eQSuite® System Overview

Provider Portal Part 2: Extension and Updates to Existing Requests

Course 122

Agenda

Unit 1	**Course Introduction**
Unit 2	Entering an Authorization Extension Request
Unit 3	**Miscellaneous Features**

Unit 1

Course Introduction

Health
S O L U T I O N S

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 an extension of an existing authorization from the provider portal for inpatient and outpatient requests for service

➢ This course provides information on additional features within the authorizations module of the provider portal

Key Terms

Term	Definition
Actions Button	Provides a list of actions you can perform to a case once completed. Actions include: Creating a fax cover sheet, printing the summary page, creating a new request for the same member, requesting an extension, and requesting a cancellation
Case History link	Link in the top right of a member case. Once clicked, it allows you to see the request history of a case and click on the segment you want to view or update (defaults to show you the last completed segment
Create Fax Cover Sheet Link	Allows the end user to print a bar coded fax sheet to use as a cover sheet for faxed clinical. The bar code allows UR staff to quickly attach faxed clinical to a specific case

Unit 2   **Requesting an Extension**

Unit Learning Objectives

In this unit, you will learn how to:

- ➢ Navigate to a completed authorization
- ➢ Request an extension of an existing authorization

Provider Portal Authorizations Homepage

➢ From the Homepage click on the "Completed" tab
➢ May use a filter to find an existing case
➢ Click the line of the case you want to request an extension for

Search Portal by different Filters

Extension Requests from Completed Tab

- **Show extension from the "+" sign

Requesting an Extension cont…

➢ From the completed auth click the "Actions" button

➢ *May also click the "+" sign next to the member's name on the completed tab*

Case History

- ➢ Case defaults to show the last completed review on the case
- ➢ Case History allows you to go back and view other reviews in the case
- ➢ Click the "History" label to expand the selection
- ➢ Click the appropriate episode you wish to review

Extension Request Action

➤ Click "Actions"

➤ Click "Request Extension"

➤ Demographics tab is populated

  ➤ Any section that is not grayed out can be updated (Ex: Severity)

Extension Request Clinical Tab

➢ If all information on Demographics ok, click "Save & Continue" to go to "Clinical" tab

➢ Complete/update any sections that need to be updated (may add new diagnoses or procedures if needed)

➢ May delete diagnoses or procedures if they no longer apply to the extension request

➢ Update dates of service (Inpatient and Outpatient)

➢ Update Units if outpatient services

Extension Request Clinical Tab cont.....

Completing the Extension Request

➢ Must either attach clinical or enter a clinical note

➢ Once clinical information completed click "Save and Continue"

➢ Review the information on the "Finalize" tab to ensure accuracy

➢ Click "Submit" once ready to send for Medical Necessity Review

Unit 3   **Miscellaneous Features**

Health
SOLUTIONS

Deleting a Draft Request

➢ May only delete a request that has NOT been submitted

  ➢ Once a case is submitted, must request a cancellation by clicking "Request Cancellation" from the "Actions" tab

➢ Click the "Delete" button to delete a case

➢ Warning Message appears

➢ Click "Delete"

➢ Popup Appears "Are you sure you wish to delete this item?"

➢ Click "OK" to delete the request

Deleting a Draft cont....

Action Required Tab

➤ When a submitted case requires additional information in order to be processed

➤ Case Appears on the "Action Required" tab

➤ Click the case

➤ Last note will tell you what the action is that is needed to complete the medical necessity review

➤ Ability to attach clinical and/or add notes to fulfill the request from this tab.

Requesting a Cancellation

➢ Part of the Actions menu

➢ From the homepage click the case you want to request the cancel on

➢ Click "Actions"

➢ Click "Request Cancellation"

➢ Popup is generated

➢ Add any additional notes/attachments

➢ Click "Save and Continue"

Attachments	[ ]	Browse...

Notes   Please cancel this request.

SAVE & CONTINUE   CANCEL

Creating Fax Cover Sheet

After submitting a New Request:

Creating Fax Cover Sheet *cont.*

Completed / Submitted Requests

CREATE FAX COVER SHEET

PRINT SUMMARY PAGE

CREATE NEW REQUEST

REQUEST EXTENSION

REQUEST CANCELLATION

REQUEST RECONSIDERATION

Stefanie Stilwell Logout
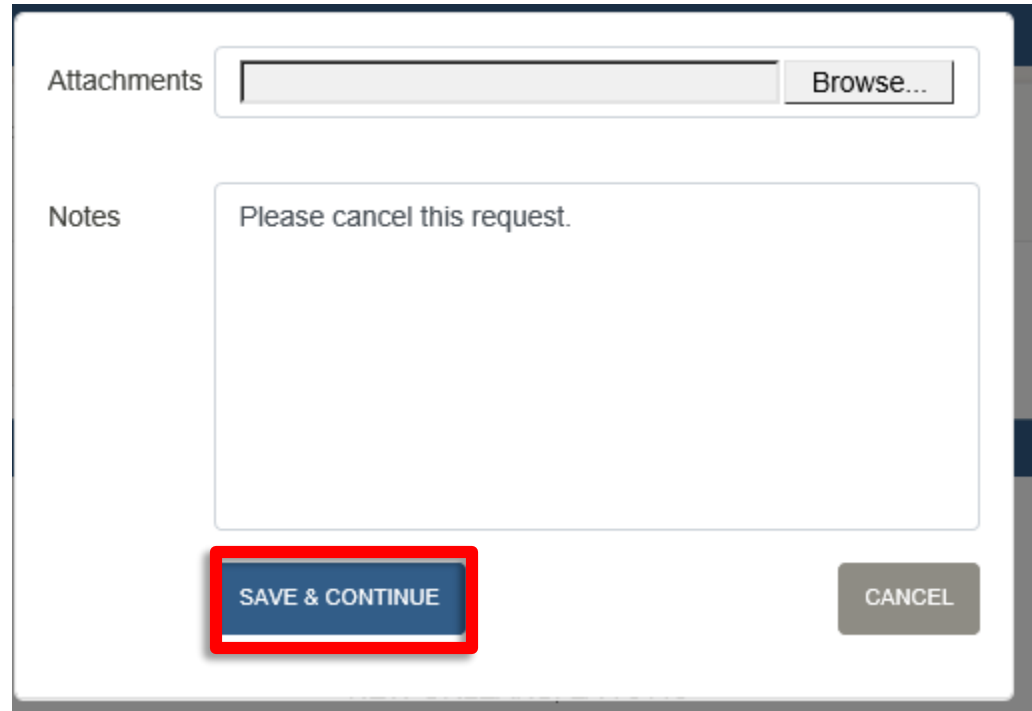
Request Date	Procedure Date	Concurrent
08/22/2019	09/20/2019	Case History ▾

◄ACTIONS

Requesting Reconsideration/Appeal

CREATE FAX COVER SHEET

PRINT SUMMARY PAGE

CREATE NEW REQUEST

REQUEST EXTENSION

REQUEST CANCELLATION

REQUEST RECONSIDERATION

Stefanie Stilwell Logout

Request Date
08/22/2019

Procedure Date
09/20/2019

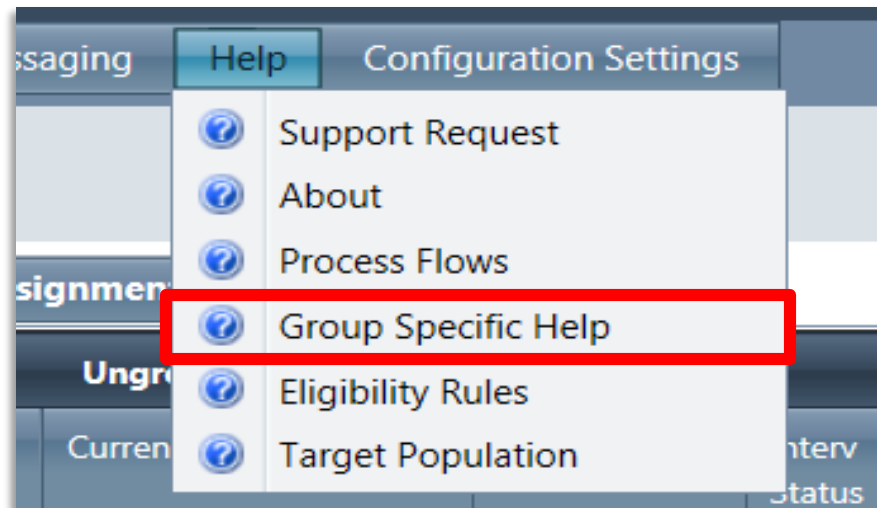Concurrent

Case History ▾

◀ACTIONS

HealthSOLUTIONS

QUESTIONS?

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