

## eQHealth Offers Online Submission of Medical Records

The Department of Healthcare and Family Services (HFS) recently announced eQHealth Solutions' new web-based medical record submission process for retrospective review. This process will benefit providers by eliminating the expense of photo copying and delivery of medical records, while reducing the risk of HIPAA non-compliance.

**Web-based submission of medical records will begin with *Notice of Selection of Medical Records for Offsite Review*, date of notice April 11, 2017.**

As approved by HFS, all hospitals in Illinois and contiguous counties will be required to submit their medical records through eQHealth Solutions' web-based system, eQSuite®. eQHealth will employ a stringent exception process, accepting hard copy records by mail only for the following:

- Out of state hospitals in non-contiguous counties, without access to eQSuite®
- Low volume Providers with five or less retrospective reviews selected each month
- Emergency situations, including extended power outages (more than one day)

### How Will It Work?

A "RetroChart Requests" tab has been added to eQSuite®. Starting in April, if your hospital has cases selected for Pre- or Post-Payment review (*based on Provider ID*), those cases will appear under this tab, awaiting medical record documentation (*see page 2 for more information*).

The following steps must be implemented to ensure a successful transition:

Steps/Tasks	Definition
✓ Define your Internal Process	<u>Assign responsible party(ies) to:</u> <ul style="list-style-type: none"> <li>• Check if cases are selected each week,</li> <li>• Pull required documents and create image file (use PDF, tif, jpg or bmp)</li> <li>• Submit files online within 14 calendar days from date of notice</li> </ul>
✓ Assign Representative as <i>RetroChart Contact</i> (submit Hospital Contact Form)	Submit a Hospital Contact Form to assign a contact who will receive an email reminder when cases have been selected for your facility (by Provider ID). If a RetroChart Contact is not assigned, the current eQHealth Liaison will receive the email.
✓ Register for Free Information Session and Tutorial	<b>Register hospital/third party personnel to attend a 45-minute training webinar to:</b> <ul style="list-style-type: none"> <li>• Understand new process requirements</li> <li>• Learn to upload/submit documents online</li> <li>• Participate in Q&amp;A session</li> </ul>
✓ Hospital's designated eQHealth Web Administrator adds new users	Access is available to anyone with current eQSuite® log on. The eQHealth Web Administrator must add any new users and issue a unique log on for <b>each</b> Provider ID.

**Q. Has the entire Retrospective Review process changed?**

A. No. This change pertains only to the notification and submission process for retrospective review. Beginning with the Date of Notice April 11, 2017, Hospital Liaisons will no longer receive a faxed notice and case listing. If cases are selected for a facility, an email alert will be sent to the hospital's RetroChart Contact, the cases will appear under the *RetroChartRequests* tab in eQSuite® and can also be obtained through Provider Reports 41 (Prepay) and 42 (Postpay).

**Q. Can a third party administrator serve as the RetroChart Contact and have access to submit/upload the documentation?**

A. Yes. The Hospital may assign any responsible/contracted party as the RetroChart Contact and/or grant them access to eQSuite® to submit the required medical record documents. Your hospital's eQHealth Web Administrator is authorized to add new users to your existing eQSuite® web account. *We highly recommend that someone from case management or medical records work with any third party vendor to ensure the timely completion of HFS' requirements for submission of medical record documentation.*

**Q. Must hospitals still adhere to the Condensed Medical Record requirements?**

A. Yes. The information supplied to eQHealth must meet the Condensed Medical Record requirements implemented in March 2016. The hospital will submit the following five sections of the medical record to eQHealth:

1. History and Physical
2. ER/ED records
3. All physician orders
4. All physician and nurse progress notes (\*)
5. Discharge Summary

(\*) Do not submit nurses' flow sheets, daily assessments, I/Os, discharge directions, etc

## Register for Training!

**All hospital employees or third party representatives responsible for carrying out this new requirement must attend a training webinar. Register online at <https://il.eqhs.org> under the *Announcements* section - many webinar dates/times are available for your convenience. It is critical that both the hospital and any third parties understand this process.**

Please use our eQSuite® Online Helpline for any questions pertaining to the training Webinar. Our Helpline is available Monday – Friday, 8:30 a.m. to 5:00 p.m., CST.