



# PROVIDER Bulletin



July 1, 2020

This Provider Bulletin applies to the lines of business and provider types checked below:

- PHP (Medicare)  
  Primary Care Physicians  
  Specialists  
 PHC (Medicaid)  
  Hospitals  
  Ancillary  
  AHF Grants

## System Upgrade-EQSuite

As part of our on-going effort to improve and enhance our provider network tools and communication, we will be launching a new provider portal for our Health Plan providers called eQ Health Solutions (eQSuite).

eQ Suite will be launched officially on 08/01/2020, which will allow your office to begin submitting authorizations electronically.

Our in-network providers will have the opportunity to register on the eQSuite Portal, the portal will include the following functions for providers:

- Submit and view status of inpatient/outpatient authorizations
- Request an extension on an existing authorization
- Request a reconsideration on an existing authorization

In order to ensure that our providers have a comprehensive understanding on how to use the new portal, eQSuite will be hosting a series of trainings for providers that will take place over a span of four weeks (between 07/08/2020-07/31/2020) with each session being one (1) hour.

The training will guide providers on how to navigate the portal and complete the functions mentioned above. The registration link will be available on our website:

PHC CA <https://positivehealthcare.net/california/phc/providers/portal/>

PHP CA <https://positivehealthcare.net/california/php/for-providers/portal/>

PHP FL <https://positivehealthcare.net/florida/php/for-providers/portal/>

PHP GA <https://positivehealthcare.net/georgia/php/for-providers/portal/>

Your office will be allowed to select from the training dates and times below. If your office is unable to attend one of the trainings, we will have a “watch and learn” training made available on our plan websites

### Training Schedule

<b>7/8:</b> 4p-5p EST 3p-4p CST 1p-2p PST	<b>7/9:</b> 10a-11a EST 9a-10a CST 7a-8a PST	<b>7/10:</b> 3p-4p EST 2-3p CST 12p-1p PST	<b>7/13:</b> 10:30a-11:30a EST 9:30a-10:30a CST 7:30a-8:30a PST	<b>7/15:</b> 4p-5p EST 3p-4p CST 1p-2p PST
<b>7/17:</b> 10a-11a EST 9a-10a CST 7a-8a PST	<b>7/20:</b> 4:30p-5:30p EST 3:30p-4:30p CST 1:30p-2:30p PST	<b>7/22:</b> 1p-2p EST 12p-1p CST 10a-11a PST	<b>7/23:</b> 10:30a-11:30a EST 9:30a-10:30a CST 7:30a-8:30a PST	<b>7/24:</b> 2p-3p EST 1p-2p CST 11a-12p PST
<b>7/27:</b> 11a-12p EST 10a-11a CST 8a-9a PST	<b>7/28:</b> 2:30p-3:30p EST 1:30p-2:30p CST 11:30a-12:30p PST	<b>7/29:</b> 11a-12p EST 10a-11a CST 8a-9a PST	<b>7/30:</b> 3p-4p EST 2p-3p CST 12p-1p PST	<b>7/31:</b> 10:30a-11:30a EST 9:30a-10:30a CST 7:30a-8:30a PST

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF or PHP. If you have any questions contact the Provider Relations Department. Florida providers please email Provider Relations Department [FLPR@phcplans.org](mailto:FLPR@phcplans.org). California providers please email the California Provider Relations Department at [CAPR@aidshhealth.org](mailto:CAPR@aidshhealth.org). Georgia providers please email [GAPR@positivehealthcare.org](mailto:GAPR@positivehealthcare.org).



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## Please Note the following:

- eQSuite will be utilized by our in network providers for authorization purposes only.
- As part of our transition to eQsuite, we are asking providers to fax all authorization request for PHP and PHC members to the appropriate fax number below. This process is applicable from 07/01/2020-08/01/2020 only.
- If member eligibility is unavailable, please submit your authorization request via fax to the following contact information;

### Utilization Management Team Fax Numbers

- California: (888) 238-7463
- Florida: (888) 972-5340
- Georgia: (888) 972-5340

This transition does not affect other administrative functions such as submitting claims, checking member eligibility, viewing claim status and provider directory status and updates. These functions will continue to be utilized via our current eHealthSuite Provider Portal.

Please feel free to contact your Provider Relations team with any questions and or concerns.

### Provider Relations Contact Numbers

- California: (888) 726-5411
- Florida: (888) 456-4718
- Georgia: (888) 267-6771

Thank you

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