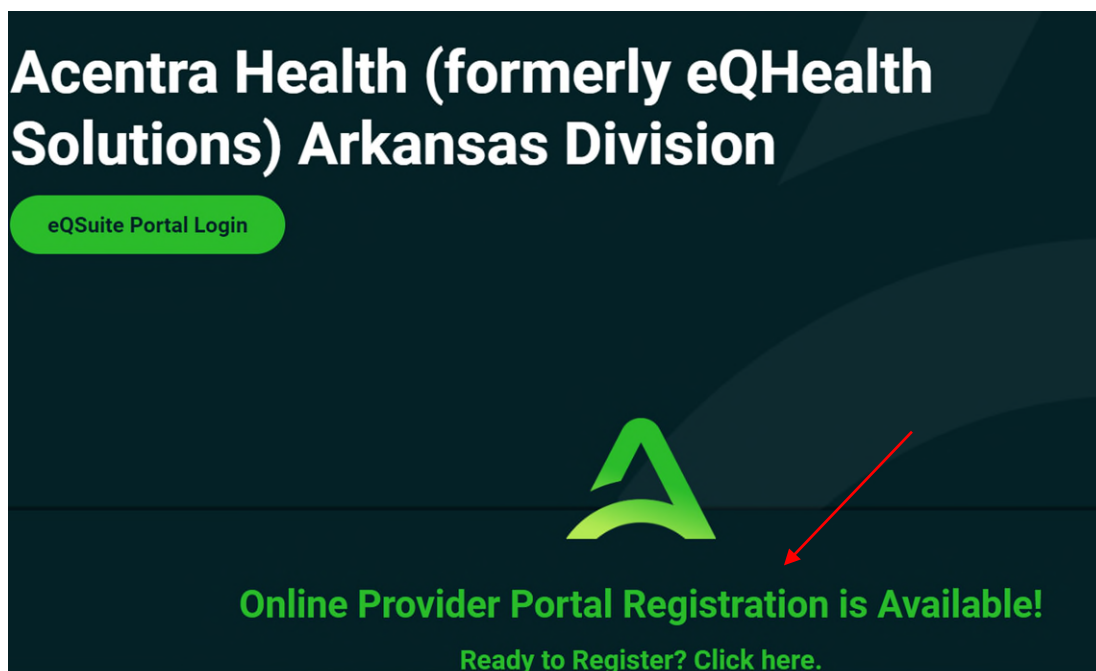

Personal Care Services (PCS) eQSuite® Step by Step User Guide

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.



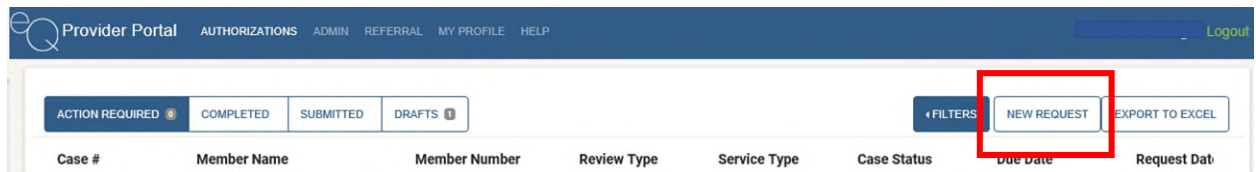
Administrator Roles

- 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
 - For PCS 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 **Personal Care**
- 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

Request
Key initial request

Additional Request Details
Additional details

Demographics
Verify patient demographics

Clinical
Enter clinical information

Finalize
Finalize and submit

Delete Draft

1. Is the Servicing Provider a school system employee?

Yes

No

SAVE & CONTINUE

Demographics

- Verify the patient information is correct
- You will need to enter the patients phone number (Without dashes)
- Enter the legal Guardian information, if applicable
- Click Submit

Clinical

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

- Procedures: Click Service Details
 - T1019 (Select modifier)
 - No Modifier (Under 21, in home – Submit via fax 855-997-3707)
 - U3 (Age 21 and older, in home)

- U4 (Under 21, in school or educational cooperative)
- U5 (Age 16-20, on the job)

The screenshot shows a 'Service Details' window with the following elements:

- Service type: T1019 Personal Care for a non-RCF Beneficiary, per 15 minutes
- Service type: T1020 Personal Care in an RCF or ALF
- Select modifier: A dropdown menu is open, showing:
 - Modifiers
 - U3 - Age 21 and older, in home Personal Care
 - U4 - Under 21, in school/Cooperative Personal Care
 - U5 - Age 16-20, job site Personal Care
- Units: A text input field containing 'Units Per Month'.
- End Date: A date picker field.
- SAVE & CONTINUE button.





- Enter Total # of units per month
- Enter Start Date and End Date: (You can request up to 365 Days)
- Click Save & Continue
- T1020 All ages in residential care or assisted living facility (Select modifier based on the units per month)
- Enter Start Date and End Date: (You can request up to 365 Days)
- Click Save & Continue

The screenshot shows a 'Service Details' window with the following elements:

- Service type: T1019 Personal Care for a non-RCF Beneficiary, per 15 minutes
- Service type: T1020 Personal Care in an RCF or ALF
- Select modifier: A dropdown menu is open, showing a list of modifiers:
 - 1 - 100 (U1)
 - 101 - 119 (U2)
 - 120 - 139 (U3)
 - 140 - 158 (U4)
 - 159 - 177 (U5)
 - 178 - 196 (U6)
 - 197 - 216 (U7)
 - 217 - 235 (U8)
 - 236 - 255 (U9)
 - 256 (UA)
- End Date: A date picker field.
- SAVE & CONTINUE button.

The System will separate the line items by month, if you need to change the total # of units a month you can edit that field.

Do NOT delete any of the line items

Primary	Procedure	Start Date/End Date	Units	Total Units	Remove
<input type="radio"/>	T1019-U4 SEP - Personal Care for a Beneficiary Under 21, provided by a school district or education service cooperative, per 15 minutes (requires prior authorization).	09-15-2020  09-30-2020	500 Unit <input type="text" value="Unit"/> Per Month <input type="text" value="Per Month"/> for <input type="text" value="1"/> Month	500	X
<input type="radio"/>	T1019-U4 OCT - Personal Care for a Beneficiary Under 21, provided by a school district or education service cooperative, per 15 minutes (requires prior authorization).	10-01-2020  10-31-2020	500 Unit <input type="text" value="Unit"/> Per Month <input type="text" value="Per Month"/> for <input type="text" value="1"/> Month	500	X
<input type="radio"/>	T1019-U4 NOV - Personal Care for a Beneficiary Under 21, provided by a school district or education service cooperative, per 15 minutes (requires prior authorization).	11-01-2020  11-30-2020	500 Unit <input type="text" value="Unit"/> Per Month <input type="text" value="Per Month"/> for <input type="text" value="1"/> Month	500	X
<input type="radio"/>	T1019-U4 DEC - Personal Care for a Beneficiary Under 21, provided by a school district or education service cooperative, per 15 minutes (requires prior authorization).	12-01-2020  12-31-2020	500 Unit <input type="text" value="Unit"/> Per Month <input type="text" value="Per Month"/> for <input type="text" value="1"/> Month	500	X

➤ Attachments: Click Browse
Supporting Documentation:

- DMS 618 or Service Plan
- Evaluating RN or Facility Administrator must sign and date DMS 618 or Service Plan
- Beneficiary Guardian must sign and date DMS 618 or Service Plan
- Care plan dates must be current
- Current Diagnosis
- Functional Status

➤ 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

The screenshot shows a web interface with two main sections: 'Attachments' and 'Notes'. In the 'Attachments' section, there is a file input field containing the path 'C:\Users\law\l\l\Desktop\DMS-618.doc' and a 'Browse...' button. Below this, a green checkmark indicates that the file 'DMS-618.doc' has been successfully uploaded, with an 'X' icon to its right. The 'Notes' section features a large, empty text area for entering information. At the bottom of the interface, there are two buttons: 'SAVE & CONTINUE' on the left and 'RESET' on the right.

Finalize

Review entry to verify everything is correct then click “Submit”
Once you click Submit the system will generate a Case Number

Finalize

PRINT

Case Number: 1621385
Case Status: In Progress
Request Date: 02/18/2021

[Create Fax Cover Sheet](#)

[Create New Auth for Current Patient](#)

[Return to Dashboard](#)

DEMOGRAPHICS

Member Name	Test, Child
Member Number	456456456
Date of Birth	01/01/2010

OUTPATIENT REQUEST

Requesting Provider	Test Provider Unknown Physician Specialty
Servicing Provider	Test Provider PO BOX 405827 ATLANTA, GA 303845827
Place of Service	03 School
Requested Dates	09/15/2020 to 12/31/2020

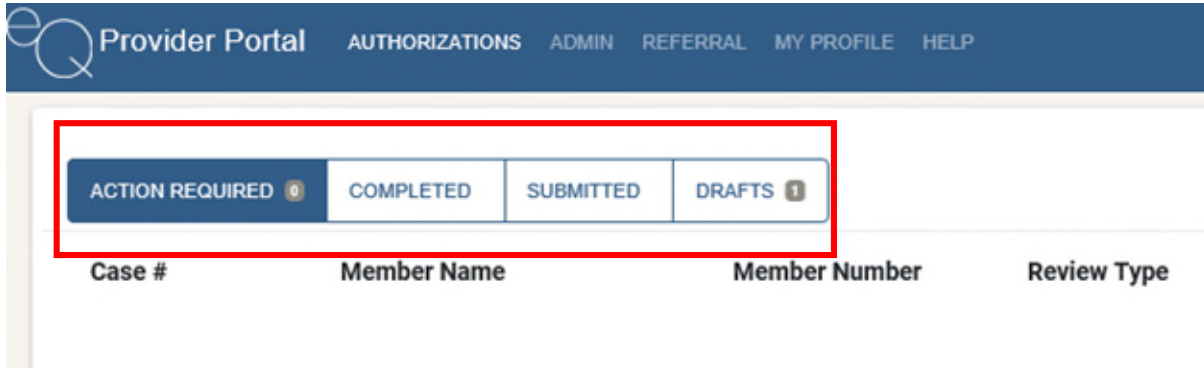
DIAGNOSES

G809	Cerebral Palsy, Unspecified(<i>Primary Diagnosis</i>)
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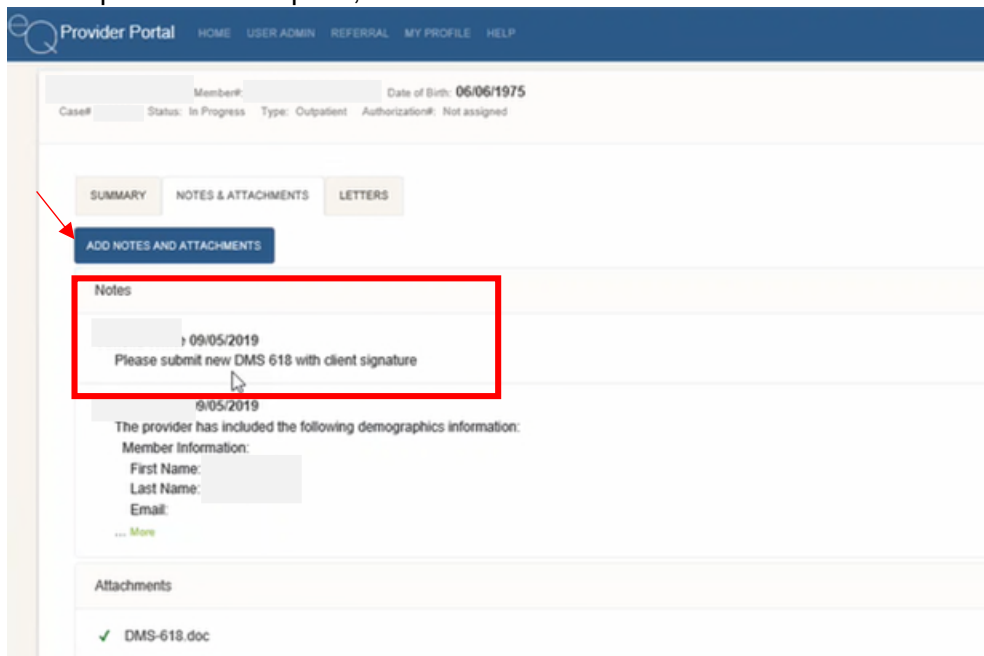
REQUESTED PROCEDURES

T1019-U4 SEP	Personal Care for a Beneficiary Under 21, provided by a school district or education service cooperative, per 15 minutes (requires prior authorization).
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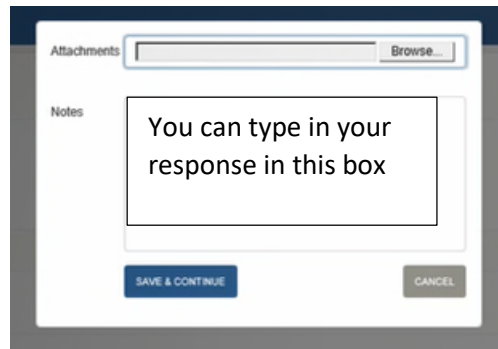
Dashboard Tabs



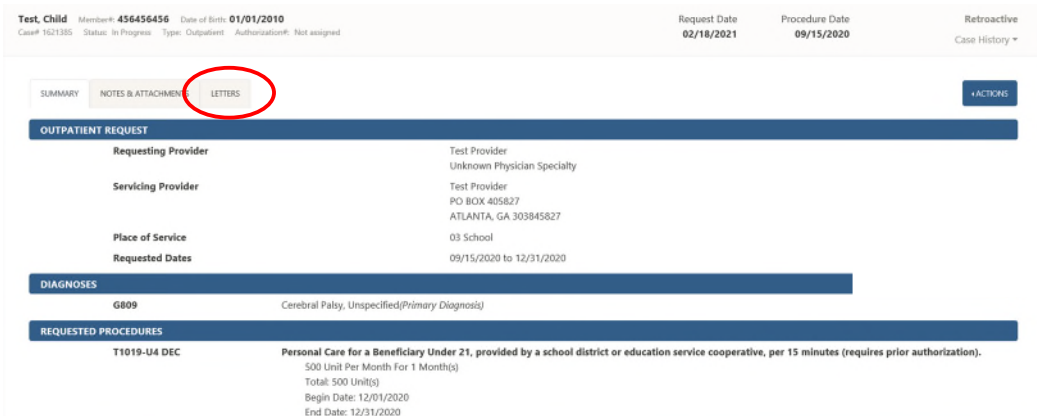
- **Action Required:** Cases where additional information is being requested from our clinical team.
 - Click on the Case, it will default to the Notes section
 - You will be able to view what is being requested
 - To respond to the request, click on ‘Add Notes and Attachments’



- You can upload additional documentation by clicking on the “Browse” button or you can type additional information in the box.

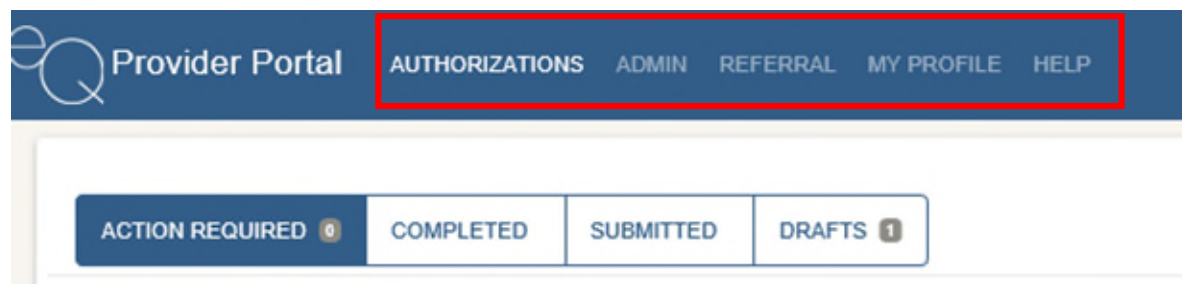


- **Completed:**
 - Once a case has a determination (Certified/Denied/Cancelled) it will move to the completed tab.
 - Click on the Case and you will be able to view the outcome with details
 - You can view the outcome letter on the “Letters” tab



- **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

Menu Options



- **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 if you are the administrator.
 - “Click Add New User”
 - Enter the email address
 - Create a username
 - Select the practice
 - Click “Next” (Do not click create)

Practice	Administrator
<input type="checkbox"/> PRACTICE#: 100012407	<input type="checkbox"/>
<input type="checkbox"/> PRACTICE#: 100031407	<input type="checkbox"/>
<input type="checkbox"/> Test Practice	<input type="checkbox"/>

- Enter the Demographics then click “Create”

The image shows a user registration form with two tabs: 'User Info' (checked) and 'Demographics' (unchecked). The form contains the following fields: First Name*, Last Name*, Address 1*, Address 2, City*, State* (dropdown menu showing 'Not Selected'), Zip*, and Phone*. At the bottom, there are four buttons: 'PREVIOUS', 'RESET', 'CREATE' (circled in red), and 'NEXT'.

➤ **Referral**

- You can view the status of assessment referral requests sent to Optum

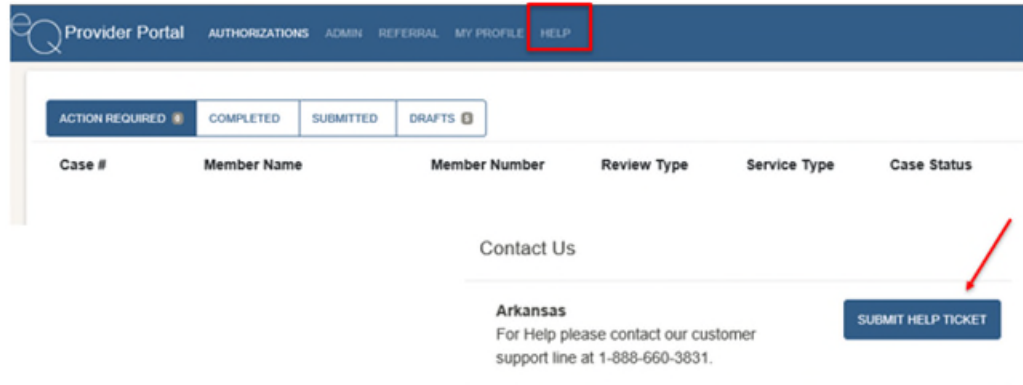
➤ **My Profile**

- You can change your email address and password.

The 'My Profile' form includes the following elements: an 'Email*' field with an envelope icon; a 'Username*' field with a person icon; a 'Practices' field with a dropdown menu showing 'Practice'; and a 'Password' field with a 'Change Password' link in green text.

➤ **Help**

- You 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
PCS requests have yearly renewals that are loaded into eQSuite in the Drafts Tab
- Request Cancellation
- Request Reconsideration
If a case is partially certified or denied you can request a reconsideration

