



## Provider Update

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### Updates to eQSuite® Help Tickets

eQHealth Solutions is excited to announce effective January 13, 2020 the Helpline Ticket function in eQSuite® will be updated. Our goal with this new change is to improve communication with the provider community and provide more personalized support from eQHealth Solutions. We have posted a webinar schedule below and encourage all providers to attend. If you are not able to attend one of the scheduled trainings, we will have a Pre-Recorded Training Tutorial available on our website, AR.EQHS.COM for your convenience. We have also created a step by step guide as a tool to help you navigate through the Help Ticket function.

#### Webinar Schedule

**Providers can register for a webinar on the Arkansas eQHealth webpage under the Provider Education Resources tab:**

[Register for a Training \(Click Here\)](#)

**Updates to eQSuite® Help Tickets:** Will be an introduction session on how to enter Help Tickets in eQSuite®, viewing responses from eQHealth Solutions.

- January 8, 2019 at 2pm CST
- January 14, 2019 at 9am CST

[Help Ticket Provider User Guide \(Click Here\)](#)

If you have any questions or need additional information, please contact our Intake/Customer Support Helpline at 888-660-3831 or you can email Provider Relations at Ar.pr@eqhs.com