

eQSuite[®] System Overview

*Provider Portal Part 2: Extension and Updates to
Existing Requests*

Course 122

Agenda

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Course Introduction

Unit 2

Entering an Authorization Extension Request

Unit 3

Miscellaneous Features

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 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

Provider Portal HOME USERS Marina Brown-Admin Logout

ACTION REQUIRED COMPLETED SUBMITTED DRAFTS

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
\$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

1 - 3 of 3 items

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*

The screenshot displays a 'Provider Portal' interface for a patient named MURRAY, ADRIAN. The patient's member ID is G0000249201, and their date of birth is 07/23/1946. The request date is 09/28/2018, and the procedure date is also 09/28/2018. The initial status is 'Certified in Total'. The interface includes tabs for 'SUMMARY', 'NOTES & ATTACHMENTS', and 'LETTERS'. A red box highlights the 'ACTIONS' button in the top right corner. Below the tabs, there are sections for 'OUTPATIENT REQUEST', 'DIAGNOSES', 'REQUESTED PROCEDURES', and 'DETERMINATIONS'. The 'OUTPATIENT REQUEST' section lists the requesting provider as DAVID BRONAUGH (Anesthesiology) and the servicing provider as 360 THERAPY LLC (360 THERAPY LLC, P O BOX 1422, NATALBANY, LA 70451). The 'DIAGNOSES' section shows M751 ROTATOR CUFF TEAR OR RUPTURE NOT TRAUMATIC (Primary Diagnosis). The 'REQUESTED PROCEDURES' section shows OPEN REPAIR OF ROTATOR CUFF ACUTE (Primary Procedure) with 1 visit(s), beginning on 09/28/2018 and ending on 09/28/2018. The 'DETERMINATIONS' section shows the same procedure with 1 visit(s), beginning on 09/28/2018 and ending on 09/28/2018, and is marked as 'Certified in Total'.

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

The screenshot shows the Provider Portal interface for a case. At the top, there is a navigation bar with 'Provider Portal', 'HOME', 'USERS', and a user profile 'Marina Brown-Admin Logout'. Below this, the case details for 'MURRAY, ADRIAN' are displayed, including Member ID 'G0000249201', Date of Birth '07/23/1946', Request Date '09/28/2018', and Procedure Date '09/28/2018'. A red box highlights a dropdown menu with 'Case History' selected, and a table with columns 'REVIEW TYPE' and 'REQUEST DATE', showing 'INITIAL' for '09/28/2018'. Below the dropdown are tabs for 'SUMMARY', 'NOTES & ATTACHMENTS', and 'LETTERS'. The main content area is divided into sections: '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), and 'DETERMINATIONS' (Initial, OPEN REPAIR OF ROTATOR CUFF ACUTE (Primary Procedure), 1 Visits(s), Begin Date: 09/28/2018, End Date: 09/28/2018, Certified in Total).

Extension Request Action

- Click “Actions”
- Click “Request Extension”
- Demographics tab is populated
 - Any section that is not grayed out can be updated (Ex: Severity)

The screenshot displays the 'Provider Portal' interface for a patient named MURRAY, ADRIAN. The patient's member ID is G0000249201 and their date of birth is 07/23/1946. The request date is 09/28/2018, and the procedure date is also 09/28/2018. The status is 'Certified in Total'. The interface includes tabs for SUMMARY, NOTES & ATTACHMENTS, and LETTERS. A red box highlights the 'REQUEST EXTENSION' button in the 'ACTIONS' menu. The main content area shows details for an 'OUTPATIENT REQUEST' for a rotator cuff repair procedure, including the requesting provider (DAVID BRONAUGH, Anesthesiology), servicing provider (360 THERAPY LLC, P O BOX 1422, NATALBANY, LA 70451), place of service (11 Office), and admission source (MD MD Office). The diagnosis is M751 ROTATOR CUFF TEAR OR RUPTURE NOT TRAUMATIC (Primary Diagnosis). The requested procedure is OPEN REPAIR OF ROTATOR CUFF ACUTE (Primary Procedure) with 1 visit(s), beginning and ending on 09/28/2018. The determination is also OPEN REPAIR OF ROTATOR CUFF ACUTE (Primary Procedure) with 1 visit(s), beginning and ending on 09/28/2018, and is marked as 'Certified in Total'.

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.....

Provider Portal HOME USERS Marina Brown-Admin Logout

Demographics Key initial request Clinical Enter clinical information Finalize Finalize and submit

Delete Draft

Diagnoses Search for diagnoses...

Primary	Diagnosis	Remove
<input checked="" type="radio"/>	M751 - ROTATOR CUFF TEAR OR RUPTURE NOT TRAUMATIC	X

Procedures Search for procedures...

Primary	Procedure	Start Date	End Date	Units	Unit Type	Remove
<input checked="" type="radio"/>	23410 - OPEN REPAIR OF ROTATOR CUFF ACUTE	09-28-2018		1	Visit	X

Attachments Browse...

Notes

SAVE & CONTINUE RESET

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



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....

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"/>	M751 - ROTATOR CUFF TEAR OR RUPTURE NOT TRAUMATIC	X

Procedures Search for procedures...

Primary	Procedure	Start Date	End Date	Units	Unit Type	Remove
<input type="radio"/>	23410 - OPEN REPAIR OF ROTATOR CUFF ACUTE	09-28-2018		1	Visit	X

Attachments Browse...

Notes

SAVE & CONTINUE RESET

Delete Draft

AUTHORIZATION REQUESTS MAY ONLY BE DELETED WHILE IN DRAFT.

Message from webpage

Are you sure you wish to delete this item?

OK Cancel

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.

The screenshot shows the 'Action Required' tab in a Provider Portal. The header includes 'Provider Portal' with navigation links for 'HOME' and 'USERS', and a user profile for 'Marina Brown-Admin' with a 'Logout' link. The case details are as follows:

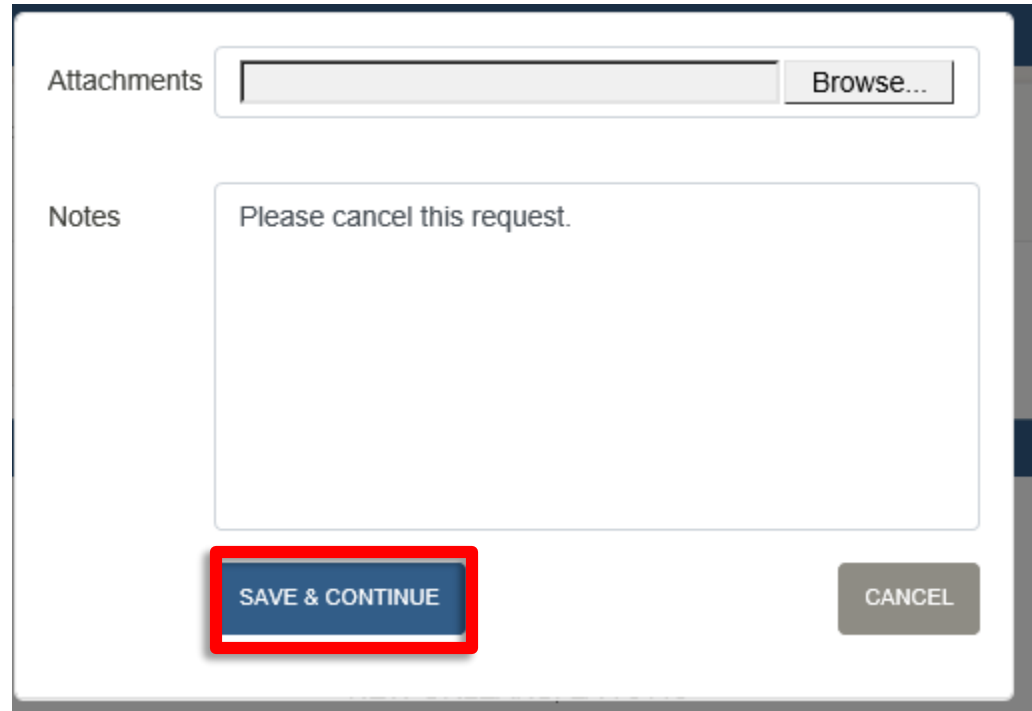
ARMSTRONG, COMMANDER	Member#: G0000088301	Date of Birth: 06/07/1930	Request Date	Procedure Date	Initial
Case#: SC0000887325	Status: In Progress		09/25/2018	09/25/2018	Case History ▾
Standard Request					

Below the case details are three tabs: 'SUMMARY', 'NOTES & ATTACHMENTS', and 'LETTERS'. An 'ACTIONS' button is located on the right. The 'NOTES & ATTACHMENTS' tab is active, showing a list of notes:

- ADD NOTES AND ATTACHMENTS** (button)
- Notes** (section header)
- Valerie BurnettCC 09/25/2018**
Still haven't heard rather this was a work incident or not.
- Valerie BurnettCC 09/25/2018**
Did this incident happen at the members place of business?
- Valerie Burnett 09/25/2018**
Note
- Attachments** (section header)
- No Attachments

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

Notes
Please cancel this request.

Creating Fax Cover Sheet

After submitting a New Request:

The screenshot displays the 'Provider Portal' interface. The main content area shows a 'Request' with the following details:

- Case Number: 1464671
- Case Status: In Progress
- Request Date: 11/12/2019

Below the request details, there are three links: 'Create Fax Cover Sheet' (highlighted with a red box), 'Create New Auth for Current Patient', and 'Return to Dashboard'. A modal window titled 'Create Fax Cover Sheet' is open, showing the following fields:

- To: eQHS
- Company: MAGroup1
- Phone: 5555555555
- Fax: 5555555555
- From: PROVIDER
- Company: PROVIDER COMPANY
- Phone: 5555555555
- Fax: 5555555555
- Page Count: 12
- Use Today's Date?:

At the bottom right of the modal, there are two buttons: 'CREATE' (highlighted with a red box) and 'CANCEL'.

Creating Fax Cover Sheet *cont.*

Completed / Submitted Requests

Stefanie Stilwell Logout

Request Date	Procedure Date	Concurrent Case History
08/22/2019	09/20/2019	

↑ ACTIONS

CREATE FAX COVER SHEET

PRINT SUMMARY PAGE

CREATE NEW REQUEST

REQUEST EXTENSION

REQUEST CANCELLATION

REQUEST RECONSIDERATION

Requesting Reconsideration/Appeal

Stefanie Stilwell Logout

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

↑ ACTIONS

- CREATE FAX COVER SHEET
- PRINT SUMMARY PAGE
- CREATE NEW REQUEST
- REQUEST EXTENSION
- REQUEST CANCELLATION
- REQUEST RECONSIDERATION**

QUESTIONS?

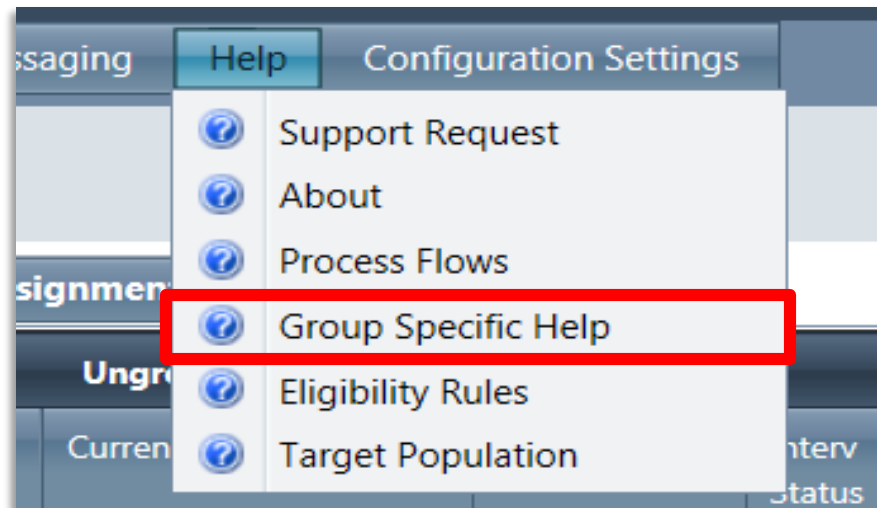


Health
SOLUTIONS

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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