

PLEASE FORWARD TO CASE MANAGERS AND UR REVIEW STAFF

# eQHealth Solutions

# PROVIDER UPDATE

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## eQHealth Solutions Operational Update

In our July 5, 2016 Provider Update we announced the renewal of our contract with Healthcare and Family Services (HFS) and a change in business hours. As a reminder, our new business hours are now 8:30 a.m. to 5:00 p.m., CST.

HFS has approved a workflow modification for concurrent Web review to align with the new hours of operation:

**Effective Friday, August 26, 2016, Web review requests submitted after 1:00 p.m., CST each business day will be processed by 12:30 p.m. the next business day.** *Dependent on the daily review volume and completion of previously submitted requests, eQHealth may process Web requests received after 1:00 p.m. on the same business day, based on the order of receipt.*

### ***Important!***

Please alert your utilization and case management teams of this upcoming change. It is important to note that the review method remains the same.

**Questions?** Please submit your inquiries through our Online Helpline via eQSuite®. *Providers with log in or Internet issues may contact us at (800) 418-4045.*