

eQHealth Solutions Holiday Closure

In observance of the Veteran's Day holiday, eQHealth Solutions' office will be closed Monday, November 12, 2018.

Important Review Reminders:

- **Continue to submit all review requests online during this extended weekend**
Our Web system, eQSuite® offers users 24/7 availability.
- **Policy for short stays of 3 days or less, post-discharge remains the same**
Hospitals may submit an admission request for these short stays up to 7 calendar days after discharge (*except for detoxification admissions*).
- **Detoxification admissions must be submitted by the next business day**
Use the *Detox LookUp* under the Utilities tab for patient eligibility before you request review. **Any detox admissions occurring Friday through Monday, must be submitted BEFORE 12:00 p.m. on Tuesday, November 13, 2018.**
- **DRG-Reimbursed hospital discharges**
For one day stays, submit just the discharge date under the Utilities tab. Stays greater than one day require a completed discharge review.

Need Assistance? Please use the Online Helpline through eQSuite®.

Providers who do not have access to eQSuite® or need password assistance may contact us at (800) 418-4045 Monday through Friday, 8:30 a.m. to 5:00 p.m., CST.

“We give our sincere gratitude to all who served and continue to serve our Country.”

-The staff members from Illinois eQHealth Solutions