

Vol 7 No 9 November 17, 2023

## Thanksgiving Holiday Closure

In observance of the Thanksgiving holiday, Acentra Health (formerly eQHealth/Kepro) will be closed starting at 5:00 p.m. Wednesday, November 22<sup>nd</sup> through Friday, November 24<sup>th</sup>. The office will reopen at 8:30 a.m. CST Monday, November 27, 2023.

**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. November 22<sup>nd</sup> through Friday, November 24<sup>th</sup>.

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 November 23<sup>rd</sup> and discharged November 27<sup>th</sup>, submit admission review online by 12:00 noon on December 4, 2023*)

- ◆ **DETOX ADMISSIONS:** The short stay policy *does not apply* to inpatient Detox admissions. *Any DETOX admissions that occur after 1:00 p.m. November 22<sup>nd</sup> through Sunday must be submitted no later than noon on Monday, November 27, 2023.*
- ◆ **DRG DISCHARGE REVIEWS or CONTINUED STAY REVIEWS:**  
Can be submitted online at discharge or after the discharge date, prior to billing.

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

