

## ***Provider Guide – Review Status Notification***

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### **Overview**

After a PAR has been submitted in eQSuite<sup>®</sup>, providers will receive notifications via email with information on the status of the PAR.

This guide offers an explanation of the different record statuses that are possible throughout the review process and offers instructions on how to take appropriate action.

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## Awaiting Required Attachments

You must submit documentation supporting the medical necessity of your request. Failure to comply immediately will result in a status of *Pended for Additional Information*, and further failure to comply will result in the denial of your request.

To submit supporting documentation for your review, follow these steps:

1. Ensure your documents are either saved in the appropriate file format (PDF, JPEG, or TIF) on your computer or that they are available to fax
2. Log into eQSuite<sup>®</sup>
3. Click **Attachments** in the menu bar
4. Find your review under the **In Process** tab and click **Link Attachment**
5. Click **Print attachment coversheet(s)** if you would like to fax your supporting documentation, or click **Upload attachment image(s)** if you would like to upload your supporting documentation electronically

If your documents link successfully, the review's status will change to *At Nurse Review* when viewed in the **In Process** tab under **Attachments**. Please allow up to four (4) business days to receive your next review status notification via email. If you have any questions please submit an Online Helpline ticket in eQSuite<sup>®</sup>.

## Pended for Additional Information

You must submit documentation supporting the medical necessity of your request. Failure to comply within ten (10) business days will result in a technical denial for Lack of Information (LOI).

To learn what document(s) are required for your review and to submit them, follow these steps:

1. Log into eQSuite®
2. Click **Respond to Add'l Info** in the menu bar
3. Find your review under the **Cases Needing Add'l Info** tab and click **View Letter** followed by **View** (your pop-up blocker must be disabled)
4. Ensure your documents are either saved in the appropriate file format (PDF, JPEG, or TIF) on your computer or that they are available to fax
5. Close the letter screen and click **Open** for your review
6. Type the following message in the **Additional Info** box: "Additional information uploaded"
7. Click **Submit Info** followed by **Link Attachment**
8. Click **Print attachment coversheet(s)** if you would like to fax your supporting documentation, or click **Upload attachment image(s)** if you would like to upload your supporting documentation electronically

If your documents link successfully, the review's status will change to *At Nurse Review* and will move to the **In Process** tab under **Attachments**. Please allow four (4) business days to receive your next review status notification via email. If you have any questions please submit an Online Helpline ticket in eQSuite®.

## **Administrative Hold**

Your review is on administrative hold. A determination (e.g. approve, deny) will not be made until input is received from the Colorado Department of Healthcare Policy & Financing (HCPF).

No action is required on your behalf. Please continue to monitor your email inbox for additional updates.

## Approved

Your request has been approved and you will receive a PAR number for this review to submit to Health First Colorado (Colorado Medicaid Program) along with your claim. This number will be available in eQSuite<sup>®</sup> within two (2) business days.

To view your PAR number in eQSuite<sup>®</sup>, follow these steps:

1. Allow 1-2 business days for the system to update new PAR numbers
2. Log into eQSuite<sup>®</sup>
3. Click **Reports** in the menu bar
4. Select report **O3: Outpatient Assigned PARs**
5. Enter a date range and click **Run Report** to generate a report listing all reviews approved within the date range
6. Find your review and locate your PAR number under the **TAN** column

Alternatively, you can find your review and corresponding PAR number in the **Completed Outpatient** tab under **Attachments**. For additional methods for locating a PAR number, please reference the provider guides – Finding your PAR number. (hyperlink will be added once document is approved)

## Denied

Your request has been denied either for lack of medical necessity or for technical reasons. If the PAR has been denied, the denial letter outlining the reason for denial will be available in eQSuite®.

To view this denial letter in eQSuite®, follow these steps:

1. Log into eQSuite®
2. Click **Letters** in the menu bar
3. Search available records by client ID
4. Click **View Letter** next to the appropriate record, followed by **View** (your pop-up blocker must be disabled)

*Note: The letter date in eQSuite® is considered the date of denial.*

If your PAR does not display in the grid, please check the Health First Colorado (Colorado's Medicaid Program) Web portal or contact the ColoradoPAR Customer Service Line at **1-888-801-9355** to find out the denial reason.

If you believe your request should not have been denied and would like it to be reconsidered for approval, you have ten (10) calendar days to request a reconsideration review. Please reference the eQHealth Solutions reconsideration guide available online at [www.ColoradoPAR.com](http://www.ColoradoPAR.com) for more information. If you have any questions please submit an Online Helpline ticket in eQSuite®.