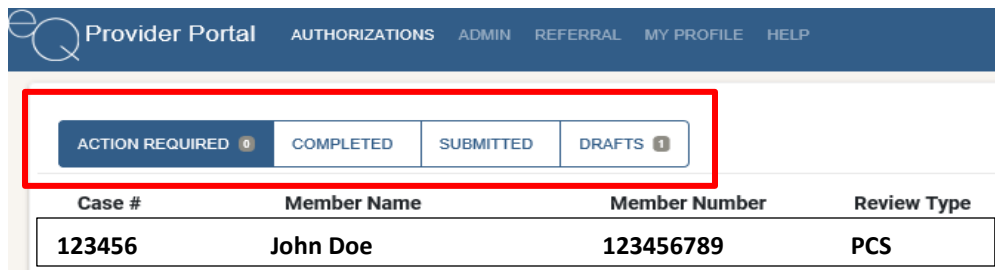


How to view notes from our clinical team in eQSuite

Purpose: This guide serves as a reference on how to view and respond to a case in eQSuite where the clinical team has requested additional information and the status is “Action Required”.

When you log into eQSuite you will automatically be directed to your Dashboard.

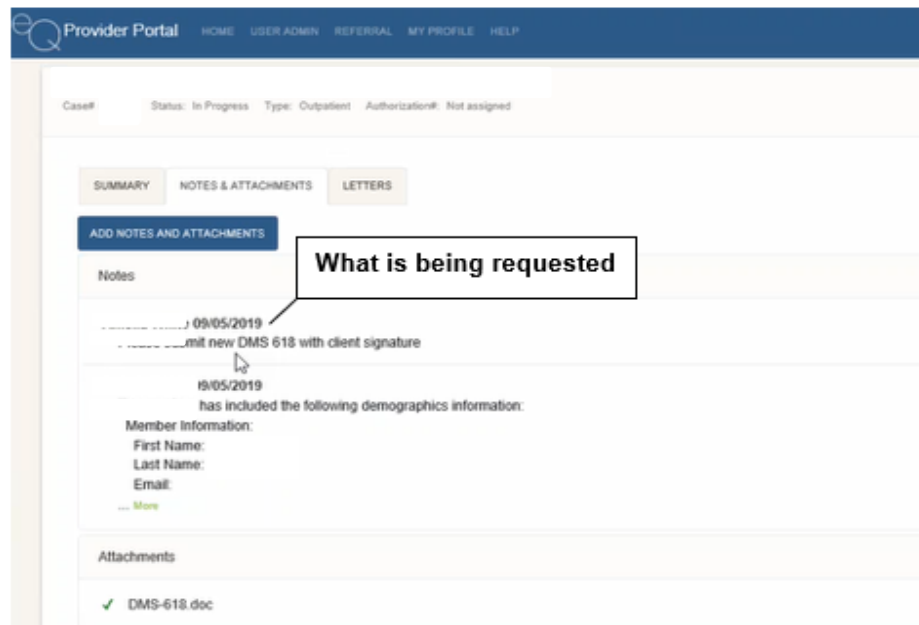
Tabs



The screenshot shows the Provider Portal dashboard. At the top, there is a navigation bar with the eQ logo and the text "Provider Portal" followed by links for AUTHORIZATIONS, ADMIN, REFERRAL, MY PROFILE, and HELP. Below this is a row of four tabs: ACTION REQUIRED (highlighted with a red box and a '0' indicator), COMPLETED, SUBMITTED, and DRAFTS (with a '1' indicator). Below the tabs is a table with the following data:

Case #	Member Name	Member Number	Review Type
123456	John Doe	123456789	PCS

- **Action Required:** Cases where additional information is being requested from our clinical team.
 - Click on the Case, it will default to the Summary section
 - Click on “Notes and Attachments”
 - You will be able to view what is being requested



The screenshot shows the case details page for Case # 123456. The status is "In Progress", Type is "Outpatient", and Authorization# is "Not assigned". There are three tabs: SUMMARY, NOTES & ATTACHMENTS, and LETTERS. The NOTES & ATTACHMENTS tab is active. Below the tabs is a button labeled "ADD NOTES AND ATTACHMENTS". The Notes section shows a note dated 09/05/2019 with the text ".mit new DMS 618 with client signature". A callout box points to this note with the text "What is being requested". Below the note is a section for "Attachments" which includes a file named "DMS-618.doc" with a green checkmark.

- To respond to the request, click on “Add Notes and Attachments”. A box will generate for you to add your comments and upload additional documentation. Then click “Save and Continue”

