WEB-BASED SUBMISSION OF MEDICAL RECORDS RETROSPECTIVE PRE- AND POST-PAYMENT REVIEW

HFS Requirements

ILLINOIS DEPARTMENT OF
Healthcare and Family Services

HFS has approved a transition to Web-based submission of medical records for pre- and post-payment review.

▸ eQHealth Provider Update (February 16, 2017)

Provider Benefits:

▸ Eliminates the copying and delivery costs of hard copy medical record documents.

▸ Greatly reduces risk of HIPAA non-compliance.

OVERVIEW

Web-based submission of medical records:

▸ All Illinois hospitals and its' contiguous counties must participate (limited exceptions).

▸ Providers will check weekly for selected cases and submit medical record documents online via eQSuite®.

▸ Effective with *Notice of Selection of Medical Records for Offsite Review* with a *date of notice April 11, 2017.*

Limited Exceptions

eQHealth will employ a stringent exception process, accepting hard copy records by mail <u>only</u>:

- For out-of-state hospitals in non-contiguous counties, <u>without access to eQSuite®</u>.

- For low volume Providers with five or less retrospective reviews selected each month (majority are critical access facilities and out of state facilities).

- In emergency situations, including extended power outages (more than one day) and failure submitting files over 5 gigabytes.

Providers considered as exceptions will continue to mail paper copies of medical records to eQHealth within 14 calendar days from the date of notice.

Important Steps for Hospitals

Define Internal Processes

Assign responsible party(ies) to:

- ☑ Check if cases are selected each week,

- ☑ Pull required medical record documents, create image file (use PDF, tif, jpg or bmp) and

- ☑ Submit files online within 14 calendar days from date of notice.

Important Steps for Hospitals

Assign Representative as **_RetroChart Contact*:_**

▸ The RetroChart contact listed 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.

*Fill out and submit a _Hospital Contact Form_ under the Provider Resources tab at https://il.eqhs.org.

Important Steps for Hospitals

Grant eQSuite® Access to New Users:

▸ The hospital-assigned eQHealth Web Administrator must add any new users and issue a unique user name for **each** 12-digit IL Medicaid Provider ID.

- Add New User – set up new user account

- Select "Allowed to Run Reports" - restricted access

▸ Some hospitals have **two** IL Medicaid Provider IDs:

1. Medical/Surgical Inpatient

2. Psychiatric Inpatient

Users with current eQSuite® log on will already have access.

Changes to Current Process?

What Has NOT Changed?

▸ **Access to eQSuite® has not changed.**

▸ **Reports 41 and 42 are still available.**

- Reports 41 (prepay) and 42 (post-pay) are still available to view/print cases selected for medical record review.

▸ **Retrospective review process/timeline has not changed.**

▸ **The reconsideration process has not changed.**

Changes to Current Process?

What Has Changed?

▸ **The hospital will not receive a faxed notice.**
An email reminder will be sent to the RetroChart contact on each week **IF** the hospital has cases selected for review (an email will be sent Friday afternoon).

- Utilize Report 41 (prepay) and Report 42 (postpay).

▸ **Hospitals will use eQSuite® to upload medical record documents for requested cases.**

- Hospitals assign appropriate personnel for these duties.

- Web Administrators may grant eQSuite® access to contracted, release of information vendors to upload file(s) specific to their hospital (Provider ID). Give access to Run Reports.

WEB-BASED PROVIDER UTILIZATION REVIEW SYSTEM

eQSuite®

There is a new tab added to the menu bar: **Retro Chart Requests**

Instructions for Users

	Chart Due DT	Notice DT	Account Number	RIN	First Name	Last Name	Admit DT	Discharge DT	Setting	Review Type	Attach documentation to case

INSTRUCTIONS: All required medical record documents must be received by eQHealth Solutions within 14 calendar days from the notice date. The following condensed medical record documentation must be submitted:

- History and Physical Examination Records
- ER/ED Records
- All physician Order Sheets
- All Physician and Nurse Progress Notes*
- Discharge Summary

DO NOT SUBMIT nursing notes with daily vitals, weights, I/O, dressing changes, consents, discharge instructions, care plans, daily assessments or flow sheets.

Have your file(s) ready to upload – the fax option may be used only if uploading is not viable. Medical record documents are uploaded as an image file (pdf format works best). Records larger than 400 pages should be uploaded as multiple files. If the total file size exceeds 5GB and cannot be uploaded, please follow the exception process.

To begin, click Link Attachment for that case. You must click "Complete Submission" after you have uploaded or faxed the required documentation (files) for each case.

eQHealthsolutions.org

Attaching Documents to Case

Follow two commands to link/upload file(s):

1) Link Attachment and 2) Complete Submission

eqhealthsolutions.org

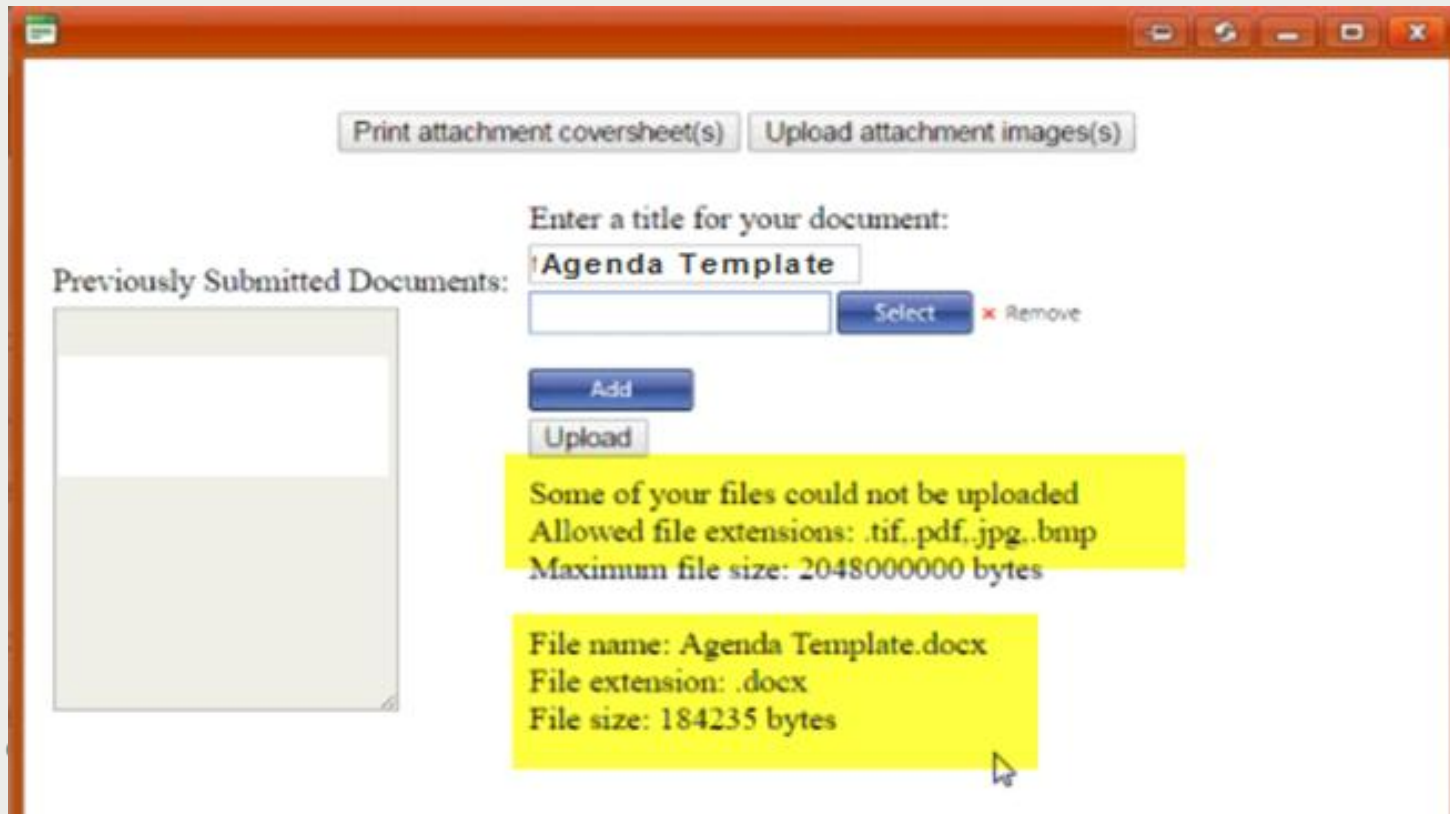# Attaching Documents to Case

After you follow first command to <u>Link Attachment</u>, you will select **Upload Attachment Images(s).**
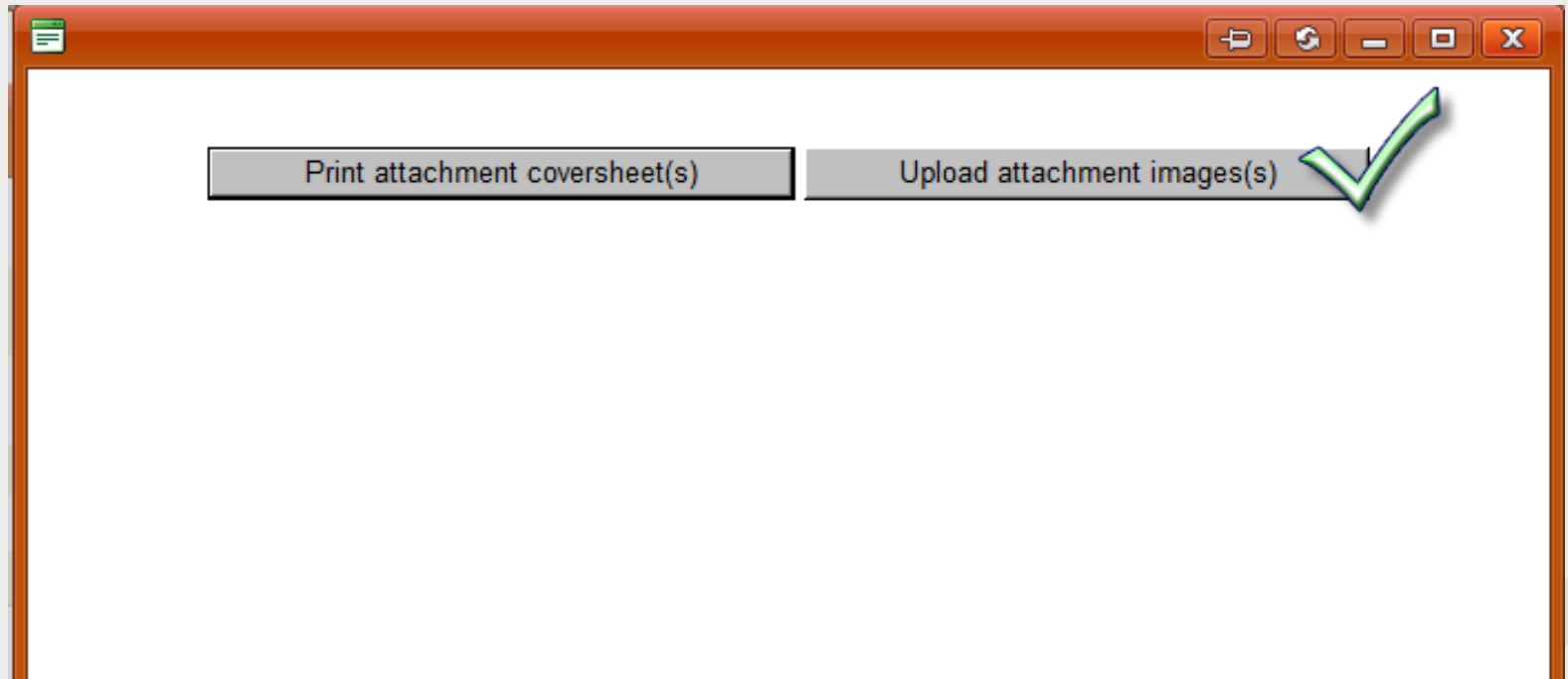
Attaching Documents to Case

Uploading medical record file(s):

▸ Must be an image file format (PDF, tif, jpg, bmp)

Uploading File

▸ Enter title for your document.

▸ Select/browse for the file and click to Upload.
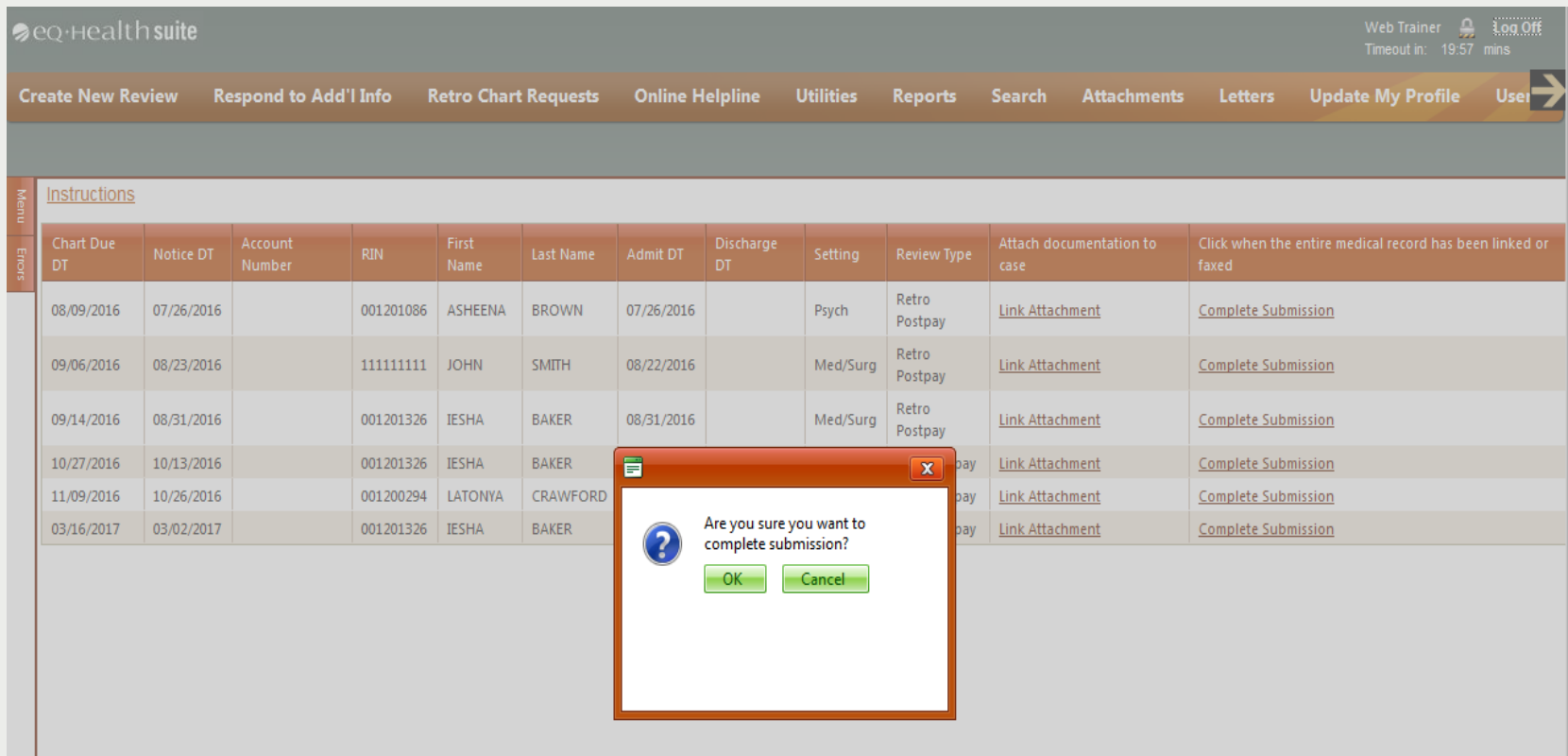
To Complete Submission

Follow second command to link and send file(s):
2) Complete Submission

| | Create New Review | Respond to Add'l Info | Retro Chart Requests | Online Helpline | Utilities | Reports | Search | Attachments | Letters | Update My Profile | User |

Instructions   2)

Chart Due DT	Notice DT	Account Number	RIN	First Name	Last Name	Admit DT	Discharge DT	Setting	Review Type	Attach documentation to case	Click when the entire medical record has been linked faxed
08/09/2016	07/26/2016		001201086	ASHEENA	BROWN	07/26/2016		Psych	Retro Postpay	Link Attachment	Complete Submission
09/06/2016	08/23/2016		111111111	JOHN	SMITH	08/22/2016		Med/Surg	Retro Postpay	Link Attachment	Complete Submission
09/14/2016	08/31/2016		001201326	IESHA	BAKER	08/31/2016		Med/Surg	Retro Postpay	Link Attachment	Complete Submission
10/27/2016	10/13/2016		001201326	IESHA	BAKER	11/13/2016		Psych	Retro Prepay	Link Attachment	Complete Submission
11/09/2016	10/26/2016		001200294	LATONYA	CRAWFORD	10/26/2016		Med/Surg	Retro Prepay	Link Attachment	Complete Submission
03/16/2017	03/02/2017		001201326	IESHA	BAKER	12/06/2016		Med/Surg	Retro Prepay	Link Attachment	Complete Submission

To Complete Submission

▸ A pop up will appear to ensure you want to complete submission.
  ○ **Click OK**.

▸ Clicking cancel means you are not yet ready to submit.

Completed Submission

NOTE: After clicking **<u>OK</u>**, the case is automatically sent to eQHealth for review and will no longer show in the table below:
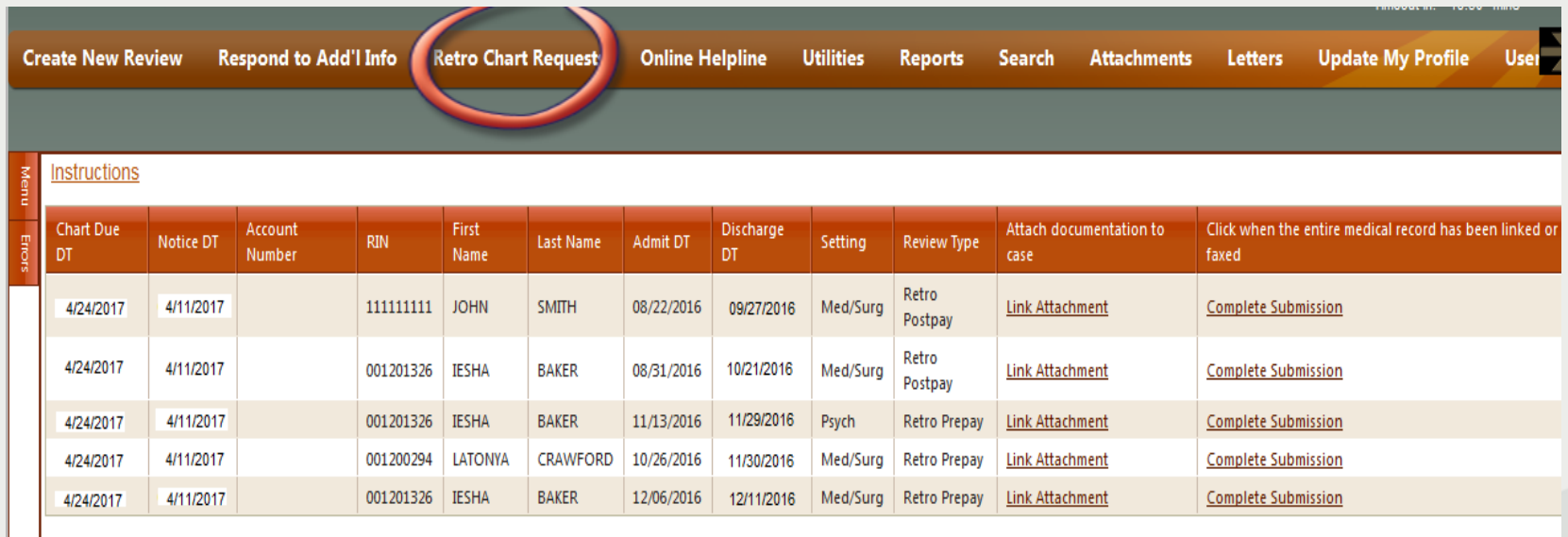
Provider Resources

Website http://il.eqhs.org

   ▸ Provider Resources tab

      ▸ Forms (Hospital Contact), Retro Chart Requests

   ▸ Access to Web-based review system: eQSuite®

eQHealth Provider Helpline
Monday through Friday, 8:30 am to 5:00 pm

   ▸ Use Online Helpline for all inquiries.

   ▸ If Web Administrator is unavailable:

      • Call toll-free 800-418-4045 for assistance in resetting passwords/unlock Web account.

STAY TUNED!

Please stay online, where you will learn:

- ☑ How to log into eQSuite®
- ☑ How to work in the Retro Chart Requests tab
- ☑ The answers to your commonly asked questions

During this time, please type in your questions into the _Question_ box on GoToWebinar®

eqHealthsolutions.org