

IMPORTANT MESSAGE FOR WEB USERS

The successful operation of our healthcare management system requires essential upgrades and maintenance.

The eQHealth Web system will be unavailable beginning 6:00 p.m. on Friday, March 27th until 5:00 a.m. Monday, March 30, 2015.

We regret any inconvenience to your staff. Please notify your case managers and intake staff that the following eQHealth systems will be unavailable at this time:

- eQHealth website – <http://il.eqhs.org>
- eQSuite® – web review, LTAC portal and reports systems
- CMH Entry – used by CARES

Providers may resume using the system at 5:00 a.m. Monday, March 30, 2015.

ADMISSION REVIEW REMINDERS

- **Short Stay Admissions:** Short stays (for hospitalization 3 days or less) post-discharge may be submitted online within 7 calendar days from the discharge date. As before, this does not apply to detoxification admissions.
- **Detoxification Admissions:** We will temporarily lift our 24 hour Detox admission requirement for this weekend. All admissions that occur after 5:00 p.m. Friday through Sunday must be submitted online Monday, March 30th by 4:00 p.m.
- **Regular Admissions:** All regular inpatient admissions (including requests for Prior Auth) should be submitted online Monday, March 30th.

Have a Question? Submit your inquiries online through eQSuite®. Upon logging in, click on the Online Helpline menu tab to submit your questions.