

Exciting Organizational Announcement

We want to share exciting news with you, eQHealth Solutions is now part of Kepro, effective October 1, 2021. For more than 35 years, Kepro has partnered with government-sponsored and commercial health payers across the country to improve healthcare quality, maximize efficiency and achieve better healthcare outcomes. The combination of the companies will bring further expertise, depth, and tech-enabled solutions to our clients to better serve priority populations

As a trusted partner in Illinois' healthcare community, eQHealth will continue to operate under the umbrella of Kepro as the Quality Improvement Organization (QIO) contracted by the Illinois Department of Healthcare and Family Services (HFS).

eQHealth's utilization review and quality improvement processes will remain the same. Providers will continue using eQSuite® to submit review requests for inpatient admission and continued stay, as well as upload medical records for retrospective pre and post payment review, while following existing procedures and timelines. eQHealth's dedicated operations team and clinicians, will remain focused on providing excellent customer service and timely, clinically sound certification and review services, enabling community healthcare providers to make effective healthcare decisions for HFS' medical program participants.

Need Assistance? Submit your inquiries through eQSuite® using the Online Helpline tab. If you are an out-of-state Provider or need assistance with user login, please contact the Provider Helpline at (800) 418-4045. eQHealth's Helpline is open from 8:30 a.m. to 5:00 p.m., CST, Monday through Friday excluding holidays.