

Arkansas Medicaid Conference

eQHealth Solutions

*Prior Authorizations
Retrospective Quality Reviews
2020*



eQHealth Solutions, Inc.

- Founded in 1986 – Baton Rouge, LA
- Population health management and healthcare IT solutions company
- Healthcare quality improvement, utilization management and health information technology organization
- Six member Board of Directors
- Serving the Medicare and Medicaid population in Louisiana, Mississippi, Illinois, Colorado and Arkansas.
- eQsuite® medical management services goal is to oversee and ensure the quality of the relevant care while promoting appropriate utilization of medical services by reducing costs and using plan resources.

Scope of Services

- Inpatient Behavioral Health – Under 21 Psychiatric Acute
- Outpatient Behavioral Health
- School Based Mental Health
- Personal Care Services
- Therapy Services – Beneficiaries receiving more than 90 min per week
 - Physical Therapy
 - Occupational Therapy
 - Speech Therapy
- ABA Therapy – Beneficiaries under age 21
- DYS Juvenile Program
- Foster Care Program
- Retrospective Reviews – Behavioral Health and Therapy Services

Behavioral Health

- eQHealth began processing Prior Authorization requests for beneficiaries with a Tier 1 determination on January 1, 2019 for Inpatient and Outpatient Services
- eQHealth processes prior authorizations for services under the Retro OBHS program for Tier 2 and 3 determinations received prior to March 1, 2019
- eQHealth also processes any Tier 2 and 3 for OP BH for beneficiaries that are not currently enrolled in a PASSE (i.e. Adult Expansion)
- eQHealth also processes Inpatient Behavioral Health beneficiaries under 21 for acute services for all Tiers that are not in a PASSE

Personal Care Services

eQHealth reviews and processes Personal Care prior authorization requests for Medicaid beneficiaries who are not in a PASSE.

PCS Description of Services

PCS	Description
T1019-U3	Personal Care for a non-RCF Beneficiary Aged 21 or Older, per 15 min
T1020	Personal Care in an RCF or ALF

Review Completion Times

Prior Authorization	Review Turn-Around-Time
PA with current assessment	Within 72 Business hours
PA without current assessment	Within 72 Business hours AFTER Optum Assessment has been completed.

Therapy Services

- eQHealth provides utilization and quality control peer review for ST/OT/PT for Medicaid beneficiaries receiving more than 90 minutes per week of services
- Prior Authorization requests are processed within 72 hours of receipt of complete documentation clearly establishing medical necessity
- All reviews are conducted by a licensed occupational, speech or physical therapist depending on the review type.

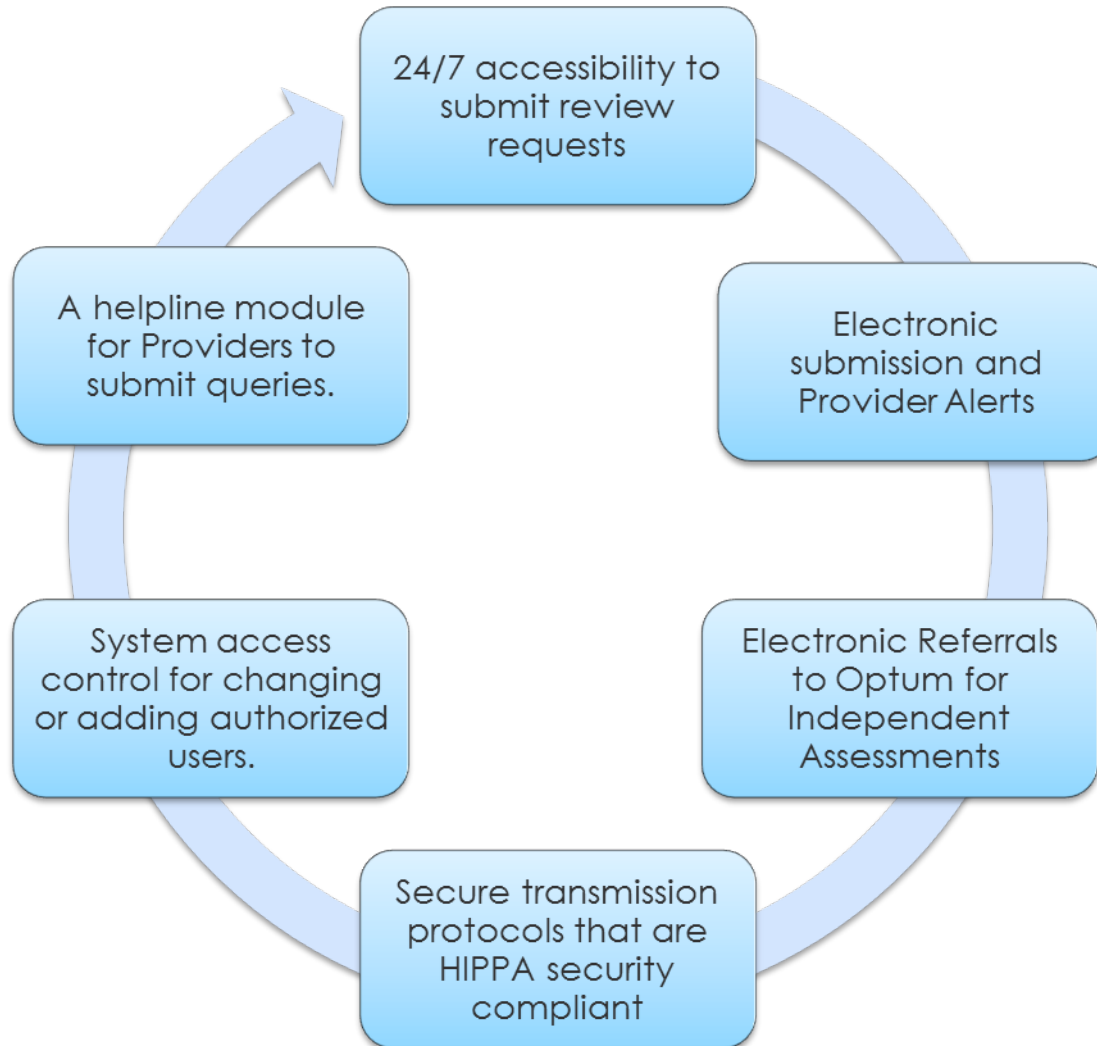
ABA Therapy

- eQHealth began processing prior authorization requests for ABA on May 1, and went live with electronic submissions on August 1, 2019
- ABA consists of two review submissions
 - ABA Diagnosis Assessment
 - ABA Treatment Plan
- Review completion times for ABA is 9 days after the request is submitted to eQHealth with appropriate documentation for each type of review
- The Diagnosis Assessment review and the Treatment plan review must be submitted separately
- The Diagnosis Assessment review request must be approved BEFORE submitting the Treatment Plan review request.

Retrospective Reviews

- eQHealth began Retrospective Reviews for the 3rd Quarter of 2018 for Behavioral Health and Therapy
- Letters are both mailed and uploaded to the portal for provider notification. This request for documentation can be found in the 'action required' tab of the provider portal
- A list of required documentation for each service can be found on under the Quality Review tab on our website ar.eqhs.com
- Providers have 30 days to submit required documentation via the provider portal

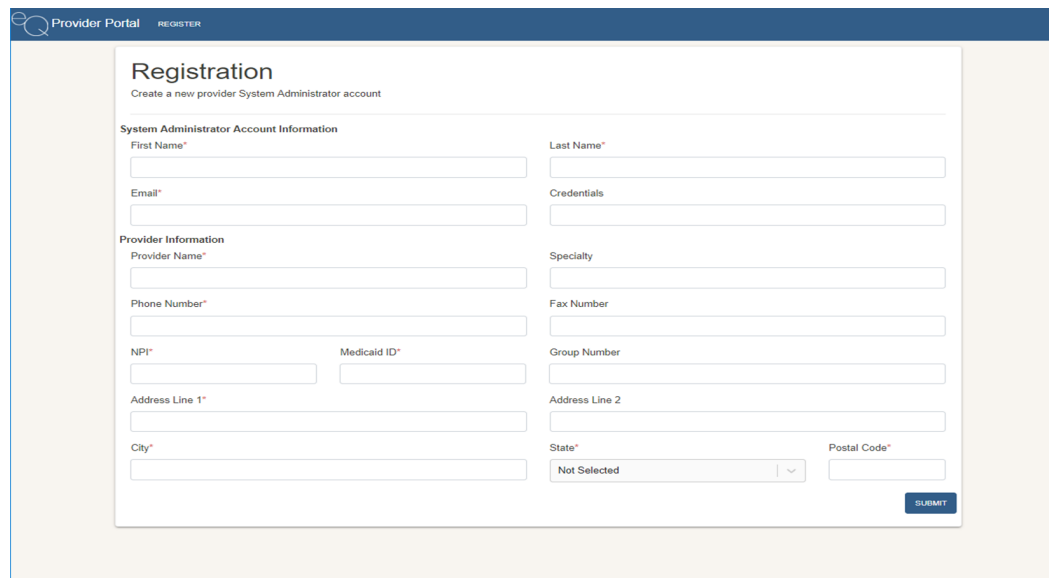
Overview of eQsuite®



How to register for eQsuite®

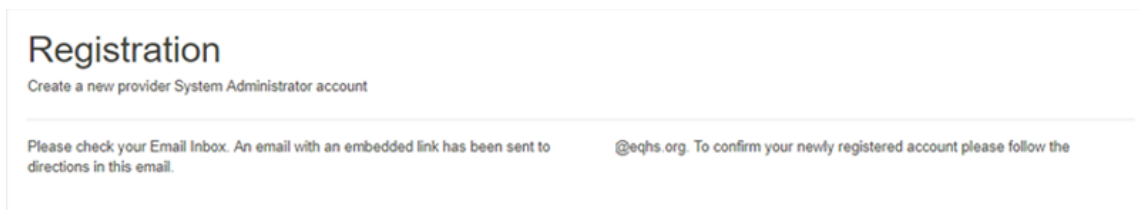
New Users:

Click on the [registration link](#) to fill out electronic registration form:



The screenshot shows the 'Registration' page of the eQsuite Provider Portal. The page title is 'Registration' and the subtitle is 'Create a new provider System Administrator account'. The form is divided into two main sections: 'System Administrator Account Information' and 'Provider Information'. The 'System Administrator Account Information' section includes fields for 'First Name*', 'Last Name*', 'Email*', and 'Credentials'. The 'Provider Information' section includes fields for 'Provider Name*', 'Specialty', 'Phone Number*', 'Fax Number', 'NPI*', 'Medicaid ID*', 'Group Number', 'Address Line 1*', 'Address Line 2', 'City*', 'State*' (with a dropdown menu showing 'Not Selected'), and 'Postal Code*'. A 'SUBMIT' button is located at the bottom right of the form.

Check your email for a confirmation email, and follow instructions in the email to activate your new Provider Portal account.



The screenshot shows a confirmation message titled 'Registration' with the subtitle 'Create a new provider System Administrator account'. The message reads: 'Please check your Email Inbox. An email with an embedded link has been sent to @eqhs.org. To confirm your newly registered account please follow the directions in this email.'

Provider Portal Accounts

- The person who registers with a Medicaid Provider ID first will be the Account Administrator.
- Administrator will have the ability to create additional user accounts, deactivate accounts, and send password reset emails.
- One person can be the administrator over several accounts in the case that a facility has multiple Medicaid ID's for different providers/locations.
- A user can use one email for multiple registrations, but must use a unique username for each provider/location(s)
- Passwords **MUST** contain a capital letter, lowercase letter, numbers, special character (#,@,!) and be at least 8 characters long.

Provider Resources

- [AR eQHealth Website](#)
- **Sign up for our Upcoming Webinar Trainings**
[Registration Links](#)
- Education Resources
[PCS Training Material](#)
- Medicaid Provider Manual
[PCS Provider Manual](#)

eQHealth Resources

Phone: 888-660-3831

Fax: 855-997-3707

(General inquiries/questions/status updates)

Provider Website:

<http://ar.eqhs.org/>

(Provider Forms/Education and Training Material)

Provider Outreach Email:

AR.PR@EQHS.ORG

(Provider Education/Training Assistance)