

MANG Pending PER DIEM Review Process

eQSuite® User Guide



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1

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 PER DIEM admissions when:

- The patient's admit diagnosis is subject to review for adult psychiatric or all LTAC inpatient admissions; **AND**
- The patient has applied for Medicaid, and the application is categorized as "Medical Assistance No Grant" and the **hospital** confirms MANG Pending eligibility status

Important HFS restrictions:

- This MANG Pending feature **does not apply** 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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2

2

MANG Pending Review Submission Requirements

- Hospital reviewers will follow the **same Per Diem admission 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 AND the hospital enters the Medicaid-assigned RIN using the Update MANG eQSuite utility.**
 - **If the Medicaid application is NOT approved, the TAN generated by eQHealth for any inpatient admission/ continued stay request will become void.**



3

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).



4

User Log In

Enter the assigned eQHealth username and password and click login.

Username Password

Login [forgot password?](#)

Message Board:
Keep Providers Alert

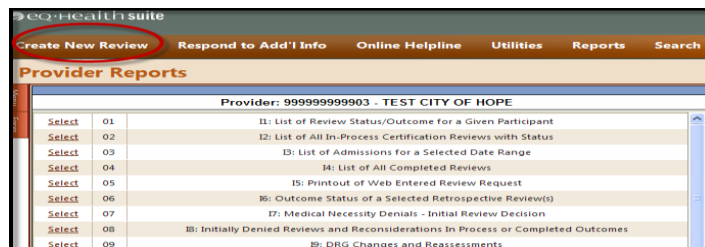
- **IMPORTANT!**
 - Please check that your username and password is correct for the hospital for which you are submitting a request for review. Many reviewers now have multiple login names.
- **Message Board-** check on the logon screen for important tips and messages!



5

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.



6

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 (LTAC) or Psych (adult psych only)
3. Review Type: Admission (pre-populated)
4. Click **Retrieve Data** to proceed with the review request

Start

Review Type and Settings

Provider ID: Provider Name:

Choose Setting: Med/Surg

Review Type:

TAN:

RETRIEVE DATA



7

Start Tab

If the patient has a MANG Pending eligibility status:

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

Review Entry

Review Header Information

Provider #: 99999999903 Provider Name: TEST CITY OF HOPE Admit DX:

Start

Review Type and Settings

Provider ID: Provider Name: Total Days Cert:

Choose Setting: Med/Surg Psych Last Day Cert:

Review Type: TAN:

Bene ID: Name: DOB: Sec:

For members with IL Medicaid Bene ID: Enter Bene ID above and proceed with your request.

For "MANG Pending" members: Click the Create MANG ID button to create a temporary ID to enter your request. DO NOT USE this button for child/adolescent psychiatric admissions - please continue to contact the CARES line.



8

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



9

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**



10

MANG Pending PER DIEM Continued Stay

When the patient's status is still MANG PENDING and the hospital needs to submit a Continued Stay request



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11

MANG Pending PER DIEM Continued Stay

If the patient requires additional days of care while they are still in MANG Pending status, the hospital must call eQHealth's Certification Line for continued stay review:

- Hospitals call the eQHealth **Certification Line (800) 418-4033** Monday-Friday, 8:30 a.m. to 5:00 p.m. to provide clinicals to meet medical necessity for each continued stay request, while the patient is MANG pending.
- eQHealth performs review using its current, standard review process and makes determination
 - Upon approval, the caller is provided with number of days certified and the last day certified for this request
 - The continued stay approval letter will not be generated until the hospital:
 - Receives the patients RIN, confirming Medicaid coverage
 - Enters the RIN using the Update MANG utility in eQSuite; **and**
 - Submits the continued stay request into eQSuite



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12

12

MANG Pending PER DIEM Continued Stay

- If your continued stay request is denied by an eQHealth Physician Reviewer:
 - You will receive notice of denial by phone
 - You may follow the existing reconsideration process but must request an expedited reconsideration while patient is still hospitalized
- eQHealth will follow existing expedited reconsideration process:
 - If original denial is **overturned** and approved, the hospital will then enter the continued stay request into eQSuite.
 - If the denial is **upheld**, the hospital will not submit the continued stay review in eQSuite, because no days were approved.



13

MANG Pending PER DIEM Continued Stay

When the hospital receives confirmation of Medicaid coverage and receives the Recipient ID Number (RIN)



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14

Update MANG Temp ID Utility

FIRST STEP! Click "Utilities" tab and select Update MANG Temp ID

- Follow 3 step process to convert/update the RIN

The screenshot shows the 'Update MANG Temp ID' utility interface. It features a top navigation bar with 'Utilities', 'Reports', and 'Search' tabs. A dropdown menu is open under 'Utilities', showing options like 'Enter Discharge Dates', 'Detox Lookup', 'Residential Treatment Transfer Form', 'Change Admit Dates', and 'Update MANG Temp ID' (highlighted in yellow). The main form area is titled 'Update MANG Temp ID' and contains several input fields and buttons. Step 1 points to the 'Review ID' field (32777649) and the 'Get Original Info' button. Step 2 points to the 'Enter Bene ID' field (00000000), the 'DOB' field (01/07/1997), and the 'Get Bene's Info' button. Step 3 points to the 'Convert' button. A warning box at the bottom says 'Verify the info prior to conversion.' and 'Once information is confirmed, Please select "Convert"'. The footer of the page includes the 'HealthSOLUTIONS' logo, '©2019 Government Programs', and the page number '15'.

15

Submit PER DIEM Continued Stay in eQSuite

SECOND STEP! After the RIN has been updated in eQSuite® :

- » If you have already completed a manual continued stay review by phone, you must now enter an electronic Continued Stay request into eQSuite
- » Click **Create New Review** and submit your continued stay request through eQSuite so it will be connected to your admission review (TAN#).
 - » Please start continued stay request as usual (with TAN)
 - » Enter in the number of days that were already approved through the manual review process, as days requested.
 - » **These numbers must match!**
 - » When you get to the Summary Tab, type the following sentence before giving your clinical: **"This is a continued stay for a MANG Pended patient."** Then, enter in clinical summary as you would any other continued stay review in eQSuite.

16

Submit PER DIEM Continued Stay in eQSuite

Once eQHealth receives your online continued stay request, the eQHealth nurse reviewer will:

- Verify that the number of approved days from the manual phone review matches the continued stay request.
 - If they do not match, the review will be pended.
 - You must respond with the correct number of days in the Additional Information tab in eQSuite.
- Once days requested have been verified, the request will be approved and transmitted to HFS.
 - An eQHealth approval letter will be generated and faxed, as usual.



17

Provider Resources

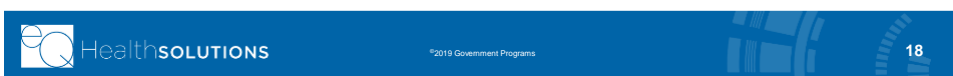
eQHealth Provider Helpline

- 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



18

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"*

