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# MENU OPTIONS

## eQSuite™ User Guide

# Overview of System Features

- » 24/7 accessibility to submit review requests to eQHealth via Web.
- » Secure transmission protocols that are HIPPA security compliant.
- » Easy to follow data entry screens.
- » System access control for changing or adding authorized users.
- » A reporting module that allows hospitals to obtain real-time status of all reviews.
- » Rules-driven functionality and system edits to assist Providers through immediate alerts such as when a review is not required or a field requires information.
- » An helpline module for providers to submit queries.
- » Electronic submission of additional information needed to complete a review request.

# Who Can Access eQSuite™ ?

## » Existing Web Account

- ➡ Log into eQSuite™ using your existing username and password.
  - Your user name and password are unique to your hospital.
  - If you conduct review for 2 hospitals (i.e. children's and med/surge – you need a different user name for each)

## » New Users: Register for a Web Account

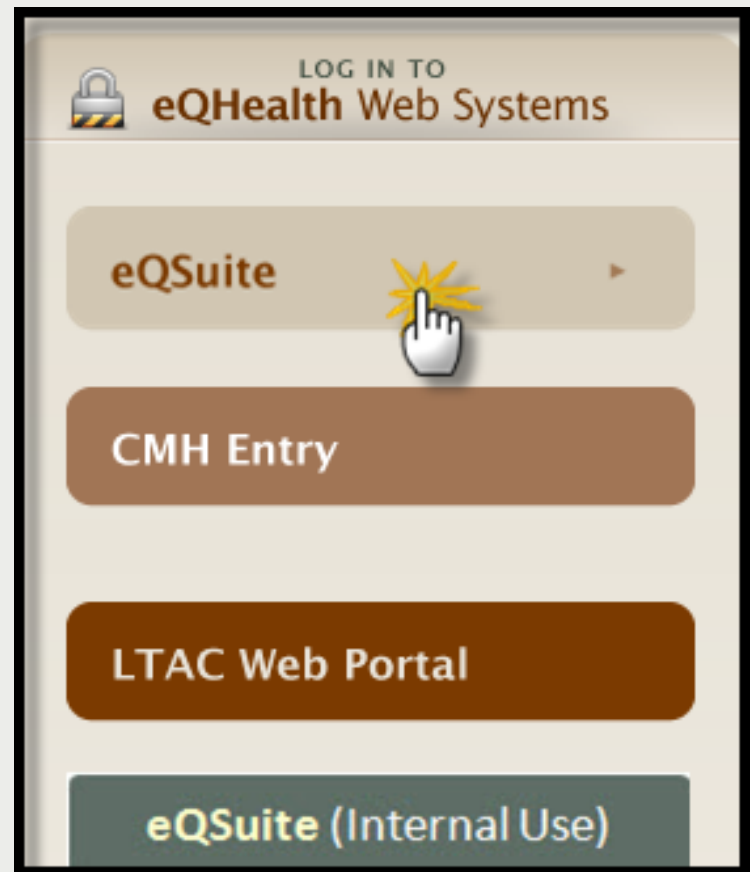
- ➡ Check with your Case Management department. The majority of hospitals already have an assigned eQHealth Web Administrator. This person is responsible for creating user IDs and assigning access rights to eQSuite.

**Note:** If a hospital does not have a Web Administrator, a *Hospital Contact Form* will need to be completed with Web Administrator assigned.

# Getting Started

## Access to eQSuite™

- » eQSuite is accessed through our website: <http://il.eqhs.org>
- » From the homepage, scroll down to the bottom right side of screen.
- » Click on the first eQSuite link located under eQHealth Web Systems (as shown).



# User Log In

Enter the assigned eQHealth username and password and click login.

Username

Password

Login

[forgot password?](#)

**Message Board:**  
Keep Providers Alert

## Forgot Password?

- Click on **forgot password**- you will be instructed to enter your username to receive a temporary password.
- Once logged in, copy new password and follow directions to reset.

**Message Board**- check on the logon screen for important messages regarding the Web.

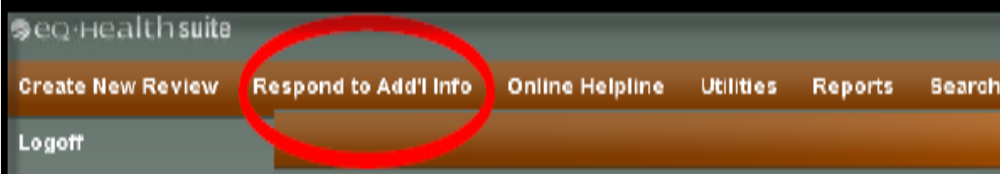
# eQSuite™

## MENU BAR

# Respond To Request for Additional Information

- » An eQHealth nurse may pend the request seeking additional information in order to proceed with the review process. The information must be submitted to eQHealth within *1 business day from the date of notice*.
- » To respond to a pended review, click **Respond to Add'l Info** tab on the menu bar.

Check this tab daily!



The screenshot shows the eQHealth suite interface. The menu bar includes the following items: Create New Review, Respond to Add'l Info (highlighted with a red circle), Online Helpline, Utilities, Reports, Search, and Logoff. Below the menu bar, there is a table with 7 rows of options, each with a 'Select' link, a number, and a description.

Provider: sus id=... ..		
Select	01	1: List of Review Status/Outcome for a Given Participant
Select	02	12: List of All In-Process Certification Reviews with Status
Select	03	13: List of Admissions for a Selected Date Range
Select	04	14: List of All Completed Reviews
Select	05	15: Printout of Web Entered Review Request
Select	06	16: Outcome Status of a Selected Retrospective Review(s)
Select	07	17: Medical Necessity Denials - Initial Review Decision

# Respond To Request for Additional Information

- » The system will display all records in process in which eQHealth has requested additional information.
- » Choose the correct record by clicking **open**.

	ReviewID	Request Date	Requestor Name	Bene ID	First Name	Last Name	Request Type	Admit Date	Provider ID	Provider Name
<a href="#">Open</a>	31629906	08/26/2010	Valencia Alexander	001200286	CHRISTIAN	BRADLEY	Admission	08/25/2010	999999999901	TEST ST. ELSEWHERE HOSPITAL

- » A tab 'Add'l Info' will open showing the question(s).
- » Please reply inside the text box labeled Additional Info.
- » Click **Submit Info** button.



Start DX CODES/ITEMS VITALS/LABS DC PLAN SYMPTOMS MEDS SUMMARY **ADDL INFO**

QUESTION:

ADDITIONAL INFO:  
Web submitted additional info 12/31/2013

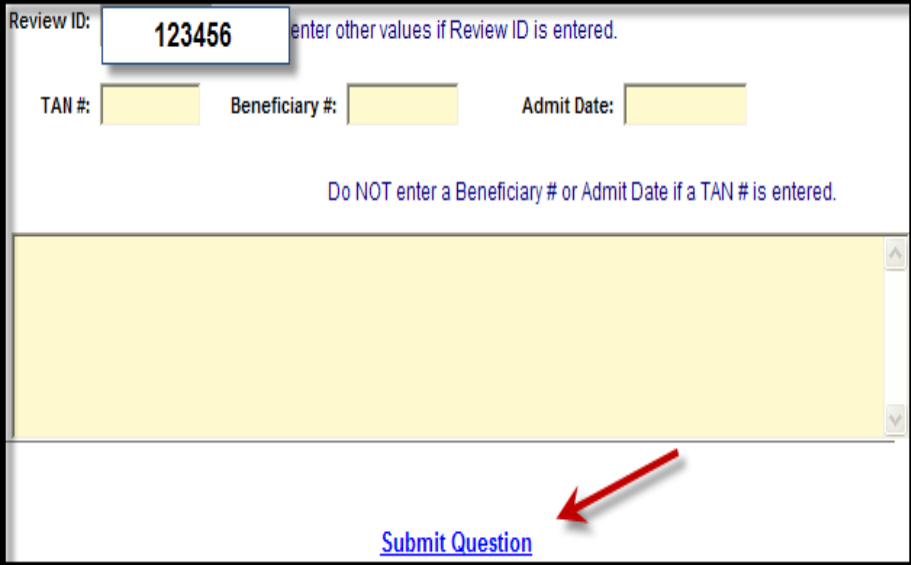
Please do not click submit until you are ready to send documentation by either entering in the response box or linking an attachment.

CANCEL **SUBMIT INFO**



# Online Helpline

- » Inquires may be submitted online by clicking the **Online Helpline** tab on the menu bar.
- » Type the question in the text box and click **Submit Question**.
- » A message will appear stating that the response has been submitted and a ticket number will be assigned .



The screenshot shows a web form for submitting a question. At the top, there is a 'Review ID:' field with the value '123456' and a note 'enter other values if Review ID is entered.' Below this are three input fields: 'TAN #:', 'Beneficiary #:', and 'Admit Date:'. A blue instruction reads 'Do NOT enter a Beneficiary # or Admit Date if a TAN # is entered.' A large yellow text area is provided for the question. At the bottom right, there is a blue 'Submit Question' button, which is highlighted by a red arrow.

- » Once the ticket has been processed, a link will be emailed to return back to the Online Helpline.
- » To view the response to a previous ticket, scroll down and view the **history** section.

# Search

## Search for Partial Saved Records

- » Click **Search** on the menu bar the first tab will show Partial Saved Records

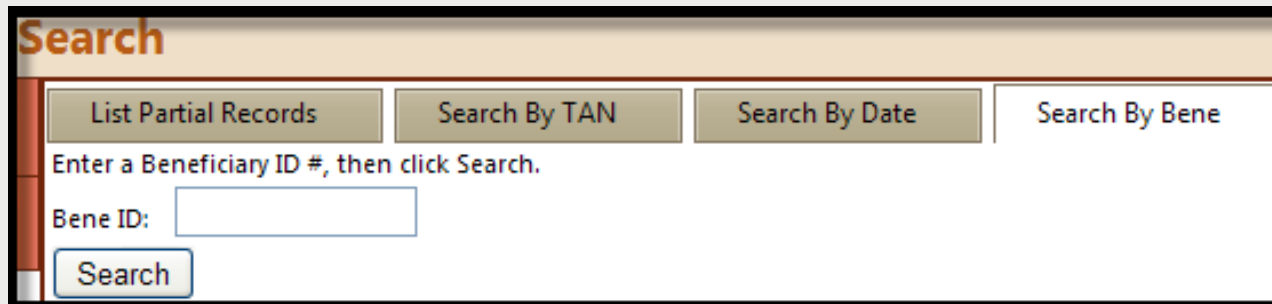
	ReviewID	Request Date	Requestor Name	Bene ID	First Name	Last Name	Request Type	Admit Date	Provider ID	Provider Name
<a href="#">Open</a>	33645397	06/17/2013	trainweb01 trainweb01	001201136	BIANCA	REESE	Admission	06/02/2013	999999999903	TEST CITY OF HOPE

- » The list of partial records tab of Web reviews will appear displaying reviews that have **not** yet been submitted to eQHealth.
  - Check daily to ensure reviews are submitted timely.
- » Click **open** to go back into the Web review to complete the review request. Click **Submit for Review**.
- » If you verify a request was certified by phone, you may delete this record out of the partial saved records.

# Search

## View Previously Submitted Web Review Requests

- » Click **Search** on the menu bar.
- » Search by date or BENE (RIN).
- » A list will appear with all past Web reviews which have been submitted to eQHealth for review.
- » Click **open** to go into the Web review.



The screenshot shows a web interface titled "Search". At the top, there are four buttons: "List Partial Records", "Search By TAN", "Search By Date", and "Search By Bene". Below these buttons, there is a text prompt: "Enter a Beneficiary ID #, then click Search." Underneath the prompt is a text input field labeled "Bene ID:" and a "Search" button.

**NOTE:** You cannot change any fields; however, you will be able to see what information has been entered by the requestor.

# Change Admit Date

**Change Admit Date Utility**

Search By Admit Date | Search By RecipientID | Search By PA#

Admission Date Range: 04/01/2011 | 07/01/2011 (120 day limit)

Search | Clear

	Last Name	First Name	Recipient ID	Last Day Certified	Admit Date	Discharge Date
Edit	TEST	BENE	999999999	04/05/2022	04/01/2011	
Edit	TEST	BENE	999999999	05/05/2011	05/01/2011	
Edit	TEST	BENE	999999999	06/05/2011	06/01/2011	

- » If the initial request for a DRG-reimbursed hospitalization has a wrong admit date.
- » Once the admission is certified and **before** discharge review is completed:
  - Hospitals may change the admit date on a DRG-reimbursed admission.
- » This utility will help you ensure a correct match of the inpatient admit given to eQHealth with the admit date on your claim to HFS.
  - Click “**Edit**” to change the admit date
  - Click “**Update**” to complete the change

# View Letters Online

All written correspondence from eQHealth regarding review determinations can be accessed by clicking the **Letters** tab on the menu bar. Letters are grouped into three categories:

- » **Completed:** All review determinations for a hospitalization.
- » **In Process:** Review pended for additional information or review sent for Physician referral.
- » **Reconsiderations:** All letters pertaining to your request for a reconsideration of denial or reassessment of DRG change.

# View Letters Online

**Example:** Search for a letter from a completed review.

1. Enter a date range in the *Admission Date* field and click **search**.
  - ▶ The system will display all reviews for the admit date range with a letter.
2. Click the **View Review Letter(s)** link to open letter.
3. Print or save letter(s) for your record.

Letters Search

Completed In Process Reconsiderations

Admit Date:  
Start Date: 10/8/2013  
End Date: 11/21/2013

Search

Admit Date	Recipient Last Name	Recipient First Name	Recipient ID	Review ID	eQHealth Case ID		
10/12/2013	ALLEN	GARY	7499889394	28078985	1684453	<a href="#">Open Review</a>	<a href="#">View Review Letter(s)</a>

# Provider Reports

- » There are 25 unique reports available through eQSuite™.
- » All report data is facility specific. All data transmitted via the internet is encrypted for security compliance.
- » A Provider Reports Guide is available on our website under the *Provider Resources* tab.
- » The following reports are the most frequently run reports in eQSuite™:
  - ❖ **RPT1: Review Status /Outcome for Given Participant**
  - ❖ **RPT2: Status of All In-Process Certification Reviews**
  - ❖ **RPT3: Assigned TANs in Admission Date Range**
  - ❖ **RPT4: All Completed Reports**
  - ❖ **RPT8: Initially Denied Reviews and Reconsideration in Process**
  - ❖ **For use in self-monitoring utilization trends**
    - ❖ **RPT 13: Reviews Pended for Additional Information**
    - ❖ **RPT15:Unreviewable Reviews Requests**
  - ❖ **Copy of Notice and Case Listing for Medical Record Requests**
    - ❖ **RPT41:Retro Prepay Correspondence**
    - ❖ **RPT42: Retro Postpay Correspondence**

# Provider Resources

## **eQHealth Provider Helpline**

- Monday through Friday, 8:00 a.m. to 5:00 p.m.
- Submit online inquiries via the eQSuite™ helpline module.

## **Website <http://il.eqhs.org>**

- All resources can be found under the **ProviderResources** or *PriorAuthResources* (CABG & Back surgery) tabs on our Website.

## **Web system – eQSuite™**

- Our secure, HIPPA compliant, Web-system offers Providers 24/7 accessibility.