

Provider Reference Guide

Faxing an initial PAR to eQHealth Solutions

eQHealth Solutions' online Prior Authorization Request (PAR) software, eQSuite[®], exists to facilitate the PAR submission and management processes for healthcare providers in Colorado.

All providers are required to submit their PARs electronically via eQSuite[®], except those providers on the Exempt List. Providers on the Exempt List are permitted to their PARs via facsimile (fax); all others must submit them via eQSuite[®].

In order to qualify for the Exempt List, one or more of the following conditions must apply:

- The provider is out of state, or the request is for an out-of-area service
- The provider submits, on average, five (5) or fewer PARs per month and would prefer to submit them by telephone or fax
- The provider is visually impaired

If one or more of these conditions apply, a provider may fill out the [eQSuite[®] Exception Request Form](#) and return it to eQHealth Solutions via fax or email.

Once the form is received and processed, the provider may begin faxing their PARs. The ColoradoPAR toll-free fax number is: **1-866-940-4288**

If a provider is not on the Exempt List and attempts to submit a PAR, eQHealth Solutions will not process the PAR. (The provider will be notified via telephone.)

The providers approved to submit via fax will be notified of the status and any processing issues of their PARs (e.g. *Approved, Denied, Pended for Additional Information*) via telephone.

For further questions, please contact ColoradoPAR Customer Service at **1-888-801-9355**