Day Habilitative Services – Under EPSDT

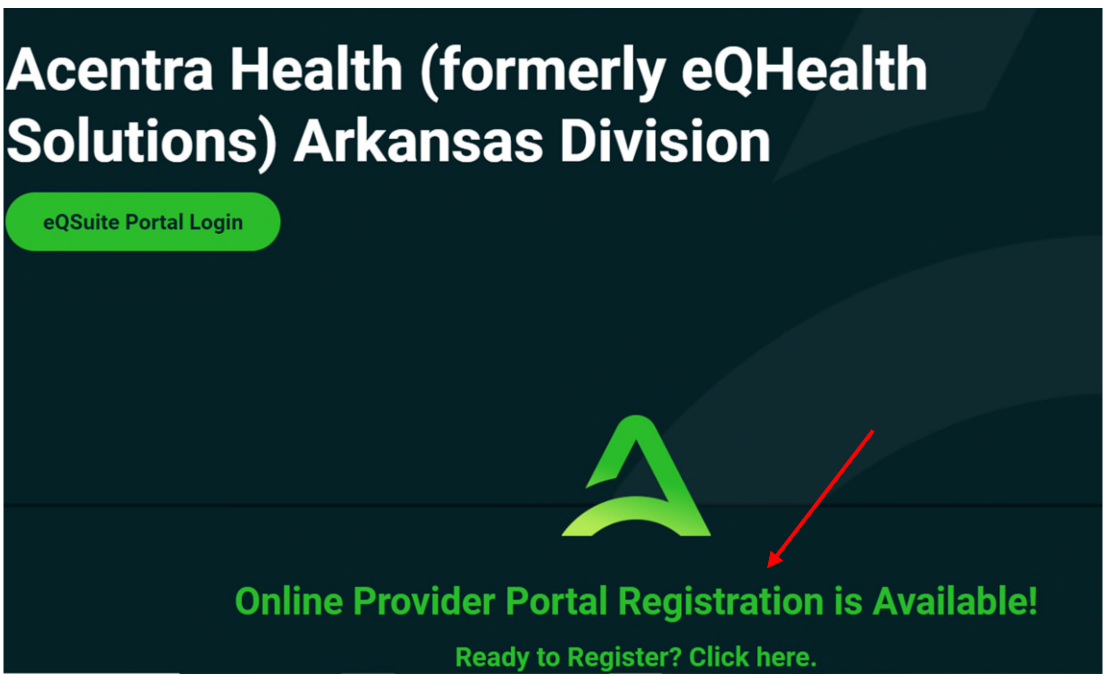
eQSuite® Step by Step User Guide

Accessing the System

Acentra Health's (formerly eQhealth) Web based entry and inquiry system is accessed from our Web site home page.

Access the Internet with your web browser and go to ***ar.acentra.com*** from here you can follow the link to register for access to eQSuite®.

The provider must register to create an administrative account to access eQSuite®. Once an account has been created an email confirmation will be sent to activate the account.



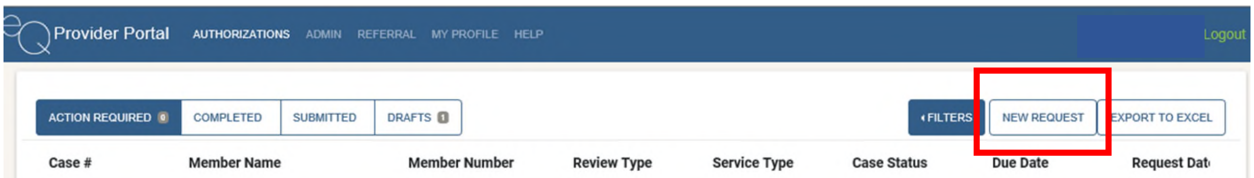
Administrator Roles

- The person who registers with the Provider Medicaid ID# will be the Account Administrator
- The Administrator will have the ability to create additional user accounts, deactivate accounts and reset passwords.

- A practice/provider can have more than one Account Administrator.
- The password must contain a capitol letter, lowercase letter, a number, special character (#,!*) and be a minimum of 8 characters.

Creating a new case

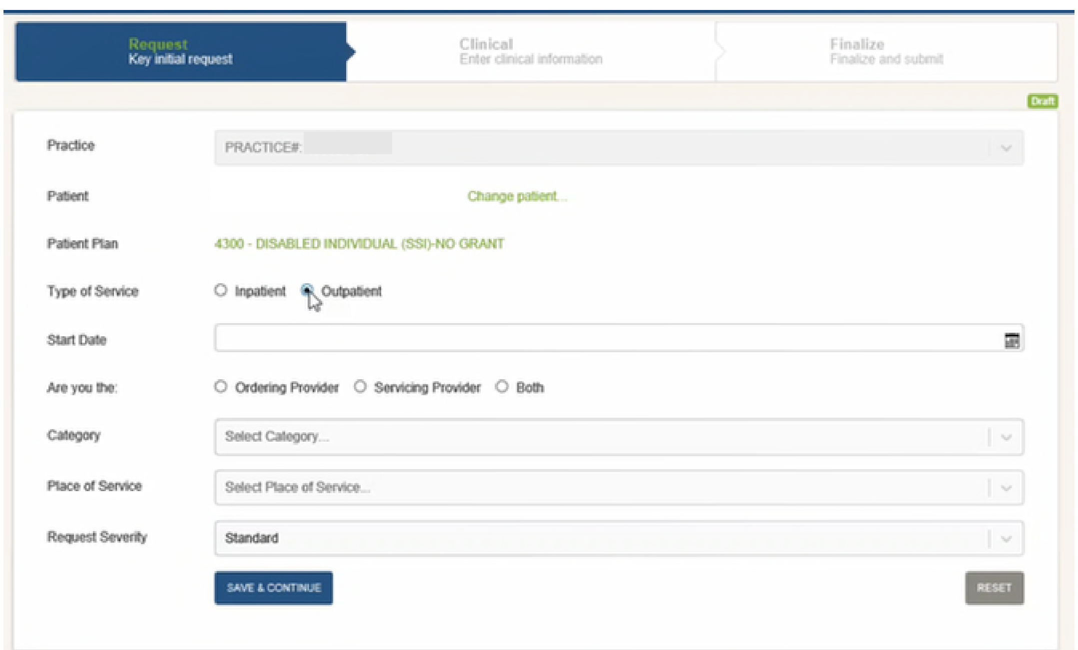
➢ Click on New Request



➢ Select your Practice
-If you only have one provider ID # the information will be generated in your account
-If you have multiple provider ID#s you will need to select the correct location

➢ Click "**Find Patient**"
-You will need to enter First and Last name and DOB or the Member ID and DOB.

➢ Click **search** and the patient information will generate, click on the name.



➢ Type of Service: Select Outpatient
➢ Start Date: Enter the start date of service
➢ Are you the Ordering Provider/Servicing Provider or BOTH
   - o For Day Habilitative Service-Under EPSDT requests select **BOTH**

- Once you select Both click on Find ordering Provider
- **Do NOT type in any information** click “Search” and your provider information will generate.
- Repeat steps for Servicing provider

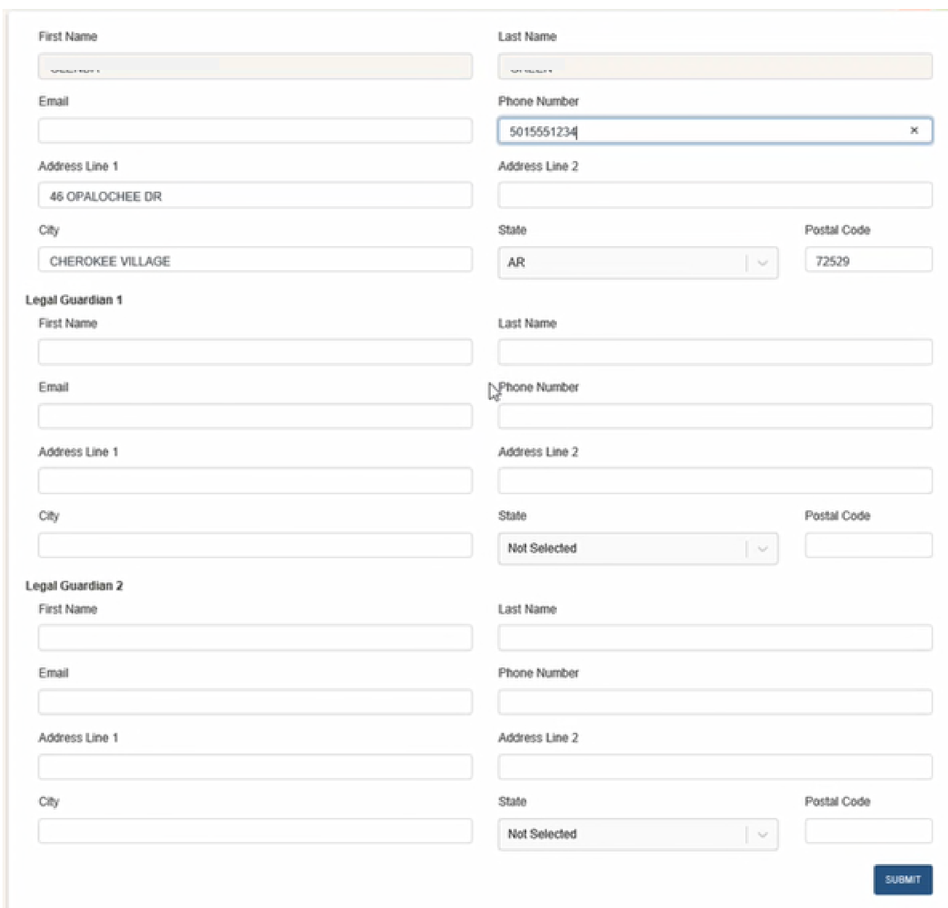
- Category: Select **DayHab**
- Place of Service: Choose the applicable place of service
- Request of Severity: Will always be standard
- Click “Save & Continue”

Additional Request Details

- If the beneficiary is in a PASSE, there will be a request for additional details.
- If you are a provider in a school system, select “Yes”
- If you are not a provider in the school system, select “No”
- Click “Save & Continue”
- Providers in the school system will be moved to the next page
- Providers not in the school system will be directed to contact Beacon for their prior authorization

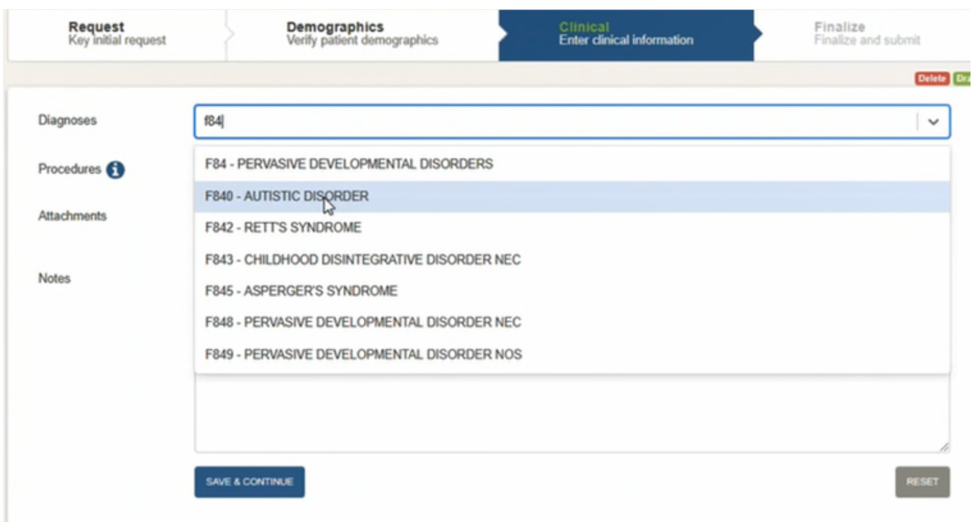
Demographics

- ➢ Verify the patient information is correct
- ➢ You will need to enter the patients phone number (Without dashes)
- ➢ Enter the legal Guardian information (Not Required)
- ➢ Click Submit

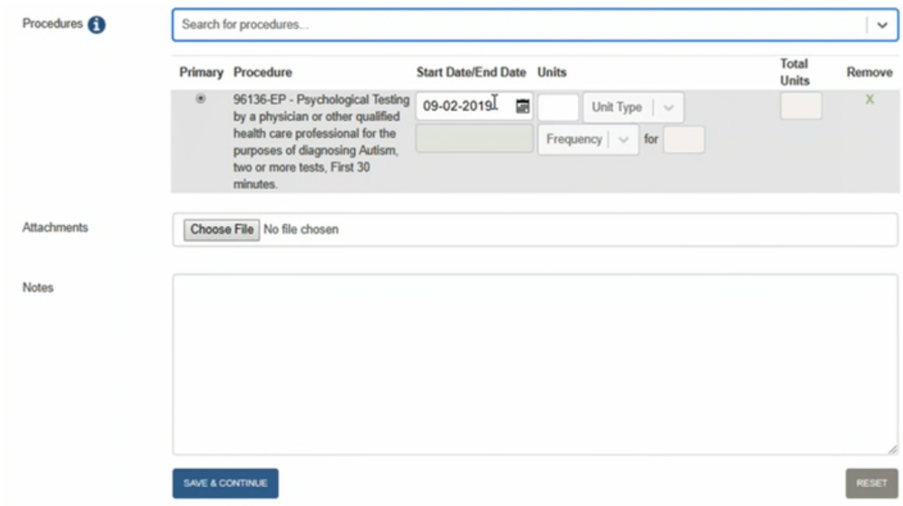


Clinical

- Diagnosis: You can search by the ICD 10 numeric code or you can search by the description.



- Procedures: Click on Procedures
  -You will be prompted to select the correct Procedure Code (**T1015-U6-UB**)
  -Start Date will be generated
  -Enter Total # of units: (1 hour =1 unit; max 5 units/day)
  -Unit Type: Select "Unit"
  -Frequency: Click Total
  -End Date: Up to 12 months from start date

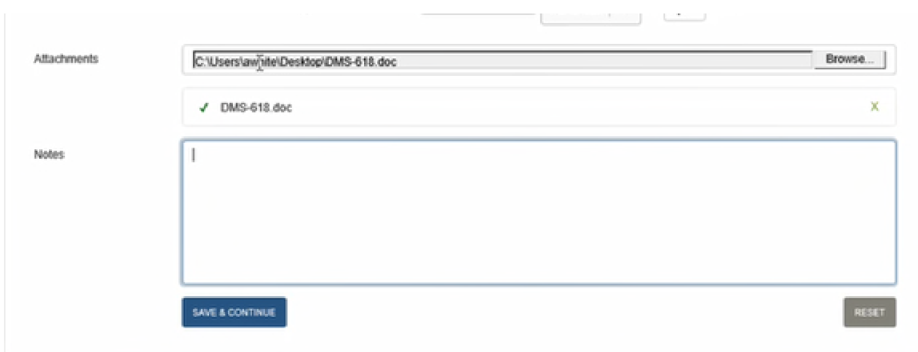


- ➢ Attachments: Click Choose File
  <u>Supporting Documentation:</u>
- ➢ **DMS-693 and EPSDT visit from PCP**
- ➢ **Relevant Social and Medical History**
- ➢ **Developmental Assessment results with z-scores. Ex: Battelle Developmental Inventory II, Early Learning Accomplishment Profile, or Vineland Adaptive Behavior Scales**
- ➢ **Therapy evaluations, if done**

- ➢ Notes: Add any additional comments for our clinical team that would be pertinent to your submission.

  Note: You will be required to either attach a document or make a note in eQSuite to proceed.

- ➢ Click Save & Continue

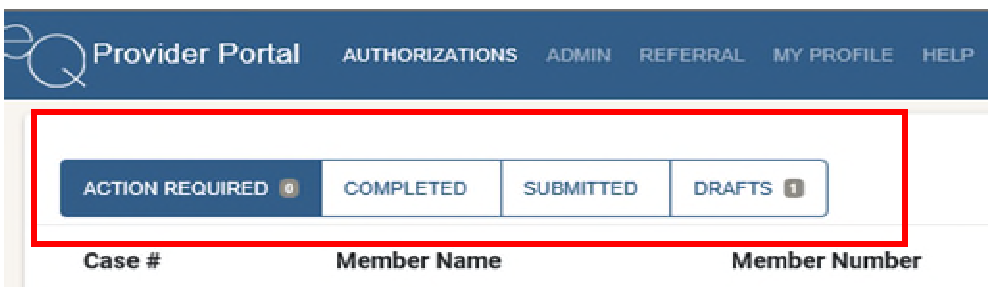


<u>Finalize</u>

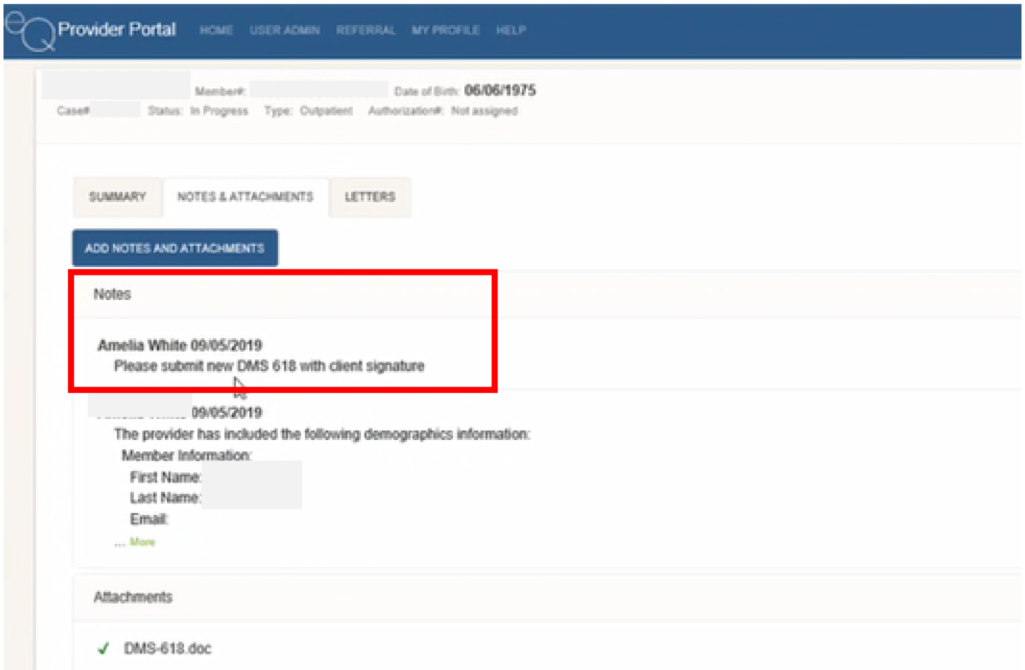
Review entry to verify everything is correct then click “Submit”

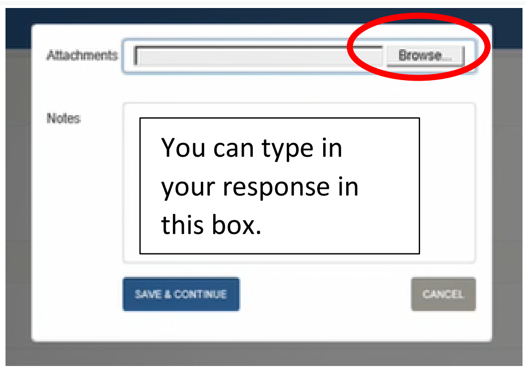
Once you click Submit the system will generate a Case Number

Dashboard Tabs

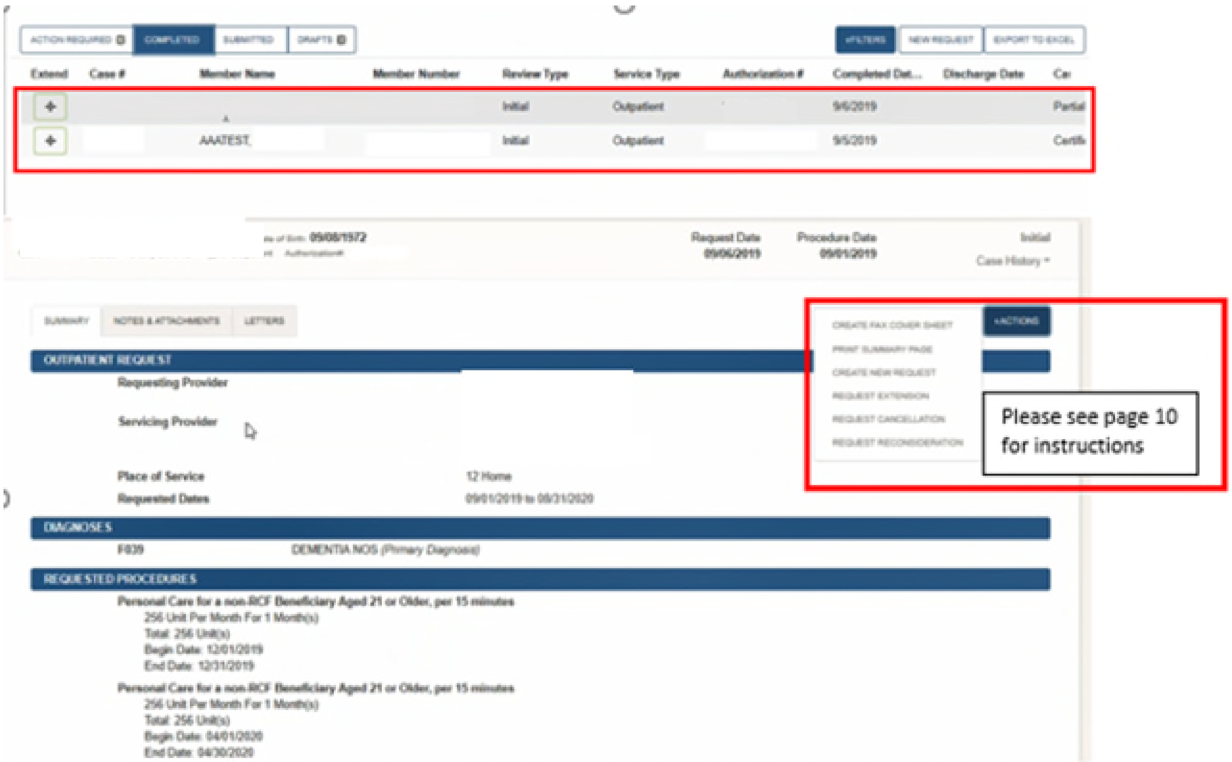


- **Action Required:** Cases where additional information is being requested from our clinical team.
  -Click on the Case, it will default to the Notes section
  -You will be able to view what is being requested
  -To respond to the request, click on ‘Add Notes and Attachments” You have the ability to add additional documentation and respond to the reviewer in the “Notes” area. Once you have responded click “Save an Continue”

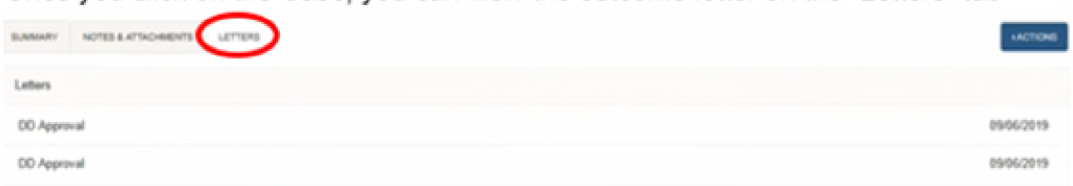




- **Completed:**
  -Once a case has an outcome (Certified/Denied) it will move to the completed tab.
  -Click on the Case and you will be able to view the outcome with details

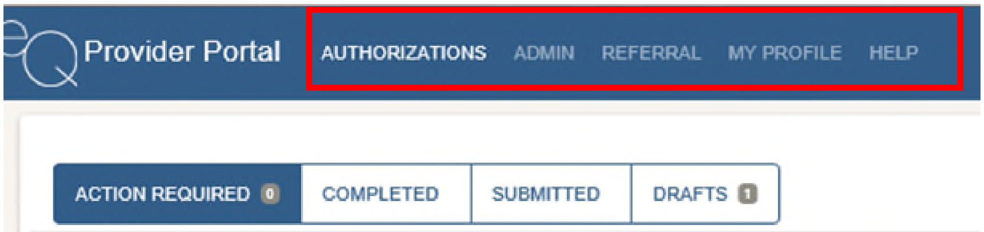


Once you click on the Case, you can view the outcome letter on the "Letters" tab

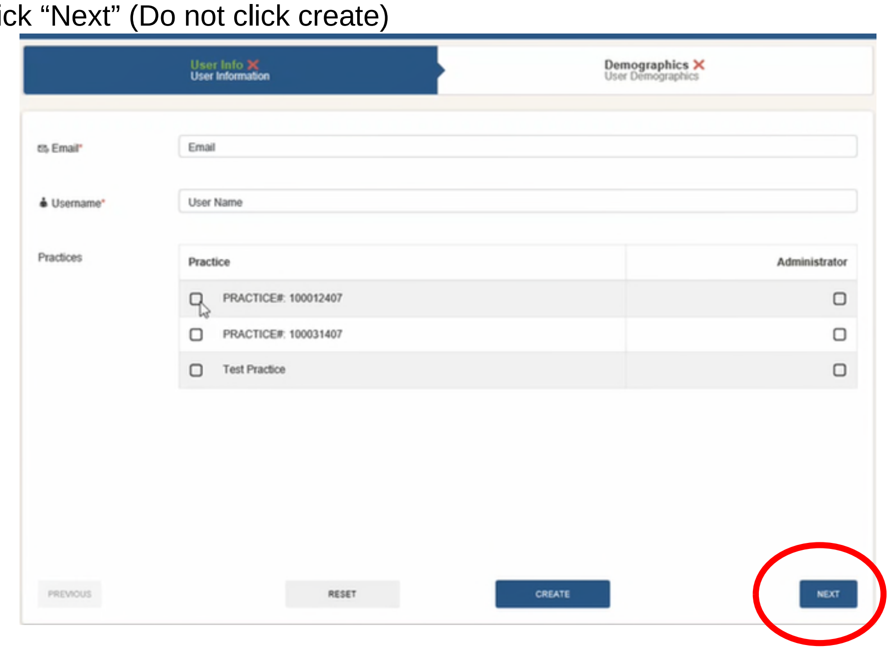


- **Submitted:** All cases that have been successfully submitted to eQHealth Solutions, awaiting an outcome.
- **Drafts:** Cases that have been entered but not fully submitted to eQHealth Solutions
  -If the request was entered in error you have the option to delete the record

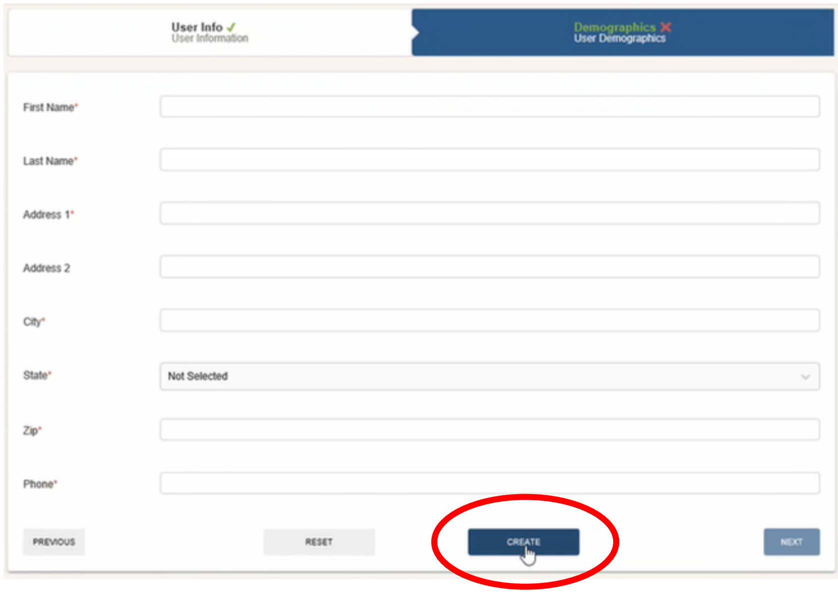
<u>Menu Options</u>



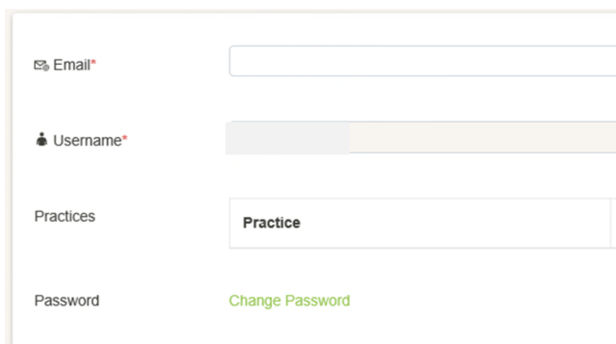
- **Authorizations**
  - You can click this button at anytime within the portal to take you back to the main dashboard.
- **Admin:** You can click this button to create new user accounts
  - “Click Add New User”
  - Enter the email address
  - Create a username
  - Select the practice
  - Click “Next” (Do not click create)



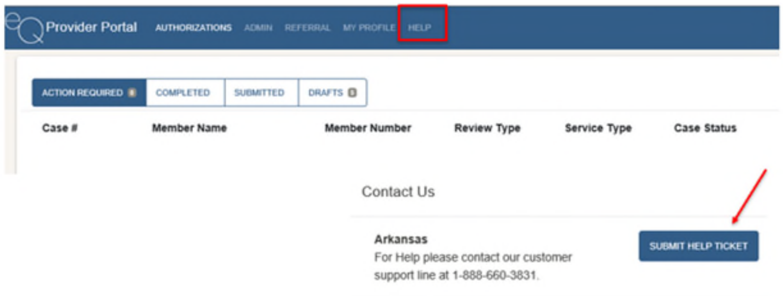
  - Enter the Demographics then click “Create”



- **Referral**
  - Only Applicable to Behavior Health and Personal Care services
- **My Profile**
  - You can change your email address and password.



- **Help**
  - If you click on the Help tab it will give you the phone number to reach or Customer Support line and the option to submit an online help ticket. We encourage providers to click on "Submit Help Ticket" if you have any questions or inquiries. Please refer to our Step by Step User guide on "How to submit a Help Ticket. (Click Here)



- **Actions**
  - Create Fax Coversheet
    Each case creates a unique fax coversheet
  - Print Summary Page
  - Create New Request
  - Request Extension
    To add time or units to the approved PA.
  - Request Cancellation
  - Request Reconsideration
    If a case is partially certified or denied you can request a reconsideration