eQHealth Solutions   PROVIDER UPDATE

UPDATE

RETROSPECTIVE CHART REQUESTS

Thank you for your support during the implementation of submitting medical records online. With valuable feedback from Providers, eQHealth Solutions recently made additional system and process improvements.

To assist the Provider community in fully transitioning to the electronic submission of medical records, here are some important reminders to communicate to your utilization review and medical records teams.

Important Reminders

- **We will continue to fax the *Notice of Request for Medical Records*** to the hospital Liaison. In addition, an email reminder will be sent to the Retro Chart Requests contact.

- **Submit only the five required sections for condensed medical record review.**
  DO NOT submit *nursing* notes with daily vitals, weights, I/Os, dressing changes, consents, care plans, daily assessments, discharge instructions or flow sheets.

- **Follow the file size recommendations** when uploading your PDF file. Large files will take longer to upload to the system. ***Do not click "Upload" more than once, it will stall the system.*** If your document is more than 200 pages, separate into multiple PDF files before uploading them.

- **Have your IT/Systems Support team check computers** for optimal use. Many hospitals stated they have outdated Internet browsers. Business applications such as eQSuite® require browsers that support HTML5 and the latest W3C standards, as well as broadband Internet connection.

- **Please read the attached FAQs for more information.**

We look forward to working with you and your teams to provide the support you need through this transition. Please visit us at http://il.eqhs.org. You will find training materials and an audio presentation available under the Provider Resources/Retro Chart Requests section.

Questions? Log into eQSuite and submit your questions through our Online Helpline tab. *If you cannot log into eQSuite, please call our Helpline Coordinator at (800) 418-4045 for assistance.*

Submitting Medical Record Documents for Retrospective Review

Frequently Asked Questions

Exceptions to Submitting Medical Record Documents Online

Q. Is our hospital considered an exception for submitting medical records online?

A. You are considered an *exception* if you meet one of the following HFS criteria:

➢ If you are an out of state hospital in non-contiguous counties without access to eQSuite®
➢ If you are any hospital (in or out of state) who submits an average of 5 or less retrospective prepayment and post-payment reviews each month.
   Ask your Director of UR or Case Management for your hospital's monthly average.
If you are considered an exception, you will continue to mail in a copy of the required medical record documentation with the appropriate tracking sheet for each case.

Q. If our hospital is an exception and we mail copies of medical records to eQHealth, do we still use the Retro Chart Requests tab in eQSuite®?

A. No. You do not use the Retro Chart Requests tab in eQSuite® if you are an exception. You will mail a copy of the medical record(s) to eQHealth with the appropriate tracking sheet for each case.

Q. Will the hospital still receive reimbursement for each copy of medical record pages?

A. As a provision of eQHealth's contract with The Illinois Department of Healthcare and Family Services (HFS), the Provider will be reimbursed for 10 cents per page for photocopying costs incurred for the initial retrospective review submission. This reimbursement strictly applies to photocopying, and will be applicable only to those providers considered an exception and that HFS allows to submit medical records by mail.

NOTE: Using the new, electronic method eliminates copying and delivery/mailing costs.

Helpline Assistance

Q. Who do we contact if we have questions regarding Retro Chart Requests?

A. If you have a question or need assistance, please submit a helpline ticket through eQSuite®.
The Helpline is available Monday through Friday from 8:30 to 5:00 p.m., CST. Our Helpline Coordinator will answer your question within one business day or direct your inquiry to the appropriate resource at eQHealth.

Submitting Medical Record Documents for Retrospective Review

Frequently Asked Questions

<u>System Access for Hospitals</u>

Q. How do I obtain a username and password for the Web system?

A**.** To obtain access, please contact the hospital's eQHealth Web Administrator (typically this contact is in Case Management). You must receive a unique user log on for each Medicaid Provider ID to perform tasks specifically for that hospital. If you need assistance identifying the hospital's eQHealth Web Administrator, please contact the Provider Helpline at (800) 418-4045.

Q. What happens if we forget our password to log on to your system?

A. Remember that you can reset your own password on the eQSuite® log in screen. **Click the *Reset Your Password link and follow the prompts*.** If you continue to have issues, call us at (800) 418-4045 and our Helpline Coordinator can assist in resetting your password.

Q. Can the hospital grant eQSuite® access to third party vendors to submit documentation online?

A. Yes. Hospitals may choose to give eQSuite® access to contracted third party vendors to submit medical record documents online. The hospital-assigned eQHealth Web Administrator will "Add New User" and grant their contracted vendor access to their hospital specific cases. The hospital is responsible for activation and deactivation of all of their users.

Q. If our facility has two IL Medicaid Provider IDs, does our staff require two, separate log ons to your system?

A. Yes. For security purposes, the user must have a unique user name/password for each Illinois Medicaid account. This allows the user to view and work patient cases strictly for that Provider ID.

<u>Letters/Notifications</u>

Q. Will retrospective review determination letters still be faxed to our Liaison?

Yes, the determination letters will be faxed to your hospital-appointed Medicaid Liaison and denial notifications will be continued to be mailed. The retrospective review determination notices are not currently available online.

Submitting Medical Record Documents for Retrospective Review

Frequently Asked Questions

Uploading Documents via Retro Chart Requests Tab

Q. **What if we upload an incorrect file and want to delete it?**

A. A file can be removed (deleted) before you click "Upload". After you hit the "Select" button and choose your file, check the file name that shows in the field. If the file name/document is not correct, click "x Remove" next to the "Select" button.

Q. **Once we upload the required medical record documents in eQSuite®, will we receive confirmation that it was successfully submitted or does it just come off the list?**

A. After you click "Upload" please wait a few minutes. A message with the name of your file will appear under the upload button on the bottom of your screen. This is confirmation that the file was uploaded and now is awaiting you to click the "Complete Submission" link and "OK". After this step, the case comes off the list and is considered completed.

Q. **Are there any resources that can assist hospital personnel in performing the tasks for submitting medical record documents online?**

A. Yes, there are two valuable resources available to assist your staff. These resources are located on our Website at http://il.eqhs.org. Go to the Provider Resources tab on the menu bar and click "Retro Chart Requests". Click to view the 45-minute audio presentation (MP4 file) and download the Web User Guide.

Q. **I think my computer may be outdated, not all functions work. Are there specific computer requirements to use your system?**

A. Yes. The following minimum system requirements are necessary to use any standard Internet business application:

» Computer with Intel Pentium 4 or higher CPU and monitor, including:

- Windows XP SP2 or higher
- 1 GB free hard drive space, 512 MB memory and a Broadband Internet connection

» eQSuite® requires internet browsers that support HTML5 and the latest W3C standards.

» eQSuite® supports the current version and two prior major releases of any of the following:
  Internet Explorer   Chrome   Firefox   Safari

Please ask you IT representative or computer services department for assistance.