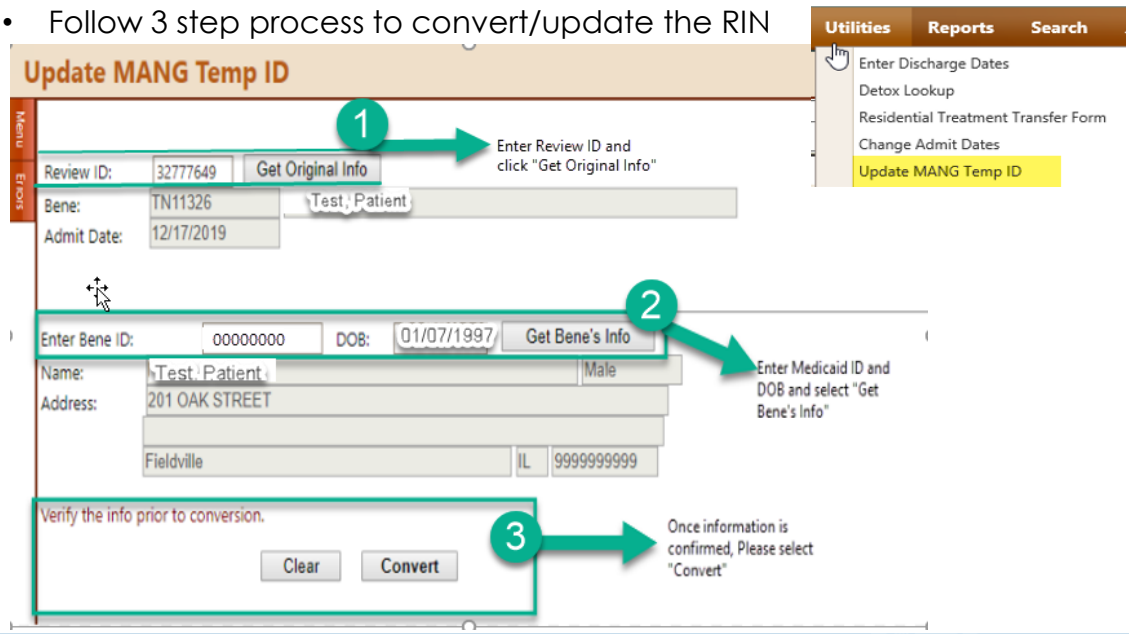
Update MANG Temp ID Utility

- Click "**Utilities**" tab and select Update MANG Temp ID
- Follow 3 step process to convert/update the RIN



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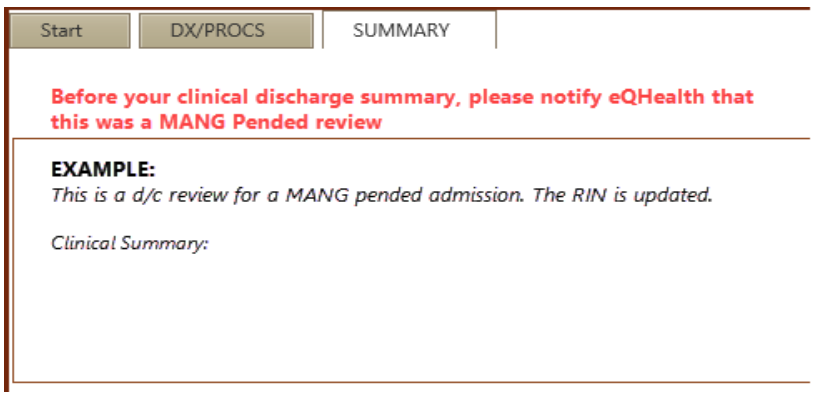
Submit DRG-Reimbursed Continued Stay

- After the RIN has been updated in eQSuite® :
  - Using the existing review process, click **Create New Review** and enter in your con't stay (d/c) review as usual, with the TAN
  - **Please note on the Summary tab that this is a d/c review for a MANG pended admission**:



NOTE: After this last step is performed, your DRG review is considered complete. Please submit your claim to HFS using HFS' standard 180-day billing process.

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Provider Resources

eQHealth Provider Helpline

- Submit all questions via the eQSuite® helpline module.
- If you are locked out of eQSuite®, call eQHealth's helpline at (800) 418-4045 Monday through Friday, 8:30 a.m. to 5:00 p.m., CST.

eQHealth Website http://il.eqhs.com

- You will find a Provider Manual, Web Guides, etc. under the Provider Resources tab on eQHealth's Website.

For all Billing Questions: Contact HFS Billing at (877) 782-5565

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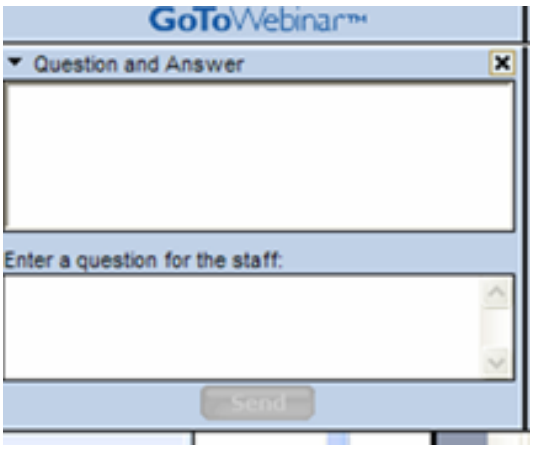
Questions & Answers

Any final questions?

Please type in your questions pertaining to this presentation using the GoToWebinar module:

Enter question in bottom box and hit "Send"



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