

# Provider Guide – Synagis<sup>®</sup> PARs

Synagis<sup>®</sup> injections are a covered benefit for Health First Colorado (Colorado’s Medicaid Program) clients two years of age and younger at high risk for serious lung disease caused by respiratory syncytial virus (RSV). Although it is a covered benefit, Synagis<sup>®</sup> requires prior authorization.

The purpose of this document is to provide information regarding the Synagis<sup>®</sup> prior authorization request (PAR) process. Refer to the appropriate section below for information on a specific topic.

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## Overview and FAQs

This section explains the process by which healthcare providers in Colorado receive prior authorization to administer Synagis<sup>®</sup> as well as answers several frequently asked questions providers may have.

### **Overview**

Colorado healthcare providers needing prior authorization for Synagis<sup>®</sup> injections must submit their PARs to eQHealth Solutions.

Previously, providers were required to fax in their Synagis<sup>®</sup> PARs to eQHealth Solutions; now, however, providers are encouraged to submit their Synagis<sup>®</sup> PARs using eQHealth Solutions' online PAR management software, eQSuite<sup>®</sup>. (See page 4 for more information on gaining access to eQSuite<sup>®</sup>.)

Once eQHealth Solutions receives a PAR, a determination (e.g. *Approve, Deny, Pend for Additional Information*) is made and a unique PAR number is generated. (PAR numbers can be found in eQSuite<sup>®</sup> – see page 19 for more information.)

Health First Colorado will pay a claim for Synagis<sup>®</sup> injections only if a PAR number is included with the claim.

### **Frequently Asked Questions**

**Q:** Which providers are eligible to submit Synagis<sup>®</sup> PARs?

**A:** The only types of providers eligible to submit Synagis<sup>®</sup> PARs are physician's offices and hospital outpatient departments.

**Q:** How do eligible providers gain access to eQSuite<sup>®</sup>?

**A:** Eligible providers must complete and submit the Request for eQSuite<sup>®</sup> Access form in order to gain access to eQSuite<sup>®</sup>. See page 4 for more information.

**Q:** How do eligible providers get on the Fax Exempt list?

**A:** Eligible providers are encouraged to submit their Synagis PARs online via eQSuite<sup>®</sup>, but providers that either (a) are out-of-state, (b) submit on average five or fewer PARs per month, or (c) are visually impaired may complete and submit the eQSuite<sup>®</sup> Exception Request form. See page 16 for more information.

**Q:** Is there an age limit for Synagis<sup>®</sup> recipients?

**A:** Yes, Synagis<sup>®</sup> recipients must be two years of age or younger.

**Q:** When can Synagis<sup>®</sup> be administered?

**A:** Synagis<sup>®</sup> can be administered only during the 2016-2017 Synagis<sup>®</sup> season, which spans from December 1, 2016 to April 30, 2017.

**Q:** How much Synagis<sup>®</sup> can be authorized?

**A:** Synagis is a once-monthly dosage (1 dosage = 1 unit), and because the season spans five months the maximum allowable is 5 units per client. (Note: All units must be requested at the same time on the same PAR.)

**Q:** Can exceptions be made to the age, dosage, and/or date range limitations?

**A:** Yes, exceptions for each limitation can be granted. See page 19 for more information.

**Q:** What determines whether a Synagis<sup>®</sup> PAR gets approved?

**A:** eQHealth Solutions developed its approval guidelines based on the recommendations made by the American Academy of Pediatrics. For more information, see <http://pediatrics.aappublications.org/content/134/2/415>.

## Gaining Access to eQSuite®

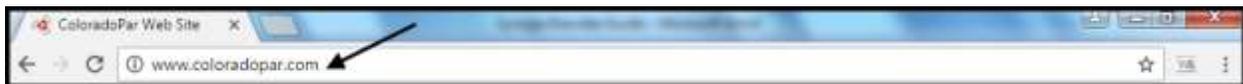
Before you can submit PARs in eQSuite® you must be granted access to the system.

Access is typically granted only to providers with a current “Active” enrollment status with Health First Colorado. *(Note: Individual providers with an “Active NPa” enrollment status may be granted access to request PARs but cannot be listed as the Billing Provider on a PAR.* Providers should call HPE at 1-844-235-2387 for questions or concerns about their enrollment status.

Each provider requires at least one System Administrator who, in addition to having normal user privileges, will have the ability to create and maintain user accounts for his or her office staff.

Follow the instructions below to gain access to eQSuite® as a System Administrator.

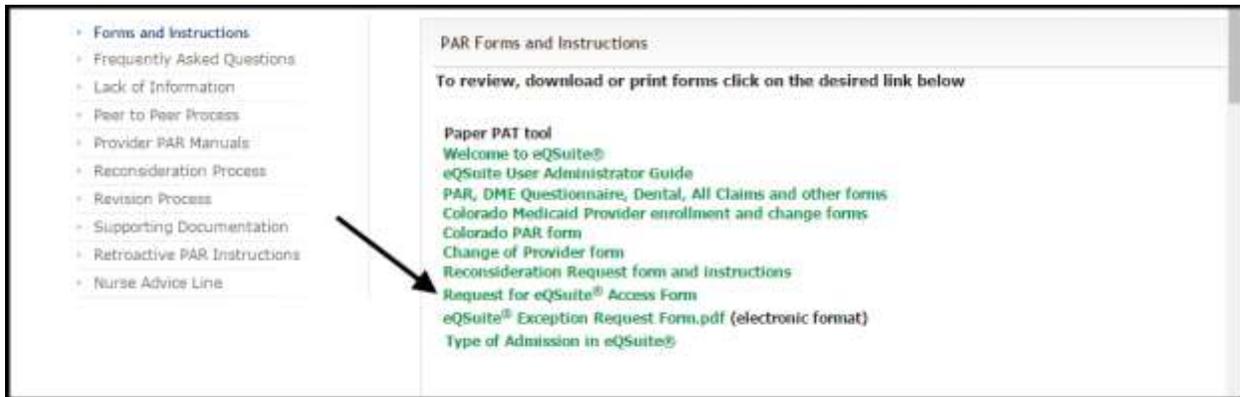
1. Open your web browser and go to <http://www.ColoradoPAR.com>



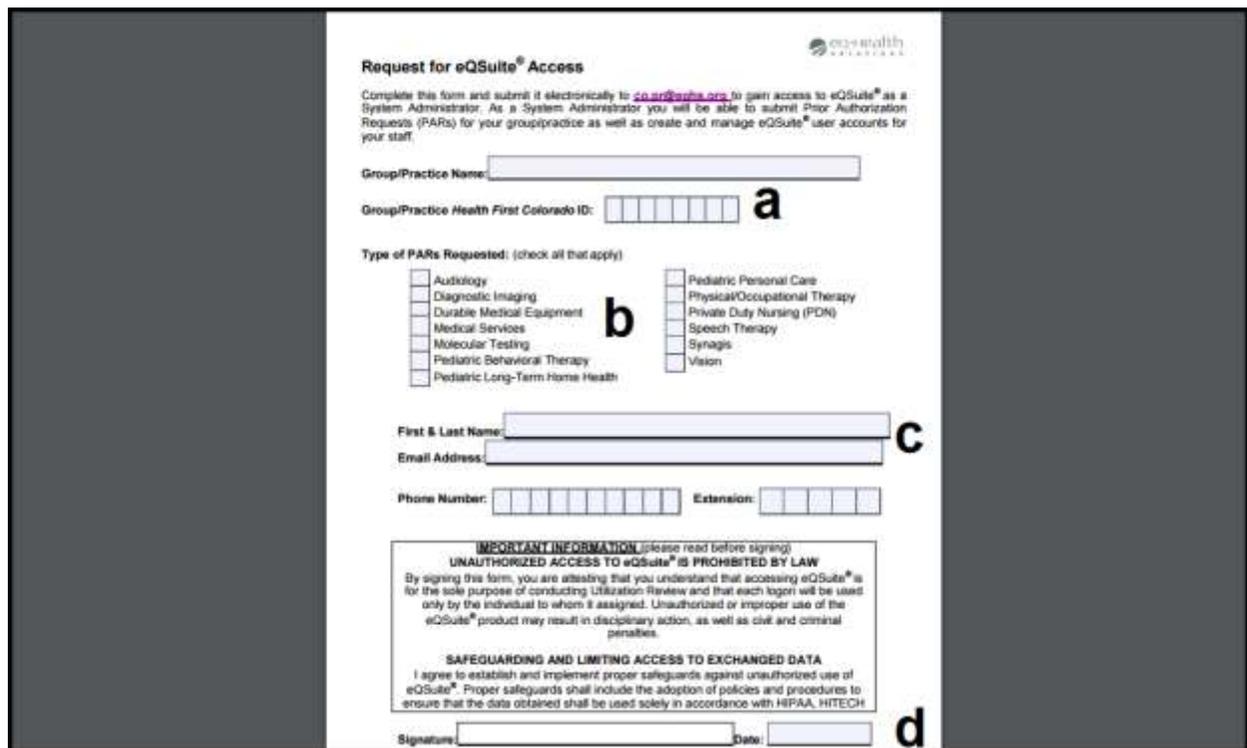
2. Under **Provider Resources** in the menu bar, click **Forms and Instructions**



### 3. Click Request for eQSuite® Access Form



### 4. Complete the form



The screenshot shows the 'Request for eQSuite® Access' form. It includes fields for 'Group/Practice Name', 'Group/Practice Health First Colorado ID', 'Type of PARs Requested', 'First & Last Name', 'Email Address', 'Phone Number', and 'Extension'. There is also a section for 'IMPORTANT INFORMATION' and a signature line. Annotations 'a', 'b', 'c', and 'd' are placed on the form to indicate specific fields or sections.

- a. Provide the name of your medical group/practice as well as its eight-digit Health First Colorado ID

- b. Select **Medical Services...** as the type of PARs requested
  - c. Provide the System Administrator's name and contact information (*Note: Login credentials will be sent to the email address provided*)
  - d. Sign and date the form after reading the "Important Information" section
5. Submit the form via fax: **720-381-6092** or email: [co.pr@eqhs.org](mailto:co.pr@eqhs.org) (*Note: For quickest turnaround time, scan and email the form*)

Once received, your form will be processed within 1-2 business days. For questions, please contact eQHealth Solutions customer service: **888-801-9355**.

## Logging into eQSuite®

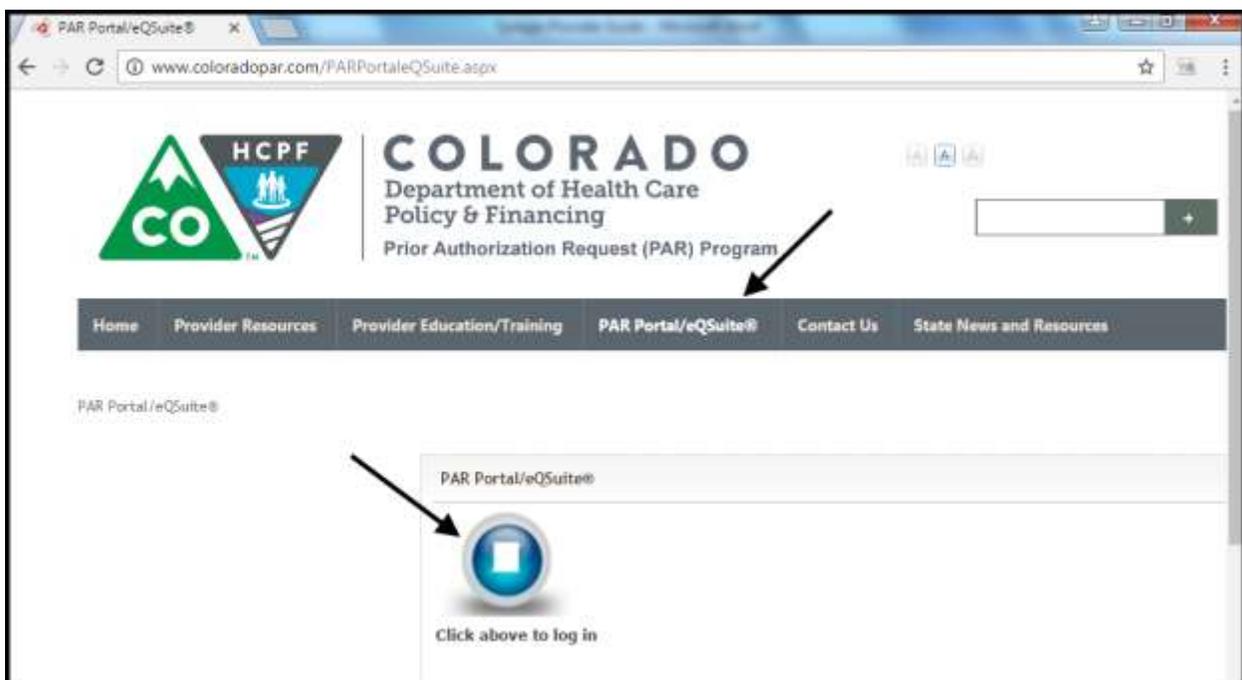
After receiving your login credentials you may log into eQSuite® to submit Synagis® PARs, find your PAR number(s), and more.

Follow the instructions below to log into eQSuite®.

1. Open your web browser and go to <http://www.ColoradoPAR.com>



2. Click **PAR Portal/eQSuite®** in the menu bar, then click the circular icon when prompted



3. Enter your unique username and password, then click **Login** (Note: You may bookmark the eQSuite<sup>®</sup> Login page to avoid steps 1 and 2 in the future)



Once logged in you may perform necessary tasks related to Synagis<sup>®</sup> PARs. It is also recommended that you ensure your email address (as it appears in the **Update My Profile** section) is accurate, as this is the address to which PAR status notifications will be sent.

## Submitting a Synagis® PAR via eQSuite®

Once you've been granted access to eQSuite® and logged into the system, you may begin the process of submitting a PAR for Synagis®.

Before proceeding, please ensure you have each of the following items:

- Billing Provider's Health First Colorado ID number, if requesting the PAR for another provider
- Ordering Provider's Health First Colorado ID number
- Client's Health First Colorado ID number
- ICD-10 code describing the client's medical diagnosis
- Documents supporting the medical necessity of the request, either in paper format or saved on your computer in PDF, JPEG, or TIF format

Follow the instructions below to submit a Synagis® PAR in eQSuite®.

1. Click **Create New Review** in the menu bar



2. Provide information on the Start tab



The screenshot shows the 'Start' tab in eQSuite. The main form is titled 'Review Type and Settings'. It contains the following fields and options:

- Requesting Provider ID: [Redacted]
- Requesting Provider Name: [Redacted]
- Are you the Billing Provider? **a**  Yes  No
- Billing Provider ID: [Redacted]
- Billing Provider Name: [Redacted]
- Choose Setting:  Surgical/Non-surgical  Outpat Therapy/CRT Eval  Outpat Molecular Testing  Outpat Diagnostic Imaging  DME - Orthotics  Immunization - Synagis
- Surgical/Non-surgical:  Inpt Surgical  Outpat Surgical  Non-surgical
- Review Type: **c**  eQHealth PAR Number: [Redacted] (or) APS PAR Number: [Redacted]
- RETRIEVE DATA button

- a. Select either **Yes** or **No** to signify whether you (the Requesting Provider) are also the Billing Provider
  - If **No**, enter the Billing Provider’s Health First Colorado ID in the **Billing Provider ID** field
- b. Select the **Immunization – Synagis** setting
- c. Click **Retrieve Data**



The screenshot shows a web form with the following fields and elements:

- Client ID:** A text input field containing the letter 'd'.
- Name:** A text input field.
- DOB:** A date input field.
- Sex:** A dropdown menu.
- Account #:** A text input field.
- Requestor:** A dropdown menu with 'Not Selected' selected.
- Name:** A text input field containing the letter 'e'.
- Phone:** A text input field.
- Ext:** A text input field.
- Request Method:** A dropdown menu with 'Not Selected' selected.
- Receipt Date:** A date input field containing the letter 'f'.
- Physicians and Healthcare Practitioners:** A table with columns: Type, Medicaid #, NPI #, Name, Phone #.

Physicians and Healthcare Practitioners					
	Type	Medicaid #	NPI #	Name	Phone #
<b>g</b> Edit	Ordering Provider				
Edit	Consulting Surgeon				

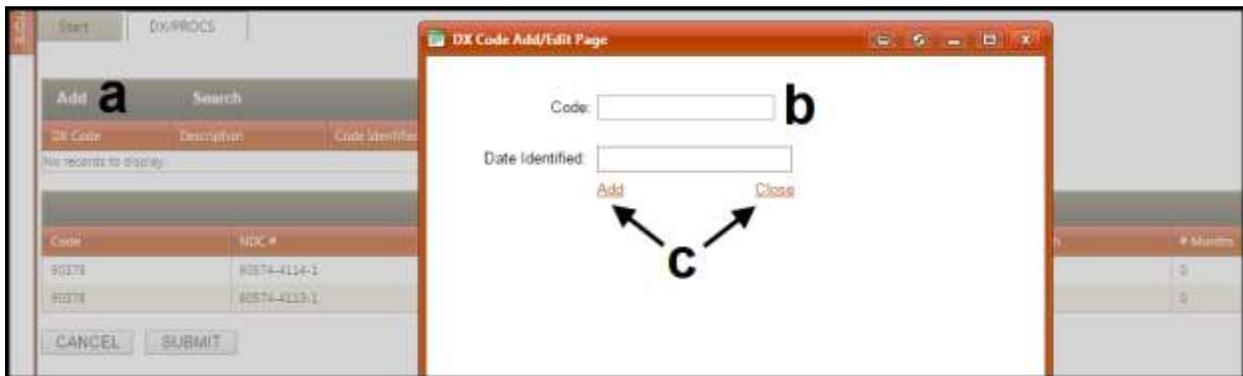
- d. Enter the client’s Health First Colorado ID in the **Client ID** field, then press Tab on your keyboard to populate the client’s personal information
- e. Select from Facility, Physician, or HCPF (Department of Healthcare Policy & Financing) as the requestor, and enter the requestor’s name in the **Name** field
- f. Select from Phone, Fax, Web, or Mail as the request method, and enter the date on which the request was received in the **Receipt Date** field
- g. Click **Edit** next to “Ordering Provider” in the Physicians and Healthcare Practitioners grid

- h. Enter the Ordering Provider’s Health First Colorado ID in the **Medicaid #** field, then press Tab on your keyboard to populate the Ordering Provider’s contact information
- i. Check **I have verified the above contact information is correct**, then click **Update** (Note: The **Update** button will appear only after the box is checked)

- j. Answer the remaining questions on the Start tab appropriately, then click **Check Key** (Note: the date entered in the **Start of Care** field must fall between 12/1/2016 and 4/30/2017)
  - If you receive an error message, click **Errors** on the left-hand side of the screen for a description of the error

- If you don't receive an error message, click the DX Codes/Items tab to display its contents (*Note: the tab will appear directly to the right of the Start tab*)

### 3. Provide information on the DX Codes/Procs tab



- Click **Add** in the Diagnosis grid to prompt the DX Code Add/Edit page
- Enter the client's ICD-10 diagnosis code in the **Code** field (*Note: Press Tab on your keyboard to populate the **Date Identified** field*)
- Click **Add** followed by **Close** to close the DX Code Add/Edit page



- Click **Edit** in the appropriate row(s) of the Procedures grid to prompt the Item Code Add/Edit page (*Note: The row containing NDC # "60574-4114-1" corresponds to 50 mg vials, and the row containing NDC # "60574-4113-1" corresponds to 100 mg vials*)
- Enter the number of Synagis<sup>®</sup> injections per month the client will receive as well as the number of months the client will receive injections in the

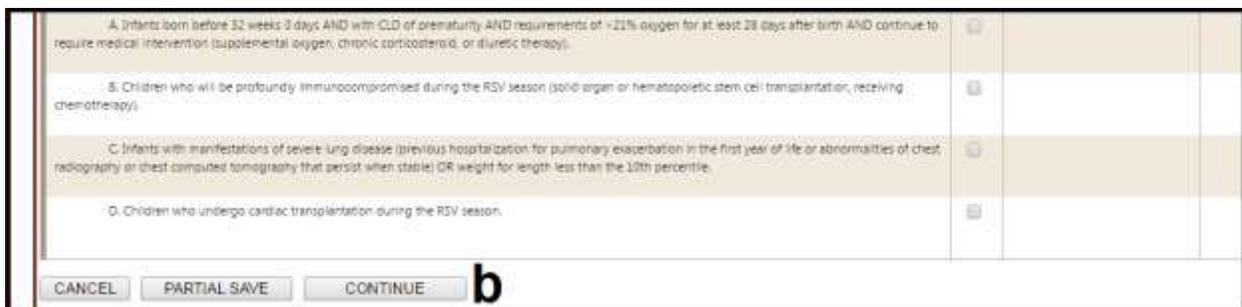
**Vials per Month** and **# Months** fields, respectively (*Note: the **From Date**, **Thru Date**, and **Total Units** fields will be automatically populated*)

- f. Click **Save Changes** to close the Item Code Add/Edit page
- g. Click **Continue** to proceed

4. Provide information on the Clinical Info tab

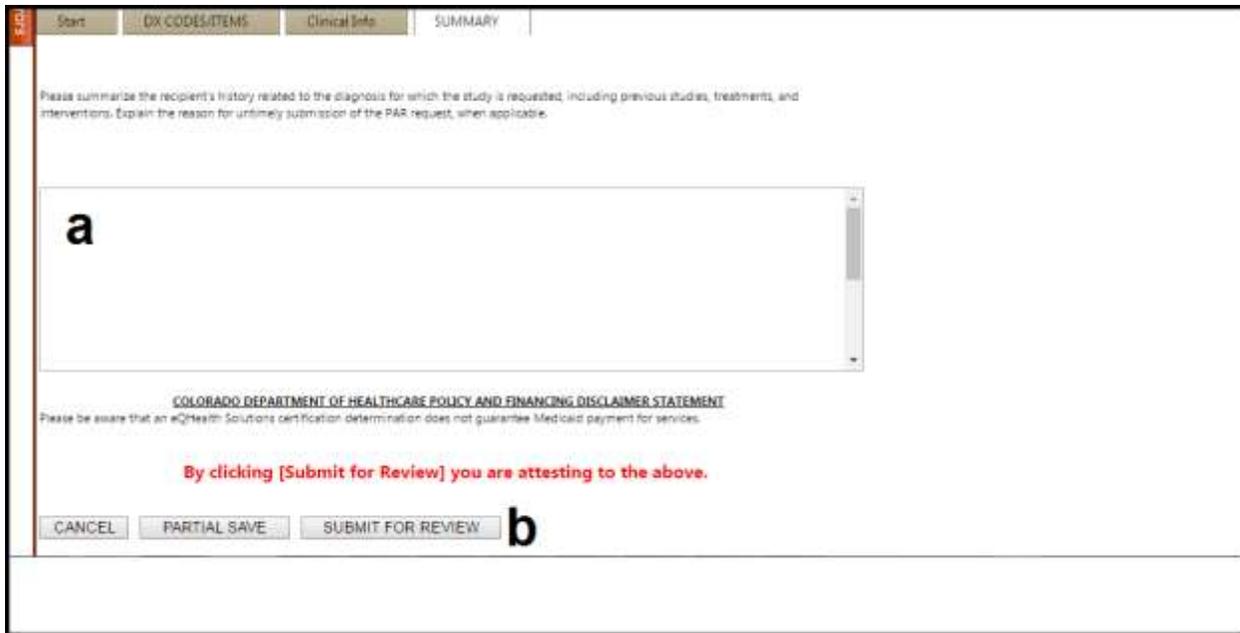


- a. Answer each question appropriately



- b. Click **Continue** to proceed

5. Provide information on the Summary tab



- a. Enter a brief (2-3 sentences) summary of the PAR in the space provided
- b. Click **Submit For Review** to proceed

6. Attach your supporting clinical documentation

- a. Click **Link Attachment**



- b. Click either **Print attachment coversheet(s)** if faxing in your supporting documentation or **Upload attachment image(s)** if uploading electronically



- If faxing, check the **Supporting Documentation** box when prompted and then click **Generate CoverSheet** to generate a PDF cover sheet with your PAR's information and a unique barcode (*Note: If the cover sheet does not appear automatically, disable your web browser's popup blocker*)
- If uploading, browse for and select the appropriate document(s) from your computer when prompted and then click **Add** followed by **Upload** (*Note: you should receive confirmation shortly that your documents have been uploaded successfully*)

Please monitor your email inbox for status updates. Upon approval, please wait 1-2 business days to find your PAR number in eQsuite®.

## Submitting a Synagis® PAR via Fax

Providers on the Fax Exempt list may submit their Synagis® PARs to eQHealth Solutions via fax. All other providers must submit their PARs online via eQSuite®. (For more information, please visit <http://www.ColoradoPAR.com>.)

Before proceeding, please ensure you have each of the following items:

- Medicaid PAR form (<http://www.ColoradoPAR.com> > Provider Resources > Forms and Instructions > Colorado PAR Form)
- Pertinent information required to complete the PAR form

Follow the instructions below to submit a Synagis® PAR via fax.

1. Complete the Medicaid PAR form



**STATE OF COLORADO  
DEPARTMENT OF  
HEALTH CARE POLICY AND FINANCING**

**MEDICAID PRIOR AUTHORIZATION REQUEST  
(PAR)**

**To avoid delay, please answer all questions completely.**

1. CLIENT NAME (Last, First, Middle Initial) \_\_\_\_\_ 2. CLIENT IDENTIFICATION NUMBER \_\_\_\_\_ 3. SEX  M  F \_\_\_\_\_ 4. DATE OF BIRTH (MM/DD/YY) \_\_\_\_\_

5. CLIENT ADDRESS (Street, City, State, ZIP Code) \_\_\_\_\_ 6. CLIENT TELEPHONE NUMBER \_\_\_\_\_

7. PRIOR AUTHORIZATION NUMBER \* \_\_\_\_\_ 8. DATES COVERED BY THIS REQUEST: FROM (MM/DD/YY) \_\_\_\_\_ TO (MM/DD/YY) \_\_\_\_\_ 9. DOES CLIENT RESIDE IN A NURSING FACILITY?  YES  NO \_\_\_\_\_

10. GROUP HOME NAME: \_\_\_\_\_ IF PATIENT RESIDES IN A GROUP HOME \_\_\_\_\_

11. ICD-10-CM DIAGNOSIS CODE AND DESCRIPTION (Must include Diagnosis Code and Description, Progression, Clinical Information and Other Medications currently prescribed) \_\_\_\_\_

12. REQUESTING ALTERNATIVE FOR DURABLE EQUIPMENT MUST BE OWNED BY THE CLIENT - THE SERIAL NUMBER MUST BE ENTERED \_\_\_\_\_

13. INDICATE LENGTH OF NECESSITY IN MONTHS AND YEARS (E.G., NEW DURALIN. THIS EQUIPMENT BE NEEDED \_\_\_\_\_

2. Fax to **866-940-4288**

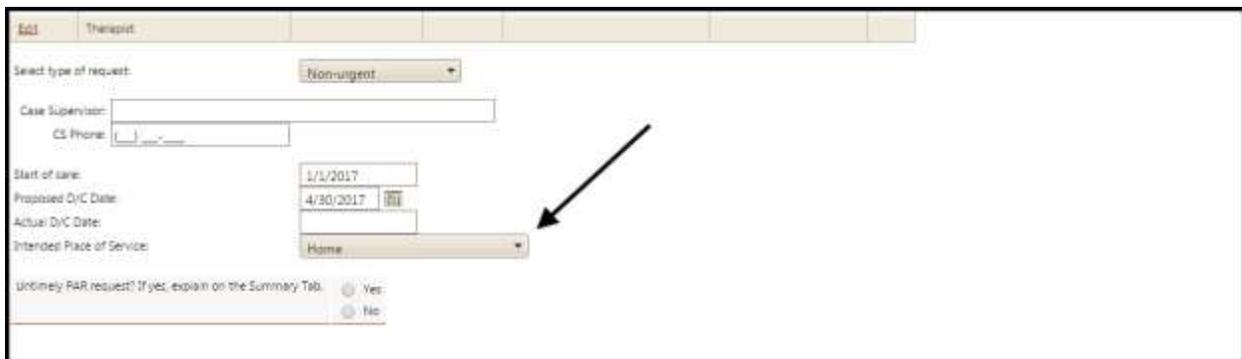
Please call eQHealth Solutions customer service (**888-801-9355**) for status updates on your PAR.

## Synagis® PARs for LTHH Providers

Long-Term Home Health (LTHH) providers can submit PARs not for Synagis® itself but for the home visits during which Synagis® is administered.

The process for submitting one of these PARs is similar to the process of submitting a normal Synagis® PAR (see page 9), but with several key differences:

1. On the Start tab, select “Home” from the **Intended Place of Service** drop-down box (*Note: Case Supervisor information is not needed*)



The screenshot shows the 'Start' tab of a PAR form. The 'Intended Place of Service' dropdown menu is open and set to 'Home'. An arrow points to this dropdown. Other fields include 'Select type of request' (Non-urgent), 'Case Supervisor' (empty), 'CS Phone' (empty), 'Start of care' (1/1/2017), 'Proposed D/C Date' (4/30/2017), 'Actual D/C Date' (empty), and 'Ultimately PAR request?' (Yes/No radio buttons).

2. On the DX Codes/Items tab, manually enter procedure code 551 by clicking **Add** in the Procedures grid (a) and specifying the appropriate information on the Item Code Add/Edit page (b)



The screenshot shows the 'Item Code Add/Edit Page' window. The 'Code' field is set to '551'. The 'Description' is 'RN/LPN'. The 'From Date' is '1/1/2017' and the 'Thru Date' is '4/30/2017'. The 'Visits/Period' is '1', 'Period Type' is '(Select Period Type)', '# Periods' is '4', and 'Total Units' is '4'. There are 'Add' and 'Code' buttons at the bottom. In the background, a grid with an 'Add' button is visible, labeled 'a'.

- On the Home tab, place a check mark in the appropriate boxes to provide answers to the first two questions listed on the page (a) and place a check mark in the **Accessible for Patient** box (b)

The specific circumstance, client condition(s) or situation(s) that require services to be provided in the client's Residence rather than in a physician's office, clinic or other outpatient setting including the availability of natural supports and the client's living situation:

a Living home is medically contraindicated and would increase the medical risk for exacerbation or deterioration of the condition

b The patient is unable to leave home without the assistance of another person

None of the above

Paternal Home environment and safety measures: (Select all that apply)

Accessible for patient

(Note: Skip the Assessment, PAT, DC Plan, and Meds tabs)

- On the Summary tab, include a note in the space provided (a) that says, "Order and pharmaceutical approval are attached for Synagis administration"

Start | DV CODES/ITEMS | ASSESSMENT | PAT | HOME | DC PLAN | MEDE | SUMMARY

Please enter any additional information you feel is needed to complete utilization review here. Explain the reason for untimely submission of the PAR request, when applicable. Note: It is NOT necessary to repeat any information that was already indicated on previous tabs.

Order and pharmaceutical approval are attached for Synagis administration

**a**

- Attach the pharmaceutical approval for the medication, as well as either the 485 or the physician order for Synagis<sup>®</sup> injections (Note: A PAT is not required for these PARs)

Monitor your email inbox for updates to your LTHH Synagis<sup>®</sup> PARs and/or run the O1 report (see page 20) as you would for normal PARs.

## Synagis<sup>®</sup> PAR Exceptions

As mentioned previously in the Overview and FAQs section there are limitations to how much Synagis<sup>®</sup> can be administered, when it can be administered, and to whom it can be administered. HCPF may approve Synagis<sup>®</sup> PARs for which it is medically necessary to exceed these limitations.

To request an exception, submit your PAR as you normally would via eQSuite<sup>®</sup> but be sure to follow these additional steps.

1. Request the maximum allowable units and/or dates
2. Include an explanation of your exception request on the Summary tab
3. Attach documentation supporting the medical necessity of your exception request
4. Submit an Online Helpline ticket informing eQHealth Solutions that your PAR requires an exception



PARs for which exceptions are requested will be placed on Administrative Hold pending HCPF approval.

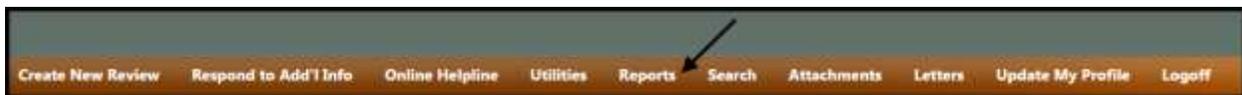
## Checking the Status of a PAR in eQSuite®

Each time the status of a PAR submitted through eQSuite® changes (for example from *Awaiting Required Attachments* to *Approved*) a system-generated email notification will be sent to the user who submitted the PAR.

You may, however, generate a specific report in eQSuite® to check the status of a PAR that either you or another user from your medical group/practice submitted.

Follow the instructions below to generate this report.

1. If you were not automatically taken to the *Provider Reports* page upon logging in, click **Reports** in the menu bar



2. Select the **O1: Outpatient Review Status for a Given Bene** report



### 3. Specify report criteria



The screenshot shows the 'Provider Reports' interface. It includes a 'Client ID' text input field labeled 'a', a 'Request Report Date' section with radio buttons for 'All Dates' (labeled 'b') and 'Date Range', and a 'Report As' dropdown menu currently set to 'Adobe Acrobat PDF'. A 'Run Report' button is located below these fields. A note at the bottom states: 'NOTE: Depending on criteria, queries may take a little while. Please be patient!'.

- a. In the **Client ID** field, enter the Health First Colorado ID of the client whose PAR status you'd like to check
- b. Select either **All Dates** to include all of the client's PARs your medical group/practice ever submitted in eQSuite®, or select **Date Range** to include only those PARs submitted within a specific date range

### 4. Click **Run Report** (Note: You may need to disable your web browser's popup blocker)



This screenshot is identical to the previous one, but with a black arrow pointing directly to the 'Run Report' button to indicate the next step in the process.

The report will open in a separate tab of your web browser; a specific PAR's current status will be listed under the **Record Status** column.

## Finding a PAR Number in eQSuite®

Approved PARs receive unique identifiers, called PAR numbers, to be included on claims submitted to Health First Colorado. (Without a PAR number, a claim for a service like Synagis® that requires prior authorization will be denied.)

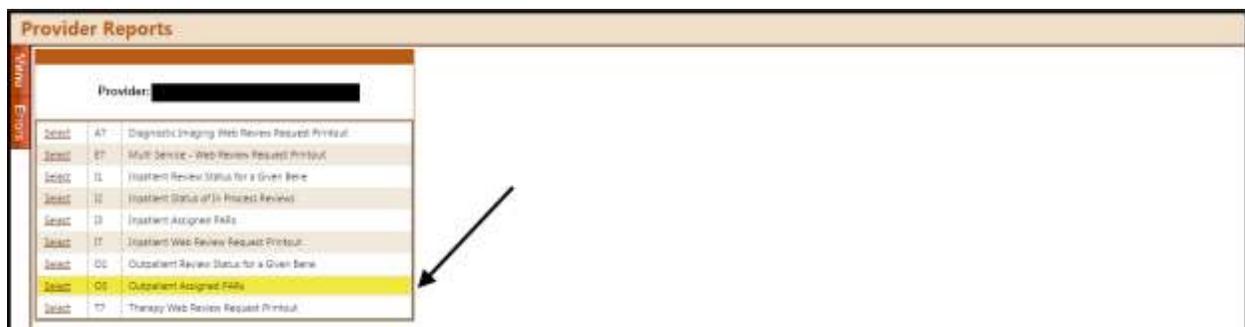
After 1-2 business days following a PAR's approval, you may find its PAR number in eQSuite®. There are several methods to find a PAR number in eQSuite®, but the quickest is to generate a specific report that shows all PARs approved within a specific date range.

Follow the instructions below to generate this report.

1. If you were not automatically taken to the *Provider Reports* page upon logging in, click **Reports** in the menu bar



2. Select the **O3: Outpatient Assigned PARs** report



### 3. Specify report criteria



The screenshot shows the 'Provider Reports' interface. It includes a 'Start Date' and 'End Date' input field, a 'Report As' dropdown menu set to 'Adobe Acrobat PDF', and a 'Run Report' button. A large letter 'a' is positioned above the date fields. A note at the bottom states: 'NOTE: Depending on criteria, queries may take a little while. Please be patient.'

a. Enter a valid date range in the **Start Date** and **End Date** fields

### 4. Click **Run Report** (Note: You may need to disable your web browser's popup blocker)



This screenshot is identical to the previous one, but an arrow points to the 'Run Report' button. The note at the bottom remains: 'NOTE: Depending on criteria, queries may take a little while. Please be patient.'

The report will open in a separate tab of your web browser; individual PAR numbers will be listed under the **TAN** column.

## Contact Information

For questions, please contact ColoradoPAR customer service toll-free or contact eQHealth Solutions provider relations via email.

Customer Service: **888-801-9355**

Provider Relations: [co.pr@eqhs.org](mailto:co.pr@eqhs.org)

You may also submit an online helpline ticket within eQSuite®. To do this click **Online Helpline** in the menu bar, type your message, and submit your ticket. You will receive a response electronically within two business days.