



eQHealth/Kepro Announces Christmas Holiday Closure

In observance of the Christmas holiday, the eQHealth/Kepro office will be closed beginning at 5:00 p.m. Thursday, December 22nd through Monday, December 26th. eQHealth/Kepro will resume normal business hours at 8:30 a.m. on Tuesday, December 27, 2022.

Please remember to submit all review requests online during this time and follow these important reminders:

- ◆ **SHORT STAY REVIEWS:** To assist hospitals during the extended holiday closure, HFS is temporarily extending the short stay policy to lengths of stay of up to *four (4)* days for admissions occurring after 1:00 p.m. December 22nd through Sunday, December 25th.

Any short stay requests of 4 days or less on these admission dates must be submitted within 7 calendar days of discharge (**Example:** *A patient is admitted December 23rd and discharged December 27th, submit admission review online by 12:00 noon on January 3, 2023.*)

- **DETOX ADMISSIONS: The short stay policy does not apply to inpatient Detox admissions.** Continue to submit your admission review online through eQSuite® within 24 hours of inpatient admission to ensure it is in eQSuite, waiting review.
 - **Any DETOX admissions that occur after 1:00 p.m. December 22nd through Monday, December 26th must be submitted online to eQHealth/Kepro no later than noon on Tuesday, December 27th.**

- ◆ **DISCHARGE REVIEWS:**
Discharge reviews for DRG-reimbursed hospitalizations can be submitted online at discharge or after the discharge date, prior to billing.

- ◆ **CONTINUED STAY REVIEWS:**
Continued stay reviews for any Per-Diem reimbursed hospitalizations can be submitted online on or after the last day certified (*even if discharged*), prior to billing.

Need Assistance? Please submit a ticket using the Online Helpline in eQSuite® with *details* of your request or question. Providers who do not have access to eQSuite® or need password assistance may contact eQHealth Solutions/Kepro at (800) 418-4045 Monday through Friday, 8:30 a.m. to 5:00 p.m., CST, business days.

Happy Holidays

from all of us at eQHealth/Kepro