

Provider Revision Guide: Surgical/Nonsurgical (Prior Authorization Requests (PARs) issued by eQHealth Solutions with From Date on and after September 1, 2015)

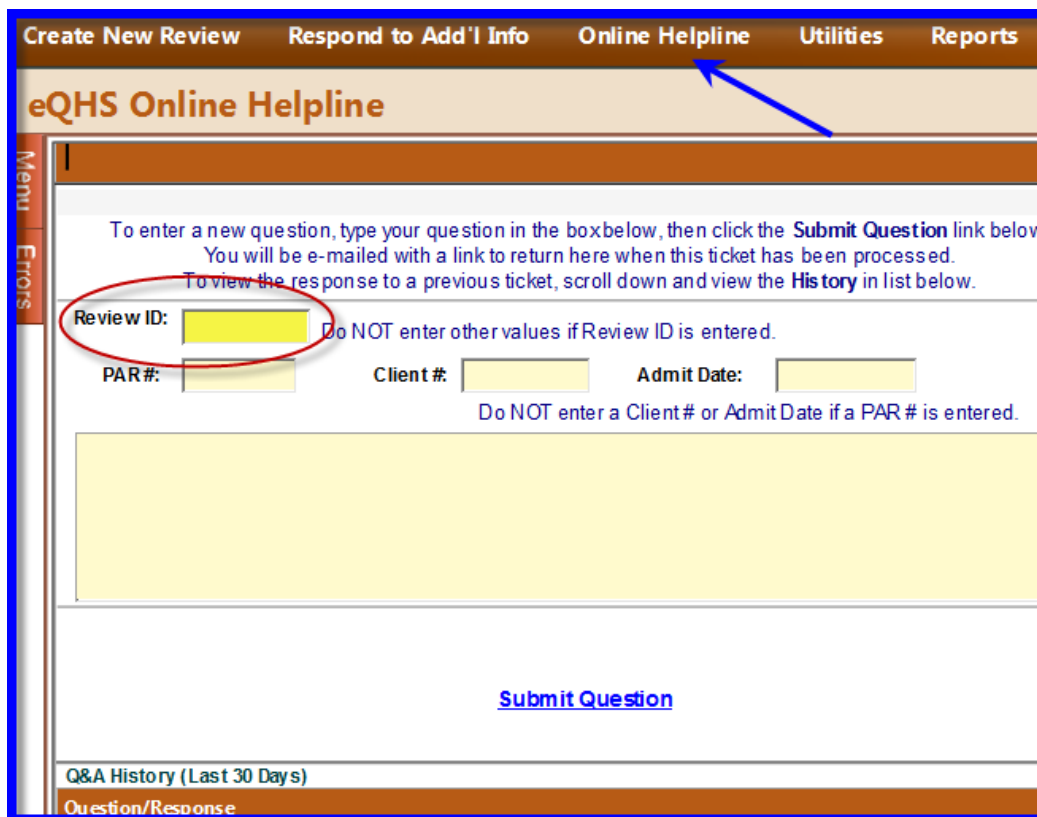
Use APS revision guide instructions for all PARs issued prior to September 1, 2015

A revision is considered a change to an existing PAR. Please follow the specific guidelines below when requesting a change to an *eQHealth issued PAR*:

1. Submit a Helpline Ticket:

- To change, add or remove a modifier for a procedure code on existing PAR
- To change a billing Provider ID to an affiliated facility

*If the request pertains to a specific PAR, always enter the Review ID number.
If the request is not related to a specific PAR; simply enter the details of your request.*



The screenshot shows the 'eQHS Online Helpline' interface. At the top, there are navigation tabs: 'Create New Review', 'Respond to Add'l Info', 'Online Helpline', 'Utilities', and 'Reports'. The 'Online Helpline' tab is selected. Below the tabs, the page title is 'eQHS Online Helpline'. On the left side, there is a vertical menu with 'Menu' and 'Errors'. The main content area contains instructions: 'To enter a new question, type your question in the box below, then click the **Submit Question** link below. You will be e-mailed with a link to return here when this ticket has been processed. To view the response to a previous ticket, scroll down and view the **History** in list below.' There are input fields for 'Review ID:', 'PAR #:', 'Client #:', and 'Admit Date:'. The 'Review ID:' field is circled in red. Below these fields is a large yellow text area for the question. At the bottom of the form is a 'Submit Question' button. Below the form is a section for 'Q&A History (Last 30 Days)' with a sub-header 'Question/Response'.

NOTE: A new PAR number will be issued for any change made to an existing PAR. Once changes have been approved and completed the new PAR number will be located in eQSuite®.



2. **Submit an Admission Review Type:** Do not include the PAR number

- To change the billing provider (end non-affiliated provider services)
 - As the new provider of care, a *Change of Provider* form is required and must be uploaded or faxed with an Admission PAR.
 - From Date will be the day after services end with previous provider.
- To extend the date span of review
 - From Date will be the day after services end on existing PAR and subject to PAR time limitations.
- To increase units
- To add a procedure code

Start

Review Type and Settings

Requesting Provider ID: Requesting Provider Name:

Are you the Billing Provider? Yes No

Billing Provider ID: Billing Provider Name:

Review Type: **Admission** eQHealth PAR Number: (or) APS PAR Number:

RETRIEVE DATA

Definition of Review Type

1. **Admission (Initial PAR request)** – Select this review type for a new/initial PAR request.

Please note: Admission is the terminology in eQSuite[®] for a new/initial PAR request and does not indicate a hospital inpatient admission. The review type “admission” should be used for the majority of PARs submitted through eQSuite[®].