

eQSuite[®] System Overview

Provider Portal- Part 1

Course 121

Agenda

Unit 1

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 web application interface. At the top right, there is a user name 'Marina Brown-Admin' and 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 the following data:

| 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 #

Ordering Provider Ser

AUTHORIZATION #

SERVICING PROVIDER THY A G

SERVICE TYPE G RO

SERVICE DATE DON CARTER G

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 |
|--------|-------------|---------------|-------------|--------------|-------------|----------|--------------|--------------|-------------------|-----|
|--------|-------------|---------------|-------------|--------------|-------------|----------|--------------|--------------|-------------------|-----|

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 red box highlights the 'SERVICE TYPE' filter in the sidebar, with a red arrow pointing to the filter dropdown in the main content area. The main content area shows a table of cases with columns for Case #, Member Name, Member Number, Review Type, Service Type, Case Status, Due Date, Request Date, Service Date, Ordering Provider, and Ser. The table contains one row of data for Case # \$C0000887245, Member Name BURNETT, HOPE, Member Number G0000202701, Review Type Extension, Service Type Outpatient, Case Status In Progress, Due Date 10/7/2018, Request Date 9/24/2018, Service Date 9/24/2018, Ordering Provider TIMOTHY GALLAGHER, and Ser A G RO. A red box highlights the 'Service Type' dropdown menu in the filter area, which currently shows 'Service Type' and an 'ADD' button.

Marina Brown-Admin [Logout](#)

MEMBER
CASE #
AUTHORIZATION #
SERVICING PROVIDER
SERVICE TYPE
SERVICE DATE

← FILTERS NEW REQUEST

Ordering Provider Ser

TIMOTHY A G
GALLAGHER RO

A G
RO

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

X Service Type ADD

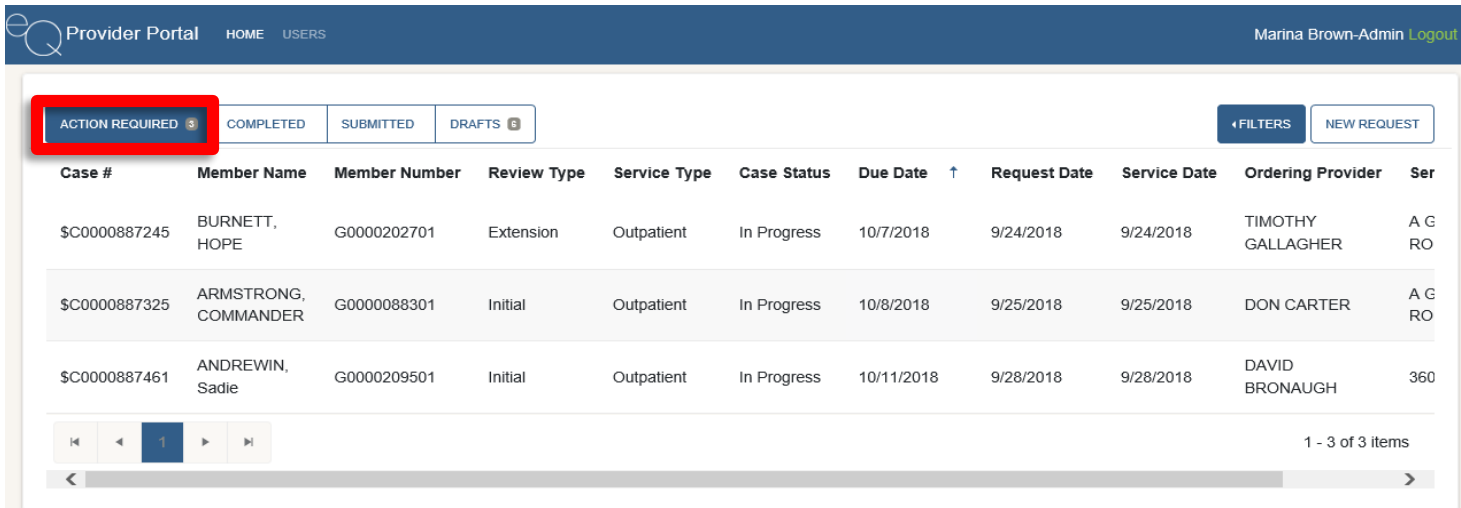
ACTION REQUIRED 3 COMPLETED SUBMITTED DRAFTS 2

← FILTERS 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 |

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

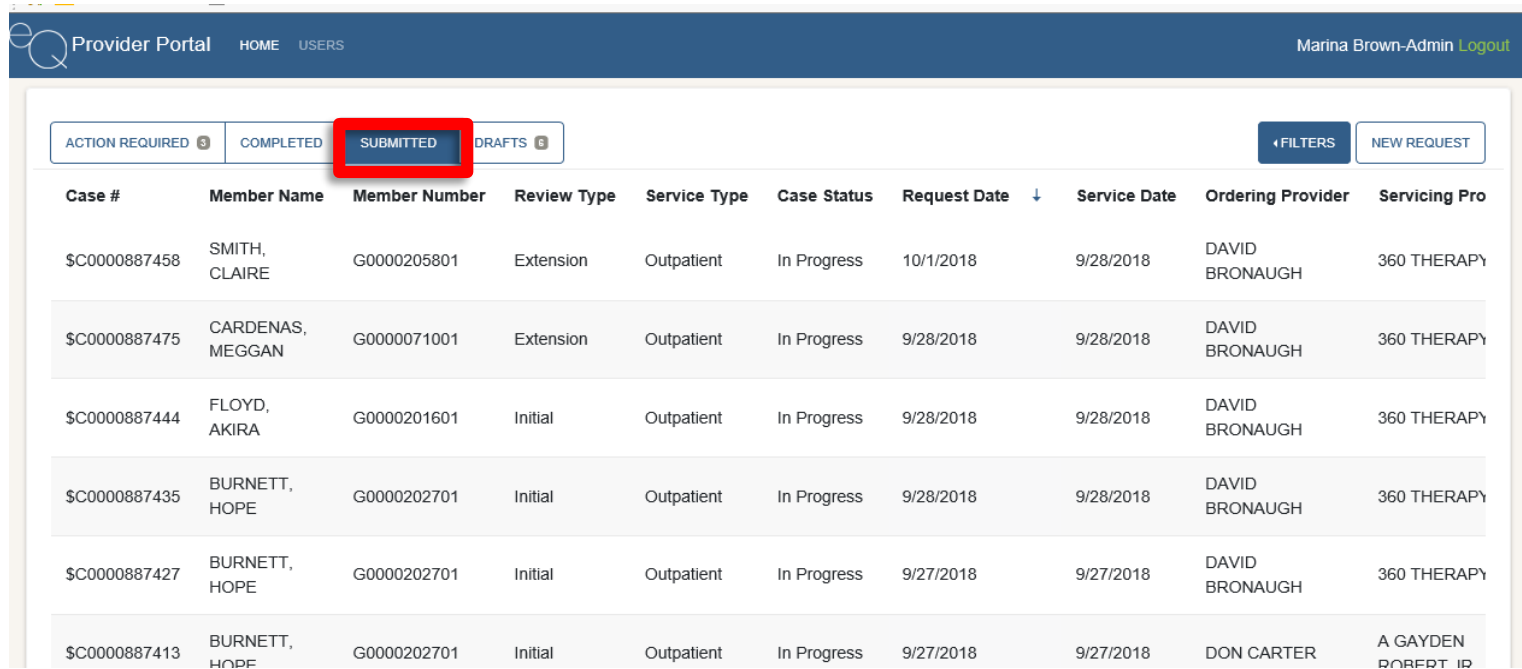
ACTION REQUIRED 6 **COMPLETED** SUBMITTED DRAFTS 6 FILTERS NEW REQUEST

| 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 left, and 'Marina Brown-Admin Logout' on the right. Below the navigation bar 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 two buttons: '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. The table contains six rows of data.

| 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. A red box highlights the 'NEW REQUEST' button, which is located in the top right corner of the table area. An arrow points from this button 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 |

1 - 6 of 6 items

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, a workflow is shown with three steps: 'Demographics' (Key initial request), 'Clinical' (Enter clinical information), and 'Finalize' (Finalize and submit). The 'Demographics' step is highlighted with a red rectangular box. A 'Draft' status indicator is located to the right of the 'Finalize' step. Below the workflow, there is a search bar with the text 'Patient' and a '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' (calendar icon), 'Ordering Provider' (Find provider...), 'Servicing Provider' (Find Facility...), 'Place of Service' (Select Place of Service...), 'Admission Source' (Select Admission Source...), and 'Request Severity' (Select Request Severity...). There are 'SAVE & CONTINUE' and 'RESET' buttons at the bottom.

Provider Portal HOME USERS Marina Brown-Admin Logout

Demographics
Key initial request

Clinical
Enter clinical information

Finalize
Finalize and submit

Draft

Patient RICHARD BENNETT - G000019980 [Change patient...](#)

Patient Plan SECURE HEALTH

Type of Service Inpatient Outpatient

Start Date

Ordering Provider [Find provider...](#)

Servicing Provider [Find Facility...](#)

Place of Service

Admission Source

Request Severity

SAVE & CONTINUE RESET

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 speciality..."/> | <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 shows the 'Demographics' tab in the Provider Portal. The form is for patient RICHARD BENNETT (G0000199801). The patient plan is SECURE HEALTH. The type of service is Inpatient. The start date is 10-09-2018 and the end date is 10-12-2018. The ordering provider is DAVID S. BRONAUGH and the servicing provider is EAST JEFFERSON HOSPITAL. The place of service is 21 Inpatient Hospital, admission source is HO Home, request severity is Standard, treatment type is Medical, and level of care is Acute. The 'SAVE & CONTINUE' button is highlighted with a red box.

| Field | Value |
|--------------------|--|
| Patient | RICHARD BENNETT - G0000199801 Change patient... |
| Patient Plan | SECURE HEALTH |
| Type of Service | <input checked="" type="radio"/> Inpatient <input type="radio"/> 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 |

SAVE & CONTINUE 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 shows the 'Finalize' tab in a Provider Portal. The top navigation bar includes 'Provider Portal', 'HOME', 'USERS', and 'Marina Brown-Admin Logout'. The main content area is divided into three tabs: 'Demographics' (Key initial request), 'Clinical' (Enter clinical information), and 'Finalize' (Finalize and submit). The 'Finalize' tab is active, showing a 'Finalize' header with a 'PRINT' button and 'Delete' and 'Draft' options. Below the header are four 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?

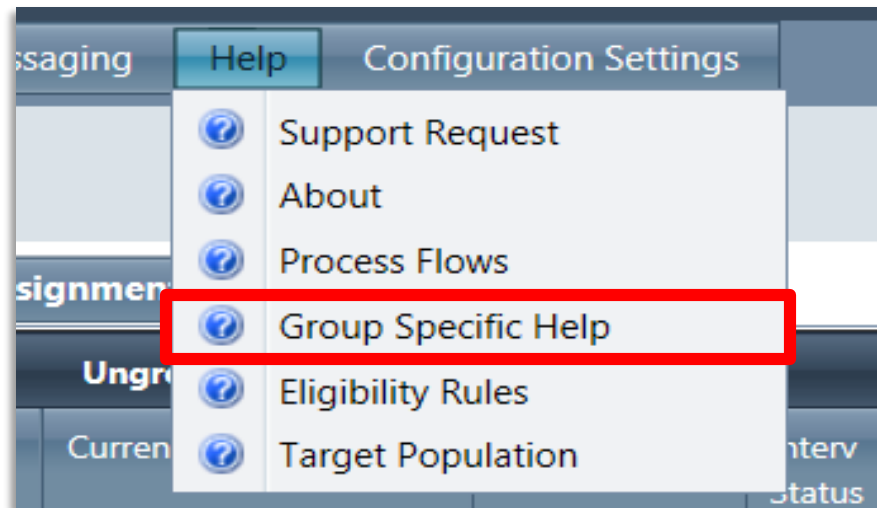


Health
SOLUTIONS

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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