

eQSuite[®] System Overview

Provider Portal- Part 1

Course 121

Agenda

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Course Introduction

Unit 2

Provider Portal Overview

Unit 3

Entering a New Request

Unit 1

Course Introduction

Introductions and Logistics

- Class Roster
- Facility Layout
- Parking Lot
- Mobile phones / multi-tasking
- After class survey

Course Description

This course is designed to provide an overview of the request for authorizations/authorization extensions process within the eQSuite® Provider Portal.

- This course addresses the core activities of requesting pre-certification from the provider portal for inpatient and outpatient requests for service
- Services may be requested by the ordering provider or the servicing provider



Key Terms

Term	Definition
Action Required	A tab on the provider homepage which displays those cases requiring additional action on the part of the provider in order for the authorizations team to process a request for service
Completed	A tab on the provider homepage which displays those cases for which a determination of medical necessity has been completed
Submitted	A tab on the provider homepage which displays those cases where a pre-cert has been requested and no determination has yet been made
Draft	A pre-certification request that has been started by the user but has not yet been submitted for medical necessity review
Ordering Provider	The prescribing physician
Servicing Provider	The provider who will be providing the requested services/products (could be a physician, facility, home health provider, DME provider, etc.)

Unit 2

Provider Portal Overview

Unit Learning Objectives

In this unit, you will learn how to:

- Navigate the Homepage of the Provider Portal
- How to use Filter Options
- How to view an existing case

Provider Portal Authorizations Homepage

- Divided into tabs to easily find what you need
- Ability to review existing cases that have, at a minimum been saved to draft form
- Ability to Add a New Request

Search Portal
by different
Filters

Add New
Request

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Due Date	Request Date	Service Date	Ordering Provider	Ser
\$C0000887245	BURNETT, HOPE	G0000202701	Extension	Outpatient	In Progress	10/7/2018	9/24/2018	9/24/2018	TIMOTHY GALLAGHER	A G RO
\$C0000887325	ARMSTRONG, COMMANDER	G0000088301	Initial	Outpatient	In Progress	10/8/2018	9/25/2018	9/25/2018	DON CARTER	A G RO
\$C0000887461	ANDREW, Sadie	G0000209501	Initial	Outpatient	In Progress	10/11/2018	9/28/2018	9/28/2018	DAVID BRONAUGH	360

Filters

➤ Allows you to search for a case based on several different parameters

➤ Filters include:

- Member
- Case Number
- Authorization Number
- Servicing Provider
- Service Type
- Service Date

➤ Click the appropriate filter from the dropdown

➤ May select multiple filters

The screenshot shows a user interface for a web application. At the top right, the user is identified as 'Marina Brown-Admin' with a 'Logout' link. Below this, there is a navigation bar with a 'NEW REQUEST' button. A dropdown menu is open, showing a list of filter options: MEMBER, CASE #, AUTHORIZATION #, SERVICING PROVIDER, SERVICE TYPE, and SERVICE DATE. The 'FILTERS' button is highlighted with a red box. To the right of the dropdown, there is a table with two columns: 'Ordering Provider' and 'Ser'. The table contains two rows of data: one for 'TIMOTHY GALLAGHER' with 'A G' and 'RO' in the 'Ser' column, and another for 'DON CARTER' with 'A G' and 'RO' in the 'Ser' column.

Ordering Provider	Ser
TIMOTHY GALLAGHER	A G RO
DON CARTER	A G RO

Member Filter

Marina Brown-Admin [Logout](#)

MEMBER FILTERS NEW REQUEST

CASE #	Order	Provider	Ser
AUTHORIZATION #			
SERVICING PROVIDER	TIMOTHY		A G
SERVICE TYPE	GALLAGHER		RO
SERVICE DATE	DON CARTER		G

Patient Search

First Name

Last Name

Member Id

Birth Date

NG,	G0000088301	Initial	Outpatient	In Progress	10/8/2018	9/25/2018	9/25/2018
EP							

Case Number Filter

Marina Brown-Admin [Logout](#)

MEMBER **FILTERS** NEW REQUEST

CASE #

AUTHORIZATION #

SERVICING PROVIDER

SERVICE TYPE

SERVICE DATE

Ordering Provider Ser

AG

RO

DON CARTER

Provider Portal HOME USERS Marina Brown-Admin [Logout](#)

X Case Number: **ADD**

ACTION REQUIRED COMPLETED SUBMITTED DRAFTS 3 **FILTERS** NEW REQUEST

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Due Date	Request Date	Service Date	Ordering Provider	Ser
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Authorization Number Filter

The screenshot displays the Provider Portal interface. At the top, a dark blue header contains the user name "Marina Brown-Admin" and a "Logout" link. Below the header, a sidebar on the left lists filter categories: MEMBER, CASE #, AUTHORIZATION # (highlighted with a red box), SERVICING PROVIDER, SERVICE TYPE, and SERVICE DATE. A "FILTERS" button is active, and a "NEW REQUEST" button is visible. A large red arrow points from the "AUTHORIZATION #" filter to a search input field in the main content area. This input field is also highlighted with a red box and contains the text "Auth #:" followed by an "ADD" button. Below the input field, a table header is visible with columns: Case #, Member Name, Member Number, Review Type, Service Type, Case Status, Request Date (with a downward arrow), Service Date, Ordering Provider, and Servicing Pro. The table content is partially obscured by the input field.

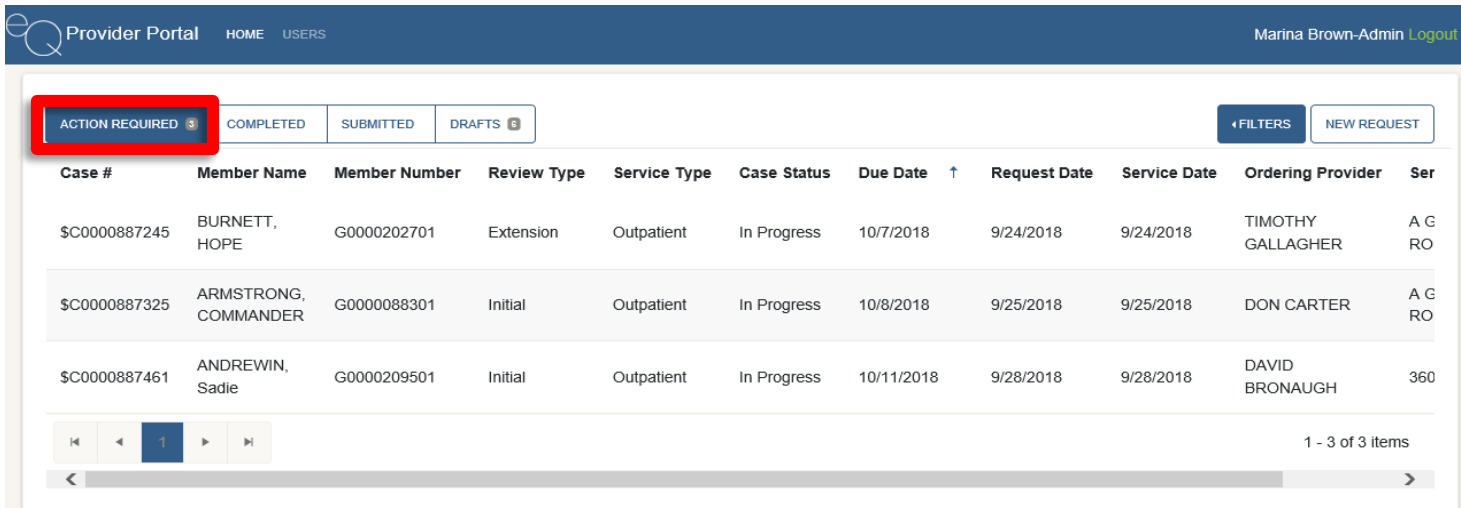
Service Type Filter

The screenshot shows the Provider Portal interface. At the top, the user is logged in as Marina Brown-Admin. The interface includes a sidebar with a 'FILTERS' button and a 'NEW REQUEST' button. A list of filter categories is shown, with 'SERVICE TYPE' highlighted in a red box. A red arrow points from this box to a dropdown menu in the main content area, also highlighted in a red box. The dropdown menu shows 'Service Type' with a dropdown arrow and an 'ADD' button. Below the dropdown, there are tabs for 'ACTION REQUIRED', 'COMPLETED', 'SUBMITTED', and 'DRAFTS'. A table of cases is displayed, with the following data:

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Due Date	Request Date	Service Date	Ordering Provider	Ser
\$C0000887245	BURNETT, HOPE	G0000202701	Extension	Outpatient	In Progress	10/7/2018	9/24/2018	9/24/2018	TIMOTHY GALLAGHER	A G RO

Action Required Tab

- Default tab to display
- Lists those cases where additional information is needed from the Plan to process the case
- Number next to the “Action Required” label denotes how many cases need additional information to process
- Click the line with member information to access case



The screenshot shows the 'Action Required' tab in the Provider Portal. The tab is highlighted with a red box. The table below lists three cases with their details.

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Due Date ↑	Request Date	Service Date	Ordering Provider	Ser
SC0000887245	BURNETT, HOPE	G0000202701	Extension	Outpatient	In Progress	10/7/2018	9/24/2018	9/24/2018	TIMOTHY GALLAGHER	A G RO
SC0000887325	ARMSTRONG, COMMANDER	G0000088301	Initial	Outpatient	In Progress	10/8/2018	9/25/2018	9/25/2018	DON CARTER	A G RO
SC0000887461	ANDREW, Sadie	G0000209501	Initial	Outpatient	In Progress	10/11/2018	9/28/2018	9/28/2018	DAVID BRONAUGH	360

Navigation: 1 - 3 of 3 items

Completed Tab

- Lists those cases where a final determination has been made
- Click member line to view determination

Provider Portal HOME USERS Marina Brown-Admin Logout

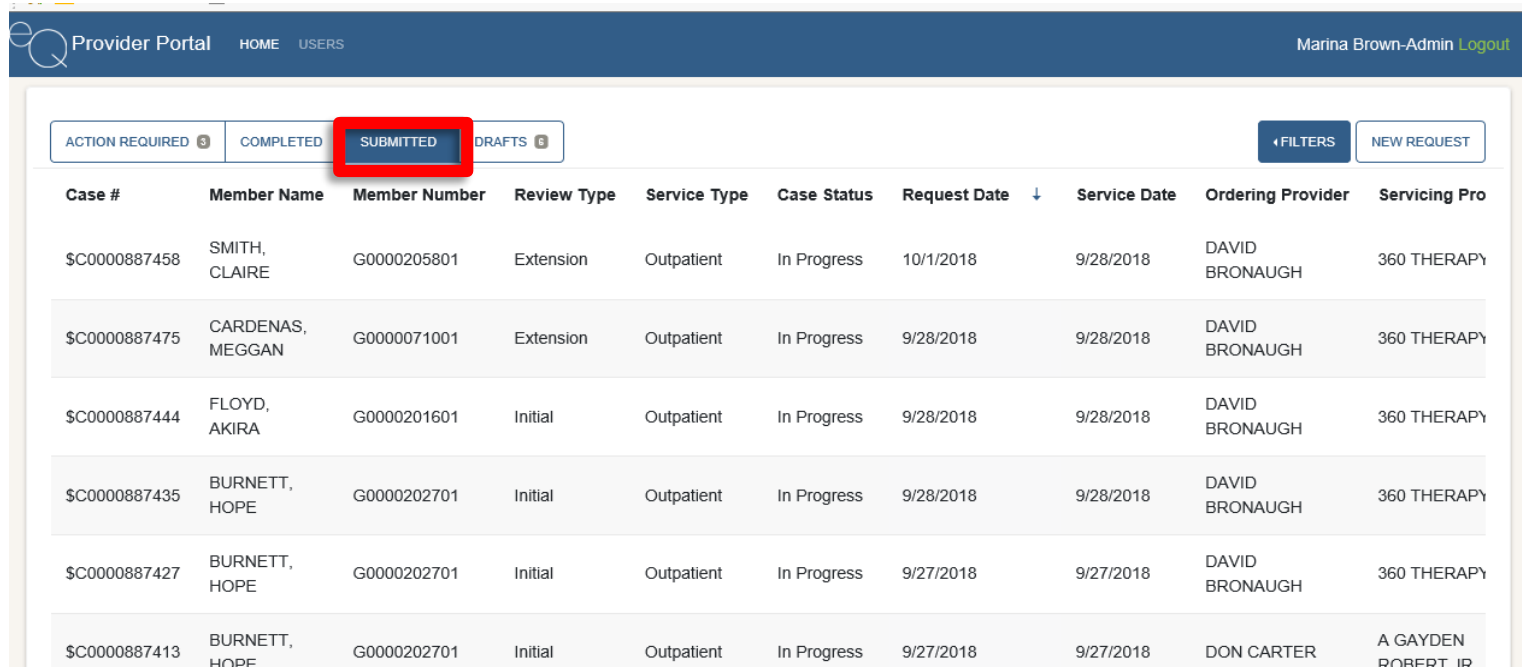
ACTION REQUIRED 6 **COMPLETED** SUBMITTED DRAFTS 6 FILTERS NEW REQUEST

Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Discharge Date	Case Status	Request Date
\$C0000887489	MURRAY, ADRIAN	G0000249201	Initial	Outpatient	\$C0000887489	9/28/2018		Certified in Total	9/28/2018
\$C0000887356	ANDREWS, RITA	G0018007101	Initial	Outpatient	797721	9/25/2018		Partially Certified	9/25/2018
\$C0000887339	CABRAL, RITA	G0004069901	Extension	Inpatient	797704	9/25/2018		Certified in Total	9/25/2018
\$C0000887342	BLOOM, RITA	G0005509001	Initial	Outpatient	797718	9/25/2018		Partially Certified	9/25/2018

1 - 4 of 4 items

Submitted Tab

- Lists those cases that have been submitted by the provider for review and a medical necessity determination has not been made
- Click member line to view determination



The screenshot shows the Provider Portal interface. At the top, there is a navigation bar with 'Provider Portal', 'HOME', and 'USERS'. On the right, the user 'Marina Brown-Admin' is logged in. Below the navigation bar, there is a filter menu with four tabs: 'ACTION REQUIRED', 'COMPLETED', 'SUBMITTED', and 'DRAFTS'. The 'SUBMITTED' tab is highlighted with a red box. To the right of the filter menu are buttons for 'FILTERS' and 'NEW REQUEST'. Below the filter menu is a table with the following columns: Case #, Member Name, Member Number, Review Type, Service Type, Case Status, Request Date, Service Date, Ordering Provider, and Servicing Pro.

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Request Date	Service Date	Ordering Provider	Servicing Pro
SC0000887458	SMITH, CLAIRE	G0000205801	Extension	Outpatient	In Progress	10/1/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY
SC0000887475	CARDENAS, MEGGAN	G0000071001	Extension	Outpatient	In Progress	9/28/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY
SC0000887444	FLOYD, AKIRA	G0000201601	Initial	Outpatient	In Progress	9/28/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY
SC0000887435	BURNETT, HOPE	G0000202701	Initial	Outpatient	In Progress	9/28/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY
SC0000887427	BURNETT, HOPE	G0000202701	Initial	Outpatient	In Progress	9/27/2018	9/27/2018	DAVID BRONAUGH	360 THERAPY
SC0000887413	BURNETT, HOPE	G0000202701	Initial	Outpatient	In Progress	9/27/2018	9/27/2018	DON CARTER	A GAYDEN ROBERT ID

Draft Tab

- Lists those cases that have been started from the provider but have not yet been submitted for medical necessity review
- Click member line to view determination
- May delete a draft from this page
- *Note: Only those drafts entered by the logged in user are displayed

Provider Portal HOME USERS Marina Brown-Admin Logout

ACTION REQUIRED 3 COMPLETED SUBMITTED **DRAFTS 6** FILTERS NEW REQUEST

Member Name	Member Number	Review Type	Service Type	Request Date ↓	Service Date	Ordering Provider	Servicing Provider	Delete
SMITH, CLAIRE	G0000205801	Extension	Outpatient	10/1/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY LLC	X
BURNETT, HOPE	G0000202701	Initial	Outpatient	10/1/2018	10/1/2018	DAVID BRONAUGH	A GAYDEN ROBERT JR	X
MURRAY, ADRIAN	G0000249201	Extension	Outpatient	9/28/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY LLC	X
MURRAY, ADRIAN	G0000249201	Extension	Outpatient	9/28/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY LLC	X
BENNETT, RICHARD	G0000199801	Initial	Outpatient	9/28/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY LLC	X
BURNETT, HOPE	G0000202701	Initial	Outpatient	9/28/2018	9/28/2018	DON CARTER	A GAYDEN ROBERT JR	X

1 - 6 of 6 items

View an Existing Case

- Available from any of the Homepage tabs
- Click the row to view the case

Provider Portal HOME USERS Marina Brown-Admin Logout

ACTION REQUIRED 0 COMPLETED SUBMITTED DRAFTS 0 FILTERS NEW REQUEST

Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Discharge Date	Case Status	Request Date
\$C0000887489	MURRAY, ADRIAN	G0000249201	Initial	Outpatient	\$C0000887489	9/28/2018		Certified in Total	9/28/2018



Provider Portal HOME USERS Marina Brown-Admin Logout

MURRAY, ADRIAN Member# G0000249201 Date of Birth: 07/23/1946 Request Date 09/28/2018 Procedure Date 09/28/2018 Initial Case History

Case# \$C0000887489 Status: Certified in Total Standard Request

SUMMARY NOTES & ATTACHMENTS LETTERS ACTIONS

CREATE FAX COVER SHEET
PRINT SUMMARY PAGE
CREATE NEW REQUEST
REQUEST EXTENSION
REQUEST CANCELLATION

OUTPATIENT REQUEST

Requesting Provider DAVID BRONAUGH
Anesthesiology

Servicing Provider 360 THERAPY LLC
P O BOX 1422
NATALBANY, LA 70451

Place of Service 11 Office

Admission Source MD MD Office

DIAGNOSES

M751 ROTATOR CUFF TEAR OR RUPTURE NOT TRAUMATIC (Primary Diagnosis)

REQUESTED PROCEDURES

OPEN REPAIR OF ROTATOR CUFF ACUTE (Primary Procedure)
1 Visit(s)
Begin Date: 09/28/2018
End Date: 09/28/2018

DETERMINATIONS

Initial

OPEN REPAIR OF ROTATOR CUFF ACUTE (Primary Procedure) Certified in Total
1 Visit(s)
Begin Date: 09/28/2018
End Date: 09/28/2018

Unit 3

Entering a New Request

New Request for Authorization

- From the Homepage click “New Request”
- Complete data fields by following system props
- 3 tabs:
 - Demographics
 - Clinical
 - Finalize
 - *Optional 4th tab for clinical information may be displayed

The screenshot shows the Provider Portal interface. At the top, there is a navigation bar with 'Provider Portal', 'HOME', 'USERS', and 'Marina Brown-Admin Logout'. Below the navigation bar, there are tabs for 'ACTION REQUIRED', 'COMPLETED', 'SUBMITTED', and 'DRAFTS'. A 'FILTERS' button is also visible. The main content area displays a table of authorization requests with the following columns: Member Name, Member Number, Review Type, Service Type, Request Date, Service Date, Ordering Provider, Servicing Provider, and Delete. The table contains six rows of data. A red box highlights the 'NEW REQUEST' button in the top right corner of the table area, with an arrow pointing to a larger red box containing the text 'NEW REQUEST'.

Member Name	Member Number	Review Type	Service Type	Request Date	Service Date	Ordering Provider	Servicing Provider	Delete
SMITH, CLAIRE	G0000205801	Extension	Outpatient	10/1/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY LLC	X
BURNETT, HOPE	G0000202701	Initial	Outpatient	10/1/2018	10/1/2018	DAVID BRONAUGH	A GAYDEN ROBERT JR	X
MURRAY, ADRIAN	G0000249201	Extension	Outpatient	9/28/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY LLC	X
MURRAY, ADRIAN	G0000249201	Extension	Outpatient	9/28/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY LLC	X
BENNETT, RICHARD	G0000199801	Initial	Outpatient	9/28/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY LLC	X
BURNETT, HOPE	G0000202701	Initial	Outpatient	9/28/2018	9/28/2018	DON CARTER	A GAYDEN ROBERT JR	X

Demographics

- Complete basic information:
 - Member
 - Type of Service
 - Service Date
 - Ordering Provider
 - Servicing Provider
 - Place of Service
 - Admission Source
 - Request Severity

The screenshot displays the Provider Portal interface. At the top, there is a navigation bar with the eQ logo, 'Provider Portal', and links for 'HOME' and 'USERS'. On the right side of the navigation bar, the user's name 'Marina Brown-Admin' and a 'Logout' link are visible. Below the navigation bar, there is a main content area with a light beige background. A dark blue horizontal bar contains three main steps: 'Demographics' (Key initial request), 'Clinical' (Enter clinical information), and 'Finalize' (Finalize and submit). The 'Demographics' step is highlighted with a red rectangular border. To the right of the 'Finalize' step, there is a small green 'Draft' button. Below this bar, there is a white input field with the label 'Patient' and a green 'Find patient...' button.

Demographics- Patient Search

Draft

Patient

Find patient...

Patient Search

First Name

Last Name

bennett

richard

Member Id

Birth Date

SEARCH

CANCEL

Patient Search

First Name

Last Name

richard

bennett

Member Id

Birth Date

SEARCH

CANCEL

Name

BenesysId

Birthday

RICHARD BENNETT

G0000199801

08/12/1969

RICHARD BENNETT

G0014966701

01/13/1947

Displaying 1-2 out of 2

Demographics- Patient Information

- Click in Patient Field to access Search Feature
- Enter search data
- Click the appropriate patient name to populate
- Member plan information will populate as well as the member name
- Ability to change patient by clicking “Change Patient” after patient name

The screenshot shows the 'Demographics' section of a Provider Portal. The form is titled 'Demographics' with the subtitle 'Key initial request'. It is part of a three-step process: 'Demographics', 'Clinical', and 'Finalize'. The 'Patient' field is highlighted with a red box and contains the text 'RICHARD BENNETT - G000019980' followed by a 'Change patient...' link. Other fields include 'Patient Plan' (SECURE HEALTH), 'Type of Service' (Inpatient/Outpatient), 'Start Date', 'Ordering Provider' (Find provider...), 'Servicing Provider' (Find Facility...), 'Place of Service', 'Admission Source', and 'Request Severity'. There are 'SAVE & CONTINUE' and 'RESET' buttons at the bottom.

Patient	RICHARD BENNETT - G000019980	Change patient...
Patient Plan	SECURE HEALTH	
Type of Service	<input type="radio"/> Inpatient <input type="radio"/> Outpatient	
Start Date	<input type="text"/>	
Ordering Provider	Find provider...	
Servicing Provider	Find Facility...	
Place of Service	Select Place of Service... <input type="button" value="v"/>	
Admission Source	Select Admission Source... <input type="button" value="v"/>	
Request Severity	Select Request Severity... <input type="button" value="v"/>	

Demographics

- Type of Service: Inpatient or Outpatient
- Start Date: Begin date of the request (ex: Date of Service for a procedure, start date of services or an inpatient stay)
- Ordering Provider: Physician who is ordering the service
- Servicing Provider: Who will be providing the service (may be an individual physician, a facility or other servicing provider)
- Place of service is directly linked to service type. Standard CMS values
- Requested severity: Is this a routine or expedited/urgent request?

Demographics- Provider Search

- Functions same as patient search
- Only allowed to search for network provider
- If the servicing provider is not a network provider for the member, the provider will have to call in the request for services

Ordering Provider	<input type="text" value="Find provider..."/>
Servicing Provider	<input type="text" value="Find Facility..."/>

Provider Search

First Name	Last Name
<input type="text"/>	<input type="text" value="brown"/>
Specialty	Network
<input type="text" value="Select specialty..."/>	<input type="text" value="Affiliated"/>
NPI	
<input type="text"/>	
<input type="button" value="SEARCH"/>	<input type="button" value="CANCEL"/>

Demographics- Provider Search

Provider Search

First Name

Last Name

Specialty

Network

NPI

Name	NPI	Address	Specialty	Network	TIN
BRONAUGH, DAVID S.	1861569527	P O BOX 3249 SLIDELL, LA 704593249	Anesthesiology	PHN	721075774

- Click the “Ordering Provider” field
- Enter search criteria
- Click “Search”
- Click name of appropriate provider

Demographics- Servicing Provider Search

- Click the “Servicing Provider” field
- Enter search criteria
- Click “Search”
- Click name of appropriate servicing provider

Facility Search

Facility Name: Facility Id:

TIN: Specialty:

Network:

Results

Facility Name	Address	Specialty	Network	TIN
EAST JEFFERSON AMBULATORY SU	4320 HOUMA BOULEVARD 5TH FLOOR METAIRIE, LA 70006	Ambulatory Surgical Center	PHN	201425074
EAST JEFFERSON CARDIOLOGY	P O BOX 732017 DALLAS, TX 75373	Cardiology/Cardiovascular Disease	PHN	203910769
EAST JEFFERSON HOSPITAL	4200 HOUMA BOULEVARD METAIRIE, LA 70006	Ambulance Service Provider	PHN	720692834
EAST JEFFERSON HOSPITAL	4200 HOUMA BOULEVARD METAIRIE, LA 70006	Hospital-General	PHN	720692834
EAST JEFFERSON HOSPITAL	4200 HOUMA BOULEVARD METAIRIE, LA 70006	Skilled Nursing Facility	PHN	720692834
EAST JEFFERSON URGENT CARE	4300 HOUMA BLVD SUITE 202 METAIRIE, LA 70006	Emergency Medicine	PHN	203910769

Demographics- Completed Tab

- Once all information completed, “Save and Continue”
- Can go back and change information at any point until case is actually “Submitted” for review

The screenshot displays the 'Demographics' tab in a Provider Portal. The page header includes 'Provider Portal', 'HOME', 'USERS', and 'Marina Brown-Admin Logout'. The main navigation bar has three tabs: 'Demographics' (selected, with subtext 'Key initial request'), 'Clinical' (with subtext 'Enter clinical information'), and 'Finalize' (with subtext 'Finalize and submit'). A 'Draft' status indicator is visible in the top right corner of the form area.

The form contains the following fields and values:

- Patient: RICHARD BENNETT - G0000199801 [Change patient...](#)
- Patient Plan: SECURE HEALTH
- Type of Service: Inpatient Outpatient
- Start Date: 10-09-2018
- End Date: 10-12-2018
- Ordering Provider: DAVID S. BRONAUGH - 1861569527 - P O BOX 3249 SLIDELL, LA 704593249 [Change provider...](#)
- Servicing Provider: EAST JEFFERSON HOSPITAL - 720692834 - 4200 HOUMA BOULEVARD METAIRIE, LA 70006 [Change Facility...](#)
- Place of Service: 21 Inpatient Hospital
- Admission Source: HO Home
- Request Severity: Standard
- Treatment Type: Medical
- Level of Care: Acute

At the bottom of the form, there are two buttons: 'SAVE & CONTINUE' (highlighted with a red box) and 'RESET'.

Demographics- Completed Tab

- Reset: Allows the user to clear the information entered on the page
- Receive a prompt “Are you sure you want to Reset?” when clicked

The screenshot displays the 'Demographics' tab in a Provider Portal. The page header includes 'Provider Portal', 'HOME', 'USERS', and 'Marina Brown-Admin Logout'. The main content area is divided into three sections: 'Demographics' (Key initial request), 'Clinical' (Enter clinical information), and 'Finalize' (Finalize and submit). A 'Draft' status indicator is visible in the top right corner of the form area.

The form contains the following fields and values:

- Patient: RICHARD BENNETT - G0000199801 [Change patient...](#)
- Patient Plan: SECURE HEALTH
- Type of Service: Inpatient Outpatient
- Start Date: 10-09-2018
- End Date: 10-12-2018
- Ordering Provider: DAVID S. BRONAUGH - 1861569527 - P O BOX 3249 SLIDELL, LA 704593249 [Change provider...](#)
- Servicing Provider: EAST JEFFERSON HOSPITAL - 720692834 - 4200 HOUMA BOULEVARD METAIRIE, LA 70006 [Change Facility...](#)
- Place of Service: 21 Inpatient Hospital
- Admission Source: HO Home
- Request Severity: Standard
- Treatment Type: Medical
- Level of Care: Acute

At the bottom of the form, there are two buttons: 'SAVE & CONTINUE' and 'RESET'. The 'RESET' button is highlighted with a red rectangular box.

Clinical Tab

- Ability to add multiple diagnoses or procedures (by code or description)
- Must designate a primary diagnosis and/or procedure (first one defaults to primary)
- Click “Save and Continue” to save information
- Ability to delete a request by clicking “Delete” in top right corner

Provider Portal HOME USERS Marina Brown-Admin Logout

Demographics Key initial request

Clinical Enter clinical information

Finalize Finalize and submit

Diagnoses

Search for diagnoses...

Primary	Diagnosis	Remove
<input checked="" type="radio"/>	I502 - SYSTOLIC HEART FAILURE	X
<input type="radio"/>	I10 - ESSENTIAL HYPERTENSION	X

Procedures

Search for procedures...

Attachments

C:\Users\MBROWN\Desktop\GIC Alerts.docx Browse...

✓ GIC Alerts.docx X

Notes

Patient having 10 pound weight gain overnight, short of breath at rest, O2 sat 78% on room air. Started oxygen at 2LPM nasal cannula and administering IV Lasix...]

DELETE Draft

SAVE & CONTINUE RESET

Finalize Tab

- Ability to review request information prior to submitting for medical necessity
- May go back and update information on any other tab
- Click “Submit” once you have verified the information on the request
- **Must provide either clinical attachment or a note in order to submit the request**

The screenshot displays the 'Finalize' tab in a Provider Portal. The top navigation bar includes 'Provider Portal', 'HOME', 'USERS', and a user profile 'Marina Brown-Admin Logout'. Below the navigation, there are three tabs: 'Demographics' (Key initial request), 'Clinical' (Enter clinical information), and 'Finalize' (Finalize and submit). The 'Finalize' tab is active, showing a 'Finalize' section with a 'PRINT' button and 'Delete' and 'Draft' options. The form is divided into several sections: 'DEMOGRAPHICS' (Member Name: BENNETT, RICHARD; Member Number: G0000199801; Date of Birth: 08/12/1969), 'REQUEST' (Requesting Provider: DAVID BRONAUGH, Anesthesiology; Servicing Provider: EAST JEFFERSON HOSPITAL, 4200 HOUMA BOULEVARD, METAIRIE, LA 70006; Place of Service: 21 Inpatient Hospital; Admission Source: HO Home), 'DIAGNOSES' (I502 SYSTOLIC HEART FAILURE (Primary Diagnosis); I10 ESSENTIAL HYPERTENSION), and 'REQUESTED PROCEDURES'. A red box highlights the 'SUBMIT' button at the bottom left of the form.

Submitted Requests

- Once a case is “Submitted” it will display on the “Submitted” tab
- Case has not yet been reviewed for medical necessity

Provider Portal HOME USERS Marina Brown-Admin Logout

ACTION REQUIRED 3 COMPLETED SUBMITTED DRAFTS 3

← FILTERS NEW REQUEST

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Request Date ↓	Service Date	Ordering Provider	Servicing Pro
\$C0000887767	BENNETT, RICHARD	G0000199801	Initial	Inpatient	In Progress	10/9/2018	10/9/2018	DAVID BRONAUGH	EAST JEFFER HOSPITAL
\$C0000887458	SMITH, CLAIRE	G0000205801	Extension	Outpatient	In Progress	10/1/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY
\$C0000887475	CARDENAS, MEGGAN	G0000071001	Extension	Outpatient	In Progress	9/28/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY
\$C0000887444	FLOYD, AKIRA	G0000201601	Initial	Outpatient	In Progress	9/28/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY
\$C0000887435	BURNETT, HOPE	G0000202701	Initial	Outpatient	In Progress	9/28/2018	9/28/2018	DAVID BRONAUGH	360 THERAPY
\$C0000887427	BURNETT, HOPE	G0000202701	Initial	Outpatient	In Progress	9/27/2018	9/27/2018	DAVID BRONAUGH	360 THERAPY
\$C0000887413	BURNETT, HOPE	G0000202701	Initial	Outpatient	In Progress	9/27/2018	9/27/2018	DON CARTER	A GAYDEN ROBERT JR

QUESTIONS?

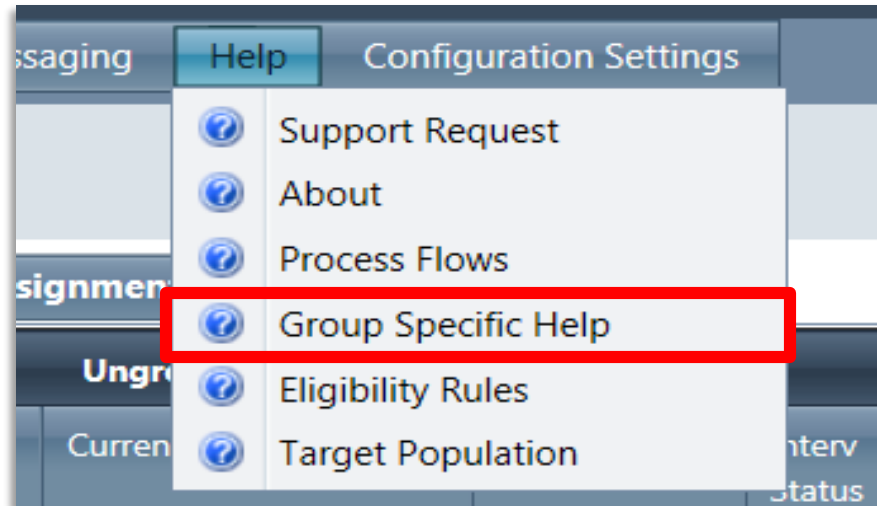


Health
SOLUTIONS

Additional Resources


You will be able to access training and support materials from within the production system:

- Go to the **Help** tab on the **Menu** bar
- Click **Group Specific Help**



Next Steps

- Use the ticketing process in the system to report any problems you encounter
 - Simplifies notification process
 - Allows for tracking and reporting on types of issues
 - Ensures that resolution will be assigned to the appropriate resource and quickly resolved
- Call the eQHealth® Help Desk




Software questions? Now you can call us, too!
Introducing our new, Software Support Helpdesk

If you have questions about our eQSuite Care Coordination software, you now have a new option! You can still submit help tickets via our on-line Support Request system 24 hours a day or pick up the phone and call our helpdesk technicians during the time listed below.

**Our new Software Support Helpdesk is available
Monday - Friday, 8:30 am - 5:00 pm (CT) at 855-819-3227.**

We look forward to talking with you.



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