

Frequently Asked Questions - eQSuite®

1. General Questions

1a) When entering a web review, how can I move to the next field?

After entering in the data field, press the TAB key to advance to the next field. Only use the ENTER key when in a documentation field.

1b) Is there a way to copy and paste information from other electronic files into your web review system?

Yes, eQHealth's web-based system is Microsoft® Windows-based so hospitals may use the convenient copy and paste feature. However, it is crucial that the clinical information pasted into the review screens should be pertinent and specific to the review request. Concurrent review is not medical record review, do not paste pages or sections of the electronic chart. Please review the information and delete all extraneous data.

1c) What if there is not enough space when typing in the patient's information in the clinical summary screen?

Our system allows for up to 250 words in the clinical screen. Per the Web User Guide, type across the entire line in the clinical screens and let the automatic word wrap take it the next line. It is important to only include a brief clinical summary that is pertinent and necessary for the concurrent review. DO NOT paste progress notes, lab results, etc. Only paste brief clinical summary. Include why the patient is admitted for inpatient services, the progression/regression of s/s and short medical/psych hx.

1d) How do I submit an Online Helpline ticket?

- ▶ Click on the Online Helpline tab from the menu bar
- ▶ Enter either the Review ID, TAN or RIN
- ▶ To submit a general question, you may leave the above fields blank
- ▶ Type the question in the text box and click Submit Question
 - *A message will appear stating that the response has been submitted and a Helpline ticket number will be assigned*
- ▶ Once the ticket has been processed, a link will be emailed directing the user back to the Online Helpline screen to view response
- ▶ Responses will remain under the Q&A History section for 30 days

1e) Is there a way to print out a web review request to keep in the patient's medical record?

Yes, after submitting the review request, write down the "Review ID" given when you submitted the web review. Go to the Reports button on the main menu tab. Use Report #17, *Printout of Web Entered Review Request* (the Review ID is needed for this report)

1f) What if our hospital's eQHealth Web Administrator is unavailable or unable to answer questions?

Hospitals should submit an Online Helpline ticket to ask a question. If you are unable to log in to eQSuite®, contact our Helpline at (800) 418-4045 and explain the issue. The helpline coordinator will ask to verify your username and 12-digit provider ID. The Provider Helpline is available Monday through Friday from 8:00 a.m. to 5:00 p.m., C.S.T.

1g) Is the information secure and protects confidentiality when submitting a review request via the web-based review system?

Yes. Information submitted as part of the online review request process is encrypted to ensure confidentiality.

2. eQSuite® Review Questions

2a) How do I submit a 1-day stay discharge (d/c) review online?

For 1-day stay reviews, if the admission has been certified, upon logging in, click the “Utilities” tab from the menu bar to enter the d/c date. No d/c review (cont stay) is needed.

2b) How do I submit clinical information for weekend hospitalizations of 3 days or less post- discharge?

For admissions involving short stays (3 days or less), post-discharge, you may submit the review within seven calendar days of discharge. You submit an admission review and include the discharge date. No d/c review (cont stay) is needed.

2c) How do I submit a d/c review if the system states my TAN is incorrect?

If you are unable to proceed with your d/c review request:

- ▶ Ensure all **8** digits have been entered in the TAN field
- ▶ Ensure the setting is selected as cont stay
- ▶ Verify the TAN by running **Report3: List of Admissions for a Selected Date Range**

2d) What if the admitting diagnosis code (Admit DX) is invalid or not subject to review?

If an error message pops up that the admitting diagnosis code is an invalid code, double check to make sure there is not a typo or that no periods were used in this field. eQHealth posts Coding Job Aids on our website, which are lists of the ICD-9-CM admitting diagnosis codes subject to review. If the code is not valid or not subject to review, cancel out of the review. If you receive an error message upon entering the admitting diagnosis code, submit an Online Helpline through eQSuite®, Monday through Friday 8:00 a.m. to 5:00 p.m., CST. Critical access and out-of-state hospitals please call 800.418.4045 for assistance.

2e) What if an error message pops up reading “This is a Children’s Mental Health Admission and there is no corresponding entry on file from CARES/SASS”?

The participant/diagnosis combination requires that the individual in question be enrolled in the Screening, Assessment and Support Services (SASS) program. Hospitals are required to contact the Crisis and Referral Entry Services (CARES) prior to admission for individuals requiring SASS involvement. Upon contacting CARES, the hospital should indicate that they need an eQHealth entry number – CARES will create an entry and provide the number for the hospital. Please note that eQHealth cannot proceed with the review process until CARES has made their required entry. The CARES line can be reached at (800) 345-9049.

2f) What should a hospital do when entering in a web review request and an error message pops up stating “covered under Medicare Part A - no review-needed” but the hospital knows that Medicare Part A coverage has been exhausted for the patient? Effective June 25, 2008, a new “Medicare Benefits” feature allows hospitals to complete a review request online after verifying the Medicare Part A benefit status. After the “Check Key” is clicked, if the system check finds the participant has Medicare Part A, a message will appear and prompt the requestor to **click OK**. After **Medicare Part A benefits are verified by the hospital**, the requestor will be able to choose the appropriate option regarding the participant’s present benefit status and may continue with the review.

2g) Upon completing an admission web review, will the hospital receive an online TAN?

No. Once an admission web review is certified, hospitals can obtain the TAN by running Report # 3, *Assigned TANs in Admission Date Range* or Report #1 *List of Review Status/Outcome for Given Participant*.

2h) Is there a way to obtain status or outcome of submitted reviews?

Yes. The following reports provide information relating to review status:

- ▶ **Report 1:** *List of Review Status/Outcome for a Given Participant*
- ▶ **Report 2:** *List of All- In-Process Certification Reviews with Status*
- ▶ **Report 4:** *List of All Completed Reviews*
- ▶ **Report 7:** *Medical Necessity Denials - Initial Review Decision*

2i) What is the timeframe for submitting a detoxification admission review?

Detoxification admission reviews must be submitted within 24 hours of inpatient admission. To check eligibility, please continue to use the “**Detox Lookup Utility**” in eQSuite® before you start a review request.

3. Admit Dates and Discharges

3a) Can an admit date be changed if recorded incorrectly on an admission review?

Yes, an admit date can be changed for DRG-reimbursed hospital stays:

- ▶ Once the admission review is certified
- ▶ Prior to submitting a discharge review

To change the admit date, click on the “**Utilities**” tab from the menu bar and select “*Change Admit Dates*” option from the drop down menu. *Download a copy of our eQSuite® MENUBAR Guide for steps on how to change admit dates online.*

3b) How is a discharge date recorded once hospitals receive the concurrent daily list?

Effective October 10, 2014, discharge dates are no longer accepted by fax.

Discharge dates can be entered by clicking on the “**Utilities**” tab from the menu bar and selecting “*Enter Discharge Dates*” option from the drop down menu. This is done for all Per Diem Reimbursed hospitalizations and DRG 1-day stays. *Download a copy of our eQSuite® MENUBAR Guide for steps to submit discharge dates online.*

3c) Do I use the “Utilities” tab to enter my discharge date for DRG-reimbursed stays?

Only use the Utilities tab to enter a discharge date for a 1-day stay. For all stays 2 days or greater:

- ▶ Click on *Create New Review* from the menu bar
- ▶ Enter the TAN and select the setting as continued stay
- ▶ Click retrieve data

Enter the discharge date, number of days requested “1”, answer the quality screening questions and include a d/c summary.

4. Logging in to eQSuite®

4a) I don't have a username and password for the web system, how do I obtain one?

To obtain this, please contact your hospital's eQHealth Web Administrator. Your facility may have different eQHealth Web Administrators for Utilization Review and Prior Authorization. If you need further assistance, please contact the hospital's assigned Provider Education and Outreach Representative:

- ▶ Providers A-M Contact: Giovanna De Chiara at gdechiara@eqhs.org
- ▶ Providers N-Z Contact: Rose Serno at rserno@eqhs.org

4b) What if my username and password are invalid?

Usernames and passwords are case sensitive, use lowercase when typing. If this does not work, please contact the hospital's designated eQHealth Web Administrator. The Web Administrator has the ability to look up and verify usernames and passwords and check user's access for submitting web review requests. If you are unable to log in to eQSuite®, contact our Helpline at (800) 418-4045 and explain the issue.

4c) How often will a user's password need to be reset?

The system will prompt the user every 90 days to reset their password. Have your IT team check your computer settings if it prompts you to reset more frequently.

5. eQSuite Training and User Guides

5a) How can hospitals find out when the next web training sessions will be offered?

Hospitals may access the web training updates from the eQHealth website homepage, by clicking on the Training and Education tab or under the Announcement section. For questions relating to eQSuite® training, please contact the hospital's assigned Provider Education and Outreach Representative:

- ▶ Providers A-M Contact: Giovanna De Chiara at gdechiara@eqhs.org
- ▶ Providers N-Z Contact: Rose Serno at rserno@eqhs.org

5b) When and where are classes held?

Classes are held on a monthly basis via webinar and teleconference.

5c) For training requests, are the eQSuite® User Guides a class requirement?

No. Attendees may use the guides for note-taking purposes but are *not* a class requirement.



5d) What type of information is required for certain fields in the web-based review system?

The eQHealth Solutions Web User Guide is a great reference which can be downloaded from the website. There are web review guides for DRG-reimbursed review and Per-Diem reimbursed Behavioral Health review, as well as Prior Authorization review.